

SHOWCASING EXCELLENCE HOSPICE QUALITY PARTNERSHIP

Hospices are facing rising demand for their services and growing financial pressures. A unique link up between the Hospice Quality Partnership and TUCO is enabling HQP's members to make vital savings on catering spend and ensuring more funds go into patient care.



As Britain's population continues to age, the demand for vital frontline care services is growing and with it new financial challenges.

The number of people aged 85 and over is expected to double in the next 20 years, according to the Office for National Statistics. But demand is not just being driven by longevity. As Hospice UK highlights, the number of young adults living with life-limiting conditions is also on the increase.

In the case of care provided by hospices, sustaining provision is already a day-to-day battle with around two-thirds of their income needing to be fundraised. In the case of children's hospices the figure is even higher.

The Hospice Quality Partnership (HQP) was set up in 2014 in response to the challenges facing hospices with the aim of reducing costs and driving efficiency through collaboration.

The partnership is already proving to be a success story, as highlighted by it being a finalist in the charity partnership of the year category at the Third Sector Awards.

A social enterprise owned by its members, some 75 hospices have so far



THE CHALLENGE FOR HOSPICES

A TYPICAL MEDIUM SIZED HOSPICE	£3-5M TURNOVER
BEDS	15
INCOME FROM GOVERNMENT (ADULT HOSPICES)	33%
INCOME FROM GOVERNMENT (CHILDREN'S HOSPICES)	17%
AMOUNT OF MONEY NEEDED PER DAY TO STAY OPEN	£7K

joined HQP along with a number of affiliates. It produces unique benchmarking reports for the sector and is also working to create new revenue streams via joint ventures.

But its biggest impact to date has been through efforts to cut costs using shared procurement. At the beginning of 2017 that goal took a significant step forward when HQP joined forces with The University Caterers Organisation to offer its members access to TUCO's leading procurement frameworks.

'TUCO already has more than £140m of spend out there,' explains Tracey O'Keefe, HQP's managing director. 'We gain the benefits of that scale. While our members' combined spend might be significant it's

too small to be aggregated to the same effect. But this way we are now bolted onto TUCO's £140m spend and that gives us so much more scale.'

Tracey estimates that hospices using suppliers on TUCO frameworks are already enjoying savings of up to 15%.

The flexibility they offer is also proving to be a winner. Hospices tend to have close links with their local communities. The ability to work with SMEs and local suppliers through the frameworks was a vital element in the decision to join forces with TUCO.

HQP's members also benefit from due diligence on aspects such as food safety and origin with TUCO able to provide



‘Catering is not only a key part of hospices in terms of spend but also an integral part of their service offer. We hope to benefit from the work TUCO does around best practice and skills development.’

– TRACEY O’KEEFE, MD
OF HOSPICE QUALITY
PARTNERSHIP



75 members & affiliates

£2m catering spend

5% - 15% savings
through TUCO
frameworks

specific information at the touch of a button.

And Tracey expects the relationships between HQP, hospices, affiliate partners, TUCO and its suppliers to run even deeper.

‘We always look for a long-term developmental relationship with our partners. We hope to benefit from the work TUCO does around best practice and skills development.

‘Catering is not only a key part of hospices in terms of spend but also an integral part of their service offer. They are not like hospitals with set menus. They tend to have quite tailored menus to particular conditions and diagnosis.

‘Hospices are increasingly caring for people with complex needs and clients will have particular requirements – so food is a central part of the offer of a hospice.’

Equally, the chance to work with the hospice sector has proved rewarding for TUCO and a number of key suppliers, says Tracey.

‘It’s win-win. Hospices win on price, TUCO and its partners gain additional custom. But they also like the relationship with us and the CSR elements of supporting hospices.’

Mike Haslin, chief executive at TUCO describes the work with hospices as ‘an important step in our evolution’.

He adds: ‘By extending our frameworks to hospices as well as the education and public sectors, our aim is to enable a new range of organisations to make savings in their catering divisions so that they can continue to provide excellent public services in our communities.’

ABOUT TUCO

TUCO is the leading professional membership body for in-house caterers operating in the higher and further education sector and is used by universities and colleges throughout the UK. It provides a platform where members can **Share** and celebrate achievements; **Learn** via a range of courses, professional advice, training and study tours; **Grow** their business through latest market research, trends and analysis; and **Buy** via TUCO’s EU compliant catering frameworks and wide range of suppliers – maximising value through the combined £143m annual spend of TUCO members.

**Find out more
about TUCO**

0161 713 3420

info@tuco.ac.uk

www.tuco.ac.uk



The University Caterers Organisation