REPORT TO: Employment & Appeals Committee   **DATE:** 6th June 2013

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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 work with SBC.

5. 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 28th April was £1,930,548.61. The anticipated savings, using the formula agreed with Matrix for this period is £90,459.21.

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

(b) Risk Management

Risk	Mitigating action	Opportunities
Employment Issues	Service areas unable to source requirements via supply chain on Matrix. Hard to recruit roles identified and processes in place to source these posts	
Employment Issues	Unable to recruit on agreed pay scales in Matrix. Pay scales are aligned to council job levels and Spinal column points. Assistant Director and or HR approval required to alter pay scales	
Financial	Failure to maximise savings by increasing pre-agreed pay scales within Matrix. Assistant Director and or HR approval required to alter pay scales for specialist roles influenced by market forces e.g. social workers	
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.
Human Rights	None	None
Health and Safety	None	
Equalities Issues	Agency Worker Directive ensures pay parity between full time permanent employees and temporary agency staff.	None
Financial	None	• Guaranteed minimum savings of 3% on existing spend (with further opportunities to increase this) • Guaranteed maximum pence-per-hour agency fees • Pay parity between full time permanent employees and temporary staff workers in-line with Agency Worker Directive • 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) • Gainshare mechanism – whereby savings achieved over and above the guaranteed minimum will be shared between SBC (90%) and the supplier (10%) • Mechanism for supplier to credit SBC for failure to deliver agreed service levels
Other	None	None

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications..

(d) Equalities Impact Assessment

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

(e) Workforce

There are no implications for permanent staff.

5 Supporting Information

5.1 We have now completed the first four months of the neutral vendor temporary agency contract with Matrix SCM. Whilst there are still some teething problems with embedding a fully electronic ordering process, on the whole the contract is working well.

5.2 There are currently 123 agencies signed up with Matrix giving us a greater resource pool and access to more qualified and quality candidates.

5.3 69% of the workers submitted by the 123 agencies are travelling less than 10 miles to their work location.

5.4 Since the last report, the number of agency staff has decreased from 137 to 95. It should be noted however that this is the number of staff employed via a full approval process and not via the short term/urgent process, although the number of staff employed via the short term/urgent process has also decreased. The numbers of staff reported last month would have included those moved from the previous contract, and with a more robust approval process on this contract should see the numbers remain stable. Whilst agency staff will always be a fixture of workforce at Slough, it is encouraging that managers are becoming more aware of the cost and expenditure.

5.5 We are currently working with Matrix to obtain information relating to full length of tenure (Pertemps to Matrix), however members should note that the number of agency staff working more than 13 weeks via Matrix is 62% of the total number of agency workers (figure at 1st May).

5.6 A user survey has been sent to all hiring managers by Matrix SCM this month, requesting feedback and comments on the system, contacting the service helpdesk etc. The results for this will be available for the next committee.

5.7 The table below shows a breakdown of the number and title of active temporary staff by directorate.

Department/ Service Area	Roles	
Customer & Community Services: 27 staff	Administration Assistant/Officer x 7 Engineer Network Engineer x 2 Management Support Officer Technical Administrator Technical Support Officer Trading Standards Officer x 3 Planning Enforcement Officer x 2 Housekeeper	Enforcement Officer IAG Coordinator Environmental Health Officer Business Support Officer Service Assurance Technical Specialist Neighbourhood Learning Co-ordinator OT/Physio Personal Assistant
Resources, Housing & Regeneration: 23 staff	Town Centre Manager Lawyer x 3 Senior Lawyer RTB/Leasehold Officer Administrator Senior Administrative Officer x 2 Investment & Regeneration Manager Investment & Regeneration Project Manager Project Engineer	HR Services Officer Neighbourhood Housing Officer Principal Asst Manager Caretaker x 2 Disposals Officer Schools Finance Interim GIS Strategist Housing Standards Officer Assistant Engineer Head of Asset Management
Wellbeing: 45 staff	YOT Education post Information Management Officer Social Care Systems Support Officer Administrator x 6 Business Objects Project Manager Social Care Team Manager Assistant Research and Information Analyst Assistant Team Manager Contracts Officer Contracts Performance Officer Deputy Team Manager Finance Coordinator Healthwatch Commissioning Manager	Independent Reviewing Officer x 3 Management Support Officer Operations Manager, First Contact and Assessment (Hub) OT (Senior / experienced) Qualified Social Worker x 5 Scanning Officer Senior Administrative Officer x 2 Senior Practitioner Senior Social Worker x 3 Social Worker x 4 Service User Involvement & Information Support Worker x 3 Technical Administrator

6   Conclusion

6.1   Procurement are working closely with Matrix SCM to monitor the contract and will provide members with a scorecard relating to number of active agency staff, expenditure and tenure by directorate in the next report . Members are required to identify further information that they would like to see on the scorecard and Procurement will work with Matrix to endeavour to make this information available.