

MERSEYSIDE FIRE AND RESCUE AUTHORITY			
MEETING OF THE:	AUTHORITY		
DATE:	18 MAY 2023	REPORT NO:	CFO/014/23
PRESENTING OFFICER	CFO PHIL GARRIGAN		
RESPONSIBLE OFFICER:	IAN CUMMINS	REPORT AUTHOR:	HYWYN PRITCHARD
OFFICERS CONSULTED:	SLT, JACKIE MCNULTY, STAFF PANEL		
TITLE OF REPORT:	AWARD OF CONTRACT FOR BUSINESS TRAVEL SERVICES		

APPENDICES:	APPENDIX A	EQUALITY IMPACT ASSESSMENT
--------------------	-------------------	-----------------------------------

Purpose of Report

1. To seek Member’s approval in awarding a new contract for the management of travel arrangements for Merseyside Fire and Rescue Service (‘the Service’). As the value of orders over the life of the contract may exceed £250,000 Standing Orders require Members to approve the contract.

Recommendation

2. It is recommended that Members approve the award of a travel management services contract to Click Travel.

Introduction and Background

3. The current travel management contract is due to expire in July therefore. the Procurement Team have sought to procure a new travel management contract arrangement through a leading public sector procurement organisation, Yorkshire Purchasing Organisation (YPO), framework arrangement.
4. The Procurement Team invited three travel management providers to demonstrate their travel booking portal to a panel of Merseyside Fire and Rescue Authority’s (‘the Authority’) staff. Two suppliers accepted the invitation.
5. Based on the supplier demonstrations and interview responses the user panel preferred travel booking portal provider was Click Travel. They demonstrated the more user friendly portal in a live environment, which included a high level of travel information content and competitive travel and accommodation prices.
6. As the expected contract value is likely to exceed £250,000, the Authority’s approval is required before the contract can be approved. The Annual contract value is estimated to be between £200,000 and £240,000 subject to demand.)

7. The new contract will be for up to 5 years' duration either on a 4 year basis with a 12-month extension option, subject to satisfactory performance or a 3 year duration with two 12-month extension options, again subject to satisfactory performance.

Equality and Diversity Implications

8. An Equality Impact Assessment (EIA) has been completed to describe the adjustments that address travellers' accessibility requirements and is contained within Appendix A.
9. The proposed provider has a code of conduct for its suppliers published on its website that specifically references diversity and equality of opportunity.

Staff Implications

10. Part of the procurement strategy was to have a staff panel to view the online travel booking portals.

Legal Implications

11. The route to market is compliant with the PCR (2015), meaning that any pursuant contract would also be compliant.
12. The call-off contract terms would be those derived from the YPO's framework agreement

Financial Implications & Value for Money

13. The approved budget contains sufficient funding to meet the Service's travel needs.
14. Value for Money has been secured following an openly advertised, fair, transparent and competitive process conducted by YPO which is a public buying organisation.

Risk Management, Health & Safety, and Environmental Implications

15. In order to progress in the competitive process to be appointed as Business Travel providers, all bidders had to complete and pass a rigorous selection questionnaire to ensure that they were fit to be a provider for the public sector.
16. The safety of travelling staff is paramount. As such any TMC will have to warrant that the services it provides are safe for use and fit for purpose, effectively managing the Authority's duty of care. Amongst such measures are an emergency contact number is available 24 hours per day 365 days per year that travelling staff can contact in the event of an emergency.

17. It is required that any TMC can report on the amount of carbon dioxide emitted due to travel. Such a report can assist the Authority with managing its carbon footprint.

Contribution to Our Vision: *To be the best Fire & Rescue Service in the UK.*

Our Purpose: *Here to serve, Here to protect, Here to keep you safe.*

18. By using a TMC that has been successful in competition which required high standards of safety and accessibility, allows the Community to rest assured that travelling staff are looked after by the Authority, so exercising the duty of care.
19. By having the best online booking tools and systems available this will make for an effective and efficient travel booking system so allowing more time to concentrate on their core activities and tasks.

BACKGROUND PAPERS

GLOSSARY OF TERMS

MFRA	M erseyside F ire and R escue A uthority
MFRS	M erseyside F ire and R escue S ervice
YPO	Y orkshire P urchasing O rganisation (a public buying organisation in public ownership)
TMC	T ravel M anagement C ompany

This page is intentionally left blank

EQUALITY IMPACT ASSESSMENT

Overview Details			
Function /Department	Procurement / Finance & Procurement	Date Of analysis	
Title and overview of what is being assessed / considered	Contract for a travel management solution provider	Review Date	
Who will be affected by this activity? (Please tick)		Staff <input checked="" type="checkbox"/>	Public <input type="checkbox"/>
Author of Equality Impact Analysis	Hywyn Pritchard	Equality Analysis quality assured by (Member of the POD team)	

The purpose of undertaking an equality impact analysis and assessment is to understand the potential and/or actual impact that a service or policy may have on protected groups within the Equality Act (2010). The protected groups are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and / or belief
- Sex (gender)
- Sexual orientation
- Socio-economic disadvantage (Although not one of the 9 protected groups MFRA recognise that Socio-economic disadvantage affects many deprived communities within Merseyside.)

