

Agenda Item 7		ES/024/11
Committee:	Executive Scrutiny Committee	
Date:	26 April 2011	
Capita Resourcing Review Update		
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Purpose of report

To update the Committee and seek approval of the proposal that further monitoring is brought to the 29 November 2011 meeting.

Introduction

The Central Services Policy and Scrutiny Committee convened a Task and Finish Group to undertake a review of the Capita Resourcing recruitment service between December 2009 and March 2010, with the final report due to be considered in April 2010. However, the Central Services Policy and Scrutiny Committee was disbanded before this took place and it was subsequently agreed that the monitoring of the recommendations would be undertaken by the Executive Scrutiny Committee.

The report was presented for monitoring to the 25 January meeting of the Executive Scrutiny Committee where it was agreed that the Task and Finish Group would collect further data to confirm the improvements that had been made to service delivery. Surveys were sent to successful candidates who started with the Council in December 2010 to gather their views on the recruitment process. Of the 47 surveys distributed, 9 were returned and completed.

Proposal

The Members of the Task and Finish Group that conducted the original review considered the survey results and subsequently proposed that further monitoring of the service is undertaken by the Executive Scrutiny Committee in 12 to 18 months time.

Scrutiny Committee Survey – summary of results

New Starters survey for Scrutiny Committee:

Question	Very Good	Good	Average	Poor	Very Poor	No Comment
Overall experience of support received from	33%	22%	0	0	11%	33%

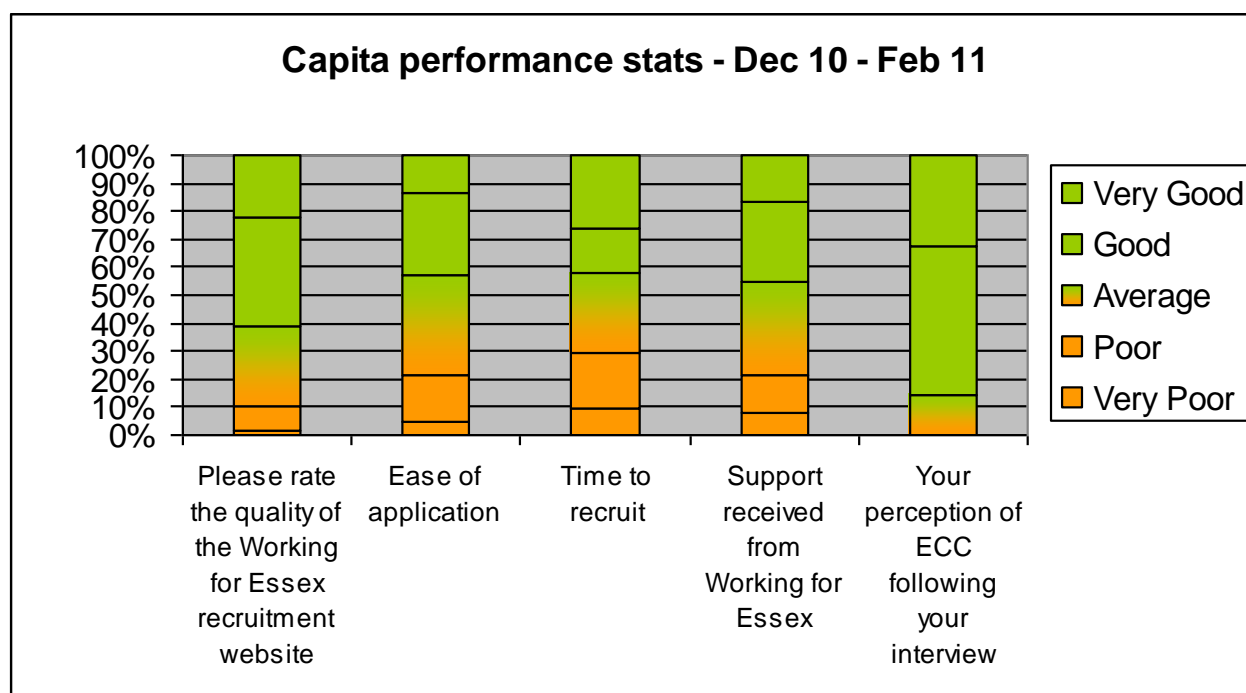
WfE team						
Overall experience of the recruitment process	33%	55%	0	0	11%	0

The level of respondents to this survey was low at just 20% of those requested, though the vast majority rated the experience as good or very good. When conducting surveys of this nature, those that are unhappy with a service are much more inclined to respond, making the low response rate itself a positive indicator.

Further Feedback

In addition to the surveys conducted specifically for the Scrutiny Committee, the below data relates to monthly surveys conducted by the resourcing team. This data has been collected from starters from December to February, and is made up of 63 respondents

New starters Survey Dec 2010 – Feb 2011:



Question	Very Good	Good	Average	Poor	Very Poor
Please rate the quality of the Working for Essex recruitment website	23%	40%	28%	8%	1%
Ease of application	13%	30%	37%	17%	5%
Time to recruit	27%	17%	30%	18%	8%
Support received from Working for Essex	18%	28%	33%	13%	8%
Your perception of ECC following your interview	32%	54%	14%	0	0

Performance has been improving consistently over the past year, with the above figures giving a feel for the current level of service. The trend with the lowest score in the above figures is that of time to hire, where Working for Essex have limited control due to our requirement for CRBs to be conducted.

The CRB process adds up to 10 weeks to the recruitment timeline, and applied to over 85% of respondents. A system to conduct these checks electronically is being developed by ECC and will be live by May – this is expected to reduce these times by 2-3 weeks.