

Cluid Housing Association - Procurement/Cost Management

Cluid are a Dublin based Housing Association who own and manage over 5,000 properties throughout the Republic of Ireland. Up to 2011 Cluid delivered responsive repairs and voids on a call-off basis with a supply chain of over 200 contractors.

During 2011 Impart links assisted Cluid in rationalising their supply chain to procure 3 contractors to deliver the service on an open book partnered basis.

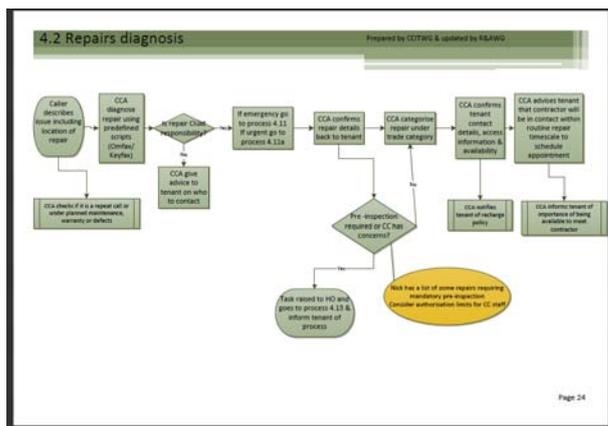
Impart links were appointed Partnering Advisor to assist in the procurement, mobilisation and contractual delivery of the repairs contract

Impart links provide the following services to Cluid;

- Detailed process mapping of all operational procedures
- Creation and implementation of Partnering Documents
- Facilitation of the Quarterly Performance Workshops
- Fact finding to Contractors Offices to assist Business Management
- Quarterly Review of KPI's

Detailed process mapping of all operational procedures

Cluid had limited process maps incorporated within their business to deliver the Responsive Repairs Service. Impart links engaged with the project officers and call centre to develop process maps for all operational functions



Fact finding visits to Contractors Offices to Assist Business Management

The procurement and open book management of the project was relatively new within the Republic of Ireland and the open book aspect proved challenging for the contractors to grasp. In our role of Partnering Advisor, Impart links visited the offices of the contractors to review and assist in business control measures, accountancy systems and operational process which benefited the service provision provided to Cluid

Creation and implementation of Partnering Documents

Impart links developed, implemented and trained the partnering team on the contract, cost model and Price Framework

The image shows a screenshot of a partnering document on the left and a spreadsheet on the right. The spreadsheet is titled 'cluid housing association' and 'Job Type - Responsive Repairs'. It lists various repair types with their respective costs for 2012-2013 and 2014-2015.

Code	Component	2012-2013	2014-2015
GRD	Groundworks	2261	1556
PD	Painting & Decorating	2343	289
PL	Plastering	5216	174
PLU	Plumbing	4500	1646
PFU	Roofing	4000	1030
PK	Wall and Floor Finishes	4200	1891
YOD	Standard Voids (see garden, back (chairs) & other voids)	4300	4076
CH	Central Heating	10500	7640
DS	Drainage	5440	184
DBR	Block/Block/Render	800	1624
EL	Electrical	4500	4740
CARP	Carpentry	1000	3026
FEN	Fencing	0	0
HEARTH	Hearths and Fire Surrounds	150	2020

Facilitation of the Quarterly Performance Workshops

On a quarterly basis Impart links facilitated a Core Group / performance meeting, which focused on the key aspects of the performance delivery for the 3 contractors including

- Performance statistics
- Cost management
- Performance issues
- Contract issues
- Complaints / best practice

Quarterly Review of Key Performance Indicators (KPI's)

Data was collected to formulate the indicator graphs on a quarterly basis – these were presented by Impart links in the workshops to review trends and discuss the exceptions. An exceptions mitigation strategy was then created by the contractors and reviewed by Impart links

