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Welcome to the Procurement Unit '5 in 5 briefing'
(5 articles in 5 minutes).

We want to hear from you. Please give us your feedback, good **or** bad.

- Is there anything you would like to see in future newsletters?
- Please **Click Here** to complete our quick questionnaire (3 questions).

Or Email us at: cpu.5in5@leeds.gov.uk

Wayne Baxter
Chief Procurement Officer



1. Challenge the Procurement Unit to Save You Money!



With budgets being squeezed ever tighter departments are under increasing pressure to save money. This is where the Procurement Unit could help. If you are about to procure goods, works or services, why not challenge the Procurement Unit to get you the best price possible.

We are looking for volunteers to put the Supplier and Contracts Management System (SCMS) to the test.

The council's Contract Procedure Rules state, where a framework contract or approved list is in place it must be used, all other procurements over £10,000 must be advertised on the SCMS. We would also like to see more procurements below the £10,000 threshold and we will ask suppliers registered on SCMS to provide you with quotes for these low value contracts.

To read more please **Click Here**.

2. Collection of Trade Waste and Recycling Services – all LCC Sites

New Trade Waste Corporate Contract 2008 – 2011.

A holistic approach to council waste will increase recycling through further expansion of the paper & card recycling to all buildings, and with the implementation of plastic bottle and metal can recycling. Also for the first time, skip waste services will be provided at a corporate level. This will help us to collate comprehensive data on all our waste streams to ensure Leeds City Council continues to reduce its waste going to landfill and to increase recycling levels.

A locally based company Associated Waste Management (AWM) Ltd will take over the collection of trade waste as well as other re-cyclates (Lots One to Four) from all Council buildings. (The confidential waste contract has yet to be let and more details will be released shortly.) To read more [Click Here](#).

3. The Equality Standard for Local Government - meeting the level 4 procurement requirements.

Leeds [Insert Department Name]
[Insert Service or Works Name]
[Insert Contractor Name or Contractor Reference]
Customer Satisfaction Survey

Purpose:
We will use the results from this research to help improve our services, and ultimately, value for money. All of your answers will be treated in the strictest confidence and will only be used to monitor and help improve the local authority's services.

Comments:
Please have any comments about the questionnaire please do not hesitate to contact Leeds City Council on Telephone 0113 255 8000 or Email customers@leeds.gov.uk

Final part of customer e.g. LE10
On a scale of 1 to 10 please indicate how satisfied you are with the service that you received. Please circle the appropriate number.

Very Satisfied	Satisfied	Not Satisfied
10	9	8
7	6	5
4	3	2
1		

Do you have any suggestions to improve the service?

Please turn over and answer the Equality Monitoring questions.

You do not have to answer these questions and if you choose not to do so this will not make any difference to the service you receive. By answering these questions you will help us to ensure that our services are fair and accessible to all. Please tick the relevant boxes.

Gender: Male Female **Age:**

Are you disabled? Yes No **How many limbs do you have?**

Long standing illness or health condition (such as cancer, HIV, diabetes, chronic heart disease, or asthma)

Sensory impairment (such as being blind) / hearing a service visual impairment or being deaf / being a service hearing impairment

Physical impairment (such as using a wheelchair to get around and / or difficulty using your arms)

Learning disability (such as Down's syndrome or autism) or cognitive impairment (such as autism or Asperger's)

Mental health condition (such as depression or schizophrenia)

Ethnic origin - please tick the appropriate box to indicate your ethnic background:

White: British Irish Black or Black British Black or Black Caribbean Indian Chinese Other - please write below

Other ethnic groups: Pakistani Bangladeshi Other - please write below

Religion: Hindu Muslim Sikh No religion Other - please write below

Sexual Orientation: Gay Lesbian Bisexual Other - please write below

Other information: Married Single Divorced Widowed Other - please write below

How would you describe your usual residence? City Suburban Rural Other - please write below

Do you have any other information that you would like to include to assist us to improve our services?

