



Highlands and Islands Enterprise  
Iomairt na Gàidhealtachd 's nan Eilean

## People Impact Assessment

People impact assessment helps you assess the contribution your proposal - strategy, policy, programme etc. - will make to addressing inequalities and socio-economic disadvantage. Identifying positive impact strengthens the case for approval of your proposal. Identifying potential adverse impact enables you to eliminate or mitigate negative effects in its delivery.

Most importantly this strengthens HIE's ability to influence and deliver inclusive growth, particularly those elements which relate to people and place.

It guides you through 3 stages:

- Screening : screens out proposals which do not need assessment
- Assessment : identifies how your proposal is likely to address inequality and socio-economic disadvantage
- Action Plan : identifies action you will take as a result of the assessment

## Proposal being assessed

**Title of the proposal being assessed:**

**Tender for Reception, Security, Cleaning, and Preventative Maintenance**

**Type of activity:**

please tick as appropriate

at HIE's own hand

third party intervention

partnership activity

**Is your proposal:**

please tick as appropriate

new

existing and being revised

**Group or Area Team delivering the proposal:**

**Facilities Management**

## Screening

### Question A1

Please tick any of the following which apply to your proposal:

- a) it contributes to achieving one or more of **HIE's equality outcomes 2017-21**:
- increasing the diversity of leadership and workforce participation in the Highlands and Islands
  - people better recognise and understand prejudice-based incidents and hate crimes and feel confident reporting them
  - growing the working age population in every part of the Highlands and Islands
- b) it contributes to the following in relation to any of the **protected characteristics** (age, disability, gender, gender-reassignment, marriage or civil partnership, maternity or pregnancy, race, religion or belief, sexual orientation)
- eliminating unlawful discrimination, victimisation or harassment
  - advancing equality of opportunity:-**
    - by removing or minimising disadvantage for a group(s) of people
    - by meeting the needs of particular groups which differ from the needs of others
    - by encouraging participation in public life for a group(s) of people
    - by taking account of disabled people's impairments
  - fostering good relations:-**
    - by tackling prejudice
    - by promoting understanding between groups of people
- c)  it addresses **known areas of inequality** such as the gender pay gap, youth out-migration, occupational segregation, in-work poverty, income inequality, inequalities in educational attainment
- d)  it considers proposals of a strategic nature. Consider the impact of **socio-economic disadvantage**:
- in communities within particular disadvantaged places
  - within particular disadvantaged communities of interest such as disabled people, young people leaving care etc.
  - specifically for people in rural, remote and islands areas
- e)  it uses **EU funding**; assessment is mandatory for European Structural Fund Programmes

If you have **ticked** any of the options a) to e) above proceed now to the Assessment on page 4.  
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If you have **not ticked** any of the options a) to e) this indicates that your proposal is not relevant to equality and not likely to address socio-economic disadvantage. You should sign off the screening below.

### **Signing off the screening**

You must include in relevant approval papers:

- a) a statement to confirm that the proposal has been screened for impact in relation to equality and socio-economic disadvantage and that full assessment is not required
- b) a statement to confirm, if your proposal includes procurement activity above OJEU threshold levels, that there is no need to consider award or contract performance criteria related to equality.

Assessment of your proposal ends at this stage.

<b>Name of person who carried out the screening:</b>	
<b>Job Title:</b>	
<b>Date of decision:</b>	

**This document must be retained with your strategy, policy or programme papers. Screening documentation is subject to the provisions of the Data Protection Act 1998 and Freedom of Information Act 1998.**

## Assessment to address inequality and socio-economic disadvantage

### Requirement to publish impact assessments

Impact assessments must be published, demonstrating that HIE has paid due regard to equality in the development and delivery of our functions. Assessments are subject to the provisions of the Data Protection Act 1998 and Freedom of Information Act 1998.

### Question B1

What is the purpose of the proposal; how will it achieve this; who will benefit from it?

The purpose of the proposal is to provide soft services to the An Lochran building by way of a tendering exercise. This is a re-tender exercise to continue with existing services. The services will provide Reception, Security, Cleaning, and Preventative Maintenance services for building occupants and in the case of Reception services, for visitors. All staff employed to deliver these services will be employed by the contractor.

Monthly performance meetings will be held in the case of all contactors to monitor if and how the contracts are meeting targets and objectives.

