



The Scottish Prison Service

Case Study

The Company

The Scottish Prison Service (SPS) is responsible for all the Management and Operation of the prison establishments in Scotland.

The Business Requirement

In 2001 SPS had a need to recruit 100 prison officers with intakes commencing two months after the initial advertising campaign. Attraction was to draw candidates from a wide cross section of society with emphasis on female and ethnic candidates. Managing the volumes of response and ensuring the quality and equality of the selection process together with daily and consistent statistical analysis of the response were key issues. Detailed records of all parts of the project were provided so that good management information was available for planning future projects and refining them to deliver increasingly specific results.

The NRG Solution

NRG Group was selected as sole supplier of the recruitment support. The jointly planned project generated some 4000 applications with 3000 application packs forwarded. Approximately 1200 candidates who met the minimum criteria were invited to psychometric and physical assessment, those successful moved through the process to final panel interview. The quantity and calibre of candidates guided through the rigorous process exceeded expectations with 220 people successful. With the increasing demand within the establishments, SPS moved forward their 2002 intake and were able to offer start dates to all successful candidates, with 101 starting in October / November 2001 and the remaining confirmed and accepted offers starting January 2002.

Business Benefits

NRG Group's proven volume recruitment processes together with an experienced recruitment team enabled SPS to manage the recruitment in line with government policy on good practice. They not only had new recruits, but also an accurate database record of where they were recruited from as well as full candidate database information to form the basis of individual personnel records. Feedback on the quality of the new recruits was used to refine selection criteria for the future.

This project exceeded SPS expectations and both SPS and NRG were aware of the long-term retention, quality, cost effectiveness and overall benefit of this recruitment campaign.

NRG Group continued as SPS sole supplier of recruitment services up until June 2003, a total of three years.