

ANNUAL PROCUREMENT REPORT



2024-2025

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Introduction

This report provides an overview of the Scottish Courts and Tribunals Service (SCTS) procurement activity during the financial year 2024-25.

The [Procurement Reform \(Scotland\) Act 2014](#) sets out the requirements of Scottish public bodies, including SCTS, to prepare a [Procurement Strategy](#) setting out how we intend to ensure our Regulated procurements will deliver value for money and contribute to the achievement of the body's broader aims and objectives, in line with Scotland's National Outcomes. We review our Procurement Strategy annually to ensure it aligns with Scottish Government objectives as detailed in the [Public Procurement Strategy 2023-28](#) and SCTS Corporate plans and objectives.

The Act also requires SCTS to prepare an **Annual Procurement Report** on our Regulated procurement activity and compliance with our Procurement Strategy. This Annual Procurement Report covers the financial year 1 April 2024 to 31 March 2025 and summarises the activities that have been carried out at SCTS in delivering our Procurement Strategy.



Head of Procurement's foreword

Denise Donaldson

I am pleased to present the Annual Procurement Report of the Scottish Courts and Tribunals Service (SCTS) for the period 1 April 2024 to 31 March 2025.

The Procurement Team plays a vital role in supporting SCTS in the delivery of justice and in advancing the four key areas of reform set out in our Corporate Plan: Criminal Justice, Civil Justice, Tribunals and the Office of the Public Guardian, and Corporate. Our work underpins these priorities by ensuring that goods and services are procured efficiently, transparently, and in a way that delivers best value for public money.

We manage a pipeline of strategic procurement activity and actively engage with the supply chain to encourage participation and innovation. Our approach seeks to balance the efficiencies of utilising public sector frameworks with creating opportunities for Scottish SMEs and third sector suppliers, supporting economic growth and diversity. Alongside this, our Contract and Supplier Management team ensures that existing contracts deliver maximum value and that suppliers meet agreed standards.

Recognising our responsibility to promote fair work practices, we are expanding our capabilities to ensure that payment terms and fair work principles cascade beyond first and second-tier suppliers throughout the supply chain. This year, we also diverted resource to implement a new Oracle Purchase-to-Pay (P2P) system, a significant project that will continue into 2025–26. This investment will strengthen controls, improve efficiency, and enhance reporting.

In addition, we have developed a new suite of procurement policies and procedures to support consistent and transparent practices across the organisation. These will be formally launched in 2025–26. While competing priorities meant that a new Procurement Strategy has been deferred until April 2026, the existing strategy has been reviewed to ensure it remains fit for purpose.

As a team, we remain committed to continuous improvement—both in our procurement practices and in staff development. We actively support colleagues undertaking CIPS qualifications and encourage participation in leadership programmes, including the successful SCTS Talent Programme, to build capability and resilience for the future.

Thank you to all colleagues and partners who have contributed to our achievements this year. Together, we will continue to deliver procurement excellence that supports justice and delivers value for Scotland.

About SCTS

Who we are

The Scottish Courts and Tribunals Service (SCTS) is a non-ministerial office established by the Judiciary and Courts (Scotland) Act 2008. Its statutory function is to provide administrative support to Scotland’s courts, devolved tribunals and the Office of the Public Guardian (OPG). SCTS has a presence in many of Scotland’s communities where court and tribunal business is conducted daily. In total the estate comprises 71 buildings made up of courts, vulnerable witness suites, tribunals and offices. We operate from 51 distinct locations across Scotland’s six sheriffdoms, together with 13 remote video witness sites. Tribunals also make use of some 70 further venues across Scotland for hearings.

In addition to administering Scotland’s courts and tribunals SCTS supports the OPG and Accountant of Court (AOC). The OPG provides guidance and undertakes investigations to protect vulnerable people under the terms of the Adults with Incapacity Act 2000. The Public Guardian is also the Accountant of Court. SCTS also provides the staff and administrative support to the:

- Scottish Civil Justice Council - which drafts rules of procedure for the civil courts, and advises the Lord President on the development of the civil justice system; and
- Scottish Sentencing Council - which is responsible for preparing sentencing guidelines, and for publishing guideline judgments and information about sentences imposed by the courts in Scotland.

Our purpose and values

The purpose of SCTS is **supporting justice**. We fulfil that purpose by providing the people, buildings and services needed to support the judiciary, the courts, devolved tribunals and OPG. Our work focuses on improving access to justice, reducing delay and cost within the justice system, modernising our services in line with reform, and using leading technology to improve our services for everyone.

Our values

To help direct us towards achieving our purpose successfully, we observe three **key values: respect, service and excellence**. These guide our behaviour, decisions and actions - in pursuit of fulfilling our purpose to the highest standard.

By setting our priorities, underpinned by strong values which we promote in pursuit of our purpose and a fair justice system, we aim to provide the best possible service to those who use our services and interact with us on a daily basis.

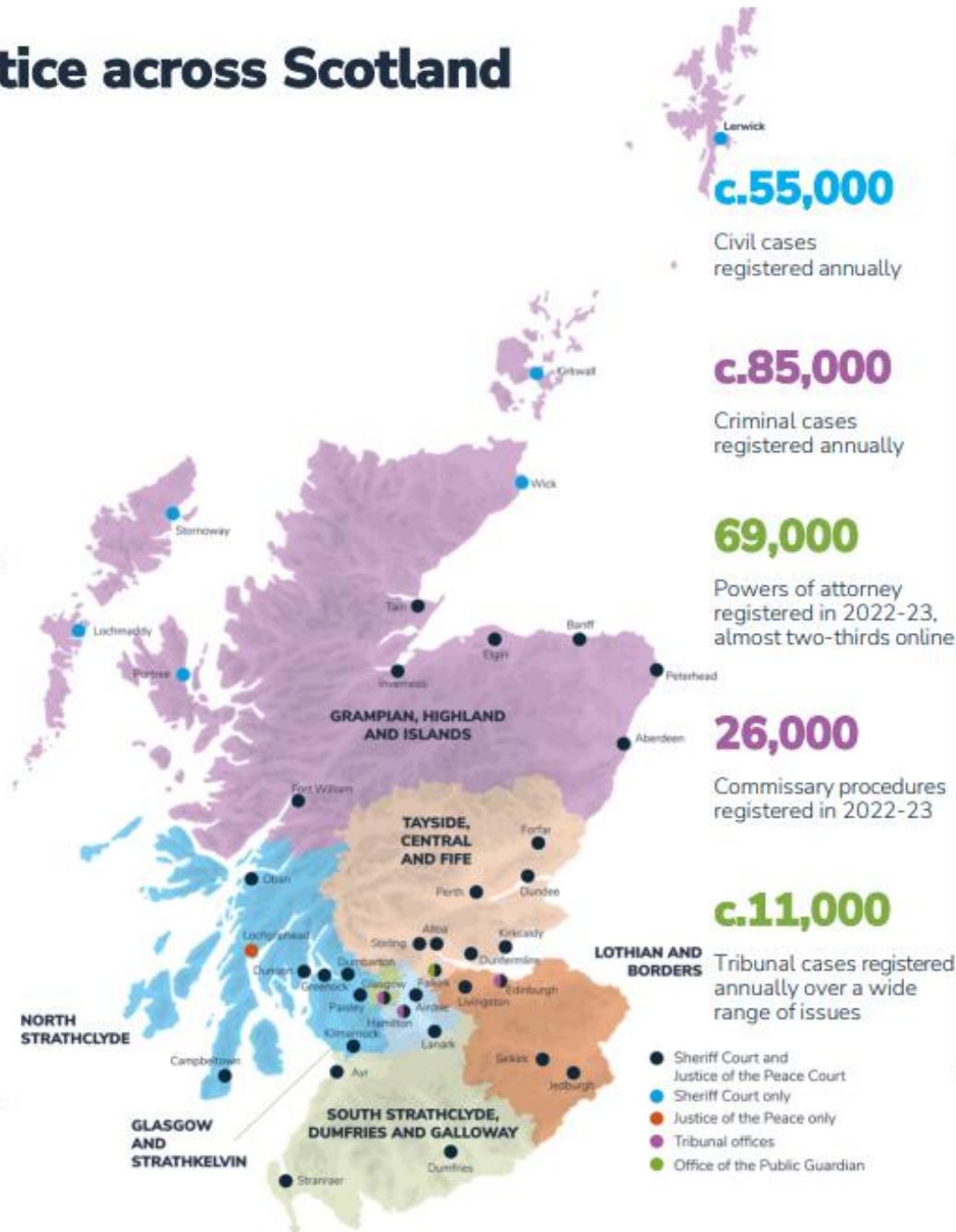
| RESPECT | SERVICE | EXCELLENCE |
|--|--|---|
| <ul style="list-style-type: none"> • Be courteous • Be open and fair • Work as one team | <ul style="list-style-type: none"> • Deliver a professional service • Learn in all we do • Set an example | <ul style="list-style-type: none"> • Innovate • Collaborate • Be accountable |

How we support justice across Scotland

The work of SCTS covers a broader range of issues than you may think. In providing support to Scotland's courts, devolved tribunals and the OPG, we touch the lives of many people on a daily basis – be that through formal court or tribunal business, fulfilling your civic duty as a juror, paying fees or fines, seeking help in managing the affairs of an incapable adult or dealing with the estate of a loved one who has passed away.

SCTS deals with over a quarter of a million cases and applications each year. Behind each one of these is an individual – looking to the system to help them assert their rights, address wrongs or provide support in a time of need. It is this work – which takes place every day in our courts, tribunals and administrative centres across Scotland – that consumes most of the time, energy and skill of our staff. We take pride in working as one team and providing high levels of service to all those who use the courts, tribunals and OPG.

We are always looking to improve the services we provide – through innovation and development. Whilst delivering our core services is our priority, considering how we can improve and develop is also crucial to keep delivering the highest quality service.



c.55,000
Civil cases registered annually

c.85,000
Criminal cases registered annually

69,000
Powers of attorney registered in 2022-23, almost two-thirds online

26,000
Commissary procedures registered in 2022-23

c.11,000
Tribunal cases registered annually over a wide range of issues

71 buildings
Across the length and breadth of Scotland

50%
Our reduction in CO2 emissions since 2010

60,000
Unique visits to the SCTS [website](#) each week

1,900 staff
Award winning carers and diversity policies

85%
Sheriff Court fines within collection rate

£209.3m (2023-24)
Total revenue and capital expenditure - over 84% invested in front line services and digital infrastructure

Procurement at SCTS

As laid out in our Procurement Strategy, the vision for Procurement in SCTS is:

"To become a trusted and valuable partner for all areas of the business for procurement and commercial matters."

