



## **Agency Workers Procurement: Well-being Impact Assessment Report**

This report summarises the likely impact of the proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.

**Assessment Number:** 1187

**Brief description:** The procurement of Agency Worker via a framework tendering process

**Date Completed:** 11/04/2023 12:10:28 Version: 4

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**Responsible Service:** Legal, HR and Democratic Services

**Localities affected by the proposal:** Whole County,

**Who will be affected by the proposal?** All services with the exception of Care within Adult Social Care & Homelessness Service and Schools procuring Teaching Staff. Existing agencies providing agency staff via MATRIX will be affected however the impact will be determined by which provider is successful.

**Was this impact assessment completed as a group?** Yes

## Summary and Conclusion

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

### Score for the sustainability of the approach

**2 out of 4 stars**

**Actual score : 19 / 36.**

### Summary for each Sustainable Development principle

#### Long term

The proposal is considered to be short term (less than 5 years). Following completion of this assessment we have identified a need to consider an exit strategy

#### Prevention

Awarding of the contract will provide local employment for DCC communities and will ensure that agency workers are provided with fair pay and an opportunity to be employed by DCC through access to internal vacancies after 12 weeks agency work.

#### Integration

The purpose of the contract is to ensure DCC is in a position to continue to deliver services to the required level expected by our communities. The LDP is not considered to be relevant for the contract.

#### Collaboration

The tendering process will be jointly awarded with Denbighshire CC and Flintshire CC

#### Involvement

## Agency Workers Procurement

The requirement is to re-tender for an Agency Worker provider which will take into account the needs of the services hence this will shape the tendering process.

### Summary of impact

Well-being Goals	Overall Impact
<a href="#">A prosperous Denbighshire</a>	Positive
<a href="#">A resilient Denbighshire</a>	Neutral
<a href="#">A healthier Denbighshire</a>	Positive
<a href="#">A more equal Denbighshire</a>	Positive
<a href="#">A Denbighshire of cohesive communities</a>	Positive
<a href="#">A Denbighshire of vibrant culture and thriving Welsh language</a>	Positive
<a href="#">A globally responsible Denbighshire</a>	Positive

### Main conclusions

The overall impact is positive.

The use of agency workers ensures that Denbighshire CC is able to continue to deliver its services to local residents whilst helping to protect the health and well being of our employees.

The positive impact on local residents is two-fold - ensuring the services that they expect are maintained and providing employment opportunities that delivers fair pay, good working conditions, good training and ultimately opportunities to work on a permanent basis for the Council

## **The likely impact on Denbighshire, Wales and the world.**

### **A prosperous Denbighshire**

#### **Overall Impact**

Positive

#### **Justification for impact**

The framework will provide local employment for local people via good quality employment agencies that have been assessed against a national framework. This will ensure fairness, including rates of pay and equality,

#### **Further actions required**

The use of a national framework will ensure that positives are maximised. By taking a Joint Procurement approach there is opportunity for greater financial and community benefit.

#### **Positive impacts identified:**

##### **A low carbon society**

Due to the nature of the contract its very difficult to predict the contribution of agency workers to our net carbon zero objective. However the tender will be open to local agency suppliers

##### **Quality communications, infrastructure and transport**

The agency contract supports the delivery of services hence impacting positively on quality communications, infrastructure and transport

##### **Economic development**

There are opportunities in the procurement of agency workers to secure community benefit as employment opportunities will be available

##### **Quality skills for the long term**

Once a Agency worker is offered a placement they can apply for internal vacancies, receive good

quality on the job training and references once the placement is ended

**Quality jobs for the long term**

Please see above

**Childcare**

The Councils own in-house Childcare provision - Oaktree Centre - will be able to access the agencies on the framework to cover employee absences thus ensuring a quality childcare provision is maintained.

**Negative impacts identified:**

**A low carbon society**

Due to the nature of the contract its very difficult to predict the contribution of agency workers to our net carbon zero objective. However the tender will be open to local agency suppliers

**Quality communications, infrastructure and transport**

No known negative impact

**Economic development**

No known negative impact

**Quality skills for the long term**

No known negative impact

**Quality jobs for the long term**

No known negative impact

**Childcare**

No known negative impact

## **A resilient Denbighshire**

### **Overall Impact**

Neutral

### **Justification for impact**

The impact assessment above indicates a neutral impact. Given that agency workers are required to cover short term and long term employee absences this represents a like for like replacement. The use of agency workers enables departments to sustain their services to the local community.

### **Further actions required**

We will keep it under review for the life of the new contract

### **Positive impacts identified:**

#### **Biodiversity and the natural environment**

No known impact

#### **Biodiversity in the built environment**

No known impact

#### **Reducing waste, reusing and recycling**

The front line service - waste and recycling service - is currently one the biggest users of agency workers. The continuation of being able to procure agency workers via a framework ensures that this service continues to meet its goals and objectives.

#### **Reduced energy/fuel consumption**

The expectation is that in the majority of cases an agency worker replaces an existing employee hence there is no reduction in energy/fuel consumption.

#### **People's awareness of the environment and biodiversity**

No known impact

**Flood risk management**

No known impact

**Negative impacts identified:**

**Biodiversity and the natural environment**

No known impact

**Biodiversity in the built environment**

No known impact

**Reducing waste, reusing and recycling**

No known impact

**Reduced energy/fuel consumption**

The expectation is that in the majority of cases an agency worker replaces an existing employee hence there is no reduction in energy/fuel consumption.

