

Temporary Staff Times March 2009



Welcome to the 5th edition of our bi-yearly newsletter. In this edition we have broadened the focus to include updates on consultancy and other related spend areas, as well as temporary staff. We welcome your feedback on this change and please do email us your comments.

OGC Professional Services Team, Markets and Collaborative Procurement

Minimum holiday entitlement increases from 24 to 28 days

The statutory minimum holiday entitlement will increase from 24 to 28 working days for PAYE (Pay as You Earn) workers from April 2009. The current 10.17% charge for WTR (working time regulations) will rise to 12.07% for PAYE agency workers.

We would recommend you check your contract terms and conditions with agencies and managed service providers to understand fully how/if the changes will affect your charge rates.

More information can be found here:

<http://www.berr.gov.uk/whatwedo/employment/holidays/index.html>

National Insurance "Free Pay" Increase

Please be aware that the "free pay" allowance will be increased for the next fiscal year. In 2008/09 the free pay allowance was £105, but for 2009/10 it has been raised to £110. This means that the first £110 of work done during the week does not incur the employer's element of National Insurance. The guidance from HMRC can be found here:

<http://www.hmrc.gov.uk/rates/nic.htm>

This will essentially equate to an overall reduction in invoice charges, and we recommend that you review your contractual status and existing invoices to take this regulatory change into account.

Update on Agency Workers' Directive

There will be a detailed consultation in 2009 with interested parties on the options for UK implementation of the Directive and, in the light of responses, a date for entry into force of the regulations. BERR (Department for Business Enterprise of Regulatory Reform) will have particular regard to avoiding unnecessary administrative

burdens for business while ensuring agency workers receive the appropriate protections. The Government hopes to introduce the necessary legislation in the current Parliamentary session.

Please provide your details on the attached email link if you would like to be notified of updates and be included on the list of consultees.

See link below for further details:

<http://www.berr.gov.uk/whatwedo/employment/employment-agencies/consultation-2002/page30034.html>

Exciting new initiative supporting Local Government spend on professional services: Local Government Professional Services Group

The Local Government Professional Services Steering Group, (LGPSSG), was formed at the end of 2008 to champion collaboration across LG (Local Government) within the professional services category. The group is made up of representatives from each region with significant spend or influence in the category area, and is chaired by Claire Smart, Director of Strategic Procurement at Gloucestershire County Council. This group will meet up bi-monthly and has already held 2 meetings which had very positive outcomes, with lots of enthusiasm from group members keen to see the real benefits to be gained in making a step change in the way professional services are bought at a local level.

The main focus initially will be on temporary staff and consultancy. Some of the initiatives discussed at both meetings have been successfully implemented by public sector colleagues, and there was a great deal of interest to try and understand how LG might build on these successes.

For more information the link below will take you to a fact sheet which gives contact details and a more in depth look at the groups aims.

[Factsheet Link >>](#)

Demand management update **STOP PRESS: Tools, methods and processes for Temporary Staff Demand Management Commissioned.**

In response to pan government interest in the implementation of Demand Management (for all categories of Temporary Workers), we have created a Pioneer Group. This group will be tasked with enabling the quickest delivery of this initiative into your organisation. This will be done by providing you with:-

- Tools including macro based Excel Models that generate a map of spend by role type, facilitate standardisation of role descriptions, exceptionally report non-standard pay rates within the same roles and identify long term use of short term temporary resource.
- Methods by which trends and supply shortfalls can be identified and managed to avoid premium pricing.
- Generic processes and templates to support change management within the organisation and optimise existing resource utilisation.
- Master Classes for project sponsors and delivery teams.
- An approved Benefits Methodology to capture and qualify savings.

Read the next Temporary Staff Times to find out how to sign up and start accruing savings.

South West Event

Thirteen Councils attended the Professional Services day facilitated by SWRIEP (South West Regional Improvement and Efficiency Partnership) and OGC in November. Highlights included presentations covering: agency staff case study from Gloucestershire CC, the Consultancy Value Programme with Central Government, the work of Professional Buying Organisation within England, and how Councils within the South West can work together on the procurement and management of professional services.

