

Response from Westminster Council

How is recruitment of permanent staff organised within your council, e.g. is it organised centrally or is it organised within services?

Each service is responsible for its own recruitment completing a request form which then goes to our shared service centre.

How concerned is the council about the cost of permanent recruitment and what steps is the council taking to reduce that cost?

We reduced our recruitment to a very low level some months ago as part of our cost saving exercise and so this is not the concern it once was. However I was concerned about the cost of hard copy advertising and on line. The difficulty we have is that we currently cannot buy bulk deals as each department is responsible for its own budget. Previously I worked for Surrey CC where I centralised all recruitment budgets several years ago and this saved significant amounts as we could use our buying power to purchase bulk on line advertising.

Have you considered outsourcing permanent recruitment to a third party?

Yes this is currently under consideration and we are looking at a number of options.

What use do you make of the internet for permanent recruitment?

We use our own site extensively and are trying to persuade managers not to use hard copy.

How is temporary recruitment organised within your council, e.g. is it organised centrally or is it organised within services?

We have a neutral vendor arrangement with Hays which means we have one invoice, little administration, reduced on costs and HRMI. However the downside is we have lost our relationships with providers directly and some of our best providers would not agree to the terms.

What steps have you taken to reduce the cost of temporary staff?

See above. This has also given more visibility to numbers in the organisation and we can check whether a post exists if a manager wishes to recruit a temporary member of staff.

Have you considered complete outsourcing of temporary recruitment to a single third-party provider?

Already done see above.

If so, what do you see as the advantages and disadvantages?

See above-there is more control, reduced costs, single invoicing etc but the down side is that we have lost good suppliers and we are no longer allowed to speak directly with suppliers.

How do you monitor satisfaction levels of managers that are carrying out recruitment within your organisation?

Through staff surveys which specifically ask for satisfaction levels for each service.

Do you use a talent pool and, if so, how successful has this been?

We use only an internal redeployment/talent pool but do not yet have the facility for an external pool.