



# **Borough of Poole Procurement Equality Standards**

**What we expect from  
our suppliers**

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## Our aim

Poole is a vibrant town, with strong communities, where people enjoy healthy lifestyles, care about their environment and support each other. “Striving for Excellence” is the Council's Corporate Strategy, providing a framework within which the Council plans, develops and delivers its services.

As part of that Corporate Strategy we are committed to [promoting equality and celebrating diversity in our town, services and workplace](#). This commitment requires us to ensure equality within employment and the delivery of all services.

All organisations that supply goods or services to the Council are required to meet our Equality Standards and operate them without exception.

The purpose of these guidelines is to enable suppliers and service providers to understand and meet our requirements.

## Why we do this

We want both our existing and new suppliers to be clear about what we expect from them in terms of equality policy and practice. We want you to match these standards, maintain them and improve on them.

Our objectives are to ensure:

- All contracts are sourced and delivered in a way that creates fairness for all and promotes equality of opportunity for staff, the general public, our customers and the business community.
- The goods, works and services provided by contractors, partners and suppliers deliver fairness for all and cater equitably for different users' needs.
- That all different types of customers of the goods, services or works are equally satisfied with performance and quality.
- That our equality standards are built into the procurement process at all stages.
- That our suppliers share and help deliver our equality goals.
- That existing contracts and suppliers are regularly checked to ensure they continue to meet our equality standards.
- That Council officers and anyone carrying out a function of the Council maintain our equality standards in all that they do.
- That both existing and new suppliers work to improve equality standards on an ongoing basis.



## What we expect of you

Suppliers will be able to work with the Borough of Poole (BOP) only when they can show that they meet our equality standards. These standards must be clearly shown in your policy documents and must be used every day in your work.

If you sub-contract any part of your services, you must ensure that any sub-contractors also meet our equality standards.

We expect you to continue to meet our equality requirements while you work with us and in the future. If you do not, we will work together with you to address the problem. If you do not resolve the problem even after help has been provided, we may end our contract with you.

The Borough of Poole aims to lead our community and to help community businesses achieve our equality objectives. We are therefore happy to provide support and guidance to organisations working with us that would like to improve their performance.

## The very minimum

As the very minimum, the Borough of Poole expects you to show that you meet existing equality laws. The key legislation is set out in our [Fairness for All Scheme](#). We also expect you to show that you meet with our equality policy, which is part of this Scheme.

## Our Procurement Equality Standards

Our Procurement Equality Standards require you to show **how** you meet the equality laws and our equality standards. The level of proof we look for depends on two things:

1. The impact of your goods or services on people.
2. The size of your organisation

Equality becomes more important if the goods or services being supplied have a high impact on people. For example, an organisation providing home care to people in the Borough of Poole might only be small in size, but will have a high impact on its customers. In this case we would look for a greater level of understanding of equality from this supplier and more evidence of meeting our equality standards.



Some useful examples are given below.

Example contract	IMPACT	Relevant issues
Meals on wheels agency employing 30 people	High	<p>Employment of staff.</p> <p>Delivering meals daily to a group of people whose specific needs must be taken into account, e.g. food allergies and religious/cultural beliefs (nut allergy, vegetarian, halal, kosher).</p>
Grass cutting by a sole contractor	Medium	<p>No staff employed</p> <p>Service delivered indirectly to people. The contractor may have to consider the access needs of disabled people living nearby to the area being cut. They may be unhelpful in maintaining access during the works. The residents may complain to the Council about the obstruction.</p>
Running a payroll system for staff – the service company employs 200 people	Medium	<p>Employment of staff relevant due to the size of the workforce.</p> <p>Services delivered indirectly to people (Council staff) – the company has a limited ability to promote equality – however, payslips should be available in larger print and enquiry systems should consider the needs of all.</p>
Producing parts for Council machinery - a firm employing 20 people.	Low	<p>Employment of staff (unless a supported employment setting / social enterprise e.g. REMPLOY where most employees are disabled).</p> <p>Services not delivered directly to people.</p>



Use the grid below to see what we look for when we assess our suppliers.