### Question B2

What evidence do you have of the likely impact your proposal on different groups of people (younger or older people, men or women, disabled people etc.) or communities within particular disadvantaged places, including rural, remote or islands areas?

#### What does the evidence tell you

The building will be accessed by staff and visitors with a range of needs. Reception must respond appropriately to the needs of those who would welcome support due to hearing loss / deafness, visual impairment, speech impairment or those requiring a quiet area for communication. Trained reception staff will be able to assist those who require assistance when entering the building

Procurement of services enables HIE to encourage fair and responsible working practices by those delivering services on HIE's behalf e.g. employing staff on the Scottish living wage rate. This is particularly relevant for traditionally lower paid employment such as cleaning.

Feedback from the previous contract indicates employment typically by (women / workers of EU origin)? Application of fair working practices is therefore likely to be of particular benefit to these groups. The contract also provides an opportunity for HIE to ensure the service provider applies inclusive recruitment, and retention practices.

#### Source of evidence

Scottish Accessible Information Forum advice and Disability Panel feedback

HIE's procurement contract specifications

Previous cleaning, security etc. contract

**Question B3**

If there are evidence gaps which prevent you from understanding the likely impact on groups of people or communities affected, how will you fill the gaps?

There is sufficient evidence of the needs of staff and visitors to anticipate the requirements of the contract.

Monthly performance meetings will be held with each contractor to ensure compliance with the terms of the contract and to address any issues that may arise. HIE FM contract Manager will lead on assessing the performance of these contracts on behalf of all of the building

**Question B4**

Note below any positive or adverse impact which may occur as a result of the planned delivery of your proposal. Leave blank any groups you consider will not be disproportionately affected.

**Tick Nature of anticipated impact for groups of people likely to be affected**

**Age – younger or older people, people of a particular age**

Positive impact identified ☺

Adverse impact identified ☹

**Disability - people who have a disability (physical or mental health condition, long term illness)**

Positive impact identified ☺

The contract will ensure that the needs of all staff and visitors to the building are met and appropriate assistance will be provided by trained reception staff.

Adverse impact identified ☹

**Gender - men or women**

Positive impact identified ☺

X

Application of fair working practices are likely to have a positive impact on a predominantly female cleaning workforce

Adverse impact identified ☹️

☐

**Gender-reassignment** - people who have undergone or plan to undergo gender re-assignment

☐ Positive impact identified 😊

☐ Adverse impact identified ☹️

**Marriage or civil partnership** - people who are married or in a civil partnership

☐ Positive impact identified 😊

☐ Adverse impact identified ☹️

**Pregnancy and maternity** - women who are pregnant or linked to maternity

☐ Positive impact identified 😊

☐ Adverse impact identified ☹️

**Race** - people of diverse race, nationality or ethnicity

X Positive impact identified 😊

Application of fair working practices are likely to have a positive impact on a cleaning workforce which previously included a significant proportion of workers of EU origin

☐

Adverse impact identified ☹️

### Religion or belief - people of diverse faiths or beliefs

- Positive impact identified 😊
- Adverse impact identified ☹️

### Sexual orientation – lesbian, gay, bisexual or transgender people

- Positive impact identified 😊
- Adverse impact identified ☹️

## Question B5

### General Equality Duty

In what way will your proposal contribute to:

- eliminating unlawful discrimination, victimisation or harassment
- advancing equality of opportunity (by removing/minimising disadvantage, meeting the needs of particular groups, encouraging participation in public life, taking account of disabled people's impairments)
- fostering good relations (by tackling prejudice or promoting understanding)

The contract provides an opportunity to advance equality of opportunity by ensuring the contractor applies inclusive recruitment and retention practices and applies fair and responsible employment practices

Training for staff on reception will help ensure the needs of all staff and visitors are met through appropriate and timely assistance

## Question B6

### Economic, social and cultural (human) rights

HIE is well placed to create the conditions in which economic, social and cultural rights can be realised, such as working towards:

- an adequate standard of living e.g. Minimum Income Standard, addressing poverty
- access to well-paid employment for all e.g. job creation, income levels

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- just and favourable work conditions e.g. encouraging inclusive workforce practices
- social participation and community confidence e.g. inclusive capacity building and representation

In what way will your proposal help people realise their economic, social or cultural rights?

Identify any areas where there is risk of preventing individuals from realising their human rights. Provide justification where this is considered a proportionate response to achieving the overall aim of the proposal.

