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WEST MIDLANDS POLICE

Force Policy Document

POLICY TITLE:	Quick Guide to Purchasing Policy
POLICY REFERENCE NO:	CS/01

Executive Summary.

This Purchasing Policy is a new document setting out the framework for all West Midlands Police purchasing. It sets out the basis for making decisions as to which method to use, what authorisations are required and what considerations must be taken into account for different purchases. This Policy provides information on specific purchases (e.g. uniforms) and additional detail on purchases with a cumulative value of up to £25,000. For purchases exceeding that value, the Contracts and Procurement Service must be consulted prior to taking any action. Contact details for the Category Managers can be found on the intranet: http://intranet2/functions/finance/procurement/contact_details.aspx.

This is intended as a quick guide that brings together information contained in a number of other policies and documents that are listed on the next page. Any enquiries in relation to this policy should be made directly with the policy contact / department shown below.

Intended Policy Audience.

This Policy covers the procurement of all goods and/or services, irrespective of funding source, procurement route or personnel involved in the procurement.

The Policy must be followed by everyone involved in the procurement process including:

- All budget holders
- Anyone who has contact with external suppliers
- Anyone involved in raising requisitions and/or holding any stock (e.g. stationery)
- Anyone involved in evaluating equipment, goods, services or works, for a potential purchase
- Anyone with operational responsibility for an outsourced service provision

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Business Area Owner	Neil Chamberlain, Director of Commercial Services	
Department Responsible	Finance – Contracts and Procurement Unit	
Policy Contact	Leigh Jones, Contracts & Procurement Unit Manager	
Policy Author	Dean Sweet	
Approved By	Neil Chamberlain, Director of Commercial Services	
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Supporting Documentation and Information

- Procurement Intranet site <http://intranet2/functions/finance/procurement.aspx>
- Standing Orders relating to Contracts, West Midlands Police
http://intranet2/functions/finance/procurement/regulations/standing_orders.aspx
- Claiming late payment interest and Compensation, Lovetts Solicitors
<https://www.lovetts.co.uk/late-payment-law>
- How do I request uniform? Use the following link to the My Service Portal and select the option under Ordering <https://es-one-stop-shop.custhelp.com/app/home>
- How do I request the purchase of goods and services using external funding or Sponsorship?
http://intranet2/functions/shared_services/shared_service_transactions/how_do_i_request/purchasing_external_funds.aspx
- Code of Ethics (<http://www.college.police.uk/What-we-do/Ethics/Pages/Code-of-Ethics.aspx>)
- Standards of Professional Behaviour, Police Staff Council Handbook (Guidance Note 9)
<http://www.local.gov.uk/our-support/workforce-and-hr-support/police/police-staff/police-staff-council-handbook>
- Force Retention Schedule
http://intranet2.wmpad.local/functions/information_management/force_records/records_management.aspx

Associated Policies and Procedures

- Financial regulations delegations and standing orders [West Midlands Police and Crime Commissioner- WMPCC 004A 2012 Scheme of Consents and Delegations, Financial Regulations and Contract Standing Orders](#)
- Gifts and Hospitality Policy (PS/06)
http://intranet2/functions/professional_standards/gifts_and_hospitality_policy.aspx
- Business Interest Policy (PS/07)
http://intranet2/content/B_PRD/Policy_Portal/Policy_Documents/Business_Interests.pdf
- Uniform, Equipment and Appearance Policy (CAM/05)
http://intranet2/policy_portal/policy_library/uniform_and_equipment.aspx
- Catering Services (CAM/04)
http://intranet2/content/B_PRD/Policy_Portal/Policy_Documents/Catering_Services.pdf

Information Sources and Reference Material

- Procurement and Purchasing policies from a number of police and public sector bodies.
- EU procurement directives and the UK regulations
<https://www.gov.uk/guidance/transposing-eu-procurement-directives>

Evidence Based Research

Full supporting documentation and evidence of consultation in relation to this policy including that of any version changes for implementation and review, are held with the Force Policy Co-ordinator including that of the authorised original Command Team papers.

Please Note.

PRINTED VERSIONS SHOULD NOT BE RELIED UPON. THE MOST UP TO DATE VERSION OF ANY POLICY OR DIRECTIVE CAN BE FOUND ON THE EQUIP DATABASE ON THE INTRANET.

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Force Diversity Vision Statement and Values

“Maximise the potential of people from all backgrounds through a culture of fairness and inclusion to deliver the best service for our communities”

“All members of the public and communities we serve, all police officers, special constables and police staff members shall receive equal and fair treatment regardless of, age, disability, sex, race, gender reassignment, religion/belief, sexual orientation, marriage/civil partnership and pregnancy/maternity. If you consider this policy could be improved for any of these groups please raise with the author of the policy without delay.”

