



Delivering A
Service Fit For
Your Needs

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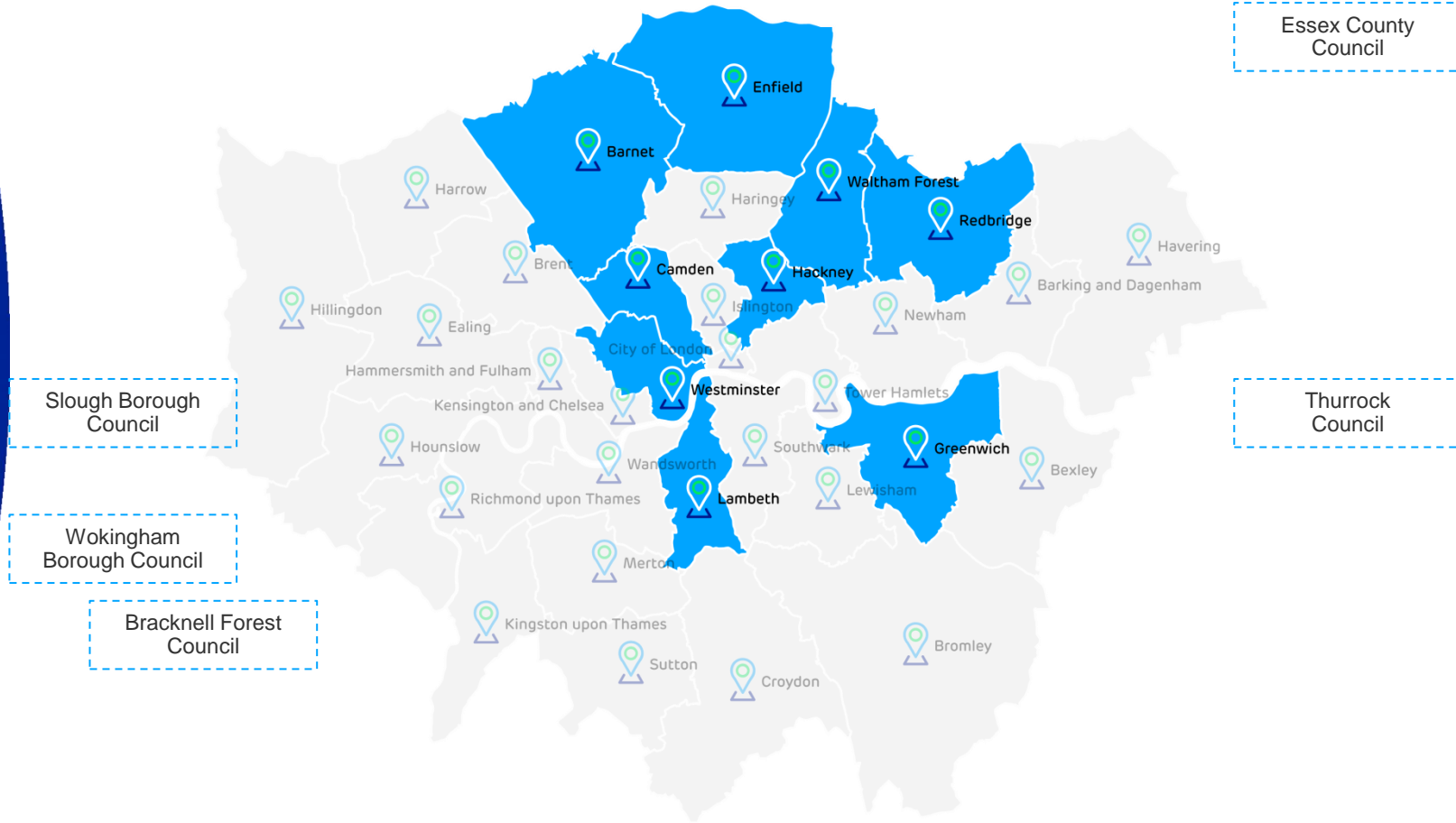
Delivering A Service Fit For Your Needs

