

London Anchor Institutions' Network (LAIN) Responsible Procurement Working Group

Minutes

15:00 – 17:00 GMT, 06 December 2022

Meeting convened via Teams

Attendees:

Alexia Nazarian (Bloomberg Associates), Katherine Adams (representative for GLA), Lucy Crick (Greater London Authority), John Tunnicliffe (London Fire Brigade), Helen Linklater (Chair, Metropolitan Police Service), Michelle McCann (NHS London), Simon Carlaw (Transport for London), Saritha Visvalingam (Transport for London), Gordon Innes (Bloomberg), Natalie Evans (Westminster City Council), Josephine Fletcher (London Anchor Programme), Stephen Howells (University of London).

Apologies:

Mark Roberts (Metropolitan Police Service), Vandana Dass (London Chamber of Commerce and Industry), Bola Abisogun (London Chamber of Commerce and Industry/London Chamber Black Business Association), Sarah Purvis (Greater London Authority), David Lawson (Guys and St Thomas/NHS London), Tim Rudi (Transport for London)

1. Introduction to Lucy Crick (GLA)

- The Chair introduced Lucy Crick (Senior Project Officer, Economic Fairness) to the group. Lucy joins from Greater London Authority where she works on the Mayor's Good Work Standard. Lucy will be supporting the Working Group in terms of some administrative and project support.

2. NHS Tool Demo

- Michelle gave a recorded presentation detailing how the NHS is using a social value portal to track social value in their procurement. **Please see the recorded presentation and accompanying slides to these minutes for full details.**
- Michelle outlined their method to identify local priority areas of inequalities in need of impact – this included using the NHS supplementary guidance to PPN 06/20, breaking London down geographically by integrated care systems and analysing each of these in isolation to identify inequalities.
- Priority areas from this breakdown included social inclusion, supporting local businesses, reducing air pollution and improving employment opportunities. With this list, they needed to then develop activities for impact. Michelle noted they used national TOMs, mapping this to PPN 06/20, NHS supplementary guidance and GLA's London TOMs to create a final list of 55 measures now known as the NHS London TOMs.
- Michelle outlined procuring the social value portal as a tracking tool and embedding the list of 55 measures to be used in procurement across trusts. The Artemis tender system takes suppliers through to the social value portal.
- Their toolkit included a number of boiler plates/schedule templates, provided training on how to set up projects in the social value portal, training for suppliers in how to respond to bids when they come through and for evaluation teams in how to assess.

- Michelle highlighted they are now in the process of creating an onboarding package for suppliers as they move forward through the process.
- Lessons learnt – procurement is an enabler and not solely responsible for social value; we need to be thinking about social value earlier in the commissioning process at the point of need; need to increase awareness of social value in the organisation; training suppliers is as important as buyers.
- Michelle offered a live demo to members if interested. Helen thanked Michelle for her presentation.

Discussion:

- Gordon asked are the extra steps - registering on SVP, selecting SV measures, etc. - creating barriers for small/micro/diverse businesses? do you require local micros to deliver social value, on top of their bid? Or is it enough that they are micro and local - this is the 10% social value?
 - Michelle noted they list 55 measures to make it as easy as possible for SME/VCSEs to find an area they can deliver in. Under their procurement rules currently there isn't a way to single out social enterprises unless reserving contracts which can only do for SMEs. Saritha noted PPN 11/20 allows for reserving for SME/VCSEs but not just VCSEs.
 - Michelle highlighted they are supporting suppliers to understand their work is social value and how they can demonstrate this. In Q1 they will see supplier evidence against commitments made.
 - [Useful guidance](#) from SVP on working with SMEs:
- Simon Carlaw suggested some supporting guidance and material is added to the London Business Hub website - there seems a real need to help smaller businesses understand social value requirements and what public sector buyers are looking for.
- Olivia suggested potentially using this as a market engagement event for a training element we could offer. This is being exploring with the Enterprise team at GLA.
- Saritha shared a great [approach](#) Suffolk county council have to demonstrate what good SV looks like for suppliers.

Actions:

- Lucy to source and circulate GLA London TOMs and NHS London TOMs with minutes.
- WG members to contact Lucy if they would like a live demo from Michelle, to coordinate dates.

3. Changes proposed based on Go4Growth barriers report

- The Chair reminded members they had been asked to commit to some of the recommendations set out in the Go4Growth barriers report. Helen asked the group to relay their commitments and progress to date.