To deliver this we will:



Our People

“Develop, refresh and upgrade the capability and skills of the Procurement Team on an ongoing basis”

We have an accomplished team of procurement professionals with extensive experience across both public and private sector procurement. We pride ourselves on delivering a high-quality service, striving for continuous improvement, and embracing change and innovation.

SCTS has a strong ethos of education, learning, and skills development for its staff. Results from the Scottish National Procurement Development Framework (NPDF) assessment are used to identify team strengths and development needs, which inform tailored training plans. We continue to invest in staff knowledge and professional skills by fully supporting formal Chartered Institute of Procurement and Supply (CIPS) qualifications. In 2024–25, two team members are Chartered MCIPS qualified, with a further five actively studying toward the qualification.

During the reporting period, two team members successfully participated in the SCTS Talent Programme, which focuses on the 12 Leadership Attributes.

The SCTS procurement team consisted of 12 members:

- Head of Procurement
- 3 x Senior Procurement Specialists
- 3 x Procurement Specialists
- Trainee Procurement Specialist
- 2 x Procurement Officers
- Procurement Assistant
- Central Purchasing Unit Manager

Technology

“Utilise the existing digital tools and techniques available to us as a Public Body including electronic publication of tender notices and public tendering portals provided by PCS and PCS-Tender as well as PeCOS/ Oracle to develop a more joined up approach to procurement and contract management across the business using the resources at our disposal.”

The Procurement Team follows the Scottish Model of Procurement and uses the Scottish Government’s Procurement Journey as a framework for goods and services procurement, with the Construction Procurement Handbook guiding works procurement. Our policy is to advertise all Regulated Procurement activity on the Public Contracts Scotland (PCS) portal and facilitate exercises on PCS-Tender, where appropriate. Additionally, the team uses PCS Quick Quote functionality for Non-Regulated procurements over £25,000 and for mini-competitions under framework agreements.

SCTS has been working collaboratively with the Scottish Government as a non-core partner to implement Oracle Fusion Cloud, a single integrated cloud-based system replacing SEAS Finance and the PeCOS Purchase-to-Pay system. The Shared Services Programme, which commenced in 2020, aims to deliver improved reporting, better management information, and data-driven decision-making. The new system went live in October 2024, and SCTS is progressing with phased implementation.

To complement these changes, the team has also leveraged new SharePoint functionality to completely redesign internal intranet sites, providing comprehensive and easy-to-navigate resources for staff.

Collaboration

“Engage with other public sector bodies through Frameworks and the Centres of Excellence to participate in and create new Framework Agreements.”

SCTS supports and encourages the use of existing national and local collaborative procurement contracts and framework agreements. This partnership approach enables SCTS and the wider public sector to achieve value for money and deliver a range of economic benefits through efficient procurement activity.

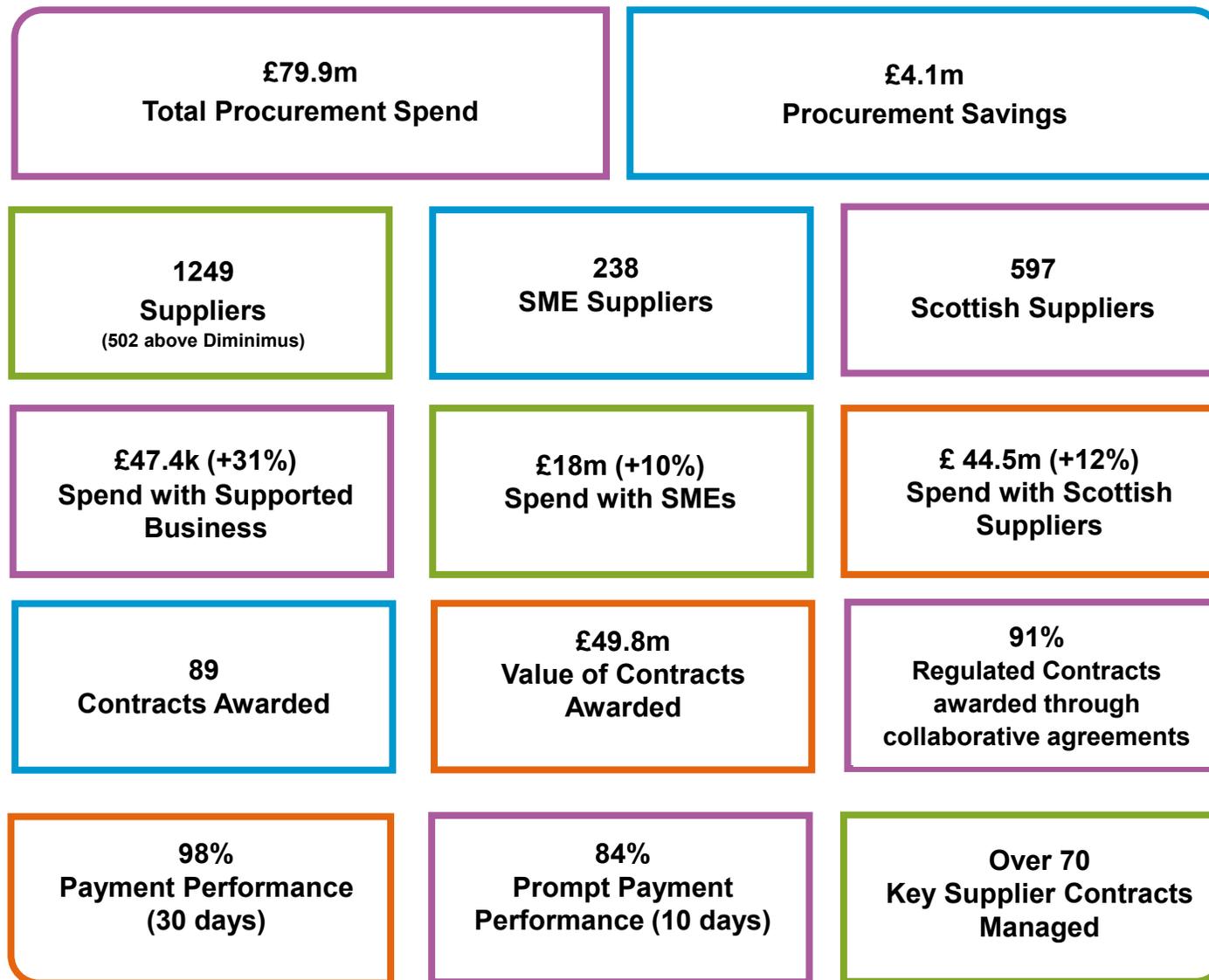
91% of our procurement spend during the period 2024–25 were delivered through collaborative agreements (90% in 2023–24).

SCTS actively engages with and contributes to User Intelligence Groups (UIGs) alongside the Scottish Government, Scotland Excel (Associate Member since August 2019), and other public sector organisations during the development of collaborative procurements and throughout the life of the contract.

Spend on collaborative procurement continues to represent the largest proportion of overall procurement expenditure. During the reporting period, SCTS worked in collaboration with:

- Crown Office and Procurator Fiscal
- Scottish Government
- Crown Commercial Services
- Scotland Excel
- Eastern Shires Purchasing Organisation
- Scottish Prison Service
- Scottish Police Authority

SCTS Procurement Annual Summary 2024-25



Section 1- Regulated Procurement Activity

Under the Procurement Reform (Scotland) Act 2014, a contract is considered Regulated if its anticipated value exceeds £50,000 for goods and services or £2 million for public works, excluding VAT. Regulated procurements include new contracts and framework agreements, as well as mini-competitions and call-offs from existing frameworks.

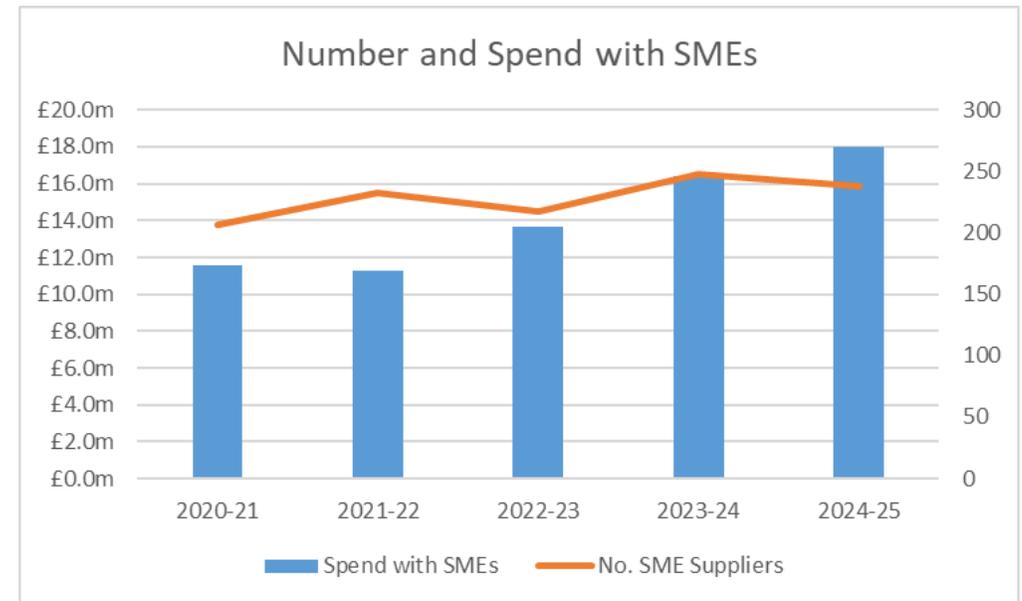
SCTS actively engages in collaborative framework user intelligence groups, sharing best practice and industry insights to help shape future framework requirements. This collaborative approach has delivered measurable value for money and avoided potentially lengthy and costly procurement exercises. By using established frameworks, SCTS can redirect specialist expertise toward strategic and bespoke procurement projects, ensuring optimal resource allocation and improved outcomes.

All regulated procurement exercises are managed and delivered by the central procurement function.

During the reporting period, SCTS awarded 75 regulated contracts with a combined value of **£49.2m**. Of these:

- 7 were awarded to small and medium sized enterprises (SMEs) with a combined value of £613k.
- 68 were awarded via call-off or mini-competition through a public sector collaborative procurement framework with a combined contract value of £35.2m.

Contracts advertised on the Public Contracts Scotland website or awarded under a Framework agreement are detailed in [Annex 1](#). Those recorded as Non-Competitive Actions (NCAs) are detailed in [Annex 2](#).