Agenda

- Introductions
- About Matrix SCM and Our Experience
- Service - Value for Money and Model
- Work with managers on key and specialist roles
- Strategy on Hard to Fill Roles
- Reduce Reliance on Agency Workers



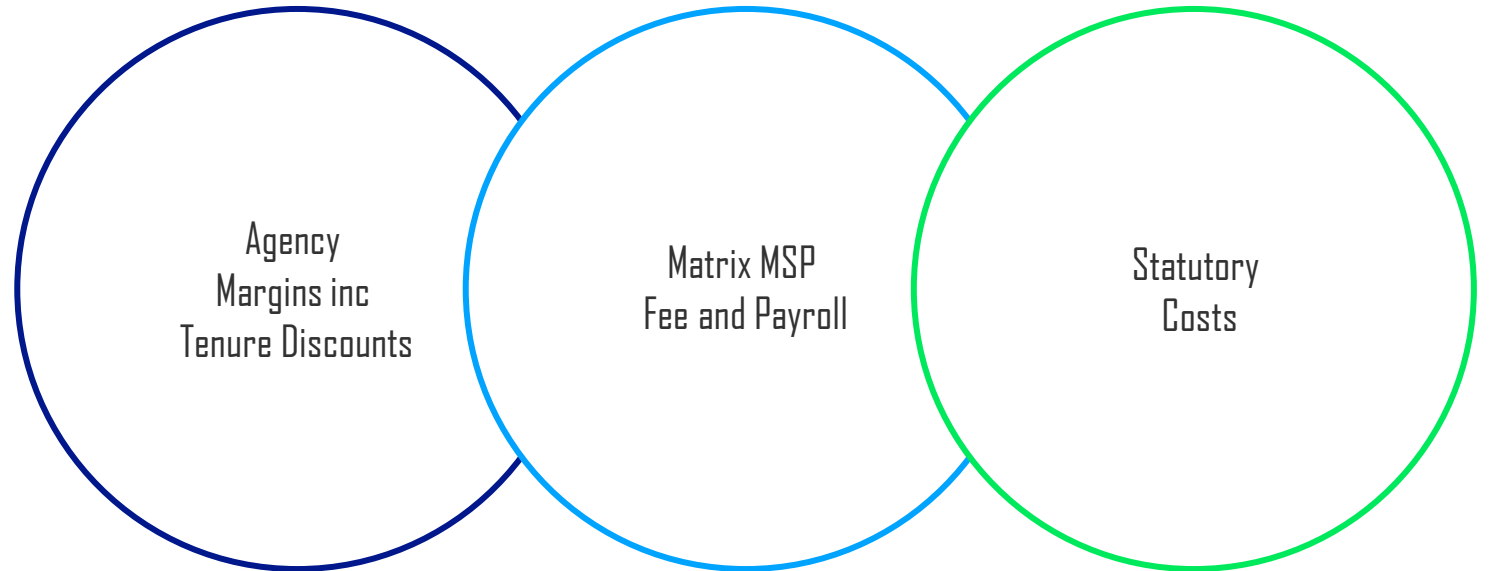
Matrix SCM and Our Experience





