



East Riding of Yorkshire Council *Case Study*

The Business Requirement

In common with all Public Sector organisations, East Riding of Yorkshire Council (ERYC) are committed to providing Best Value services to their community. As a major employer, their use of temporary staff to cover sickness and parental leave and cope with peaks of work is significant across most departments. The decision to select preferred suppliers for defined categories of staff was made and implemented in 2002, in order to ensure that costs were minimised and that management information on temp usage was available centrally. In 2003, the tender was re-let incorporating North Lincolnshire Council, to ensure even greater savings.

The NRG Solution

NRG Group was selected as preferred supplier for Administrative and Clerical staff in 2002.

Temporary staff can be supplied at 24 hours notice across the whole of East Riding, which is the largest unitary council in the UK. NRG consultants meet with hiring managers and visit the site whenever possible in order to gain a more detailed understanding of each department's processes and own staff. The major site is Beverley, but staff were also needed in Hull, Skirlaugh, Hessle and Bridlington.

NRG Group proactively manage a database of candidates with a good fit to ERYC needs. In order to find the best possible candidates, we advertise in local press and interview within East Riding areas (in local job centres and hotels).

In line with East Riding of Yorkshire Council's policy on e business, NRG Group's service is now accessible to ERYC users on the Roses Market place – a web based catalogue of approved services.

In 2003 NRG Group were re-awarded the categories in respect of both ERYC and North Lincolnshire Council for a further two years.

Business Benefit

A dedicated Account Manager provides a single point of contact and comprehensive management information on a weekly and monthly basis.

To date NRG have fulfilled 100% delivery for temporary commercial staff and carry out weekly surgeries on site in Beverley.

We are continuing to supply temporary commercial staff across the region and now within North Lincolnshire, delivering both cost efficiencies and high quality service.