



## BRIGHTON & HOVE CITY COUNCIL CASE STUDY HIGHLIGHTS

### KEY FACTS

- Required Neutral Vendor supplier for the Brighton & Hove City Council district
- To handle recruitment of all temporary and contract staff for all occupational categories excluding education
- Required cost savings and single consistent process
- Objective to recruit from various ethnic groups
- Created Regeneration Support Initiative

### KEY RESULTS

- £365,139 savings in year one alone
- 16,692 positions filled
- 99.39% recruitment success rate
- 14.3% positions filled by ethnic workers
- New recruitment spend visibility and control



### **Brighton & Hove City Council**

“Our managers experience a high level of customer service, exceeding all quality indicators. Carlisle Managed Solutions’ use of the latest IT solutions has added much value to the overall experience. This ensures a fast but safe approach to service delivery. We are now in a controlled position and look forward to further successes working in partnership with Carlisle Managed Solutions.”

**Senior Human Resources Adviser, Brighton & Hove  
City Council**

### RIGHT PEOPLE RIGHT PLACE

Whether you need a company that can recruit reliable, talented staff or a partner skilled in saving you time, money and resources, Carlisle Managed Solutions has the size, strength and expertise to fulfil your every recruitment need.



**Brighton & Hove  
City Council**

## THE CHALLENGE

While Brighton & Hove City Council had begun creating systems and a preferred supplier list, the organisation required further assistance. The council sought a neutral vendor offering that would save money, establish a consistent recruitment process, and support local businesses and other small groups within the community.

With a commitment to recruit people from various ethnic groups, Brighton & Hove City Council also needed to improve performance in this area.

What's more, the council desired a single process featuring one contact and contract that enhanced recruitment standards and simplified management. The chosen recruitment provider would also be responsible for improving service quality from local suppliers.

## THE SOLUTION

Since commencing the project in March 2006, Carlisle Managed Solutions has established a strong and successful business partnership with Brighton & Hove City Council. From outset, our team worked alongside the council's staff, investigating its specific needs and liaising closely with suppliers. Our solution involved:

- Creating a Regeneration Support Initiative and appointing a Coordinator to liaise with groups and include them in the local workforce
- Providing a dedicated recruitment team, including a single point of contact for the council's needs
- Establishing a single contract and SLA for every council supplier
- Implementing comprehensive administration technologies, including a complete management information solution

## THE RESULTS

**Following a twelve-week implementation, Carlisle Managed Solutions launched a three-year Neutral Vendor contract in October 2005.**

**The solution has exceeded the council's expectations, resulting in:**

- **£365,139 savings in year one on a total spend of £5,933,814 – set to exceed original target savings of £756,111 in three years**
- **16,692 positions filled, equating to 1,400 bookings a month and a success rate of 99.39%**
- **14.3% positions filled by ethnic workers, exceeding the initial target of 6%**
- **Year two quarter one savings of £70,051 on 3,251 placements and total spend to date of £1,078,681**
- **Enhanced visibility and control of recruitment spending with plans to reduce costs by £2,000,000**



**Carlisle Managed Solutions**

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carlislems.co.uk T 020 7562 1700