

## The BTP Approach on Diversity and Equality

### 1. Overall Approach

The BTP has brought issues of diversity and equalities into the Partnership by representing Harrow's diverse community in its 'Statement of Requirements' and 'Invitation to Negotiate'. We asked potential Partners to incorporate our approach and policies on diversity in their bid, and created an evaluation criterion to assess their responses.

The Partner's response on our general statement on diversity, and the specific references with regard to First Contact, formed the basis of further evaluation criteria and therefore will be captured in our contract and services schedule with the eventual Partner. They will be monitored by KPIs (currently under development) to monitor performance in the area of supporting diversity and equality.

### 2. Diversity and Equality in the Invitation to Tender

#### 2.1 Background to the Council

In the 'Background to the Council' section of our 'Invitation to Negotiate' we outlined Harrow's Corporate Vision for Diversity (p29), and its part in strengthening communities (p30). With specific reference to Equality and Diversity (p62) we have stated:

*Equality of opportunity underpins all of the Council's services from provision of services to the engagement of staff. The Council's equal opportunity policy applies to all Council employees and services including services delivered by third parties on behalf of the Council. Specifically, the aim to ensure that all groups and individuals within the community and the workforce are given the full opportunity to benefit from the services and employment opportunities the Council provides. No service user or potential service user, employee or potential employee will be unlawfully discriminated against because of age, being a gay man, lesbian or transsexual, colour, disability, race, ethnic or national origin, gender, marital status, political or religious beliefs, trade union activities. This is not an exhaustive list and the Council recognises that there are other groups who may face unlawful discrimination.*

*The Council mainstreams equalities considerations into everything that it does. There are an extensive range of documents located in the BT Data Room on equality and diversity:*

<i>Accessible Services for All – Manager's Guide</i>	<i>(2.3.3a)</i>
<i>Implementing the DDA (Disability Discrimination Act);</i>	<i>(2.3.3j)</i>
<i>Policy into Practice – A Manager's guide to employing disabled people</i>	<i>(2.3.3n)</i>
<i>Reaching Everyone – A guide to communicating with disabled colleagues and customers</i>	

*Appendix to the above four documents;* (2.3.3c)  
*Equal Opportunity Policy;*  
*Race Equality Scheme 2002 – 2005;*  
*Race Equality Scheme Revised Appendices (to reflect revised organisational structure and responsibilities);*  
*Corporate Equality Plan 2004 – 2007;* (2.2.3g)  
*Annual Equality Monitoring Report for April 2003 – March 2004;* (2.3.3b)  
*Diversity Report* (2.3.3e)

We backed up this part of the requirements by including within the evaluation criteria an understanding of the Council and its challenges. The evaluation criteria can be found at appendix F. Of particular relevance in the area of diversity are the criteria related to:

- Application of industry “thought leadership” to Harrow’s challenges;
- Understanding the future challenges in local government;
- Solution proposed:-
  - Match to Council’s requirements
  - Robustness of solution
  - Innovation of solution

## **2.2 First Contact**

With specific reference to First Contact the services in the One Stop Shop were required to cover issues of special needs in terms of access to services (p110):

*In developing the service provided within the OSS. Partners must demonstrate how they would ensure that:-*

- *The local diverse community can access Council services via a range of user friendly means and the needs of particular sectors of the community are met.*
- *That services are accessible to the disabled community*
- *That the OSS ensures that prompt action is taken when multiple requests for help from individual/families groups/require an holistic intervention from the Council*
- *That the language needs of the community are addressed both in languages other than English and that enable effective communication with the visually impaired, deaf and hard of hearing communities, and people with learning difficulties.*
- *That in providing information to the community consideration is given to ITC solution that enables real time 2 way language translation/Braille capabilities/BSL recognition in video links/translation of documents into formats suitable for young people and for people with learning disabilities*
- *How the community will be supported to use the new facility and technology contained within it.*

These requirements are repeated with regard to the services provided by the (Contact Centre p117):

*In developing the service provided within the Contact Centre. Partners must demonstrate how they would ensure that:*

- *The local diverse community can access Council services via a range of user-friendly means and the needs of particular sectors of the community are met.*
- *That services are accessible to the disabled community*
- *That the contact centre ensures that prompt action is taken when multiple requests of help from individual/families groups/ require an holistic intervention from the Council*
- *That the language needs of the community are addressed both in languages other than English and that enable effective communication with the visually impaired, deaf and hard of hearing communities, and people with learning difficulties.*
- *That in providing information to the community consideration is given to ITC solution that enables real time 2 way language translation/ BSL recognition in video links/translation of documents into formats suitable for young people e.g. sms texting and for people with leaning disabilities*
- *How the community will be supported to use the new facility and technology contained within it.*

### **2.3 Partners Internal Policies**

As part of the pre-qualification process all Long Listed Partner (final 7) were required to complete a questionnaire outlining their internal policies in the areas of diversity and equal opportunities. The potential Partners who progressed to the next stage of evaluation all had satisfactory policies in this area (the full marking frame is at Appendix A).

### **3. Capita's Response**

Capita have fully met these requirements in their proposal, and will consult with Harrow's responsible officers, community groups, and Harrow's partner organizations to ensure that they are developed and implemented in an effective way.

Capita have assured the Council that they will ensure that their partnership team is representative of diverse community in Harrow

### **4. Process for Development of the Requirements**

Each Directorate presented a profile of their work, vision and challenges. In addition project leads developed the requirements in consultation with internal specialists to ensure that the Council's policies on diversity were represented.