

RM6160 NON CLINICAL TEMPORARY AND FIXED TERM STAFF

Ackerman Pierce

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ACKERMAN PIERCE LTD

Ackerman Pierce Ltd (AP) was founded in 2013 and has progressed from a standing start to an annual turnover of 13.3m. We provide temporary and permanent staff into Administration, Nursing, Social Services, Qualified Social Work, Social Care, Occupational Therapy, Non Clinical Support, Youth Offending Services, Housing and Town Planning, Health Services, Executive and Management and Project sectors.

Although our Head Office is in Essex, our supply is national, with 93% of our business taking place outside of Essex. We supply over 200 Local Authorities across the UK and have made over 400 placements with councils in the last 12 months. We work closely with Regus office space who provide us with space in over 300 locations across the UK. This partnership enables us to further build our relationships across the Public Services Sector particularly in the North and South West of England, where we have built a particularly strong candidate base.

We are REC and APSCo corporate members (so abide by their codes of conduct) we recently were awarded Apsco Compliance+ recognising the standards we work to in compliance. All of our current contracts demand stringent and auditable candidate vetting standards and we operate to set service levels in terms of process (e.g. ordering, recruitment compliance, timesheets and invoicing), response times (e.g. CV submission/placement of candidates on assignment) and quality of service. We take corporate governance seriously and work to documented procedures and policies which are reviewed/updated annually and we have a 100% ISO and external client audit pass rate.

We work to ISO 9001:2015 standards of which we are full accredited, we were once again recognised for our commitment to staff welfare continuing our Investors in People accreditation. We take information security seriously are fully GDPR compliant and hold cyber essentials cert.

PRIMARY CONTACT DETAILS FOR EACH LOT/REGION

Lot 1 Admin and Clerical — Jennifer Jarvis — jjarvis@ackermanpierce.com

Lot 2 Corporate functions — Sabrina Laverty — slaverty@ackermanpierce.com

Lot 5 Clinical coding — Sabrina Laverty — slaverty@ackermanpierce.com

Lot 6 Ancillary Staff — Harry Hopkins — hhopkins@ackermanpierce.com

ANY REGIONAL RESTRICTIONS

NONE we supply across the UK
(including Scotland/Ireland/Northern Ireland and Wales)

MAIN SPECIALISMS WE SUPPLY

- Administration
- Social Work
- Project staff
- Non Clinical Support staff
- Management/Executive/Interims
- Nursing/Occupational Therapists
- Social Housing/Town Planning staff
- Medical Staff

"I have an excellent working relationship with Ackerman Pierce & would recommend the services of this organisation. They are very responsive to our business needs."

Hiring Manager — Direct Client (Local Authority Schedule of Works)

"Ackerman Pierce are an excellent supplier to all of our customers, excelling in the location and provision of quality candidates which often excel our customers' requirements."

"On a personal basis, I have found them to be a collaborative, forward thinking company that work in partnership with us and our customers for the delivery of their services."

Leading Neutral Vendor

ADDITIONAL CLIENT AND CANDIDATE REFERENCES ARE AVAILABLE ON REQUEST.

A photograph of two men sitting on a dark couch in front of a brick wall. The man on the left is looking at a laptop, while the man on the right is looking towards him. The image is overlaid with a large purple diagonal graphic.

Ackerman Pierce
The Recruitment Specialists

URGENT RECRUITMENT CHALLENGE — UK COUNCIL

Working within our industry we are used to working to high pressured fast paced sensitive requirements. We have multiple strategies in place ready for emergency situations enabling us to proceed immediately on receipt of the request.

THE REQUIREMENT

Ackerman Pierce (AP) were asked to support a UK council in supplying contingent staff in the immediate aftermath of an emergency situation. This hugely sensitive and delicate situation required discretion and prompt recruitment.

