



HEALTHCARE COMMISSION & CSCI CASE STUDY HIGHLIGHTS

KEY FACTS

- Merging healthcare regulators required a solution covering 20 locations in England
- Solution manages an average of 325 temporary and contractor staff, and fills an average of between 20 to 25 bookings a week
- Implemented bespoke Managed Service in twelve weeks
- Additional On Demand services for out of scope projects

KEY RESULTS

- £1.1 million savings in the first year
- Time savings by providing a single consolidated weekly invoice and less time spent by hiring managers on recruitment
- Resource savings through staff reassignments and tight spending controls
- Faster decisions through regular management information
- Exceptional feedback from organisations and suppliers



"The in-house team offer a highly professional, customer-focused service. They have worked hard to understand and address my needs as Group Business Manager and fit in with our internal processes. Feedback from recruiting managers has been good. Overall, the team has exceeded my expectations of how the new service would be."

Business Manager, Healthcare Commission

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

In April 2009, the Healthcare Commission (HC), Commission of Social Care Inspection (CSCI) and Mental Health Act Commission (MHAC) will merge to form a new healthcare regulator called CQC (Care Quality Commission). In preparation for this, HC and CSCI needed a recruitment solution to manage all temporary and contract roles across twenty locations in England. This comprised an average workforce of 325 temporary workers and contractors, and on average, 20 to 25 bookings a week.

However, the many systems and processes in place meant recruiting staff was expensive, time-consuming, and often resulted in variable candidate quality. The organisations required a solution that could meet their individual recruitment needs through a significant change management programme.

They also wanted to reduce the risk of implied employment through a managed recruitment service. With CQC's final structure to be finalised, Carlisle Managed Solutions is committed to adapting the solution to its changing requirements. This includes an option to provide MHAC with our services.

THE SOLUTION

In just twelve weeks, we designed and delivered a bespoke Managed Service, combining neutral and master vendor solutions within one comprehensive package. Our solution involved:

- Implementing a bespoke Managed Service, including e-evolution™ online
- Placing dedicated account teams at offices in London and Newcastle
- Introducing a standard four-stage approval process for HC and a two-stage approval process for CSCI
- Engaging 50 agencies
- Conducting client and supplier roadshows to educate all involved
- Providing client and supplier newsletters, temp forums, agency forums for hard-to-fill roles, agency guides, and legal updates and salary benchmarking for key stakeholders
- Providing On Demand services for some out of scope projects, including CV screening and test marking.

THE RESULTS

To deliver the solution successfully, we worked closely with our clients, forming an implementation team that comprised of stakeholders from HC and CSCI as well as our own project team.

The solution has resulted in:

- **£1.1 million savings in the first year through reduced agency margins and VAT efficiency – this far exceeds an original target of £1 million savings in 18 months**
- **Resource savings by freeing the Hiring Managers to focus on core business**
- **Tight spending controls through new approval processes**
- **Time savings by giving the accounts departments a single consolidated weekly invoice**
- **Exceptional 4.7 out of 5 feedback rating from both organisations and a 4.8 out of 5.0 supplier user survey rating**
- **Excellent feedback from the department most cautious about our solution, stating, "Speed of response and quality of candidate has massively improved".**



Carlisle Managed Solutions

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