

**Document Title:** **NHSS Procurement Community Benefit Gateway: Guidance for 3rd Sector Organisations**

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# Guidance for 3<sup>rd</sup> Sector Organisations

## Table of Contents:

Table of Contents: .....	2
1. Introduction .....	3
2. Background .....	3
3. How does it work? .....	4
4. How do I enter a need? .....	5
5. Review stage .....	8
6. Receiving a bid .....	8
7. Delivery phase and closure .....	9
8. Appendix A – Community Benefit definition .....	10
9. Appendix B – Detail of ‘Beneficiaries’ and ‘Support Category’ fields.....	11
10. Definitions .....	13
11. Associated Documented Information .....	13
12. Document Revision History .....	13

# Guidance for 3<sup>rd</sup> Sector Organisations

## 1. Introduction

Please note this guidance is designed for 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?” button 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.

# Guidance for 3<sup>rd</sup> Sector Organisations

## 3. How does it work?

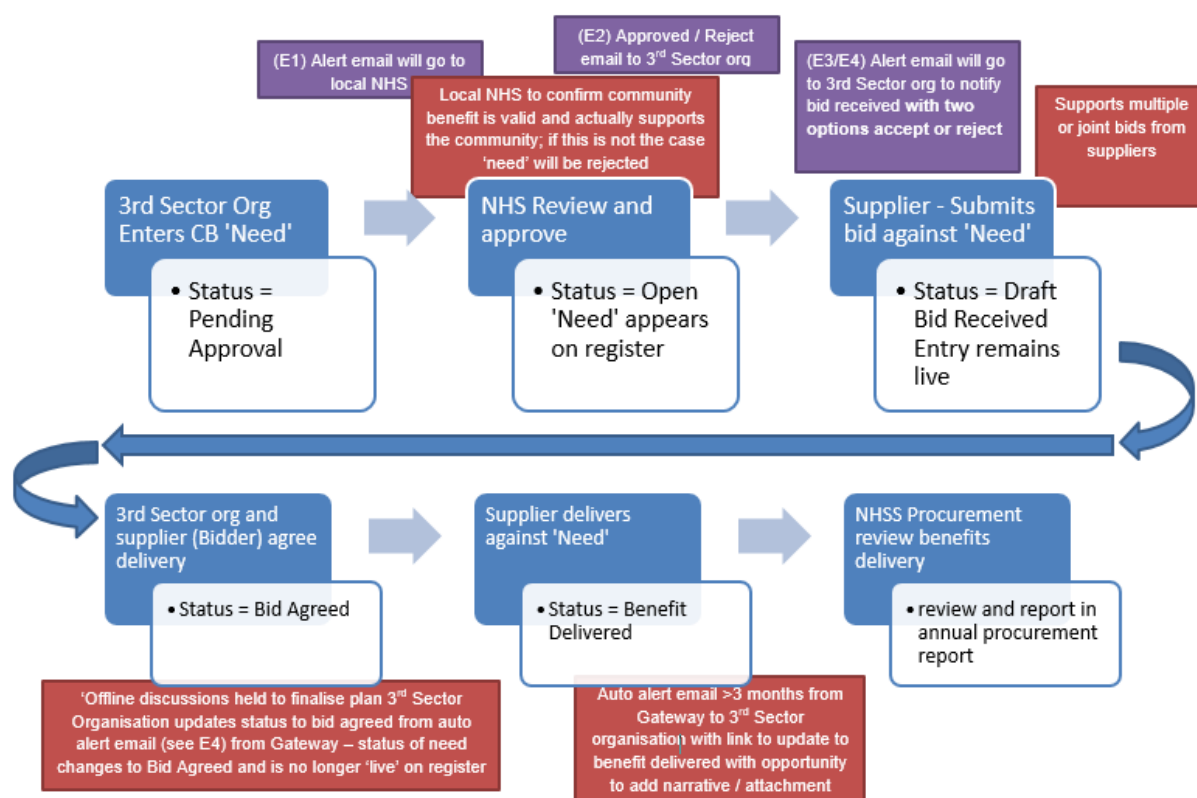


Figure 1 Gateway Process Flow

### 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”

## Guidance for 3<sup>rd</sup> Sector Organisations

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

**Note:** Data identifying your organisation will not be used, other than perhaps to demonstrate added value (i.e., through case studies). In any event we will request your specific consent to publish your details if required. Please refer to our [privacy notice](#) for more information.

### 4. How do I enter a need?

It’s very simple! First though your organisation will have to register – by navigating to [https://nhsnss.service-now.com/community\\_benefit](https://nhsnss.service-now.com/community_benefit) and completing the registration form.

- **NOTE: No personal identifiable information should be included in your 'need' submission.**
- **Your charity / company number details are required for registration.**



We would suggest that a generic email address is added to ensure any alerts are not reliant on any one individual.

Those registered can see all ‘live’ community needs; Triage members of NHS Boards can see all community needs uploaded onto the gateway.

After you register you will see the following.





# Guidance for 3<sup>rd</sup> Sector Organisations

## 5. Review stage

After you submit your need your local public health or procurement team will review the need to ensure it aligns with local or national health improvement priorities. We aim to have your need reviewed within a few days of submission. See [Appendix A](#) for further detail on community benefits.

If approved, you will receive a notification similar to the following;

*“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”*

You will be able to see your need on the register by returning to the landing page in Figure 2 and clicking the blue bar.

