

# Impressive savings for Voyage Care

**CLIENT:** Voyage Care  
**SECTOR:** Healthcare  
**COST CATEGORIES:** Stationery & Cleaning

## SUMMARY OF SAVINGS

Stationery **34%**  
 Cleaning Material **24%**

## THE CLIENT

Voyage Care (formerly The Independent Living Group (ILG)) provides support for adults with learning disabilities, Huntington's disease, Acquired Brain Injury, communication difficulties and other complex needs. The group operates residential care homes across Hampshire, East Sussex, West Sussex and Kent with an emphasis on encouraging independence among its residents.

## THE CHALLENGE

With more than 40 homes to oversee and no universal supplier list, Voyage Care's finance director was keen to introduce a central purchasing system. He therefore enlisted the help of Expense Reduction Analysts (ERA), the UK's largest cost and purchase management consultancy.

"Each of our residential homes is encouraged to operate independently so, naturally, they were buying from a lot of different sources on an ad hoc basis," explains Voyage Care Finance Manager Neil Donaldson. "In fact, a large amount of day-to-day supplies were purchased on shopping trips to the local supermarkets. While this helps to encourage independent living, it's not cost effective."

Voyage Care's cost review focused on stationery, cleaning materials and non-clinical consumables and began with an assessment of how procurement had previously worked.

ERA managed the review, with Steve Parrott focused on cleaning materials and non-clinical consumables and Nigel Richards looked at stationery.

"As a result of the review, Voyage Care now has a centrally coordinated procurement process, where each home's requirements are purchased from an agreed list of suppliers," explained Steve.

"The aim of this approach is that 80% of supplies are purchased from the individual supplier's tailored core product list. Every supplier on the list has a solid understanding of Voyage Care's diverse requirements and needs, for example, any cleaning fluid purchased has to be safe for consumption in the event of accidental ingestion."



voyagecare

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**NEIL DONALDSON**  
 VOYAGE CARE FINANCE MANAGER

This way, home managers maintain a degree of flexibility and are able to use the petty cash system, for example, for some of their supplies. This also fosters the company's emphasis on independent living as each home is able to purchase some supplies directly from their local area.

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In terms of results, the cost review resulted in an annual saving of 32% for stationery and 24% for cleaning materials, including non-clinical consumables.