This event will be followed up by a regional baselining exercise and workshops to assess where the opportunities are and the priorities for Councils within the region.

The presentations from the event can be found at: <http://www.southwestiep.gov.uk/Events/summaryofpastedevents/pastedevents2008/Eventprofessionalservice0601108.htm>

For further details, please contact Claire Morecroft, on 01305 755490 or email: c.morecroft@dorsetcc.gov.uk

Capital Ambition, London agency staff managed service forums - March 2009

The fourth temporary staff forum facilitated by London Borough of Havering, will be held on 20th March 2009. All London Councils and local public sector partners are invited to attend. The agenda will include:

- Temporary staff project end and potential work for the future

- Further update on Agency Workers Directive

If you would like to attend and/or would like propose a topic please contact Ciara Lydon on 01708 432 939 or email: ciara.lydon@havering.gov.uk

Updates on professional services framework agreements

The number of professional services framework agreements is increasing on the OGC Contracts Database. The professional services frameworks cover temporary staff, interims, consultancy, recruitment advertising, search and selection and other HR & professional services. The database also provides information on current procurements to assist in planning.

New professional services frameworks that are current or will be soon available include:

1. **CBC/Hampshire-** Agency staff master and neutral vendor framework
2. **ESPO-**Advertisement and Recruitment framework including RPO (Recruitment Process Outsourcing), advertising, search and selection.
3. **PASA-** Professional, administrative and support service, temporary, interim, contract and fixed-term staff - national framework agreement
4. **OGC Buying Solutions-** Consultancy framework refresh

See link below for further areas:

<http://www.ogc.gov.uk/contractsdatabase/>

We would encourage anyone thinking of procuring a professional services framework agreement to explore the database. This should ensure no existing framework agreement already exists which is appropriate to their needs. If no suitable framework exists, please contact us via email:servicedesk@ogc.gsi.gov.uk or phone 0845 000 4999 and we can discuss any options that may be open to you to maximise your value for money.

Consultancy Value Programme in Local Government

OGC has placed a dedicated resource to assist LG colleagues who manage consultancy spend for their councils drive greater value from their spend.

Initial contact will be via the 9 Regional Improvement and Efficiency Partnerships, and it is intended that the team will work with local authorities to identify collaborative opportunities to drive greater value from councils spending on consultancy, building upon the success of the CVP initiative.

http://www.ogc.gov.uk/professional_services_consultancy_value_programme.asp

We would like to hear if you have implemented processes aimed at controlling consultancy spend or are keen to optimize collaborative activity in this category area. If you are interested in working with us, please contact OGC Service Desk on 0845 000 4999.

Temporary staff case studies and updates available

To complement the Agency Toolkit* that is currently being refreshed there will be a number of case studies and briefings that will be available over the next year.

1. **AGMA temporary staff case study**
A case study on this award winning collaboration, including the procurement, the contract implementation, challenges, successes, lessons learnt and the contract and supplier management . This is now available.
2. **Agency managed services with Local Government - What does good look like?**
Views from category and contract managers on best practice and gaining value for money from managed service contracts for temporary staff. This will be available in the next few weeks.
3. **Consultancy Brokerage at Islington**
This should be available from April onwards
4. **The third way? A master vendor contract within a unitary authority**

This should be available from May onwards.

If you would like to receive a copy of any of these case studies/briefings or would like to make suggestions for future topics, please email tempstaff@ogc.gsi.gov.uk or phone 0845 000 4999

*http://www.lcpe.gov.uk/AgencyStaff/Your_Toolkit_for_Success.asp

Model terms and conditions available

There are a number of documents including model goods and services framework and call off contracts, available on the website. These should be used in conjunction with other guidance and tools on our Virtual Programme Management Office and collaborative category approach.

http://www.ogc.gov.uk/procurement_vpmpo.asp

http://www.ogc.gov.uk/supplier_selection_and_awarded_contract.asp

In addition, there is some consultancy specific guidance that is also available:

http://www.ogc.gov.uk/documents/consultancy_services.pdf

LG jobs: Free listing

LGjobs.com is the official local government jobs board, owned by the Improvement and Development Agency (IDeA) on behalf of the sector, and delivered in partnership with Jobsgopublic.