THE SOLUTION

Ackerman Pierce mobilised a team as soon as we received the requirement. Senior Management briefed our lead consultants on our strategy, timescales and key requirements. Our teams are all highly trained in recruitment and their sectors, are structured with senior consultants leading junior consultants all working together to fill requirements and pre-screen candidates enabling our business to move quickly if an urgent requirement comes in to meet both the urgent requirement and the day to day business needs in parallel.

We allocated our most experienced consultants to the project team within 10 minutes of initial client contact, defined the project plan and focused on attracting experienced candidates with social work or children's centres experience who were familiar with sensitive situations, complaint handling and appropriate remedial actions. We wanted to attract candidates who could cope with disturbing issues and very difficult conversations at a crisis centre. They needed to already be fully DBS checked and ideally on the update service allowing for portability and increasing the speed of staff delivery.

We needed to avoid negative press coverage as the roles had a premium salary due to the sensitivity required, and we didn't want candidates to be accused of profiting from the situation.

- We tried to source candidates located as close as possible to the affected area, assisting them if they are required to work long hours to meet the challenge and also support the local community.
- We utilised our extensive database of candidates, who have already been pre-screened/interviewed by us, our strong candidate relationship ethos ensured we also received referrals/recommendations.
- We advertised — omitting the exact location, keeping the location as generic as possible to avoid press attention and focused on local based candidates within a 10 mile radius increasing this as and when it was needed.

We put in place a carefully prepared briefing document so that candidates thoroughly understood the role and issues they would be dealing with and understood that it was a crisis centre to avoid any later stage offer rejections based on lack of understanding of the role.

THE RESULT

We fulfilled 12 interview slots within the clients timeframe, and we filled a significant % of the urgently required positions.

We provided ongoing support to our workers in place at the crisis centre, speaking with them on their first day and at the end of each week after that. We also provided a 24/7 support line that was manned by Ackerman Pierce staff monitoring their mental health and ensuring any additional support was provided if required.

For further details please contact
rjarvis@ackermanpierce.com, Director of Recruitment



IMPLEMENTING LEGISLATION CHANGES

THE REQUIREMENT

An example of us working in partnership with our client to meet business and operational needs, followed the implementation of new IR35 legislation. A well known managed service provider (one of our largest clients through which we supply multiple Public Sector organisations) was experiencing unrest across the 79 of the client sites we supply to due to these changes. There were temporary staff in position through a range of agencies who were unhappy about the reduction in their take home pay as a result of the legislative change, and this was affecting retention rates and created 78 urgent requirements within 4 days which Ackerman Pierce was asked to fill at short notice. Roles included (social housing, administration, planning and social work roles).

THE SOLUTION

Many of the problems stemmed from miscommunication between the managed service provider, client line managers, temporary workers, umbrella companies, and illegal companies posing as compliant umbrella companies trying to convince workers they could still take home higher pay and undermining the companies working together to follow the IR35 legislation changes.

- Our staff all received compulsory training on IR35 legislation changes and its impacts to ensure we were providing the right information first time, every time. This ensured our workers were well informed, prepared with minimal if any disruption when the legislation changes came into effect.
 - Clear escalation procedure though all of our teams were competent at talking through the changes and reassuring workers. Any workers who required more detailed support were escalated to senior management and were supported until their concerns were closed
 - We created question and answer sheets and issued key information documents to all temporary workers in role and all new candidates being placed. We shared this information with the managed service provider and the end client to ensure consistency across all parties.
 - We worked closely with all of our clients ensuring they were up to date at all times, any workers that we had concerns about we discussed with them
 - We put in place strict guidelines of evidence required from any umbrella company that approached our workers.
- All umbrella companies are referred and vetted by our Apsco compliance + certified compliance team, gathering evidence meeting our Umbrella company compliance procedure standards which then receives final signoff at Director level. If the umbrella companies did not meet these standards we would not use them and flag them up with our clients as a concern to ensure coordination.
- We put in place a PSL of 3 umbrella companies that were fully vetted. This ensured only compliant umbrella companies were being used by our workers.

