



Stakeholder toolkit

Community Benefits Gateway

Introduction

Connecting communities

National Services Scotland and Public Health Scotland are delighted to launch NHS Scotland's Community Benefits Gateway, a new online portal connecting NHS Scotland suppliers with communities in Scotland.

Through our easy to use online tool, we'll work to match willing NHS Scotland suppliers with Scottish third sector organisations who are looking for assistance with a variety of needs.

Community benefits are tangible, positive outcomes which improve the lives of local people and enable communities to thrive. They are vital for boosting employment and securing the long-term sustainability of communities and increased support for vulnerable people.

The Community Benefits Gateway is a facilitation platform, enabling our networks to further improve lives and develop healthier, and safer communities.

Andy Owen, Head of Healthcare for ARCO said:

"We found that using the portal, the whole bid process was really efficient and effective. We have had great communication with the relevant stakeholders within the organisations, and were able to progress easily for all parties. As a business and as individuals, we have always been firmly committed to social value and supporting local communities.

"Working with these organisations is very different to previous experiences, as we are able to engage with them much closer, and fully get to see and understand how our donations will directly impact upon recipients of the support provided from this. We are really excited about our continued work on these and other projects in the future!"

What to do next:

We need you!

As a third sector organisation, we invite you to register on the Community Benefits Gateway and upload your needs!

Access the portal: https://nhsnss.service-now.com/community_benefit

Find out more: [Access our Community Benefit Gateway | National Services Scotland \(nhs.scot\)](#)

<https://www.publichealthscotland.scot/our-organisation/procurement/community-benefits-gateway/>

Along with our easy to use online portal and website, we have developed some information resources for you below.

Community Benefits Gateway third sector animation

https://youtu.be/RyeU_4-Ztq0

Third Sector Organisations FAQs

Got a question? We're here to help.

Below are answers to some of frequently asked questions to support community organisations/ third sector partners' use of NHS Scotland's Community Benefits Gateway.

In these FAQ's:

- About
- How to register
- You've been matched - what to expect
- Not matched? – what to expect
- Use of the platform – common queries

About

What is the Community Benefits Gateway?

NHS Scotland's Community Benefits Gateway is an easy to use online service that works to match willing NHS Scotland suppliers with Scottish third sector organisations who are looking for assistance with a variety of needs. Access the Community Benefits Gateway [here](#). This can be anything from supporting training and development via knowledge transfer initiatives, donation of equipment, or volunteering support. Watch our [video](#) to find out more.

Why has the Community Benefits Gateway been launched?

Scotland spends approximately £2.5 billion on NHS goods and services each year, working with thousands of NHS Scotland suppliers. The Community Benefit Gateway allows us to further develop our services and use the power of procurement to deliver a wide range of added value to hospitals, patients and communities.

NHS Scotland procurement services works with thousands of suppliers both local and internationally. We value our suppliers and ensure we work with organisations whose values and credentials are both in line with NHS values and aligned to government outcomes and policy.

The Community Benefits Gateway is a platform to help match the array of skills and offers of NHS Scotland's 'can do' suppliers, with the real community needs – in doing so, enabling procurement spend to go even further in improving lives, and creating healthier, and safer communities across Scotland.

What is a community need*?

A community initiative (or ‘need’) is something which improves the economic, social and environmental wellbeing of a local area. So a third sector organisation might ask for support with volunteering, work placement opportunities, the provision of professional advice, assistance with building community facilities and much more.

For more information on what needs could be offered: <https://www.procurementjourney.scot/additional-resources/sustainable-procurement>

**NHS Scotland is committed to protecting people from discrimination in line with the duties laid out in the Equality Act (2010)ⁱ and the support for social, economic and health benefit via public procurement pledged on the Sustainable Procurement Duty – outlined in the Procurement Reform (Scotland) 2014 Actⁱⁱ.*

It will be required that the ‘Community Needs’ uploaded to the Community Benefit Gateway portal should be aligned with local and national NHS Scotland valuesⁱⁱⁱ and comply with the purpose(s) of the Equality Act (2010) and the Sustainable Procurement Duty.

i <https://www.legislation.gov.uk/ukpga/2010/15/contents>

ii <https://www.legislation.gov.uk/asp/2014/12/contents>

iii <https://workforce.nhs.scot/about/principles-and-values/>

How it works:

How do I access the Community Benefits Gateway?

Visit: https://nhsnss.service-now.com/community_benefit

Do I need to register before I use the platform?

Yes - You need to register your organisation before you can use the Gateway.

Complete the registration form (*we recommend that you use a generic/shared email address as part of the registration process to ensure any alerts are not reliant on any one individual within an organisation*).

Upon registering, you’ll be able to select the red bar (shown below) to register a need.

Hi <Name> , how can we help?