Section 2- Review of Regulated Procurement Compliance

Strategic Context for SCTS Procurement

All Regulated procurement in SCTS is undertaken within the following regulatory and policy framework:

- Procurement Reform (Scotland) Act 2014
- Public Contracts (Scotland) Regulations 2015
- Procurement (Scotland) Regulations 2016
- Scottish Government's Public Finance Manual
- Scottish Government's Procurement Journey
- SCTS Procurement Policy and Procedures
- SCTS Scheme of Financial Delegation
- SCTS Standing Orders

How we Procure at SCTS

The SCTS Financial Scheme of Delegation requires all goods and services contracts with a total value exceeding £50,000 (over the life of the contract) to be managed and awarded by the central Procurement function, ensuring compliance with public procurement regulations and alignment with the SCTS Procurement Strategy.

Increasingly, the Procurement team is also awarding contracts below £50,000 in response to growing requests from colleagues for professional procurement support.

The SCTS Procurement Strategy 2021–2025 defines how procurement will be managed across the organisation to:

- Ensure a compliant approach
- Secure value-for-money contracts
- Introduce continuous improvements
- Deliver sustainable, environmentally responsible, and socially inclusive outcomes
- Our approach is objective, transparent, and sustainable, meeting stakeholder expectations and driving better performance through well-specified, procured, and managed contracts that meet business needs.

During 2024–2025, the Procurement team successfully reviewed and updated the Procurement Policies and Procedures in line with best practice and new processes. These updates ensure that SCTS maintains a robust, compliant, and forward-looking procurement framework that supports strategic objectives and delivers improved outcomes.

Section 3- Community Benefit Summary

Section 24 of the Procurement Reform (Scotland) Act 2014 defines a community benefit requirement as a contractual obligation that goes beyond the core purpose of the contract and is intended to improved economic, social, or environmental well-being of the area served by the public body. Community benefits can include:

- Training and recruitment
- The availability of sub-contracting opportunities
- Other actions intended to improve the economic, social or environmental well-being of an area served by a public body, additional to the main purpose of a contract.

For the purposes of the Act, a threshold value of **£4 million** has been set by The Scottish Ministers at or above which community benefits must always be considered.

The realisation of community benefits is integral to the Scottish Courts and Tribunals Service (SCTS) Procurement Strategy and underpins our core purpose of supporting justice. SCTS provides the people, buildings, and services required to support the judiciary, courts, tribunals, and the Office of the Public Guardian across 71 buildings in 51 geographical locations.

As detailed in the SCTS Procurement Strategy, one of our key deliverables to achieve our vision is to:

“Maximise community benefit opportunities and engagement with SMEs and supported businesses”

It is SCTS Procurement Policy that sustainability and community benefits are built into all regulated procurement activity. SCTS considers how it can improve **economic, social, or environmental well-being** through the inclusion of community benefit clauses in our contracts which is detailed in the Procurement Sourcing Strategy for each project. This approach supports sustainability in contract activity, including:

- Targeted recruitment and training
- Small business and social enterprise development
- Community engagement.

Examples
overleaf >

Delivery of Community Benefits and Added Value in Facilities Management contract



As our largest contract, with a total value of £141 million, social value was a key requirement in the renewal of the FM Services contract. Its scale, duration, and scope provided the opportunity to deliver a wide range of benefits. Below is a summary of the principal contractual commitments secured from the appointed service provider, OCS Group UK Limited (OCS).

During the first year of the contract our supplier, OCS, has delivered against their commitments in the following areas:

Apprenticeships- 10 roles have been created including electrical engineers, mechanical engineers, energy analysts, security managers and helpdesk operators.

Funding, Support and Sponsorship - Partnership with Women's Aid:

- New Dalkeith premises support – redecoration, ceilings, CCTV install, MLA re-design for ramp
- Toy drive appeal from OCS/SCTS/COPFS staff for families living in refuge
- Easter Egg drive for the kids of the women who use the service
- Volunteer Days 9th & 16th May – team cleared the garden, repaired exterior fencing and steps, dug out a path and painted outdoor play equipment

Community Projects- Grassroots football team sponsorship of Stewarton Annick, Renton Craigandrew, People into Work team – working on key vacancies and Hosting Women's Aid event (March 2025)

Case Study: Community Benefits: Facilities Management Services – SCTS-2022-058

In 2023, OCS partnered with Scottish Autism and as part of that collaboration OCS have helped deliver the following projects in 2024-25.

Scottish Autism- Musselburgh

OCS supported Scottish Autism in upgrading its Musselburgh day and vocational centre to create a more inclusive, calming environment. Phase 1, completed in January 2025, improved acoustics, aesthetics, and overall comfort, with further enhancements planned.

The Lothian Day Service helps autistic individuals develop skills, independence, and community engagement. Facilities include group areas, quiet rooms for activities such as art therapy and technology development, and a dedicated kitchen for practical cooking skills. The centre is designed to reduce anxiety and promote relaxation.

Source: [Article](#)

Scottish Autism- Fife

Fife Day Centre visit completed, met with staff and provided tablets and furnishings.

Scottish Autism- Glasgow

Volunteer Day at their Glasgow Thistles Day Centre for adults, team cleared the outdoor area and painted the future sensory room



Scottish autism

WHERE AUTISTIC PEOPLE
ARE VALUED

Community Benefits delivered through the Catering Contract

During the 2024–2025 financial year, BaxterStorey has delivered significant community benefits through its partnership with SCTS under the corporate catering contract. These initiatives have focused on creating meaningful opportunities for young people to gain real-world experience and develop essential skills for future employment.

Springboard

Through the SCTS contract, BaxterStorey has supported Springboard, an organisation that champions careers in hospitality, leisure, and tourism. Springboard helps disadvantaged and unemployed individuals rediscover their potential through training and hands-on experience. This year, BaxterStorey facilitated work experience placements for young individuals at Edinburgh Sheriff Court, enabling them to build confidence and gain practical insights into the hospitality sector.

Project Search

BaxterStorey has also partnered with Project Search, a pioneering transition-to-work programme supporting young adults with learning disabilities and autism. At Glasgow High Court, BaxterStorey has hosted structured internships that provide personalised support, fostering meaningful employment opportunities and independent living. New internships are scheduled to commence in January 2026 for a further 10-week placement.

City of Glasgow College

In collaboration with City of Glasgow College, BaxterStorey has delivered 10-week work placements for students seeking practical experience. Currently, two students are completing placements at Glasgow Sheriff Court, gaining valuable exposure to hospitality operations and developing skills that will support their future careers.

Through these initiatives, BaxterStorey demonstrates its commitment to delivering community benefits through the SCTS contract—empowering young people, breaking down barriers, and promoting an inclusive society rich in opportunity. These efforts not only transform lives but also help shape the next generation of leaders and innovators.

The logo for BaxterStorey, featuring the words "BAXTER" and "STOREY" stacked vertically in a bold, dark green, sans-serif font.The logo for City of Glasgow College, with "CITY OF GLASGOW" in grey and "COLLEGE" in purple, stacked vertically.

Delivery of Community Benefits and Added Value in Catering contract

Olio is a food-sharing platform founded in the UK that connects individuals and businesses to redistribute surplus food and household items within local communities. Its mission is to reduce food waste and promote sustainability by enabling users to give away unwanted items for free rather than sending them to landfill.

In the first 7 months of their partnership, BaxterStorey through the SCTS catering contract were able to deliver the following:



4

sites donating



267.1 kg

edible food donated



110

households fed



568.3

meals saved



790.3

items saved



1,012 kg

CO2 emissions avoided



178.3 K l

water saved



46.48

equivalent number of trees ...



3,795

car miles off the road

BAXTER STOREY





Community Volunteering

A small selection of community projects our suppliers have supported through their SCTS contracts.

Section 4- Supported Businesses

Supported Businesses are social enterprises whose main aim is to integrate disabled or disadvantaged people socially and professionally. Supported businesses make an important contribution to the economy and through meaningful employment to those they support. Their workforce must be at least 30% disabled or disadvantaged. It is the policy of the Scottish Government that every public body should have at least one contract with a supported business.

SCTS procurement procedures instructs that consideration must be given to the inclusion of supported businesses in all regulated procurements.



Through the Scottish Government's Support Business and Factory Framework SCTS awarded a contract to Haven Products Ltd in 2019 for Document Scanning Solutions. Spend on this contract during 2024-25 was £47,000.

During the reporting period there were no regulated procurements awarded to supported businesses. The reason for this is that the goods, services or works associated with these procurements are not provided by existing supported businesses.

The organisation continues to facilitate and encourage the involvement of SMEs, third sector bodies and supported businesses to participate in regulated procurement activities.

Section 5- Future Regulated Procurement Summary

Under the Procurement Reform (Scotland) Act 2014 a contract is Regulated if its anticipated value is over £50,000 in value for goods and services or over £2m in value for public Works (excluding VAT).

SCTS is keen to encourage competition for our contracts and we seek to advertise tendering opportunities to the market with sufficient advance notice. In considering our route to market, through our commodity strategies, we consider access to local suppliers, SMEs, the third sector, and supported businesses.

SCTS advertise all open tendering opportunities on the [Public Contracts Scotland \(PCS\)](#) tendering portal.

The SCTS maintain a Procurement Pipeline of planned and forecast new contracts and contract renewals. Throughout the year, new requirements and changing needs of the business may identify new projects which require to undertake Regulated procurement activity and may influence the timelines and priority of projects.

[Annex 3](#) offers a full list of regulated procurements that are expected to commence over the next two financial years.

All awarded contracts are published on our [Contract Register](#) on PCS.

Section 6- Contract and Supplier Management

The SCTS Procurement Contract and Supplier Management (CSM) team is responsible for delivering the Contract Management Strategy to ensure maximum value is obtained from public contracts and that these contracts remain fit for purpose. Contract Managers proactively monitor contract spend, deliverables, and supplier performance. Annual reviews provide an opportunity to evaluate contract requirements and objectives, and to realign these to the needs of SCTS and the services our suppliers can offer.

The Contract Managers also undertake formal reviews of contracts as they approach expiry to determine whether the contract continues to offer value for money, how the current arrangements compare within the operating sector, and how effectively they meet the future needs of SCTS. These reviews conclude with a recommendation either to exercise any available contract extensions or to develop a new commodity strategy proposing a revised route to market. All recommendations to extend contracts must follow internal governance requirements and be supported by an approved Contract Extension Recommendation Report.

The main functions of the CSM team include:

- Ensuring the successful implementation and ongoing management of contracts.
- Designing a formalised approach to monitoring supplier performance based on the contract's risk profile and value.
- Monitoring contract performance against agreed Key Performance Indicators, Service Level Agreements, Community Benefits, and other specified performance measures.
- Leading supplier contract review meetings and performance discussions in partnership with key stakeholders.
- Developing and maintaining collaborative supplier relationships to maximise contract value, drive continuous improvement, and embed industry best practice.
- Addressing and managing any issues that arise, including initiating escalation processes where appropriate.
- Proactively identifying and managing contract risks and assessing business continuity arrangements.
- Reviewing and managing contract exit strategies.