All staff employed under these contracts will be employed directly by the Contractor. All contractors will be encouraged for all staff to be paid at the Scottish living wage rate, and for contractors to demonstrate how they will manage and develop their staff through the duration of the contract

## Question B7

### Socio-economic impact

Public authorities, including HIE, are expected to consider how to address socio-economic disadvantage, when taking decisions of a **strategic** nature, such as economic development strategy, setting budgets for key investment choices, city / region deals etc. Consider how this might impact on:

- communities within particular **disadvantaged places**
- particular **disadvantaged communities of interest** (e.g. young people leaving care; disabled people; people from minority ethnic communities)
- people in **rural, remote and islands** areas

### Disadvantaged places

In what way does your proposal address socio-economic disadvantage in communities within particular disadvantaged places?

N/A

### Disadvantaged communities of interest

In what way does your proposal address socio-economic disadvantage within communities of interest not already outlined in question 5 above?

N/A

### Rural, remote, and islands areas

In what way does your proposal address the specific nature of socio-economic disadvantage experienced by people in rural, remote and islands areas?

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N/A

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**Question B8 European Structural Fund Programmes only**

**Equal Opportunities - “to increase the opportunities within the programme for all groups and to prioritise and adapt support for groups facing particular disadvantages to participation”**

Clarify precisely how the proposal takes account of and reflects the diverse needs of any target group(s).

Outline how the proposal will overcome any potential barriers to access to participation and how policies in place will make a positive difference.

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N/A

**Social inclusion - “to ensure that economic growth and tackling exclusion go hand in hand to help people overcome multiple barriers to employment and realise their full potential”**

Demonstrate how the proposal will reconcile a commitment to social inclusion with a focus on improving the competitiveness and economic performance of the locality.

Outline how it will reduce inequalities between the least advantaged communities and the rest of society.

Outline how the proposal will overcome any potential barriers to access to participation and how policies in place will make a positive difference.

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N/A

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**People Impact Assessment  
Action plan to address inequality and socio-economic disadvantage**

**Title of the proposal assessed:**                      **Tender of Reception, Security, Cleaning and Preventative Maintenance Services**

Financial and resource allocation decisions must take into account potential equality impact and, for strategic decisions, socio-economic impact. Proposals which include procurement activity at OJEU level must consider whether to include contract award or performance criteria related to equality. We also recommend this as good practice for lower value contracts.

The following summarises actions to be taken as a result of People Impact Assessment and should be submitted with relevant approval papers.

**Summary of impact identified and action to be taken to ensure inequalities and socio-economic disadvantage are addressed**

<b>Potential impact to be addressed</b>	<b>Action to be taken</b>	<b>By whom</b>	<b>When</b>
Opportunity to maximise positive impact on disabled staff and visitors	Contractor to ensure we have dedicated fully trained reception staff	Contractor/HIE	Ongoing
All contractors encouraged to pay staff Scottish national living wage – likely to have a particular impact on women and workers of EU origin – evidence suggests they make up a significant part of the cleaning workforce	Living Wage and fair working practice clauses built into contract	HIE/Contractor	Tender evaluation
Fair working practices and management and development of staff	Clause built into contract	HIE/Contractor	Tender evaluation

**Arrangements to monitor and review impact over time**

<b>Monitoring and review arrangements</b>	<b>By whom</b>	<b>When</b>
Initial tender evaluation	Tender evaluation committee	On receipt of tenders

Monthly review of performance and agreed KPI's, including those related to ensuring the positive impact outlined above is realised throughout the contract	HIE FM Contract Manager and Contractor Project Manager	Monthly from start of contract

**Procurement**

Proposal involves procurement activity at OJEU level No

<b>Award criteria to be included in tender</b>	<b>How criteria will be evaluated</b>
Providers will be asked to demonstrate how they will meet fair work and inclusive workplace practices for staff engaged on the contract	Tender evaluation and award
Providers will be asked to specify how they will ensure reception staff are able to meet the needs of the full range of staff and visitors supported by the reception service	
<b>Contract performance criteria</b>	<b>How delivery of performance criteria will be monitored</b>
Fair work and training requirements will be embedded in the contract KPIs	Reviewed routinely as part of the contract review process

The full signed assessment is held with proposal papers and published on the HIE website.