Commercials

Savings and Value for Money





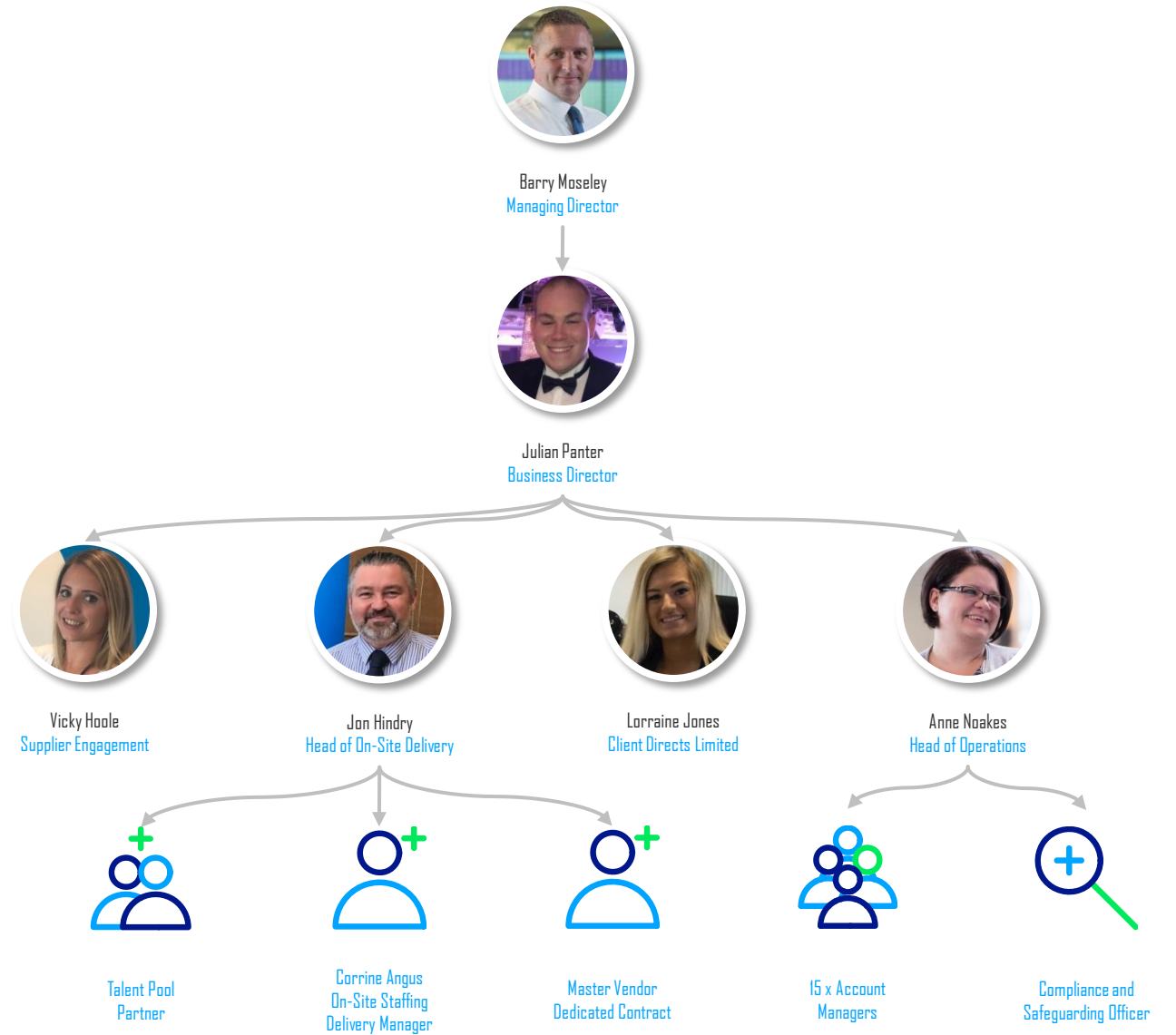
Commercials

Savings

Cost Item	Difference in Costs
MSP Fee	£17,197.15
Agency Margins	£91,490.99
Tenure Discounts	-£22,135.01
Statutory Costs - NI	-£89,959.14
Payroll	-£9,192.00
Total	-£12,598.02

