

*A guide to*  
procurement at  
Shoreline Housing Partnership



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Shoreline Housing Partnership is a registered provider of affordable housing. We own and manage 7,900 homes which were transferred to us from North East Lincolnshire Council in March 2005. We are a non-profit making organisation which is entirely separate from the council. Our registered office address is:

Shoreline Housing Partnership Limited  
Shoreline House  
Westgate Park  
Charlton Street  
Grimsby  
North East Lincolnshire  
DN31 1SQ

Shoreline's vision is  
"providing good quality homes and opportunities in communities that people choose to live in".

Further information on our organisational priorities can be found in our 'Corporate Plan 2009 – 2012' which is available on our website [www.shorelinehp.com](http://www.shorelinehp.com)

### Procurement at Shoreline

Procurement at Shoreline is in a transition phase. Until recently procurement was entirely devolved to individual departments. As of May 2011, a new corporate procurement function has been established which is responsible for coordinating Shoreline's approach to procurement. Individual departments remain ultimately responsible for taking their own procurement decisions. However, they are now required to engage with the procurement function and take account of its specialist advice.

A priority for the procurement team is to encourage the use of local suppliers within our supply chains. We also need to ensure that we achieve value for money and meet our legal obligations. Over the next 12-18 months we will be reviewing our procurement processes so that we can effectively balance these priorities.

Total spend with external suppliers is around £20.6m based on our expenditure in the previous 12 months. Shoreline's spend distribution is quite skewed with 87% of external spend (by value) being placed with just 7% of our suppliers. However, this is significantly impacted by historic service level agreements with North East Lincolnshire Council which are now expiring. Shoreline also has almost 200 suppliers with whom it spends under £5,000 per annum. We trade with many different types of suppliers ranging from micro-businesses to multi-nationals.

### Goods and services we purchase

We purchase a wide range of goods and services from external suppliers in order to support us with carrying out our operations. Some of our typical purchases include:

#### Goods

- Printing and publicity materials
- Stationery, office equipment and consumables
- Heating spares
- Multi-functional devices (photocopiers)
- Health and safety supplies
- Mobile communications
- IT hardware and software

## Services

- Agency staff
- Grounds maintenance
- Insurance
- Payment card services
- Security
- Waste management
- Catering
- Cleaning
- Facilities management
- Financial services
- Consultancy

A significant part of our supply chain is delivered through partnering arrangements with Mears [www.mearsgroup.co.uk](http://www.mearsgroup.co.uk) and Bullock [www.bullock.co.uk](http://www.bullock.co.uk) Mears are responsible for delivering our repairs and maintenance operations and Bullock deliver our planned investment programme.

## Procurement processes

Given our charitable status it is important that we can demonstrate transparency and accountability in the award of our contracts. As a result, we tend to follow structured procurement processes which are proportionate to the value of the expenditure. The larger the contract, the more formal and rigorous the procurement process will be.

For our larger contracts, suppliers will be asked to provide information and documentation that demonstrates the following:

- Financial standing
- Insurance cover
- Health and safety
- Equality and diversity
- Expertise and references
- Customer care
- Prevention of corruption
- Quality systems
- Managerial and technical ability

Our customers are an important and valuable resource to us. When making our procurement decisions we try to involve our customers in decisions which impact on them – such as which supplier should be awarded a particular contract. Within a structured procurement process suppliers are often asked to demonstrate their products to a panel of Shoreline customers.

## Standing orders

The procurement procedures we use are governed by our standing orders. These are internal rules which govern the level of competition required for a particular value of contract. The current rules are as follows:

Value	Process required
Up to £10,000	One quote in writing required
£10,000 to £20,000	At least two quotes in writing required
£20,000 to £40,000	At least three quotes in writing required
Over £40,000 and up to EU procurement threshold	Tenders to be invited from at least four suppliers
Contracts above EU procurement threshold	As required by EU procurement law (usually a formal tender process)

It should be noted that the standing orders are due to be reviewed by the procurement function and are likely to be amended to some extent.

## EU procurement regulations

Although we are not part of the public sector, due to the way we are funded and regulated we are subject to EU procurement law (this regulates how the traditional public sector undertakes its procurement exercises). We are legally obliged to advertise our largest contracts through the Official Journal of the European Union - [www.ted.europa.eu](http://www.ted.europa.eu) This is currently required for supplies and services contracts valued above £173,934 and works contracts above £4,348,350. Some limited exemptions apply to this obligation.

## How to access contract opportunities at Shoreline

We currently advertise relevant contract opportunities on the procurement section of our website [www.shorelinehp.com](http://www.shorelinehp.com) In the coming months, we will be developing this section so that suppliers can be better informed on how to do business with us. As part of this development, we will publish a contracts register which will provide information on the contracts we hold and when they are due to be re-competed.

Suppliers can also express an interest in supplying to Shoreline by contacting us via our procurement email address [procurement@shorelinehp.com](mailto:procurement@shorelinehp.com) We do not hold approved lists of suppliers but we will hold your details for future reference.

## Consortia/ framework agreements

Where it is appropriate to do so, we make use of framework agreements which have already been subjected to competition by a procurement consortium.

A framework agreement is a general term for a formal agreement or arrangement between suppliers and organisations subject to EU procurement law (such as Shoreline). Such agreements have already been through a tender process and set out the terms and conditions against which purchases can be made in the future. A framework agreement (or framework) will set out things like unit prices, delivery charges and required service levels. Frameworks are generally used for purchases where there are repeat needs but exact quantities are unknown.

Housing sector specific frameworks used by Shoreline have been awarded by the following consortia:

- Procurement for Housing – [www.procurementforhousing.co.uk](http://www.procurementforhousing.co.uk)
- Northern Housing Consortium – [www.consortiumprocurement.org.uk](http://www.consortiumprocurement.org.uk)

## Contacts

If you are interested in supplying to Shoreline, please email your details to **[procurement@shorelinehp.com](mailto:procurement@shorelinehp.com)**

Please note we are unable to give individual replies unless we are aware of an upcoming contract in your area of business. However, we will retain your details on file for future reference. Please note, if you already have a nominated contact at Shoreline, please continue to contact this individual.

Roger Holloway                      Procurement manager  
Gaynor McCarthy-Smith          Procurement officer

**0845 849 2000**

**[www.shorelinehp.com](http://www.shorelinehp.com)**

**[info@shorelinehp.com](mailto:info@shorelinehp.com)**



Corporate member of  
Plain English Campaign  
Committed to clearer communication.

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Registered Charity Number: 1107876  
Tenant Services Authority Registration Number: L4442

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