

Procurement Policy

Prepared by	Technical Director
Policy created	December 2016
Date of last review	December 2019
Date of current review	February 2025
Date of next review	February 2028
Reviewed by	Management Committee

Corporate Fit	Internal Management Plan	✓
	Risk Register	✓
	Business Plan	✓
	Equalities Strategy	✓
	Legislation	✓

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 乐意翻译

Our policies provide a framework to underpin our vision and values, to help us achieve our strategic objectives.

Our Vision

Local people, local control.

By providing quality homes and services, we will create stronger communities and a better quality of life for our customers.

Our Values

- Focused on the needs of our customers and communities.
- Supportive of our staff and Committee members.
- Responsible, efficient, and innovative.
- Open and accountable.
- Inclusive and respectful.
- Fair and trustworthy.

Strategic Direction

Consolidation and improvement: Applicable to our core business as a landlord & property manager.

Growth: Through the new build opportunities, we are taking forward.

Partnerships: Where this can help to address shared goals and increase capacity and value.

Resilience: A key priority across all parts of our business.

Strategic Objectives

Services: Deliver quality, value for money services that meet customers' needs

Homes & neighbourhoods: Provide quality homes and neighbourhoods.

Assets: Manage our assets well, by spending wisely.

Communities: Work with local partners to provide or enable services and activities that benefit local people and our communities as a whole

Our people: Offer a great workplace environment that produces a positive staff culture and highly engaged staff.

Leadership & Financial: Maintain good governance and a strong financial business plan, to ensure we have the capacity to achieve our goals.

Our Equalities and Human Rights Commitment

We understand that people perform better when they can be themselves and we are committed to making the Association an environment where employees, customers, and stakeholders can be open and supported. We promote equality, diversity, and inclusion in all our policies and procedures to ensure that everyone is treated equally and that they are treated fairly on in relation to the protected characteristics as outlined in the Equality Act 2010.

Privacy Statement

As data controller we will collect and process personal data relating to you. We will only collect personal information when we need this. The type of information we need from you will vary depending on our relationship with you. When we ask you for information, we will make it clear why we need it. We will also make it clear when you do not have to provide us with information and any consequences of not providing this. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you. Further information about this commitment can be found within our full Privacy Statements.

Policy Scope & Review

For the purpose of this policy the term Association will include all members of the Tollcross Housing Association Limited. Therefore, all employees, governing body members, volunteers, customers and other relevant stakeholders will be expected to adhere to this policy and/or procedure. All policies and procedures are reviewed every 3 years in line with best practice and current legislation. The Association reserves the right to make additions or alterations to this policy and procedure from time to time. Any timescales set out in this policy may be extended where required.

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1. Procurement Policy Summary

- 1.1. This document outlines the Procurement Policy for Tollcross Housing Association for the period 2025 -2028. The overall aim of the Association is to have a policy and strategy that is sustainable and delivers social, economic and environmental value.
- 1.2. This Policy outlines the following key procurement objectives;
 - To ensure value for money is being achieved by this Procurement Policy
 - To establish a framework for delivering monitoring and reporting on community benefit
 - To ensure tenant involvement in procurement that directly impacts on our tenants and other customers
 - To effectively monitor and improve contractor and supplier performance
 - To ensure a consistent and robust approach to procurement across the Association

2. Introduction

- 2.1. The Association's mission is not for financial gain, we seek to make a difference to people's lives and make the communities where they stay stronger a better place to live. This ethos and the values of the Association underpin this Procurement Policy. However, it is essential and fundamental to the success of this Strategy that it allows the Association to achieve value for money in all procurement processes and activities.
- 2.2. Where possible the Association will always try to ensure that the impact of our procurement activity is greater than a merely financial transaction, and that procured works and goods help support a wider range of social, economic and environmental agendas.
- 2.3. The purpose of this policy is to support the Association in achieving its vision, aims and strategic objectives. This policy, and all of the procurement activity that is driven by our strategy, will be underpinned by the Associations principles of non-discrimination, equal treatment, transparency, mutual recognition and proportionality.

3. Values

- 3.1. Our approach to procurement will be based on respect, integrity, support, inclusivity and improvement and we expect all suppliers and contractors to adhere to these principles at all times when engaging with the Association, staff and customers.

4. What is Procurement?

- 4.1. Procurement is defined as the process of acquiring goods, works or services
Procurement includes processes, activities and events before and after issuing of contracts, as well as the general management activities associated with the execution of these contracts.
- 4.2. Effective procurement can deliver the following core benefits leading to increased tenant/customer satisfaction:

• Security of supply	• Increase efficiency
• Reduced life cycle and whole life costs	• Reduce environmental impact
• Reduce risk	• Innovation
• Improve quality	• Compliance
• Add value	• Transparency and integrity
- 4.3. At Tollcross, procurement is about having a sustainable approach to the supply of materials, goods and services. Sustainable procurement is defined as achieving value for money in terms of life cycle costing, social impact and environmental impact. This approach ensures we procure goods and services in a way that is aligned to the Association's aims, strategic objectives and values. We will always aim to improve our approach to procurement and

ensure that the procedures laid out in this document are applied to all procurement across the whole organisation.

- 4.4. Where possible we will facilitate the involvement of small and medium businesses, third sector bodies and supported businesses.

5. Value for Money

- 5.1. One of the key aims of this policy is to ensure that Tollcross Housing Association achieve value for money in all the goods and services we procure, and that we always try to meet our objective of managing and protecting our assets by spending wisely.
- 5.2. Over the next year we will evidence and report on value for money to Committee and try to ensure that we are achieving this.

