



# CASE STUDY

**Client: Tayside NHS**

Being one of the largest NHS organisations in Scotland, NHS Tayside is forward thinking in their approach to sustainability and cost effectiveness.

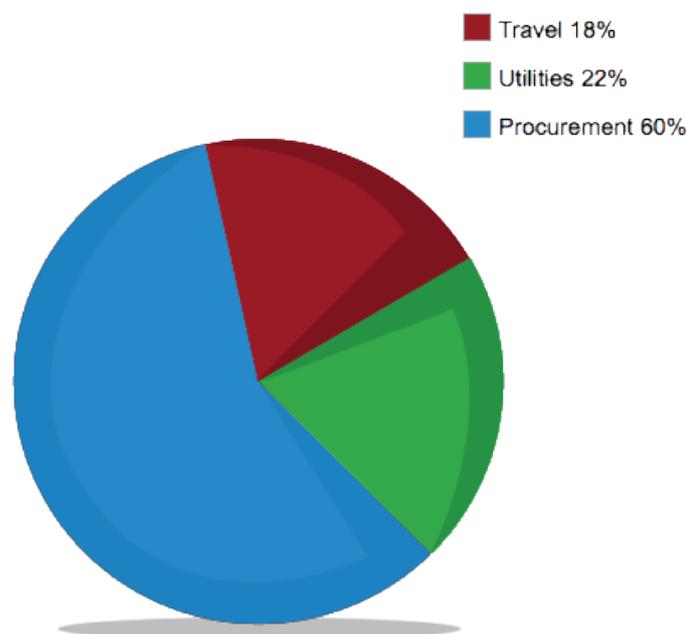
## Overview

- Client had full chief executive support
- Implementation was led by Procurement
- Took one year to embed into practice
- Collaboration between Facilities Management & Procurement was critical.
- NHS Tayside achieved a savings of £30K in one 2-month period.

### The challenge

With 60% of NHS carbon emissions coming from the supply chain, the NHS are looking at ways to reduce purchasing demand.

### Pie chart showing NHS carbon emissions



Andy Hay of NHS Lothian and NHS Tayside Procurement, specialises in Business Assurance and Sustainable Procurement, and led on the introduction of the system.

As with most large organisations, bureaucracy and processes can always be improved. Andy acknowledged that his biggest challenge was facing “unnecessary procurement and wasteful disposal costs” before they decided to introduce Warp it.

Warp It is an easy-to-use online portal which provides a platform for organisations to redistribute (give, loan) resources legally and conveniently within an organisation, but also beyond - within other organisations. The platform

- Makes it easy for staff within an organisation to find colleagues with items to spare inside the same organisation or beyond - reducing procurement spend
- Makes it easy for individuals within an organisation, who wish to part with items, to find new owners - saving on waste disposal

## Warp It: Benefits to the organisation

- Reduction of unnecessary procurement
- Reduction of waste
- Savings of staff purchasing time
- Better use of space
- Better internal collaboration
- Support local organisations
- Recording and tracking of assets across the organisation
- Convenient marketplace for staff
- Storage stock flow facility
- Loans of underused resources with idling capacity
- Opening-up of internal network to partners prioritising internal staff
- Downloadable management reports for procurement and environmental savings
- System management for whole building clearances
- Deals with waste legislation and liability
- Access control for staff
- Integration with existing portering or task management software



**In large organisations, behaviour change does not happen overnight.**

## Warp It encourages collaboration between departments

Highlighting the need for departments to work together Andy said, “Warp It is owned by Procurement, but Facilities are really the key players in making it a success and they have been great.”

## Senior support is key in implementation

Andy acknowledges that there has to be somebody willing to take the lead, but emphasises the importance of top down influence.

“I think I am the “Warp-It Guy” (amongst other things). Our chairman supports this, and we have executive support – this makes a big difference.”

He also admits that success does not happen overnight. It takes time and patience to change behaviour in large organisations.

“It took a wee while to get going, but now we have reached a kind of critical mass with people wanting to use it and avoid buying new. Sharing with public sector partners has been a great opportunity too to feel part of something bigger,” said Andy.



### **Close collaboration on resource use between partners**

#### **Hinting at the need to overcome cultural practices within the NHS**

“Fear of giving stuff away is one of the most challenging issues. It doesn’t feel natural to public sector budget holders, but throwing stuff away is worse!”

#### **Highlighting some of the benefits**

“The system lets people do the sharing without needing a matchmaker or a warehouse. It shows that we intend to reuse which is a key part of the Procurement Journey. When staff want to buy something we want them to think ‘Do I need to buy this in the first place?’” Andy followed this up by saying, “The system has great Key Performance Indicators (KPIs) and the User Interface is nice and clean.”

#### **His take on Warp it improvements:**

Being somewhat of a techie when asked, “What could be improved?” Andy said, “Looking forward to the app!”

Looking into his crystal ball Andy said about the future in one to five years, “I think it can go further, The loaning of resources is probably my next challenge. Then what next? Loaning staff resources maybe?”