

DECISION TITLE: Supply of temporary agency resource to the Council
Councillor Mohammed Farooq, Cabinet Member for Digital Services and Transformation
March 2021

Cabinet Portfolio Holder:	Councillor Mohammed Farooq, Cabinet Member for Digital Services and Transformation
Responsible Director:	Peter Carpenter, Corporate Director Resources
Is this a Key Decision?	YES If yes has it been included on the Forward Plan: YES Unique Key decision Reference from Forward Plan: KEY/8JUNE20/03
Is this decision eligible for call-in?	YES
Does this Public report have any annex that contains exempt information?	NO
Is this a project and if so has it been registered on Verto?	NO

RECOMMENDATIONS	
The Cabinet Member is recommended to:	
<ol style="list-style-type: none"> 1. Authorise the award of a contract to Opus People Solutions Ltd via the YPO Framework for Managing Temporary and Permanent Recruitment (Reference 942) Lot 1 – Managing Temporary Recruitment for Local Authorities for the supply of temporary agency staff to the Council to commence on 1 April 2021. 2. The contract shall be a duration of three years with an option to extend of one year at an estimated value of £5.0m per year. 	

1.	PURPOSE OF THIS REPORT
1.1	This report is for the Cabinet Member to consider exercising delegated authority under paragraph 3.4.3 of Part 3 of the constitution in accordance with the terms of their portfolio at paragraph (f).
2.	TIMESCALES

	Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	
	Date for relevant Council meeting		Date for submission to Government Dept. <i>(Please specify which Government Dept.)</i>	
3.	BACKGROUND AND KEY ISSUES			
3.1	<p>An OJEU procurement was completed in 2016 for the provision of both social care and non-social care agency workers to the Council. These frameworks have been extended to 31st March 2021 whilst the Council's future agency worker solution is procured</p> <p>This procurement is for the replacement of these frameworks and the future supply of all temporary agency resource at the Council. The Council has used timesheet data from the most frequently used 10 framework suppliers of agency workers within the Council during the June to November 2020 period to carry out financial analysis of those suppliers on the YPO Framework.. This equates to over 75% of the spending on agency resource over that period, which meant the analysis set out within section 3.4 below could be completed.</p> <p>The majority of agency worker spend within the Council is within the People and Communities directorate. Many services within this directorate are joint services shared with Cambridgeshire County Council (CCC). CCC engage Opus People Solutions Ltd as their agency resource and consultancy supplier. An important factor throughout this procurement has been the joint delivery of services. If cost effective, a single route to follow for the procurement of temporary agency and consultancy resource would be far more efficient for those managers within shared service areas. This has been analysed and considered when coming to the final recommendation.</p>			
3.2	<p>The Council presents a Consultancy and Agency spend report to every Audit Committee. The latest extract of Agency expenditure over the past 5 years through all agency contracts is shown below:</p> <ul style="list-style-type: none"> • 2016/17 - £6.3m • 2017/18 - £6.5m • 2018/19 - £8.8m • 2019/20 - £6.4m • 2020/21 first nine months - £2.4m <p>The Council has successfully been reducing its spending on temporary agency resource over this time period, with the projected spending for 2020/21, based on the first 9 months expenditure, reducing to around £3.5m.</p>			
3.3	<p>Although the proposed expenditure is for the supply of temporary agency workers, there is also the possibility that consultancy expenditure could be procured through the Council's recommended solution. As with agency worker spend, consultancy expenditure is reported to Audit Committee. The expenditure for the last ten full years, plus in current year to date is shown below.</p>			

	<u>Total £m</u>
2009-10	8.5
2010-11	6.4
2011-12	5.4
2012-13	4.3
2013-14	4.5
2014-15	3.1
2015-16	2.5
2016-17	3.0
2017-18	2.4
2018-19	2.7
2019-20	4.5
2020-21 (first 9 months)	1.2

For consistency, the reported expenditure includes that on contracts for services where the supplier meets the procurement classification of consultancy. Similar to the Council's temporary agency worker expenditure, the Council have been successful in reducing its spending on consultancy over this time period.

