



# Government **Equalities** Office

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# A NEW SYSTEM FOR THE PROVISION OF INFORMATION, ADVICE AND SUPPORT

## Supplier Engagement Session

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**The following slides were used during the recently supplier engagement session held in Birmingham.**

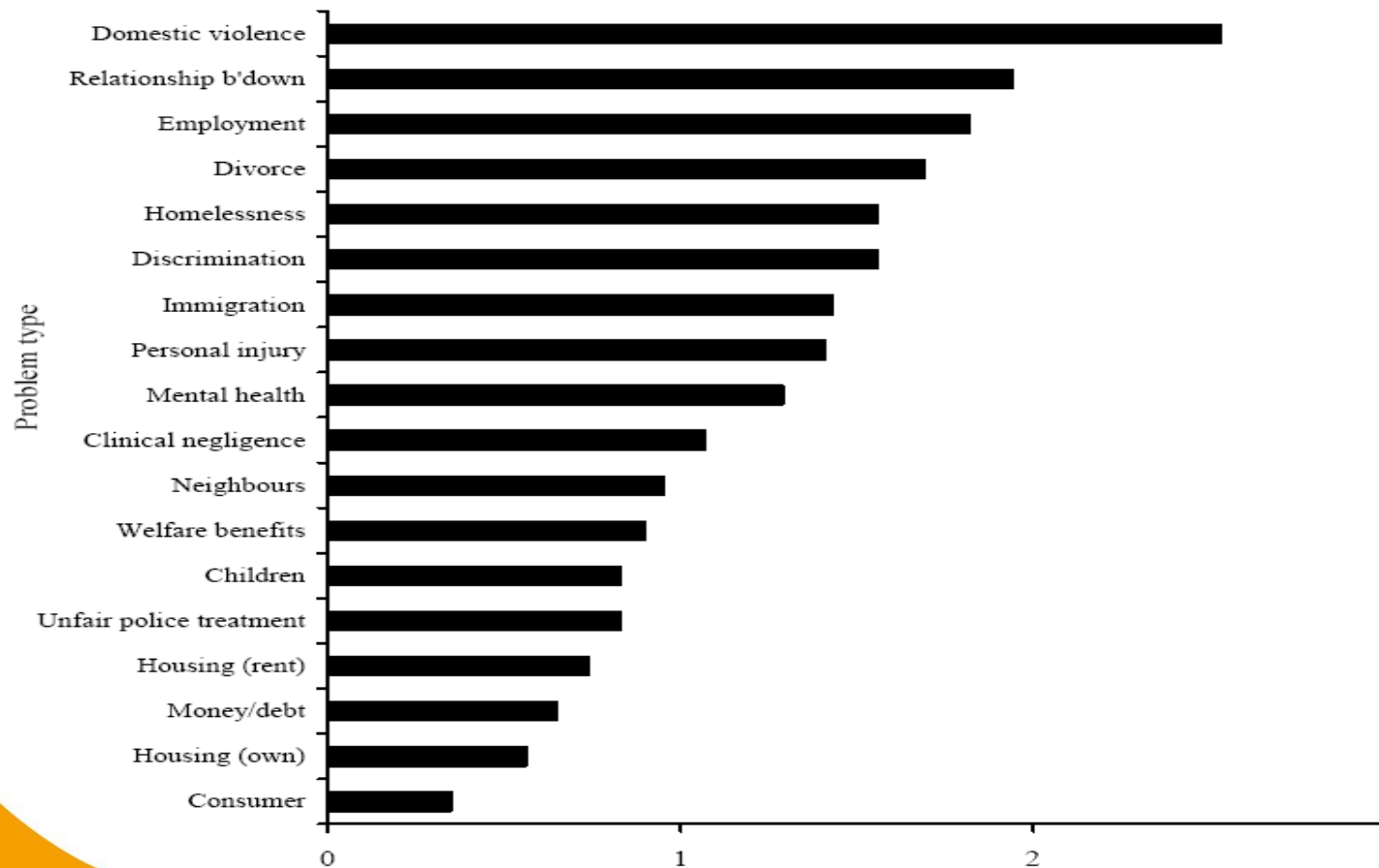


## Review of the EHRC helpline

- Should Government continue to fund information and advice for potential victims of discrimination and human rights abuses - Yes
- EHRC to analyse information from the helpline to inform its work as a modern regulator, but not to be burdened with itself delivering a helpline service
- Outcome of review - Government to commission new service to provide information and bespoke advice (including some new service led casework) on discrimination and human rights issues



