

St Mungo's Broadway – Temporary Managed Services

St. Mungo's Broadway was founded in 2014, when St. Mungo's charity and Broadway charity merged.

It then developed many ground-breaking services including; the first specialist project solely for mentally ill rough sleepers, funded by the Government; the first specialist project solely for rough sleepers who drink heavily; the only specialist project solely for elderly rough sleepers and, more recently, the first Recovery College in the homelessness sector.

The Challenge

St. Mungo's Broadway needed a recruitment partner who could provide visibility of their temporary recruitment, uncover the true cost of agency use, and reduce reliance on temporary workers.

The Solution

Cohesion work with St. Mungo's Broadway to offer a blended solution of a temporary managed service, alongside management of their individual economy. Cohesion manage all non-permanent requirements, and make valuable recommendations on recruitment strategy to ensure a decrease in spend, tenure and overall agency use.

Cohesion carried out a data discovery exercise to identify an accurate representation of their situation. This exercise provided meaningful data, determining their key suppliers, the rates of pay, and where and for how long their temporary workers had been in place.

Cohesion provide a tailored solution to ensure better management of the client's interim needs. The bespoke systems allows St Mungo's' causal worker bank to be utilised more efficiently across the whole organisation. Through the review, and consolidation of their Preferred Supplier List (PSL), Cohesion ensure utilisation of the best suppliers.

Results

- In the first two years of the contract, we have saved St. Mungo's Broadway a total of £831,715.99;
- Through the partnership, St. Mungo's Broadway now have full visibility over all temporary requirements across the organisation, understanding the use of temporary workers, and have reduced reliance on agencies;
- A total of 6,435 roles were raised with the Managed Services team, with a fill rate of 94%;
- A total of 49 temp-to-perm transfers have been made, since the beginning of the partnership;
- The average cycle-time for frontline roles has reduced from 7.34 days to 4.44 days, since the introduction of the new process.

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