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| **MEETING** | **EMPLOYMENT & APPEALS COMMITTEE** (Councillors Sharif (Chair), Plenty, Aujla, Chaudhry, Chohan, Coad, A S Dhaliwal, S K Dhaliwal and Sandhu) |
| **DATE AND TIME:** | WEDNESDAY, 3RD APRIL, 2013 AT 6.30 PM |
| **VENUE:** | MEETING ROOM 2, CHALVEY COMMUNITY CENTRE, THE GREEN, CHALVEY, SLOUGH, SL1 2SP |
| **DEMOCRATIC SERVICES OFFICER:** (for all enquiries) | GREG O'BRIEN 01753 875013 |

## SUPPLEMENTARY PAPERS

The following Papers have been added to the agenda for the above meeting:-

* Item 3 was not available for publication with the rest of the agenda.

## PART 1

| AGENDA ITEM | REPORT TITLE | PAGE | WARD |
|---|---|---|---|
| 3. | Temporary Agency Staff progress on implementation and baseline monitoring | 1 - 6 | |

sustainable forest

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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:**     Employment & Appeals Committee     **DATE:**  3rd April 2013

**CONTACT OFFICER:**     Joanna Anderson, Assistant Director
Kevin Gordon Assistant Director

**AUTHORS:**     As above

**(For all enquiries)**     (01753) 875213

**WARD(S):**   All

**PART 1**
**FOR INFORMATION**

**Temporary Agency Staff progress on implementation and baseline monitoring**

1     **Purpose of Report**

This report follows the January update which explained the new arrangements and contract with Matrix SCM to supply Temporary Agency.  At that meeting Members requested management information on the use of Temporary staff throughout the council.

2     **Recommendation(s)/Proposed Action**

The Committee is requested to Resolve:

(a)   That the report be noted.
(b)   Members consider what additional information they would like to see in future reports

3     **The Sustainable Community Strategy, the JSNA and the Corporate Plan**

**Sustainable Community Strategy Priorities**
The JSNA priorities of particular relevance are:
- The Managed Service Provider will open opportunities for the local economy and SME organisation to provide temporary agency staff to the Council.
- Working with local Job Centres and other organisation to assist job seekers in finding employment and therefore increase skills and employment opportunities.
- Enables the Council to flexibility manage its workforce and meet the need to deliver front line services to residents, particularly within Health & Wellbeing.
- Delivering cashable and efficiency savings across the council.

**Corporate Plan 2012/13**

The proposals within this report meet the Corporate Plan's objectives as follows:

1.  Improve customer experience by improving service delivery from the provider.

2.  Deliver high quality services to meet local needs by ensuring access to a diverse work force through broadening access to higher quality resource (e.g. Occupational Therapists / Physiotherapists / Qualified Social Workers).

3.  Develop new ways of working by introducing a new, end to end automated system for the ordering, tracking, monitoring and analysis of temporary agency staff.

4.  Deliver local and national change by increasing opportunities for local and SME agencies to working with SBC.

5.  Develop a skilled and capable workforce by the Managed Service Provider working with job centres and other elated agencies.

6.  Achieve value for money by ensuring significantly improved service delivery and guaranteed cashable savings.

4    **Other Implications**

(a) Financial

The implementation of the new contract has a savings target for 13/14 of £250,000

Expenditure on agency staff from 6th January to 24th February was £826,382.93. The anticipated savings, using the formula agreed with Matrix is for this period is £36,994.31.

The Assistant Director of Finance will put in place arrangements to recover these savings from Department cash limits.

(b) Risk Management

| Risk | Mitigating action | Opportunities |
|---|---|---|
| Legal | Very clear set of legal documents via a government approved framework, already agreed to by the provider. | None |
| Property | None | Pertemps have now vacated SBC office space freeing this up for our use. |
| Human Rights | None | None |
| Health and Safety | None | |
| Employment Issues | None | Service areas will have up to date and accurate real time information with regards to ensuring continuity of service through the automated system being implemented as part of this contract. |
| Equalities Issues | Agency Worker Directive ensures pay parity between full time | None |

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|---|---|---|
| | permanent employees and temporary agency staff. | |
| Community Support | None | Supports local businesses and SME's and also opens opportunities for residents seeking work through the supplier working with the local Job Centre and other relevant agencies. |
| Communications | Regular communications updates to users and staff via:<br>• SBC Insite<br>• Grapevine<br>• News round<br>• Drop-in sessions<br>• E-mail<br>• Training sessions | None |
| Community Safety | None | None |
| Financial | None | • Guaranteed minimum savings of 3% on existing spend (with further opportunities to increase this)<br>• Guaranteed maximum pence-per-hour agency fees<br>• Pay parity between full time permanent employees and temporary staff workers in-line with Agency Worker Directive<br>• Potential discount for workers that have been in post for longer periods of time (although the aim is to challenge the need for worker longer term posts and reduce the need)<br>• Gainshare mechanism – whereby savings achieved over and above the guaranteed minimum will be shared between SBC (90%) and the supplier (10%)<br>• Mechanism for supplier to credit SBC |

| | | for failure to deliver agreed service levels |
|---|---|---|
| Timetable for delivery | The new contract launched 7th January 2013. | None |
| Project Capacity | None | A proportion of the year one savings will be invested in appropriate resource to ensure robust implementation, contract management and monitoring. |
| Other | None | None |

(c) <u>Human Rights Act and Other Legal Implications</u>

There are no Human Rights Act Implications..