TFL

- Simon presented brief slides outlining 12 areas of focus for TFL with 4 priority focus areas: database pilot, data analysis, system enhancements, Tier 2 suppliers. **See slides accompanying minutes for full details.**
- Saritha and Simon successfully influenced the design and data they now collect when suppliers register on the 'new' procurement system (SAP Ariba) used by Tfl (and the GLA). Simon shared a screenshot asking questions about the size of the business, along with ownership diversity. They added an important disclaimer to reassure suppliers diversity

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GLA

- Saritha noted GLA are focusing on pipeline for SME opportunities, procurement processes and engagement with procurement leads and specifiers. Indirect spend piece is also following same process as TFL with top 20 suppliers by spend analysis.

NHS

- Michelle highlighted they are rolling out Artemis as the procurement tool which includes data to inform the pipeline and identify suitability for SME's. NHS in London had 9% addressable spend last year, they will be seeing where they are this year and get recommendations out to trusts. Developing a toolkit including e-learning modules in this.

WCC

- Natalie noted they are also moving over to Artemis but does not include fields for suppliers to indicate if they are minority led at the moment. Natalie shared a slide of key priorities – see slide for full details.
- Natalie noted they are working on a directory of local organisations which can also be open source for Tier 1 suppliers. Natalie confirmed 'local' refers to Westminster however for social enterprises, minority owned businesses and niche SMEs this is broadened to London.

LFB

- John discussed needing to update their website with information, current capacity issues (down by 5) and insurance barriers as challenges. LFB are drafting some suggestions for shorter form contracts for property contracts. 10% contracts go to SME's already. John offered their experience of waste contracts using a social value portal, larger suppliers that bid really struggled due to the evidence required. John noted LFB's Bluelight procurement portal was due to expire but now being extended for a further year, unfortunately not data rich.

UoL

- Stephen highlighted SME data is the biggest issue with over 20,000 lines of data which can take significant time to clean particularly due to GDPR with individual academics as suppliers.
- Total non-pay spend of £40mil is with London based suppliers but not clear on SME/non-SME's. Simon is helping Stephen to identify SMEs in existing suppliers. Piece of work going forwards on Tier 1 and 2 suppliers own SME's.
- Looking to introduce new e-procurement system - don't currently have one. Finance have acquired Unit 4 business world recently which could combine a p-p system within the existing finance system.

MPS

- Helen discussed getting their pipeline published was only for everything over £2mil, next iteration of this is anything over £200k, aim is to get everything over £50k to improve visibility.
- Helen has been working with category owners to ensure plans include how they're going to bring more SMES/VSCes into supplier chain and how to break up contracts.
- Challenge is they buy mostly through frameworks as quicker route to market. They are committing to reserve contracts over next 6 months e.g. a gang mediation contract will be reserved if sub-threshold.
- Web presence is zero at the moment – currently drafting content for website. LCCI has offered to review documentation to make it easier to understand.
- Over next few months working on short form set of terms and conditions (6 pages). Helen asked if members have best practice on anything less than 6 pages please share. Saritha noted best to have consistency across the Anchors if we can share between us.

- They are looking at where they are advertising, Kaleida is potential portal that looks at all protected characteristics.
- 3 suppliers registered following supplier readiness market engagement event.

Discussion:

- Simon noted colleague Simon Pain can undertake data analysis using Company Watch which only requires high level information of company reg number to see if they are SME/Micro to support Stephen's work and others.
- Simon offered a demo if members are interested.

Actions:

- Saritha and Natalie to meet offline to discuss pilot of directory and synchronising efforts
- WG members to email Simon if they would like a demo of Company Watch for SME data breakdowns

4. 6-month workplan

- Helen reviewed the 6-month plan with the group to raise any concerns or progress.

Reserving contracts

- Stephen noted they do not reserve contracts as not public sector, although they have put out 30 contracts to London small/micro businesses so essentially covering this recommendation.
- John noted their capacity issue currently. A piece of work around property contracts is a challenge piece for John.

