

Fair Work Invitation to Tender criterion

Home support services

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

This is a mock scenario, showing an example adapted Fair Work Invitation to Tender criterion question used by a medium sized public body when tendering for home support services with an estimated contract value of £12 million.

Fair Work practices - Invitation to Tender Criterion

Part 1 Organisational Statement

Public Body A's policies prioritise the creation of a fairer and more inclusive community which improves the lives of local people and tackles poverty. Our organisational policies support the development of a positive and inclusive workplace environment and organisational culture where all employees have an effective voice, security of work, access to opportunities and are respected in the workplace.

As a Scottish Accredited Living Wage Employer we also encourage all employers within the area and those we contract with to pay the real Living Wage.

As part of Public Body A's commitment to the delivery of high quality home support services, we are working in partnership with the Scottish Government to support a joint ambition to extend the real Living Wage for adult care workers and to others working on our care service contracts. We recognise that quality care and support services are critically dependent on a workforce that is well-rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, are diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.

Public Body A has adopted Fair Work practices, which include:

- A fair pay and equal pay policy that includes a commitment to supporting the real Living Wage, including, for example being a Living Wage Accredited Employer;
- clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to Modern Apprenticeships and the development of the young workforce in Public Body A's area;
- promoting equality of opportunity and developing a workforce through our Equality and Diversity at Work Policy, which reflects the population of Public Body A's area in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
- a wide range of staff training and development opportunities, which support our IIP and IIYP status;
- stability of employment and hours of work, and avoiding exploitative employment practices, including for example, no inappropriate use of zero hour contracts or other forms of demand driven contracts;
- flexible working (including for example, practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance;
- offering a range of employee assistance schemes;
- Code of Conduct for employees and a respect at work policy; and,
- supporting progressive workforce engagement and encouraging trade union recognition through our trade union recognition agreements to give staff an effective voice.

This is a description of Public Body A's focus on Fair Work, it is not necessarily relevant to this specific contract. Suppliers must respond with their package of Fair Work practices that they consider to be relevant to the contract.

In order to ensure the highest standards of service quality in this contract we expect contractors to take a similarly positive approach to Fair Work practices as part of a fair and equitable employment and reward package.

EXAMPLE

Part 2 Weighting

Fair Work practices - 20% of the quality criteria (Price/Quality Ratio – 20% price, 80% quality)

Part 3 Fair Work Practices Question

Q - Please describe how you will commit to Fair Work practices for workers (including any agency or sub-contractor workers) engaged in the delivery of this contract.

Answers need not be constrained to, or be reflective of any of examples given alongside this question.

Good answers will reassure evaluators that your company takes a positive approach to those Fair Work practices which will impact on the quality of the home support services provided and will help to ensure continuity of the home support services provided to users of the service.

The Fair Work measures your organisation and subcontractors commit to, are those measures which are additional to your legal obligations as an employer and any requirements detailed in the specification.

The Fair Work practices which are particularly relevant may include, but are not limited to, practices which will: support increased staff retention, for example, through offering paid travel time; taking a positive approach to rewarding staff at a level that helps tackle inequality (for example, through a commitment to paying at least the real Living Wage); improving the wider diversity of your staff, such as improving the gender balance in supervisory and management roles; providing skills and training, including effective staff induction, Protection of Vulnerable Groups checks, and opportunities to use skills which help all staff fulfil their potential and encouraging career progression; providing stability of employment, for example, by committing to no inappropriate use of zero hours contracts or other exploitative employment practices, such as umbrella companies; taking the engagement and empowerment of staff engaged on this contract seriously, including having arrangements in place to ensure trade union representation or alternative arrangements to give staff an effective voice; having measures in place to support staff in both their working and personal lives, for example, support during sickness; and, demonstrating that your company will maintain organisational integrity with regards to the delivery of those policies.

This reassurance can include a variety of practices which demonstrate your approach to Fair Work and should be tangible and measurable examples that can be monitored and reported during contract management procedures.

Information Sheets are available in the [Toolkit](#) on:

- What is Fair Work?
- What is the real Living Wage?
- What are Fair Work practices?