## Mean number of adverse consequences as a result of discrimination





## Why Government is continuing to fund information and bespoke advice

- Government committed to fund information and advice for potential victims of discrimination and human rights abuses because of:
  - Access to justice
  - The Big Society
  - Channel shift: right mix
  - Cost effectiveness



## Key parameters

The service:

- **For individuals:** (or their representatives)
- **Universal:** available to all regardless of means
- **GB wide:** meeting the particular needs of users in England, Scotland and Wales
- **Fully accessible:** meeting the highest standards of access for disabled people and those for whom English is not their first language
- **Bespoke advice on discrimination and human rights:** BUT not legal advice from professionally qualified lawyers
- **Digital component:** for the provision of information



## Nature of contract

- **Business model fluidity:** No preconceptions or preferences about business models
- **One contract:** We will be awarding one contract – to a single supplier or a consortium.
- **Contract award:** maximum value of £6m over 3 years or pro-rata if extended to 4 years





# Parameters of advice given by new service (1)

## Service will:

- **Provide bespoke advice** which applies the law to an individual's circumstances;
  - explaining legal rights and remedies within discrimination and human rights legislation
  - options for resolution
  - how to take court/tribunal proceedings
  - where to get legal advice where appropriate
- One off advice or several contacts in line with clients' needs
- **Promote informal resolution** working proactively or iteratively with partners to deliver informal solutions
- **Provide in some cases, support for pre-claim actions** e.g.
  - Explain and help with question and answer form/process
  - Advise how to obtain and complete appropriate court/tribunal form
  - Taking case history and advising the client on what documentation to assemble



## Parameters of advice given by new service (2)

### Service will not provide:

- Qualified legal advice e.g.:
  - advice on whether to bring a claim (except where protective proceedings are necessary)
  - advice on strength of case
  - advice on court/tribunal proceedings once a claim is issued



## 2010 - 2011 Enquiries

- **Number of Calls** – 52,000 in 2010/11
  - Current average handling time 28 minutes (inc wrap time). This data is derived from the Review
- **Number of written contacts (predominantly emails)** – 22,000
- **Web contacts** - No data available at the point at which the Review was undertaken



# Proposed Client Journeys

## Simple Contact Segmentation

### Journey 1

- Non discrimination and human rights based issues

### Journey 2

- Basic information and/or fulfilment request

### Journey 3

- Relatively basic advice inquiries - asking to apply knowledge of the legislation to a specific instance being raised
- One off calls
- Provision of basic advice



# Proposed Client Journeys

## Complex Contact Segmentation

### Journey 4

- Complex enquiries on discrimination and human rights for informal resolution

### Journey 5

- Complex enquiries on discrimination and human rights to be sent to a source of legal advice



