



FURNITURE
resource centre

FRC GROUP

Redcar & Cleveland Borough
Council LWP Case Study





Background - Local Welfare Provision

Furniture Resource Centre delivers a number of Local Welfare Provision contracts across the country so we understand the products that are required. They need to be robust, good quality and at the right price.

Redcar and Cleveland Borough Council needed a supplier who could deliver good quality products and offer excellent value for money. They also needed a supplier who could meet short lead times, provide a reliable and efficient service, and who understands the needs of this vulnerable client group.

Redcar and Cleveland Borough Council are part of the North East Procurement Organisation (NEPO). Furniture Resource Centre submitted a tender for the NEPO Furniture Framework and were awarded sole supplier for Domestic and Residential furniture.

Furniture Resource Centre has recently opened a warehouse in North Tyneside and now supplies, delivers and installs a bespoke range of furniture; white goods and starter pack items across the north east from this location.

Redcar and Cleveland Borough Council had recently launched their Social Value Charter and were impressed with our passion for delivering social value and our campaign to End Furniture Poverty, which fitted with their own ambitions.

“We would absolutely recommend Furniture Resource Centre to others.”

Overview

We created a product guide for all Redcar and Cleveland staff which includes living room, dining and bedroom furniture, appliances, pans, crockery and cutlery, and a range of installation services.

The Financial Support team, (Local Welfare Provision team), select the products they require and we deliver them within 5 working days. If there is a more urgent need, we even deliver on the same day.

We install the products in the right place, take away all packaging, and connect appliances, all in one delivery. If required, we remove old products which are taken back to our North Tyneside warehouse for recycling.



Feedback

Michelle Gray, Commercial Officer, Commissioning for Redcar and Cleveland Borough Council, explained:

“Furniture Resource Centre has a reputation for doing good things so we felt we could work together and do good things in Redcar and Cleveland. Now Furniture Resource Centre has a warehouse in North Tyneside, it gave us confidence that they could deliver exactly what we needed, when we needed it.

Since starting the contract, the feedback from the Financial Support team has been ‘fantastic’. The team are confident that the furniture is going to arrive, be on time and of good quality. They have smiles on their faces knowing we are now providing the right service to our clients.

We would absolutely recommend Furniture Resource Centre to others.”





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