

Responsible Procurement Diagnostic

FAQs

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WHAT IS THE RESPONSIBLE PROCUREMENT DIAGNOSTIC

The Responsible Procurement Diagnostic allows you to validate your capabilities before making public commitments to meeting targets or fulfilling a specific goal. This in turn:

- increases confidence in your ability to deliver and ultimately, your reputation
- allows coherence and consistency with communications and messaging
- contributes to resource planning and priority setting
- avoids responsible procurement being seen as a box ticking or public relations exercise

The Diagnostic allows you to measure your organisation against “the things that matter” or critical success factors when it comes to implementing responsible procurement. We call these **Value Codes**.

Unlike survey questions, which are typically used to collect information into a central point, Value Codes contain evaluation statements setting out levels of maturity. Multiple respondents are asked to self-assess against thirty Value Code evaluation statements based on their own individual perspective and experience. Organisations determine what their goals are for each Value Code, i.e. ‘*what good looks like for us*’, and can use overall responses to better understand how prepared and organised they currently are while using the evaluation statements to determine a plan of action.

Here’s an example of one of the Value Codes (the full list is at the Appendix):

Sphere of influence				
The extent to which the sphere of influence in responsible procurement is understood and managed.				
1 - Not at All	2 - Initiated	3 - Partially Deployed	4 - Deployed	5 - Embedded
Sphere of influence when carrying out commissioning, procurement and contract management is neither understood nor managed.	Some departments and individuals have started to consider their sphere of influence when carrying out commissioning, procurement and contract management.	The organisation is fully aware of its sphere of influence when carrying out commissioning, procurement and contract management. Actions to increase and/or leverage it are under consideration.	The organisation works to ensure that its sphere of influence is maximised to help achieve its desired outcomes. This will include shared contracts, and joint working with other like-minded organisations to maximise leverage and ability to change policy and behaviours.	Increasing the sphere of influence for sustainability is an integral part of all commissioning, procurement and contract management decision making. The organisation works collaboratively with like-minded organisations and sector partners to ensure maximum leverage is available together with sharing of information and knowledge.

WHAT IS THE PROCESS?

- Once you have made the decision to go ahead we will help you:
 - Determine a list of respondents, including departments and job designations for future analysis
 - Draft a ‘warm up’ email from the project sponsor outlining why this is being done and what we expect from each respondent
 - Agree timescales to maximise likely response and fit in with organisational milestones
- Respondents are loaded into the Diagnostic and the invitations are generated. Each respondent has a unique invitation with joining instructions.
- We suggest the Diagnostic remain open for two weeks, with automated reminders generated for those

you have not submitted a response. We will update you on the response rate too.

- Dashboard reporting can be made available as soon as there's a reasonable response, we'll show you how to use it
- Once you're happy with the response we'll close the Diagnostic and produce some key findings and interpretation

CAN I INCLUDE RESPONDENTS FROM OUTSIDE OUR ORGANISATION

Yes – we encourage you to include anyone who has a stake in responsible procurement for your organisation, this could be key suppliers and contractors or business partners. But consider if this is the right time to do this, and whether these stakeholders have enough involvement to answer all of the VCs.

CAN I ADD OR REMOVE VALUE CODES

Yes – you can run the service with a subset of the existing Value Codes, or discuss with us your requirements for enhancing them.

HOW LONG DOES THE DIAGNOSTIC TAKE TO RUN?

The process usually takes at least four weeks. The Diagnostic itself will be scheduled for two weeks, but allow an extra week for late respondents. And to take into account holidays, organisational events etc.

WHO WILL SEE MY SCORES AND COMMENTS?

Respondents are more likely to respond, and respond honestly if they remain anonymous. Each response is visible, but not attributable to an individual. The System Administrators (SPS and NIP) will be the only people who can see the actual named response.

Note that information given in comments often identifies a respondent, as would only having a single response from a particular department for example.

HOW LONG WILL IT TAKE TO RESPOND?

This will depend on the individual. We would suggest a minimum of half an hour, but the response can be saved and returned to at any time until it is submitted.

DO I HAVE TO COMPLETE THE ASSESSMENT IN ONE GO?

No, the diagnostic will periodically auto-save your progress to date. You can also save and return to your response at any time before the deadline – so keep the email with the sign up link, or bookmark the URL in your browser.

You will not be able to edit your response once you have submitted it.

WHAT SHOULD I PUT IN THE 'COMMENTS' BOX?

Comments can be used to:

- provide supporting information to explain your assessment
- record the level of attainment for a value code you would like to achieve in 12 months
- identify a value code which is very important to you

Note that the comments you provide may result in your anonymity being compromised.

