CWP is always looking for innovative methods to realise their corporate responsibility goals as well as improve processes and save money.
Overview

- NHS trust
- Savings of £5000 per month
- Huge managed estate
- Wide geographical area
- Collaboration with Porter’s system

The challenge

The Trust provides mental health, learning disability, drug and alcohol and community health services across Cheshire and Wirral and within Liverpool, Bolton, Warrington, Halton and Trafford. Cheshire and Wirral Partnership has over 15,000 foundation trust members and employs nearly 4,000 staff across 95 sites, serving a population of over a million people.

The Warp It system was launched by the Environment Team, Jeannie Metcalfe-Hall and Helen Kelly, at CWP on the 4th June.

In the first 8 weeks, the Environment Team are pleased to report that over 100 staff have registered to become users of the site and there are currently approximately 600 items available for re-use across the system. To date, the total cost savings made from avoided procurement spend and associated disposal costs are in excess of the £15,000 mark, and the Trust has also achieved a carbon reduction totalling 2980 kg.

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. Quite simply, it
- 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
**Warp It is an innovative method to realise corporate responsibility goals**

Andy Styring, Director of Operations for CWP, welcomed the new Warp It system saying: “In these times of improved efficiencies, organisations are learning how important it is to get maximum value out of their resources, and being an environmentally conscious Trust, CWP is always looking for innovative methods to enable us to realise our corporate responsibility goals. Warp It addresses both of these issues and the resulting savings and benefits can be clearly identified and are measurable.”

**Helps organisations tackle the issue of items going to landfill**

Jeannie Metcalfe-Hall is Environment Officer / Waste Manager. She ran a successful internal reuse scheme, called the Swap Shop. “Like most organisations of our size, we had a problem with disposing of reusable furniture and equipment. I was concerned with the large amount of ‘reusable stuff’ either going to landfill or skipped, so I set up the Swap Shop to tackle this,” said Jeannie.

![Image of Helen, Andy Styring (Director of Operations for CWP) and Jeannie on launch day.]

**Swap Shop**

This system worked well, but was run by one person who took calls and requests. The system relied on brain power to match surplus items with requests. “All of the info was in Jeannie’s head,” said Helen. “This meant that it took her away from other tasks, and also if Jeannie was not here for whatever reason, reuse and recycling did not happen.”

Jeannie said, “The Swap Shop worked well locally, but as the Trust is so widely spread out geographically not everybody was able to get involved equally.”

However, with a large-scale building rationalisation programme approaching it was time to look to see if there was anything on the market which could possibly improve the process and free up Jeannie’s time.

After seeing a presentation about Warp it, Helen and Jeannie discussed and explored the system in depth. “We had a number of meetings about the rollout with various internal stakeholders. We went
very quickly from testing the system, to a small trial, and then right-out across all staff. When we launched, we actually had a photo of one of our executives endorsing it on the ‘official’ launch day which went into the newsletter to encourage staff to sign up,” said Helen.

**Building rationalisation**
“The service and the software have been very well received by staff. We are going through some large rationalisation projects, and some buildings have not been touched in a while which has thrown up some unusual items. For example, we cleared lots of bird boxes and these were claimed straightaway by a charity,” said Jeannie.

**Porter request**
When introducing any change to any system, it is important to make things as easy as possible for the staff. “I like how the notifications on the system can be customised for the organisation’s own practices – this keeps everyone in line and knowing what to do next. For example, in our ‘claim confirmation’ notifications, we have a link to our porter request form,” said Helen.

**Teething problems**
As with any change to behaviour or processes there are always issues. “There have been a number of stumbling blocks in setting up the system. Our IT infrastructure at first meant that some of the web pages did not display correctly and notifications were not being received. But this was overcome with a few phone calls and some tinkering behind the scenes,” Helen explained. She went on to highlight the most challenging aspect:

“The biggest hurdle is changing practices within departments. Staff are used to doing things a certain way. Warp It is something that is a bit different, and so this has led to some resistance in some areas. To help with this issue, we have spent time on supporting and gradually getting the resistant departments on board,” said Helen.

It is imperative to bring attention to the financial state of affairs which is affecting all of the public and private sector. Helen went on, “However it is important that each department works in collaboration – procurement, facilities management, porters, etc. This activity benefits all departments across the organisation. We need to ask ourselves, are reuse and financial savings important? If so, then departments have to change the way they do things.”

**Audit trail**
Helen went on to explain how having data (which they didn’t before) has led to advantages. “I like how all of the transactions can be exported as an Excel file (both active and claimed) for reference, audit and reporting. This feature has been seen as a benefit by my manager who can now report accurate financial and environmental savings from our reuse activities.”

**Hard to reuse items**
Referring to third party donations, Jeannie discusses how some items are hard to reuse due to offices getting smaller. “Large desks and beds are usually hard to reuse. We were just about to have a clear out, and we had a dozen 1,600 mm radial desks which wearerework.co.uk took. It is great to see what would have previously been moved, dismantled and then skipped going to good use.”
Third party partnerships

On the system it is possible to befriend other organisations to get and give assets across organisational boundaries. Jeannie said, “We have actually met some partners face to face, such as Chester University and Chester Furniture Forum, to discuss how we can work together better. We have invited a couple of local charities and local authorities to partner with us now that we are getting established. When we first launched, we kept the marketplace internal only, but as we have gotten used to the control mechanisms, we are now ready to open up to other parties. Astra Zeneca has just joined locally, so it would be good to trade medical and lab equipment or supplies.”

Helen rounded up by saying, “It is getting quite active out there now. We just need to get all of our departments collaborating so that staff members have 100% trust in the system, and think of Warp It before they buy or dispose of anything.”