

## **PIN (Prior Information Notice) Scoping Document**

### **LRL / Tender for the Provision of Agency Workers / Staff.**

**Note: this document is a draft outline only. Ideas presented to be discussed during SMT with amendments to follow following conclusion of the SMT.**

#### **Company Background:**

Lancashire Renewables Limited (formally GRLOL) was established in 2010 and operates two flagship waste treatment facilities in Leyland and Thornton; handling household and residual waste (circa 400,000 tonnes p.a.). The company's key objectives are to receive, treat and transport waste in accordance with the targets and service requirements set out in its Service Level Agreement; providing a critical service for the entire borough of Lancashire. Each waste treatment facility is designed to handle and process various municipal waste types arranged and supplied by Lancashire County Council.









## **Requirement Background:**

Lancashire Renewables Ltd is committed to supporting the delivery of the Lancashire County Council Waste Management Strategy, with our business evolution being driven by the changing demands of the waste and recycling industry. As a critical function we operate 24/7, 364 days a year, and therefore staffing resources are fundamental to our success and output.

Agency workers are typically required for the following reasons:

- Short- & long-term sickness.
- Maternity leave.
- Holiday cover.
- General absence.
- Resource to cover planned / unplanned demand for contingency labour.
- Resource for specific trials / projects.
- Interim cover prior to recruitment.

## **Scope of Service Required:**

Roles will cover four broad categories: Operational, Administrative, Professional and Supervisory, which will contain further sub-categories, to include but not limited to: - financial, technical, engineering, health & safety and driving roles.

The appointed Agency must be able to provide sufficient CVs and candidates for each post to be filled. Where cover is required for a skilled/qualified worker, a minimum of 3 CV's meeting the essential criteria would be deemed sufficient. A CV would not necessarily be required for some unskilled roles where the requirement is for immediate cover.

A set response time to the job request will be fixed for each role type.

There may be occasions when a temporary agency worker is required at short notice for certain job categories; therefore, the appointed Agency will be expected to maintain a database of suitable candidates to fulfil these roles.

Candidates must be vetted for each post to be filled before submission to LRL. Criteria to include, as a minimum:

- Identity checks.

- National Insurance registration.

- Immigration documentation & work permits.

- Qualification, skills, experience, training certification, driving licences, etc.

- References.

- Fitness to undertake specific duties.

- Scrutiny of enhanced disclosure checks – if applicable.

- Other relevant checks.

- Acceptance of LRL internal policies and workplace practices.

- Pre-placement Drugs & Alcohol testing.

The appointed Agency is responsible for weekly invoicing of the personnel deployed to LRL.

The appointed Agency must be prepared to engage and develop an electronic interface with LRL to allow efficient exchange of data.

The appointed Agency must allocate a small team of “named” dedicated staff to manage all aspects of a contract with LRL.

The appointed Agency staff are expected to have a regular presence at both LRL sites, with hot desking facilities being provided by LRL.

Monthly management reports to be developed in consultation with LRL.

Quarterly management meetings to be held with LRL, to review all aspects of the contract and any problem resolution.

## Contract – Typical Assignment of Responsibilities

It is envisaged that the typical contract responsibilities of the appointed Agency and LRL will be assigned as follows (but not limited to):

Duties	Responsibility	
	Agency	LRL
Supplying appropriate candidates on a timely basis	*	
Proactively creating and maintaining a live database of potential candidates that could fulfil LRL's variety of job roles	*	
Requesting CVs to fulfil vacant roles, ensuring that all the relevant data is accurate and provided to the agency in a timely manner		*
Briefing candidates about the potential role prior to CVs being submitted to LRL for consideration	*	
Selecting and presenting "vetted" candidates CVs for consideration (min 3 off per role unless otherwise specified)	*	
Evaluating agency CVs submitted and providing feedback to the Agency		*
Co-ordinating the interview schedule in accordance with LRL's requirements	*	
Interviewing candidates for roles	*	*
Advising the Agency of successful candidate and specifying start date and length of contract		*
Final checking of references, qualifications, certifications, work permits / visa checks, driver licences or other specific vetting criteria prior to placement. Written confirmation and copies to be supplied to LRL, as requested.	*	
Checking identity and vetting for regulated posts in accordance with the legal requirements regarding Child Protection and Vulnerable Adults. Written confirmation to be supplied to LRL.	*	
Undertaking any necessary Occupational Health checks prior to placement	*	