Case Study: Facilities Management

Contract Highlights:

- 150 capital works projects completed totalling £7.8m
- 24 sustainability or decarbonisation projects completed totalling £2.1m
- Over 15% reduction on CO₂
- 99.4% of tasks completed with agreed SLAs
- 473 audits completed including health and safety, cleaning projects, security and energy.
- 197 staff development courses completed
- People and team recognition
- Community Benefits delivered through the contract including work with Scottish Autism, Women's id and various local community initiatives.
- 216 Volunteer hours delivered through the contract
- Improved communication, sharing of information and improved NEC4 governance





Case Study: Jury Meals

Since the COVID-19 pandemic, SCTS and BaxterStorey have transformed the jury meal service from traditional hot meals to a “delivered-in” Bento-style offer. This model has been extremely well-received, achieving a 95% juror satisfaction rate.

BaxterStorey has further enhanced the offer by redesigning the menu to prioritise flavour, nutrition, and sustained energy. The refreshed selection includes a wide range of high-quality sandwiches and pasta dishes designed to keep jurors fuelled and focused without feeling sluggish.

A significant improvement has been the shift to fully in-house meal preparation. Previously prepared by Queen Margaret University, meals are now produced locally within the major courts—Glasgow High Court, Edinburgh, Glasgow, Kilmarnock and Hamilton Sheriff Court. This gives SCTS full control over meal quality, consistency, and compliance with dietary and food-safety standards.

The continuation of the Bento Box model across BaxterStorey-serviced courts provides several key benefits:

- Consistent, modern food offer with broad seasonal choice and full accommodation of dietary requirements across all participating courts.
- Alignment with Scottish Government food and catering policies, with BaxterStorey and SCTS actively ensuring compliance with evolving health initiatives, including Natasha’s Law.
- Flexibility and resilience, with a service that can be rapidly scaled up, down, or relocated as required to support court operations.
- Expanded capacity, increasing coverage from 12 courts to 22, now delivering approximately 400 jury meals per day.
- Sustainable operations, using local suppliers, fully recyclable packaging, reduced energy use, and a switch from plastic to wooden cutlery.
- Reduced capital investment, as the simplified service model lowers the need for extensive kitchen equipment and ongoing maintenance within SCTS facilities.

This approach has strengthened service quality, operational efficiency, and sustainability while improving the overall juror experience.

Section 7- Sustainable Procurement and the Sustainable Procurement Duty

The Sustainable Procurement Duty is outlined in section 9 of the Procurement Reform (Scotland) Act 2014. Sustainable procurement is a duty of each public sector body to make best use of public money whilst supporting the principal purpose and strategic objectives of our organisation and the Scottish Government. The Sustainable Procurement Duty requires SCTS to consider how the carrying out of a regulated procurement it can:

- improve the economic, social, and environmental wellbeing of the authority's area,
- facilitate the involvement of small and medium enterprises, third sector bodies and supported businesses in the process, and
- promote innovation

Considerations must be relevant and proportionate.

SCTS are committed to further developing and embedding sustainability into our Procurement Strategy, Category Strategies and individual Commodity Strategies. All regulated tenders must consider the environmental, economic and social impact. Using the [Scottish Government's sustainability tool](#) these impacts are identified, and consideration is given to the specification of goods, services and works which are sustainable and lead to an overall positive outcome.

Our Procurement Specialists ensure that consideration is given to how SMEs, third sector and supported business can access our contracting opportunities. The Public Contracts Scotland supplier finder can assist in identifying these organisations especial for sub-regulated procurement exercises.

Ever improving Contract and Supplier Management practices help SCTS to track the performance of our supply chains towards sustainability targets. We work collaboratively with suppliers to consider innovative ways to jointly minimised the impact of our contracts to the planet and increase our social value to the Scottish economy and the people of Scotland.

SCTS Sustainability Policy

The SCTS Sustainability Strategy 2024–2027 sets out the organisation’s approach to supporting justice while reducing environmental impact and embedding sustainable practices across all operations. The strategy aligns with Scotland’s national commitment to achieve net zero emissions by 2045, with interim milestones for buildings, transport, energy use and waste reduction.

Carbon Reduction & Net Zero:

SCTS aims for net zero direct emissions by 2045, supported by strengthened carbon management, reduced energy consumption, on-site renewable generation, and lower emissions from business travel and commuting.

Resource Efficiency & Circular Economy:

Strong emphasis is placed on reducing waste, increasing recycling rates, expanding water efficiency measures, and minimising paper use. The strategy highlights the importance of procurement decisions in supporting Scotland’s circular economy ambitions, through buying less, choosing more sustainable products, and improving waste outcomes.

Engagement & Collaboration:

SCTS intends to embed sustainability across the organisation by introducing staff training, expanding internal/external communication, and working closely with suppliers, partners and service users. Leveraging its £70m+ external spend is recognised as a key opportunity to drive wider sustainability improvements across the supply chain.

Future-Proofing Estate & Services:

The organisation will assess climate-related risks to the estate and supply chains, ensuring that long-term planning, digital transformation and maintenance programmes incorporate resilience to extreme weather, energy cost volatility and future policy changes.



Energy and Carbon Progress

Good news



Total carbon and energy down by
15%



Generated enough electricity for **125** homes



Saved enough electricity to power **447** homes



Saved enough gas to heat **281** homes



Used about the same amount of water as last year



Saved equivalent amount of carbon generated flying Edinburgh to NYC **559** times

Fair Work and Living Wage

The SCTS has been an accredited Living Wage Employer since 2017 and pay rates are reviewed annually to ensure they meet the current Living Wage. In addition to paying our employees rates above the Living Wage we also promote Fair Work practices through our tender activities. Whilst we cannot mandate the payment of the Living Wage by our suppliers we do evaluate as part of the tender process suppliers' approach to Fair Work Practices in their organisation. This is monitored continually as part of our Contract and Supplier Management processes.

In 2024-25 we awarded 35 contracts to 17 different suppliers who registered as accredited Living Wage employers at a contract value of **£46m**.

29% of spend with our top 20 suppliers (by spend) is with accredited Living Wage employers.



Fleet

In 2019 SCTS replaced their full fleet with petrol plug in hybrid cars. We have also invested in our infrastructure to install vehicle charging points at our sites.

SCTS's progress towards promoting sustainable transportation has been strengthened by a successful grant application from Transport Scotland, enabling the installation of 63 electric vehicle chargers across 27 sites, thereby facilitating the adoption of cleaner transportation alternatives.

The fleet is due for replacement and consultation and research is being undertaken to plan vehicle investment and replacement.



Paying our Suppliers

All SCTS contracts contain a clause in the terms in conditions committing to pay all suppliers within 30 days of receipt of a valid undisputed invoice. The SCTS is committed to the Scottish Government's **prompt payment policy** and aims to pay suppliers within a shorter target of 10 days of any undisputed invoice being received. Through Contract and Supplier Management, we encourage our suppliers to pay their sub-contractors on similar prompt payment terms.

During the 2024-25, the financial year covered by this report,

- 97% of invoices received were paid within the 30 day payment term (2023-24- 97%).
- 84% of invoices were paid within the 10 days of a valid invoice and supporting the Scottish Government prompt payment policy (2023-24- 82%).

The Scottish Government Scottish Procurement and Property Directorate issued a policy note, SPPN 2/2022 in April 2022, detailing how public bodies should embed prompt payment in their supply chains through procurement processes. SCTS reviewed the SPPN and prepared an improvement implementation plan. All tenders issued from May 2022 include a standard question to bidders regarding prompt payment of sub-contractors which is then managed through Contract and Supplier Management with the successful supplier.



Prompt
Payment Code

Section 8 – Procuring Food

Our catering contractor, BaxterStorey is ‘environmentally aware’ and acts responsibly in every way to source their ingredients from trusted local suppliers wherever possible and choose new suppliers based on their local knowledge, who are then vetted to ensure they meet stringent quality standards. They source all fresh produce through local Scottish suppliers. BaxterStorey run a “best of British” campaign, which highlights the use of local suppliers and individual products.

“At BaxterStorey we are aware that the way in which our business operates should always take account of any subsequent social, economic and environmental impacts.

Our Corporate Social Responsibility Policy relates to voluntary actions that our business will take, often over and above compliance with minimum legal requirements, to address both its competitive interests and the interests of the wider society. We are actively involved with charity work, along with supporting our clients with the CSR activities.”

Seasonal Menus Catering teams are encouraged to develop menus aligned with seasonal production/harvesting cycles.

Local and Regional suppliers Local food from family businesses and independent suppliers is at the centre of their fresh food approach. Fresh bakery products are supplied by local or regional bakeries.

Local Meat All meat is locally reared and sourced. Whenever possible, meat is certified as Red Tractor. All bacon is sourced from Scottish reared pigs.

Responsible fishing BaxterStorey only supply customers with responsibly caught or farmed fish. They have recently been awarded full MSC group certification of their fish supply. They only source line and pole caught tuna.

Free Range Eggs Shell eggs are RSPCA Freedom Foods Assured Free Range from a nominated supplier. Their own brand mayonnaise is made from free range eggs and rapeseed oil all sourced locally.

Frozen Peas Peas are sourced from a local family farm and grown to our specifications.

Fairly Traded Products BaxterStorey are registered distributor of Fair Trade products like coffee. Their Down to Earth and Cheeki Coffee is Trade Certified - Organic, Rainforest Alliance and Fairtrade.

Mossgiel Milk BaxterStorey use the freshest organic milk sourced locally from Ayrshire cows in all our restaurants within the Courts.

Food Supply Chain

- 98% of nominated suppliers are local businesses selected for their sustainability credentials and their ability to provide locally sourced produce, including fish, meat, fresh fruit, and vegetables.
- BaxterStorey prioritises the use of fresh, local, and seasonal ingredients not only because they believe these offer superior quality, but also due to the positive environmental and social impact—ranging from reduced food miles to supporting local suppliers and regional economies.
- A formal supplier approval process is in place to ensure that all suppliers meet BaxterStorey's requirements relating to food safety, health and safety, product quality, financial stability, and commercial suitability. The organisation is committed to supporting local and regional suppliers by purchasing fresh, seasonal produce wherever possible. Prospective suppliers are required to complete a Supplier Appraisal Questionnaire, which captures key information on food safety, health and safety, and quality standards.
- Suppliers must also hold appropriate third-party accreditation aligned to the nature and scale of their business, such as BRC, ISO 22000, or SALSA. For small local suppliers with an annual turnover below £1 million, SALSA accreditation is considered sufficient. For new suppliers during their first year of trading with BaxterStorey, accreditation may alternatively be demonstrated through an audit undertaken by one of the company's nominated external auditing organisations. In addition, suppliers must provide detailed product specifications to ensure that ingredient and allergen information is fully available to all BaxterStorey locations.