3.4

Time sheet data from the 10 most frequently used agency framework suppliers to the Council was obtained for the time period of June to November 2020. Timesheet data is important as the framework contracts are based on hours and pay rates. The following table sets out the analysis based on the timesheet data and projections for the full year by utilising data from all YPO Lot 1 suppliers:

Company	Service Type	4 month Comparison	Full Year Comparison	Difference
Comensura	Neutral	898,119.54	2,694,358.62	0
Matrix SCM	Neutral	906,162.68	2,718,488.04	24,129.42
Randstad	Master	914,218.46	2,742,655.38	48,296.76
Opus	Master	915,522.24	2,746,566.72	52,208.10
Reed Specialist Recruitment Ltd	Master	919,655.04	2,758,965.12	64,606.50
Pertemps Recruitment Partnership Ltd	Master	924,930.30	2,774,790.90	80,432.28
Capita Business Services Ltd	Master	925,666.96	2,775,013.17	80,654.55
Adecco UK Ltd	Master	925,666.96	2,777,000.88	82,642.26
Guidant Global	Neutral	933,157.50	2,799,472.50	105,113.88
Morgan Hunt UK Ltd	Master	936,746.39	2,810,239.17	115,880.55
Healthcare Resourcing	Master	978,963.11	2,936,889.33	242,530.71
Hays Specialist Recruitment Ltd	Master	1,011,757.15	3,035,271.45	340,912.83
Advantage Resourcing UK	Neutral	1,027,242.19	3,081,726.57	387,367.95

Overall, for a 12 month period, Opus People Solutions Ltd is £52,208 more expensive than the cheapest provider. As a comparison Randstad, who is another MSP+ provider has been assessed and they are £48,296 more expensive than the cheapest provider. The cheapest option is a neutral vendor.

Master Vendor v Neutral Vendor

The Master vendor model is where a Managed Service Provider (MSP) that has a supply of their own workers and may appoint 2nd and 3rd tier providers if the requirements are better met externally. Master vendors ensure that workers provided to the Council meet requirements and the entire supply market is utilised to provide the best solution. The MSP will source the correct individuals to match the requirements of the Council and do so in an equal and fair manner, all agencies will sign up to the same terms and processes. The Council will work with the MSP only and all other tier providers will be managed by the MSP, so the Council has only one provider to manage.

Whereas the neutral vendor model is where an MSP will provide all temporary agency workers via 3rd party agencies and not provide the workers themselves. The provider will manage the supply chain including 2nd tier and 3rd tier providers to fulfil the requirements of the Council.

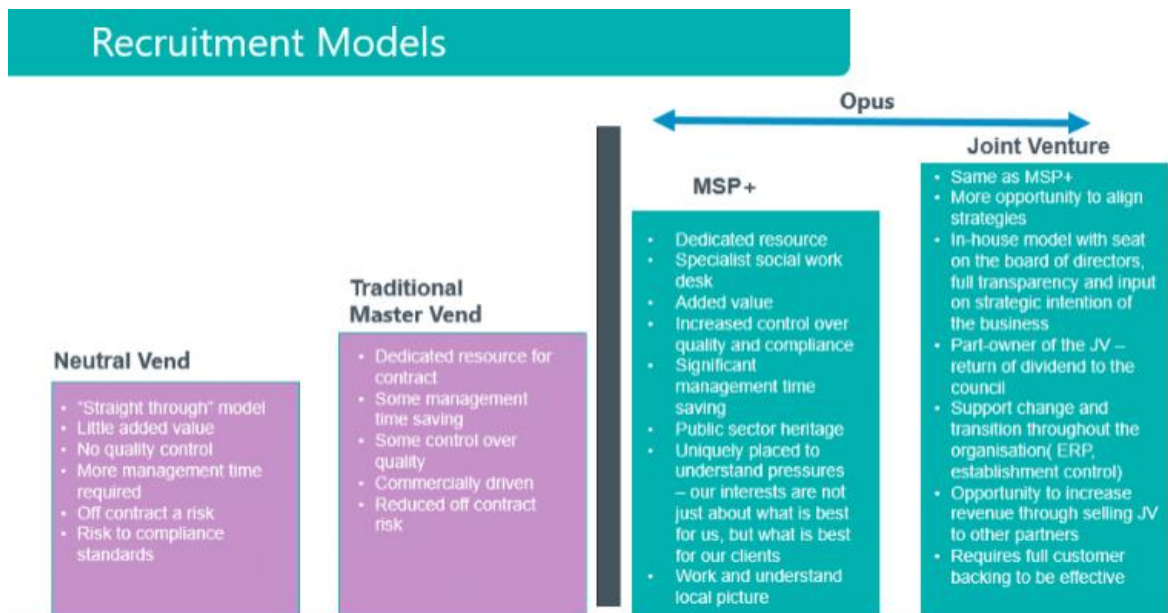
The benefits of the MSP+ model are set out within section 3.5.

