

<b>AGENDA ITEM 8</b>	
<b>ES/014/12</b>	
<b>Committee:</b>	<b>Executive Scrutiny Committee</b>
<b>Date:</b>	<b>24 July 2012</b>
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**Capita Resourcing Review Update**

**Purpose of the report**

Following the report to the Committee on the 26<sup>th</sup> April 2011, ES/024/11 (appendix A); it was agreed to provide an update on the New Starters Survey results within the next 12 to 18<sup>th</sup> months.

**Introduction**

Since the last summary report, Capita’s contract has been renewed and extended to cover a two year period, with the contract expiring on the 31<sup>st</sup> December 2013. This extension was approved by CRB, Scrutiny Committee and Signed off as a Key Decision by Members.

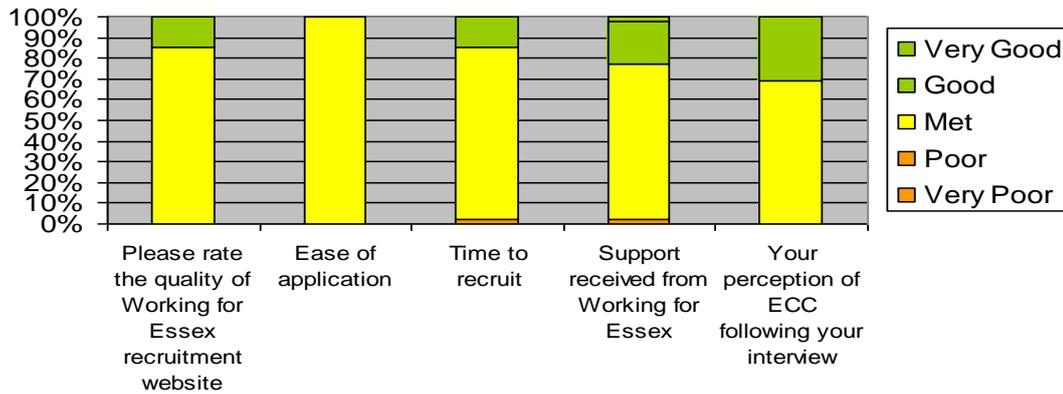
**Scrutiny Committee Survey – summary of results**

The result of this new starter’s survey has been taken from the monthly customer survey results and reflects the satisfaction results for actual returned responses per month.

This data has been collected from new starters for the period April 2011 to April 2012, and is made up of 316 respondents.

**New starters Survey April 2011 to April 2012:**

### Capita performance stats - April 2011 to April 2012



Candidate Survey Detail	Very Good	Good	Met	Poor	Very Poor
<b>Please rate the quality of Working for Essex recruitment website</b>	0%	15%	85%	0%	0%
<b>Ease of application</b>	0%	0%	92%	0%	0%
<b>Time to recruit</b>	0%	15%	83%	0%	2%
<b>Support received from Working for Essex</b>	2%	21%	75%	0%	2%
<b>Your perception of ECC following your interview</b>	0%	31%	69%	0%	0%

Performance has remained steady between 2011 and 2012, with just two responses for very poor. There were no responses of poor. 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 majority of responses are met to good, with a small percentage very good.

Although the new eCRB process has reduced the recruitment timeline from

10 weeks to 1 – 2 weeks, this has much improved this part of the clearance process, however there are still occasions where CRB will take up to 4 – 6 weeks; this has particularly been the case over the last few months with Volunteers for the Olympics taking precedence.

The level of respondents to this survey was below mid point, at just 35% of those requested, this is not a mandatory option, but encouragement to complete the survey however is offered at three stages, at the pre-employment meeting, final offer and on commencement in the post.

Although the vast majority rated the experience as met or 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 can be viewed as a positive indicator.

