

pluxee

Nottingham City Council

Crown Commercial Service
Case Study

Ensuring their people thrive,
so everyone can strive for a
brighter future!



Nottingham City Council's Mission

Nottingham City Council provides essential services to the residents of Nottingham and is obligated to support their most vulnerable people and families.

Committed to alleviating the burden of the rising cost of living, specifically energy and food bills, the Council, alongside a local authority agency and City schools, is helping those most vulnerable, including struggling pensioners and the parents and guardians of children accessing free school meals.



Nottingham
City Council



Pluxee UK & Voucher Select

Nottingham City Council ran this essential financial support initiative for several years before partnering with Pluxee UK via the Crown Commercial Service framework.

Why the move to Pluxee?

Our Voucher Select platform comes with a user-friendly order management platform, allowing the Council to:

- ✓ Access their entire order history
- ✓ Cancel, resend or reissue vouchers
- ✓ Set up password protection on self-fulfilled orders
- ✓ View updated delivery and voucher redemption statuses.



GG We required a more cost-effective solution that provided us with an online management information system, enabling us to manage our purchases and fund dispersal payments effectively and in real-time. The added ability to provide access to Nottingham School Staff and Nottingham Agency Staff removed the need for the Council to administer the scheme in full, reducing the time Council employees spent administering high volumes of Vouchers.

Michelle Charnley, Business Support Manager, Sold Services To Schools, Nottingham City Council



Meeting the needs of multiple administrators



We've seen a positive impact on our ability to report on activity and spending, with regular Reviews and Reconciliation reporting via our dedicated Account Manager.

Pluxee UK also provides a dedicated Customer Care team, which is on hand to help our citizens with any queries, questions, or support they may need once they have received their voucher."



We run a complex scheme, so real-time reporting and robust account management were essential. The Pluxee solution ticked all our boxes!"

Michelle Charnley, Business Support Manager, Sold Services To Schools, Nottingham City Council

With Voucher Select, each school and agency under the scheme can access their unique account, manage orders and distribute vouchers directly from the platform without the input of the Council.

Nurturing autonomy and increasing efficiency!

Responsible for the overall budget allocation, our Voucher Select platform allows the Council access to all individual accounts, enabling them to see a holistic view of the initiative's spending, effectiveness, and impact.

Flexibility and Equity

We offer two ways for our Voucher Select clients to redeem their vouchers: Self-fulfilled or Pluxee-fulfilled.

What's the difference?

There are some additional user features when you opt for Pluxee-fulfilled. However, the main difference is that either Pluxee issues the vouchers to the recipients digitally or the Council self-fulfils and distributes them.

Nottingham City Council enjoys the best of both worlds!

We handle approximately 80% of the fulfilment duties, delivering the vouchers directly to the users digitally.

The Council supports its city's most vulnerable. Some don't have access to the internet or have the smartphones needed to redeem their vouchers digitally.

To ensure the remaining 20% of citizens get the financial support they need, the school or agency create a printed version of the vouchers and distributes them directly.



The ordering and fulfilment process is quick and easy. The platform allows us to send vouchers using SMS or email, and we can manage and view voucher activity directly on the portal."

Michelle Charnley, Business Support Manager, Sold Services To Schools, Nottingham City Council



We receive a discount on the face value of the e-vouchers provided to Citizens, which means we can make the funding stretch further and help more Citizens.”

Michelle Charnley, Business Support Manager, Sold Services To Schools, Nottingham City Council

Stretching Public Sector Budgets

The Crown Commercial Service framework (CCS) is the biggest public procurement organisation in the UK, helping buyers in central government, public and third sectors purchase what they need securely, confidently and competitively.

Nottingham City Council partnered with Pluxee UK via the CCS framework in May 2023, and since then, they have saved **£911,642 – nearly ONE MILLION pounds** – on the face value of their vouchers.

What does this mean?

This means that their citizens have redeemed **£6,390,533 worth of vouchers to support their wellbeing**, but it only costs the Council £5,478,891.

Making the most of the public's purse!

As a public sector body, the Council funds its initiatives through resident and government contributions. Every penny saved is money the Council can put towards other community initiatives.

Making a Positive Impact

One key selling point of our Voucher Select solution is the **choice of retailers**. We partner with over 150 high street and high-end brands, so there's always something for everyone.

Control is another crucial feature, and with Voucher Select, our clients have the option to limit which retailers their vouchers are spent with.

Nottingham City Council's goal is to ensure its most vulnerable people and families can put food on the table. They limit the available retailers to grocery stores to guarantee that their citizens spend their vouchers as intended.

We partner with the UK's favourite and biggest supermarkets, so there will always be a local store where citizens can redeem their vouchers.

At Pluxee UK, we believe our clients should only pay for what they use, which is why we only bill for voucher cheques the Council's citizens redeem!