For completeness, Appendix A sets out a rate price comparison.

3.5

As referred to in section 3.2, the Council must consider the additionality for Managers if both CCC and PCC both used the same agency resource – OPUS People Solutions Ltd.

The Opus model is an MSP+ contract. Future consideration may also be given to PCC becoming a partner to the OPUS joint venture and the required due diligence shall be undertaken if this option is consider. CCC are presently a partner in Opus, should that opportunity arise in the future for Peterborough then the Council would consider it from a financial and operational viewpoint.



The key benefits to PCC will be (at no extra cost) would be:

- Aligning PCC with CCC processes to save significant management time provider.
- Adding value to managers by taking on the majority of the recruitment process – a neutral vend model will increase manager time as the managers will be doing the sifting of CVs, liaising with agencies etc., however a MSP+ model shall reduce managers' time on this task.
- On site support for managers (shared with CCC)
- Getting a handle on off-contract with a fully managed service – neutral vend models increase the risk of off-contract spend;
- Improved quality of candidates – neutral vend models are traditionally cheaper, therefore agencies will send their best candidates elsewhere.
- Improved compliance and lower risk – with neutral vend models, managers are also relying on agencies to complete the required compliance with no intervention in between. Implementation and continual oversight of strong embedded tried and tested processes
- Regular robust monthly reporting regarding spend and compliance for the Council.

Further benefits of the Opus MSP+ model are set out in Appendix B

	<p>The Opus model should significantly reduce management time and increase the quality and compliance of workers.</p> <p>Although consultancy shall not be part of the initial call-off contract with OPUS, there is the possibility that it may be considered for inclusion in the future, as presently this expenditure is managed through individual relationships and contracts. Any additional service or supply shall be compliantly procured in accordance with public framework requirements.</p>
3.6	<p>The key decision for the Council to consider is whether the benefits of joining the MSP+ model outweigh the marginal annual increase to cost. Significant benefit includes:</p> <ul style="list-style-type: none"> ○ Managers will only be using one model across CCC and PCC. ○ The reduction in client-side requirement but enhanced reporting. ○ An embedded person at our location - requirements are fully understood. ○ The savings (staff time in particular) that will be made in the recruitment process. ○ Enhanced compliance. <p>On balance, although slightly more expensive on the basket of jobs used for the evaluation, there are greater overall benefits of utilising the MSP+ model via OPUS People Solutions as the Council's supplier of agency resource, and these benefits outweigh the cost differential.</p>
4.	CONSULTATION
4.1	Consultation between Procurement, Finance, Legal and HR.
5.	ANTICIPATED OUTCOMES OR IMPACT
5.1	That when the Council's current agency supplier frameworks expire, the Council shall call-off contract via YPO Framework with OPUS for the supply of all agency workers, which shall be the most beneficial option to the Council in terms of cost, quality and product to Service Managers.
6.	REASON FOR THE RECOMMENDATION
6.1	<p>The Council's annual spend on temporary agency workers, both social care and non-social care has reduced since 2016, but there is still a requirement for provision of a temporary agency worker solution within both social care and non-social care roles. Due to several factors, including the Council's reduced spend on temporary agency workers, and increased shared working with Cambridgeshire County Council, the Council preferred solution is based on all these requirements being met in the most effective way.</p> <p>Under the YPO Framework for managing temporary and permanent recruitment it is a compliant route to direct award to the MSP the Council believes is the most appropriate for the services required. To direct award, the Council can review all pricing and quality delivery models to make an objective decision for the basis of the direct award. HR additional services can also be taken into consideration as part of the objective analysis. The pricing provided in the tender submission for this framework will then be the pricing that the MSP and Council adhere to. YPO will not be responsible or liable in any way for the award in relation to any direct call-off contract.</p>
7.	ALTERNATIVE OPTIONS CONSIDERED
7.1	Options detailed below have been considered:

	<ul style="list-style-type: none"> Utilise ESPO Myster3 Framework following initial review of this framework it was decided that this would not be fit for purpose for this requirement and we would not achieve alignment with CCC. Conduct a full open tender in compliance with Public Contracts Regulations 2015 – this was not a viable option as this would not achieve alignment with CCC nor guarantee that the resulting contract would be better value than an existing contract.
8.	IMPLICATIONS
	Financial Implications
8.1	Agency staff, by definition, are used as a replacement for establishment staff or for specific purposes. As such there would be a budget available for their payment and they should not exceed existing budgets. Sections 3.2 and 3.3 set out the Councils Agency and Consultancy spending.
	Legal Implications
8.2	YPO Framework 942 - Managing Temporary and Permanent Recruitment Lot 1 – Managing Temporary Recruitment for Local Authorities guidance has been complied with in opting to direct award and call-off this framework.
	Equalities Implications
8.3	<i>None</i>
	Carbon Impact Assessment
8.5	<i>No carbon impact associated with this call-off contract. Carbon Impact Assessment completed.</i>
9.	DECLARATIONS / CONFLICTS OF INTEREST & DISPENSATIONS GRANTED
9.1	<i>None</i>
10.	BACKGROUND DOCUMENTS Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985) and The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.
10.1	<i>None</i>
11.	APPENDICES
11.1	Appendix A: YPO rate price comparison Appendix B: Benefits of an MSP+ model

Appendix A

Job Category	Banding	Hours worked from Data supplied	YPO Best Option	Total Best Cost based on data supplied	YPO OPUS	Total Cost OPUS based on data supplied		Price Difference per Hour	Price Difference per Hour per Sector
Engineering and Surveying	£11.99 or below		£16.87		£17.69			£0.82	
	£12.00 - 16.99		£17.38		£17.90			£0.52	
	£17.00 - £22.99		£23.92		£24.74			£0.82	
	£23.00 - £27.99		£31.77		£32.69			£0.92	
	£28.00 - £34.99		£38.31		£39.23			£0.92	
	£35.00 - £49.99		£47.46		£48.68			£1.22	
	£50.00 or above		£67.08		£68.30			£1.22	£6.44
Social and Healthcare Qualified	£9.99 or below		£14.46		£14.28			-£0.18	
	£10.00 - 14.99		£14.47		£14.89			£0.42	
	£15.00 - £19.99		£21.81		£22.43			£0.62	
	£20.00 - £23.99		£28.85		£29.57			£0.72	
	£24.00 - £26.99	1199	£34.08	£40,861.92	£34.80	£41,725.20		£0.72	
	£27.00 - £30.99	2074	£38.00	£78,812.00	£38.72	£80,305.28		£0.72	
	£31.00 - £39.99	3441	£43.23	£148,754.43	£44.55	£153,296.55		£1.32	
Social and Healthcare Unqualified	£40.00 - £47.99	1160	£55.00	£63,800.00	£56.32	£65,331.20		£1.32	
	£48.00 or above	8	£65.47	£523.76	£66.79	£534.32		£1.32	£6.98
	£9.99 or below		£14.46		£14.28			-£0.18	
	£10.00 - 14.99		£14.47		£14.94			£0.47	
	£15.00 - £19.99	1156	£21.01	£24,287.56	£21.48	£24,830.88		£0.47	
	£20.00 - £23.99	520	£27.55	£14,326.00	£28.02	£14,570.40		£0.47	
	£24.00 - £29.99		£32.78		£33.25			£0.47	
£30.00 - £39.99		£40.63		£41.10			£0.47		

