**Document 1**

**Managed Service Provision during COVID-19**

Over the last few weeks YPO have been working to understand the recruitment marketplace during COVID-19 through engagement with providers and framework users. We wanted to share with you our thoughts on working with MSP providers, establishing supply chains, feedback from across the public sector and any other relevant information.

The document includes:

1. **Key areas to implement with your managed service providers**
2. **Key worker categories**
3. **Pay rates**
4. **Working Arrangements**
5. **Key trends**

This document will detail the key things we think you should know; this will be an evolving document and updated to customers. YPO are trying to provide information across the sector to both customers and providers.

1. **Key areas to implement with your managed service providers**

YPO wanted to develop a list of the key ways in which we see you currently working as a sector and share that information, it’s likely that you have already implemented the following points:

* Weekly calls with your Managed Service Provider

*YPO is heavily communicating with all MSP providers and we are ensuring that they support you in a way that suits you. As part of this support we would expect MSP providers to arrange a weekly minimum call. This call will allow the provider to support your challenges in the coming weeks and understand your future needs.*

* *Weekly Management Information*

*The MSP provider should be able to provide you with a new set of MI that is relevant to COVID-19. This information may include candidate availability, supply chain capacity, time to fill etc. We suggest that this information is provided on a weekly basis.*

* Sharing of sickness information

*Contracting authorities should be sharing information on sickness and anticipated sickness in the coming weeks. Providers know this is hard to predict but they need to ensure your supply chains are ready to cope with any demand you may have.*

* Job Role Analysis

*Providers and authorities should be looking at potential high-risk skills shortage within the authority and be looking to develop an understand of which areas are likely to be under strain in the coming weeks. This information should be fluid between both organisations.*

* Developing Supply Chains

*MSP providers should be evidencing to you where they have developed stronger supply chains in your key areas. Work together with your provider to ensure that local agencies are onboarded via your MSP.*

*Your current agency workers might know of some other local agencies that might support future needs.*

* *Developing talent pools*

*YPO are seeing some public sector organisations develop talent pools for their key workers. Speak to your MSP providers and work with them to discuss options for developing talent pools.*

* Skill Analysis

*Some individuals might not traditionally work in the public sector, but their skills may match your requirements. Providers may start to carry out skills analysis to try to find workers outside of your normal pool of candidates, this should be discussed as an option with your MSP.*

*Agencies are looking at the skill sets of worker in private sector organisations to see if they have the right skills to deploy them into other roles.*

* *Job holding*

*YPO have made providers aware that they shouldn’t be holding roles for long periods of time. If a role can’t be filled internally by an agency or in a supply chain tier it should be proactively submitted out to a wider supply base ASAP.*

*Recruitment agencies or MSP’s should not be holding job roles during these times.*

1. **Key worker categories**

The majority of authorities are classing the below are key job categories over the coming weeks:

* Cleaners, porters etc.
* Social care teams
* Customer services
* ICT
* Health worker roles

The above roles are going to be hard to fill in the coming weeks and the research in the market suggests the following:

* Workers are less likely to move across authorities during these times, they want to ensure they have an income. It’s no longer about the hourly rate.
* Workers would like to be treated with the flexibility and homeworking facilities that a permanent employee receives.
* Clear guidance is required for temporary workers on how they can complete their role during these times especially for roles in social care.

As you’re likely to be aware government has found numerous ways to support the recruitment numbers over the coming weeks.

Registered social workers that left the register since 18 March 2018 will be able to sign up to support during COVID-19. Please find more information below:

<https://www.socialworkengland.org.uk/registration/coronavirus-temporary-registration/>

NHS professionals may return to their previous professional and all guidance is provided on the following link:

<https://www.england.nhs.uk/coronavirus/returning-clinicians/faqs-ahps/>

1. **Pay rates**

All providers on YPO frameworks have been asked about rates in relation to COVID-19, at this stage no provider has advised that rates should be changing due to the demand.

As far as we are concerned there should be no increase in any agency or managed service fees over the coming weeks.

When recruiting temporary workers, we suggest that where possible you still recruit at the rates you have done previously. At times it may be suitable to have a conversation with your managed service provider about any flexibility in some hourly rates, we would only suggest this if the hourly rate previously agreed isn’t in-line with the current market rate. The market rate should be known by your MSP. Communication will be key for both the provider and authority is placing some of these roles.

1. **Working Arrangements**

It is suggested in government guidance that temporary workings are provided with the same working arrangements as permanent staff during this period.

Across the public sector we are seeing that all authorities we have spoken to are following this guidance.

In a key role such as social care we have seen the following applied:

* In the main social workers are working from home.
* External visits are only been conducted when it’s essential, all over assessments are been completed over the phone where possible.

1. **Key Trends**

* Public sector organisations are reporting a reduction in permanent resource of approximately 20-25% over the coming weeks however some have reported as high at 50%.
* Authorities are closely working with the 3rd sector to understand resourcing in their regions, especially private care homes.
* The majority of regions in the UK have a MOU in place for the pay of social workers, authorities want to comply with this but suggest it’s going to be difficult during COVID-19.
* In general, all authorities are paying temporary workers that are sickness, self-isolation or all over requirements covered by the government guidance on temporary worker pay.
* Temporary workers that are no longer needed in the departments they were recruited for are been resourced across to other departments within the authority.
* Authorities are starting to work with their MSP providers to develop talent pools of workers within their key roles.
* In general, we are seeing that much of the public sector are getting their plans in order and more data will be available thought out the next week. As this information becomes available YPO will provide more information.

1. **Technology**

Managed Service Providers have the technology available to support your recruitment processes from beginning to end. Providers should be able to supplement all your processes via technology over the next few weeks and months.