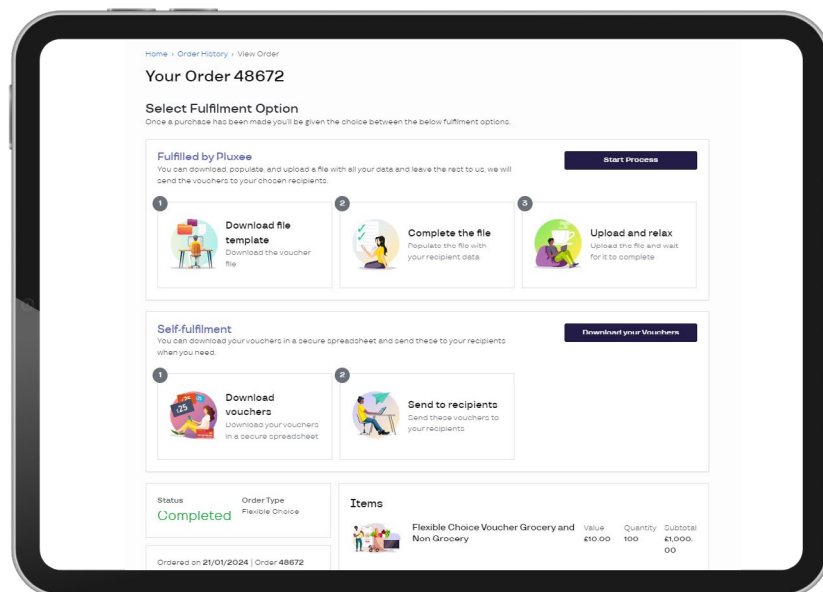
Our fair and transparent billing policy cements our position as a trusted partner on the CCS framework and our commitment to a brighter world for all.



- ✓ **190,745 vouchers ordered**
- ✓ **Average voucher value of £33.50**
- ✓ **86% redemption rate = 164,041 vouchers redeemed by those who need them most.**

Saving the Council Money and Time!

We're more than a supplier on the CCS framework, we're a trusted partner offering a flexible approach to improving the lives of the people we touch.



“The easy-to-use platform has enabled me to administer the scheme effectively and efficiently. This is important as I am administering the scheme singled-handed across 90 + schools as well as several local community organisations such as Age UK or Advice Nottingham.”

Michelle Charnley, Business Support Manager, Sold Services To Schools, Nottingham City Council



It has been a pleasure working with our Account Manager, Lindsay. Over the past year, her help and support with the voucher ordering process have been invaluable. She always responds to and resolves queries in a timely manner, nothing is ever too much trouble. I never feel like I'm 'just another customer'. Lindsay always takes time to listen and converse."

Michelle Charnley, Business Support Manager, Sold Services To Schools, Nottingham City Council

The added value that makes all the difference...

The Council's scheme is enhanced by...

- ✓ Regular meetings with their dedicated account manager.
- ✓ Intelligible and detailed data reports.
- ✓ Scheme autonomy.
- ✓ Dedicated support when troubleshooting.
- ✓ A partnership where we listen to their needs and suggestions and adapt our processes to evolve with our clients.

Voucher Select, fulfilled by Pluxee UK

Delivering high levels of customer satisfaction!

With our new Voucher Select platform (available exclusively through the CCS framework for public sector clients), Nottingham City Council enjoy the following features:

An Order Management Platform

Voucher Select enables the Council to upload data directly into the system without transferring it to a third party, so there's no risk of data manipulation or error.

A Simplistic Solution

With just five steps to follow, the Council enjoys a faster and easier ordering experience, even when handling multiple call-offs.

The screenshot displays the 'Checkout' page of the Pluxee platform. It is divided into three main sections: 'Fulfilment Options', 'Receipt Details', and 'Items'.

- Fulfilment Options:** Contains two columns. The left column, 'Fulfilled by Pluxee', describes downloading, populating, and uploading a file. The right column, 'Self-fulfilment', describes downloading vouchers in a secure spreadsheet and sending them to recipients.
- Receipt Details:** Includes contact information for Lindsay Lindsay McAllister at Sodexo, an address in Milton Keynes, and a PO Number field.
- Items:** A table with columns for 'Items', 'Value', 'Quantity', and 'Subtotal'. It lists 'Flexible Choice Voucher Grocery and Non Grocery' with a value of £10.00 and a quantity of 100, resulting in a subtotal of £1,000.00.

At the bottom right, there is a 'Purchase' button and a 'Total cost' of £989.00, with a discount of £11.00 applied.

Order Management Platform:

Further to the security features the Council and other public sector clients get from knowing the Voucher Select platform meets the Cyber Essentials Plus criteria, they can upload the data themselves instead of transferring it to a third party.

Removing the risk of data manipulation or errors.

With **just five steps** to follow, the ordering process is quick and easy.

Have Multiple call-offs? No problem. On the VoucherSelect a platform; the Council can manage them all at the same time.

Partnerships worth celebrating!

Explore some of our other successful partnerships.

Explore our Guides and Resources

We've created our guides to help employers create an employee wellbeing and people strategy that helps their people and businesses thrive.



At Pluxee, we're all about making more of life and adding that extra bit of joy that brightens our days. We shape the world of employee benefits and engagement by bringing to life a personalised and sustainable employee experience at work and beyond. For over four decades, we have been contributing to making work not just a place to be, but a place to belong. Driven by people and enabled by technology, we act as the beating heart of a rich ecosystem of stakeholders.

We are a trusted partner to private and public companies, committed to nurturing vibrant workplaces that attract, grow and retain talents. We are a smart companion to employees – our clients' and our own. We continuously evolve our digital and personalised solutions to transcend well-being, helping to build meaningful connections and communities. We are a reliable ally to local businesses, working hand-in-hand to support their success and better serve their consumers.

Moving forward, our goal is to strengthen our positive impact on the communities we're a part of. Whether it's through our own continuous efforts or those of our partners, we are cultivating solidarity, diversity, inclusion and sustainability, in the pursuit of progress for all. Pluxee delivers more than just benefits; it's about paving the path towards a more joyful and meaningful life.

Pluxee: More of what matters to you.

www.pluxee.uk