

NMPH procurement tender

School/ Directorate

Student Services - Disability Services

Person Responsible

Shirley Hill

Created

28th May, 2019

Last Review

28th May, 2019

Status

Complete

Next Review

16th July, 2020

Screening Data

What is the name/title of the policy/activity?

NMPH procurement tender

Describe the aim, objective and intended consequences of the policy/activity.

The aim of this activity is to tender for the provision of a fully managed Non-Medical Personal Help (NMPH) service for disabled students as the contract for the existing provider is due to end on 31st May 2020.

Who is responsible for the policy/activity and who implements it?

Disability Services with support from Procurement Officer

Who is effected by this policy?

Disabled students at Dundee University who need NMPH to support their studies

Is there any indication that this policy is relevant to equality and the protected characteristics or that those with any of the protected characteristics will have a different experience in relation to the intended outcomes of the policy?

The primary relevance is to disability, however there may be a cross over related to other protected characteristics such as sex, race and transgender matters in relation to the expectations of the provision.

Overall the service will encounter a wide range of students from a diverse student community and the service needs to be able to provide that irrespective of cultural or values based differences.

The contract is for Non Medical Personal Help for students with disabilities. There are currently 222 students at the University being supported by this type of service.

The implications for other protected groups relate to where there is intersectionality between those groups and disability. In relation to sex, there may be some genuine need for gender specific services. In relation to transgender students, we currently support a number of trans students specifically in relation to matters concerning their trans status, in relation to race and ethnicity the main issues that have arisen in the past is awareness of the services and the cultural and language communication.

Recommend this EA for Full Analysis?

Yes

Comments

Relevant to disabled students who need access to NMPH to support their studies. Most of this provision is

managed through an external provider. As the current contract is due to end in May 2020, a tender process is necessary to consider all possible providers of the NMPH management service. The tender process will include consideration of the providers ability to meet external QA requirements relating to the provision of NMPH services for disabled students. In addition, the timing of the tender process has been arranged to minimise the impact on current NMPH provision so that any change in provider coincides with the end of AY 19/20 and gives sufficient time for preparations for AY 20/21. As such it is anticipated that the potential impact on disabled students who access this support will be minimised. It is important that the service be able to provide for students across the spectrum of protected characteristics, as there likely to be crossover with many of them with disability relevant to each.

Rate this EA

Low

Impact Assessment Data

Is this policy relevant to the protected characteristic of Age?

- No

There is unlikely to be any relevance relating to age and feedback from previous services have not indicated any.

Is this policy relevant to the protected characteristic of Disability?

- Yes

The service is all about the provision of non-medical personal help to students with disabilities. Unless a student is registered with Disability Services, they would not be able to access this support via Disability Services but could, in some instances, liaise directly with a non-medical personal help provider. In particular, students who are funded by SAAS can arrange their own non-medical personal help and employ such helpers direct.

Is this policy relevant to the protected characteristic of Gender Reassignment?

- Yes

Disability Services currently supports a number of students who have or are undergoing transition. Some of this support is through the provision of NMPH. It will therefore be important that the NMPH service provider ensures that all support workers delivering this service have completed relevant training.

Is this policy relevant to the protected characteristic of Marriage and Civil Partnership?

- No

This protected characteristic is not relevant to the services being tendered for.

Is this policy relevant to the protected characteristic of Pregnancy and Maternity?

- No

Pregnancy is not a criteria for support through Disability Services or NMPH, unless there is an underlying disability that requires that support.

Is this policy relevant to the protected characteristic of Race?

- Yes

In some countries and cultures, access to disability support is limited. In order that access to NMPH is available to all, it will be necessary to ensure that this and other support for disability is widely marketed and clear to all students. It will also be important that the NMPH service provider ensures that all support workers delivering this service have completed relevant training.

Is this policy relevant to the protected characteristic of Religion and Belief?

- No

The procurement of this service is not relevant directly to religion and belief.

Is this policy relevant to the protected characteristic of Sex?

- Yes

On some occasions, services that are gender-specific may be legitimately required for individual students and the successful tenderer must be able to provide that if required. It will also be important that the NMPH service provider ensures that all support workers delivering this service have completed relevant training.

Is this policy relevant to the protected characteristic of Sexual Orientation?

- No

There is no indication at this time that the tender or the service being sought will have a relevance to sexual orientation.

Taking account of the findings so far, is there a possibility that the implementation of this policy would result in a different experience or a detriment for those with protected characteristics?

- Yes

It is anticipated that that the service will have a positive impact on the experience of disabled students. Any additional requirements in relation to gender reassignment, race and sex, will be addressed as indicated above. In addition, all aspects of the NMPH service will be subject to ongoing monitoring and annual review, including feedback from students.

Based on your findings so far, what recommendations or changes (if any) would you make in relation to the policy and how it is implemented?

The tender documentation will be amended to reflect the need for NMPHs to complete training in the additional relevant protected characteristics of race, gender reassignment and sex, as well as disability awareness training. In addition, the tender documentation will be amended to clarify the potential requirement for NMPHs to be matched with students on the basis of other protected characteristics (e.g. sex) as well as to meet the student's disability-related support needs.

1. Training and matching of NMPHs as noted above to be added as requirements in tender documentation.
2. Information on the University's values to be added to tender documentation.

Where you have recommended actions/changes to the policy, what are the timescales for completion of these

19-07-2019

What monitoring arrangements do you have in place to identify changes in any impact or relevance?

The Disability Services team regularly monitors and evaluates all aspects of our services. In relation to NMPH, we maintain regular contact with the NMPH service provider and students supported, and we meet at least twice a year with the NMPH provider to review provision and discuss any issues. We also request annual feedback from students and support workers involved in the NMPH service and follow up on any issues identified. In addition, any changes required on the basis of student feedback/identified issues/University policy are discussed with the service provider and progressed as soon as possible.

Comments

Relevance:

Disability, Gender Reassignment, Race, Sex

Actions:

Tender documentation to be amended to include:

- the requirement for NMPHs to have completed training in all relevant protected characteristics.
- the potential need for NMPHs to be matched with students on basis of other protected characteristics (e.g. Sex) as well for disability-related needs.
- reference to the University's values, particularly in relation to Valuing People and Integrity

Timescales:
Prior to tender publication.

Organisation Sign-off Data

Having read the EIA, do you approve its findings and recommendations?

Yes, they are approved.

What are your reasons for approving/not approving the EIA?

They meet with the aim of the contract and the statutory duties.

If you have approved the EIA, do you agree with the monitoring arrangements in place?

- Yes

They continuous monitoring of the service will ensure that gaps are identified at an early stage and steps taken to address where possible.

Where you have not approved the monitoring process, what other steps do you require to be taken?

Not relevant.

Comments

The contract is specifically for support for students with disabilities. the EIA highlights the impact on disability and also potential on other protected groups. This information has been gleaned from information gathered from previous contracts and from the feedback of students and staff in Disability Services. The monitoring processes in place will continue the practice of ongoing monitoring and feedback to identify any gaps. The contract will be specific in the issues experienced by the service and the need for training of staff to meet the needs of students.

Next Review Date

2020-07-16

Outstanding Actions

No outstanding actions