Temporary Agency Staff Introduction

A project team was developed in 2020 to review the use of temporary agency staff with the aim to obtain good quality staff whilst obtaining competitive rates and ensuring a fully compliant contract in line with the Councils’ procurement codes/contract standing orders.

The procurement of the agency contract was undertaken through a joint partnership between Crawley Borough Council, Horsham, Mid Sussex and Mole Valley District Councils. Due to the diverse roles each authority require the contract was split into categories which are set out below. The Dynamic Purchasing System (DPS) will be for the duration of 3 years from April 2021 to March 2024.

Any temporary staff contracts at the time the DPS was created will continue until that placement has ended. Any new requirements as of June 2021 must be obtained using the following process.

**What is the DPS?**

A DPS is a procedure available for contracts for works, services and/or goods commonly available on the market. As a procurement tool, it has some aspects that are similar to an electronic framework agreement, but where new suppliers can join at any time.

A DPS is a two-stage process. The first stage is the initial setup stage, all suppliers who meet the selection criteria and who are not excluded for any reason **must** be admitted to the DPS.

Suppliers can apply to join the DPS at any point during its lifetime. Individual ‘Call-Off’ contracts are awarded during the second stage. Each council invites all suppliers within a specific category under the DPS to bid for a specific contract. Suppliers are not obliged to bid for every contract.

The first stage, the Standard Selection Questionnaire (SQ) stage, only requires suppliers to demonstrate their suitability, ability and capability to deliver the type of requirements for the applicable Service Category/Categories.

**It is important to note that suppliers can be added to the DPS throughout the duration of the contract, subject to meeting the selection criteria. If you have any supplier that you would like to be added to the DPS, please send an email to** [**procurement@horsham.gov.uk**](mailto:procurement@horsham.gov.uk) **and we will invite that supplier to apply to join.**

**How to obtain temporary agency staff**

When you wish to obtain a temporary agency worker you will need to approach **ALL** suppliers under the relevant category (lot) using the **agency worker request form** (**link in the front page**).

Please refer to the **Service Manager’s Guide** (**link in the front page**) regarding the full process you will need to follow. This gives you a step by step guide and explains the process in more detail.

We have listed the Categories below and the suppliers who are currently on the DPS for each Category as of May 2021\*:

|  |  |
| --- | --- |
| **Category A – Business Support** | **Category A agencies (as at May 2021)** |
| Corporate Support Officer  Corporate Support Assistant  Housing Assistant  Customer Service Representative  Customer Service Advisor  Planned Maintenance Administrator  Call Centre Advisor  Licensing Assistant etc. | Advantage Resourcing UK Ltd  BDS (Northern) Limited  Chappell Recruitment Ltd (t/a Chappell Enterprises)  Eden Brown (t/a Eden Brown Synergy)  First Recruitment Services Ltd  Futures Recruitment  Gatwick Recruitment (t/a DH Gatwick)  Hays Specialist Recruitment Limited  Hewitt Firm Limited  Manpower UK Ltd  Meridian Business Support Ltd  MMP Consultancy Ltd  Parker Jones Recruitment Solutions Ltd  Reed Specialist Recruitment Ltd  Service Care Solutions Limited  Spinwell Global Limited  STR Limited  Team Spirits Airport Operations Ltd |

|  |  |
| --- | --- |
| **Category B – Operational** | **Category B agencies (as at May 2021)** |
| General Supervisor  Grounds Maintenance Operative  Grounds Maintenance Worker  Litter Picker  Street Cleansing Operative etc. | Advantage Resourcing UK Ltd  Anti Graffiti Systems Ltd.  BDS Northern LTD  Chappell Recruitment Ltd  First Recruitment Services Ltd  Gatwick Recruitment and Training Ltd  Hays Specialist Recruitment Ltd  Manpower UK Ltd  Meridian Business Support Ltd  MMP Consultancy Limited  Parker Jones Recruitment Solutions Ltd  Reed Specialist Recruitment Ltd  Service Care Solutions Limited  STR Limited |

|  |  |
| --- | --- |
| **Category C – Drivers** | **Category C agencies (as at May 2021)** |
| Loader; Street Sweeper  LGV Driver Class 1 & 2  Refuse & Recycling Loader  Street Cleansing Operative  Side Loader Operator etc. | Chappell Recruitment Ltd  Gatwick Recruitment and Training Ltd  Hays Specialist Recruitment Ltd  Manpower UK Ltd |

|  |  |
| --- | --- |
| **Category D – Planning & Development** | **Category D agencies (as at May 2021)** |
| Compliance Officer  Development Manager  Planning Officer  Principal Planning Officer  Senior Compliance Officer  Senior Planning Officer  Team Leader: Planning etc. | Advantage Resourcing UK Ltd  BDS Northern LTD  Hays Specialist Recruitment Ltd  Parker Jones Recruitment Solutions Ltd  STR Limited |

|  |  |
| --- | --- |
| **Category E –**  **Housing, Buildings & Commercial Property** | **Category E agencies (as at May 2021)** |
| Building Control Surveyor  Building Surveyor  Senior Building Surveyor  Housing Officer  Housing Options Officer  Responsive Repairs Surveyor  Scheme Manager  Asset Manager  Project Surveyor etc. | Advantage Resourcing UK Ltd  BDS Northern LTD  Eden Brown Ltd  Futures Recruitment Services  Hays Specialist Recruitment Ltd  Meridian Business Support Ltd  MMP Consultancy Limited  Parker Jones Recruitment Solutions Ltd  Reed Specialist Recruitment Ltd  Service Care Solutions Limited  STR Limited |