6. Procurement Objectives

- 6.1. It is essential that we are achieving value for money through all our procurement activities. To ensure that we are achieving this we will:
- Consult with tenants and review our strategy where required
 - Develop and implement a process which will assist us to monitor and report on value for money
 - Consider the use of public procurement frameworks in order to obtain best value
 - Consider the impact on whole life costing when agreeing works, materials, goods and services
 - Seek joint procurement opportunities with other RSL's

7. Framework for Delivering, Monitoring and Reporting Community Benefits

- 7.1. A key purpose of this policy is to make a difference to people's lives and to benefit the wider community in order to achieve this objective we will:
- Ensure Community Benefit is embedded in all the appropriate procurement processes
 - Monitor community benefits as a key part of the contract performance and management process
 - Record and report on any Community Benefit activity
 - Engage with current contractors and suppliers on Community Benefits
 - Work in partnership with other Associations, subsidiaries, third sector organisations to provide employment and training opportunities to our communities

8. Tenant Involvement in Procurement that Directly Impacts our Tenants

- 8.1. Where possible the Association will involve tenants in procurement activities, particularly where procurement will directly impact on them, for example, ground maintenance, day to day repairs, planned repairs, painting works and close cleaning. To help achieve this we will:
- Implement a process to collect tenant feedback and measure satisfaction levels on contracts where tenants are directly impacted
 - Consult with our PILs and PIN, our tenant scrutiny group, to develop technical specifications and service delivery standards

9. Effectively Monitor and Improve Contractor and Supplier Performance

- 9.1. The Association will ensure our tenants and customers receive the very best service possible from all of our contractors and suppliers. To ensure that this happens we will:
- Establish a range of KPI's for all key contracts and monitor and measure performance regularly
 - Implement a rigorous system of pre and post inspections

- Conduct regular customer satisfaction surveys and gather tenant and customer feedback where possible
- Analyse tenant and customer complaints and act and review procedures based on lessons learned and trends and patterns in complaints
- Ensure a consistent, robust and transparent approach to procurement
- Ensure compliance with all procurement policies and procedures
- Deliver regular training to staff on procurement policies and procedures
- Ensure that all relevant staff have a sound knowledge of the procurement process
- Maintain a contracts register

10. Contract Management Approach

- 10.1. The Association's staff will develop a specific set of KPIs for each contract where appropriate. These KPI's will be used as the fundamental tool to measure contractor performance. Regular meetings will be held between the Association and contractors/suppliers over the term of any contract. The Association will do everything possible to foster an excellent working relationship with all contractors and suppliers and always apply the terms of any contract entered into fairly and with integrity. This process should allow contracts to be managed effectively while providing assurance that the Association is achieving value for money and the tenants and customers are receiving high quality services and products.

11. Contractor/ Supplier Requirement

11.1. Equalities

It is important that all contractors and suppliers that enter into any tender process with the Association comply fully with the principles of the Equalities Act 2010, particularly in relation to the services provided to our tenants and customers. We will include these requirements in any tender documentation issued by the Association, and we will assess the approach of prospective contractors and suppliers as part of our tender evaluation process.

11.2. Health and Safety Compliance

Health and Safety of our tenants, customers, staff and all contractors and suppliers is of paramount importance to the Association. Any contractor that enters in to any contract with the Association must fully comply with all relevant and current Health and Safety legislation and regulations. Full compliance is essential and this will be evaluated as part of any tender process.

11.3. Customer Care

The Association has a full and detailed Customer Care Charter which is based on our strategic objectives and our values. We would expect all contractors and suppliers to deliver services to our tenants and customers in line with this charter and have a customer focused approach at all times.

12. Payment to Contractors and Supplier's Staff and Operatives

- 12.1. As an absolute minimum, the Association would expect all contractors and suppliers to pay the Glasgow Living Wage as a minimum hourly rate to all staff and operatives for all contracted hours worked on any Association contract. Proof of this minimum level of payment will be requested as part of the procurement process and can be requested at any point during the term of any contract let by the Association.

Appendix 1 – Equality & Human Rights Impact Assessment

Policy			
EIA Completed by		EIA Date	
1. Aims, objectives, and purpose of the policy / proposal			
2. Who is intended to benefit from the policy / proposal?			
3. What outcomes are wanted from this policy / proposal?			
4. Which protected characteristics could be affected by proposal?	<input type="checkbox"/> Age	<input type="checkbox"/> Gender reassignment	<input type="checkbox"/> Religion or belief
	<input type="checkbox"/> Disability	<input type="checkbox"/> Marriage & civil partnership	<input type="checkbox"/> Sex
	<input type="checkbox"/> Race	<input type="checkbox"/> Pregnancy and maternity	<input type="checkbox"/> Sexual orientation
5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.			
6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4			
7. What actions are required to address the impacts arising from this assessment? (This might include; collecting data, putting monitoring in place, specific actions to mitigate negative impacts).			
8. Consider the impact and actions to be considered for the following Human Right articles:			
Article 6: Right to a fair trial			
Everyone should be given the opportunity to participate effectively in any hearing of their case and present their side.			
Impact:	Actions:		
Article 8: Right to respect for private life, family life & the home			
Everyone has the right to access and live in their home without intrusion or interference.			
Impact:	Actions:		
Article 14: Prohibition of discrimination			
Everyone has equal access to the other rights contained in the Human Rights Act.			
Impact:	Actions:		