

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Employment & Appeals Committee      **DATE:** 3<sup>rd</sup> April 2013

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**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 related 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 6<sup>th</sup> January to 24<sup>th</sup> 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

<b>Risk</b>	<b>Mitigating action</b>	<b>Opportunities</b>
Legal	Very clear set of legal documents via a government approved framework, already agreed to by the provider.	None
Property	None	Per temps 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

	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: <ul style="list-style-type: none"> <li>• SBC Insite</li> <li>• Grapevine</li> <li>• News round</li> <li>• Drop-in sessions</li> <li>• E-mail</li> <li>• Training sessions</li> </ul>	None
Community Safety	None	None
Financial	None	<ul style="list-style-type: none"> <li>• Guaranteed minimum savings of 3% on existing spend (with further opportunities to increase this)</li> <li>• Guaranteed maximum pence-per-hour agency fees</li> <li>• Pay parity between full time permanent employees and temporary staff workers in-line with Agency Worker Directive</li> <li>• 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)</li> <li>• Gainshare mechanism – whereby savings achieved over and above the guaranteed minimum will be shared between SBC (90%) and the supplier (10%)</li> <li>• Mechanism for supplier to credit SBC</li> </ul>

		for failure to deliver agreed service levels
Timetable for delivery	The new contract launched 7 <sup>th</sup> 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) 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 The new contract and system for ordering of temporary agency staff has been live from 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 Website Information Analyst Superfast Broadband Community Engagement Officer	Cover for maternity leave & Short Term projects
Customer & Community Services: 21 staff	Network Engineer (CTL) Development Control Officer Technical Administrator Technical Support Officer Administration Assistants x4 Enforcement Officer IAG Coordinator Environmental Health Officer Trading Standards Officer x2 Business Support Officer Service Assurance Technical Specialist Assistant Technical OT/Physio Planning Enforcement Officer Enforcement Officer Housekeeper	Recruitment underway for permanent technical administration support and other roles  Difficulties remain in recruitment to specialised professional roles including trading standards, network engineers  Recent permanent appointment for Environmental Health Officers  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 Lawyer x6 Lawyer (senior) RTB/Leasehold Officer Administrator Neighbourhood Housing Officer x2 Investment & Regeneration Proj Mgr Project Engineer Senior Administrative Officer Principal Asst Manager Investment & Regeneration Manager Care Taker Disposals Officer PA/Business Support GIS Strategist Highways Development Team Leader Housing Standards Officer Assistant Engineer Head of Asset Management	Recruitment taking place within legal team – business reason for leaving posts vacant  Difficulty in obtaining sufficiently qualified Engineers through permanent recruitment  Restructure in Property & Regeneration planned for the future  GIS post covering short term project

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