

**Document Title:** **NHSS Procurement Community Benefit Gateway: Guidance for Health Board Triage Owners**

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# Guidance for Health Board Triage Owners

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# Guidance for Health Board Triage Owners

## 1. Introduction

Please note this guidance is designed for Health Board Triage owners, whose role it is to review and approve or reject submissions to the Community Benefit Gateway from 3<sup>rd</sup> Sector Organisations: defined as; -

Third Sector: The third sector includes community groups, voluntary organisations, charities, social enterprises, co-operatives and individual volunteers that exist wholly or mainly to provide benefits for society or the environment.

In March 2021 NHS National Procurement, a division of NHS National Services Scotland in conjunction with the NHSScotland Procurement community introduced the Community Benefits Gateway; an online space at [https://nhsnss.service-now.com/community\\_benefit](https://nhsnss.service-now.com/community_benefit) to connect community needs with NHSScotland suppliers in order to identify true community needs and help deliver against them.

It should be noted that the Gateway itself is **not a funding platform** and should not be viewed as such, that said there may be offers of funding that suppliers may make against specific needs.



If you have additional questions, please click the “Need Assistance?” link at the top of the page and we’ll get back to you.

## 2. Background

Public procurement has a responsibility to support its local communities through its contract spend and is obligated to deliver benefits through public procurement regulations. One of the main routes that we achieve this is through Community Benefits. These could be local initiatives that support the social or environmental wellbeing of a local area. We include the need for community benefits delivery in most of our contracts. However, much of the time we do not have a fixed idea of what these benefits are at the time we award these contracts, so we know there is a gap.

The Community Benefits Gateway is our solution to get the community benefit ‘needs’ from those organisations who are best placed to identify them; 3<sup>rd</sup> Sector Organisations. The third sector includes community groups, voluntary organisations, charities, social enterprises, co-operatives that exist wholly or mainly to provide benefits for society or the environment. These organisations can submit a need and we will encourage our suppliers to bid against the need and support its delivery.

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## 3. How does it work?