What we expect of you	Impact		
Meet the equality standards in our standard <a href="#">Terms &amp; Conditions</a>	Low	Medium	High
Meet equality-based requirements laid out in the specific contract			
Have in place an Equality Policy and Action Plan			
Report annually on progress			
Enforce, report and measure against your Equality Policy and Action Plan			

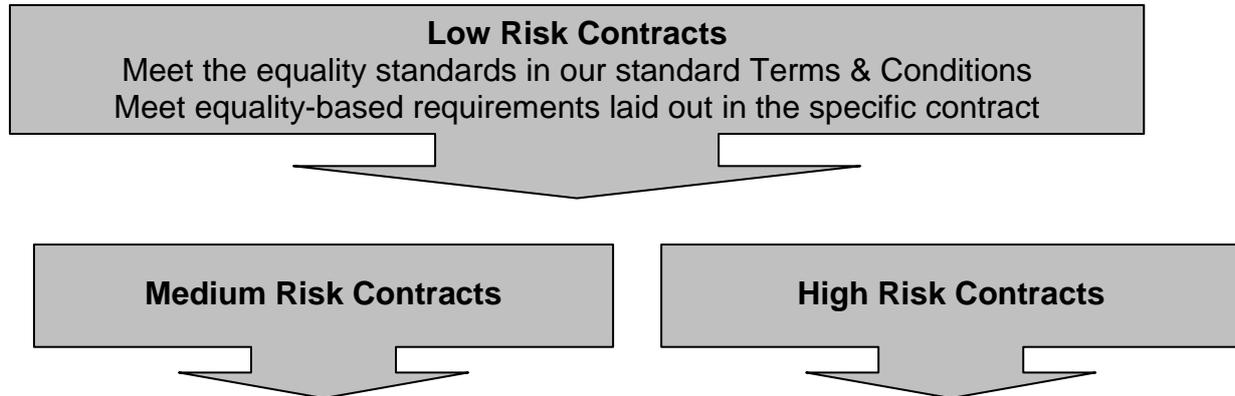
**Low risk** - We expect you to operate in a way which ensures fairness for all and which promotes equality to meet our standard Terms and Conditions.

**Medium Risk** – In addition to the above we expect you to have a full Equality Policy in place which lays out your approach to the employment of staff as well as the delivery of your services or goods. We are able to assist you by providing our [Fairness For All Equality Policy](#) if you do not already have one in place. You can use this to build your own policy. You will need to show that you use this policy in your everyday work and that you deal with equalities complaints seriously, swiftly and decisively.

**High Risk** – In addition to the above we expect you to enforce, monitor and report against your Equality Policy and Action Plan. Any contract to be awarded for a High Risk supply or service will lay out what we expect in terms of such monitoring.



## How we evaluate you



<b>Criteria One</b>	<p><b>Have in place an Equality Policy and Action Plan covering:</b></p> <ul style="list-style-type: none"> <li>• Service delivery monitoring</li> <li>• Employment monitoring</li> <li>• Complaints procedures</li> <li>• Equality Impact Assessments in place</li> <li>• Senior Manager responsible for Equality Policy &amp; Action Plan</li> <li>• Equal Pay arrangements &amp; audit</li> <li>• Staff equality training &amp; communications</li> </ul>	<b>Criteria Three</b>	<p><b>Enforce, report and measure against your Equality Policy and Action Plan:</b></p> <ul style="list-style-type: none"> <li>• Carry out monitoring on the number of employees from different gender, disability, age and ethnic group by grade when:               <ul style="list-style-type: none"> <li>○ in post</li> <li>○ applying for posts</li> <li>○ applying for &amp; receiving training and development</li> <li>○ promoted or transferred</li> <li>○ disciplined and dismissed</li> <li>○ leaving employment</li> </ul> </li> <li>• Extended monitoring of service delivery including user satisfaction</li> <li>• Management training on equality and diversity</li> <li>• Consultation on development of your Equality Policy</li> <li>• Report issues &amp; action taken annually to the Board or equivalent</li> </ul>
	<p><b>Report annually on progress</b></p> <ul style="list-style-type: none"> <li>• Monitor progress annually</li> <li>• Policy review every 3 years</li> </ul>		
<b>Criteria Two</b>			

### Further Action

If the results of your service delivery or employment monitoring show under or over representation of any group, you will be expected to take appropriate action to address concerns. It may be useful to seek advice from the [Equality and Human Rights Commission](#).



