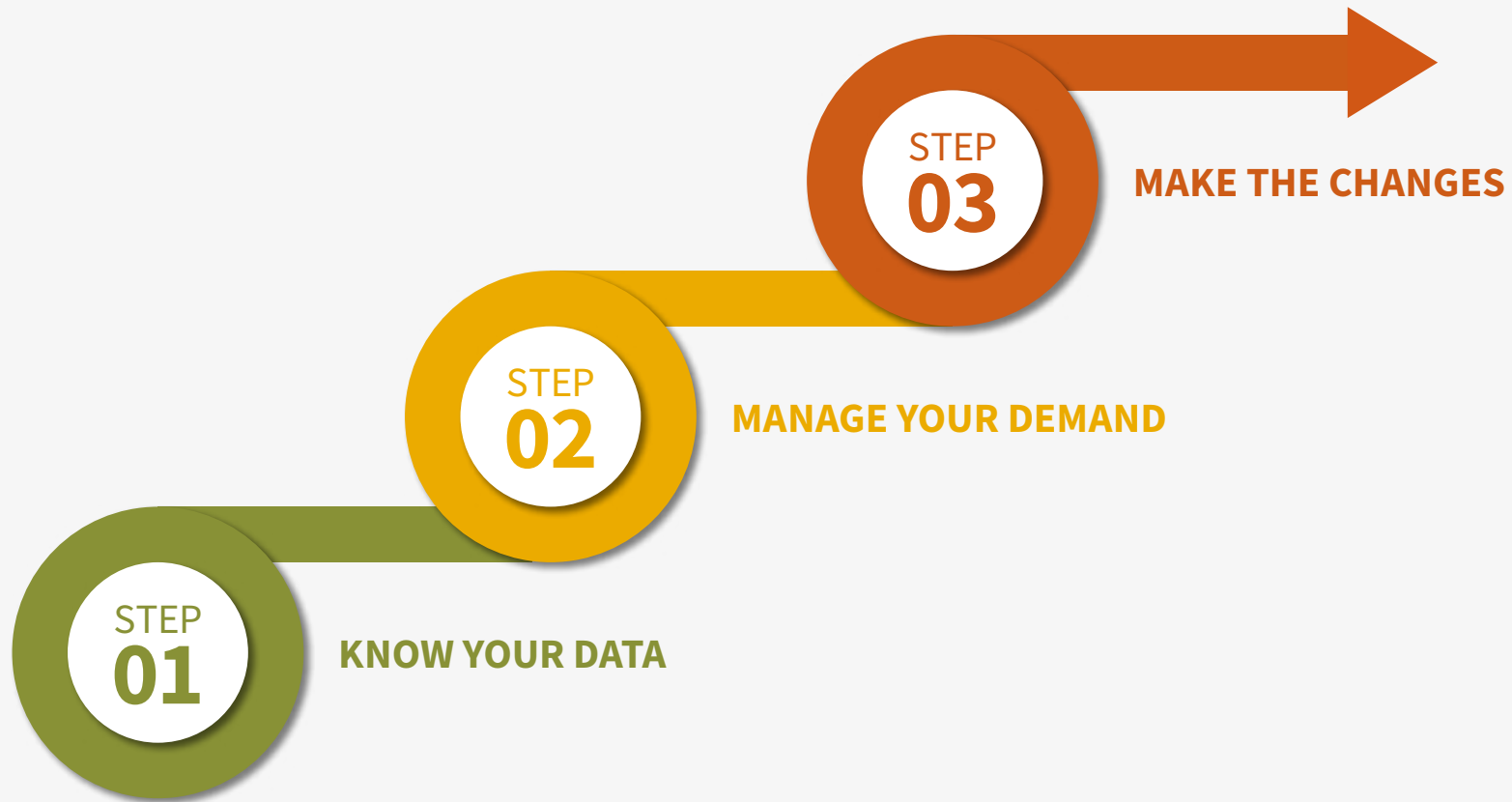




Crown
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Service

CARBON NET ZERO

People Pillar Guidance



The first and most important step in your journey to carbon net zero (CNZ) is being able to understand your data around your resources and where gaps exist

Close 



Know your people

Review your people; do you have the right resources, skills and knowledge to deliver your business needs now and in the future?

Where are your gaps, pressures and areas to improve?

- identify any core issues, high attrition rates, difficulty recruiting
- training needs for current staff
- capability gaps to deliver future business

Understanding the data may require external advice and guidance in the form of objective strategic advice in areas related to environmental and/or sustainability.