Food Packaging

BaxterStorey is committed to a sustainable approach to food packaging which minimises environmental impact while ensuring products remain protected and fit for purpose. Their packaging policy focuses on using only the amount of material necessary, reducing the volume of waste generated, and prioritising packaging that can be reused, recycled, or composted wherever possible. The organisation continues to explore opportunities to further reduce packaging across its supply chain, particularly in the delivery of fresh produce to customers.

Over the past year, BaxterStorey has introduced several initiatives to improve the sustainability of packaging used across jury catering and onsite café services. Key actions include:

- Significantly reducing the use of single-use disposables across all restaurant and café operations.
- Ensuring that any remaining single-use items are made from plant-based, fully compostable food-service materials.
- Eliminating individual sauce sachets and replacing them with pump-dispensed alternatives to reduce unnecessary packaging.
- Establishing a partnership with Mossgiel Farm to supply milk to SCTS facilities. Mossgiel operates with zero single-use plastics and produces award-winning, carbon-negative organic milk.

In addition to operational changes, BaxterStorey provides quarterly marketing and engagement packs to all sites. These include seasonal recipe ideas, themed campaigns such as “Vegan Month,” and information on national and international food days which can be used to support local promotions. The packs also highlight produce currently in season and offer guidance on sourcing from local suppliers.

SCTS complements this work through its Wellbeing Strategy, which aims to support customers in making informed food choices. The strategy promotes an evidence-based approach to health and wellbeing, ensuring that the food provided across SCTS sites aligns with best practice and nutritional guidance.



Catering Team

BaxterStorey places significant emphasis on the expertise and professionalism of its catering teams, who provide a high-quality dining experience for staff, third-party agency personnel, court visitors, and jury members. Recognising that well-trained and motivated teams are essential to delivering excellent food and service, BaxterStorey invests heavily in staff development to nurture talent, support retention, and build a skilled and engaged workforce.

Established in 2005, BaxterStorey's award-winning Chef Academy equips chefs with advanced skills, professional qualifications, and the confidence to innovate. The Academy has been instrumental in fostering creativity and driving sustainable culinary practices. A notable example of this innovation is the introduction of Food EQ, developed by five Academy apprentices. FoodEQ has reshaped the organisation's approach to menu design and food production, placing sustainability and wellbeing at the forefront.

Through Food EQ, chefs have transformed the way ingredients are sourced, cooked, and presented—elevating grains and vegetables to key components of the plate. This approach promotes healthier, plant-forward dishes while also prioritising sustainability considerations such as animal welfare, community impact, and the resilience of the UK supply chain. BaxterStorey summarises this approach as:

“It's a bold but exciting step, and we're proud our teams have led us to be part of a global movement making the wellness and sustainability of our planet a key stakeholder when it comes to nutritious and sustainable meals.”

BaxterStorey also participates in a range of recognised food accreditation schemes, and is currently progressing through the Food for Life accreditation process for both restaurant services and jury meal provision. These accreditations demonstrate the organisation's ongoing commitment to quality, sustainability, and responsible catering practices.

Annex 1- Regulated Procurement Activity 2024-25

The following table provides a high-level summary of the 74 regulated procurements publicised via the Public Contracts Scotland portal or awarded under a Framework agreement to a value of £m.

| Contract Reference | Subject Matter of the Contract | Supplier Name | Estimated contract value | Contract Start Date | Contract End Date | SME Status |
|--------------------|---|--|--------------------------|---------------------|-------------------|------------|
| SCTS-2024-026 | ManageEngine License | Phoenix Software | £105,900 | 01/04/2024 | 01/04/2027 | Large |
| SCTS-2024-029 | Oracle Managed Service | Insight Direct (UK) Ltd | £145,300 | 30/04/2024 | 30/04/2025 | Large |
| SCTS-2024-030 | Courtroom Technology Maintenance, Support and Upgrade Services | AVMI Kinly Ltd | £12,000,000 | 01/01/2025 | 01/01/2027 | Large |
| SCTS-2024-033 | Oracle License | Oracle Corporation | £72,800 | 05/04/2024 | 05/04/2025 | Large |
| SCTS-2024-034 | Website Hosting, Support and Maintenance- Housing and Property Chamber and Health and Education Chamber | Walk In the Gate Ltd (Trading as The Gate Worldwide) | £55,000 | 01/04/2024 | 01/04/2025 | Small |
| SCTS-2024-038 | Print Subscription Agreement | RELX (UK) Ltd t/a LexisNexis | £205,500 | 01/04/2024 | 01/04/2027 | Large |
| SCTS-2024-048 | Design, Installation and Hire of Modular Buildings at Airdrie Sheriff Court | Portakabin | £446,000 | 01/05/2024 | 30/04/2027 | Large |
| SCTS-2024-060 | Supply of Electricity | EDF Energy | £17,360,000 | 01/04/2024 | 31/03/2026 | Large |
| SCTS-2024-074 | Adobe Licences | Insight Direct (UK) Ltd | £87,700 | 24/05/2024 | 24/05/2025 | Large |
| SCTS-2024-082 | Cyber Security Incident Retainer | NCC Group | £61,900 | 01/10/2024 | 01/04/2026 | Large |
| SCTS-2024-084 | Customer Service Excellence (CSE) Accreditation | Assessment Services Ltd | £124,080 | 31/10/2024 | 31/10/2027 | Micro |
| SCTS-2024-086 | Secure File Sharing Platform | Objective Ltd | £88,000 | 20/09/2024 | 20/09/2025 | Medium |
| SCTS-2024-104 | IP Address for WAN | Virgin Media Business/O2 | £195,517 | 19/08/2024 | 19/08/2026 | Large |
| SCTS-2024-108 | Cisco Webex Licences For SCTS | Stone Group | £77,483 | 08/10/2024 | 08/10/2025 | Large |
| SCTS-2024-118 | SCTS Firewall Hardware Refresh, Annual Licencing, Install | Insight Direct (UK) Ltd | £244,860 | 16/12/2024 | 15/12/2027 | Large |
| SCTS-2024-122 | Safenet Renewal | Computacenter | £72,850 | 20/12/2024 | 20/12/2025 | Large |
| SCTS-2024-129 | Catering Services for Jury Meals at Inverness Justice Centre | MCS Catering Services | £50,558 | 02/12/2024 | 02/11/2025 | Small |
| SCTS-2024-130 | Catering Services for Jury Meals at Aberdeen Sheriff Court | Sandwich Larder Ltd | £55,471 | 02/12/2024 | 02/10/2025 | Small |

Annex 1- Regulated Procurement Activity 2024-25- Continued

| Contract Reference | Subject Matter of the Contract | Supplier Name | Estimated contract value | Contract Start Date | Contract End Date excluding Extensions | SME Status |
|--------------------|---|--------------------------------|--------------------------|---------------------|--|------------|
| SCTS-2025-003 | Unified Communications | Virgin Media Business | £206,200 | 27/02/2025 | 27/02/2026 | Large |
| SCTS-2025-016 | British Sign Language | Just Sign Limited | £120,000 | 24/03/2025 | 24/03/2026 | Small |
| SCTS-2025-016 | British Sign Language | Deaf Action | £120,000 | 24/03/2025 | 24/03/2026 | Medium |
| SCTS-2025-020 | Supply of Water and Wastewater Services | Scottish Water Business Stream | £3,010,000 | 01/04/2024 | 31/03/2027 | Large |

Temporary and Interim Staff Contracts

| Contract Reference | Subject Matter of the Contract | Supplier Name | Estimated contract value | Contract Start Date | Contract End Date excluding Extensions | SME Status |
|--------------------|---------------------------------|-------------------|--------------------------|---------------------|--|------------|
| SCTS-2024-043 | Cyber Security Specialist | Lorien Resourcing | £312,000 | 08/04/2024 | 08/04/2025 | Large |
| SCTS-2024-045 | Agile PM | Harvey Nash | £273,000 | 15/04/2024 | 15/04/2025 | Large |
| SCTS-2024-052 | Cyber Security Specialist | Harvey Nash | £248,100 | 27/11/2023 | 27/05/2024 | Large |
| SCTS-2024-055 | Project Manager TOPG | Harvey Nash | £248,100 | 01/05/2024 | 01/05/2025 | Large |
| SCTS-2024-056 | Senior .Net Developer | Lorien Resourcing | £207,000 | 19/02/2024 | 19/02/2025 | Large |
| SCTS-2024-058 | Temporary Research Officer | Harvey Nash | £56,700 | 22/04/2024 | 22/10/2024 | Large |
| SCTS-2024-061 | Senior .Net Developer | Lorien Resourcing | £233,000 | 07/05/2024 | 07/05/2025 | Large |
| SCTS-2024-062 | Senior .Net and React Developer | Venesky-Brown | £243,600 | 05/07/2024 | 05/07/2025 | Large |
| SCTS-2024-063 | Senior .Net and React Developer | Harvey Nash | £248,100 | 05/07/2024 | 05/07/2025 | Large |
| SCTS-2024-066 | PSU Project Manger | Venesky-Brown | £62,200 | 14/05/2024 | 14/11/2024 | Large |
| SCTS-2024-071 | Business Analyst | Venesky-Brown | £243,900 | 03/06/2024 | 03/06/2025 | Large |
| SCTS-2024-072 | Business Analyst | Harvey Nash | £246,500 | 23/05/2024 | 23/05/2025 | Large |
| SCTS-2024-076 | Chief Product Owner | Lorien Resourcing | £468,000 | 08/06/2024 | 08/05/2025 | Large |
| SCTS-2024-078 | Solutions Architect | Venesky-Brown | £321,900 | 17/05/2024 | 17/05/2025 | Large |
| SCTS-2024-079 | Solutions Architect | Venesky-Brown | £321,900 | 17/05/2024 | 17/05/2025 | Large |

