



HANOVER HOUSING CASE STUDY HIGHLIGHTS

KEY FACTS

- Required a service provider to provide staff cover across 7 regional offices and 400 estates
- Up to 40 temporary workers per month with a workforce of approximately 85 temps per week
- Central control over temporary recruitment essential
- Efficient processes required
- Solution required 3 weeks earlier than the typical implementation time

KEY RESULTS

- Cost savings of around £8,000 a month
- Time and cost savings through efficient consolidated invoices and one point of contact
- Greater control and visibility
- Excellent post implementation review scores



"CMS' service was focused, structured and professional. The team was always on hand ensuring the service rolled out effectively throughout our business while meeting all deadlines. We felt involved in every step of the process. The account team has also been extremely proactive in gaining an in-depth understanding of Hanover Housing and the expectations and needs of our staff and residents. This enabled them to integrate their service offering successfully into our business. All in all, the experience has laid the foundation for an efficient and rewarding partnership."

Head of Procurement, Hanover Housing

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.



THE CHALLENGE

While Hanover Housing had a preferred supplier list for recruitment agencies, many line managers were approaching other agencies. Lacking central control over temporary recruitment, Hanover Housing was not benefitting fully from its buying power.

The organisation, which provides quality housing for older people, sought a flexible solution from Carlisle Managed Solutions. The offering needed to reduce costs, improve efficiency, and bring greater control over temporary recruitment.

As Hanover Housing was undergoing a restructure, it was also vital our project team worked closely with the company to ensure a smooth transition in challenging circumstances.

THE SOLUTION

Carlisle Managed Solutions' dedicated project team overcame every potential issue of implementing a solution during the client's restructure. Introducing a Flexi-Managed Service, our team established a consistent recruitment process across Hanover Housing's 7 offices and nearly 400 estates throughout England. Our solution involved:

- Designing and implementing a consistent and comprehensive resourcing process
- Hosting regional roadshows to involve area offices in the new processes and systems
- Creating and implementing an internal communication plan to encourage compliance
- Gaining a thorough understanding of an estate manager's role through job shadowing
- Rationalising the preferred supplier list using the approved suppliers of Hanover Housing and Carlisle Managed Solutions
- Recruiting an account team and account manager during implementation to ensure smooth running once live
- Analysing, improving and standardising pay rates and supplier margins
- Launching in only ten weeks, cutting three weeks off the typical implementation period.

THE RESULTS

Hanover Housing has enjoyed major cost savings and administrative efficiencies. What is more, delivering the project within strict timescales has helped forge an excellent partnership between the two organisations. Our service has resulted in:

- **Improved recruitment control through an automated management information**
- **Time and administrative savings by introducing a consolidated invoice for all suppliers, and one point of contact for all recruitment requirements**
- **Cost savings of around £8,000 a month through benchmarked rates and tax efficiencies**
- **A maximum review score for project implementation from Hanover Housing.**



Carlisle Managed Solutions

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