In parallel our recruitment teams were focused on sourcing, qualifying and submitting new candidates for sites as far apart as Northumberland and Devon.

THE RESULT

We aimed to be as prepared as we could presenting a clear message that was reinforced through our staff training, clear escalation process, Q+A sheets for workers, transparent umbrella company compliance requirements. Excellent communication across candidates and clients supported by our already strong relationships to keep our worker retention levels high. Whilst providing IR35 compliant candidates ready to work to meet the role demands our client now faced

Ackerman Pierce achieved a retention rate of 95% of workers in role. 100% of our candidates were compliant with the new legislation and all issues were dealt with before the legislative changes came into effect.

Furthermore, we filled 42 of the short notice roles within 4 weeks and continued to work with the client to back fill the other roles over the following month.

Our proactive approach with the managed service provider, client, incumbent workers and umbrella company suppliers enabled us to achieve full compliance whilst retaining the maximum number of workers in role. This enabled the client to retain valuable knowledge and experience in house, minimised disruption to service and associated cost of retraining new staff. Our quick response in fulfilment of vacancies generated by workers supplied by other agencies leaving meant that the majority of roles were back filled quickly, enabling the client to provide consistent service on a national basis.

For further details please contact
rjarvis@ackermanpierce.com
Director of Recruitment

LONDON BOROUGH — HOUSING VULNERABLE MEMBERS OF THE COMMUNITIES

An example of us working in partnership with our client to meet business and operational needs is from late last year when one of our London clients were finding it almost impossible to recruit key members of staff to drive their new housing programme.

THE REQUIREMENT

After identifying a new business model following an over spend on housing families and individuals on a temporary basis at a high cost and they wanted to implement their new model that would save cost and reduce impact to families which they had wanted to launch in 4 weeks. The model aimed to reduce this cost by acquiring rented accommodation from private property companies and landlords and offering long term rental agreements on a guaranteed rent paid scheme.

Landlords would achieve attractive long term agreements to let their properties to the Council at a fixed rate and the Council would reduce the monthly cost associated with temporary accommodation. Families and individuals feel more secure within their allocated accommodation. This programme had been on hold for over 7 months due to the inability to fill key roles within the front line team affecting our client's budget on a daily basis as they were having to continue to provide temporary accommodation in the previous way. Furthermore the Council had to use the funding available before the year-end due to budgets spend restrictions and to ensure they received the budget they needed for the next 12 months for this programme.

THE SOLUTION

The key issue to fulfilling these roles was the lack of understanding of key roles/motivators and competition from the private sector. Hillingdon had worked with other suppliers unsuccessfully for more than 6 months using a traditional contingency recruitment service.

When offered these roles, we felt we needed to understand the background to the issue, to understand why they weren't attracting/keeping workers. We arranged to meet the Hiring Manager. During this meeting we identified the key issues with the remuneration package being offered:

- Some of these roles were traditionally commission based and candidate perception that lack of commission would impact their earnings significantly were preventing candidates from being put forward.
- Lack of ability to match private sector salaries.
- We worked with the Council to identify and put in place a different benefits model which would be attractive to potential candidates without introducing commissions focusing on other motivations. Key to this was role flexibility — we worked in partnership to introduce and promote flexible working, thereby opening up this opportunity to an entirely new pool of candidates (e.g. those with domestic/caring commitments, those seeking a better life/work balance and those simply wishing to miss the rush hour traffic!). We remarketed these roles and conducted an extensive search and referral campaign to target passive candidates, promoting the various flexible working options now available.

THE RESULT

The result of this revised attraction campaign was that we filled 3 roles within 2 weeks, and then continued to build this team with the Council.

Taking the time to work in partnership with the Council enabled us not just to fill the roles, but we delivered considerable savings associated with reductions in the requirement for temporary accommodation. The candidates were delighted with their flexible working contracts and we have achieved 100% retention since the placements were made at the beginning of 2017. Our fast, proactive approach also enabled the roles to be filled with the right candidates within 2 weeks.

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Director of Recruitment





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