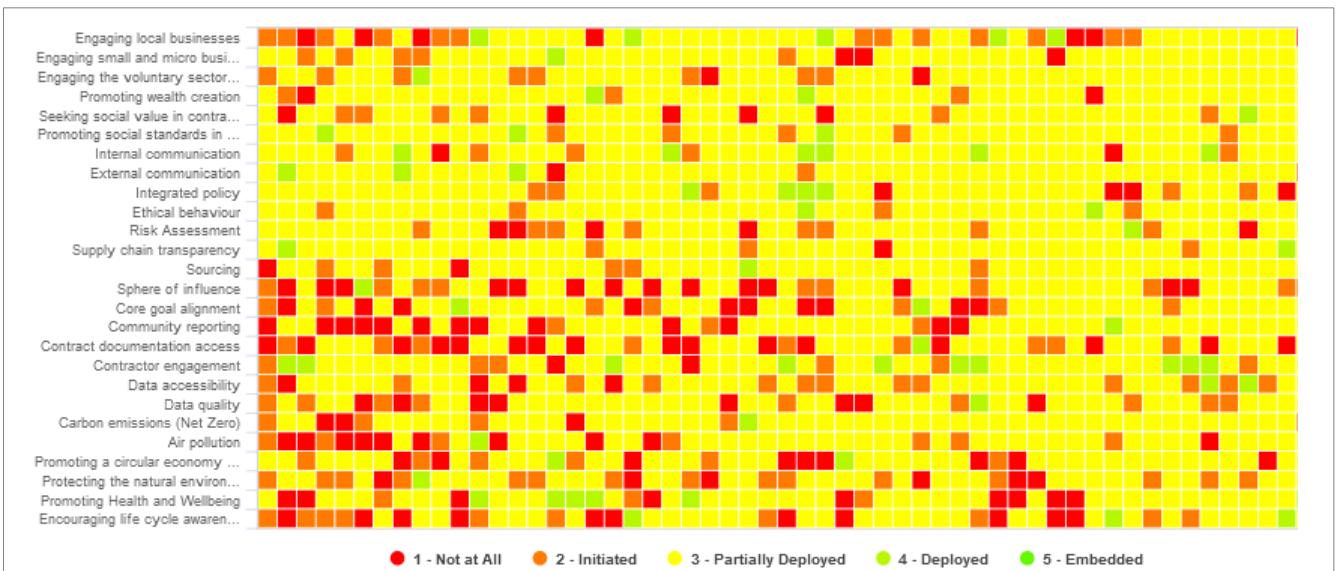
WHAT DO THE RESULTS LOOK LIKE?

The Diagnostic service includes a comprehensive dashboard of charts to help you understand the overall response. These graphs can be exported as images or in table format into reports.

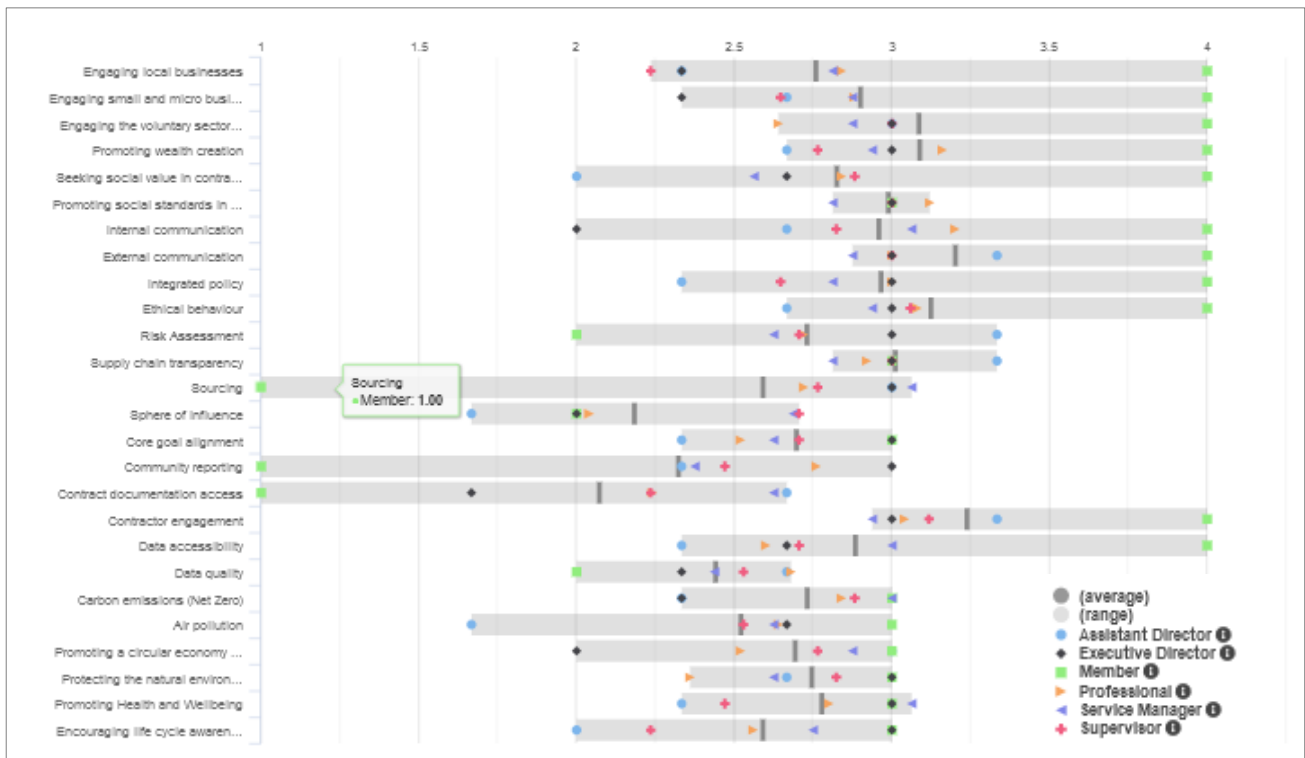
The charts use the same colours presented in the scoring mechanism (red relates to low scores, green to high scores).

