

Local Recruitment Case Study: South West Client Group



Recruitment times
reduced by up to 59%

THE BENEFITS

- 49% reduction in recruitment times for nurses
- 59% reduction in recruitment times for healthcare assistants
- 100% compliance guaranteed to NHS Employment Check standards
- Improved satisfaction with process
- Reduced administration processes for candidates
- Recruits are more engaged, with one-to-one support
- They tend to begin work earlier and pick up more shifts
- They feel part of a team
- They are more likely to recommend the bank to colleagues and friends

THE CLIENT

The South West Client Group consists of Northern Devon Healthcare NHS Trust (NDHT), Devon Partnership NHS Trust (DPT), Plymouth Hospitals NHS Trust (PHNT) and Livewell South West (LWSW). The clients provide general, mental health, specialist and community services across the entire county of Devon, covering an area of 2,590 square miles; with a dispersed population of more than 1 million and a high proportion of senior residents.

THE PROJECT

In the South West the pool of available workers, particularly qualified staff, is very limited and with wide geographical distances between the localities, recruitment is even more challenging. Transport links are often difficult, and workers tend not to cross-cover geographically as it can take 2.5 hours to get from North to South by road. Current vacancy levels average at 90 Whole Time Equivalents (WTE) per client across the South West.

NHS Professionals (NHSP) has been working in partnership with all of its Client Trusts in the area to support their temporary workforce needs. NHSP recruitment is aligned to the NHS Employment Check standards, and not surprisingly this level of compliance impacts on time to recruit.

HOW NHS PROFESSIONALS HELPED

The NHSP local team believed that specific geographical challenges required a more local approach. A local recruitment team was proposed which would provide the full recruitment process.

“The South West is a very challenging area in which to recruit, and the timeliness and personal approach that the teams give are vital to ensure we attract as many workers as possible to the bank alongside our workforce programmes - and that they feel they have had a good experience and are a valued member of the team.”

Jules Shanbury, Client Relationship Manager SW

RECRUITMENT

A Local Recruitment Team was created in November 2014 to take on the end-to-end process for local applicants for all Client Trusts in the South West, with the aim of increasing support whilst reducing ‘time to recruit’. Improving applicant satisfaction was also a major factor in the investment.

TRAINING

At the same time, the NHSP Training and Engagement Course (TEC) was introduced into the area. TEC provides a face-to-face learning environment for practical and mandatory training, including client specific needs, the NHSP:Online platform system and an introduction to local clients.

THE OUTCOME

Post implementation of the Local Recruitment Team and TEC, average time to recruit was reduced from 85 to 44 calendar days for registered nurses and from 122 days to 50 days for healthcare assistants. **The average time to recruit for NHSP South West is now around 6 weeks, from interview to being registered and ready to work.**

“Everything was brilliant from the interview stage to being assisted through the whole process by the local NHSP Recruitment Team. Communication from the team was very good with just a few Issues with Occupational Health, which were quickly resolved.”

Magdalena Stelmach, Flexible Worker



NHS PROFESSIONALS – Leading the way in recruitment & training

NHSP is responsible for recruiting and validating temporary nursing staff on the bank, managing temporary assignments through the NHSP:Online platform and advising Client Trusts on appropriate use of staffing agencies to support their workforce agenda.

Recently, NHSP has been helping to address national agency rate caps and framework usage.

OUR WORKFORCE INITIATIVES - Operated in partnership with Client Trusts

Auto-Registration

NHSP offers an automated mechanism for substantive staff, both existing and newly recruited, to join the bank. This ensures that a maximum number of trust-employed substantive staff are available to pick up extra shifts - so shifts will be filled from within the bank, before being offering to expensive staffing agencies. It also provides better continuity of care.

Trust Restricted

On retirement, many ex-staff find that they would like to pick up ad hoc shifts. NHSP streamline the registration of 'leavers' so they can continue to work via the bank, but only at the sponsoring trust.

Trust Exclusive

Trust Exclusive is a fast track recruitment process for people working through staffing agencies. They can easily transfer

to NHSP Bank provided they are well known to the Trust. Workers can be active and available on NHSP:Online within 72 hours. They continue to work under an indemnity from the Trust, and can be fully established on the Trust bank in less than 6 weeks. The process is designed to be implemented in conjunction with cascade changes and pay incentives to improve shift-fill.

NSHP:Springboard for Care Support Workers

NHSP:Springboard provides an opportunity for people to undertake a supported programme to obtain the skills and training required to become a Care Support worker.

Candidates are jointly selected by both NHSP and the Trust for specific roles and close partnership working supports a full-time ward placement for 3 to 6 months. NHSP delivers theory-based training and supports the first week's clinical placement, with our local client team providing continued support during the programme. The programme delivers increased bank fill volumes at reduced cost and reduced agency use. Successful candidates are awarded the Care Certificate.

National and International Nursing

NHSP has successfully recruited several hundred trained nurses from European countries. We work with Client Trusts to ensure an appropriate on-boarding programme, with our local client team providing support throughout. The EU nurses recruited are contracted to work full-time on the bank for an agreed period - increasing bank-fill and reducing expensive agency use.

If you would like to see how NHS Professionals can help you successfully reduce recruitment times, call 01923 690532 or email bdm@nhsprofessionals.nhs.uk