Code of Ethics

West Midlands Police is committed to ensuring that the Code of Ethics is not simply another piece of paper, poster or laminate, but is at the heart of every policy, procedure, decision and action in policing.

The Code of Ethics is about self-awareness, ensuring that everyone in policing feels able to always do the right thing and is confident to challenge colleagues irrespective of their rank, role or position

Every single person working in West Midlands Police is expected to adopt and adhere to the principles and standards set out in the Code.

The main purpose of the Code of Ethics is to be a guide to "good" policing, not something to punish "poor" policing.

The Code describes nine principles and ten standards of behaviour that sets and defines the exemplary standards expected of everyone who works in policing.

Please see <http://www.college.police.uk/What-we-do/Ethics/Pages/Code-of-Ethics.aspx> and information on the WMP intranet http://intranet2.wmpad.local/force_operations/pride_in_our_police/code_of_ethics.aspx for further details. Also see the Standards of Professional Behaviour, guidance note 9 in the Police Staff Council Handbook. <http://www.local.gov.uk/our-support/workforce-and-hr-support/police/police-staff/police-staff-council-handbook> .

The policy contained in this document seeks to build upon the overarching principles within the Code to further support people in the organisation to do the right thing.

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1 INTRODUCTION

- 1.1 This policy sets out the framework within which all Force purchasing up to a cumulative value of £25,000 must be undertaken. It covers the purchasing of goods and/or services, irrespective of funding source, procurement route or personnel involved in the procurement.
- 1.2 Procurement policy supports the aims and objectives of the Force by ensuring that obtaining value for money, corporate governance and probity lie at the foundation of all procurement decisions.
- 1.3 The methods used for acquiring goods and/or services are designed to protect both the Force and the individual from risk.
- 1.4 This document is likely to be updated following the implementation of Fusion, the new workflow system that will be used for transaction processing. This will change some of the existing processes so please ensure you are reading the latest version of this guidance.
- 1.5 This policy does not include the purchase of covert/sensitive items.

2 USING THE GUIDANCE

- 2.1 All staff must recognise that, in order to address all relevant legislation and risk issues, sufficient planning and timescales are essential to effective procurement.
- 2.2 The terms purchasing and procurement are both used throughout the guidance with the same meaning. This document contains the policy for purchasing (procurement) with a cumulative value of up to £25,000. Anything above that must be referred to the Contracts and Procurement Unit.
- 2.3 Any variance from this guidance must have prior approval from the Contracts and Procurement Unit.
- 2.4 This document is to be read in conjunction with the Associated Policies and Procedures listed on page 2. These documents provide advice for specific purchases.
- 2.5 This policy must be followed by everyone involved in the procurement process in particular the list of roles on page 1 of this document ([IntendedPolicyAudience](#)).

3 PURCHASING OBJECTIVES

- 3.1 Purchasing must always be undertaken with the objectives of:
 - Securing maximum Value for Money (VFM)
 - Compliance with all relevant legislation and avoidance of risk
- 3.2 In pursuing these objectives, the Force also requires that procedures and processes are in place to ensure that:
 - Competitive bidding and tender processes are performed
 - Suppliers are appropriately selected and authorised for use
 - Suppliers are monitored for financial and non-financial performance
 - Goods and Services are purchased only with proper authorisation
 - Goods and Services received are correctly recorded
 - Payments are only made for goods and services received and authorised

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- Where appropriate, the product has security features that allows items to be stored securely and marked appropriately in accordance with the Government Security Classification (OFFICIAL / OFFICIAL-SENSITIVE / SECRET etc.).

3.3 The Force Procurement Strategy can be found on the intranet <http://intranet2/functions/finance/procurement/guidance.aspx> provides the complete list of objectives.

4 AUTHORITY TO PURCHASE

4.1 In any procurement process, the key roles of budget holder and purchaser must not be performed by the same individual. This provides the necessary safeguards against actual or perceived impropriety or unethical practice.

4.2 The budget holder has authority to commission goods, services or works and to provide financial authority for the expenditure. The purchaser has authority to commit the Force to a contract for the purchase of goods, services or works. The following information outlines the authorisation for specific purchases.

