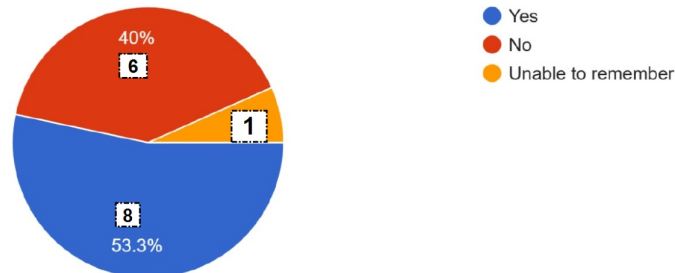


## Module 5: Summary of the HPL Survey

1. Module 5 carried out a survey of 20 of individuals who worked as case workers within the High Priority Lane (HPL) team. The purpose of the survey was to understand whether those working on the progress of offers on a day to day basis had concerns about the frequency and/or nature of contact received from referrers or other individuals outside of their immediate line management chain. A summary is set out below. Three individuals did not respond. Where an individual indicated that they did not work in the HPL, they were not required to complete the remaining questions in the survey.

Did any referrers to the HPL contact you directly? (For the purposes of this and subsequent questions, please exclude any referrers who were in your team at the time.)

15 responses



Where an individual indicated that they were not contacted or unable to remember, they were not required to fill in the remaining questions.

	<p>on my wellbeing.No concerns to report. Did not consider the referrer received preferential treatment. The effect of the referrer's contact had no effect on progress of specific contracts, I recall communications regarding a number of opportunities but not specific suppliers. Conversations were around improving the early stages of the process. Contact often resulted in caseworkers chasing the technical triage team to see if they had reviewed PPE specs, this did not always result in this part of the process being sped up and I only dealt with the sourcing end of the process. Suppliers would likely get more frequent comms to confirm we were processing an offer and dissuade them from contacting other officials or team members multiple times a day. As the process evolved, there were caseworkers who were focused on communicating with 'HPL' suppliers to obtain relevant documentation and to review the technical specifications. The main differentiator was the volume of requests (i.e. a smaller volume of requests were routed through the HPL). I cannot comment on the process beyond this stage.</p>
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5. The survey also asked the following general question:

Do you consider contracts in the HPL were treated differently throughout the process to contracts awarded outside of the HPL? (For example in speed..., due diligence, assessments of value for money)

15 responses