Market engagement

- Supplier readiness events successful in September. There is potential for these to be more category focused next time or on themes such as social value.
- Saritha welcomed a focus on social value to focus it on something suppliers can tangibly do.
- Michelle noted meet the buyer including training events could be most beneficial for social value theme. Helen noted Met/WCC did an event recently with a series of pitches after breaking into category groups, small business were invited to pitch (they were also pitching to each other and networking) so it can be nice to spread over categories.
- Olivia raised there was a paper FSB/LCCI submitted to GLA with recommendations around their own procurement. Market engagement element meets some of those objectives, particularly welcoming in minority ethnic groups into these events. Olivia is engaging with the Enterprise team on this as some elements could be supported and underspend likely presenting opportunity to co-design training/workshops with FSB/LCCI.
- Natalie commented WCC are holding an event in Jan with top 20 contractors and testing TOMs they are developing with them. Katherine suggested if others are doing events would there be scope for some of group members to attend to replicate
- The group agreed a shared calendar of events should be developed, published on the London Business Hub and shared with them to raise awareness.

- Olivia noted BIC are geographically focused and often choose a location and channel efforts to borough level – suggested condition of attending events is that its open to pan-London.
- Simon noted Boroughs Economic Development contacts should also be made aware of events as part of stakeholder engagement. Saritha suggested promoting to London RP networks. The group discussed the LAIN team collating a contact list of Economic Development Officers for training events.
- Olivia asked the group if 4-5 events over the next year feels about right. Assistance in scoping out what training topics would be covered would be helpful for colleagues in the Enterprise team who might be able to assist in sourcing specific topics.

Tier 1 suppliers

- Michelle noted they have included in social value criteria for Tier 1 suppliers to measure through portal

Officer training

- Gordon highlighted this training is almost finished and ready to be rolled out in January.

Procurement processes – covered above

Reporting

- Olivia noted case study element of reporting was in part about videos and for blogs/website articles. Olivia and Michelle discussed converting the presentation today into a blog to utilise similar information in different ways. For conference thinking the group have been thinking about key stories of achievements.
 - Olivia noted breakout session at LAIN conference will be on capturing social value – approached social value portal to facilitate this session. Saritha raised risk of promoting one over others.
- Gordon highlighted the workplan item on reporting also covers how members report against commitments to procure [20%] {30%} [5m] etc. from [local] [micro and small] [SMEs] and [diverse businesses]. Gordon reminded group to be aware they will all be asked to provide updates to the programme steering group at some point in 2023.
- Gordon requested more case studies to be sent through – videographer is available over the next week or so – even if already submitted are there more that can be submitted? Any relating to City Hall location would be great.
 - Helen and Saritha noted GLA and MPS have sent through 3. If these are not going to be used please can Helen Connor get in touch directly with Helen/Saritha as the relationship needs to be managed to minimise any reputational risk
- Saritha noted the group must make sure those invited to provide case studies are invited to stakeholder engagement events and we maintain the list.
- Simon noted to consider case studies of procurement leads and those who have reserved contracts with positive experiences to help to spread message.

Actions:

- **ASAP:**
 - All members to provide case studies to Helen Connor to be shared at conference – send directly to Helen.

- Olivia to check on status of submitted MPS/GLA case studies with Helen Connor and update Helen L and Saritha to manage relationship/thank you's.
 - WG members to feed back to Olivia on any input into the social value January conference workshop content or format they would find valuable for colleagues.
 - Michelle to share social value content for board and committee members with Olivia for use in conference breakouts
- **For/by next meeting:**
 - Natalie to feedback summary findings after January engagement event
 - Lucy to explore a communal calendar of events for publication and circulation to London Business Hub
 - Saritha and Lucy to engage further with Business in the Community
 - LAIN core team to source Borough Economic Development Officer contacts for training events
 - WG members to reflect if 4-5 market engagement events is appropriate and feed back on specific topics in the next WG meeting.

5. Quick updates

Alexia gave a quick update on small business directory pilot.

- Glass.ai is commissioned to scrape the web to get data on supplier databases. Thanks to Simon and Saritha for moving this forward. They will do a £4k pilot to gather data on one spend category and then move forward on larger £25k project. Starting work next week on advertising services/PR category.
- Katherine noted post pilot there will be scope to validate the process they use to identify diverse suppliers.

6. Request from Mentoring Young People Working Group

- Olivia shared question from Mentoring Young People Working Group - is there anyone within your organisations that might be willing to have a conversation with the London Youth Organisation about bulk purchasing goods and services common across the network.

Actions:

- Olivia to email this request to group for further contacts after meeting

Next meeting:

- Lucy to identify dates and send calendar invites for 2023