(d) <u>Equalities Impact Assessment</u>

An Equalities Impact Assessment has been undertaken and was attached to previous report.

(e) <u>Workforce</u>

There are no implications for permanent staff.

**5      Supporting Information**

5.1   The new contract and system for ordering of temporary agency staff has been live form 7th January 2013.   The contract includes a comprehensive system that captures spend and demand data through a central point. This information will help the council to monitor its use of agency staff and understand the progress toward making savings.

5.2   There are now 103 agencies fully enrolled and accredited to supply temporary staff to SBC via Matrix with additional agencies in the enrollment and accreditation phase.   51% of these agencies are within a 10 mile radius of Slough and this is helping ensure that local people can take advantage of temporary employment opportunities  at the council.   Of the active service agreements (as at 24/02/13) 82% of staff travelled less than 10 miles to their SBC work location.

5.3   The table at appendix 1 provides a breakdown of the number of agency staff per directorate, along with the types of roles and context and commentary relating to usage

5.4   We are currently working with Matrix to obtain information relating to length of tenure, average costs, and frequency of placement

## 6    Appendices (attached)

1.    Breakdown of Agency Usage by Council Department

| Department/ Service Area | Roles | Comments |
|---|---|---|
| Chief Executive: 3 staff | PA<br>Website Information Analyst<br>Superfast Broadband<br>Community Engagement Officer | Cover for maternity leave & Short Term projects |
| Customer & Community Services: 21 staff | Network Engineer (CTL)<br>Development Control Officer<br>Technical Administrator<br>Technical Support Officer<br>Administration Assistants  x4<br>Enforcement Officer<br>IAG Coordinator<br>Environmental Health Officer<br>Trading Standards Officer  x2<br>Business Support Officer<br>Service Assurance Technical Specialist<br>Assistant Technical<br>OT/Physio<br>Planning Enforcement Officer<br>Enforcement Officer<br>Housekeeper | Recruitment underway for permanent technical administration support and other roles<br><br>Difficulties remain in recruitment to specialised professional roles including trading standards, network engineers<br><br>Recent permanent appointment for Environmental Health Officers<br><br>Temporary staff have been used to prevent further financial risk to the Council whilst transformational change, including restructure takes place within Enforcement |
| Resources, Housing & Regeneration: 26 staff | Engineer<br>Lawyer x6<br>Lawyer (senior)<br>RTB/Leasehold Officer<br>Administrator<br>Neighbourhood Housing Officer  x2<br>Investment & Regeneration Proj Mgr<br>Project Engineer<br>Senior Administrative Officer<br>Principal Asst Manager<br>Investment & Regeneration Manager<br>Care Taker<br>Disposals Officer<br>PA/Business Support<br>GIS Strategist<br>Highways Development Team Leader<br>Housing Standards Officer<br>Assistant Engineer<br>Head of Asset Management | Recruitment taking place within legal team – business reason for leaving posts vacant<br><br>Difficulty in obtaining sufficiently qualified Engineers through permanent recruitment<br><br>Restructure in Property & Regeneration planned for the future<br><br>GIS post covering short term project |

| Wellbeing: 87 staff | Scanning Officer<br>Independent Reviewing Officer x3<br>Recruitment and Retention Officer<br>Quality Assurance Manager<br>Service User Involvement & Information<br>Qualified Social Worker x19<br>Consultant Practitioner x4<br>Administration Officer x3<br>Senior Social Worker x4<br>Senior Practitioner x3<br>Social Worker x10<br>Support Worker x3<br>Administrator x4<br>Assistant Team Manager x3<br>Deputy Team Manager<br>Technical Administrator<br>Personal Advisor x3<br>Assistant Research and Information Analyst<br>Senior Administration<br>Contracts Performance Officer<br>Senior Administrative Officer x2<br>Practice Manager<br>Healthwatch Commissioning Manager<br>Contracts Officer<br>Finance Coordinator<br>Childcare<br>Qualified Social Worker<br>YOT Project Worker<br>YOT Education post<br>Information Management Officer<br>Social Care Systems Support Officer<br>Administrator<br>Social Worker<br>Business Objects Project Manager<br>Family Services Support Assistant<br>Childcare<br>Office Manager<br>Technical Administrator | Additional change and support capacity in place as part of the Children's Improvement Programme<br><br>High number of staff in Fostering & Adoption as part of the successful Gold Project to find more permanent homes for Children<br><br>Social Work recruitment campaign has recently taken place 12 permanent staff recruited<br><br>Current restructure within Adult & Children's Commissioning Service<br><br>Large number of temporary staff in place as a result of School Services and Children's Centre reviews. Use of temporary staff reduces risk of future costs to the Council |
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