



LUTON BOROUGH COUNCIL CASE STUDY HIGHLIGHTS

KEY FACTS

- Required Neutral Vendor supplier for the Luton Borough Council district
- To handle all recruitment requirements for temporary and contract staff covering all occupational categories except education
- Required compliance with strict legislation and standards for social care and housing
- Required a service provider willing to work with local companies and candidates to boost the region's economy

KEY RESULTS

- The Audit Commission praised this recruitment model as a good practice case study to other local governments
- Reduced costs through direct savings and efficient management of temporary workforce
- Excellent quality of candidates resulting in 42 temporary to permanent transfers in the past year
- Freed up client's time to deal with high workloads
- Unanimous positive feedback



"Not only have we achieved savings but we have streamlined our recruitment processes together. Our heads of residential homes, who were initially very sceptical, are particularly complimentary about the excellent service they receive from Carlisle Managed Solutions. As Director, I am reassured that we are recruiting quality agency staff fulfilling the council's specification regarding Criminal Records Bureau (CRB) and training checks."

**Corporate Director, Housing & Community Living,
Luton Borough 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.



THE CHALLENGE

Requiring new administration, social housing, care, technical and professional staff, Luton Borough Council invited tenders for a Neutral Vendor service. Alongside continuously meeting temporary staff needs across a wide range of roles, the client also required Carlisle Managed Solutions to respond to one-off recruitment projects.

Among its many needs, the council sought quality temporary staff, enhanced productivity, and operational and commercial efficiencies. It was also vital that Carlisle Managed Solutions' offering improved communication, delivered meaningful management information with agreed Key Performance Indicators (KPIs), and complied with legal and national standards.

THE SOLUTION

Carlisle Managed Solutions worked closely with Luton Borough Council to understand the organisation's specific needs. To create a streamlined process, it was essential that all internal and external parties agreed the right path to a successful outcome. Our solution involved:

- Creating a Neutral Vendor delivery team separate from the Carlisle Group brands to resource all contracted staff roles
- Managing suppliers to ensure continuous improvement and control
- Providing comprehensive management information
- Creating a social inclusion project
- Appointing an ambassador manager to work alongside Carlisle Managed Solutions within the social care service
- Delivering service standards using relevant information from 'SEARCH', Employment Agency Task, the Finish Group of TOPSS England, REC, leading employment agencies, and care sector representatives
- Coordinating internal meetings, workshops, open days and seminars to communicate and promote the new service standards process.

THE RESULTS

Luton Borough Council now has a Neutral Vendor offering that satisfies its unique demands. Carlisle Managed Solutions' ability to resolve complex issues has also strengthened the close working partnership, resulting in:

- **Overall reductions in spend at a peak of £8.6m p.a to £4.6m in 2006**
- **Reduced spend by £1,025,52 in first year alone**
- **Direct cost savings of £580,263 in the past twelve months**
- **Excellent fill rate for the year of 99.46%**
- **Retained 42 temporary workers as permanent staff in the past 12 months**
- **Reduced temporary staff usage by 27%**
- **A secure and effective recruitment process that meets strict legislative rules and guidelines**
- **Positive feedback from the client and ambassador manager.**



Carlisle Managed Solutions

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