	£40 or above		£53.70		£54.17			£0.47	£2.64
Admin and Clerical	£7.99 or below		£11.04		£11.26			£0.22	
	£8.00-£10.99		£11.05		£11.42			£0.37	
	£11.00 - £12.99		£14.98		£15.50			£0.52	
	£13.00 - £15.99		£17.59		£18.11			£0.52	
	£16.00 - 17.99		£21.52		£22.24			£0.72	
	£18.00 - 23.99	10892	£24.13	£262,823.96	£24.85	£270,666.20		£0.72	
	£24.00 - £28.99	3767	£31.98	£120,468.66	£32.70	£123,180.90		£0.72	
	£29.00 - £32.99		£38.52		£39.24			£0.72	
	£33.00 or above	2233	£43.75	£97,693.75	£44.47	£99,301.51		£0.72	£5.23
Driving	£7.99 or below		£11.14		£11.46			£0.32	
	£8.00-£10.99		£11.65		£11.77			£0.12	
	£11.00 - £12.99		£15.58		£15.90			£0.32	
	£13.00 - £15.99		£18.19		£18.51			£0.32	
	£16.00 - £18.99		£22.12		£22.44			£0.32	
	£19.00 - £21.99		£26.04		£26.36			£0.32	
	£22.00 or above		£29.96		£30.28			£0.32	£2.04
Facilities and Environmental Services	£11.99 or below		£16.87		£17.19			£0.32	
	£12.00 - 16.99		£16.88		£17.20			£0.32	
	£17.00 - £22.99		£23.42		£24.44			£1.02	
	£23.00 - £27.99		£31.27		£32.29			£1.02	
	£28.00 - £34.99		£37.81		£39.53			£1.72	
	£35.00 - £49.99		£46.96		£48.68			£1.72	
	£50.00 or above		£66.58		£68.30			£1.72	£7.84
Financial	£11.99 or below		£16.87		£17.19			£0.32	
	£12.00 - 16.99		£17.08		£17.50			£0.42	

	£17.00 - £22.99		£23.92		£24.54			£0.62	
	£23.00 - £27.99		£32.27		£32.39			£0.12	
	£28.00 - £34.99		£38.81		£39.43			£0.62	
	£35.00 - £49.99		£47.96		£48.58			£0.62	
	£50.00 or above		£67.58		£68.20			£0.62	£3.34
Informati on Technolog y	£14.99 or below		£20.99		£21.41			£0.42	
	£15.00 - £17.99		£21.01		£22.13			£1.12	
	£18.00 - £20.99		£24.93		£26.05			£1.12	
	£21.00 - £24.99		£28.85		£29.97			£1.12	
	£25.00 - £27.99		£34.39		£35.41			£1.02	
	£28.00 - £29.99		£38.31		£39.63			£1.32	
	£30.00 or above		£40.93		£42.25			£1.32	£7.44
Legal	£11.99 or below		£17.27		£17.49			£0.22	
	£12.00 - 16.99		£17.28		£18.20			£0.92	
	£17.00 - £22.99		£23.82		£24.74			£0.92	
	£23.00 - £27.99		£32.27		£32.89			£0.62	
	£28.00 - £34.99		£38.81		£39.43			£0.62	
	£35.00 - £49.99	960	£47.96	£46,041.6 0	£49.08	£47,116.8 0		£1.12	
	£50.00 or above		£67.58		£68.70			£1.12	£5.54
Manual Labour	£7.99 or below		£11.04		£11.26			£0.22	
	£8.00- £10.99		£11.05		£11.57			£0.52	
	£11.00 - £12.99		£14.98		£15.60			£0.62	
	£13.00 - £15.99		£17.59		£18.21			£0.62	
	£16.00 - £18.99		£21.52		£22.24			£0.72	
	£19.00 - £21.99		£25.44		£26.16			£0.72	
	£22.00 or above		£29.36		£30.08			£0.72	£4.14
Revenue and Benefits	£9.99 - £11.99		£14.26		£14.88			£0.62	