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## Our vision

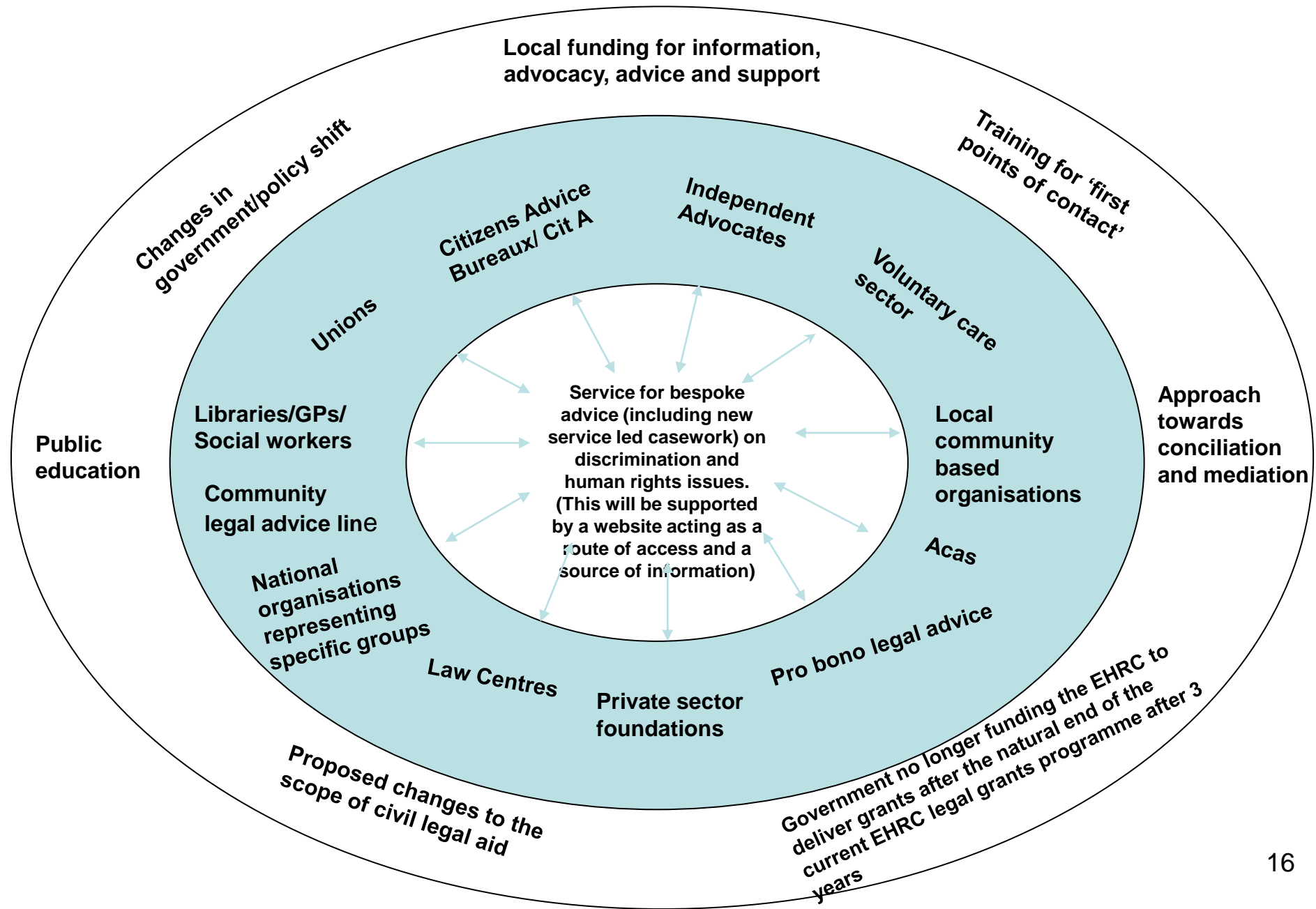
- Client focused
- Builds on, adds value to and encourages cooperation within the existing system
- Recognises the reality of how discrimination and human rights abuses present



## Understanding the landscape and the system for the provision of information, advice and support – A snap shot:

- EHRC
- Acas: also handles calls for *Equality Direct* (for businesses)
- Citizens Advice/CABx
- Citizens Advice Scotland
- Local community based groups
- Community Legal Advice
- Advice UK (independent advice centres)
- Age UK
- Advice Now
- Law centres (England)
- Scottish Association of Law Centres
- Community Legal Advice Centres
- Trade Unions
- Free Representation Unit
- Bar Pro Bono Unit
- Liberty
- The British Institute of Human Rights

# The landscape: First points of contact







First points of contact – established advice agencies, local community based organisations and national helplines

CABx, Independent advice agencies, Local community based groups, Acas, Citizens Advice England/ Cymru/Citizens Advice Direct, Unions

Digital component to the new service (influenced by real time information of what is occurring on the ground)



Bespoke advice on discrimination and human rights issues – including new service led casework

Referrals to sources of legal advice ( including to the CLA where an individual is eligible for civil legal aid)



Legal advice – specialist casework  
Formal Dispute Resolution (pre claim conciliation)

Community Legal Advice Line, Law Centres, Independent agencies, Acas EHRC (referrals for strategic cases) , Pro Bono support



## Realising the vision

- Handing over versus signposting
- Developing constructive iterative relationships between local / regional and national organisations
  - we want the new service to pro actively develop strategic relationships with key agencies for referrals both in and out of the service and iterative joined up working
  - we want the new service to be to able to share data and information on outcomes with first points of contact
- Adding value at all stages – including when referrals are made to sources of legal advice within the context of formal legal proceedings