People who are protected from discrimination on the basis of any of these characteristics are described in this document as belonging to one or other “protected group”. In addition, equality analysis can be applied to groups of people not afforded protection by the Equality Act, but who often face disadvantage and stigma in life in general and when trying to access services & employment opportunities. Such groups include homeless people, sex workers, people who misuse drugs and other groups who experience socio economic disadvantage & others. This

template has been developed following consultation with staff and other external stakeholders including reference to the National Fire Chiefs Councils (NFCC) [equality impact assessment toolkit](#) as well as the [Maturity Models and Workforce Good Practice Frameworks](#) developed by the NFCC which MFRS will use to underpin EIAs as wider work on improvement.

Impact Analysis

1	<p>What evidence have you used to think about any potential impact on particular groups? (Please highlight any evidence that you have considered to help you address what the potential impact may be)</p> <p>Example evidence:</p> <ul style="list-style-type: none"> • ONS Census data • Regional or local demographic information • MFRS reports & data • NFCC Reports/Guidance • Home office/Local government Reports • Risk Assessments • Staff survey results • Research / epidemiology studies • Updates to legislation • Engagement records or analysis <p>NFCC Equality of Access documents – We encourage you to click on the following link to access a series of ‘equality of access documents’, developed by the National Fire Service Council (NFCC) & reference the data and information highlighted.</p> <p>Some aspects of these documents will help you provide information, awareness, and data to support:</p> <ul style="list-style-type: none"> • Integrated Risk Management Plans 	<p>The selection of provider has been conducted using Yorkshire Purchasing Organisation’s framework agreement for travel management services. As part of the process MFRA’s Head of Procurement attended the Online Booking Tool Demonstration for all bidders. This allowed the accessibility requirements element of the booking tool to be verified and specifically:</p> <ul style="list-style-type: none"> • Accommodation Research and Booking – including accessibility information • Rail Research and Booking – including how to state accessibility requirements • Air Research and Booking – including how to state accessibility requirements <p>It was also observed that a traveller’s accessibility requirements could be added to the traveller’s profile such that all relevant details would be added to the booking.</p> <p>Telephone support was available when extra assurance was needed or that the booking was to be made offline.</p>
---	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<ul style="list-style-type: none"> • Service delivery strategies • Positive action and recruitment plans • Workforce improvement plans • Community engagement activities • and, will prompt conversations within the workplace. <p>Each document provides a significant amount of data and information, including research undertaken and risk-based evidence, and then goes into some ideas for actions which Services can use based on the information and their individual circumstances</p>		
2	<p>Do you have all the evidence you need in order to make an informed decisions about the potential impact? (Please tick)</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>If you feel that you have enough evidence, then you will not need to undertake any engagement activity</p>	<p>No <input type="checkbox"/></p> <p>If you feel that you do not have enough evidence to make an informed decision then you will need to undertake engagement activity with the staff or members of the public as applicable</p>