- **IT & Digital (IT & D)** – All requests for IT & Digital equipment, associated IT & Digital equipment and software licences must have IT & D's approval prior to submission of the request.
- **Information Security (Information Management)** – If the request is for non-standard items then this will also require the approval, prior to submission, of Information Security. This is regardless of funding source.
- **Corporate Asset Management (CAM) – Design & Print** – All requests for design and printing must be approved by the Design and Print Unit. Under no circumstances should a contractor be called direct.
- **Corporate Asset Management (CAM) – Fleet** – All requests for purchase of Vehicles, Vehicle hire, Bicycle purchases, associated equipment and servicing must be made through CAM Fleet. Any proposals for externally funded or sponsored vehicles or bicycles must obtain CAM Fleet approval prior to the submission of the proposal.
- **Corporate Asset Management (CAM) – Property** – Non-urgent or routine requests for faults and repairs should be submitted via My Service Portal <https://es-one-stop-shop.custhelp.com/> which is available 24 hours. Only if the request is for emergency faults should you contact out of hours 7822 3033 Force Contact centre). Under no circumstances should a contractor be called direct. Any requests for new accommodation or alterations to existing accommodation must be approved through Corporate Asset Management prior to submission of the request.
- **Sensitive/covert Purchases** – Some purchases are sensitive in nature as they may be used for covert operations or other classified activity. The sensitivity may be the item/service being purchased and/or the supplier. All such purchases must be pre-approved. This policy does not cover such purchases but the general principles included here apply as far as possible. Covert expenditure relating to UKPPS, DSU and SOU are not covered by this policy.
- **Training – Learning and Development** – all external training must be requested using the Application for Funding of External Training Courses / Conferences http://intranet2.wmpad.local/functions/learning_development/help_enquiries/external_training.aspx and must be authorised by LPU/Department Head (Chief Inspector and above). All applications must be submitted to Learning and Development.
- **Uniform & Equipment Committee** – Any proposed force wide implementation of uniform equipment must be referred to the Uniform & Equipment Committee for consideration and approval prior to the commencement of the procurement process.

5 LEGISLATION

- 5.1 All relevant legislation and health and safety requirements must be satisfied in full, prior to purchase of goods and services. This applies regardless of the value of goods and services being purchased.
- 5.2 In light of potential Brexit changes, please note that EU rules will apply until we have confirmation of any required/permitted changes.

6 ETHICS

- 6.1 Anyone involved in purchasing activities should observe the following:
- **Declaration of interest** – Any personal interest, which may impinge or might reasonably be deemed by others to impinge upon impartiality in any matter relevant to purchasing duties, should be declared to the Contract and Procurement Manager for approval before conducting the business.
 - **Confidentiality of information** – The confidentiality of information received in the course of duty should be respected and specific details of suppliers' offers must not be divulged to competitors. The information should never be used for personal gain.
 - **Relationships with suppliers** – Any arrangement which may prevent the effective operation of fair competition should be avoided. Individuals should not approach suppliers direct for the loan of items for trials or testing as this may be seen as prejudicing any future outcome of work.
 - **Gifts, gratuities and hospitality** – Guidelines are contained within Policy PS/06
 - **Sensitive/covert purchases** – All information relating to sensitive purchases must be kept securely and not made available to the wider organisation or the public.
 - **Personal or private purchases** – Official purchase orders and WMP credit cards must never be used for any personal or private purchases, even if you intend to reimburse the cost.

7 VALUE FOR MONEY

- 7.1 Value for money is defined as the optimum combination of whole-life cost and quality (or fitness for purpose) to meet the user's requirement. Depending on the nature of the contract, whole-life cost may include implementation costs, on-going operating costs and end-of-life disposal.

8 ENSURING COMPETITIVE VALUES

- 8.1 Competition avoids suggestion of favouritism and demonstrates that value for money has been sought. You need to ensure your specifications are not too complicated and, where possible, common standards are used. It is important that the cumulative whole life value of the goods or service is considered and this may include licences, repairs and maintenance etc.
- 8.2 Please note that 'aggregation' rules apply to the total cost for any specific item, services or works, across the entire Force. For example, if you place an order for 100 of Item X in June and then repeat the order in November, it is the total value of the two orders together that 'aggregation' rules apply to. The following cumulative thresholds are applicable to purchases made by all budget holders within the Force unless otherwise agreed by the Head of Contracts and Procurement or their nominated deputy.
- For purchases of up to £2,000 no written quotes are necessary, however, it is recommended that a minimum of three verbal quotations are obtained to ensure best value for money.