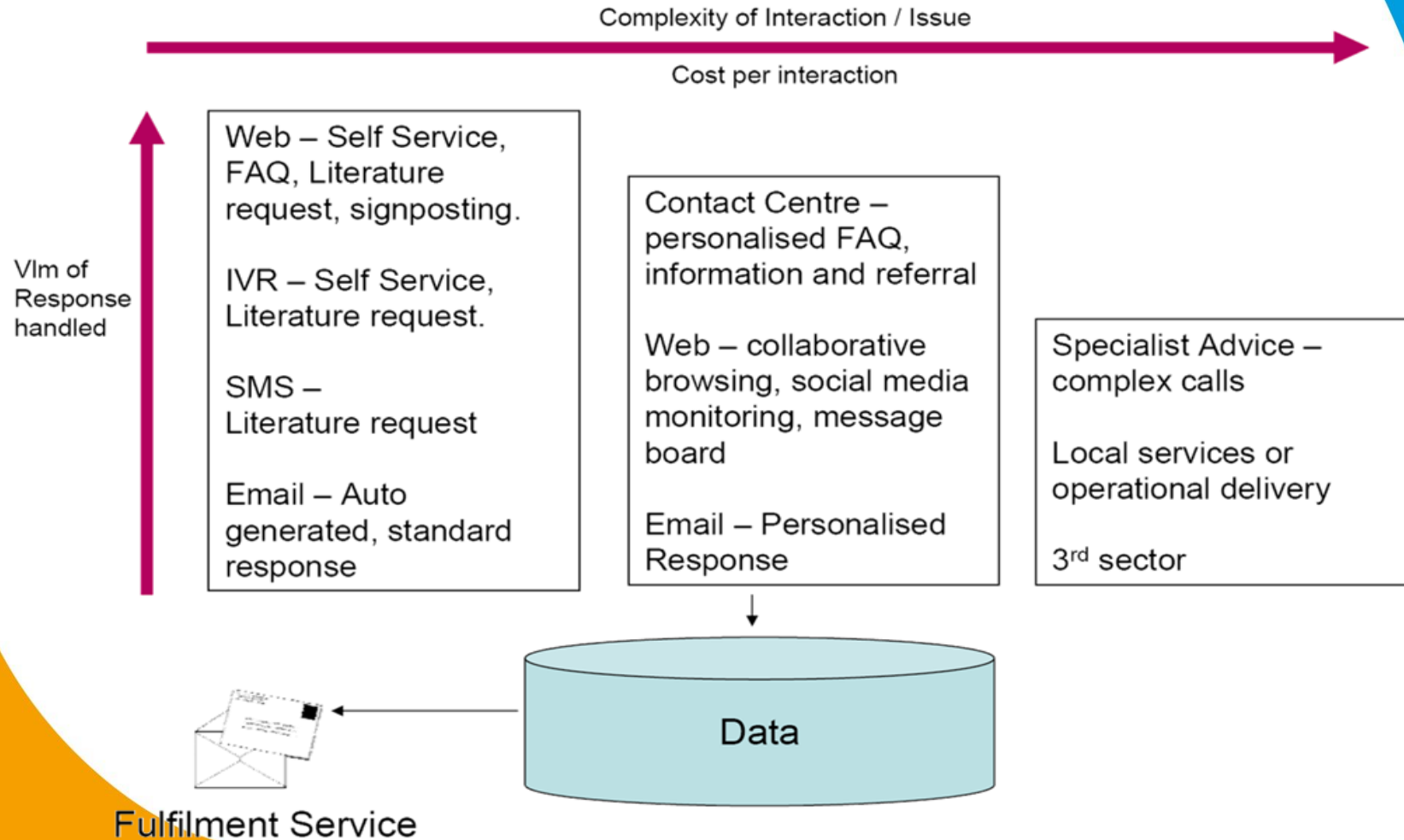


## Relationship with EHRC

- Key source of management information and data – that provides a snap shot of the real time discrimination and human rights challenges being faced on the ground
- Development of a relationship with the EHRC which will assist advisors in identifying potential strategic – ‘test’ cases