<p>3</p>	<p>What engagement is taking place or has already been undertaken to understand any potential impact on staff or members of the public?</p> <p>Examples include:</p> <p><u>Public</u></p> <ul style="list-style-type: none"> • Interviews • Focus groups • Public Forums • Complaints, comments, compliments <p><u>Staff</u></p> <ul style="list-style-type: none"> • Staff events / workshop • Existing staff meetings / committees • Staff Networks • Representative Bodies • Annual Staff Survey questions 	<p>The successful bidder's online booking portal has been reviewed by a selection of staff that are involved with booking travel.</p>												
<p>4</p>	<p>Will there be an impact against the protected groups as described in the Equality Act (2010)?</p> <p>Summarise what impact there may be against each of the protected groups. Embed or provide a hyperlink to any reports or electronic files to which you are referring.</p> <p>Please remember when considering any possible impacts, these may be positive or negative and that there may be different impacts for our own staff when compared to those possible impacts on members of the community. Please detail clearly if the impacts are for staff or the wider community.</p> <p>It is also important to note that there may not be an impact on some of the protected groups if this should be the case please tick the not applicable</p>	<table border="1"> <tr> <td data-bbox="913 759 1906 866"> <p>What is the actual or potential impact on age?</p> </td> <td data-bbox="1906 759 2074 866"> <p>Not applicable <input checked="" type="checkbox"/></p> </td> </tr> <tr> <td data-bbox="913 866 1906 1003"> <p>What is the actual or potential impact on disability?</p> <p>Accessibility requirements for accommodation, rail travel and air travel are included within the travel management solution.</p> </td> <td data-bbox="1906 866 2074 1003"> <p>Not applicable <input type="checkbox"/></p> </td> </tr> <tr> <td data-bbox="913 1003 1906 1110"> <p>What is the actual or potential impact on gender reassignment?</p> </td> <td data-bbox="1906 1003 2074 1110"> <p>Not applicable <input checked="" type="checkbox"/></p> </td> </tr> <tr> <td data-bbox="913 1110 1906 1217"> <p>What is the actual or potential impact on marriage and civil partnership?</p> </td> <td data-bbox="1906 1110 2074 1217"> <p>Not applicable <input checked="" type="checkbox"/></p> </td> </tr> <tr> <td data-bbox="913 1217 1906 1324"> <p>What is the actual or potential impact on pregnancy and maternity?</p> </td> <td data-bbox="1906 1217 2074 1324"> <p>Not applicable <input checked="" type="checkbox"/></p> </td> </tr> <tr> <td data-bbox="913 1324 1906 1391"> <p>What is the actual or potential impact on race?</p> </td> <td data-bbox="1906 1324 2074 1391"> <p>Not applicable <input checked="" type="checkbox"/></p> </td> </tr> </table>	<p>What is the actual or potential impact on age?</p>	<p>Not applicable <input checked="" type="checkbox"/></p>	<p>What is the actual or potential impact on disability?</p> <p>Accessibility requirements for accommodation, rail travel and air travel are included within the travel management solution.</p>	<p>Not applicable <input type="checkbox"/></p>	<p>What is the actual or potential impact on gender reassignment?</p>	<p>Not applicable <input checked="" type="checkbox"/></p>	<p>What is the actual or potential impact on marriage and civil partnership?</p>	<p>Not applicable <input checked="" type="checkbox"/></p>	<p>What is the actual or potential impact on pregnancy and maternity?</p>	<p>Not applicable <input checked="" type="checkbox"/></p>	<p>What is the actual or potential impact on race?</p>	<p>Not applicable <input checked="" type="checkbox"/></p>
<p>What is the actual or potential impact on age?</p>	<p>Not applicable <input checked="" type="checkbox"/></p>													
<p>What is the actual or potential impact on disability?</p> <p>Accessibility requirements for accommodation, rail travel and air travel are included within the travel management solution.</p>	<p>Not applicable <input type="checkbox"/></p>													
<p>What is the actual or potential impact on gender reassignment?</p>	<p>Not applicable <input checked="" type="checkbox"/></p>													
<p>What is the actual or potential impact on marriage and civil partnership?</p>	<p>Not applicable <input checked="" type="checkbox"/></p>													
<p>What is the actual or potential impact on pregnancy and maternity?</p>	<p>Not applicable <input checked="" type="checkbox"/></p>													
<p>What is the actual or potential impact on race?</p>	<p>Not applicable <input checked="" type="checkbox"/></p>													

box. If there is no impact , please state that there is no impact.		<input checked="" type="checkbox"/>
	What is the actual or potential impact on religion and / or belief ?	Not applicable <input checked="" type="checkbox"/>
	What is the actual or potential impact on sex (gender) ?	Not applicable <input checked="" type="checkbox"/>
	What is the actual or potential impact on sexual orientation ?	Not applicable <input checked="" type="checkbox"/>
	What is the actual or potential impact on Socio-economic disadvantage ?	Not applicable <input checked="" type="checkbox"/>

ACTION PLAN

What actions need to be taken in order to mitigate the impacts identified in sections 3,4 and 5?

Impact	Action Required	Integrated existing work (yes/no) outline	Target Date	Responsibility
Age				
Disability -	Traveller's profile to be kept up to date; Accessibility requirements for travel to be made known	Yes as provided in online booking tool or by telephone	Prior to booking travel	Traveller
Pregnancy and Maternity -				
Race				
Gender reassignment				
Marriage and civil partnership				
Religion and / or belief				
Sex (gender)				
Sexual orientation				
Carers				
Other				
Deprived communities/socio economic				

How will these actions be monitored and where will the outcomes be reported?
(Please describe below)

Completed by (Please print name /Designation)	Hywyn Pritchard /	Signature Date	
Quality Assured by (Please print name /Designation)		Signature Date	

Name of responsible SLT member (Please print name /Designation)		Signature Date	
---------------------------------------------------------------------------	--	---------------------------------	--



