



Background & Scope

As part of the transition from CL1 to PSR the Implementation plan recognised that several of the tendered service features would not be available from day one and as such would be phased. For those commercial colleagues involved in the Call Off process, these were included in the Staged Benefits document from April 2018.

Phase 1 focussed on delivering the core service, allowing contracting authorities to transition, and ensuring continuity of recruitment services and ongoing management of incumbent workers. A number of critical tasks have now been completed (for nearly 90% of the CL1 population) including:

- Agreeing Call Offs and setting up new ways of working with customers
- Transition of workers from CL1 to PSR
- Transition of agency providers from CL1 Terms to PSR Terms
- Build of new technology platform (incorporating the Fieldglass VMS, with supporting technology for candidate screening, invoicing and direct worker management)
- Set up of all PSR Non-Agency Routes to Talent. Featuring all access to a direct candidate market
- Access to detailed Management Information within the Fieldglass platform
- Commencement of Business Reviews (for large authorities)
- TUPE of Capita staff to AMS

The remaining CL1 population is expected to migrate to PSR by the end of January 2019. Phase 2 will now focus on unlocking new capabilities that will enhance the service to both the Hiring Manager and the Contingent Worker. This paper will set-out the process, features and indicative timelines for these being implemented

Process & Governance

The Phase 2 scope of projects will continue to be directly managed by the Programme Executive Board on a monthly basis. We will review those arrangements again in Q1 2019 and consolidate arrangements as necessary. Section 3 below provides more information on the activities to be delivered, features and milestones for completion.

Whilst the CCS and AMS project team are in the process of finalising the detailed project plans, inclusive of key milestones and appropriate project leads should you have any initial queries on the process and / or require further information on any of the projects listed below please contact Jo Smith; joanne.smith@crownccommercial.gov.uk or 07785 373561

Phase 2 Scope

Activity	Description and Benefits
<p>PSR Marketplace</p>	<p>The launch of the PSR Marketplace provides a new route into Central Government allowing candidates to search and apply for role opportunities directly, rather than through a traditional recruitment agency. This will be similar to how Government recruits permanent roles.</p> <p>What does this mean for me?</p> <ul style="list-style-type: none"> • For Departments the Marketplace will increase numbers of non-agency applicants and bring cost efficiencies i.e. through a lower mark-up. • Candidates will have greater visibility and opportunity of contracting roles across Central Government and the Wider Public Sector.
<p>Talent Pools</p>	<p>A Talent Pool is a compilation of potential candidates for utilisation (this can be both specific to an individual Department and / or specific to an individual role if this is a pan-Gov approach). The PSR Talent Pool will be made available to departments via Fieldglass.</p> <p>What does this mean for me?</p> <ul style="list-style-type: none"> • A Talent Pool allows for quicker access to pre-qualified candidates for frequently used. Whilst department specific on-boarding would still be performed using previously used workers with the required skillsets will reduce timeframes to source and on-board.
<p>Feedback Tool</p>	<p>An online tool to collate feedback from Candidates and Hiring Managers. Candidate's feedback will be collected on their experience on both the recruitment and on-boarding process and for the Hiring Manager we will capture their experience of using the PSR service.</p> <p>What does this mean for me?</p> <ul style="list-style-type: none"> • This information provides insight for Hiring Managers, CCS and AMS to better drive user experience and guide continuous improvement initiatives. <p>AMS have implemented feedback Satisfaction questionnaires via the Fieldglass platform, which allows the programme to review both HM and Candidate feedback and amend as necessary.</p>

Activity	Description and Benefits
<p>PSR added value</p>	<p>Contracting Authority dashboards are already live and providing data for authorities to better understand and manage their service.</p> <p>In Q1 2019 we will re-align new worker rate benchmarks, in consultation with CCS and Departments and introduce specific market insights where required.</p> <p>What does this mean for me?</p> <ul style="list-style-type: none"> • A Contracting Authority is able to compare what is happening with the government sector and the wider market place.
<p>Nominated Worker Transition</p>	<p>A specific project for Departments (based on large numbers of Nominated Workers) providing the opportunity to migrate current nominated workers from their existing supplier to new contracts with PSR.</p> <p>What does this mean for me?</p> <ul style="list-style-type: none"> • Reduction in agency costs for Contracting Authorities, generating significant savings • Authorities with small numbers of worker will be able to use this route for net new requirements
<p>Migration of workers onto Fieldglass VMS</p>	<p>A specific project for MoJ and Home Office dedicated to the migration workers from Brook Street & Hays onto the Fieldglass platform.</p> <p>What does this mean for me?</p> <ul style="list-style-type: none"> • For MoJ and Home Office a greater management of their entire contingent worker population contained within one system
<p>Process for Transitioning Workers & New Authorities</p>	<p>This will provide an agreed process between CCS and AMS for:</p> <ol style="list-style-type: none"> a) New Authorities joining the PSR Framework b) Transitioning Workers from other Frameworks (e.g. NMNC) <p>What does this mean for me?</p> <ul style="list-style-type: none"> • The ability to view all your contingent workers on one platform 'golden source of truth for non-permanent workers'

Phase 2 Indicative Timelines

Financial Yr Quarters	Q3 2018/19 (Oct-Dec)	Q4 2018/19 (Jan-March)	Q1 2019/20 (Apr-Jun)	Q2 2019/20 (Jul-Sept)	Q3 2019/20 (Oct-Dec)
CL 1 Transition		Transition Option 2c Final Implementation (complete 14th January)			
	Transitions Stabilisation. Expected complete end Feb 2019				
PSR Market Place	Design and Build (complete end Dec)	Final Testing and Go Live 11 March	Continuous improvement review	Implement agreed enhancements	
Talent Pool	Scope and design 30 Nov	CA Communication Jan		Review use and effectiveness	Establish enhancement plan as needed
		Implementation (30 March)			
User feedback tools	Fieldglass user survey reports from 1 December	Review feedback mechanism and agree improvements (1 March)		Review latest relevant feedback tools if improvements required	Agree implementation plan as necessary

PSR added value	Contracting Authority Dashboards	Market Insight. New rates benchmarking			
Migration of workers onto Fieldglass VMS	Finalise Plans for Key Authorities	Implement Migration	Implement Migration		
Nominated workers transition to AMS	Finalise Plans for Key Authorities	Implement Migration	Implement Migration		