

CASE STUDY TRUST HOUSING ASSOCIATION

THE COMPANY

Trust is a national housing, support and care provider, offering a range of accommodation and support services. Primarily serving older people in our communities we also provide housing for families and individuals. We have over 2,500 households across the length and breadth of Scotland. We offer a range of services, from a landlord only service to care and support services that are flexible and tailored to the needs of the individual. This means customers can continue to live independently and have an enhanced quality of life, as well as providing peace of mind to their families.

TRUST ME

How did you first hear about our service?

Found Travel Planet via the Crown Corporation Services Framework.

What challenges/problems necessitated a change?

Trust Housing Association did not have a managed travel programme and travel has been sourced via various channels. This resulted in limited visibility into our travel spend.

Prior to implementing Travel Planet, Trust Housing Association was using credit cards to pay for travel, which was proving to be a challenge.



David Hadow,
Procurement Officer
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Association
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What were you looking for in a solution?

We were looking for a solution that was simple but offered the ability to drive compliance to policies, including Duty of Care, visibility into spend, while being nimble.

What made our solution stand out over others that you researched?

Travel Planet's ability to integrate into any system, as well as the rich content was attractive. Access to CCS's negotiated rates will drive additional savings.

What feature of our product was most appealing?

The basket of items allowing bookings for various travel types to be booked at the same time and covered by a single invoice. Also the consolidated monthly invoicing.



How did you implement/introduce our solution?

The CCS framework meant we didn't have to run a tender exercise.

We completed an options paper recommending a direct award to Travel Planet under the framework. The benefits being a quick and easy procurement exercise while still being able to confirm we received a strong offer.

How did our team help with implementation?

Various implementation meetings and product demonstrations which were very thorough and covered all our needs.

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What was the initial reaction of your users to our product?

Very happy to have a single point of contact for booking travel, accommodation, venue hire, etc

Has this solution saved money and/or increased productivity?

Yet to properly get started due to minimised travel during COVID.

What plans do you have to use our solution in the future?

Potentially changing our travel and accommodation procedure by allowing people to book their own travel as opposed to all requests going through the office manager.

Is there anything else we should know?

Our "The Time is Now" business strategy (2021 – 2024) sets out a bold vision for Trust and our priorities over this period. "The Time is Now" is an investment in a sustainable future, and Travel Planet will contribute to our investment in this area. Their excellent online solution shows us the environmental impact of travel before we book, and the system contains a customisable CO2 report so we can monitor our travel footprint. In addition, Travel Planet will offset all of our emissions relating to travel activity booked through them, and they do not charge us for this. The offset projects are via Carbon Trust Gold Standard projects, so we are confident the investment is in the very best projects to benefit the environment.