Bibliography and Guidance documents

This bibliography provides details of all the documents and reports included within this EIA or the EIA guidance. The bibliography will also include Hyperlinks to other useful documents, reports, data, and webinars on our portal page or links direct to the websites which you may find helpful when completing your EIA. **Please note, that this is a live document, do not use an old copy of this form to complete a new EIA. Please ensure that you download a new copy from the portal, as the bibliography and links will be updated regularly to ensure you have access to the most recent data, articles and training.**

Documents referenced and hyperlinked within the form

National Fire Chiefs Councils (NFCC) [equality impact assessment template](#)

National Fire Chiefs Councils (NFCC) [Equality Impact Assessment Toolkit](#)

National Fire Chiefs Councils (NFCC) [Maturity Models and Workforce Good Practice Frameworks](#)

This document provides insight into the NFCC Maturity model and provides guidance on the following areas:

- Leadership Development
- Recruitment
- Learning Organisation
- Blended Learning
- Performance Management
- Employee Recognition
- Talent Management
- EDI
- Well Being
- HR Analytics

[Equality Diversity & Inclusion Resource Library](#)

The ED&I resources Library is located on the ED&I portal page and provides a suite of documents (detailed below) from a wide variety of sources, they may be internally produced reports or guidance, toolkits or data produced by the NFCC or partners. A list of the documents can be found below or you can access the complete library [here](#).

Disability related support including:

- [AFSA - Lets talk workplace disability](#)



Gender Related Resources including:

- [Fast Facts for patients – Menopause](#)

Pregnancy and Maternity Related Resources

Religion and Belief related resources including:

- [AFSA – 2021 Workforce Religion and belief Toolkit](#)

Sexual Orientation Related Resources

[AFSA Workforce Positive Action Toolkit](#)

[Dementia Friendly Emergency Services Guidance](#)

[NFCC Equality of Access to Services and Employment](#) which includes:

- NFCC Equality of Access to Services and Actions for the Vulnerable Rehoused Homeless
- NFCC Equality of Access to Services and Employment for Black Communities
- NFCC Equality of Access to Services and Employment for Neurodiversity
- NFCC Equality of Access to Services and Employment for LGBT Communities
- NFCC Equality of Access to Services and Employment for People from Asian Communities
- NFCC Equality of Access to Services and Employment for the Roma Communities
- NFCC Equality of Access to Services and Employment for People Living with Dementia
- NFCC Equality of Access to Services and Employment for People Living in Rural Communities
- NFCC Equality of Access to Services and Employment for Emerging Migrant Communities
- NFCC Community Risk – CRMP Equality Impact Assessment

These can also be found on the [NFCC website](#)

NFCC Toolkits

The NFCC have also created a number of toolkits to provide help and guidance these can be found here on the [NFCC website](#) or via the links below in the ED&I Resource Library

The toolkits currently available include:

- [Collecting and Disseminating of Equality, Diversity and Inclusion Data Toolkit](#)



- [Gender Diversity Toolkit](#)
- [Neurodiversity Toolkit](#)
- [Undertaking an Equality Impact Assessment Toolkit](#)
- [Staff Networks Toolkit](#)

Webinars

[NFCC Lunch and Learns](#) which include

- Neurodiversity
- Trans Visibility in FRS
- Racial Equality
- Bite Size techniques to avoid burnout
- Being part of the LGBT Community

Other useful Links and documents

[ED&I Annual Report](#) this report included our Staffing data, Gender and BAME Pay Gap analysis and recent reporting against our 5 Equality Objectives

[Diversity Events Calendar](#) the diversity calendar is helpful to understand what key dates are taking place throughout the year to assist with community engagement

[Knowing our Communities Data](#) this is a suite of documents, which provides data within each of the local Authorities, by different protected groups which include Age, Disability, Religion and Ethnicity.

[Service Instruction 0877 Resources to support managers and staff to implement the Equality & Diversity Policy](#)

- [Appendix 1 - Disability in the workplace information for staff and managers](#)
- [Appendix 2 - Reasonable Adjustments Support for staff & managers in the workplace](#)
- [Appendix 3 - Access to Work Support for staff and managers in the workplace](#)
- [Appendix 4 - Supporting people with Dyslexia in the workplace](#)
- [Appendix 5 - Supporting Staff during the Menopause](#)
- [Appendix 6 - Guidance for supporting employees returning from maternity; breastfeeding in the workplace Operational Firefighters](#)
- [Appendix 7 - Supporting Lesbian, Gay, Bisexual and Transgender \(LGBT\) staff in the Workplace](#)
- [Appendix 8 - Supporting Transgender staff in the Workplace](#)
- [Appendix 9 - Neurodiversity in the workplace](#)



[2021/22 Fire Statistics](#) this includes workforce data published by the government

This page is intentionally left blank