

What if Procurement could do more?

Because pricing the job is not the same as solving the problem

Paul Smith – Head of Frameworkx

Procurement is the problem



We have become very good at pricing failure.



Repairs



Damp & Mould



Voids



Temporary
Accommodation



Repeat Visits



Disrepair

What if the best price job belows the underlying problem that reached?



Are we procuring activity, or are we procuring outcomes?



ACTIVITY

A Schedule of Rates helps us buy consistently.



OUTCOMES

Procurement should ask what actually changed.

Procurement should also ask:



Did the resident's life improve?



Did the asset improve?



Did the cost pressure reduce?



A compliant contract can still fail residents.



Properly tendered



Properly evaluated



Properly awarded



Still not deliver what communities need.



The Resident Experience



Repeat visits



Missed Appointments



Problem unresolved



Still leaves residents feeling unheard



Social value cannot be a bolt-on, a hamper, or a photo opportunity.

It needs to be designed into the work:



Apprenticeships



Local Employment



Resident Support



Community
Investment



Prevention



Measurable
Outcomes

A promise made at evaluation is worthless if nobody owns the outcome after award?



If we can procure repairs at scale, why can't we procure prevention at scale?

Homelessness is not just a housing management issue.



Voids



Temporary
Accommodation



Repairs



Furniture



Support



Safety



Decency



Speed



Dignity



The question is no longer

“What rate applies?”

The question is now

“What problem are we prepared to solve?”