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- For purchases of between £2,000 and £10,000 at least two written quotations must be obtained to ensure best value for money.
 - For purchases of between £10,000 and £25,000 at least three written quotations must be obtained to ensure best value for money.
- 8.3 All cumulative purchases expected to exceed £25,000 must be undertaken by the Contracts and Procurement Unit, in order to assess the possibility of using a regional or national framework arrangement or to instigate the formal quotation or tender process. For purchases between £25,000 and £100,000 there must be at least three written quotations. Purchases over £100,000 are subject to a formal tender process, whereas purchases over £164,176 (current EU threshold for 2016 and 2017) will be subject to European Union Procurement Directives and The Public Contracts Regulations 2015 that dictate the timescale and procedures that the force must adhere to.
- 8.4 Please make sure that you retain evidence of all quotes / tenders received in accordance with WMP Force Retention Schedule
http://intranet2.wmpad.local/functions/information_management/force_records/records_management.aspx .
- 8.5 As described in the above paragraph, it is not acceptable for requests to be subdivided in order to avoid obtaining competitive bids.
- 8.6 For purchases from a local, regional or national agreement or framework it will not normally require competitive quotes to be obtained. However, if there is more than one approved supplier on the agreement or framework then quotes should be obtained from each eligible supplier. Approval is required from the Contracts and Procurement Unit who provide the necessary guidance.
- 8.7 If there is no effective competition, or only one supplier of the goods or services required (sole supplier) then written confirmation of this fact must be submitted with the request for consideration.
- 8.8 For purchases under £25,000, if, having obtained competitive quotations it is intended to select other than the lowest quotation then all paperwork including a detailed justification for supplier selection must be submitted with the request for consideration.
- 8.9 For purchases over £25,000, if, having obtained competitive quotations or tenders it is intended to select other than the lowest quotation then approval is required from the Contracts and Procurement Unit who provide the necessary guidance.

9 SCRUTINY

- 9.1 **Audit** – All purchases of goods and services may be subject to review by internal audit and external audit. They will have full access to all documentation relating to that purchase. It is essential that appropriate documentation is attached to the submitted request for goods and services.
- 9.2 **Freedom of information requests** – All purchases of goods and services may be the subject of a freedom of information request. It is essential that appropriate documentation is attached to the submitted request for goods and services. Covert and sensitive purchases are excluded from freedom of information requests.
- 9.3 **West Midlands Police and Crime Commissioner** – The PCC is required to publish information on contracts with a value of less than £10,000 to which either the West Midlands Police and Crime Commissioner or the Chief Constable are party to. This information includes the value of the contract, identity of every other party and the

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purpose of the contract. The PCC is also required to publish a copy of each contract with a value exceeding £10,000 to which either the West Midlands Police and Crime Commissioner or the Chief Constable are party to. This information is published as soon as is practicable on the PCC website. Covert and sensitive contracts are redacted.

- 9.4 **3rd Party spend** – The Home Office requires the force to upload all 3rd party spend data to Bravo Solutions on a half yearly basis. Bravo Solutions then complete an analysis and enrichment of the data which is uploaded to their console for use by the force.

10 ORDERING GOODS AND SERVICES

- 10.1 All goods and services being purchased by the force must be ordered through the issuing of an official purchase order prior to obtaining the goods and services. Confirmation orders must not be used.
- 10.2 All purchasing activity is subject to compliance with financial regulations and standing orders with regard to levels of expenditure and the procedures to be followed. You must not place an order for any goods or services unless the cost can be met from within your approved budget. It is essential that a valid budget code is always used to enable an up to date commitment record to be maintained.
- 10.3 Requests for goods and services must be submitted through Self-serve or raise a request on the My Service Portal Link <https://es-one-stop-shop.custhelp.com/>, using the appropriate template. See the section below on different types of purchase order.
- 10.4 Where possible, all purchases must be sourced through existing agreements promoted by the Contracts and Procurement Unit unless otherwise agreed with them. These agreements have been arranged at local, regional or national level to secure value for money. The existing agreements also ensure compliance with financial regulations, standing orders and EC Directives legislation. See catalogues and templates on the order system in the first instance for a list of contracted goods and services.
- 10.5 Purchase orders are electronically sent to suppliers on approval of the purchase order.

11 MY SERVICE PORTAL LINK

- 11.1 The My Service Portal <https://es-one-stop-shop.custhelp.com/> on the force intranet is available 24 hours a day.
- 11.2 After an order is placed, an individual will receive an automatically generated email confirming a unique reference number which they will then be able to review the progress of the request.

12 DIFFERENT TYPES OF PURCHASE ORDER

- 12.1 [Appendix A](#) provides a description for different purchase orders. Examples are call-off orders, emergency / out of hours orders, single source orders, uniforms, magazines and periodicals, and travel. Please check this list before placing any orders.
- 12.2 You may also need to check the gifts and hospitality policy if your purchase relates to something benefiting an individual or group of individuals e.g. flowers, food and drink.