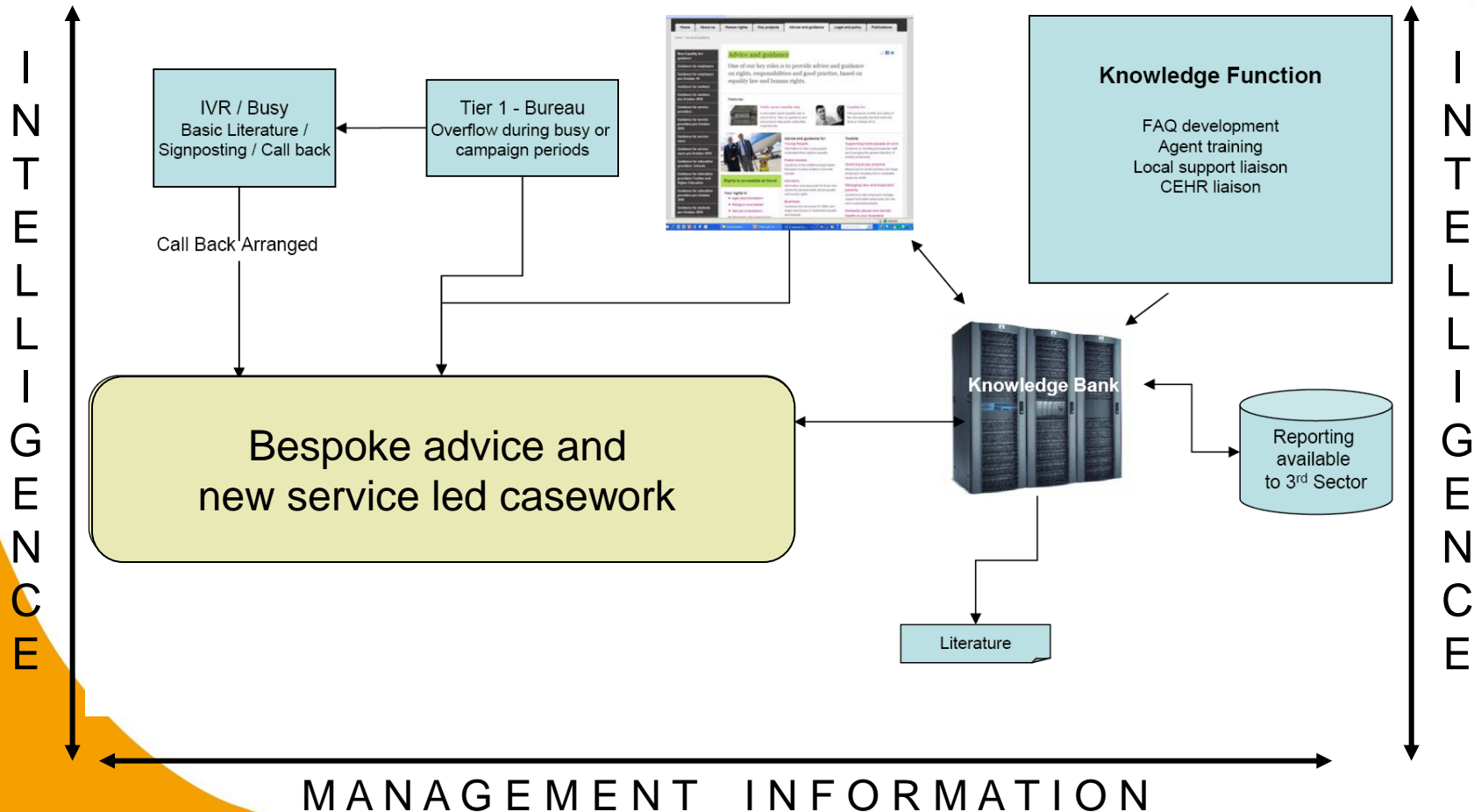


# A government view of response





# Proposed Information flow of new service