We can support you if you require information around your data for:

- air quality
- carbon management reporting
- climate change adaptation and/or mitigation
- feasibility studies and/or impact assessment
- pollution control
- sustainability

Now you understand your people and data, you'll be able to identify opportunities to manage your demand, people and reduce consumption. Here are a number of efficiency measures you should be considering

Close 



Manage demand

- **recruit** - what type of resource do you need?
- **train** - can you adapt existing staff with retraining and support?
- **make vs buy** - what are the options to buy in support?
- **social value** - how can you use this opportunity to drive social value and manage CNZ targets?

You may notice that your demand may require objective strategic advice or support in areas related to environmental and/or sustainability, including:

- Carbon management (including reporting);
- climate change adaptation and/or mitigation
- due diligence
- environmental planning and protection
- monitoring environmental indicators
- natural resource management
- risk management

Taking positive steps towards CNZ – the following areas will help you to make and successfully implement changes to your policies, processes and working environment.

Close 



Continuous improvement

How can you implement change successfully in your organisation and continue to improve as new technologies and CNZ innovations are developed:

- Make CNZ a core part of business planning
- Consult with staff and listen and act on ideas and initiatives on CNZ
- Seek advice from Industry experts and peers across the public sector
- Cultural change supported and embedded through changes to policies and procedures

Associated Agreements

RM6187: Management Consultancy Framework Three (MCF3)

Access to strategic advisory and consultancy services, with an environmental sustainability and socio-economic lot containing some of the best thought leaders to support you on your CNZ journey.

RM6181: Outsourced Contact Centres and Business Services

Access to full outsourced contact centre solutions and business services (including HR, source-to-pay, payroll and financial accounting), with the ability to use technology such as Robotics Process Automation (RPA) and Artificial Intelligence (AI) to streamline your processes sustainably.

RM6182: Occupational Health and Employee Assistance Programmes and Eye Care Services

Provides access to proactive and preventative services as well as treatments to support employee physical and mental health and well-being.

RM6145: Learning and Development

Provides access to a range of training and development services designed to help public sector employees develop their skills.

RM6161: Provision of Clinical and Healthcare Staffing

Access to temporary staff to cover short term shifts, and longer fixed term appointments. You can source all clinical staff at varying pay bands through this NHS Improvement approved agreement.

RM6102: Apprenticeship Training Dynamic Marketplace

This agreement provides access to an extensive range of apprenticeship training programmes from Education and Skills Funding Agency (ESFA) registered suppliers.

RM6160: Non Clinical Staffing

Can be used by all UK public sector bodies to secure quality candidates regionally and nationally across the UK under a variety of specialisms including but not limited to; administration, finance, IT technicians and specialist labour.

RM6158: Flexible Resource Pool (Staff Bank)