13 RECEIPTING

- 13.1 One of the most important aspects of purchasing is to **make sure the receipting is completed**. Without this, suppliers cannot be paid. Receipting provides the authority to make payment.
- 13.2 All goods must be checked immediately on/after delivery and to the delivery note from the supplier. Suppliers must provide a delivery note. Any discrepancies or damage must be recorded on the delivery note, signed and dated. This is the direct responsibility of the person accepting the delivery.
- 13.3 Any complaints regarding delivery inconsistencies must be taken up with the supplier or carrier in a timely manner. This is the responsibility of the person ordering the items though can be undertaken by someone on their behalf. For contracted items, if a complaint is not dealt with satisfactorily, it must be escalated to the Contracts and Procurement Unit.
- 13.4 Upon receipt of the ordered goods or services, you can receipt goods/service via self serve on [Oracle Fusion](#) (My Receipts) on the My Service Portal <https://es-one-stop-shop.custhelp.com/> . This is an essential part of the process as receipting allows automatic payment of the invoice.
- 13.5 **It is important that only the goods / services / works actually received / carried out are receipted**. This will avoid automatic payment of invoices for items not yet received. Payments in advance of delivery should not be made and if requested by a supplier, unless already contractually agreed, must always be referred to the Contracts and Procurement Manager.
- 13.6 It is the responsibility of the budget holder to ensure that invoices which are “on hold” are regularly monitored. As mentioned above, Customer Services must be informed via a general request form on the My Services portal <https://es-one-stop-shop.custhelp.com/> , if the purchase order can be receipted, following a period on hold, thus allowing payment of the invoice. This is essential to ensure invoices can be paid.
- 13.7 Original delivery notes relating to goods or services received during March and April every year must be retained until the closedown of accounts and audit is completed, in case they are requested by external auditors as evidence of delivery. For other months of the year, once the delivery note has been scanned and submitted via a general request form on the My Service portal <https://es-one-stop-shop.custhelp.com/> , the original delivery note can be shredded. .

14 PAYMENT OPTIONS

- 14.1 The decision on which payment method to use will be taken by Shared Services management. It is unlikely that others will need to become involved in this decision unless there are exceptional circumstances.
- 14.2 Shared Services will not pay invoices unless an official purchase order has been raised and the relevant items have been receipted. Purchase orders must be raised in advance of goods or services being requested from the supplier. This will be monitored regularly.
- 14.3 Payment options include:
- **Bacs (Bacs Payment Schemes Limited)** – This is the default payment method and there are daily payment runs Monday to Friday. Payment of funds into the supplier’s bank account takes 3 working days.

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- **CHAPS (Clearing House Automated Payment System)** – In exceptional circumstances, urgent payments can be made by CHAPS. Payment is made into the recipient bank account the same day as transfer, providing we meet the necessary time constraints. There is a cost to the force of £12 per transaction.
- **Foreign currency payments** – only possible via CHAPS.
- **Faster Payments** – In exceptional circumstances, urgent payments can be made using Faster Payments if the value is below £250,000. Payment is made into the recipient bank account within 2 hours of the transaction or by the next day, depending which service is specified. Same day faster payments are £3 per transaction whereas next day faster payments are 35 pence per transaction.
- **Credit cards** – the use of Force credit cards is subject to a separate policy and controls outlining their use.

14.4 The Force standard payment terms are 30 days after the date of the (valid) invoice. Exceptions to these standard terms apply in a minority of cases, e.g. payment for hospital doctor's reports and for interpreter services will be made on the next payment run (or earlier if there is a specific contractual agreement in place).

14.5 The Force recognises that a source of unfair treatment of suppliers is late payment of their invoices and payment performance is measured. All public sector organisations are bound by the Late Payment of Commercial Debts (Interest) Act 1988 under which suppliers have a right to claim interest on payments in the absence of any agreed terms for the provision of interest. Interest can be claimed at 8% over the base rate together with compensation of between £40 and £100 per invoice. A supplier has up to 6 years in which to claim any interest due.

15 TRANSPARENCY

15.1 Every month WMP publish information on all purchases over £500 in value. CTU purchases are automatically redacted due to the confidential nature of the purchases.

15.2 If purchases outside CTU are classed as sensitive or covert, they must be communicated to the Accountancy team so they can also be redacted. This is essential.

16 RESPONSIBILITY OF BUDGET HOLDERS (and their teams)

16.1 This section provides a short summary of the purchasing responsibility of budget holders. Some of the activities may be delegated to their managers and other team members but the main responsibility lies with budget holders.

16.2 Budget holders are responsible for ensuring that purchases should be from existing contracts or frameworks where they are available. In exceptional circumstances, the budget holder should present a written case to the Contract and Procurement Manager who will determine whether or not an exception should be made.

16.3 Where budget holders wish to make a purchase for which there are no existing arrangements, the process outlined in [8.2](#) above must be followed and standard Force documentation must be used. Alternative documentation may only be considered with the approval of the Contract and Procurement Manager.