Here's some examples:

Each column shows an individual response. Each row shows the overall response to a Value Code. The distribution of respondents' responses shows inadequate communications, silo working and geographical location contribute to diverse responses.



This chart shows the gap in perception between different job levels in the same organisation (similar reports can be created showing departmental differences). The wider the grey 'river' the greater the diversity of opinion.



WHEN CAN I SEE SOME RESULTS?

The dashboard can be made available at any time, however we would recommend waiting until there is a good response to avoid making early assumptions and to protect the anonymity of respondents (where only one person has responded from a department for example). We will keep you updated of the response rate – completed, in progress or not started.

WHO WILL SEE THE RESULTS?

The Dashboard can be made available to anyone in your organisation.

HOW CAN I ENGAGE RESPONDENTS?

We would recommend that the Diagnostic be sponsored at a senior level. We will help with marketing and communication in advance of the initial invitation going out. Automated reminders are generated from the Diagnostic and we will keep you informed of progress should you wish to personally chase. We can provide some interim results after the two weeks which can be used to encourage late comers.

HOW OFTEN SHOULD I REPEAT THE DIAGNOSTIC?

This will depend on your action plan. We recommend at least a year to show progress.

CAN I SET TARGETS?

Yes – we recommend you consider ‘what good looks like’ for your organisation. We can help with this. It will depend on your organisational aspirations, objectives, priorities, culture and capacity. This set of aspirational Diagnostic results can be held so that gaps are shown in the dashboard.

CAN I COMPARE MYSELF TO OTHER ORGANISATIONS?

Not at the moment. We will consider this in the future and it will be subject to maintaining anonymity unless organisations are happy to have their results made public.

HOW LONG WILL MY DIAGNOSTIC DATA BE KEPT?

Your data will be held for a minimum of 3 years from the last time it was used/accessed. We will confirm with you that you are happy for it to be archived. You can download the scores and comments into spreadsheet for local storage if required.

WHO OWNS THE SERVICE?

The Diagnostic service was developed by [NIP Ltd](#). They provide technical support.

The Responsible Procurement value codes have been developed by Ken Cole from [SPS](#) with input from industry experts including Sally Guyer from [World Commerce & Contracting Association](#); Eddie Gibson from [Crown Commercial Services](#) and formerly [EELGA](#).

Rowena Ward from SPS will provide operational support.

GDPR

We will import names and email addresses into the Diagnostic which will then be held and used solely for managing the Diagnostic. They will be available to SPS and NIP but will not be held outside of the Diagnostic system.

APPENDIX - THE RESPONSIBLE PROCUREMENT VALUE CODES

The 30 value codes are split into four sections. They are:

Economic	Engaging local businesses
	Engaging small and micro businesses
	Engaging the voluntary sector (including social enterprises)
	Promoting wealth creation
Social	Awareness and promotion of social value
	Promoting social standards in contracts
	Seeking social value in contracts
	Achieving social value benefits in contracts
	Measuring and reporting on social value outcomes in contracts
	Cross sector collaboration
Cultural	Internal communication
	External communication
	Integrated policy
	Ethical behaviour
	Risk Assessment
	Supply chain transparency
	Sourcing
	Sphere of influence
	Core goal alignment
	Community reporting
	Contract documentation access
	Contractor engagement
	Data accessibility
	Data quality
Environmental	Carbon emissions (Net Zero)
	Air pollution
	Promoting a circular economy (e.g. upcycling)
	Protecting the natural environment
	Promoting Health and Wellbeing
	Encouraging life cycle awareness and opportunities