

REQUEST FOR ASSISTANT DIRECTOR DECISION – ADD2382

Title: Process and User experience review for London Healthy Workplace Award/Good Work Standard

Executive Summary:

The Economic Development team, working with the Health team, are seeking to commission a process evaluation of the recently updated London Healthy Workplace Award (LHWA) alongside the Mayor's Good Work Standard, focusing on the user experience.

This piece of work is proposed to support the ambition of increasing employer engagement with these two initiatives. The process evaluation will not just be looking at the online/paper resource, but at the support offered by the GLA.

The proposal is that the Economic Development team will support the Health team's recommissioning exercise but supporting up to 50% of the costs of the commission (up to a ceiling ED contribution of £15,000).

The commissioning process will be led by the Health team with the input of the Economic Development team. Following conclusion of the tender process the ED team will transfer the appropriate budget to the Health Team who will be the named contract manager.

Decision:

That the Head of Economic Development approves:

Expenditure of up to £15,000 from the Economic Fairness programme budget to support the Health team's project 'Process and User experience review for London Healthy Workplace Award/Good Work Standard', taking total expenditure on that project up to £50,000.

AUTHORISING ASSISTANT DIRECTOR/HEAD OF UNIT

I have reviewed the request and am satisfied it is correct and consistent with the Mayor's plans and priorities.

It has my approval.

Name: Nabeel Khan

Position: Head of Economic Development

Signature:



Date: 5th November 2019

PART I - NON-CONFIDENTIAL FACTS AND ADVICE

Decision required – supporting report

1. Introduction and background

- 1.1. The Economic Development team, working with the Health team, are seeking to commission a process evaluation of the recently updated London Healthy Workplace Award (LHWA) alongside the Mayor's Good Work Standard, focussing on the user experience. This piece of work is proposed to support the ambition of increasing employer engagement with these two initiatives. The process evaluation will not just be looking at the online/ paper resource, but at the support offered by the GLA.
- 1.2. The proposal is that the Economic Development team will support the Health team's recommissioning exercise with up to 50% of the costs (up to a ceiling ED contribution of £15,000).
- 1.3. This funding is available following MD2296 'Economic Fairness programme' which approved expenditure of up to £0.55m for the Mayor's Economic Fairness Programme.
- 1.4. The Health team have approval to spend £35,000 on a 'process evaluation' secured through MD 2439 'Health Team Work Programme 2019/20'.
- 1.5. It is expected that the total cost of the process evaluation will not exceed £50,000.

2. Objectives and expected outcomes

- 2.1. The Economic Development team aims to have a better understanding of the barriers employers face to progressing from the initial sign up to the Mayor's Good Work Standard accreditation, increase the transition from initial sign up to achieving the accreditation, what opportunities there may be to address these, and how to increase the accessibility of the Mayor's Good Work Standard to more employers.
- 2.2. This piece of work is proposed to support the ambition of increasing employer engagement on the Mayor's Good Work Standard. This process and user experience contract will focus on the user journey and how this can be improved, including their interactions with the suite of guidance available, online resources, and the support offered by the GLA.
- 2.3. The production of a final recommendation report is expected at the end of the contract to guide the Economic Development team through suggested improvements to the accreditation process.

3. Equality comments

- 3.1. The Mayor wants London to be the best place in the world to live and work. He wants to tackle low pay, improve workplace conditions and boost diversity across employers of all sizes and sectors. The key to this is making sure that City Hall and the organisations in the GLA group are leading by example. One of the goals is to have employers follow City Hall's lead and to sign up to the Good Work Standard.
- 3.2. The Mayor's Good Work Standard sets the benchmark for high employment standards with a series of criteria relating to fair pay and conditions, workplace wellbeing, skills and progression, and diversity and recruitment. It covers paternity leave, flexible working, financial wellbeing initiatives, the gender pay gap, employee representation at senior decision-making levels, personal development, and career progression amongst other vital elements to employee wellbeing and engagement.
- 3.3. Pillar four of the Mayor's Good Work Standard is about equality, diversity and inclusion. A key part of this pillar is ensuring that employers have an equality, diversity and inclusion strategy in place.

- 3.4. The Mayor's Good Work Standard and Healthy Workplace Award both seek to improve outcomes for Londoners. Employees spend a great proportion of their time at their workplaces and employers have a significant role to support the financial wellbeing and healthy lifestyles of Londoners for all protected groups. Both programmes have a focus on supporting diversity and inclusion.

4. Other considerations

- 4.1. Risk assessments are in place for both the Good Work Standard and Healthy Workplace Award. This commission seeks to mitigate the risk that employers do not engage with the programmes and the policy benefits for Londoners are not delivered. The process evaluation will propose improvements that can be made to ensure more employers engage with these schemes.
- 4.2. There is a strong link between the Good Work Standard and the Healthy Workplace Award which are flagship programmes in the Mayor's Economic Development Strategy, Equality, Diversity and Inclusion Strategy and Health Inequalities Strategy.
- 4.3. There are no conflicts of interest to note for any of those involved in the drafting or clearance of the decision.

5. Financial comments

- 5.1. This decision seeks approval for expenditure of up to £15,000 from the Economic Fairness programme budget to support the Health team project 'Process and User experience review for London Healthy Workplace Award / Good Work Standard' which was approved in MD2291. The Economic Fairness programme budget for 2019-20 has sufficient capacity to make this financial commitment.

6. Planned delivery approach and next steps

Activity	Timeline
Procurement of contract, led by the Healthy Team	Q 3 2019/20
Announcement	Q3 2019/20
Delivery Start Date	Q3 2019/20
Delivery End Date	End of June 2020

Appendices and supporting papers:

None

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FoIA) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary. **Note:** This form (Part 1) will either be published within one working day after it has been approved or on the defer date.

Part 1 - Deferral

Is the publication of Part 1 of this approval to be deferred? NO

If YES, for what reason:

Until what date: (a date is required if deferring)

Part 2 - Sensitive information

Only the facts or advice that would be exempt from disclosure under FoIA should be included in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form - NO

ORIGINATING OFFICER DECLARATION:

Drafting officer to
confirm the
following (✓)

Drafting officer:

Rachel Williamson has drafted this report in accordance with GLA procedures.

✓

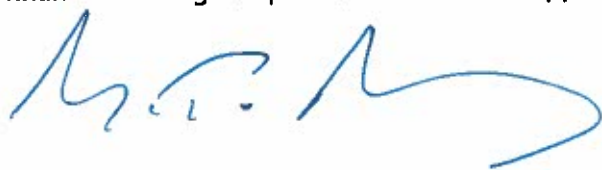
Corporate Investment Board

This decision was agreed by the Corporate Investment Board on 4 November 2019.

ASSISTANT DIRECTOR OF FINANCE AND GOVERNANCE:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature



Date

05.11.19