16.4 Budget holders must be satisfied that the purchasing exercise is conducted in accordance with the Force standing orders, financial regulations and purchasing related legislation within the limits specified. Detailed guidance is available on the intranet http://intranet2/hq_departments/finance/procurement.aspx and further guidance is available from the Contracts and Procurement Unit. All records should be kept in accordance with the Force Retention Schedule

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http://intranet2.wmpad.local/functions/information_management/force_records/records_management.aspx .

- 16.5 Budget holders should give consideration to the benefits of economies of scale and whether the Contracts and Procurement Unit should be requested to arrange a force-wide contract for a particular product or service.
- 16.6 Budget holders have a responsibility
- to share best practice and disseminate contractual arrangements across the Force where appropriate
 - not to divulge contractual information to any other party outside the Force
 - to ensure that all purchases for goods, service and works are made within their agreed budgetary limits
 - to ensure that invoices which are “on hold” are regularly monitored and cleared where appropriate
 - to ensure that the process for raising purchase orders and receipting is followed
 - to inform the Accountancy team of any sensitive or covert purchases that need to be redacted from the monthly publication of data

17 RESPONSIBILITY OF THE CONTRACTS AND PROCUREMENT UNIT

- 17.1 In its management of the overall procurement function, the Contracts and Procurement Unit concentrates on developing and providing:
- contract supply arrangements to meet the Force requirements whilst offering best value to the force as a whole
 - assistance and advice in the development of specifications, reviewing their content to ensure they meet the need and are aligned to Force Strategies
 - conditions of contract and purchase which comply with the law and support the force, whilst providing a fair and equitable means of trading with other organisations and individuals (in liaison with the legal team)
 - guidance and advice to staff engaged in procurement projects and associated purchasing activities
- 17.2 The Contracts and Procurement Unit will also develop an awareness of prevailing and emerging market developments. Where appropriate they may take action to stimulate and motivate development of new markets for the provision of goods and services.

18 RESPONSIBILITY OF PURCHASE TO PAY, SHARED SERVICES

- 18.1 The Purchase to Pay team are a central team based within Shared Services and they are responsible for processing all purchase requests, enquiries and valid invoices via Oracle Fusion. Purchase orders must be placed for all goods, services and works.
- 18.2 The Purchase to Pay – Supplier Management team are responsible for the overall management of Oracle Fusion and have access to the data generated to support the co-ordination of purchase arrangements, including the set-up of suppliers and the goods and services they supply to the Force.
- 18.3 The Purchase to Pay – Smart Purchasing team is responsible for:
- raising requests, which are fully compliant and contain sufficient information, in a timely manner to ensure the required goods and services will be supplied in time to meet the need
 - referring requests which are not fully compliant and/or contain insufficient information back to the requestor in a timely manner, for further discussion and

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clarification to ensure the required goods and services will be supplied in time to meet the need

- aggregating requirements where possible and using the most appropriate method of purchase to minimise low value orders and consequent administration costs (e.g. credit cards, on-line ordering)
- using existing contracts arranged by the Contracts and Procurement Unit
- providing feedback to the Contracts and Procurement Unit on the contracts and the service provided by contractors
- behaving in an ethical manner and treating vendor's prices and other commercial information as confidential
- conforming to the provisions of Financial Regulations and Standing Orders
- challenging the renewal of arrangements with respect to continued need and conformance to the current requirements
- ensuring all purchases for goods and services are compliant with CAM Fleet, IT & Digital and CAM Property Strategy and approved by them if appropriate
- Reporting on spend patterns to the Contracts and Procurement Unit so as to ensure cumulative spend is captured and actioned appropriately.

18.4 All records should be kept in accordance with the Force Retention Schedule http://intranet2.wmpad.local/functions/information_management/force_records/records_management.aspx.

19 FAILURE TO COMPLY

19.1 Monthly reporting – management ordering reports are produced and reviewed on a monthly basis. Any individual who persistently places confirmation orders, without good reason, is reported to the Director of Commercial Services.

19.2 Breach of Standing Orders – any failure to comply with Standing Orders will be reported to the Police and Crime Commissioner (PCC) as soon as the failure is discovered. The PCC will consult with the Director of Commercial Services, the Legal Adviser and the Chief Constable before determining the appropriate course of action.

19.3 Any Police Officer or Police Staff member who fails to comply with this policy and who incurs expenditure may make themselves liable to disciplinary proceedings and appropriate sanctions, which may include personal liability for the expenditure incurred.