If rejected, you will receive a notification similar to the following;

*“Unfortunately your submission of need has been rejected, this is due to <reason from reviewer>, please respond to this email if you need further clarification”*

## 6. Receiving a bid

Once your need has been approved it will appear on the Gateway register and will be available for NHSS suppliers to review and, possibly submit a bid to meet your need.

**Note:** Whilst we cannot promise that all requests will be matched, there is no fee or loss to any organisation willing to register. The platform offers an additional and supported route to organisations looking for support and NHS Scotland procurement services are working actively with suppliers to market opportunities.

If a supplier decides to bid against your need as detailed in Figure 1 you will receive a notification by email to the email address registered in the system. Which will be similar to the following;

*“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.*

The email itself will have two links or buttons to either accept or reject the bid. It is important that you engage with the supplier who has bid to understand their offer fully and to decide



## Guidance for 3<sup>rd</sup> Sector Organisations

whether you wish to accept. If you accept you must click the accept button or link in the email to remove your requirement from the register and to move the project into 'Bid Accepted' status. If you do not accept please click the reject button to keep your need on the register for other potential bids. If it is a partial bid, you may defer clicking the buttons and await additional bids to completely fulfil your need.

After agreement, you and the supplier can move into delivery phase.

**Note:** If once approved you decide to remove your community need, please click the "Need assistance" button on the Gateway to request removal of your published need, at any time.

### 7. Delivery phase and closure

Our expectation is that you and your chosen supplier will work together offline to deliver against the need and to hopefully meet your timescales.



There are no timeframes for offers to be used or put in place but you can add target dates to your submission.

In order to maintain integrity of the Gateway, we must ensure that projects are finalised. To this end an automated email will be sent to you after 3 months and 6 months to allow you to enter a completion note. The email will look something like this;

*"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."*

Clicking the button or link will take you to a form where you can enter some additional detail to inform NHSS of the outcome of your project. This is very important that you complete this as it allows us to understand what has been achieved and where benefits have been delivered.

**Note:** If the need remains listed after one year without a match, then it will be removed.



We'd encourage active engagement between third sector organisations and their local network of Third Sector Interfaces (TSI's). TSIs may be able to help you on how to present your need; plus if there are any opportunities to work in partnership if they have identified similar needs from other organisations.

# Guidance for 3<sup>rd</sup> Sector Organisations

## 8. 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

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).

# Guidance for 3<sup>rd</sup> Sector Organisations

## 9. Appendix B – Detail of ‘Beneficiaries’ and ‘Support Category’ fields

### Beneficiaries

- BAME
- Children and young people
- Addiction Services
- Carers
- Homeless
- LGBTIQ
- Local Community
- Older Adults
- People with disabilities
- Pregnant women
- Unemployed
- Refugees/Asylum seekers
- Staff
- Wider Community  
White gypsy, Irish traveller or Roma

### Support categories

#### **Child Poverty Reduction**

Activities and projects oriented towards the goal of reducing child poverty

#### **COVID Recovery**

Initiatives that promote local and community recovery after the Covid19 pandemic.

#### **Digital Inclusion**

Initiatives that promote equity in access to ICTs in order to maximise the reduction of the digital gap among different social groups.

#### **Health Inequality Reduction**

Projects or initiatives that promote health and tackle health inequities by addressing the social determinants of health

#### **Health Improvement**

Activities that aim to improve the community's own health competencies by improving their knowledge and fostering certain habits and attitudes that enable people to improve control and make informed decisions about their health.

#### **Local Economic Benefit**

Projects or initiatives that bring direct economic benefit to the community.

#### **Local Environmental Benefit**

For example, initiatives that aim to tackle climate change, recovery and use of natural spaces.

# Guidance for 3<sup>rd</sup> Sector Organisations

## **Mental Health Support**

Projects and initiatives promoting mental health care and psychosocial support

## **Social Value Opportunity**

Initiatives driven by social, environmental and economic benefit for the community

## **Targeted Recruitment and Training**

Offering individuals and community organisations' staff training, apprenticeships, jobs and work experience as part of a contract.

## **Equality Inclusion and Diversity**

Initiatives that promote fair treatment and opportunity for all or aims to eradicate prejudice and discrimination on the basis of an individual or group of individual's protected characteristics.

## **Young Persons Engagement**

Giving young people an opportunity to engage in a project. The engagement can range from young people learning about a project to giving them the opportunity to shape and influence a project thus giving them more say in and connection to the future of their area.

## **Educational Support**

Providing educational presentations or arranging school/high schools/college visits.

## **Projects for Public Use**

A tangible project that a community can focus on and be involved in either as a standalone activity or part of a wider regeneration initiative.

## **Physical Infrastructure & Rehabilitation of spaces**

Examples would be infrastructure required to enable a new development to be implemented for example roads and footpath/cycleway improvements, schools and libraries and play areas and open space.

## **Mentoring (for Organisations & Community members)**

Private sector suppliers can offer support, normally as part of their Corporate Responsibility activity, where they can offer support and guidance to local organisations and individuals.

# Guidance for 3<sup>rd</sup> Sector Organisations

## 10. Definitions

NHSS	NHSScotland

## 11. Associated Documented Information

Document Ref	Document Title

## 12. Document Revision History

For activation dates, refer to Q-Pulse.

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