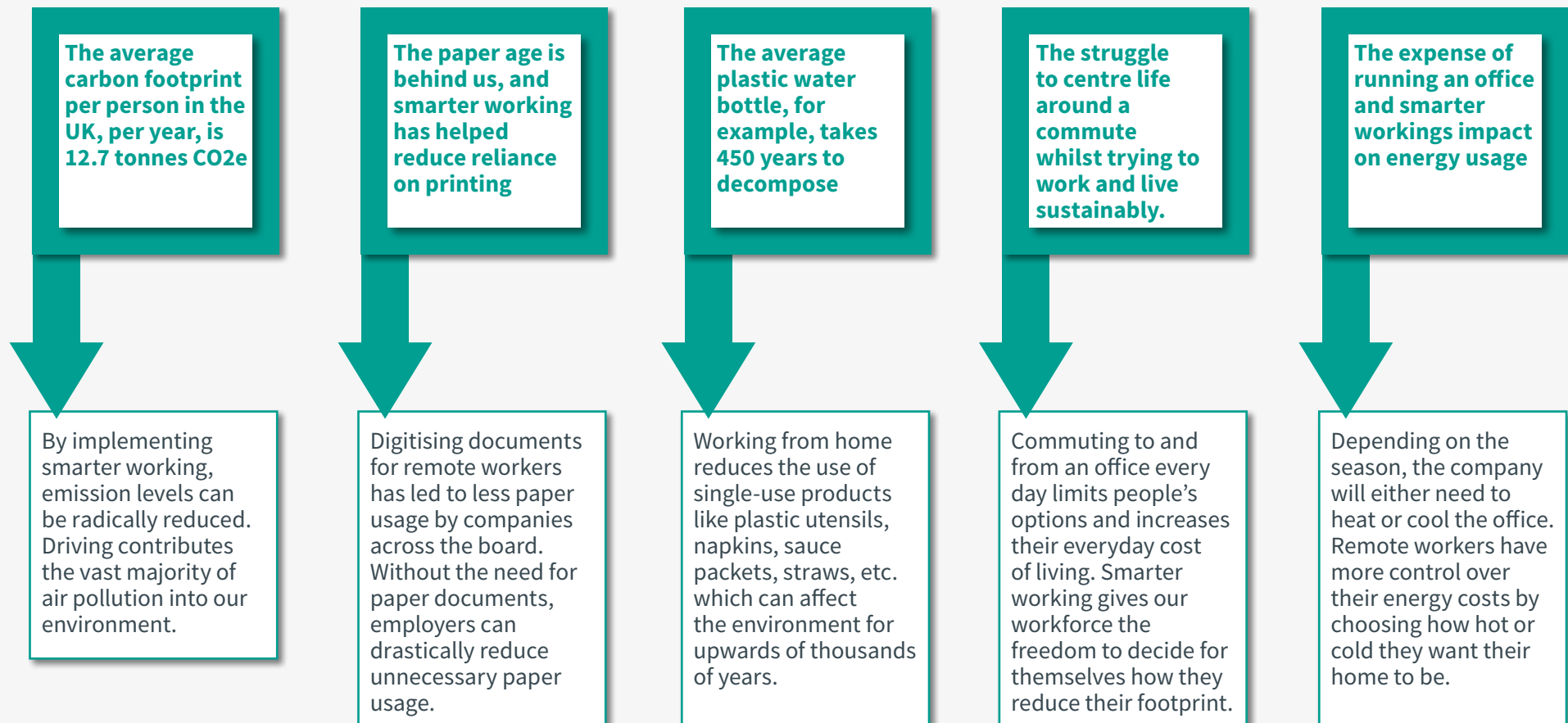
Access services to help flexibly manage your workforce, and maximise shift fill rates (filled by bank). The agreement provides resource solution services to the NHS and all UK public sector bodies with resourcing needs.

RM3749 Public Sector Resourcing

Public Sector Resourcing (PSR) is a single lot framework through which public sector authorities can source all contingent workers, excluding clinical workers. This framework provides a fully managed end-to-end service, offers workforce planning services, on-boarding and vetting, and will guide you through the recruitment process.

Have you considered the environmental benefits of smarter working?

Smarter Working in part, is about using our available technology and empowering our workers by giving them the flexibility to lead in more innovative ways. Smarter working does not only have the potential to motivate staff, improve productivity and promote cross team collaborations, it has the potential to make a significant impact on our environment for the better.



Smarter working

Considerations for your organisation

- Developing and implementing a smarter working policy within your organisation
- Reviewing your location/onsite policy post covid restrictions to see what can lend itself to future working
- Accepting home working for any new roles (which could also widen the scope of available candidates in this current challenging market)
- Limiting unnecessary travel
- Encouraging workforce to continue to use technology to connect with stakeholders post covid
- Conducting interviews remotely

Wellbeing impacts

- Better work life balance
- Higher job satisfaction
- Increased flexibility

Organisational benefits

- Increased productivity
- Improved morale
- Stronger engagement

RM3749 - Public Sector Resourcing

Public Sector Resourcing (PSR) is a single lot framework through which public sector authorities can source all contingent workers, excluding clinical workers.

The strategic partner, AMS Ltd, supported by a dynamic and open agency supply chain, will provide a fully managed end-to-end service enabling hiring managers to access contingent workers.

AMS can provide your organisation with:

- a managed service using SAP's Fieldglass Vendor Management System (VMS)
- workforce planning services
- on-boarding and vetting
- guidance through the recruitment process
- detailed management information
- competitive rate card
- real-time information for benchmarking against market rates

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RM6181 - Outsourced Contact Centre & Business Services

Access contact centre solutions including people, technology and consultancy and business services including HR, source-to-pay, payroll and financial accounting.

You can access Robotic Process Automation (RPA) and Artificial Intelligence (AI) technologies to:

- streamline processes
- maximise value provided through your Enterprise Resource Planning (ERP) systems

Benefits of contracting via this agreement include:

- a wide range of Business Process Outsourcing (BPO) and Contact Centre suppliers to make sure there is a competitive supply of services
- 3 available routes to market: further competition, further competition with dialogue and direct award
- we have included Expression of Interest (EOI) for both further competition and further competition with dialogue to refine the list of suppliers at main tender stage
- promotes price transparency and flexible charging structures that will encourage competition
- supports organisations to reduce manual and human led processes and enhance user experience through robotic process automation
- uses the CCS public sector contract with updated terms aligned to the principles of the [Cabinet Office Sourcing Playbook](#)
- we have evaluated social value at agreement level in line with [PPN 06/20](#)
- opportunities to optimise workflow across many contracts to manage high and low periods of activity for contact centre services

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RM6102 - Apprenticeship Training Dynamic Marketplace DPS

This agreement allows buyers to access their apprenticeship levy funds to support their workforce planning strategies and meet their statutory apprenticeship targets. It is available to central government departments and all other UK public sector bodies.