Annex 1- Regulated Procurement Activity 2024-25- Continued

Temporary and Interim Staff Contracts

| Contract Reference | Subject Matter of the Contract | Supplier Name | Estimated contract value | Contract Start Date | Contract End Date excluding Extensions | SME Status |
|--------------------|---|-------------------|--------------------------|---------------------|--|------------|
| SCTS-2024-080 | Agile PM | Harvey Nash | £262,600 | 06/03/2024 | 06/02/2025 | Large |
| SCTS-2024-081 | Senior Technical Architect | Hays | £332,300 | 26/06/2024 | 26/06/2025 | Large |
| SCTS-2024-083 | Cyber Security Specialist | Lorien Resourcing | £299,000 | 17/06/2024 | 16/06/2025 | Large |
| SCTS-2024-085 | Next Gen Business Analyst | Lorien Resourcing | £228,800 | 08/07/2024 | 08/07/2025 | Large |
| SCTS-2024-089 | Temporary Senior Communications Officer | Venesky-Brown | £51,600 | 18/06/2024 | 29/11/2024 | Large |
| SCTS-2024-090 | Power Platform Solutions Developer | Lorien Resourcing | £325,000 | 07/08/2024 | 07/08/2025 | Large |
| SCTS-2024-091 | Network Field Engineer | Venesky-Brown | £217,900 | 07/08/2024 | 07/08/2025 | Large |
| SCTS-2024-092 | Network Field Engineer | Harvey Nash | £247,000 | 07/08/2024 | 07/08/2025 | Large |
| SCTS-2024-095 | CSAR - Cyber Security Operations Lead | Harvey Nash | £279,300 | 22/07/2024 | 22/05/2025 | Large |
| SCTS-2024-100 | Project Support Officer | Harvey Nash | £178,300 | 19/08/2024 | 19/08/2025 | Large |
| SCTS-2024-101 | Cyber Security Specialist | Venesky-Brown | £295,900 | 08/12/2024 | 08/12/2025 | Large |
| SCTS-2024-105 | Senior Automation Test Analyst | Harvey Nash | £210,100 | 23/09/2024 | 23/09/2025 | Large |
| SCTS-2024-106 | Senior Performance Engineer | Lorien Resourcing | £246,000 | 17/09/2024 | 17/09/2025 | Large |
| SCTS-2024-112 | Senior .Net and React Developer | Lorien Resourcing | £246,000 | 30/09/2024 | 30/09/2025 | Large |
| SCTS-2024-114 | Agile PM | Venesky-Brown | £256,700 | 14/10/2024 | 14/10/2025 | Large |
| SCTS-2024-115 | Agile PM | Harvey Nash | £266,300 | 14/10/2024 | 14/10/2025 | Large |
| SCTS-2024-119 | Senior .Net and React Analyst | Lorien Resourcing | £220,000 | 11/11/2024 | 11/11/2025 | Large |
| SCTS-2024-120 | Hosting Analyst | Lorien Resourcing | £140,400 | 18/11/2024 | 18/11/2025 | Large |
| SCTS-2024-121 | Compliance and Assurance Manager | Lorien Resourcing | £123,000 | 18/11/2024 | 18/05/2025 | Large |
| SCTS-2024-123 | Power Platform & Microsoft Dynamics CRM 365 | Lorien Resourcing | £325,000 | 18/11/2024 | 18/11/2025 | Large |
| SCTS-2024-124 | Power Platform & Microsoft Dynamics CRM 365 | Venesky-Brown | £269,900 | 09/12/2024 | 09/12/2025 | Large |
| SCTS-2024-125 | Power Platform & Microsoft Dynamics CRM 365 | Harvey Nash | £247,700 | 09/12/2024 | 09/12/2025 | Large |

Annex 1- Regulated Procurement Activity 2024-25- Continued

Temporary and Interim Staff Contracts

| Contract Reference | Subject Matter of the Contract | Supplier Name | Estimated contract value | Contract Start Date | Contract End Date excluding Extensions | SME Status |
|--------------------|---|-------------------|--------------------------|---------------------|--|------------|
| SCTS-2024-126 | Power Platform & Microsoft Dynamics CRM 365 | Venesky-Brown | £234,000 | 13/01/2024 | 13/01/2026 | Large |
| SCTS-2024-132 | Business Analyst | Lorien Resourcing | £241,800 | 09/12/2024 | 09/12/2025 | Large |
| SCTS-2024-133 | Business Analyst | Venesky-Brown | £243,900 | 09/12/2024 | 09/12/2025 | Large |
| SCTS-2024-135 | Security Risk Specialist | Lorien Resourcing | £299,000 | 07/01/2025 | 07/01/2026 | Large |
| SCTS-2024-136 | Senior Quality Assurance Engineer | Lorien Resourcing | £220,000 | 17/12/2024 | 17/12/2025 | Large |
| SCTS-2024-137 | Oracle DBA | Lorien Resourcing | £246,000 | 10/12/2024 | 10/12/2025 | Large |
| SCTS-2024-138 | Net and React Developer | Harvey Nash | £248,500 | 07/01/2025 | 07/01/2026 | Large |
| SCTS-2024-139 | Civil - Agile PM | Lorien Resourcing | £259,000 | 07/01/2024 | 07/01/2026 | Large |
| SCTS-2025-001 | Stockroom Manager | Venesky-Brown | £41,600 | 06/01/2025 | 06/07/2025 | Large |
| SCTS-2025-002 | Senior Cloud Infrastructure Engineer | Venesky-Brown | £269,900 | 08/01/2025 | 08/01/2026 | Large |
| SCTS-2025-003 | Business Analyst | Venesky-Brown | £243,900 | 13/03/2025 | 13/03/2026 | Large |
| SCTS-2025-023 | Business Analyst | Venesky-Brown | £243,900 | 13/03/2025 | 13/03/2026 | Large |
| SCTS-2025-024 | Senior Technical Architect | Lorien Resourcing | £272,000 | 18/03/2025 | 18/03/2026 | Large |
| SCTS-2025-027 | Cyber Security Analyst | Lorien Resourcing | £299,000 | 24/03/2025 | 24/03/2026 | Large |
| SCTS-2025-028 | Power Platform & Microsoft Dynamics CRM | Lorien Resourcing | £273,000 | 07/03/2025 | 07/03/2026 | Large |

Annex 2- Non-Competitive Actions (NCAs) 2024-25

Non-Competitive Action (NCA) approval is the governance method by which the SCTS ensures that contracts are only awarded directly without competition in justified and exceptional cases. This is set out in the SCTS Scheme of Financial Delegation.

The summary figures for 2024-25 with last reporting year's figures for comparison are as follows:

| NCA Volumes and Values | | | | | | |
|-----------------------------|---------|-------------|---------|-------------|---------|-------------|
| | 2024-25 | | 2023-24 | | 2022-23 | |
| | Number | Value | Number | Value | Number | Value |
| Regulated NCAs | 3 | £1,776,972 | 2 | £20,076,040 | 8 | £8,837,895 |
| Non-Regulated NCAs | 2 | £87,865 | 8 | £257,282 | 12 | £225,358 |
| Total NCAs | 5 | £1,864,837 | 10 | £20,333,322 | 20 | £9,063,253 |
| | | | | | | |
| Total Spend | | £79,909,932 | | £79,365,320 | | £69,947,179 |
| NCA % of Total Spend | | 2% | | 26% | | 13% |

The Head of Procurement reviewed and approved all NCAs, with detailed justifications recorded in the Procurement NCA Register. Prior to each contract award, an options analysis and benchmarking exercise were conducted to ensure adherence to best value principles.

In 2024–25, three regulated NCAs were approved. Two of these related to services provided by suppliers operating as de facto monopolies, being the primary source of unique products (such as textbooks, law reports, journals, and loose-leaf titles). These contracts totalled £1.7m.

A one-off, high-value NCA in the previous financial year skewed the data, resulting in a higher-than-normal percentage of NCA spend against total expenditure. This was due to a contract extension for the Facilities Management Contract while the tender process concluded, which alone accounted for approximately £20m of spend.

The use of NCAs within SCTS remains exceptional. The Head of Procurement is committed to working collaboratively with relevant Business Units to minimise reliance on NCAs through effective joint procurement planning.

Detail for all Regulated Procurement NCAs

| NCA Ref | Contract Reference | Contract Description | Supplier Name | Contract Value (Excl VAT) | Start Date | End Date Excl. Extensions |
|-------------------------------|---|--------------------------------------|-----------------------|--|------------|---------------------------|
| SCTS-NCA-2024-004 | SCTS-2024-038 | Print Subscription Agreement 2024-27 | LexisNexis | £206k | 01/04/2024 | 31/003/2027 |
| NCA Authorised: | 28/03/2024 | | Authorised by: | Denise Donaldson, Head of Procurement | | |
| Justification for NCA: | As per to Regulation 33 (1)(b)(ii), competition is absent for technical reasons as no reasonable alternative or substitute exists and the absence of competition is not the result of an artificial narrowing down of the parameters of the procurement. LexisNexis holds a de-facto monopoly as the primary supplier of unique products (textbooks, law reports, journals and loose-leaf titles) on niche areas of law and is exclusively covering particular commonwealth jurisdictions (de-facto monopoly). Despite attempts to explore alternatives through intermediaries, LexisNexis remains the singular entity capable of offering a more favourable agreement. The distinctive nature of their role limits the feasibility of open competition. Opting for a Negotiated Procedure without Prior Publication allows SCTS to engage directly with LexisNexis, facilitating negotiations for a long-term contract. This approach not only enables the achievement of financial and non-financial efficiencies but is also more time-efficient than open competition, ensuring quicker decision-making and implementation. The flexibility in negotiations provides opportunities for tailored solutions, and direct engagement fosters the building of strong relationships with LexisNexis, potentially leading to more effective and enduring partnerships. | | | | | |
| NCA Ref | Contract Reference | Contract Description | Supplier Name | Contract Value (Excl VAT) | Start Date | End Date Excl. Extensions |
| SCTS-NCA-2024-006 | SCTS-2023-162 | Print Subscription Agreement 2024-26 | Thomson Reuters | £1.5m | 01/04/2024 | 31/03/2026 |
| NCA Authorised: | 12/06/2024 | | Authorised by: | Denise Donaldson, Head of Procurement and Alice Wallace, Chief Finance Officer | | |
| Justification for NCA: | As per to Regulation 33 (1)(b)(ii), competition is absent for technical reasons as no reasonable alternative or substitute exists and the absence of competition is not the result of an artificial narrowing down of the parameters of the procurement. Thomson Reuters holds a de-facto monopoly as the primary supplier of unique products (textbooks, law reports, journals and loose-leaf titles) on niche areas of law. It is exclusively covering core practice areas for the Court of Session and the Sheriff Courts and particular commonwealth jurisdictions (de-facto monopoly). Despite attempts to explore alternatives through intermediaries, Thomson Reuters remains the singular entity capable of offering a more favourable agreement. The distinctive nature of their role limits the feasibility of open competition. Opting for a Negotiated Procedure without Prior Publication allows SCTS to engage directly with Thomson Reuters, facilitating negotiations for a long-term contract. This approach not only enables the achievement of financial and non-financial efficiencies but is also more time-efficient than open competition, ensuring quicker decision-making and implementation. The flexibility in negotiations provides opportunities for tailored solutions, and direct engagement fosters the building of strong relationships with Thomson Reuters, potentially leading to more effective and enduring partnerships. | | | | | |

| NCA Ref | Contract Reference | Contract Description | Supplier Name | Contract Value (Excl VAT) | Start Date | End Date Excl. Extensions |
|-------------------------------|--|------------------------------|-----------------------|---------------------------------------|------------|---------------------------|
| SCTS-NCA-2024-009 | SCTS-2024-086 | Secure File Sharing Platform | Objective Connect | £88k | 20/09/2024 | 19/09/2026 |
| NCA Authorised: | 05/09/2024 | | Authorised by: | Denise Donaldson, Head of Procurement | | |
| Justification for NCA: | As per to Regulation 33 (4)(b), where competition is absent for technical reasons and no reasonable alternative or substitute exists. SCTS currently uses Objective Connect as its secure file-sharing solution and are in the process of migrating this provision to Microsoft SharePoint. Introducing a new supplier at this stage would create unnecessary complexity and risk, given the imminent transition. Awarding this contract via negotiated procedure without prior publication ensures continuity, security, and alignment with SCTS's strategic digital transformation objectives. | | | | | |

Annex 3- Future Regulated Procurement Summary

The following table presents a summary of the regulated procurements that the Scottish Courts and Tribunals Service intend to deliver over the forthcoming financial years of 2025-26 and 2026-27. Please note that this is indicative and will be subject to change.