Duties	Responsibility	
	Agency	LRL
Ensuring that the LRL's internal policies and workplace practices are accepted by the candidate prior to placement	*	
Providing the successful candidate with starting instructions for "day 1"	*	
Confirmation to LRL of role acceptance and agreed start date	*	
Providing direct feedback to candidates who are unsuccessful	*	
Completing Drug and Alcohol testing to meet Company requirements with Agency workers prior to placement in role.	*	
Conducting company health & safety briefings before role duties are allowed to commence, for example risk assessments, general H&S protocols, specific regs for specific jobs.	*	*
Ensuring completion of online induction before role duties are allowed to commence.	*	
Providing PPE (personal protection equipment) required for the role prior to commencement of duties		*
Providing any role specific training requirements, as and when appropriate		*
Update of company records, to include Agency workers,		*
Maintaining regular contact with the deployed worker	*	
For each placement, maintaining contact with the named line manager to monitor overall performance of candidate (time keeping, attendance, capability, etc)	*	
Monitoring the performance of each placement and providing feedback to the Agency		*
Providing a point of contact in respect of each placement to deal with employment issues associated with Agency workers such as training, expense queries, communication, etc	*	*
Supervising agency workers		*

Duties	Responsibility	
	Agency	LRL
Line Managers signing off Agency workers timesheets (TMS) on a weekly basis.	*	*
Only invoicing timesheets (TMS) for payment that have formal LRL approval as per the Contract ruling	*	
Ensuring Working Time Regulations are adhered to	*	*
Advising of any changes to length of placement, change in duties, etc		*
Requesting that the agency worker is removed in the event of unsatisfactory work or poor conduct		*
Agreeing protocol for dealing with the replacement of unsuitable workers	*	*
Providing named contact(s) for the contract to deal with the framework agreement	*	*
Dealing with all personnel management issues associated with placed workers, including but not limited to grievances, disciplinary procedures, counselling, advice on employment rights etc. LRL would cooperate/assist where necessary but the onus is on the agency.	*	
Providing regular management reports / information in an agreed format and within the prescribed timescales (suggested monthly).	*	
Quarterly meetings to review contract progress	*	*
Paying invoices to the Agency within 14 days by BACS		*

### Service Level Agreement:

The appointed Agency will be expected to agree to a set of mutual KPIs (Key Performance Indicators), by which success of the Contract will be measured. These could typically be:

Percentage of CVs, to an acceptable standard, presented for each vacancy; although this could prove to be a point for subjective discussion.

Percentage of posts filled at first attempt.

Percentage of posts filled within an agreed timescale.

Percentage of failed deployments.

Additional KPIs may be added during the course of the contract.

Failure to consistently meet agreed KPI targets could lead to corrective actions, remedies or even contract termination.

## **Summary**

LRL are looking to award a contract to a single supplier for “The Provision of Agency Workers / Staff”, with an estimated annual value of £400-450k per annum, potentially increasing in line with the expected increase to the company’s headcount. The duration of the contract is TBC but will likely be four years as a minimum. Interested parties must be able to demonstrate that they have sufficient competent resource and experience to support our requirements with a level of continuity that meets the demanding pace of our operations. At this stage, it is anticipated that our award criteria will revolve around cost / charging rates and the provision of a detailed method statement that gives a clear indication of your intended methods and programme to fulfil our contract requirements.