The framework uses a Dynamic Purchasing System (DPS) which helps customers find relevant suppliers through a filtering system.

Users have access to a wide range of Education and Skills Funding Agency (ESFA) registered apprenticeship training and end-point assessment suppliers which offers a variety of supplementary services including:

- delivery of apprenticeship training and management
- sourcing, selection and assessment, recruitment and administration of the apprentices
- tailored apprenticeship learning to suit the specific needs of the apprentice
- other relevant training to support the development of the apprentice.

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RM6145 - Learning and Development

Services on offer through this agreement include:

- a catalogue of learning developed with and for the public sector to provide:
 - the core skills for public servants in the UK and abroad and includes a range of core learning from leadership and management to essentials of working in government
 - the opportunity to tailor learning to your specific needs with relevant examples and practices from real life situations in the public sector to increase relevance and impact
- access to over 2,000 courses on a range of subjects including digital skills, cyber, net zero and leadership
- a full portfolio of professional qualifications and courses needed by specialists
- specialist and bespoke training courses (bespoke services allow you to work with subject experts to investigate needs and develop strategies to meet your learning needs)
- learning design and development (designing brand new learning programmes)
- develop services such as assessment or development centres (setting up an assessment centre to help you assess the capabilities of your employees)
- provides access to executive coaches, facilitators and speakers

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RM6187 - Management Consultancy Framework 3

Provides access to a range of training and development services designed to help public sector employees develop their skills. Access to multiple consultancy services which also includes environmental sustainability & socio economic development. Also includes business, strategy and policy, finance, HR, procurement, health/social care and community and infrastructure.

Benefits

- wide range of suppliers from SMEs to large multinationals
- standard terms and conditions
- competitive market rates
- maximum rates fixed for the life of the agreement and your project providing budgetary control
- no minimum or maximum value thresholds this means you can use the agreement regardless of project size
- comprehensive customer guidance and templates
- choice of pricing models including: time and materials, fixed, or risk and reward
- a tool to help you shortlist suitable suppliers
- dedicated and knowledgeable contract management team to support you

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RM6182 - Occupational Health, Employee Assistance Programmes and Eye Care Services

Provides a solution for a range of occupational health services, employee assistance programmes and eye care requirements.

The available services reflect the needs and accessibility requirements of the modern and diverse workforce. This includes traditional occupational health services such as Advice, Referrals, Health Screening, Surveillance and Treatments.

This agreement also offers innovative and preventative solutions such as, psychological screening and health surveillance, for a proactive approach to employee health and well-being. You will have the flexibility to choose the services that meet your specific needs.

The employee assistance programme uses the latest technology, which allows employees to access support from mobile phone applications or through live chat at any time.

Benefits

We evaluated social value to make sure you benefit from the added values our suppliers can give

- competitive market rates, guaranteed by maximum pricing for agreements (but with flexibility to accommodate exceptional needs)
- CCS managed compliance checks to make sure suppliers follow the agreements T&C's
- dedicated framework contract management
- opportunity to achieve commercial and change benefits by using technological solutions
- regional lot which is unique to this agreement and in this field at the time of launch

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RM6133 - Employee Benefits

A range of employee benefits, available through a centrally branded online employee benefits platform, capable of reflecting individual buyer's identities to access benefits offered.

The framework allows buyers to access a range of employee benefits using an online platform to support their pay and reward policies. It is available to central government departments and all other UK public sector bodies.

The 9 core benefits covered are:

- childcare voucher scheme
- cycle to work scheme
- reward and recognition scheme
- payroll giving scheme
- employee discounts scheme
- discounted gym membership scheme
- technology and smartphone discount scheme
- financial wellbeing scheme
- green car scheme

You can access the secure online platform with a single login. You can customise the portal for your own organisation.

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RM6161 - Provision of Clinical and Healthcare Staffing

Access to temporary staff to cover short term shifts, vacancies, sickness cover and longer fixed term appointments. This Framework has been approved by NHS England and NHS Improvement (NHS E/I).

