



Procurement Customer Charter for Durham Constabulary

January 2020

1. The Durham Constabulary Procurement Team will be recognised by its internal customers as a 'professional' commercial business service providing significant added value to Durham Constabulary
2. We will embrace the shared values and Aiming for Excellence (AFE) requirement of Durham Constabulary to provide 'excellent' customer service by:
 - Being active leaders in delivering the above and demonstrating a collaborative approach
 - Understanding customer needs and listening to the customers
 - Anticipating customer needs and seek to serve customers better, thus improving their benefits from our commercial service
 - Adopting the same service ethic that we would like for ourselves
 - Achieving mutual respect and confidence with our customers
 - Understanding the Service's procurement arrangements are essential to the delivery of effective operational performance
 - Ensuring the procurement function is a vital contributor to innovation and service improvement
 - Support effective procurement to enable realisation of efficiency benefits and best value
3. Excellent customer service will be achieved through the following behaviors:
 - Simplicity – 'Clear and Straightforward' processes
 - Adaptable, flexible, open and honest – Trust
 - Responsive and positive in delivering our commitment to service levels
 - Creative and innovative in enhancing our commercial services
 - Treating our suppliers with respect and trust
4. Our vision is to ensure our 'excellent' customer service meets the following objectives:

Commercial Focus:

- Highly professional service on commercial strategies and innovative supply chain processes
- Concentrate commercial influence to customers for high value, high opportunity and high risk requirements ensuring that robust risk management plans and controls are in place.
- Ensure clarity and harmony between customer specifications and our commercial added value, particularly in the tendering processes.
- Ensure compliance with all statutory legislative requirements, our internal policies and targets
- Ensure high visibility of procurement to key suppliers.
- Ensure the commercial processes and supplier relationships support the Durham Constabulary image.

Customer Focus:

- Clear service processes and responsibilities set with all customers.
- Priority commitment to excellent customer communication to achieve high visibility, better joint understanding of requirements, and clear accountabilities.
- A flexible and collaborative customer service recognising different customer requirements – bespoke tailored service recognising 'one size does not fit all'
- Ensure forward planning and forecasting of requirements optimise lifetime costs and value.
- We always aim to respond promptly to your enquiry within 72hrs for new order queries and 24hrs for established requisitions.
- We will treat you with fairness and courtesy at all times
- We will treat in confidence any personal or financial details you give us
- We will try to resolve your enquiry the first time you contact us
- We will clearly explain any action we intend to take to resolve your enquiry
- If we need more time to look into your query, we will keep you informed about our progress, usually by telephone
- If you are making a complaint we aim to resolve it as quickly as possible.
- If you are not satisfied with the way we handle your enquiry, we will tell you who you need to contact.

Best in Class Systems:

- Integrated electronic systems covering 'end to end' processes which are efficient, simple to use and also facilitate the requirements of customers and the Finance function.
- Ensure any necessary process re-engineering is incorporated in the system design.
- Exploiting those systems to provide knowledge and data for identifying commercial priorities and measuring service and supplier performance
- Ensure those systems enable the devolution of low value purchasing to customers so that the resource impact on customers is minimized and the commercial impact of devolution is monitored.

Devolved Low Value Purchasing:

- High volume, low value purchasing devolved to customers within commercial policies and processes through the use of call-off contracts or core lists established by Procurement, through maximising the use of local suppliers and controlled use of the company credit card purchasing, where appropriate.
- By establishing devolved local purchasing by customers, Procurement recognise the requirement to consult and train the wider procurement function beyond the central procurement team to promote business improvement in Durham Constabulary procurement strategies and processes. Designated 'Procurement Ambassadors' and Contract Managers established with customers.
- Devolution will enable procurement to concentrate on high value, high opportunity, and high risk requirements.

Managing the Supply Chain:

- Procurement is the process of acquiring goods, works and services from third parties. It covers supplies and services, ICT, vehicles, equipment and the acquisition of assets such as land and buildings. The process spans the whole cycle from identification of needs, through to the end of a services contract or end of the useful life of an asset.
- The supply chain rationalised to ensure it includes only approved suppliers recognising the critical need to meet customer requirements, including meeting urgent or emergency service or work requirements.
- Suppliers evaluated and approved by an evaluation process in partnership with customers recognising the need to manage commercial risks and exploit commercial opportunities (e.g. negotiated contract bundling by service and/or multi-site)
- Procurement and customers establish effective supplier relationships to ensure mutual benefits and partnership is achieved on one hand and monitoring and acting on supplier performance is in place on the other.
- Ensure all commitments to our suppliers are through approved processes, ensuring appropriate controls over expenditure.

Effective Organisation:

What you can expect from us:

- Our customers and partners are essential to our success; the organisation which we are and the diversity and breadth allow us to tackle complex problems and opportunities on a local, regional and national basis; and innovation is an important driver for all staff within Durham Constabulary.
- To ensure that the procurement section provides clarity of roles and responsibilities, ensuring the interfaces between customers, Procurement and Finance and are understood and effective. The interface is also clear to external suppliers, and there is consistency in the processes used by both.
- The responsibility of customers, Procurement and Finance in procurement processes are clear and effective, ensuring overlaps and gaps are rectified and any communication obstacles are overcome.

Great People:

- Team-working and communication between Procurement and Customers is a key priority
- To ensure Procurement achieve its objective of a 'Excellent commercial business service the team will be resourced by professionally qualified, confident, positive, customer-focused people with a high level of commercial acumen and negotiation skills. Ensure people development plans are in place to achieve those skills.
- Ensure Procurement People are innovative and dynamic in seeking best commercial solutions, challenging both internal customers and suppliers to achieve the goal.
- Ensure Procurement People are courteous;

- are willing to assist you and be responsive to your needs;
- will treat you fairly and professionally;
- sensitive to diversity issues; and
be accountable and adhere to sound business practices in accordance with relevant legislation.
- Demonstrate technical and professional competence in providing the services

What you can do to help us improve:

As a customer to Procurement, you can help us to help you by:

- Ensuring that you provide the correct information to your admin team who will then upload that information to your requisition (request for goods or services)
- Let procurement know if you are having difficulty or do not understand what information is needed for the requisition, if in doubt ask before you go any further or look at the admin guidance document within the intranet tile under the procurement tab
- If you have any supporting information please also provide that to your admin team who can attach to the initial requisition
- If you think you have made an error with anything to do with purchasing goods or services please let us know as soon as possible so that we can advise you of the correct process to follow
- Think before you buy, do you really need that item or will someone around the force already have one you can borrow? think about quantities and associated carriage charges (small order value and the cost of raising such an order, inc. back office staff costs and carriage)

We want to provide as much support as we can to those customers who need it. To ensure that we are all working to the same process in order to make efficiencies where possible and streamline business transactions

Measures:

- Procurement introduce measures that demonstrate performance at a number of levels:
 - Contribution to profitability, corporately and for individual customers
 - Customer feedback and SLA Performance
 - External Benchmarking of procurement processes and performance including establishing network partners, whether this be working with regional forces or other national organisations
 - External Benchmarking through CIPS Certification Process.
 - Supplier performance data
- Procurement ensure those measures reflect the significant goal of continuous improvement in all the above objectives set out in this customer statement.

Procurement Team Structure