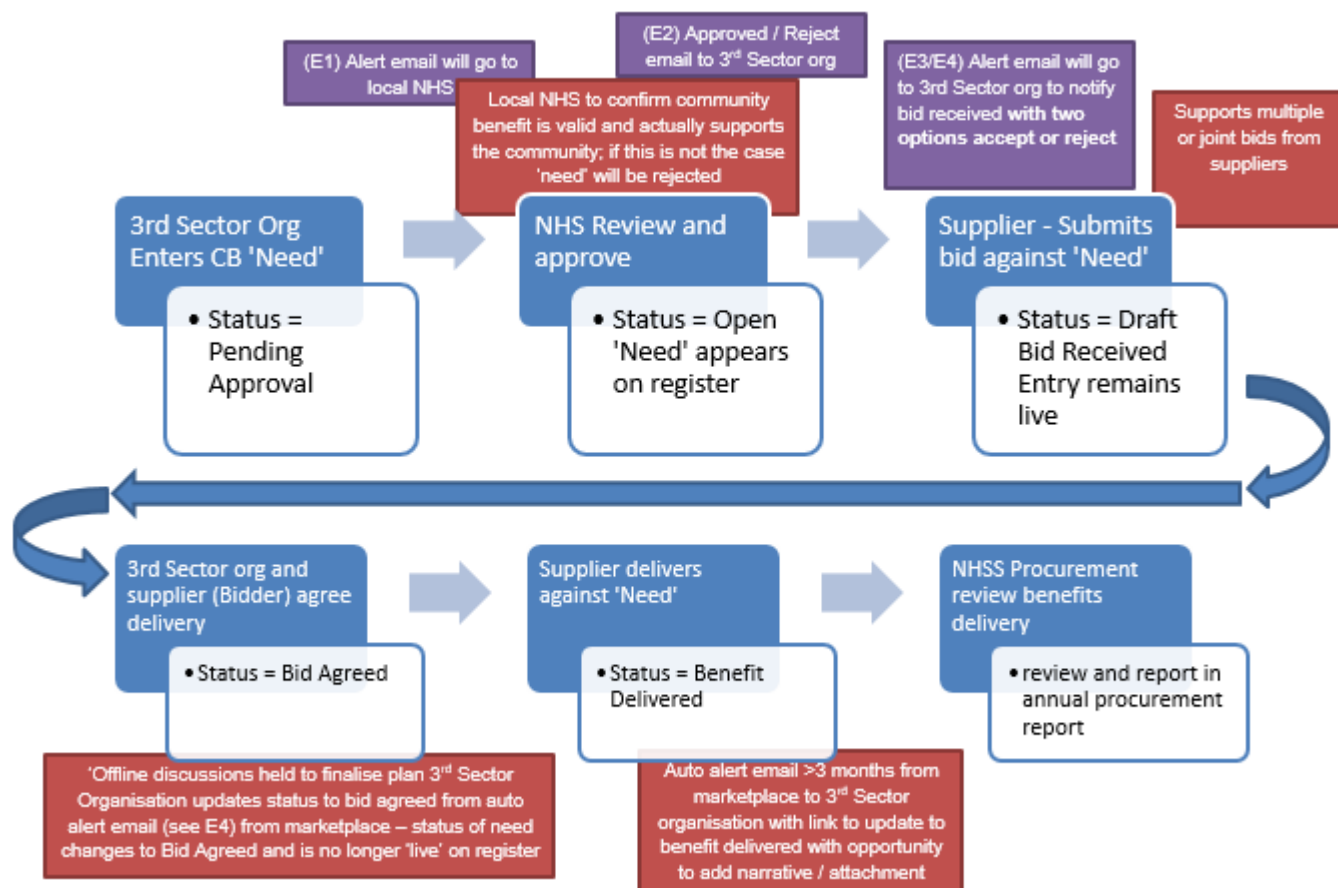


Figure 1 Gateway Process Flow

### EMAILS:

E1 – Alert to Local NHS Triage – “Please note a new community need <sys generated #> has been submitted for approval. Can you review and approve or reject the submission. If you are rejecting the submission a reason will be required to be entered into appropriate field that will be issued to the community organisation.

E2 - Approved / Reject email to 3<sup>rd</sup> Sector org – If Approved – “Congratulations! Your submission of need has been accepted on to the Gateway and is now available for viewing and possible bids from our supplier base, please look out for potential bid notification alerts from suppliers”

If rejected – “Unfortunately your submission of need has been rejected, this is due to <text from appropriate field>, please respond to this email if you need further clarification”

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E3 – Supplier confirmation – “Congratulations! Your bid has been submitted to <community org name> in support of <sys generated #>, a representative from <community org name> should be in touch soon to discuss your bid.

E4 – 3<sup>rd</sup> Sector Org Alert – “Hi, please be aware a supplier has bid against your need. Bid & contact details are as follows; <detail from supplier bid>

Please review the bid and contact the bidder to agree the next steps. Important! Your ‘need’ will remain visible on the register until you agree a bid which means other suppliers may also bid against your need.

If you agree to the bid, you will need to click the Accept button below as this will remove your need from the register and maintain the correct status of your need within the system. If you do not agree to the bid, please click the ‘Reject’ button which will keep your need visible on the register. Accept & Reject buttons.

E5 - Reminder email to 3<sup>rd</sup> Sector Org – “Hi, as it’s been 3/6 months since you agreed the supplier bid, just a reminder for you to update the outcome of your need by clicking the appropriate button below” Outcome successful or Not yet completed or Unsuccessful Outcome

## 4. How do review a need?

### Suitability of Needs

NHS Scotland makes it clear to 3<sup>rd</sup> Sector Organisations at the ‘need entry’ stage that needs must align to our values. All organisations will see the following statement before proceeding to enter their need.

*NHS Scotland is committed to protecting people from discrimination in line with the duties laid out in the Equality Act (2010)<sup>i</sup> and the support for social, economic and health benefit via public procurement pledged on the Sustainable Procurement Duty – outlined in the Procurement Reform (Scotland) 2014 Act<sup>ii</sup>.*


*Therefore, it will be required that the ‘Community Needs’ uploaded to the Community Benefit Gateway procurement portal, should be aligned with local and national NHS Scotland values<sup>iii</sup> and comply with the purpose(s) of the Equality Act (2010) and the Sustainable Procurement Duty.*

<sup>i</sup> <https://www.legislation.gov.uk/ukpga/2010/15/contents>

<sup>ii</sup> <https://www.legislation.gov.uk/asp/2014/12/contents>

<sup>iii</sup> <https://workforce.nhs.scot/about/principles-and-values/>

### Figure 2 NHSS Values Statement

 - NHSS Disclaimer – We have inserted a statement on the main Gateway page making it clear that any arrangements, contractual or otherwise are between the supplying organisation and the 3<sup>rd</sup> sector organisation who have placed the need on the Gateway. NHS Scotland will play no part in the relationship between the two parties.