The Gateway has been developed and is hosted by NHS Procurement and Public Health Colleagues to facilitate mutually beneficial outcomes between the Scottish 3rd Sector and NHS Scotland suppliers. Whilst NHS Scotland representatives will publicise the availability of the Gateway to all relevant parties, and may report the benefits that arise as a result of use of the Gateway, NHS Scotland bodies do not carry out any checks on the participants or services offered by suppliers, however there may be confirmatory checks on projects identified before addition to the Gateway. Procurement of any services, and any contracts between participants, will be matters for participants and will not involve NHS Scotland bodies.

✓ Register a Community need
Use this to register a need on the community benefit market place

☰ Community Benefit Gateway List
View the request on the Community Benefit Gateway

Can I list more than one need?

Yes - there's no limit to how many needs you can register.

Does the platform let me save and edit a draft before submitting the need or does it need to be completed in one go?

You'll need to complete your listing in one go – but you can always prepare the text for this in advance of submission.

What happens when I register a need?

Once we get your request and details, this will be processed within one week, with checks done to assess the need in line with [NHS Scotland Values](#). Approved needs will then be published. You'll receive an alert to confirm your request has been published. At this point, you can go to the register page to view your published need. This need is also published and in view for NHS Scotland suppliers to see and potentially submit a support bid.

Your need has received a bid... what to expect

What happens when a supplier has bid to support our need?

Firstly, when you are alerted to a bid via email, you must click one of the options provided – accept or reject.

If accepted, third sector organisations and suppliers will then work together offline to take forward and deliver against the need.

To maintain integrity of the Gateway, NHS Scotland must ensure that projects are finalised – so we'll send an automated email to you after three and six months to allow a completion note to be entered. This lets us understand what has been achieved and where benefits have been delivered.

Can a third sector organisation be chosen to receive a community benefit more than once?

Yes – there's no limits on how many community benefits you can receive.

Are there timeframes for any offers to be used or put in place – especially if they require monetary support?

This is an offline negotiation we'd expect you and the supplier to agree. You can add target dates to your submission.

Do I need to report back to the supplier I work with in exchange for receiving a community benefit?

We'd expect third sector organisations and their selected supplier(s) to agree this. We'll send reminder emails to third sector organisations after three and six months to check whether the need still requires support. If the need remains listed after one year without a match, then it will be removed.

What happens if more than one supplier matches the need I listed? Do I have to choose between the offers or can I receive both offers?

This is for individual organisations to negotiate direct with suppliers.

Worried you haven't received a bid?

What happens if my/our need is not matched with a supplier? Does the need get removed from the platform after certain period of time? Or will it remain on the system indefinitely?

A 'need' (request) will be published for up to one year. If it has not been matched in that time, it will be removed automatically.

Our network of Third Sector Interfaces (TSI's) are also working ongoing with third sector organisations and may be able to help how an organisation has presented their need, plus if there are any opportunities to work in partnership if they have identified similar needs from other organisations.

How do I/ Can I request removal of our need?

Please click the 'Need assistance?' button on the Gateway to request removal of your published need, at any time.

Use of the platform – Common queries

Why should I use the Community Benefits Gateway?

Any organisation using the community benefits gateway will have a free-of-charge platform to showcase your need to many NHS Scotland suppliers. It takes just a few minutes to register.

Who can list a community need on the NHS Scotland Community Benefits Gateway?

Any registered Scottish third sector can use the Gateway platform.

(Please note: The Community Benefits Gateway understands third sector as those organisations classed as community groups, voluntary organisations, charities, social enterprises, co-operatives and individual volunteers that exist wholly or mainly to provide benefits for society or the environment).

Can organisations use the platform to help raise funds?

The Community Benefits Gateway is not a fund raising platform and should not be viewed as such.

However, if an organisation requires funding for a specific need, that need can be highlighted via the platform.

How long will it take until we're 'matched' with a supplier?

Whilst we cannot promise that all requests will be matched, there is no fee or loss to any organisation willing to register. The platform offers an additional and supported route to organisations looking for support and NHS Scotland procurement services are working actively with suppliers to market opportunities.

Community organisations who do register needs, will be able to keep the request live on the platform for a period of up to one year if not already matched.

Over time, as the platform matures, NHS Scotland's procurement services will also be able to share more data on uptake per region.

Who can see what 'Community needs' have been uploaded to the portal?

Those registered can see all 'live' needs; triage members of NHS Boards can see all community needs uploaded onto the gateway.

Data

How will our data be used/ processed?

Please refer to our [privacy notice](#). Data identifying your organisation will not be used other than perhaps to demonstrate value add i.e. through case studies, in any event we will request your specific consent to publish your details if required.

A different query? No problem. Get in touch.

If you have any further questions, please click the 'Need assistance?' button on the Gateway or contact our team at: nss.combenstriage@nhs.scot