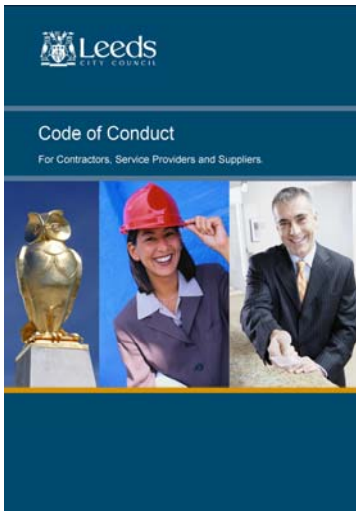
The Equality Standard for Local Government (ESLG) requires the council to provide services that are appropriate to the user in both content and in the ways in which they are delivered.

Where a department's works, services or supplies are provided by an external organisation, Level 4 of the ESGL requires the council to collect 'monitoring data on the contractors' service delivery by equality strand using the proforma developed corporately'.

At first glance this sounds complicated, but what it actually means is that we must monitor our contractors' service delivery (how well they perform) and we must also monitor whether any particular sector of society is more or less satisfied with the services they have received.

To read more [Click Here](#).

4. Leeds City Council Code of Conduct



Leeds City Council's contractors, suppliers and service providers are a valuable, and in many cases highly visible asset. Those companies who work on the frontline are often the first point of contact for customers, and as such represent the face of the council.

The Procurement Unit has produced a Code of Conduct for Contractors, Service Providers and Suppliers. The overall objective of the code is to describe a minimum standard of acceptable behaviour that the council expects from companies who provide services on the council's behalf.

The Code of Conduct will compliment existing standards and other obligations that might be placed upon a company, for example:

- Scheme specific requirements that form part of the contractual obligations
- Departments' own service specific Codes of Conduct
- Registration of construction sites with the Considerate Constructors Scheme and adherence to the schemes own Code of Conduct.

To read more about the Code of Conduct please [Click Here](#).

5. Household Waste Information Packs



Following a successful procurement exercise during 2007. Leeds City Council for the first time has produced a householder information pack. Two tenders went out for the pack, one for the print and design work and the other for the distribution.

The print and design tender was awarded to Spellman Walker who are based in Bradford and the distribution went to Link Communications.

The aims and objectives of the pack were to build on the success of previous educational campaigns and demonstrate that communications and education can increase the performance of the scheme.

To read more about the household information packs please [Click Here](#).

1. Challenge the Procurement Unit to Save You Money!!!



If you are planning on spending more than £5,000 contact the Procurement Unit and see if we can save you money.

Do you really need to search the yellow pages or the internet for companies to give you 3 quotes? Companies that might not be particularly interested and their quote uncompetitive? Maybe you are using the same firm that you have used for many years, not testing the market to see if there is a better deal out there, because you've always done it that way.

The Supplier and Contracts Management System has more than 13,000 companies and organisations that are actively pursuing the council as a potential customer, and this number continues to grow. They range from large multi national organisations to small family businesses, the voluntary sector, community and faith groups, right down to one-man-bands. All of whom have the potential to supply the council with the best possible price.

By using SCMS we can encourage more competition from a wider supply base, maintain a healthy marketplace and invite quotes from specialist companies who are keen to supply the council.

Opening the market to a wider supply base means that you will not miss out on potential suppliers who may be more competitive. You might even find innovative solutions that you would otherwise have missed.

To give you an idea of the different types of supplier that have registered on the SCMS here are a few examples:

- 455 printers
- 305 graphic designers
- 145 feasibility study consultants
- 61 photographers
- 43 suppliers of furnishings including blinds and curtains
- 39 white goods suppliers
- 33 suppliers of display materials
- 13 suppliers of flags (no not paving flags, the flying from a pole kind).
- 6 balloon suppliers
- 3 suppliers of musicians and artists

So go on, why not challenge the Procurement Unit, take the SCMS test and see if we can save you money.

Please contact:

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Telephone: 0113 24 78487

Or
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2. Collection of Trade Waste and Recycling Services – all LCC Sites

The trade waste contract changed on the 1st April 2008 and is divided into five lots as follows:

Lot One – general trade waste

Lot Two – paper and card

Lot Three – plastic bottles and cans

Lot Four – skips and skip materials

Lot Five – confidential waste

This new contract will help reduce the amount of council waste going to landfill, tighten our control on the waste we produce, lessen our impact on the use of natural resources, reduce the distance our waste is transported, support the local economy and businesses, and improve our compliance with waste legislation.