Temporary and Interim worker contracts have been excluded from the data due to the variable nature of the requirements.

| Contract/ Subject matter | New or Re-let | Expected Start Date | Estimated Contract Value |
|--|---------------|---------------------|--------------------------|
| Natural Gas | Re-let | 01/04/2025 | £765,000 |
| Cash Collection Services | Re-let | 01/04/2025 | £146,000 |
| CPM Suite Professional for One Video | Re-let | 25/04/2025 | £285,000 |
| Enterprise - Vehicle Hire Services | Re-let | 01/05/2025 | £70,200 |
| Microsoft Licences | Re-let | 01/05/2025 | £3,200,000 |
| Adobe Licences | Re-let | 24/05/2025 | £91,000 |
| Legal Services | Re-let | 31/05/2025 | £650,000 |
| Consultation Analyses to the SSC | New | 31/05/2025 | £168,000 |
| Power Platform & MS Dynamics | Re-let | 30/06/2025 | £260,000 |
| Record Management Software | New | 01/07/2025 | £380,000 |
| MHTS Umbraco Hybrid Headless Content Management System | New | 01/07/2025 | £230,000 |
| Vehicle Hire Solutions | Re-let | 15/07/2025 | £70,000 |
| MHTS Website CMS | New | 31/08/2025 | £180,000 |
| Website Support, Hosting and Maintenance | Re-let | 01/09/2025 | £180,000 |
| Estate Management Services | Re-let | 15/09/2025 | £1,650,000 |
| Secure External File Collaboration Platform | Re-let | 19/09/2025 | £88,000 |
| Oracle Managed Service | Re-let | 30/09/2025 | £121,000 |
| Catering Services for Jury Meals at Aberdeen Sheriff Court | New | 01/10/2025 | £55,000 |
| Cisco Web Ex Collaboration Flex Plan | Re-let | 08/10/2025 | £176,000 |
| LAN Switches | Re-let | 10/10/2025 | £830,000 |

Annex 3- Future Regulated Procurement Summary- continued

| Contract/ Subject matter | New or Re-let | Expected Start Date | Estimated Contract Value |
|--|---------------|---------------------|--------------------------|
| Mobile Voice and Data Services | Re-let | 13/10/2025 | £67,000 |
| Catering Services Jury Meals at Inverness Justice Centre | New | 01/11/2025 | £51,000 |
| Transportation and Storage Services | New | 01/12/2025 | £292,000 |
| Network Connectivity Circuits | Re-let | 07/12/2025 | £175,000 |
| Safenet Renewal | Re-let | 18/12/2025 | £97,000 |
| HR and People System | Re-let | 01/01/2026 | £850,000 |
| Merchant Acquiring Services | Re-let | 01/01/2026 | £700,000 |
| CSM for Parking and Bus lanes Tribunals | Re-let | 01/01/2026 | £160,000 |
| Document Storage | Re-let | 19/01/2026 | £70,000 |
| Wider Web Estate | New | 01/02/2026 | £250,000 |
| Cloud Video Interoperability | RE-let | 14/02/2026 | £450,000 |
| British Sign Language | Re-let | 23/02/2026 | £60,000 |
| Unified Communications and Associated Services | Re-let | 27/02/2026 | £206,000 |
| Incident Management Services | Re-let | 28/02/2026 | £206,000 |
| Employee Benefits | Re-let | 01/03/2026 | £200,000 |
| Bankfinder, Names and Numbers & Postcode Plus | Re-let | 01/03/2026 | £81,000 |
| Microsoft EA Support | Re-let | 28/03/2026 | £331,000 |
| Transcription Services | Re-let | 31/03/2026 | £450,000 |
| Independent Security Testing | Re-let | 31/03/2026 | £50,000 |
| Cyber Security Incident Retainer | Re-let | 31/03/2026 | £50,000 |
| Situational Judgment Testing | Re-let | 31/03/2026 | £61,700 |
| Staff Rostering System for Hearings and Tribunals | Re-let | 31/03/2026 | £62,000 |

Annex 3- Future Regulated Procurement Summary- continued

| Contract/ Subject matter | New or Re-let | Expected Start Date | Estimated Contract Value |
|--|---------------|---------------------|--------------------------|
| Fire Extinguishers | Re-let | 01/04/2026 | £150,000 |
| Oracle Hardware Support | Re-let | 05/04/2026 | £73,000 |
| Oracle Software Licences | Re-let | 06/04/2026 | £65,000 |
| Microsoft MACC Agreement | Re-let | 30/04/2026 | £1,537,500 |
| Sheriff Officer Services for Courts | Re-let | 11/05/2026 | £51,000 |
| Sheriff Officer Services for Tribunals and OPG | Re-let | 11/05/2026 | £100,000 |
| Printers and Multi-Functional Devices | Re-let | 01/07/2026 | £180,000 |
| Chauffeur Driven Services | Re-let | 10/07/2026 | £2,100,000 |
| F5 BIG IP and Associated Services | Re-let | 15/07/2026 | £173,000 |
| Banking Services | Re-let | 31/07/2026 | £75,000 |
| Corporate Website CMS | Re-let | 15/08/2026 | £250,000 |
| Corporate Catering and Jury Meals | Re-let | 31/08/2026 | £9,000,000 |
| Postal Services | RE-let | 30/09/2026 | £5,500,000 |
| Learning Management System | Re-let | 01/10/2026 | £64,300 |
| Vulnerability and Configuration Management | Re-let | 26/10/2026 | £52,000 |
| Staff Uniforms | Re-let | 21/12/2026 | £422,000 |
| LAN Services | Re-let | 31/12/2026 | £67,000 |
| Courtroom Technology | Re-let | 01/01/2027 | £13,750,000 |
| Thousand Eyes | Re-let | 16/02/2027 | £349,000 |
| ManageEngine ServiceDesk | Re-let | 31/03/2027 | £88,000 |
| Occupational Health | Re-let | 31/03/2027 | £209,000 |

Annex 4- Annual Procurement Report Template (Annex A)

1. Organisation and report details

| | |
|--|---------------------------------------|
| a) Contracting Authority Name | Scottish Courts and Tribunals Service |
| b) Period of the annual procurement report | 01 April 2024 – 31 March 2025 |
| c) Required by s18 Procurement Reform (Scotland) Act 2014 to prepare an annual procurement report? | Yes |

2. Summary of Regulated Procurements Completed

| | |
|---|-------------|
| a) Total number of regulated contracts awarded within the report period (See Annex 1 - Regulated Procurement Activity) | 75 |
| b) Total value of regulated contracts awarded within the report period | £49,233,572 |
| c) Total number of unique suppliers awarded a place on a regulated contract awarded during the period | 25 |
| i) how many of these unique suppliers are SMEs | 7 |
| ii) how many of these unique suppliers how many are Third sector bodies | 0 |

3. Review of Regulated Procurements Compliance

| | |
|---|----|
| a) Number of regulated contracts awarded within the period that complied with your Procurement Strategy | 74 |
| b) Number of regulated contracts awarded within the period that did not comply with your Procurement Strategy (See Annex 2 - Non-Competitive Actions) | 1 |

Note: In line with Scottish Government guidance, the contract figures presented in sections (2) and (3) include all instances where SCTS awarded a regulate contract or made a call-off during the year under a Framework Agreement. This includes frameworks established by the Scottish Government, the Crown Commercial Service (CCS), and other authorised frameworks available to SCTS.

4. Community Benefit Requirements Summary

| | |
|--|---|
| a) Total Number of regulated contracts awarded with a value of £4 million or greater. | 2 |
| b) Total Number of regulated contracts awarded with a value of £4 million or greater that contain Community Benefit Requirements. | 2 |
| c) Total Number of regulated contracts awarded with a value of less than £4 million that contain a Community Benefit Requirements. | 7 |

Key Contract Information on community benefit requirements imposed as part of a regulated procurement that were fulfilled during the period:

| | |
|---|---|
| d) Number of Jobs Filled by Priority Groups (Each contracting authority sets its own priority groups) | Information not held |
| e) Number of Apprenticeships Filled by Priority Groups | Information not held |
| f) Number of Work Placements for Priority Groups | Information not held |
| g) Number of Qualifications Achieved Through Training by Priority Groups | Information not held |
| h) Total Value of contracts sub-contracted to SMEs | Value not known |
| i) Total Value of contracts sub-contracted to Social Enterprises | Value not known |
| j) Total Value of contracts sub-contracted to Supported Businesses | Value not known |
| k) Other community benefit(s) fulfilled | Please see the Community Benefits section |

5. Fair Work and the real Living Wage

| | |
|---|----|
| a) Number of regulated contracts awarded during the period that included a Fair Work criterion. | 9 |
| b) Number of unique suppliers who have committed to pay the real Living Wage in the delivery of a regulated contract awarded during the period. | 9 |
| c) Number of unique suppliers who are accredited Living Wage employers and were awarded a regulated contract awarded during the period. | 13 |

6. Payment performance

| | |
|--|--------|
| a) Number of valid invoices received during the reporting period. | 15,527 |
| b) Percentage of invoices paid on time during the period (“On time” means within the time period set out in the contract terms.) | 97.45% |
| c) Number of regulated contracts awarded during the period containing a contract term requiring the prompt payment of invoices in public contract supply chains. | 84.14% |
| d) Number of concerns raised by sub-contractors about the timely payment of invoices within the supply chain of public contracts. | 0 |