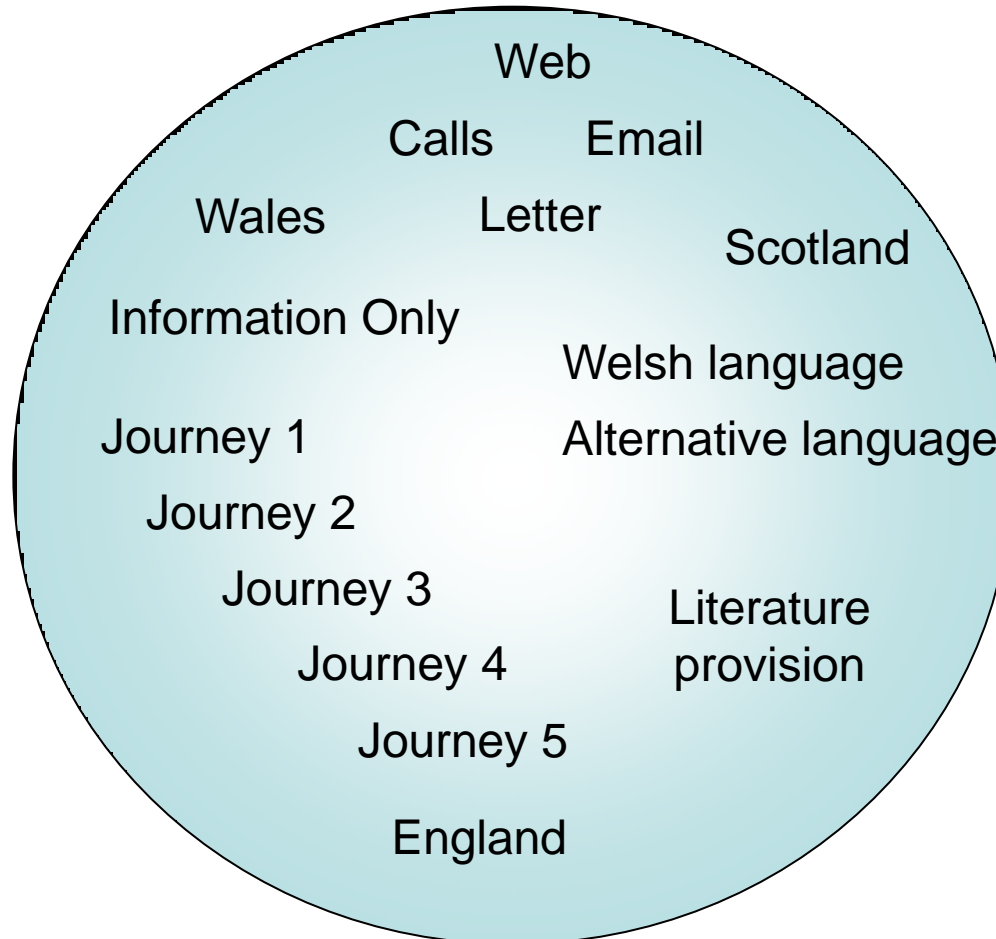


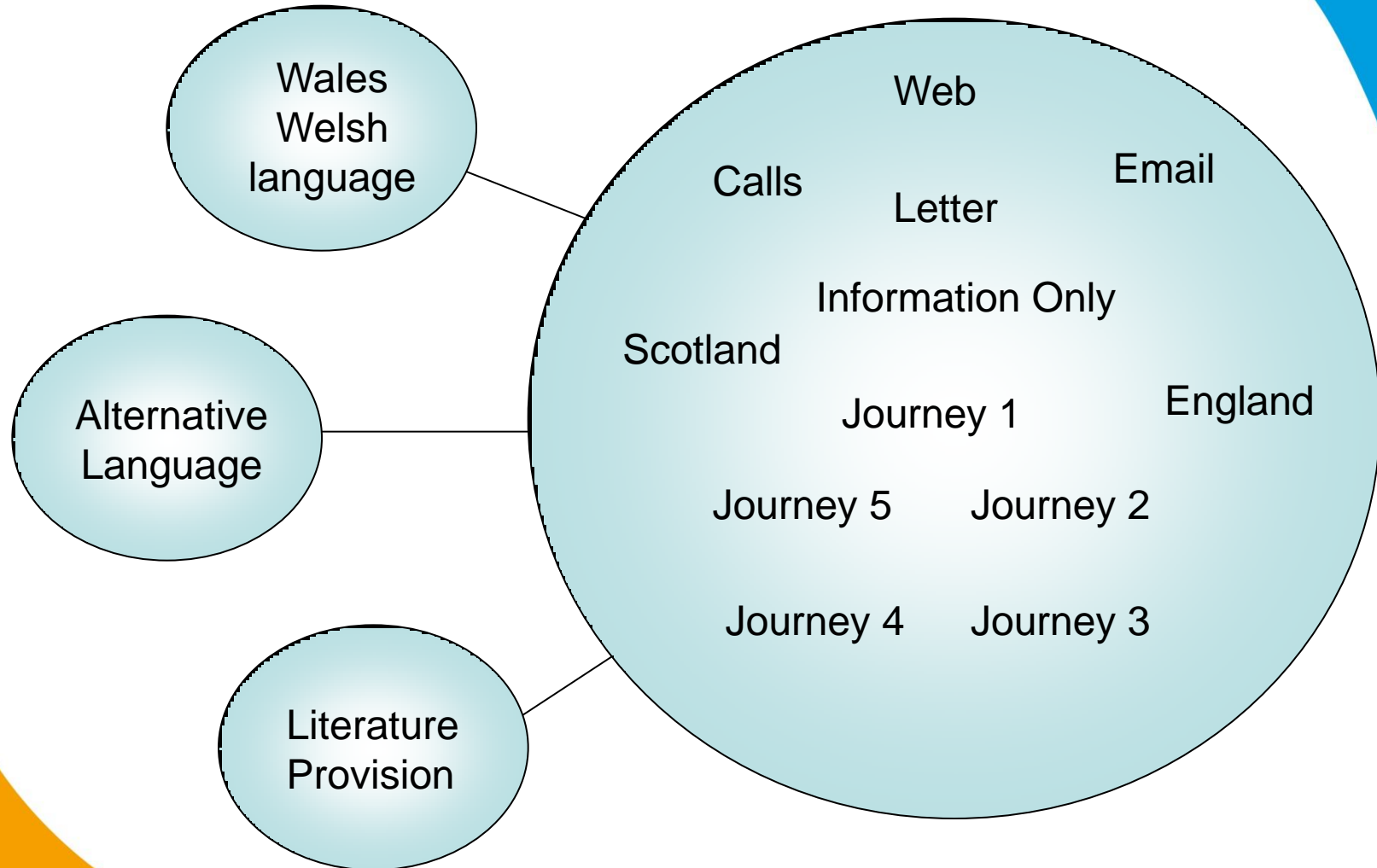
## Technology

- Email management system
- Knowledge bank
- Client management system
- ACD system
- Minicom/Audiophone/Textphone
- Website
- Call Recording
- Management information and intelligence gathering and dissemination