Following a competitive tendering exercise the contract awarded to AWM offers a 20% cost saving compared with other tenders. This represents a saving of £49,005 per annum over the bid submitted by the current provider. The pricing schedule is available on the intranet via the Contract Information System, and if you have any queries please contact Sam Grimwood for information.

All materials deposited to recycling bins will carry no disposal costs encouraging segregation at source and in fact a small rebate will also be payable on these recycle streams. Be aware though - for the first time, our contractor will be able to levy a significant decontamination charge against those still badly contaminating their recycling containers.

Additional savings will also be achieved through AWM's processing of black bagged and skip waste which will potentially push the council's recycling up from around 20% with the current provider to nearer 70%. This increased recovery of the council's waste will

work to reduce waste disposal costs further, with landfill tax due to double over the next three years.

A rolling programme of container exchanges has been taking place between 25th and 31st March 2008.

It is important that after 1st April 2008 all ad hoc skip requests are arranged through AWM (contact details below). All permanently sited skips will also have to be changed over. As well as providing skips for individual waste streams such as wood, paper, metal and asbestos, mixed waste skips will be processed by AWM for material recovery and recycling.

Confidential waste destruction services will also now be provided at a corporate level by a single supplier for 2008/09 - 11. News on this contractor is to be released shortly.

Please keep up the good work and continue to recycle your office paper & card waste for now, and watch out for more news to follow on the implementation of plastic bottle and can recycling.

Contact Details:

For AWM

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For Leeds City Council

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4. Leeds City Council Code of Conduct



The council's customers see themselves as a customer of the council and they expect and deserve a high quality service, regardless of who provides it. Whether it is provided directly by the council, by a contractor, or even by a sub-contractor, it is important that the council's services are delivered in a respectful and professional manner.

We have included the requirement to abide by the Code of Conduct in the council's standard Terms and Conditions and these will form part of all contractual agreements where contracts are awarded by the Procurement Unit. The Code of Conduct and the associated terms and conditions that make it part of the contract are also available to be used by departments who award their own contracts.

Some objectives of the Code of Conduct include.

- Service delivery, customer standards and 'our values' are applied across contracts and partnerships.
- Introduce good practice and standards that deliver high quality services.
- Increase the confidence and trust of customers.
- Promote reliability and efficiency.
- Protect and enhance the image and reputation of the council.
- Contribution towards levels 4 and 5 of the Equality Standard for Local Government.
- Customers know what standard of conduct they can expect.
- Contractors know what standard of conduct is expected.

To download a copy of the Code of Conduct please [click here](#) or visit the Procurement Unit's internet page www.leeds.gov.uk/procurement then click guidance for contractors.

The standard terms and conditions that include the requirement to abide by the Code of Conduct can be found by [clicking here](#) or visiting the Procurement Interest area of the intranet then clicking on frequently used documents in the left hand column.

If you have any questions regarding the code of conduct please contact:

Ian Hodge

Telephone: 0113 2474084

Email: ian.hodge@leeds.gov.uk

5. Household Waste Information Packs



The information pack was designed to help residents learn more about recycling services available across the city and to boost the amount of waste that is diverted from landfill sites.

People in Leeds are recycling more each year. Current estimates predict 26.5% of household waste will be recycled during 2007/08 which is up from 22.3% for 2006/07. The council wants to increase that to at least 50 per cent by 2020.

Every household in Leeds have received a pack which contains a fact-filled leaflet, calendar and letter. The leaflet explains how residents can cut down on the amount thrown away, how household items can be reused and how waste can be recycled in Leeds.

It also lists tips for re-using and recycling as well as the locations of the city's 11 household waste sort sites where residents can drop off a wide range of everyday items such as fridges and TVs.

The project was initiated from consultation carried out and from feedback and emails received from the public. It helped us identify a need to provide householders in Leeds more information about the recycling and refuse collection service using a more direct communication method.

Distribution of the pack was the most challenging part, we had to find a suitable solution to enable us to deliver packs to 325,000 households and ensure they received the correct collection calendars. We contracted this work to Link Communications who distributed the packs during March and tailored their distribution to our refuse collection routes.

It is our intention to produce a householder pack annually to ensure all households are kept fully informed of the services available to them.

For further information contact;

Email: info.recycling@Leeds.gov.uk



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