

# Temporary Staff Times

A newsletter brought to you by the OGC

AUGUST 2007

## For those in the public sector who use temporary agency staff

### **Important Update on BERR consultation: Increase in Holiday Entitlement**

Our April newsletter reported on the DTI (now the Department for Business, Enterprise and Regulatory Reform - BERR) consultation to increase the holiday entitlement to 28 days paid holiday per year per worker (pro-rata for part timers). Currently, there are 20 days paid holiday per year per worker, which is inclusive of bank holidays, i.e. there is no statutory right to take time off work, with or without pay on bank holidays.

The proposal has now passed through the consultations and is due to be implemented in two phases: an additional 4 days in October 2007 and a further 4 days in April 2009, bringing the total holiday entitlement to 28 days.

This will affect agency billing for the holiday pay element of the invoice. When an agency bills its clients in advance for the holiday pay (called the Working Time Regulations charge), it currently charges 8.33% of the worker pay rate so that the 20-day holiday entitlement is invoiced to the client while the worker is working and not while they are on leave.

The statutory minimum holiday entitlement will increase from 20 working days to 28 working days rather than provide a legal

entitlement to time off work on bank holidays. Therefore what is now an 8.33% charge for applying the WTR will rise to 10.17% in October 2007 and 12.07% in April 2009. More information can be found here: <http://www.dti.gov.uk/consultations/page36462.html>

### **PaSA agreements open nationally for social care staff**

The Department for Health's Purchasing and Supply Agency has recently let a competitive Multi Regional Framework Agreement for Agency Nurses including Social Care Workers, which is open to all public sector bodies. The South East Regional Centre of Excellence and OGC are inviting interested parties to join a collaborative interest group for Social Care to be set up to enable early adopters of the agreement to maximise their opportunity. The contract terms were written with quality and service delivery at the forefront, and cashable savings have been benchmarked. To learn more about this and to join the group please e-mail us with your contact details to [tempstaff@ogc.gsi.gov.uk](mailto:tempstaff@ogc.gsi.gov.uk).

### **HMPS Admin and Clerical Contract expiring soon**

Time is running out for those organisations which obtain their admin and clerical staff via the HMPS framework agreements. The

HMPS agreements will close on 31<sup>st</sup> August 2007. Fortunately, the Home Office has a competitively priced contract for admin and clerical staff that may suit your needs; it's open to all public sector bodies in the UK. For more information and a joining pack please contact us at [tempstaff@ogc.gsi.gov.uk](mailto:tempstaff@ogc.gsi.gov.uk).

### **Security checks needed? Make sure they're in your contract!**

Do you need your agency workers to be security checked, with CRBs, POVA, driving licences, etc?

Make sure your needs for the checks and also for provision of proof of those checks are specified in your contractual arrangements. The BERR is completing a consultation on measures to reduce the paperwork for short-term requirements, i.e. for assignments less than 5 days. For example, a supply teacher whose assignment lasts only one day would still need to be CRB checked, but the proof of that check would not need to be sent to the authority (in this example a school) that engaged them.

So while there may be a change in the *regulatory* demands for paperwork, ensure your needs for security checks and proof of them are *contractually* met. The consultation can be found here: <http://www.berr.gov.uk/consultations/page37726.html>

## New BERR Consultation: Increasing Penalties for Non-compliant Agencies

Tackling agencies that don't comply with the law has been a challenge. Current regulation means that agencies caught breaking the law (such as trading when they've been previously banned or knowingly placing workers without immigration clearance) can only result in a maximum fine of £5000 per offence.

Whether that fine is an effective deterrent from unlawful practices is being questioned in a new consultation from the BERR. The proposals are to address the adequacy of penalties for non-compliant agencies and the relative lack of investigative and prosecution powers where criminal offences are summary only.

The Employment Agencies Standards Inspectorate (EASI), part of the BERR, is here to help if you are concerned about agency compliance with the law. For more information, please visit <http://www.berr.gov.uk/consultations/page39461.html>.

## New London-wide collaborative vendor neutral contract

The London Borough of Waltham Forest has recently awarded a vendor neutral contract to Comensura. It is for a 3 year term, and uses a shared savings model for payments.

The contract is open to all members of the London Contracts and Supplies Group (LCSG) so if you are interested in finding out more, please contact Chris Sutherland at Waltham Forest; his email address is [christopher.sutherland@lbwf.gov.uk](mailto:christopher.sutherland@lbwf.gov.uk).

## London's Sharing Data through the Electronic Knowledge Exchange

The London Borough of Havering, using grant funding from the London Centre of Excellence, has been developing its new data-sharing

model for temporary staff usage, called the Electronic Knowledge Exchange (EKE).

The EKE uses anonymised data from the managed services in place to understand the size – spend and headcounts - of the agency workforce provided to London's local authorities, the range of pay rates, and trend analysis. This data will be invaluable to workforce planners to understand the makeup of the workforce provided via agencies.

A pilot involving 5 local authorities is going live soon and we are hoping its success can be replicated in other regions. For more information please contact Stephanie Favell at the London Borough of Havering: [stephanie.favell@havering.gov.uk](mailto:stephanie.favell@havering.gov.uk) or by phone at 01708-433438.

## Tyne & Wear Efficiency Group and NEPO cash in on Quick Wins

46 agencies were invited to review their prices at a recent supplier day as part of the annual NEPO agency staff contract review. Using the official guidance in the London Centre of Excellence Toolkit for agency staff and OGC support, they set a consistent standard for invoicing, particularly in ensuring that National Insurance and Working Time Regulations were billed correctly.

The agreed reductions amounted to 5% savings off of their sub regional agency spend, and the working group is now poised to look at wider regional workforce planning issues for temporary staff usage.

Barry Rowland (TWEAG Programme Director & Deputy Chief Executive at Newcastle) said "the OGC have provided us with valuable support in moving this issue forward; we are committed to making the best use of business intelligence and performance information as a means of exploring opportunities for regional collaboration. Our programme of work is being driven by our keenness to share best practice and to exploit the economies of scale across neighbouring Councils."

## West Midlands Hosts Latest Event

The West Midlands Centre of Excellence was the latest Centre of Excellence to host an event in June dedicated to temporary staff issues. Procurement and HR professionals were invited and it is anticipated that new, regional and sub-regional strategies will be developed as a result. If you've missed out on one of the events, and would like more information, please contact us at [tempstaff@ogc.gsi.gov.uk](mailto:tempstaff@ogc.gsi.gov.uk).

## Demand Management Case Studies Coming Soon

We are pleased to soon to be able to bring you the latest in demand management methods. Our new booklet contains important information on both demand planning and demand assurance. This will enable public sector bodies to use workforce planning in their temporary staff procurement.

We plan to publish late this summer, and the new booklet includes quick reference guides and case studies. Studies have shown that spend can be reduced by between 20% - 50% with a host of other sustainable benefits. Direct support will be available; to register your interest and join a collaborative interest group please contact [tempstaff@ogc.gsi.gov.uk](mailto:tempstaff@ogc.gsi.gov.uk).

## Tell us!

If you found this issue of Temporary Staff Times helpful, let us know. Don't forget that if you need assistance with taking control of your agency staff spend, please do not hesitate to get in touch. Phone the Service Desk at 0845 000 4999 or email us at [tempstaff@ogc.gsi.gov.uk](mailto:tempstaff@ogc.gsi.gov.uk). We're here to help!