LGjobs.com offers free job listings to all councils in England and Wales. By placing vacancies on LGjobs.com your council could potentially realise significant savings on recruitment advertising. Online advertising research suggests it reaches a wider and more diverse audience than traditional media alone.

For further details visit:

<http://www.lgjobs.com/pages/show/Free%20job%20listings>

Relocation Framework: Opportunity to Collaborate

The Ministry of Defence (MOD) manage a framework agreement for relocation services, which is open to Central Government departments. The agreement is due to expire 31st March 2010 and, therefore the MOD are beginning to look at the scope and content of a replacement framework agreement. MOD would welcome hearing from any public sector organisations, both within and outside of Central Government, who may have a need for relocation services, in order to ensure the new agreement meets as many relocation needs as possible. Please register your interest with

Nigel Warn, Category Manager,
Professional Services MOD

By telephone: (01225) 884188, or email :
DESComrcICC-TPAC1@defence.gsi.gov.uk
or DESComrcICC-TPAC1@mod.uk

Translation and interpretation

The OGC Buying Solutions led collaboration to procure a new framework to cover Face to Face Interpreting, and which includes spoken languages, Sign Supported English, British Sign Language, Finger Spelling, Notetaking and Speech to Text Operators, Lip Speaking, and Deafblind Communicators, continues with stakeholder engagement. A number of central government departments, Emergency Services, and Professional Buying Organisations (PBO's) are assisting with the

development of the specification. It is anticipated that an OJEU notice (Official Journal of the European Union) will be released by the end of March 2009.

For more information contact Brain Braid via email brian.braid@ogcbs.gov.uk or telephone 0151 672 2261

Recent Public Procurement Notices

OGC's Procurement Policy Division issues Procurement Policy Notes (PPNs) to public sector organisations. This provides guidance on, or request information about, areas of public procurement policy. There are two types of notes:

- Information notes, which provide guidance; and
- Action notes, which also require a form of response for the guidance provided.

Recent PPNs include:

- **Reserved contracts for supported factories and businesses**
- **Use of the Accelerated Restricted Procedure**
- **"Make Equality Count"** - How to address equality issues in public procurement
- **Data handling**

See the link below for further details:

http://www.ogc.gov.uk/procurement_policy_and_application_of_eu_rules_procurement_policy_notes.asp

NAO report: Management of services contracts

The National Audit Office published a report on Government's management of Service contracts in December. There are a number of recommendations for Central Government departments and OGC including a call to raise the profile of contract management, increasing contract management resources and improving guidance available.

The detailed report can be found at:

http://www.nao.org.uk/publications/0809/central_governments_management.aspx

Strategic Supplier Management

There is a clear opportunity for organisations to collaborate to make effective use of pan-government leverage with suppliers to obtain maximum value for money from the relationship. Strategic Supplier Management (SSM) also allows our strategic suppliers to enter into a more productive dialogue with the public sector achieving better outcomes for all parties.

OGC has developed an approach to strategic supplier management undertaking active supplier intelligence, analysing performance data and identifying opportunities to deliver performance improvements from both a customer and supplier perspective.

OGC is in the process of establishing a public sector Professional Service Strategic Supplier Management Group in order to design and implement a collaborative SSM strategy. We are keen to hear from organisations that have experience in this area and wish to contribute to the design of the strategy.

Please contact the Service Desk on 0845 000 4999 or email:servicedesk@ogc.gsi.gov.uk.

Online recruitment project

The Cabinet Office (CO) initiative, being managed by the Central Office of Information (COI), to place Central Government (CG) Permanent Recruitment from press advertising to on-line websites continues to gather momentum. The CO is currently running national workshops with CG HR departments to roll out this programme. The COI are also working closely with the Improvement and Development Agency (IDeA) so that local authority jobs can also be linked up through the DirectGov website as a single point of access to wider public sector jobs by

1st July 2009.

