

Hiring Manager FAQs



Q. How do I contact the agencies (suppliers) via the Framework?

You can engage with agencies directly, using the contact details provided by YPO.

Q. Can I contact all agencies (suppliers) from one centralised function?

Yes, you can contact all agencies either via the dedicated FLiP webpage, which can be found here: [HR and People | London in Permanent Children's Social Work Recruitment - 1165 Coming Soon \(ypo.co.uk\)](#)

Or

You can contact the agencies via email, or ask YPO to issue an email on your behalf

Q. How do I know these agencies (supplier) can deliver against my needs and are suitable for use?

YPO, London Councils and LIIA conducted a competitive tendering process which assessed agencies based on:

- o Cost
- o Quality
- o Social Value

All agencies have been evaluated against a set of relevant questions, to demonstrate their ability to deliver.

Q. What are the advantages of using this Framework vs engaging with agencies directly?

YPO, London Councils and LIIA have identified three key themes for the Framework, which have been outlined below alongside the advantages they represent:

Theme 1 – Collaborative & Co-Developed

- o Co-developed framework, by London for London
- o Single point of contact via YPO partner support

- o Provides consistent regional reporting of engagement levels

Theme 2 – Access to Specialist Agencies

- o Specialist list of agencies
- o Ease of access to engage agencies

Theme 3 – Consistent & Compliant Route to Market

- o Effective and compliant route to market
- o Consistency in price structure and quality
- o Pre-agreed terms and conditions
- o Provides the option for a consistent and relevant approach to social value

Q. What fees are applicable?

The framework operates on a fixed fee structure, with the same fees for all Contracting Authorities which use the framework, bringing consistency to London.

The fees are based upon roles and relevant descriptions and details of what the fees capture can be found within the framework documentation. Ask YPO for further details via HRSolutions@ypo.co.uk.

Q. Who can assist me when using the Framework?

YPO are available to provide you with support, free of charge. You can contact us via HRSolutions@ypo.co.uk

The appointed agencies also understand how the Framework operates; however you should ensure you're acting in a fair and transparent manner when engaging with agencies.

Q. Do I have to use the Framework?

There's no obligation to use the Framework, however there are a number of benefits of doing so! Please see questions 3 to 6 above, or you can discuss the benefits with YPO directly.

Q. How do I enter into a contract with an agency via the Framework?

To enter into a call-off contract with an agency, you can make a direct award or run a further competition, however we would encourage you to discuss this with your procurement and/or to engage YPO to support you.

