

WCC Commercial Team

Supplier Categorisations Summary Platinum and Gold Suppliers

March 2023



1 – Supplier Categorisation Guidance

Determining if a contract is Platinum, Gold, Silver or Bronze is not an exact science, and the professional discretion of the Category Lead and Operational Leads, and the opinions of Directors and CMRs will need to be taken in to account.

When determining the categorisation, we should give mind to:

- **Contract Value.** Is the contract of high value and would there be significant financial implications if the agreement was mismanaged, or if it goes wrong.
- **Legal and Statutory Impact.** Is the contract for a statutory service, or are the legislative implications for failure to provide the service/goods/works including implications for health and safety and risk to life and health.
- **Sector.** Is the contract within a sector that is prone to high risk of failure, risk of fraud or corruption, or benefits particularly from close contract management
- **Reputational Sensitivity –** Would a failure to deliver the goods/works/services have a particular reputational sensitivity. Are decisions made in relation to the contract politically or reputationally sensitive?
- **Alternative provision –** Is the contract difficult to change/reprocure/re-source. Is there are high technical or logistical cost of change? Can existing services or works be easily handed over to a new provider?

2 – Supplier Management Guidelines

Below are the expectations for the level of supplier and contract management to be undertaken depending on the categorisation of the supplier. These are not mandatory or fixed, and the Category Lead should use their discretion as to what level is required in each instance. Where existing governance exists, it may be appropriate to reduce the level of direct supplier management. Where none exists, or issues arise, it may be appropriate to increase the level at which the supplier is managed. It is important that the category lead can justify deviating from the below where they choose to.

- **Platinum –** Regular commercial and operational performance meetings, with monitored SLAs/KPIs. Attendance at quarterly Formal Contract Reviews by Strategic Directors and Assistant Directors. CMR optional.
- **Gold –** Regular commercial and operational performance meetings with monitored SLAs/KPIs. Attendance at 6 monthly Formal Contract Reviews by the Assistant Directors, with Strategic Directors optional.
- **Silver –** Periodic Commercial / operational performance reviews as determined appropriate. Minimum of one Formal Contract Review meeting per year, with Head of Commercial and Strategic Leads / Operational Leads. Assistant Directors optional. KPIs developed where appropriate, but some form of performance monitoring should be implemented.
- **Bronze –** Managed by exception, with operational management being the focus. Commercial management / intervention as required.

3 – Critical Suppliers - Platinum and Gold

The following suppliers have been categorised as Platinum and Gold. This list is updated periodically.

Supplier Name	Tiering	Total Net Amount
CRANSTOUN SERVICES LTD	Platinum	£4,285,911
DIMENSIONS PERSONALISED SUPPORT	Platinum	£5,145,237
HALCROW GROUP LTD	Platinum	£8,115,595
ALUN GRIFFITHS (CONTRACTORS) LTD	Platinum	£31,038,812
BROMSGROVE SCHOOLS SPV LTD	Platinum	£10,071,973
DIAMOND BUS LIMITED	Platinum	£3,996,692
FIRST MIDLAND RED BUSES LTD	Platinum	£3,672,634
HRFDS & WORCS HEALTH & CARE NHS TRUST	Platinum	£19,841,203
MERCIA WASTE	Platinum	£48,915,918
RINGWAY INFRASTRUCTURE SERVICES	Platinum	£47,908,945
SANCTUARY CARE PROPERTY (1) LTD	Platinum	£6,070,186
WEST MERCIA ENERGY	Platinum	£2,934,659
WLHC PROJECTCO LIMITED	Platinum	£5,593,501

Supplier Name	Tiering	Total Net Amount
AGINCARE UK LTD	Gold	£2,090,096
ALEXANDRA HOUSE CARE SERVICES LTD	Gold	£2,835,803
BOWOOD CARE HOMES LIMITED	Gold	£1,771,503
BRIGHT FUTURES CARE LIMITED	Gold	£2,397,766
CAPITA BUSINESS SERVICES LTD	Gold	£334,673
CARE UK COMMUNITY PARTNERSHIPS LTD	Gold	£2,414,370
CASA MIA	Gold	£1,867,024
ECLIPSE HOMECARE	Gold	£1,766,869
EDGEVIEW HOMES LTD	Gold	£1,828,931
GP HOMECARE LIMITED	Gold	£2,909,657
GRAHAM ASSET MANAGEMENT LTD.	Gold	£1,720,394
HOLMLEIGH (PIRTON) LTD.	Gold	£1,661,763
INCLUSION CARE LTD	Gold	£4,047,045
KEYS PCE LIMITED	Gold	£1,535,967
LIBERATA UK LIMITED	Gold	£975,623
LIFEWAYS COMMUNITY CARE LTD	Gold	£3,287,967
MATRIX SCM LIMITED	Gold	£9,537,787
MIDWAY SUPPORT SERVICES	Gold	£2,151,098
MINSTER CARE SERVICES LTD	Gold	£4,446,610
PRIORY FOSTERING SERVICES	Gold	£2,285,624