

RELATIONSHIPS THAT DELIVER MORE

COLLABORATIVE WORKING WITH CITY OF YORK COUNCIL & YORK UNIVERSITY

"The relationship building between staff at CYC, UOY and JPS, with sharing of processes, procedures, improvement and development across the partnership, has been a huge benefit. And of course, working with a very approachable and customer focussed manager who runs the JPS store."

Kevin Bray,
Reactive Repairs and Voids Manager
at City of York Council



THE CHALLENGE

In 2008, JPS set up a Managed Store to specifically support the CYC Building Maintenance Team.

During the contract, UOY made an enquiry with JPS. This was something that might normally go via our branch network. But we believed using the CYC store would be a better solution. We engaged with CYC and UOY and established a model that works for all parties.

Our main challenge was to ensure we could provide the service required by UOY, without negatively impacting the service to CYC.

THE SOLUTION

Through supplying materials to CYC through a Managed Store, JPS already had staff within our site that had the right level of technical knowledge and expertise needed to support York University, with very similar product requirements. This included heating spares, ironmongery and electrical products.

JPS deliver daily to UOY, so that their staff do not need to call at the CYC depot.

Identifying an opportunity to grow our partnership with CYC, deliver further value for money and also support a new contract with the University, we created a partnership between CYC, York University and JPS from the dedicated store.

CYC has extended the benefits of the managed store service to all Council departments, by creating a "Corporate Contract". JPS are supporting all areas of Housing, Neighbourhood services, Highways and provide PPE to all Council operated Care Homes.

CASE STUDY

THE RESULT

- ✓ **A real partnership approach, with service driven through collaborative working.**
- ✓ **Reduced operative downtime by negating the need for operatives to go shopping for materials.**
- ✓ **Efficiencies through operatives being able to complete more jobs per day.**
- ✓ **Specialised expertise for the materials CYC and York University use in public buildings.**
- ✓ **Robust van stock management solution which supports first-time fix.**
- ✓ **Reduced procurement costs, subsequent tenders have been undertaken jointly by CYC and UOY following creation of the partnership.**

WANT TO HERE MORE?

✉ publicsector@saint-gobain.com

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RELATIONSHIPS THAT DELIVER MORE

COLLABORATIVE WORKING WITH ESTATES DEPARTMENTS WITHIN THE EDUCATION SECTOR

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RELATIONSHIPS THAT DELIVER EFFICIENCY

- ✓ Consolidated Invoicing & IT system integration
- ✓ Reduce Travel & Carbon Footprint
- ✓ Materials where you need them, when you need them
- ✓ Save time
- ✓ Improve first time fix rates through effective van stock management



RELATIONSHIPS THAT DELIVER VALUE

- ✓ Efficiency savings through our expert supply chain knowledge; delivering certified products with cost, time and life cycle savings
- ✓ Market trend analysis to help you make informed decisions about the materials you buy
- ✓ Compliant route to supply through trusted framework partners in the sector
- ✓ Cost savings through shared services
- ✓ Social value embedded in everything we do
- ✓ Dedicated teams focussed on you
- ✓ IT support team



RELATIONSHIPS THAT DELIVER INNOVATION

- ✓ Digital solution software developed by our own innovation centre
- ✓ Sustainable materials and solutions
- ✓ Low carbon transport
- ✓ Same day and emergency delivery options
- ✓ Bespoke solutions to meet your needs