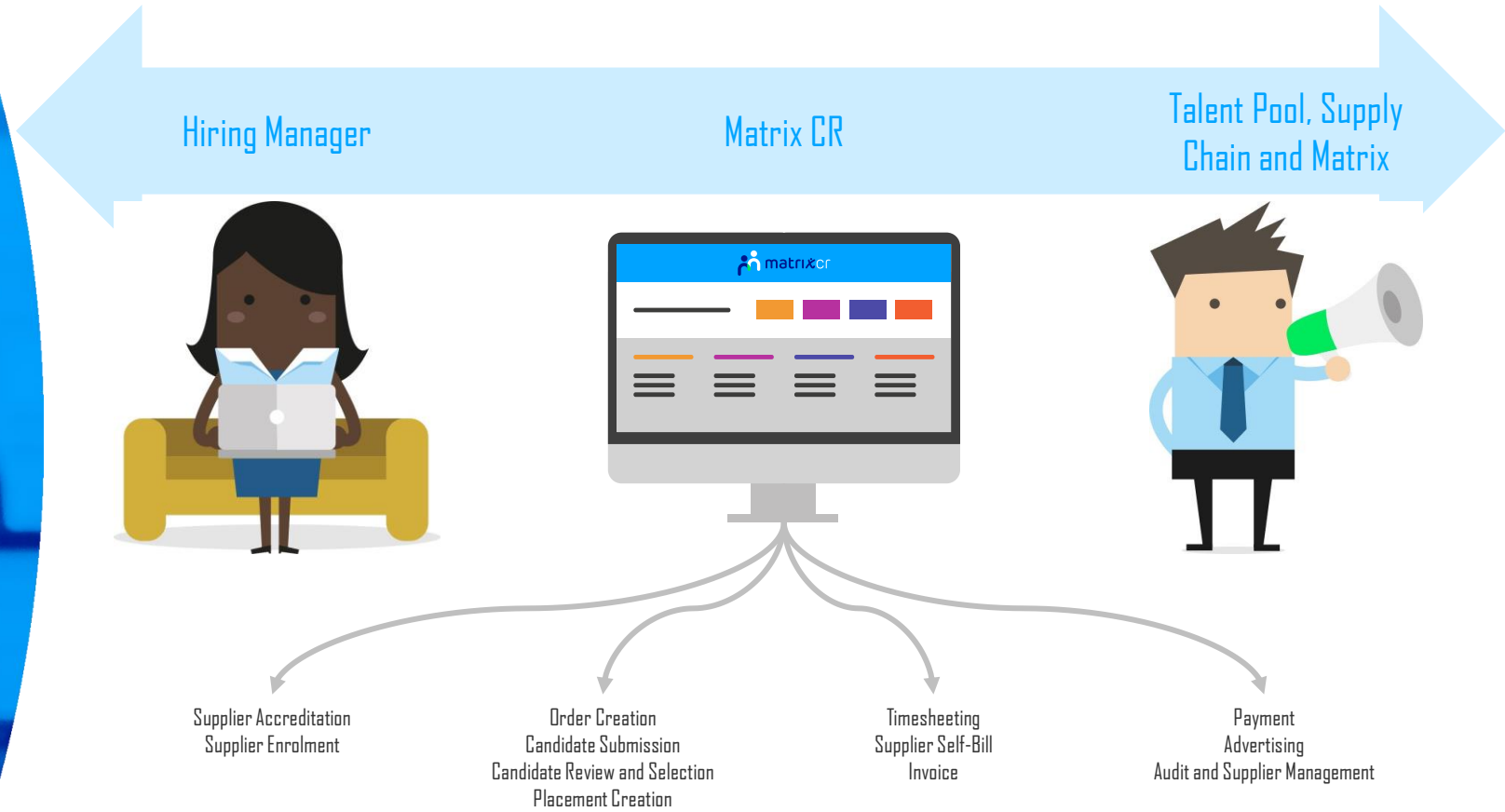


Personal Account Management





Our Model





Neutral vs. Hybrid (Part 1 of 2)