	£12.00 - 14.99		£16.88		£17.50			£0.62	
	£15.00 - 19.99		£21.01		£21.63			£0.62	
	£20.00 - £26.99		£27.55		£28.17			£0.62	
	£27.00 - £34.99		£36.70		£37.62			£0.92	
	£35.00 or above		£47.16		£48.08			£0.92	£4.32
Catering and Hospitalit y	£7.99 or below		£11.09		£11.26			£0.17	
	£8.00- £10.99		£11.10		£11.57			£0.47	
	£11.00 - £12.99		£15.03		£15.50			£0.47	
	£13.00 - £15.99		£17.99		£18.21			£0.22	
	£16.00 - £18.99		£21.92		£22.14			£0.22	
	£19.00 - £21.99		£25.84		£26.06			£0.22	
	£22.00 or above		£29.76		£29.98			£0.22	£1.99
Childrens services	£14.99 or below		£20.99		£21.41			£0.42	
	£15.00 - £17.99		£21.01		£21.43			£0.42	
	£18.00 - £20.99		£26.23		£26.35			£0.12	
	£21.00 - £24.99		£30.15		£30.27			£0.12	
	£25.00 - £27.99		£35.39		£35.71			£0.32	
	£28.00 - £29.99		£39.31		£39.63			£0.32	
	£30.00 or above		£41.93		£42.45			£0.52	£2.24
Commeric al	£7.99 or below		£11.44		£11.46			£0.02	
	£8.00- £10.99		£11.45		£11.72			£0.27	
	£11.00 - £12.99		£15.38		£15.90			£0.52	
	£13.00 - £15.99		£17.99		£18.51			£0.52	
	£16.00 - £18.99		£21.92		£22.54			£0.62	
	£19.00 - £21.99		£25.84		£26.46			£0.62	
	£22.00 - £24.99		£29.76		£30.38			£0.62	
	£25.00 or above		£33.69		£34.31			£0.62	£3.81

Procurement	£14.99 or below		£20.99		£21.41			£0.42	
	£15.00 - £17.99		£21.01		£21.63			£0.62	
	£18.00 - £20.99		£24.93		£25.75			£0.82	
	£21.00 - £24.99		£28.85		£29.67			£0.82	
	£25.00 - £27.99		£34.09		£35.41			£1.32	
	£28.00 - £29.99		£38.01		£39.33			£1.32	
	£30.00 or above		£40.63		£41.95			£1.32	£6.64
Education qualified	£14.99 or below		£20.99		£23.91			£2.92	
	£15.00 - £17.99		£21.61		£24.13			£2.52	
	£18.00 - £20.99		£25.53		£28.35			£2.82	
	£21.00 - £24.99		£29.45		£32.47			£3.02	
	£25.00 - £27.99		£34.69		£38.21			£3.52	
	£28.00 - £29.99		£38.61		£42.13			£3.52	
	£30.00 or above		£41.23		£44.75			£3.52	£21.84
Education non qualified	£7.99 or below		£11.84		£11.66			-£0.18	
	£8.00 - £10.99		£11.85		£11.97			£0.12	
	£11.00 - £12.99		£15.78		£16.25			£0.47	
	£13.00 - £15.99		£18.39		£18.86			£0.47	
	£16.00 - £18.99		£22.32		£22.84			£0.52	
	£19.00 - £21.99		£26.24		£26.76			£0.52	
	£22.00 or above		£30.16		£30.68			£0.52	£2.44
Marketing	£14.99 or below		£20.89		£21.01			£0.12	
	£15.00 - £17.99		£20.91		£21.43			£0.52	
	£18.00 - £20.99		£24.83		£25.65			£0.82	
	£21.00 - £24.99		£28.75		£29.57			£0.82	
	£25.00 - £27.99		£33.99		£35.21			£1.22	
	£28.00 - £29.99		£37.91		£39.13			£1.22	

