



Workforce Consulting

Recruitment Efficiency Programme

Results at a glance

- Improved service fill rates
- Increased headcount with 215 new workers
- Reduced time to hire to less than 9 weeks
- Delivered £50,000 additional cost savings



"We now have a sustainable recruitment model and the right processes in place to ensure we continue to recruit the support workers we need to consistently deliver care in all our regional locations"

Mark Adams, CEO, Community Integrated Care



The History

The Litmus team, (working through our sister company brand Medacs Healthcare)* began working in partnership with Community Integrated Care in 2018. Community Integrated Care is one of the UK's largest social care charities, delivering life-enhancing support to people with a diverse range of care needs and employing over 5,500 staff in a variety of roles.

The Challenge

With growing pressure across the social care industry due to increased demand, coupled with ongoing staff shortages and difficulties in recruiting and attracting staff; fulfilling social care service requirements is now an expensive undertaking. Many services have been forced to use high-cost agencies to supply the additional nursing and support workers they need to deliver safe and effective care to service users.

In summer 2018, with rising staffing costs due to candidate shortages and high attrition, Community Integrated Care acknowledged that to fulfil commissioned service hours within budget, they needed to secure 250 full-time support workers. Improving retention and the time taken to hire staff were also critical to developing a more sustainable and efficient workforce and maintaining the high quality care standards that Community Integrated Care strive to deliver.

The Solution

The Litmus team were invited to conduct a review of Community Integrated Care's current approach to temporary and permanent staffing to identify quantitative and qualitative opportunities, including quick wins.

Following the review, Community Integrated Care commissioned a six-month Recruitment Efficiency Programme.



Mobilisation

A dedicated Project Manager was immediately appointed to implement an overarching recruitment strategy, ensuring accountability and planning across all teams and aligned to the desired goals. The strategic goals agreed were: to improve recruitment processes, to better align people, processes and technology, to reduce the average time to hire to less than nine weeks, and to reduce recruitment costs across the board.

Critical success factors included:

- Upskilling current recruitment personnel with clear SLAs, new policies and KPIs for tracking performance
- Embedding a new 'start stop continue' process for compliance documentation to ensure all new recruits were fully compliant in line with CQC standards
- Developing a new, more efficient recruitment service level with a more proactive approach to candidate engagement and a consistent applicant experience from advert response to onboarding
- Structural changes to facilitate regional onboarding

The Results

- Improved service fill rates by 27,000 hours whilst keeping agency usage at sustainable levels
- Increased headcount with 215 new part-time and full-time support workers
- Significantly reduced the time to hire to less than nine weeks
- Delivered additional cost savings of over £50,000; through regionalised onboarding
- Improved Employee Value Propositions
- Embedded best practice policies and technology (Applicant Tracking System)
- Implemented new standards of performance for all recruiters to ensure further improvements and sustained results

*As of July 2019, Medacs Healthcare's Workforce Consulting Solutions will now be delivered under the Litmus Workforce Solutions brand. Medacs Healthcare and Litmus Workforce Solutions are both members of the Medacs Global Group.

Contact us to discuss your requirements in more detail,
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