

Bristol Community Land Trust
Supplier Management Policy and procedure
Date first adopted: October 2026

Date of review	Amendments/Updates made	Reviewed & accepted	Proposed next review
October 2027			

Policy Statement

BCLT engages contractors and suppliers to deliver work on our housing, new developments and core operations. Whether contracts are one-off, temporary or ongoing, we seek to achieve high-quality service, good value for money for BCLT and our residents, and positive long-term relationships with suppliers who understand and support our work.

This Policy provides guidance on the selection and ongoing management of suppliers, including any required pre-engagement checks, inductions, and the management of BCLT's preferred suppliers list.

Scope

This Policy applies to all maintenance contractors, service providers and suppliers engaged by BCLT, including:

- Contractors working at Fishponds Road (e.g. electricians and grounds maintenance contractors).
- Development and pre-development suppliers (e.g. quantity surveyors and architects).
- Core operational suppliers (e.g. insurance brokers, solicitors and other professional advisers).
- All supplier engagements, from one-off, low-value jobs to ongoing contracts.

This Policy does not apply to:

- Contractors and suppliers engaged directly by residents for work to their own homes.
- Brighter Places, whose services are governed by a separate service agreement and specification.

Engaging contractors

Contractors and suppliers will have different requirements to work with us, in all cases BCLT should use due diligence to make sure any service provider can complete the work required competently, in good time, communicating as required, providing good value for money and has the experience, certificates, insurance or other documentation as required. This will vary depending on the service required.

Once pre-engagement checks have been completed, the suppliers' details can be added to our Preferred Suppliers spreadsheet. Unless removed from the spreadsheet, any of these suppliers can be used by BCLT for current and future works as well as details passed on to residents as it would be preferable to use pre-checked suppliers for any work connected to BCLT homes.

Key requirements

- Verify public liability insurance (minimum £5m recommended).
- Verify employers' liability insurance where applicable.
- Verify relevant trade qualifications/licences.
- Obtain references (if relevant)
- Review health and safety policy and risk assessments for higher-risk work.
- Obtain DBS checks where contractors will regularly enter occupied homes and this is appropriate.
- Quotes and checks inline with the BCLT procurement rules.

Reviewing suppliers

All suppliers on our preferred supplier list should be reviewed annually, reviews should be based on quality, safety, value for money and resident feedback and put into the spreadsheet 'performance rating' with any notes.

If suppliers have not been engaged in the last 12 months and there are no reasons for concern, the previous performance rating will remain.

Insurances and license should be updated if required.

Performance rating guide

Good – freely use again and no major improvements required

Ok – some improvements required, but not barriers to contracting again

Improvements required – Improvements agreed or in place to work with again

Poor – should not use again, poor quality, performance or lack of improvement after feedback.

Equality and diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010.

GDPR

Bristol CLT will gather and use certain information about individuals in accordance with UK GDPR. Staff members have a responsibility to collect, handle and store personal information in accordance with relevant legislation.

Policy Review

The policy will be reviewed periodically to ensure it is consistent with changes in legislation and regulation. As standard, the policy will be reviewed at 3 year intervals.

Appendix A

Fishponds Contractor Induction Pack

Bristol CLT and Fishponds Road.

‘Fishponds Road’ is our 12 homes community-led housing development adjacent to Eastville park on Fishponds Rd. Built in 2016 the residents were involved in the design and finish of the homes which are a mix of BCLT owned rented homes and shared ownership homes lined around a communal garden and various outbuildings including bike stores, a plant room and a workshop.

Location

303-325 Fishponds Rd
Eastville
Bristol BS5 6QG
///icon.frame.costs (for front entrance)

Parking available at rear, via Park Avenue – turn left before the entrance to Eastville park car park, then continue through to communal car park through gate. ///jeeps.logic.shared

Site rules

Please only attend the site with previous agreement of BCLT. Staff will usually be in attendance for any works, especially initially, but at minimum staff should be aware who is on site and will usually notify residents.

Any small amounts of waste can be disposed of in the correct bin at either bin store – to the front of site or by the rear car park. Any large waste should be taken off site and disposed of correctly.

Codes or keys are required to access the plant room, the bike stores, the workshop and the side alley (behind the converted school building) these can be obtained from BCLT staff as required.

Car park and access to the communal garden by either front or back entrances do not require any codes or keys.

Suppliers must only use agreed photos, videos and other media for which BCLT and any residents or partners have given explicit permission.

Equality and Respect at Fishponds Road

BCLT is committed to providing a safe, inclusive and respectful environment for all residents, visitors, volunteers, staff and contractors. All suppliers working at Fishponds Road are expected to conduct themselves professionally and treat everyone with dignity and respect, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Discrimination, harassment, bullying or abusive behaviour will not be tolerated and may result in the supplier being removed from site and/or termination of their engagement with BCLT.

Legal and Compliance

All suppliers engaged by BCLT must comply with applicable UK legislation and regulatory requirements relevant to the goods, services or works they provide. Before appointment, and throughout the duration of their engagement where appropriate, suppliers may be required to provide evidence of relevant insurance, qualifications, licences, certifications and professional registrations.

Suppliers must comply with health and safety legislation, equality legislation, data protection requirements where personal data is processed, and any other legal obligations applicable to their work. BCLT reserves the right to request updated evidence of compliance at any time and may suspend or terminate an engagement where a supplier no longer meets these requirements.

Health & Safety

Please work with consideration for residents in the shared spaces and allow access as much as possible. Special consideration is required for children who may be playing in the gardens, pathways or car park.

For any high-risk work, or work requiring resident restrictions of access (e.g. a bike store to be closed off for a week) should be organized alongside BCLT staff who will liaise with residents ahead of time to plan work.

Incident reporting

Any incidents should be reported at the first available opportunity to BCLT staff

Declaration of understanding

Name	
Date	

Appendix B

Supplier Pre-Qualification Questionnaire

(to be filled out by supplier or BCLT staff)

Business details	
Contact details	
Trade(s)	
Insurance details	
Qualifications/licenses	
Health & Safety arrangements	
References	

Declaration and signature

Name	
Date	