20 EQUALITY IMPACT ASSESSMENT (EQIA)

20.1 The policy has been reviewed and drafted against all protected characteristics in accordance with the Public Sector Equality Duty embodied in the Equality Act 2010. The policy has therefore been Equality Impact Assessed to show how WMP has evidenced 'due regard' to the need to:

- Eliminate discrimination, harassment, and victimisation.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

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20.2 Supporting documentation in the form of an EQIA has been completed and is available for viewing in conjunction with this policy.

21 HUMAN RIGHTS.

21.1 This policy has been implemented and reviewed in accordance with the European Convention and principles provided by the Human Rights Act 1998. The application of this policy has no differential impact on any of the articles within the Act. However, failure as to its implementation would impact on the core duties and values of WMP (and its partners), to uphold the law and serve/protect all members of its community (and beyond) from harm.

22 FREEDOM OF INFORMATION (FOI)

22.1 Public disclosure of this policy document is determined by the Force Policy Co-ordinator on agreement with its owner. Version 1.0 of this policy is determined as Official under the Government Security Classifications Policy.

22.2 Public disclosure does not automatically apply to supporting Force policies, directives and associated guidance documents, and in all cases the necessary advice should be sought prior to disclosure to any one of these associated documents.

Which exemptions apply and to which section of the document?	Whole document	Section number
None		

23 TRAINING

23.1 There is no on-going programme of training for purchasing.

23.2 Any training requirements relating to this policy should be forwarded to the Contracts and Procurement Manager or the Service Lead, Purchase to Pay, Shared Services, in accordance with the responsibilities of those teams.

24 PROMOTION / DISTRIBUTION & MARKETING

24.1 The following methods will be adopted to ensure full knowledge of the policy:

- The policy will be included in the Force Policy Portal http://intranet2/policy_portal.aspx providing access to everyone. Any updates will be published on this site
- On publication, an announcement will be made under the Force Messages on the front page of the intranet

25 REVIEW

- 25.1 The policy business owner (Contracts and Procurement Manager) maintains outright ownership of the policy and any other associated documents and delegated responsibility to the department/unit responsible for its continued monitoring.
- 25.2 The policy should be considered a 'living document' and subject to regular review to reflect upon any Force, Home Office/ACPO, legislative changes, good practice (learning the lessons) both locally and nationally, etc. Do not rely on a previously printed version.
- 25.3 A formal review of the policy document, including that of any other potential impacts i.e. EQIA, will be conducted by the date shown as indicated on the first page.
- 25.4 Any amendments to the policy will be conducted and evidenced through the Force Policy Co-ordinator and set out within the version control template.
- 25.5 Feedback is always welcomed by the author/owner and/or Force Policy Co-ordinator as to the content and layout of the policy document and any potential improvements.



CHIEF CONSTABLE

26 VERSION HISTORY

Version	Date	Reason for Change	Amended/Agreed by.
Draft 0.1	22/02/2017	New policy summary	Susan Ali Shah
Draft 0.2	05/04/2017	Updated following initial comments from colleagues on draft 0.1.	Susan Ali Shah
Draft 0.3	03/05/2017	Updated and sent out for formal consultation.	Susan Ali Shah
Draft 0.4	19/06/2017	Post Consultation	Susan Ali Shah
Draft 1.0	05/12/2018	Version number amended to v1.0	Sharanjit Dhillon
1.0	22/07/2019	Policy signed off by CC	56408 Vicki Parkinson

APPENDIX A: DIFFERENT TYPES OF PURCHASE ORDER

Standard Purchase Order – a purchase order is a uniquely numbered document sent to a supplier requesting goods or services, detailing the item description, product codes, prices and quantities, delivery address, need by date and terms and conditions. The full description of the goods or service ordered should be included on the purchase order so that no ambiguity occurs especially in the event of returns being necessary. Deviations from the force's standard terms and conditions, unless by prior contractual arrangement, should not be accepted without the approval of the Contract & Procurement Manager.

Call Off Purchase Order – “call off” orders are those orders placed by the force for the supply of goods or services which it is envisaged will be required at regular intervals over the period of the financial year and where a contract with the supplier has been agreed. An example of a “call off” order would be the provision of refuse collection by the Local Authority for the financial year.

Emergency / Urgent Orders – in circumstances where an order is very urgent the request should be raised via the My Service Portal <https://es-one-stop-shop.custhelp.com/> in the normal way followed by a phone call to Customer Services. This alerts them to the urgency and Customer Services will arrange for the order to be raised. Customer Services can be contacted on 800 5100 (internal) or 0121 626 5100 (external).