7. Supported Businesses Summary

| | |
|--|---------|
| a) Total number of regulated contracts awarded to supported businesses during the period | 0 |
| b) Total spend with supported businesses during the period covered by the report, including: | £47,089 |
| i) spend within the reporting year on regulated contracts | £47,089 |
| ii) spend within the reporting year on non-regulated contracts | 0 |

8. Spend and Savings Summary

| | |
|--|------------|
| a) Total procurement spend for the period covered by the annual procurement report. | 79,909,932 |
| b) Total procurement spend with SMEs during the period covered by the annual procurement report. the period. | 17,994,549 |
| c) Total procurement spend with third sector bodies during the period covered by the report. | 243,406 |
| d) Percentage of total procurement spend through collaborative contracts. | 91% |
| e) Total delivered cash savings for the period covered by the annual procurement report. | £824,369 |
| f) Total non-cash savings value for the period covered by the annual procurement report. | £3,278,595 |

7.Future regulated procurements

| | |
|---|-------------|
| a) Total number of regulated procurements expected to commence in the next two financial years | 63 |
| b) Total estimated value of regulated procurements expected to commence in the next two financial years | £48,770,700 |

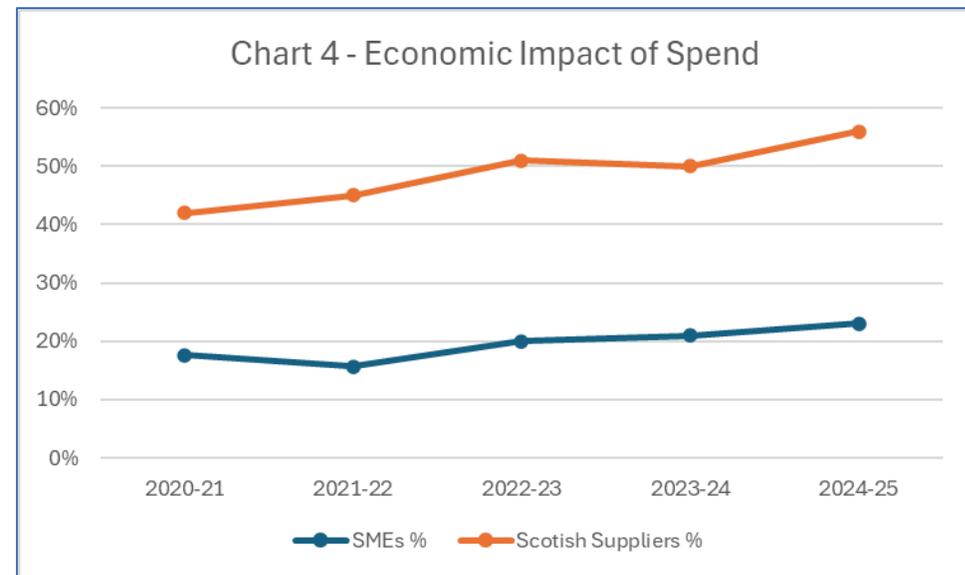
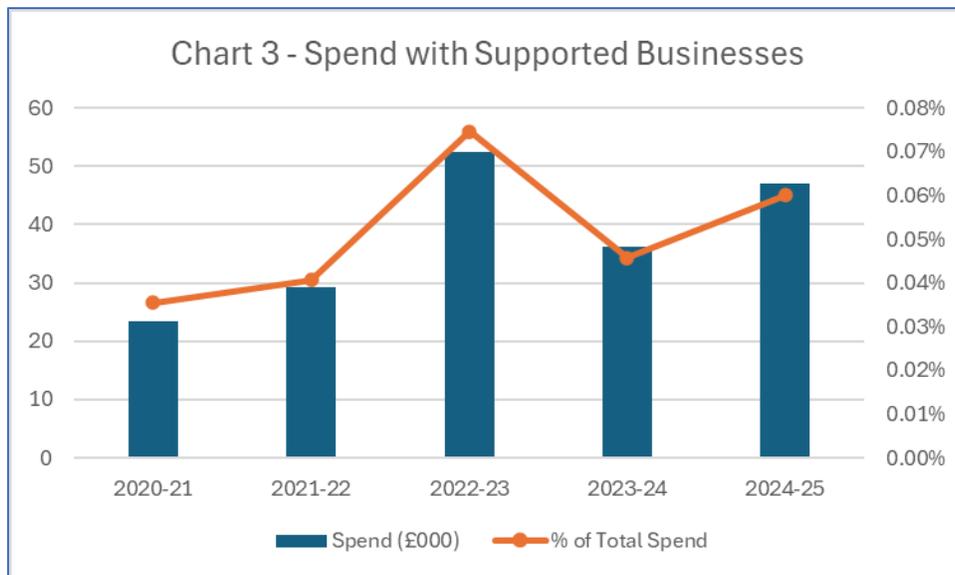
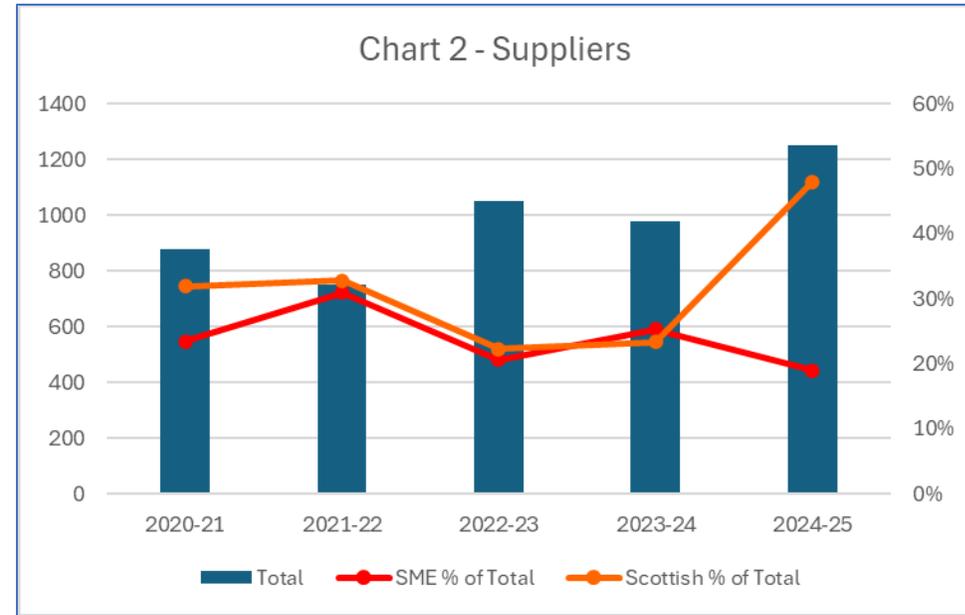
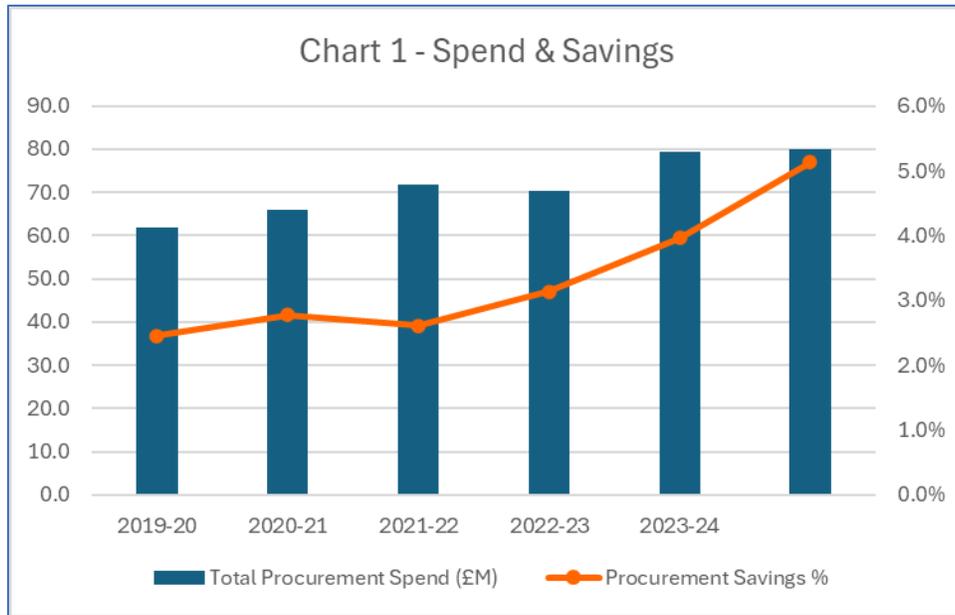
Annex 5- Trends Data and Charts

The following table and charts presents trend information on key procurement data for SCTS for the period 2019 – 2025 (where available).

Data Table

| SCTS Annual Procurement Summary Data & Trends | | | | | | |
|---|---------|---------|---------|---------|---------|---------|
| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 |
| Spend & Savings | | | | | | |
| Total Procurement Spend (£M) | 61.9 | 66.0 | 71.9 | 70.2 | 79.4 | 79.9 |
| Procurement Savings (£M) | 1.52 | 1.83 | 1.88 | 2.20 | 3.15 | 4.1 |
| Procurement Savings % | 2.5% | 2.8% | 2.6% | 3.1% | 4.0% | 5.1% |
| Suppliers | | | | | | |
| Total | | 878 | 749 | 1052 | 979 | 1249 |
| SME | | 206 | 232 | 217 | 248 | 238 |
| SME % of Total | | 23% | 31% | 21% | 25% | 19% |
| Scottish | | 280 | 246 | 235 | 229 | 597 |
| Scottish % of Total | | 32% | 33% | 22% | 23% | 48% |
| Spend with Supported Businesses | | | | | | |
| Spend (£000) | 0 | 23.4 | 29.3 | 52.4 | 36.3 | 47.1 |
| % of Total Spend | 0.00% | 0.04% | 0.04% | 0.07% | 0.05% | 0.06% |
| Economic Impact of Spend | | | | | | |
| SMEs % | | 18% | 16% | 20% | 21% | 23% |
| Scottish Suppliers % | | 42% | 45% | 51% | 50% | 56% |
| Contracts | | | | | | |
| Number Awarded | 19 | 42 | 126 | 96 | 106 | 85 |
| Value Awarded (£M) | 10.5 | 7.5 | 25 | 31.8 | 48.9 | £49.4 |
| Collaborative % | 56.0% | 89.5% | 88.0% | 82.0% | 94.0% | 71% |
| Key Supplier Contracts Managed | | 40 | 60 | 60 | 70 | |
| Payment Performance | | | | | | |
| KPI (30 days) | | 100% | 98% | 97% | 97% | 97% |
| Prompt Payment (10 days) | | 77.0% | 84.0% | 83.5% | 82.0% | 84.1% |

Charts (1 – 4)



Charts (5 - 7)

