

Social Value

Managing Temporary and Permanent Recruitment Framework (Ref No.942)



Social value at YPO

As part of YPO's vision to be a leading public buying organisation we have spent the last few years developing our own social value strategy and agenda. Part of this included understanding our framework user's key priorities in relation to social value and ensuring that where possible we consider this throughout our procurement processes and frameworks.

We have identified five core values:

- Good jobs with skill development and training opportunities
- Children and young people have access to good quality education and training opportunities to develop skills for future success in work
- Growing strong and sustainable economies and supply chains
- Increased equality, diversity, health and well-being
- Environmental improvement and protection

Where relevant we will consider these five core values and other areas of social value throughout the procurement and call-off contracts.

We want to look at ways that we can ensure that YPO frameworks can bring social value into your region.

Developing and measuring social value through our framework

We believe that social value runs through a high proportion of the service deliverables when procuring the different recruitment and HR services on this framework. On this basis we decided to ensure that social value elements were built in throughout the procurement process. Please see below the areas where social value was considered throughout.

Quality questions

The quality weighting was set at 60% of the overall score and this included the questions and weighting towards social value. We made the decision to not pull out social value as its own criteria section. This was due to the nature of the services, many of the quality aspects required when delivering these services includes social value. Therefore, social value is built in throughout the quality questions, for example building and developing local agencies, placing local people into local jobs.

Social value specification questions

To help us understand how providers delivered social value directly we included two specific questions in the tender for social value. This helped us to understand the providers responsibilities in delivering social value and how they could support contracting authorities in delivering social value initiatives. Providers generally responded with how they deliver it through their supply chains, charity work, work fairs, working with job centres etc. To see the response to providers on the framework please contact hrrsolutions@ypo.co.uk for extracts from the tender.

Ability to utilise 2nd tier providers

This service is heavily reliant on the contracting providers ability to work and develop relationships with local agencies to deliver temporary workers in the contracting authority's region. The use of local recruitment agencies creates jobs within the contracting authority's region. In the procurement process YPO asked several questions in relation to the management and onboarding of 2nd tier recruitment agencies.

Recruiting local candidates

The majority of a contracting authority's temporary workforce is fulfilled with local candidates, it encourages local people into local jobs. The fulfilment of roles was considered in several quality questions throughout the tender process.

Payment of supply chain providers

The payment of supply chain providers is important to all contracting authorities, local supply chain providers need a cash flow to ensure they can pay the workers, it is written into the framework specification that all providers must pay supply chain providers within five days.

Supply chain management

In the YPO specification we state that all Managed Service Providers (MSP) need to have quarterly review meetings with supply chain agencies and on a six-monthly basis the MSP will need to respond to KPI's set out by the supply agency. It's important that the MSP provider manages their supply chain providers effectively because it will support them in growing their business and developing within the region.

Providers are required to report on the use of local agencies

On a quarterly basis all providers are required to report to YPO on the use of local agencies for each contracting authority, including the percentage of work delivered through each local agency. YPO then also requires an annual report that gives details of all work within local communities via their supply chain agencies.

Social value in call-off contracts

When creating framework agreements YPO try wherever possible to highlight and discuss social value in generic terms, however the opportunity to embrace social value is most easily done via a direct award or further competition. Temporary and permanent recruitment services both give the opportunity to really explore social value and the impact it can have on your community. The aims need to be driven by both the contracting authority and the provider equally to see the best results.

Social value might mean something slightly different to each of our contracting authorities, so we have tried to cover some key areas to think about below.

Discuss what social value means to your organisation

Social value is slightly different to each contracting authority, so it's important for providers to understand what matters to you. Ensure you have a detailed section in your specification that includes your key focuses as an authority. It will also help providers to understand how you will support them when they look to deliver social value through the call-off contract.

Social value questions

Social value is included as part of the quality criteria that YPO set out in the framework, you can utilise as much of the 60% quality criteria to ask questions specific to social value as you need to. Due to the type of services we were procuring we didn't set a specific score for social value, we wanted to give contracting authorities the option to either dedicate a score through their call-off or build it in throughout the process.

Use of local agencies

When developing your specification, it's a chance to understand your current position on recruiting through local agencies, what percentage is currently delivered and is this something you would like the provider to focus on moving forward. How would you then detail this into your specification to ensure it is managed by your provider.

Reporting on the use of local agencies

Ensure that your provider reports on the usage of local agencies through their MSP delivery, we would expect to see this as part of the KPI's agreed.

Permanent recruitment

Local jobs for local people.

Unemployment

When filling certain job roles there may be an opportunity for your provider to work with you to review if there's an option to work with local job centres and other relevant bodies to support unemployment in your region.

Apprenticeships/graduates

There might be opportunities to look at other options of filling roles instead of temporary or permanent recruitment. Could you build into your specification that the provider will engage with you when they find options to bring in resource via other means such as apprenticeships or graduate schemes? It might not always be possible, but it could be something your provider is proactively managing to support your wider workforce planning.

Reporting of local fulfilment

Ensure that providers are reporting to you on how they fulfil roles with local candidates in your local region.

Supporting your local community

Providers should be looking to support your local region through a range of community activities. Include in your specification examples of the work you would like to see in your region. It might be that you have exact projects you would like providers to be involved in to support your region and community.

Employment skills

Detail in your specification that you would like the provider to deliver a variety of employment skills to hard to reach groups across your region. These providers are recruitment specialists and the skills they have should be able to support local people to look at new careers and opportunities.

Quarterly social value report

To ensure that social value is measured and reported by your provider it's important that it's discussed as part of the review meetings. We would suggest that you ask your provider to deliver a social value report on a quarterly basis, it should provide data in relation to your local region and collateral to evidence the work delivered. This report should be a two-way document that is shared with both parties, the providers will need the contracting authorities involvement to allow them to really evidence and report on this information.