	£30.00 or above		£40.53		£41.75			£1.22	£5.94
Housing	£9.99 - £11.99		£14.36		£14.58			£0.22	
	£12.00 - 14.99		£16.98		£17.70			£0.72	
	£15.00 - 19.99		£20.91		£21.93			£1.02	
	£20.00 - £26.99		£27.45		£28.47			£1.02	
	£27.00 - £34.99		£36.60		£37.62			£1.02	
	£35.00 or above		£47.06		£48.08			£1.02	£5.02
Planning	£14.99 or below		£20.79		£21.81			£1.02	
	£15.00 - £17.99		£21.01		£21.83			£0.82	
	£18.00 - £20.99		£24.93		£26.05			£1.12	
	£21.00 - £24.99		£28.85		£29.97			£1.12	
	£25.00 - £27.99		£34.09		£35.21			£1.12	
	£28.00 - £29.99		£38.01		£39.63			£1.62	
	£30.00 - £34.99		£40.63		£42.25			£1.62	
	£35.00 or above		£47.16		£48.78			£1.62	£10.06
Human Resources	£14.99 or below		£20.79		£21.31			£0.52	
	£15.00 - £17.99		£20.81		£21.73			£0.92	
	£18.00 - £20.99		£24.73		£25.65			£0.92	
	£21.00 - £24.99		£28.65		£29.57			£0.92	
	£25.00 - £27.99		£33.89		£35.21			£1.32	
	£28.00 - £29.99		£37.81		£39.13			£1.32	
	£30.00 or above		£40.43		£41.75			£1.32	£7.24
Specialist Educational / Care Roles Unqualified	£11.99 or below		£17.07		£16.89			-£0.18	
	£12.00 - 16.99		£17.08		£17.55			£0.47	
	£17.00 - £22.99		£23.62		£24.09			£0.47	
	£23.00 - £27.99		£31.47		£31.94			£0.47	

	£28.00 - £34.99		£38.01		£38.48			£0.47	
	£35.00 - £49.99		£47.16		£47.63			£0.47	
	£50.00 or above		£66.78		£67.25			£0.47	£2.64
Specialist Education al / Care Roles Qualified	£11.99 or below		£17.07		£19.99			£2.92	
	£12.00 - 16.99		£17.38		£20.20			£2.82	
	£17.00 - £22.99		£24.92		£27.04			£2.12	
	£23.00 - £27.99		£32.77		£35.09			£2.32	
	£28.00 - £34.99		£39.31		£42.13			£2.82	
	£35.00 - £49.99		£48.46		£51.28			£2.82	
	£50.00 or above		£68.08		£70.90			£2.82	£18.64
General managem ent	£14.99 or below		£21.19		£21.91			£0.72	
	£15.00 - £17.99		£21.21		£21.93			£0.72	
	£18.00 - £20.99		£25.13		£26.75			£1.62	
	£21.00 - £24.99		£29.05		£30.67			£1.62	
	£25.00 - £27.99		£34.29		£36.21			£1.92	
	£28.00 - £29.99		£38.21		£40.13			£1.92	
	£30.00 or above		£40.83		£43.35			£2.52	£11.04
Interim Manager (day rates)	£99.00 or below		£141.90		£157.55			£15.65	
	£100.00 - £120.99		£144.21		£158.86			£14.65	
	£121.00 - £135.99		£172.68		£186.33			£13.65	
	£136.00 - £145.99		£192.29		£205.94			£13.65	
	£146.00 - £155.99		£205.37		£219.02			£13.65	
	£156.00 - £165.99		£218.45		£232.10			£13.65	