Emergency / Urgent Orders Out of Hours – it is acceptable in circumstances where an order is urgent and it is out of office hours to place an order verbally with a supplier. In the very few instances where this would apply the request should then be raised immediately via the My Service Portal <https://es-one-stop-shop.custhelp.com/> in the normal way with a comment included of the actions taken. Customer Services will then arrange for the confirmation order to be raised. It is recognised that occasionally it will be necessary to purchase goods or services at short notice but this must not become an everyday occurrence. The Purchase to Pay Smart Purchasing Service Delivery Manager will monitor the number of such orders issued.

Single Source – single sourcing occurs where there is only one supplier who is capable of providing the goods or service required. If at all possible this situation should be avoided. Where it cannot be avoided, you must take care to ensure best value for money is still being achieved. A full and detailed explanation should be included with the request for goods or services. All such instances will be referred to the Contracts & Procurement Manager for approval.

Multiple Suppliers – fragmentation of ordering amongst a wide range of suppliers for similar goods and / or services reduces the scope for competitive negotiations and improving quality. This course of action should be avoided. The creation of a new supplier on Oracle Fusion should be an exceptional action undertaken only when it has been confirmed that no suitable supplier already exists on the system. Establishing and maintaining a new supplier on Oracle Fusion is costly and unnecessary if a supplier already exists on the system.

New supplier form – Can be found via the My Service Portal <https://es-one-stop-shop.custhelp.com/> under Self serve - ordering goods and services and must be fully completed when submitted. It is important that the details are correct as this information forms the basis for entering into contracts with suppliers and the payment of their invoices. The new supplier will then be subject to financial checks before being assessed by the Contracts & Procurement Manager.

Suppliers' credit accounts – when suppliers submit forms to open credit accounts with their firms, these usually involve acceptance of the supplier's conditions of sale.

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Some of these conditions may waive the forces statutory rights and therefore all of these must be submitted to the Contract & Procurement Manager for review and approval.

Externally funded purchases – requests for the purchase of goods and services using external funding or sponsorship must be made through the My Service Portal <https://es-one-stop-shop.custhelp.com/> which is available 24 hours every day.

- It is important that any relevant department, such as CAM Fleet if the funding is for sponsored vehicles, is approached before an application is submitted to the funding body.
- West Midlands Police employees must not arrange the procurement of goods and / or services themselves. All purchases require the force to provide the supplier with an official purchase order prior to the goods / services being provided.
- All externally funded purchases must comply with the Force Standing Orders.
- Any purchase of goods and services using external funding or sponsorship are subject to the provisions of the forces standing orders.
- When purchasing goods or services using external funding or sponsorship it is important that the requestor is fully aware of all the terms and conditions of the grant / sponsorship of the body providing the funding.
- When purchasing goods or services using external funding or sponsorship full consideration must be made of any on-going costs in future financial years. There must be an exit strategy in place for services provided using external funding or sponsorship or further funding will need to be obtained.

Newspapers & periodicals – much of what has been previously ordered in regard to the purchase of newspapers and specialist magazines for staff is now available online at no or little additional cost to the force. Such opportunities should be utilised where possible. The provision of newspapers and periodicals will be reviewed with a view to reducing its current level of expenditure.

Flowers – there is no financial provision for the purchase of floral bouquets and cards as messages of congratulation get well, family bereavement, etc. to be made from police funds; such expense must be personally funded.

There are very exceptional circumstances where it may be considered acceptable for the cost of flowers to be funded from the police budget. All such exceptions must be approved by a member of the Force Executive Team before any spend occurs as the gift represents a message from the whole of the Force. Exceptions will be rare and will be judged on individual circumstances. Depending on those circumstances, exceptions may include:

- Official award ceremonies recognising the achievements of employees
- The funeral of an officer/staff member who died in the course of duty
- Employees who cannot return to work due to a terminal illness
- Operational reasons e.g. to say thank you after officers have used someone's house during an investigation
- In very exceptional circumstances for funerals of victims of crime

This must not be used as a list of pre-agreed circumstances.

Refreshments – refreshments must not be ordered for meetings with internal attendees only. Refreshments may be ordered for meetings with external attendees if they are longer than four hours. Staff should avoid arranging meetings over lunchtime where possible.

Travel (including rail) and Accommodation – all travel and accommodation should be booked on the My Service Portal <https://es-one-stop-shop.custhelp.com/> in accordance with the intranet guidance http://intranet2/hq_departments/shared_services/shared_service_transactions/travel

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[and accommodation.aspx](#) . When making travel arrangements the prime consideration must be cost effectiveness of the travel plan and in the majority of cases, standard class rail travel should be booked. More detailed guidance on travel (including car travel) and accommodation is available in the travel and subsistence policy. Where accommodation relates to external training, L&D will forward all approved documentation to Shared Services who will be responsible for booking any necessary accommodation and travel.