	Old Contract (Neutral)	New Contract (Hybrid)
Hierarchy	<ul style="list-style-type: none"> Account Manager (Matrix HQ) / Business Manager / Business Director 	<ul style="list-style-type: none"> Dedicated On-Site Account Manager / Head of On-Site / Business Director
Supply Chain	<ul style="list-style-type: none"> Open Lower agency interaction time 	<ul style="list-style-type: none"> Closed / PSL Hands-on approach to agency relationships / more proactive supplier engagement
Neutral / Hybrid	<ul style="list-style-type: none"> 90% of GI / Driving roles were filled by SS – Matrix unaware of communications agency and manager were having Communications had to go through Matrix – potential delay in response time 	<ul style="list-style-type: none"> Master vendors – Matrix involved in discussions, can train and build relationships with agencies Ensure no gaps in service during busy times – agency has an obligation to fill roles if they are a master supplier
Process Flow	<ul style="list-style-type: none"> One size first all 	<ul style="list-style-type: none"> Personal approach, communication between Matrix, client and agency Interim and Specialist roles Flexible model
KPIs	<ul style="list-style-type: none"> Standard KPIs 	<ul style="list-style-type: none"> Specified KPIs for performance on account management Penalties for KPIs not achieved
Supplier (Client Feedback)	<ul style="list-style-type: none"> Currently report on supplier engagement on active placements only – part of standard QBR 	<ul style="list-style-type: none"> Reporting on supplier performance in QBRs in depth Monitoring supplier performance throughout contract – does it meet customer needs?

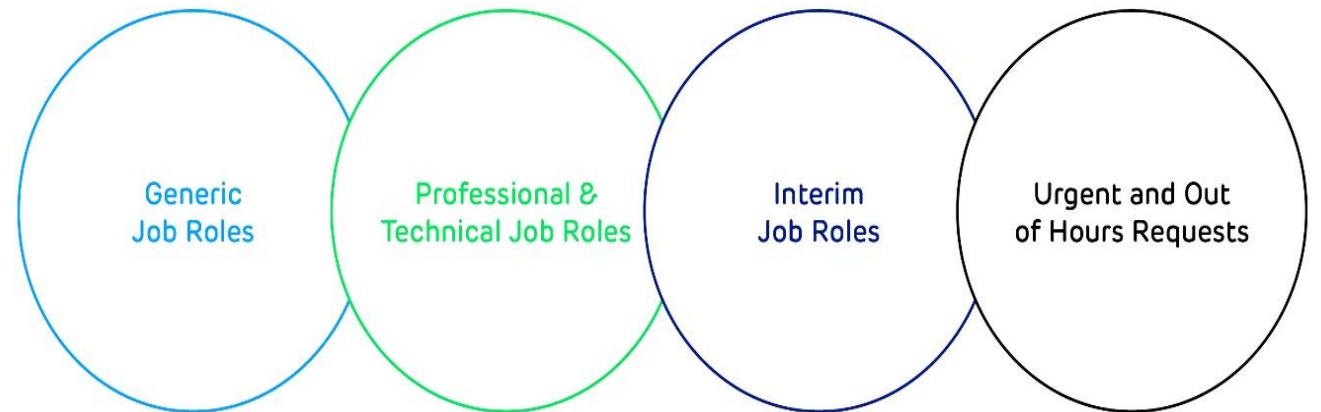


Neutral vs. Hybrid (Part 2 of 2)

	Old Contract (Neutral)	New Contract (Hybrid)
Master Vendor Suppliers	<ul style="list-style-type: none">• N/A	<ul style="list-style-type: none">• We hold quarterly meetings with the master vendor suppliers• Underperformance will be monitored, and a performance plan will be created – to be reviewed monthly
Supplier Engagement	<ul style="list-style-type: none">• Supplier Engagement Manager will only get involved when an issue arises	<ul style="list-style-type: none">• The Supplier Engagement Manager will hold regular reviews and multi-supplier forums• BI annual reviews
Staff Bank	<ul style="list-style-type: none">• N/A – had access to CDL	<ul style="list-style-type: none">• Ready-to-work candidates – Matrix supports this• Optional Talent Pool technology over time
MDS	<ul style="list-style-type: none">• On request only	<ul style="list-style-type: none">• Dashboard view – Contract Manager view only
Candidate	<ul style="list-style-type: none">• Free reign of submission numbers – can increase on agency request	<ul style="list-style-type: none">• Restricted on submission per agency (Neutral Vendor only)
Procedure for Driving Improvements	<ul style="list-style-type: none">• N/A	<ul style="list-style-type: none">• Full plan detailed on added value and continuous improvement