	£166.00 or above		£231.53		£245.18			£13.65	£98.55
Interim Executive (day rates)	£199.00 or below		£276.69		£288.34			£11.65	
	£200.00 - £250.99		£283.00		£289.65			£6.65	
	£251.00 - £300.99		£354.70		£356.35			£1.65	
	£301.00 - £350.99		£425.09		£421.74			-£3.35	
	£351.00 - £400.99		£495.48		£492.63			-£2.85	
	£401.00 - £450.99		£565.88		£558.03			-£7.85	
	£451.00 - £500.99		£636.27		£623.42			-£12.85	
	£501.00 - £550.99		£701.66		£688.81			-£12.85	
	£551.00 - £600.99		£767.05		£770.20			£3.15	
	£601.00 or above		£832.45		£835.60			£3.15	-£13.50
				£898,393		£920,859			

Why MSP+ delivers

- Public to Public
- Reduce reliance on multiple suppliers – **simplifying process**
- Result in a significant **saving of management time**
- Reduce and remove **off contract spend**
- Provides **dedicated resource** for generalist & specialist recruitment
- Social work recruitment via a **specialist desk** and a robust supply chain
- Ensure **compliance standards** are met and robustly monitored
- Deliver **quality candidates** and increase staff retention
- Work with the **local suppliers** to bring in local people to support social value

Operations

- **Team embedded within an agreed location** with a **dedicated account manager**
- Will work with colleagues in HR to **align temporary recruitment with any permanent recruitment** strategies
- In addition to generalist consultants, specialist social work consultants will also be aligned to the authorities
- **Open door policy** along with monthly drop in sessions for both managers and candidates
- Continual engagement with managers through **structured communications** and newsletters
- **Quarterly customer forums** to engage with all hiring managers to discuss performance, provide feedback and build on the partnership with the Council.
- **Diarised operational meetings** with key hiring managers as well as a program of more formal contract reviews
- **Full support and contingency** from Head Office.

Operations – Vacancy Management

We pride ourselves on being more than a traditional MSP, adding value wherever possible.

- Opus consultants **triage any requirements and liaise with hiring managers** to finalise details, resolve queries and establish budget expectations.
- Fully **understanding the requirements** and removing any ambiguity results in **significant saving to managers time** and creates a far more efficient process compared to your traditional neutral or master vend.
- **Our priority is direct source**; on the occasions where we require additional support, our supply chain provide this with specialist expertise in areas that include Social Care, Finance, IT, Legal, Management & Senior Interim and Catering & Hospitality
- Excellent direct source performance which, coupled with supply chain will **help to achieve 100% job fill rate**
- Our direct source strategy is evidenced by us delivering **88%** of all vacancies outside of social work directly. Including social work **67% of all vacancies** are placed **directly**

Operations – Vacancy Management

- Continually **engage supply chain** and meet with key suppliers to ensure they understand the Council agenda.
- We will work with the Council to ensure establishment control. We can provide management information and reporting to ensure **transparency and visibility**.
- We can **integrate with any ERP** or similar system and ensure that any agreed process is followed.
- Our systems enable managers to **manage their own vacancies** and view the status of their current orders
- **Robust approach to compliance** ensuring quality of candidates and giving confidence for clients
- **Compliance module** which does not allow placements to be made without the required candidate compliance being in place
- **Double sign off approach** along with weekly, monthly and quarterly checks carried out by internal audit
- **Annual audits of the supply chain**