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This access also supports amendment and updating of records although care needs to be taken to ensure the integrity of the record remains intact. 'New' records can also be added on behalf of 3<sup>rd</sup> Sector / supplier if necessary, although it is advised that this is best left to these parties.

DBLQLPDPDFHENROGEHSHUIRUPHGWRBHQHQRSRSHURQDOLGHQWLLDEOHLQIRUPDWLRQ  
DBHHQLQEOGHGLWLQLQWQHGHGEPLLRQIRUP  
✓ 3URMHEWQDPBZLWOHDQGEHTHQWILHOG

Community Benefit - CBM0000001

|                            |                                |  |                  |
|----------------------------|--------------------------------|--|------------------|
| Number                     | CBM0000001                     | State  | Pending approval |
| Name                       | Steven McLaughlin              | Project target start date                      | 30/03/2021       |
| Organisation               | Test                           | Project target delivery                        | Within 6 months  |
| Location                   | NHS National Services Scotland | Project delivery deadline date (if applicable) | 28/05/2021       |
| Project Location(Postcode) | EH12 9EB                       |  |                  |
| * Project name/Title       | Test1                          |  |                  |

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## 5. Housekeeping

As detailed in the flowchart in, Figure 1 Gateway Process Flow an automated email will be sent to the submitting 3<sup>rd</sup> Sector Organisation to ask if the benefit has been delivered; denoted as E5 email in section 3. It is quite important for the integrity of the Gateway that we have a closed loop process, as these benefits are subject to reporting within Health Board Annual Procurement reports. Therefore, reports will be set up for each Health Board Triage group to confirm that all benefits entered and agreed have reached an end stage for reporting.

If a need has reached 1 year on the gateway it will be automatically removed from the site. Of course the 3<sup>rd</sup> Sector Organisation can then raise a replacement need.

## 6. Appendix A – Community Benefit definition

What do we mean when we talk about community benefits?

Specifically, we are talking about improving the economic, social, and environmental **wellbeing** of our local area.

### What is wellbeing?

- economic factors such as the availability of suitable and high quality jobs, measures to encourage local small businesses, efficient and effective transport links, lifelong learning, training and skills development, the provision of infrastructure and new information and communication technologies, etc.;
- social factors such as the promotion of good quality and affordable housing, safe communities, the encouragement of the voluntary sector, looking after the needs of children and young people (particularly the most vulnerable), access to the arts or leisure opportunities, access to education, etc.;
- health-related factors such as the promotion of good physical, social and mental health and developing and promoting policies which have a positive impact on health outcomes, especially on health inequalities;
- environmental factors such as the availability of clean air, clean water, clean streets, the quality of the built environment, the removal of objects considered hazardous to health, removal of disfiguring or offensive graffiti from buildings, protecting communities against the threat of climate change, freedom from a high risk of flooding, improving and promoting biodiversity and accessibility to nature.

In addition to the established benefits listed above other benefits include:

- supply chain development;
- community engagement events; and
- professional advice to communities

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Specifically, for NHS Scotland there is a general duty to improve the health of the population of Scotland, it is likely that measures that are seen to improve public health will be highly regarded in any assessment. These may include for instance seeking to improve employment opportunities for the population at risk of ill health (including: young people; those with a disability; and long-term unemployed).

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## 7. Definitions

|      |              |
|------|--------------|
| NHSS | NHSSScotland |
|      |              |
|      |              |

## 8. Associated Documented Information

Document Ref

Document Title

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## 9. Document Revision History

For activation dates, refer to Q-Pulse.

| Version | Description of Amendments                             |
|---------|---|
| 1       | Created to provide guidance and uploaded onto Q-Pulse |
|         |   |
|         |   |