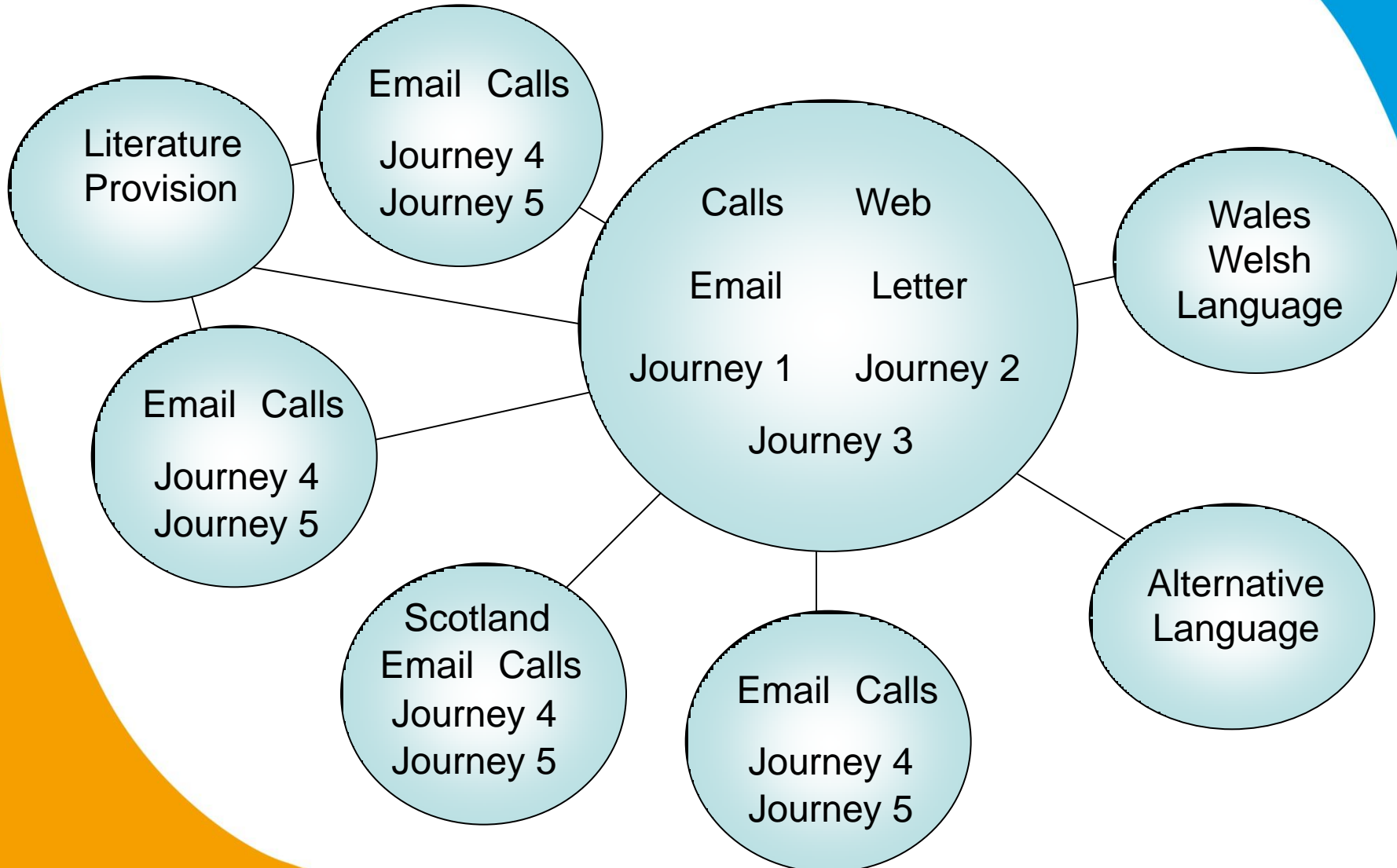


## Different Business Models











## Considerations

- Data migration of existing client base from EHRC
- TUPE (see page 54 of the EHRC review document)
- Further information regarding current head count of EHRC staff working on the helpline service, at the time the Review was conducted (September 2010) (see page 54 of the Review )



## Procurement Process

- OJEU – Official Journal of the European Union
- Contract Notice
- Pre Qualification Questionnaire
- Invitation to Tender



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## Evaluation

ITT will detail criteria which will make up the balanced score system for tender evaluation.

Cost v Quality

Technical v Specialist

Traditional v Digital



## Indicative Timetable

July 2011	OJEU Advertisement placed – Informing organisations that the PQQ is ready	
Aug 2011	Pre Qualification Questionnaire responses	*37 Days
Sep 2011	ITT despatched to selected to shortlisted organisations	
Sep 2011	Clarification questions received from bid organisations	Week 1
Sep 2011	Reponses to questions sent back to all bidders	Week 2
October 2011	ITT responses received	*40 Days
October 2011	Site Visit and Presentations	
October 2011	Contract Negotiations	
November 2011	Contract Signed	
April 2012	Proposed Start Date	

Scoring {

\* Calendar Days

Restricted as a result of the shortlist created after the PQQ response



## Useful Tips

- Read all notices carefully and follow the instructions to the letter.
- Ensure any documents produced meet minimum legibility standards and are written in plain English.
- If you use text from previous documents, check that it does not include information from previous work.
- Ensure you include all information requested and that you understand the scoring criteria.
- Before starting to write the response, make sure you have clearly understood the brief and structure your response in a concise way that fully answers the brief.
- Include examples and demonstrate what you currently do that meets the brief.
- If we have specifically asked for something in the brief, assume that this is important and ensure it is addressed in your response.
- Don't miss any of the key deadlines or else your response will be discounted.
- Do not contact any of the panel directly to discuss any areas of the brief – you will get an opportunity to ask questions 1 week after the ITT is released



## Key reading and contacts

- The Review of Information, Advice and Support on discrimination and human rights issues (including an equality impact assessment) available at <http://www.equalities.gov.uk/pdf/Review2.pdf> and <http://www.equalities.gov.uk/pdf/Helpline%20EIA.pdf>
- Feedback from GEO engagement events on the new service which will be available on the GEO website from early July
- Winning the contract - Course aimed at SMEs to help them bid for Government work which is equally applicable to voluntary sector organisations at <http://www1.learndirect-business.com/business-courses/winning-the-contract/>
- Contracts Info - [http://www.fundingcentral.org.uk/page.aspx?SP=SA\\_Contracts\\_Intro](http://www.fundingcentral.org.uk/page.aspx?SP=SA_Contracts_Intro)



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Questions?