## What and when we will ask questions of you?

A range of questions has been built into our standard Procurement documents as part of the Pre-Qualification Questionnaire (PQQ), which we use as part of the tender evaluation. Suppliers tendering for contracts which fall into the medium or high risk categories must show that they meet the equality laws and our equality standards by answering equality-related questions and by providing supporting evidence.

**Note:** If you are not currently subject to UK legislation you may be asked to supply details of your ability to meet equivalent equality laws.

The following (Questions 1 - 5) are examples of additional questions that we might also choose to use in the tender evaluation questionnaires.

### Question 1

Do you have a policy or set of policies that shows how your organisation meets the relevant BOP Procurement Equality Standards Criteria (1, 2 or 3) and ensures that this continues in the future?

**NB:** If you are short-listed for the contract award, you will be asked to provide copies of these policies within five working days of such a request. Remember that we are able to provide you with our [Fairness for All](#) policy which you can use to develop your own policy if you do not currently have one in place.

### Question 2

Has any court or industrial tribunal ruled against your organisation for unlawful discrimination or other breach of such laws in the past three years?

### Question 3

Has your organisation been the subject of any formal investigation by the Commission for Equality and Human Rights (or equivalents) on grounds of alleged unlawful discrimination in the past three years?

### Question 4

If you answered yes to question 2 or 3, what steps have you taken to address this? If you have clearly addressed the issues, you will still be considered as a potential supplier.

### Question 5

Show how your organisation meets the equality laws and your own Equality Policy. You may wish to use information such as your Annual Report to the Board or progress reports. It should cover the areas outlined in relevant criteria – e.g. service and employment monitoring; lead person; EQIAs; training; etc.



## Ongoing monitoring

We want our suppliers to continue to meet our Equality Standards both while they work with us and in the future. To make sure that this happens, our Contract Management process includes checks to show that suppliers continue to meet these standards. These include a quarterly contract review meeting to identify any issues and a formal Annual Review. These procedures form part of our standard Terms and Conditions.

We will ask questions relating to your Equality Policy and your service delivery and employment monitoring during the quarterly contract review meeting. We expect you to tell us at these meetings if a problem has arisen and what actions you are taking to resolve the issue.

If we believe that our Equality Standards are not being met, we will discuss this with you and work with you to agree an Action Plan. We will then check progress against the Action Plan. If you do not resolve the problem even after help has been provided, we may end our contract with you.

## Useful contacts

You may find the following organisation useful as a source of support and guidance with respect to ensuring equality, continuous improvement and best practice.

### **The Equality and Human Rights Commission**

Helpline: 0845 604 6610

[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

For more information, ideas and guidance on equality, visit:

[www.BoroughofPoole.com/Fairnessforall](http://www.BoroughofPoole.com/Fairnessforall)



## Strategic Procurement Team Contact Information:

Strategic Procurement Team  
Borough of Poole  
Room 13  
Civic Centre  
Poole  
BH15 2RU

	We can give you help to read or understand this information
	<b>(01202) 633266</b>
Text Relay 	<b>18001 01202 633101</b>
	<a href="mailto:procurement@poole.gov.uk"><b>procurement@poole.gov.uk</b></a>

## Acknowledgements

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<sup>1</sup> The West Midlands Forum comprises the following organisations: Birmingham City Council, Coventry City Council, Redditch Borough Council, Sandwell Metropolitan Borough Council, Walsall Metropolitan Borough Council and Wolverhampton City Council.