|  |  |
| --- | --- |
| **Category F – Finance, Revenues & Benefits** | **Category F agencies (as at May 2021)** |
| Accounts Payable Officer  Assessment Officer  Auditor  Benefits Assessor  Benefits Case Officer  Capital Accountant  Finance Business Partner  Accountant  Technical Accountant etc. | Advantage Resourcing UK Ltd  BDS Northern LTD  Chappell Recruitment Ltd  Eden Brown Ltd  Futures Recruitment Services  Hays Specialist Recruitment Ltd  Meridian Business Support Ltd  Parker Jones Recruitment Solutions Ltd  Reed Specialist Recruitment Ltd  Spinwell Global Limited  STR Limited |

|  |  |
| --- | --- |
| **Category G – Legal, Democratic & Elections** | **Category G agencies (as at May 2021)** |
| Lawyer  Electoral Services Officer  Democratic Services Officer  Senior Solicitor etc. | Reed Specialist Recruitment Ltd  Sellick Partnership Limited  Service Care Solutions Limited  Spinwell Global Limited  STR Limited |

|  |  |
| --- | --- |
| **Category H – Other Professional Staff** | **Category H agencies (as at May 2021)** |
| Enforcement Officer  Parking Enforcement Officer  Parking Officer  Procurement Officer  Communications Officer  Policy Officer etc | Advantage Resourcing UK Ltd  BDS Northern LTD  Eden Brown Ltd  Hays Specialist Recruitment Ltd  Meridian Business Support Ltd  MMP Consultancy Limited  Reed Specialist Recruitment Ltd  Service Care Solutions Limited  Spinwell Global Limited  STR Limited |

|  |  |
| --- | --- |
| **Category I – ICT** | **Category I agencies (as at May 2021)** |
| 2nd Line Technical Support  Analyst  Developer  Helpdesk Technician  Infrastructure Analyst etc. | Advantage Resourcing UK Ltd  Hays Specialist Recruitment Ltd  Meridian Business Support Ltd  Parker Jones Recruitment Solutions Ltd  Reed Specialist Recruitment Ltd  Spinwell Global Limited  STR Limited |

**\*Remember: Any supplier can be invited to be included on the DPS throughout the duration of this contract.**

**Pre-employment checks**

Under the contract the agencies are responsible for carrying out the pre-employment checks before submitting candidates for consideration. These checks vary from lot to lot, but standard checks are:

* Employment checks (including gaps of four weeks or more)
* Provision of a full CV
* Proof of eligibility to work in the UK in accordance with the Asylum and Immigration Act.
* Employment References (as agreed with hiring manager)

General advice and information

Who will pay the invoices?

Arrangements have been made with the relevant agencies so that hiring managers are able to pay invoices in the usual way through the council’s FMS system.

Who monitors the agency worker?

The recruiting manager has responsibility for the agency worker during the duration of the individual’s employment. You will authorise timesheets. You are responsible for the performance of service delivery by the agency worker including an appropriate level of induction. As a minimum, all agency workers must be taken through the induction checklist.

What if the booking is not working?

If you experience any difficulties with the agency worker you should in the first instance attempt to address those concerns with the worker and if they require escalation you should refer the issue to the Account Manager at the relevant agency.

What if the agencies on the DPS aren’t able to find anyone suitable for my needs?

**All** the agencies in each of the categories must be given the opportunity to source a candidate which meets your requirements however it is possible to add additional agencies throughout the duration of the DPS. Therefore you should contact the Procurement Team – [procurement@horsham.gov.uk](mailto:procurement@horsham.gov.uk) to request putting the agency on the DPS. Please note there is a standard turnaround of 10 working days however we will endeavour to do this as quickly as possible, please make early contact with us.

If you are not able to source staff through the DPS, please contact the Procurement Team – [procurement@horsham.gov.uk](mailto:procurement@horsham.gov.uk) so we can ensure that we can try to trade on more Council- favourable terms and conditions than general agency terms.

What if the Agency wants to charge more than the Introduction Fee stated in the Specification?

This is at the Hiring Manager’s discretion however the agency caps (see below) have been applied on the basis that this should encompass the vast majority of hirings and therefore this should be the exception as opposed to the rule.

The following agency rate caps apply:

|  |  |  |
| --- | --- | --- |
| **Category** | **Description** | **Max % fee** |
| **A** | **Business Support** | **15** |
| **B** | **Operational** | **10** |
| **C** | **Drivers** | **10** |
| **D** | **Planning & Development** | **20** |
| **E** | **Housing, Buildings & Commercial Property** | **20** |
| **F** | **Finance, Revenues & Benefits** | **20** |
| **G** | **Legal, Democratic & Elections** | **20** |
| **H** | **Other professional staff** | **20** |
| **I** | **ICT** | **20** |

These are maximum % rates where a worker is offered a fixed term or permanent contract from 0- 12 weeks. The % charge is based on annualised salary.

Response Times

Under this DPS the following response times generally apply however there is flexibility for you to require different times (where reasonable) where required.

|  |  |
| --- | --- |
| **Urgency of Assignment request:**  Temporary Agency Worker required to commence an Assignment within: | **Type of worker** |
| **1 to 2 working days** | Emergency driver (Category C Drivers) |
| **2 to 3 working days** | General technical / operational / standard driver (Categories B and D) |
| **4 to 5 working days** | Technical and specialist roles (Categories D – I)  Business support staff (Category A); |
| **Greater than 7 working days** | Specialist role with no comparable job description (Categories D – I) |

**DOWNLOADS**

Temporary Agency Workers Specification

Temp Agency DPS Service Managers Guide

Appendix A Agency Worker Request Form

Appendix B Supplier Response Form