

 the Manchester Growth Company

Temporary Staff Agency Framework

Document D1  
Service Level Agreement

May 2016



The Service Level Agreement will be between the relevant MGC Group company and the Agency.

MGC Group companies include:

Company name	Trading name for invoicing purposes if different
Economic Solutions Limited	Manchester Growth Company/MGC
Marketing Manchester	
GM Business Support Limited	GM Business Support
ChamberLink Limited	Business Support Solutions
The North West Apprenticeship Company Limited	NWAC
Challenge 4 Change Limited	Challenge 4 Change Trading Limited
IDG	Improvement Development Growth Limited
CfA	Centre for Assessment Limited
IQC2 Limited	IQC2 Limited
Better Choices Limited	Careers Solutions
The Skills Company, The Work Company	Skills and Work Solutions Limited
Employment and Regeneration Partnership Limited	
The Enterprise Fund Limited	BFS or Business Finance Solutions
BFS Funding Managers Limited	
BFS NWF General Partner Limited	
NWF (Micro Loans) LP	

In addition the following companies are to be included in the agreement:

Company name	Trading name for invoicing purposes if different
Manchester Investment and Development Agency Service Limited	MIDAS
Commission for the New Economy Limited	New Economy

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## Ordering Process

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The relevant manager from the MGC Group company will contact an Agency (from the preferred suppliers list) and will be deemed to have the relevant authority to request agency staff.

The Agency will not place candidates until a valid Purchase Order has been received from the MGC Group company. The Purchase Order number must be clearly marked on the Agency's invoice and must be sent to the named MGC Group company contact at the address stated on the Purchase Order.

The Agency will ensure that they have been provided with sufficient information from the relevant manager within the MGC Group company, either in writing or verbally concerning the request for Agency Staff.

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## Response Times

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The Agency will agree to respond to and provide a progress report to the relevant MGC Group company within 12 hours of the booking being placed, where the start date/time is within 72 hours. Where the start date/time is longer than 72 hours the Agency will provide a progress report within 24 working hours.

Details of the agency staff should be communicated to the relevant manager from the MGC Group company within 4 hours of the booking or 4pm, whichever is the earliest, where the booking has been placed for the next day. Where the booking is less than 72 hours but more than the next day this information should be given within 12 working hours. Where the booking is greater than 72 hours ongoing progress reports should be provided [every two working days] and details of the staff should be provided no less than 3 working days before the booking start date.

Where the MGC Group company has placed a booking for applications to a permanent position the Agency will provide continual progress reports every 5 working days from the placement date advising whether they anticipate they will be able to provide CV's from suitable applicants. Where the Agency is unable to provide any suitable applicants within 5 working days the MGC Group company will be entitled to withdraw the request.

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## Quality of Staff

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The Agency will be required to carry out (or have already carried out) skills assessments for all applicants in line with the role profiles. The Agency will also have carried out the following:

- Documentation checked to ensure the candidate complies with UK Border Agency criteria for working in the UK
- Original copies of certificates checked for qualifications deemed as essential criteria for the position

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- Minimum of two references checked and verified with the referees (for temporary staff) and references covering the last five years of employment (or two references where there has not been over 5 years of employment) (for permanent staff, where these have not already been obtained)
  - If the candidate has stated previous employment with the MGC Group we require that a reference be obtained in addition to any other reference and that this is verified by the employing department
  - Where required for the position, Disclosure and Barring Service checks including List 99 checks.

It is the Agency's responsibility, prior to the booking start date, to check and inform the relevant MGC Group company of any pre-booked holiday commitments from the applicant.

## Sickness

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Upon receipt of sickness notification for temporary Agency staff, the Agency will notify the individual business unit within 20 minutes of the applicant's start time and confirm whether a replacement is required. Where a replacement is required the Agency will attempt to ensure, where possible, the replacement is on-site within 2 hours of the confirmation that a replacement is required.

Agency staff who have been employed to a permanent contract with the MGC Group will be expected to follow the relevant MGC Group company reporting procedure and Sickness Absence Policy.

## Quality Control

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All bookings must be checked by the Agency with the relevant Group company within 30 minutes of the agreed start time, for temporary bookings and within the first working week, for permanent bookings.

The Agency will make a progress call to the relevant manager at the MGC Group company at the end of the first day, for temporary bookings, to ensure that the MGC Group company is satisfied with the staff supplied. This will then be reviewed weekly by the Agency to ensure that the staff supplied are still required and there are no areas for concern. Where the MGC Group company is dissatisfied with the staff supplied, within 4 hours of commencement of the booking, the MGC Group company will terminate the booking immediately and inform the Agency who will use their best endeavours to replace immediately and will not charge for any hours worked.

For permanent bookings the Agency will check with the MGC Group Company that there are no issues. Any concerns that do arise from the placing of a permanent member of staff will be discussed directly with the Agency as soon as the issues arise.

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## Management Information and review meetings

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It will be the Agency's responsibility to compile and issue a management information report bi-monthly and forward these to Human Resources. These reports should include:

- Expenditure figures for the whole of the MGC Group account
- Expenditure figures per individual MGC Group company
- Type of agency staff used, number of days on assignment for temporary staff and number of permanent staff successfully appointed to positions
- Analysis of assignments/enquiries unfilled
- Analysis of unsatisfactory staff

Meetings between the Agency and the Human Resources representative will take place bi-annually to discuss quality of service, resolve any problems/issues and the presentation of management information. Any issues or concerns between these arranged meetings will be discussed and dealt with as required, where necessary additional meetings will be arranged.

The Agency will notify the Human Resources representative as soon as any operational changes occur that are likely to affect the working of the contract.

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## Issue Resolution Process

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In the event of any dispute the first contact should be made between the relevant MGC Group company and the Agency's consultant.

Where a satisfactory resolution is not resolved then the MGC Group company should contact the Agency's Branch Manager.

Where both stages above have not resolved the issue then the Agency's Branch Manager should contact MGC's HR representative immediately when informed that the issue has not been resolved.

In the event that all three stages have been unsuccessful then the HR representative will take the issue further with a Regional Manager/Corporate Account Manager of the Agency with the possibility that this will escalate to the highest possible level.