

Fair Work Commodity / Service Strategy Checklist

Home support services

Please consider this example completed Checklist alongside the [Best Practice Guidance on Develop Strategy](#), and other [Tools](#).

This is a mock scenario, showing the approach taken by a medium sized public body using the Checklist to develop their commodity / service strategy. Public Body A is procuring home support services, the contract value is estimated at £12 million.

Note - checklist questions concerning goods and works have been omitted in this example.

Organisational priorities	
<p>Organisation’s purpose, priorities and ambitions Consider what organisational priorities and ambitions in respect of Fair Work practices can be addressed through the procurement.</p>	<p>Public Body A is committed to maintaining high quality services, which are responsive to the needs of users and maintaining positive Care Inspectorate ratings, through a positive approach to Fair Work practices and sustainability outcomes, including Community Benefits.</p>
<p>Procurement Strategy Consider how Fair Work practices adopted by bidders in this procurement can align with your organisation’s procurement strategy, including your organisation’s policy on the payment of the real Living Wage to persons involved in delivering the contract.</p>	<p>Public Body A has included a strong statement in its Organisational Procurement Strategy, to promote Fair Work practices, including payment of the real Living Wage to those involved in the delivery of public contracts.</p> <p>This will be done by addressing Fair Work practice in all health and social care procurement processes as a means to support the delivery of high quality services that are responsive to individual needs and offer continuity of care.</p>
<p>Fair Work Accreditations:</p> <ul style="list-style-type: none"> • Scottish Accredited Living Wage Employer • Scottish Business Pledge • Investors in People • Investors in Young People • Healthy Working Lives Award Programme <p>If your organisation holds or promotes any or multiples of these accreditations, reflect your organisation’s agreed approach.</p>	<p>Public Body A is a Scottish Accredited Living Wage Employer, holds accreditation for Investors in People and Investors in Young People and holds Healthy Working Lives Gold Award, and encourages those bidding to take a similarly positive approach to these issues where relevant and proportionate.</p> <p>Public Body A will also promote the Scottish Business Pledge to potential suppliers.</p>
<p>Trade Union recognition agreement If your organisation has a recognition agreement with a trade union, take into account your organisation’s agreed approach.</p>	<p>Public Body A has a trade union recognition agreement to ensure employee relations are based on the key characteristics of collaboration, team work, transparency and mutual respect. This includes a procurement agreement to consult with the trade union on procurement decisions.</p>

EXAMPLE

Commodity / Service Strategy	
Service contracts	
Will the quality of the service being delivered be directly affected by the way the workforce is engaged in the contract?	Y
All contracts	
Is there any previous experience or a risk of poor work practices in the sector, which could impact on the quality of the contract to be delivered?	Y
Are workers required to interact directly with the public body's employees and / or members of the public and/or will they spend any time on the public body's premises?	Y
Do staffing costs form a significant percentage of the estimated contract value?	Y
Is the workforce's training or qualifications relevant to the performance of the contract?	Y
Are workers directly responsible / key to delivering the outcomes of the contract?	Y
Does internal and external market research identify that Fair Work practices may affect the quality of the contract?	Y
Is there any history of low pay or unequal pay in that sector?	Y
Is there evidence that working conditions are making recruitment and retention problematic?	Y
Are contractors seeking to cut their costs through driving down staff terms and conditions, including pay?	N
SUMMARY / CONCLUSION	
Are Fair Work practices relevant to the subject matter of the contract? If not, provide reasons in the written report for the procurement	Home support services is a people-orientated, customer-facing service highly reliant on the workforce involved in its delivery (predominantly female). Fair Work practices are highly relevant due to their likely impact on the quality and continuity of care services provided.
What organisational priorities should be addressed in the commodity strategy for this procurement?	<p>Priorities to address in this contract are:</p> <ul style="list-style-type: none"> • Providing high quality home support services, which offer continuity of care, to meet the needs of people in the community; • Promoting a positive culture of equality and respect in the community; • Driving up the quality of home care and support services through the integration of health and social care to deliver services responsive to individual needs; • Addressing unfair employment practices, including real time monitoring, lack of supervision / support, unpaid training or travel and unequal pay; and, • Encouraging SME's third sector organisations and supported businesses to engage and successfully bid for Public Body A contracts.
What Fair Work practices are particularly relevant and can have an impact on the quality of the contract?	<p>Where staff feel secure, respected, valued, motivated, fulfilled and listened to there is likely to be an increase in staff retention, motivation, productivity, health and wellbeing and continuity of service contributing to a higher quality.</p> <p>The continuity and quality of care is likely to be impacted by matters relating to fair pay, security of employment, training and development opportunities, actions to address gender balance, staff voice, including staff feedback on improving the service, and support for staff.</p>
What weighting is relevant and proportionate in this contract?	Price / Quality Ratio – 20% price, 80% quality. Fair Work practices 20% of the quality criteria.