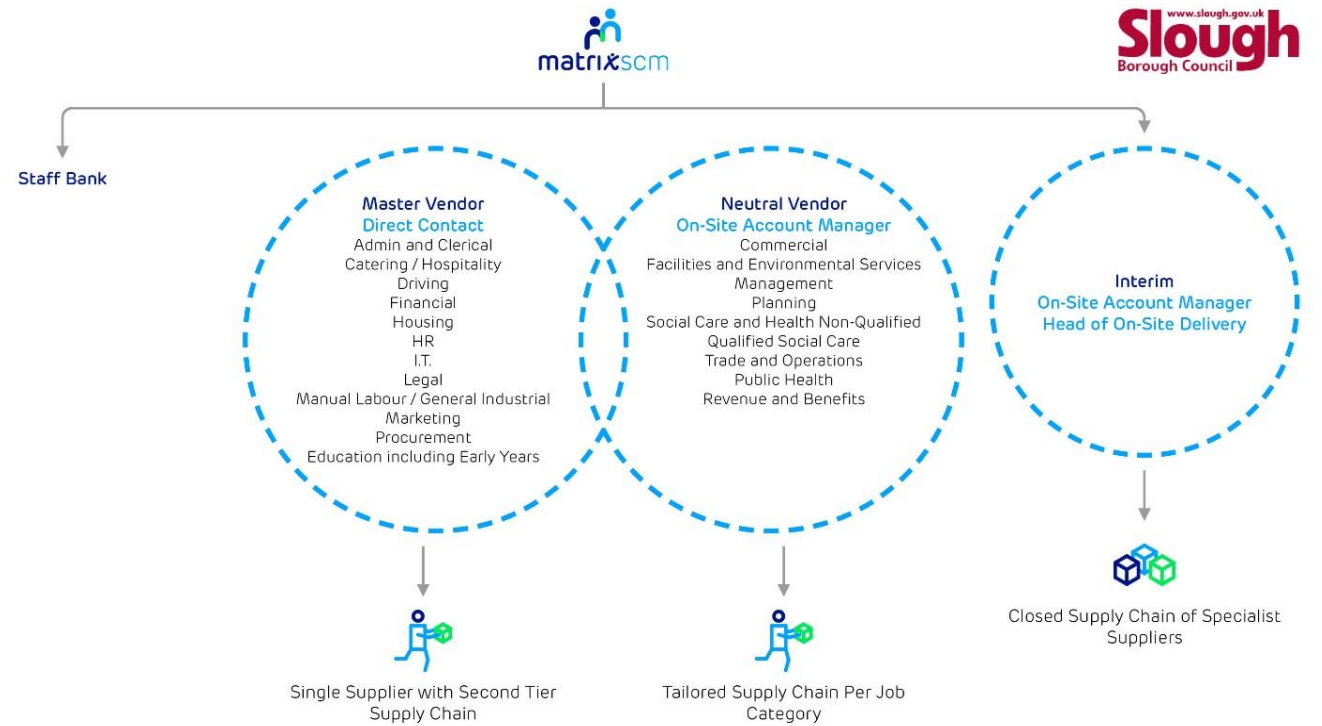


Our Model





Our Model





Supply Chain Management

Job Category	Master Vendor Supplier
Admin and Clerical	Smart Solutions
Catering/ Hospitality	Smart Solutions
Driving	Smart Solutions
Financial	Eden Brown Synergy
Human Resources	Eden Brown Synergy
IT	ERG (Executive Resource Group)
Legal	Law Absolute
Manual Labour / General Industrial	Smart Solutions
Marketing	Eden Brown Synergy
Procurement	Eden Brown Synergy
Housing	Eden Brown Synergy
Education including Early Years	FRCE





Reliance on Agency Workers

Strategies

- Demand Management – Permanent Conversations Campaigns
 - Focus on agency workers over 26 weeks
- Utilising Matrix SCM for permanent recruitment
- International Permanent Recruitment
- Statement of Works
 - Payment upon Tasks and Milestones



Any
Questions