**People's awareness of the environment and biodiversity**

No known impact

**Flood risk management**

No known impact

**A healthier Denbighshire**

**Overall Impact**

Positive

### **Justification for impact**

Whilst there is no positive or negative impact for some of the above statements e.g access to good quality, healthy food the overall impact is positive.

### **Further actions required**

The regular review of the contract will provide the opportunity to maximise the benefits.

### **Positive impacts identified:**

#### **A social and physical environment that encourage and support health and well-being**

Supporting our own staff and managers to manage service delivery, ensuring their health and well being is supported either when considering their own absences, managing workloads for those in work and providing adequate resources to managers. Providing local employment for our communities to support health and well being of our residents and providing adequate resources to support health and well being.

#### **Access to good quality, healthy food**

No known impact

#### **People's emotional and mental well-being**

Supporting all our employees to deliver services to the required level. Providing a process that is straightforward requiring the minimum input. Ensuring adequate resources are available to our residents

#### **Access to healthcare**

By ensuring adequate resources are available to our Service ensures we continue to deliver service that impact on access to Healthcare. i.e Road maintenance, access to care and support at home to assist independent living.

#### **Participation in leisure opportunities**

No known impact



**Negative impacts identified:**

**A social and physical environment that encourage and support health and well-being**

No known impact

**Access to good quality, healthy food**

No known impact

**People's emotional and mental well-being**

No known impact

**Access to healthcare**

No known impact

**Participation in leisure opportunities**

No known impact

**A more equal Denbighshire**

**Overall Impact**

Positive

**Justification for impact**

By using an already established national framework for the recruitment of temporary workers we can ensure that fair and equal recruitment processes are used by the approved agencies listed on the framework as they will have been assessed prior to having access to the framework.

**Further actions required**

The regular review of the contract will provide opportunity to maximise the benefits.

**Positive impacts identified:**

**Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation**

The managed service provider will ensure that fair and equal recruitment processes are in place.

**People who suffer discrimination or disadvantage**

There will be potential for people who suffer discrimination or disadvantage to gain employment via the agencies on the framework, e.g Refugees

**People affected by socio-economic disadvantage and unequal outcomes**

The framework will ensure that the hourly rate paid to agency workers are equal to our own pay structure provided for Relief workers. New agency workers will have the same employment experience as our own contracted employees e.g access to good quality training.

**Areas affected by socio-economic disadvantage**

The tender process will be open to all agencies to include those those that may operate in our more disadvantaged areas

**Negative impacts identified:**

**Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation**

No known impact

**People who suffer discrimination or disadvantage**

No known impact

**People affected by socio-economic disadvantage and unequal outcomes**

No known impact

**Areas affected by socio-economic disadvantage**

No known impact

**A Denbighshire of cohesive communities**

**Overall Impact**

Positive

**Justification for impact**

The impact is positive resulting from the continuation of service delivery

**Further actions required**

The regular review of the contract will provide opportunity to maximise the benefits

**Positive impacts identified:**

**Safe communities and individuals**

1. Ensuring continuation of service delivery to include child safeguarding.
2. Ensuring fair work practices are followed both during the initial recruitment phase and during placement within DCC

**Community participation and resilience**

No known impact

**The attractiveness of the area**

Ensuring the continuity of service delivery eg.waste and recycling departments

**Connected communities**

Ensuring continuation of service delivery thereby ensuring access to services is maintained

**Rural resilience**

Ensuring the continuation of service delivery which may impact on people living in rural areas

**Negative impacts identified:**

**Safe communities and individuals**

No known impact

**Community participation and resilience**

No known impact

**The attractiveness of the area**

No known impact

**Connected communities**

No known impact

**Rural resilience**

No known impact

**A Denbighshire of vibrant culture and thriving Welsh language**

**Overall Impact**

Positive

**Justification for impact**

The framework will be available for all local suppliers. If a post is welsh essential the temporary replacement will be required to meet the essential criteria for the post.

**Further actions required**

## Agency Workers Procurement

The regular review of the contract will provide opportunity to maximise the benefits

### **Positive impacts identified:**

#### **People using Welsh**

If a role requires covering by an agency worker and the role is Welsh essential then the agency replacement will be on the same basis

#### **Promoting the Welsh language**

Retendering will be available to local suppliers.

#### **Culture and heritage**

There is increased potential of empathy and understanding from local suppliers who operate in the local area

### **Negative impacts identified:**

#### **People using Welsh**

No known impact

#### **Promoting the Welsh language**

No known impact

#### **Culture and heritage**

No known impact

### **A globally responsible Denbighshire**

#### **Overall Impact**

Positive

**Justification for impact**

By procuring agency workers via a framework ensures that agencies have been assessed on their recruitment practices prior to being available to DCC.

**Further actions required**

The regular review of the contract there provide opportunity to maximise the benefits

**Positive impacts identified:**

**Local, national, international supply chains**

Local agencies will have access to the framework and local residents will have access to employment opportunities.

**Human rights**

Employment practices will have already been assessed by the framework to ensure good practices exists. Working conditions will replicate those provided to employees of DCC

**Broader service provision in the local area or the region**

Continuity of service provision will be maintained

**Reducing climate change**

The project will provide like for like replacement of a worker, hence neutral impact on reducing climate change

**Negative impacts identified:**

**Local, national, international supply chains**

No known impact

**Human rights**

No know impact

**Broader service provision in the local area or the region**

No known impact

**Reducing climate change**

The project will provide like for like replacement of a worker, hence neutral impact on reducing climate change