

# **Equality, diversity, and inclusion support for leaders (coaching and mentoring) for transition to cloud services**

## **G-Cloud 14**

RedQuadrant service description

## Introduction

We are a dedicated public service consultancy working to build capacity, reduce costs, and improve outcomes for the public. We provide both strategic transformation resourcing for long-term delivery, and project-based consultancy services. This is supplemented by our training, coaching and leadership development capabilities. Our offerings have a wide range of applications for cloud-based services and can provide extensive benefits in areas such as improving internal processes or coaching your business leaders. We see cloud services in the context of the whole, end-to-end service: always co-created with the citizen or customer and there to enable the social process of service, reduce transaction costs, and improve convenience and service outcomes.

Both as a transformation partner and through project based consultancy, we have extensive experience of working closely with public service organisations including local authorities, central government, and clients from NHS and mental health trusts to police and probation services – to support innovation, enable in-house learning, and ensure long-term, sustainable results.

We have particular experience within the following areas:

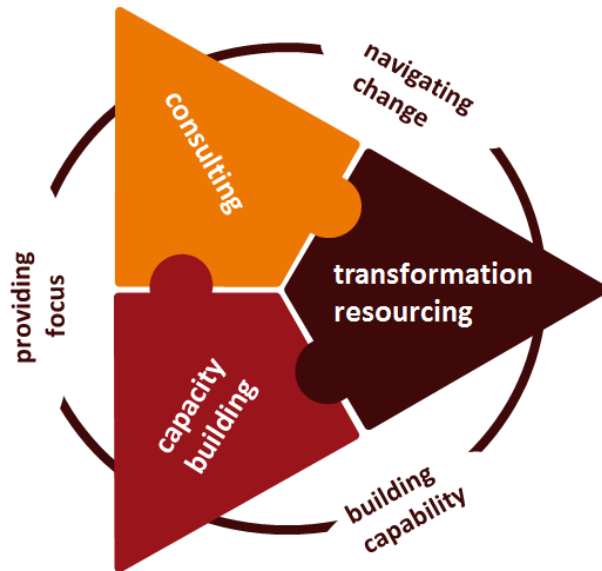
- Change, business analysis, project and programme management
- Capacity building, coaching and training
- Specialist local government services including adult care, wellbeing, public health, children's services, education, housing, and planning
- Corporate policy and finance
- Customer led transformation
- New models of service delivery
- Service design, demand management, and systems leadership
- Progressing social improvement including a focus on equality, diversity and inclusion (ED&I) and environmental issues

We were set up in 2009 to transform the public services consultancy market by providing more for less, and are growing steadily because our clients keep finding new challenges for us. We've delivered over 200 successful projects for over 70 clients, with 96% of our clients coming back for more.

Our approach to small change interventions and major transformation programmes – whether transitioning to Cloud services or developing other elements – is to focus on making change happen whilst ensuring that that change is sustainable. We work with our clients, building capacity through skills and knowledge transfer and making ourselves redundant in ensuring change can continue after we have left. We start from a different place to most – with the positives and what works well.

Our prime aim is to ensure that the results and quality expected by our customer is achieved – or exceeded – within the engagement, and that the results extend beyond the delivery activity. We are well versed in project and programme methods and we apply these consistently in our work. We see our job as delivery to the client's specification, based on a deep understanding of context, drivers, requirements and strategic risks and issues.

We act either as coach (supporting clients to get the job done, ensuring that they build and acquire the skills and experience they need) or as implementer (ensuring delivery of real business results that are embedded and sustainable). These values are built into all our work, whether or not the brief explicitly includes skills transfer and capacity building.



## Service description

Ensuring fairness and equal access to public services has always been critical. This is enshrined in legislation through the Equality Act 2010 and in particular, the Public Sector Equality Duty (PSED) which requires public sector bodies to have due regard to eliminating discrimination, harassment and victimisation; advancing equality of opportunity and fostering good relations in everything you do. To effectively deliver against the PSED requires a proactive, integrated approach to ED&I, something we believe leadership need to commit fully too. We use equality, diversity and inclusion leadership support to help you to deliver fair and inclusive services via the cloud, including optimising the elements of service for transition to the cloud.

We bring a deep understanding of both the current ED&I agenda, and how approaches have changed over time, legislative requirements and good practice recommendations in relation to ED&I in the workplace and service delivery. Progressing ED&I can be challenging and we believe that coaching and mentoring can provide a bespoke development intervention to support and enable coachees and the organisation to achieve your objectives. Our coaches are committed to working to enhance capacity and ability to take this work forward successfully.

Coaching/mentoring sessions will be for two hours and can be contracted in sets of 3 sessions with a review. You may want to involve a line manager for this work / project at the first session for 15 – 20 minutes for them to input what they think coachees need from this development opportunity. This input will only be part of what the coachee identifies as their objectives and what they want to achieve. If the coachee chooses, we can invite the line manager at the final session to reflect on progress made.

Some of the key factors of our work in this area include:

1. a safe and confidential space within which to explore the challenges coachees face
2. consider the knowledge and skills coachees need to make greater progress and impact in their roles
3. non-judgemental, generative, coachee-centred support
4. coachees will consider their role alongside other people's roles in relation to what support is needed in order to progress ED&I.
5. coaches scope the support needed, agreeing mutual expectations and identifying outcomes they want to achieve.
6. coachees will have the space to map out and progress parts of a project or task that are particularly challenging and to identify the actions that they can take.
7. Coaches with specific specialisms, for example: anti-racism and progressing racial equality, are available
8. qualified coaches and mentors with expertise in ED&I and cloud delivery

Progressing equality, diversity and inclusion is critical for the effective design of cloud-based and cloud-linked services for both external and internal customers.

**Service management**

Quality assured by RedQuadrant service leads and managed by experienced public service consultants.