You can source all clinical staff at varying pay bands through this NHS Improvement approved agreement.

This agreement will help you recruit:

- doctors, consultants and all specialist roles
- all nursing grades including midwives and social workers
- allied health professionals
- health science services
- emergency services including dentists

There is provision for unsocial hours, high-cost area supplements and agency worker regulations.

You may specify an appropriate preferred method of service delivery including, but not limited to:

- traditional agency route such as having a preferred suppliers list in place with one or more suppliers
- master vendor route
- neutral vendor provider

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RM6160 - Non Clinical Staffing

This framework is produced by the [Workforce Alliance](#), an alliance between NHS Procurement in Partnership and CCS.

It can be used by all UK public sector bodies including NHS contracting authorities, local government, universities, charities and blue light services. The 6 lots give you the ability to secure quality candidates regionally and nationally across the UK under a variety of specialisms including, but not limited to:

- **lot 1** – administration and secretarial roles
- **lot 2** – finance, accounts and audit roles
- **lot 3** – IT technicians, analysts and technical engineer specialist
- **lot 4** – legal secretaries, paralegals and lawyers
- **lot 5** – clinical coders and health records secretaries
- **lot 6** – caterers, drivers, security, estates and maintenance roles, such as general labour, specialist labour e.g. electricians and surveyors, environmental and scientific roles, for example, EA and senior assistant scientists

Quality assurance inspections are carried out to make sure all temporary and fixed-term workers are compliant in accordance with [NHS Employers Check Standards](#) and [Skills for Health](#) for NHS roles.

Contracting authorities will be able to specify what pre-employment checks are needed, for example Baseline Personnel Security Standard (BPSS).

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RM6158 - Flexible Resource Pool (staff bank)

A Flexible Resource Pool of pre-approved staff can help to manage surges in demand, temporary access to more resources, cover for sickness or high absence rates. Through this agreement you can access services to help you flexibly manage your workforce, and maximise shift fill rates (filled by bank). The agreement provides resource solution services to the NHS and all UK public sector bodies with resourcing needs.

Included in the scope of the agreement:

- set up a flexible resource pool (staff bank) to maximise the use of local resources
- operating and managing an existing flexible resource pool (managed staff bank)
- operating, managing and employing or engaging a flexible resource pool (fully outsourced managed staff bank)
- setting up and operating a collaborative resource pool for the sharing of resources across organisations
- managing contingent labour

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RM6162 - International Recruitment of Clinical Healthcare Professionals

This framework is produced by the [Workforce Alliance](#), an alliance between NHS Procurement in Partnership and CCS.

The framework addresses the NHS need to increase international recruitment to fill existing vacancies. By offering a compliant route to market the framework for International Recruitment ensures compliance with NHS pre-employment standards, connecting trusts with dedicated staff working hard to treat people with care, compassion and dignity.

Benefits:

- access to a wide range of experienced international recruitment organisations that are all awarded by us to ensure a framework wide standard of quality
- within our framework we ensure providers:
 - meet government requirements on good industry practice, codes of practice, legislation, voluntary arrangements, regulations
 - are responsible for relocation, pastoral support and satisfaction of the employee
 - are aware of their workers licensing situation and requirements
 - keep up to date with Brexit, regulatory changes, language testing, and immigration policy
 - are compliant with procurement regulations

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RM6142 Language Services

Provides innovative language services designed to meet the public sector's core needs.

These services include:

- translation
- interpretation
- fully scoped remote interpreting options (such as telephone and video interpreting)
- Machine Translation (provides alternative ways of working that are efficient and effective)

We understand that the needs of central government and the wider public sector may be different. This new agreement now includes nationally and regionally focused lots to help with this.

Nationally focused lots will deliver services in scale and regionally focused lots are bespoke to geographical areas. This combined with social value options and a quality assurance lot, will help you to meet your current and future needs.

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RM6255 Voucher Schemes

An end-to-end retail voucher scheme with suppliers who can provide multiple merchant closed-loop vouchers. This means that the merchant (retailer) who issues the voucher redeems the voucher (also known as giftcards).

This agreement also provides a platform that will allow you to access services such as design, implementation and management of this scheme. It is available to all central government and public sector bodies, including those with overseas locations.

Voucher Schemes is a single lot agreement and all suppliers have the ability to provide closed loop vouchers. As a mandatory requirement, suppliers will provide these as e-vouchers across the UK.

Physical vouchers, overseas delivery and specific branding needs are not part of the mandatory services. You will need to specify these services at call-off.

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