This will require the development of a common form using web language that allows Jobs to be shared between the linked websites.

There may also be an opportunity to link this up with Job Centre Plus which is the largest job site in the world, and this will provide a single point of access for all UK residents. The more eagle eyed among you may also have noticed that DirectGov is available as a TV channel on freeview, so will reach an audience that may not have internet access. If you would like any further details please phone the Service Desk on 0845 000 4999 or email:servicedesk@ogc.gsi.gov.uk.

Feedback?

If you have any feedback on the format or content of the newsletter please do get in touch via email: tempstaff@ogc.gsi.gov.uk

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Local Government Professional Services Steering Group



Regional Improvement and Efficiency Partnerships



Not only do we spend a significant amount nationally on external consultants, specialists and temporary staff, but these services play a crucial role in the delivery of the Local Government agenda. Value for money and effective procurement have never been more essential than they are in the present climate.

This is a real opportunity for all areas of Government to act collectively in delivering tremendous cashable and service benefits.

We don't underestimate the challenges of collaboration; we are a diverse group of authorities. But this diversity can also be our strength.

We need you to be involved, either through your RIEP or your representative of the working party. This project is about sharing what works to make a real difference nationally.

Claire Smart, Director of Strategic Procurement Gloucestershire County Council, and Chair of LGPSSG

A Local Government-focused group: helping to deliver efficiencies and supporting best practice

What does the group do?

The Local Government Professional Services Steering Group (LGPSSG) works in 2 main areas:

- developing procurement strategies for consultancy, temporary staff and other contingent labour across the sector to achieve a 'joined-up' approach
- stimulating collaborative procurement and sharing best practice to support local government in achieving efficiency targets and improved services.

How can Local Authorities benefit?

Potential savings for Authorities during the 2008/11 period have been identified as up to £285m as a result of this initiative, with the opportunity for significantly higher savings if greater investment of effort is made. LGPSSG strategies to help Authorities to achieve savings include:

- sharing information and expertise eg information on available deals, prices and what works best, and collaborating with other Authorities
- working with suppliers, Authorities and professional buying organisations to develop improved deals

- adapting and tailoring successful initiatives used by other public sector colleagues eg the Consultancy Value Programme, including:
 - business case checklist
 - good practice governance and approvals process
 - pricing guidance
 - contract performance reviews
 - master class training

See www.ogc.gov.uk/professional_services_consultancy_value_programme for further details

- encouraging an holistic view across an Authority's temporary resources including consultants, agency staff, interims and specialists to boost savings and contribute to better workforce planning and demand management.

Who are the group members?

LGPSSG was established in November 2008 and meets every two months. Currently, members are drawn from Authorities within all English regions, RIEPs (Regional Improvement and Efficiency Partnerships), professional buying organisations, the Audit Commission and OGC (Office of Government Commerce).

Claire Smart	Gloucestershire County Council (Chair)
Ian Brown	Manchester City Council
Elizabeth Buttimer	Audit Commission
Janet Chinnery	Essex County Council
Sharon Cuff	Procurement Lincolnshire
Andrew Foster	East Midlands Improvement and Efficiency Partnership
Kate Graefe	Royal Borough of Windsor and Maidenhead
Mike Greatwich	OGC
Debbie Husler	Birmingham City Council
Andy Nutter	London Borough of Islington
Peter Quinn	Essex County Council
Bill Richards	North East Improvement and Efficiency Partnership
Ian Sears	OGC
Adele Spencer	Hull City Council
Andrea Tickner	North Eastern Purchasing Organisation (NEPO), representing PRO5

Also attending for OGC: **Georgina Aplin** and **Hazel Greaves**

Who are the contacts for further information?

For your local lead, please contact your RIEP representative, or alternatively either of the following:

OGC:

Please contact us via the OGC Service Desk on:

0845 000 4999 or email:

ServiceDesk@ogc.gsi.gov.uk

OGC website: www.ogc.gov.uk

