

KEY PERFORMANCE MEASURES (DRAFT) AS AT 1 April 2009

<u>KPI</u>	<u>Measure</u>	<u>Target</u>	<u>Monitoring Method</u>	<u>Who Manages</u>
1 Temp Recruitment	i) Temp fill rates – improvement and maintenance of average fill rates (Process)	<p><u>Temp fill rates (excluding Hard to Fill / Shortage Skill Posts)</u> Admin - 98% within 5 working days Other – 95% (to be reviewed after 6 months)</p> <p><u>Temp Fill Rates Hard to Fill/ Shortage Skill Posts(Process)</u> Fulfilment of a % of orders 1st time for hard to fill posts e.g Planning Officers – To be agreed once volume established</p>	<u>Temp fill rates</u> – data to be collected as current month and 12 month rolling data. Presented in steering report.	RC
	ii) Temp – quality of output (Quality)	<p><u>Temp Quality</u> Customer satisfaction levels – 95% satisfied and above (rolling 12 mth average figure over reporting period).</p>	<u>Temp Quality</u> – Obtained through twice-yearly Hiring Manager surveys conducted by Manpower. Twice-Yearly MI reports to be provided.	RC
	iii) Cost for temps – overall reduction in costs pay rate and bill rate (unit costs) (Cost)	<p><u>Cost for Temps</u> Reduction of overall costs from baseline figure of year end 2008/ 09</p>	<u>Cost for Temps</u> – Monthly agreed steering report e.g temp data	RC
	iv) Continuity of temps	<p><u>Continuity of Temps</u> Retain same temp throughout assignment – 95% satisfied and above.</p>	<u>Continuity of Temps</u> –to be obtained through the Service Review Meeting.	RC
	v) Compliance with EH policy & Law	<p><u>Compliance with EH Policy & Law</u> - Use of March 09 data as a baseline for reduction in number of</p>	- Steering report monthly and the Recruitment Centre to proactively progress chase with hiring managers	RC

Unless otherwise stated all data should be supplied on a monthly basis.

To be used from 1 April 2009

<u>KPI</u>	<u>Measure</u>	<u>Target</u>	<u>Monitoring Method</u>	<u>Who Manages</u>
		temps working more than 13 weeks continuously at same cost code.	and escalate to EH HR team those temps working at same cost centre for 13 weeks or more. - RC to flag to manager and HR via email when a temp is reaching their 10 th and 13 th weeks.	
2. Perm Recruitment	i) Perm Fill rates – improvements in fill rates (fill first time) (Process)	<p><u>Perm Fill Rates (excluding Hard to Fill / Shortage Skill Posts) (Process)</u> Fulfilment of orders 1st time excl. shortage skill posts – target 98% where recruiting managers request a particular media against the advice of the recruitment centre – target 80%</p> <p><u>Perm Fill Rates Hard to Fill/ Shortage Skill Posts (Process)</u> Fulfilment of a % of orders 1st time for hard to fill posts e.g Planning Officers - To be agreed once volume established</p>	<p><u>Perm Fill Rates (Process)</u> Joint monitoring between Manpower and EH through manual tracker sheet. Report would need to be run monthly and information fed into Steering Report for that month</p>	RC / EH
	ii) Time to Hire – reduction in time to hire (Time)	<p><u>Time to Hire (Time) (excluding Hard to Fill / Shortage Skill Posts) Joint Ownership</u> From time of Recruitment Transactions Team in receipt of requisition / Recruitment request to offer.</p> <p>5 weeks (25 working days) from order to notification of decision by hiring manager for Generics.</p>	<p><u>Time to Hire (Time) Joint Ownership</u> Reported in monthly steering report</p>	RC

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		<p>8 weeks (40 working days) from order to notification of decision by hiring manger for Traditional Recruitment</p> <p><u>Time to Hire Hard to Fill/ Shortage Skill Posts</u> 60 – 80 working days (12-16 weeks) from order to notification of decision by hiring manager for hard to fill.</p>		
	iii) Perm – Quality of candidates (Quality)	<p><u>Perm (Quality) of Applicants Supplied for Shortlist.</u> 100% of Managers satisfied that applicants supplied meet the original brief.</p>	<p><u>Perm (Quality)</u> Covered as part of the Line Manager twice-yearly customer satisfaction survey.</p>	RC
3 Financial Objectives	<p><u>Perm</u> i) Reduction in advertising costs ii) Temp to perm reduction in costs</p> <p><u>Temp</u> i) Volume discount ii) Temp proposal for lowest entry point</p>	<p><u>Perm</u> i) TBA ii) TBA</p> <p><u>Temp</u> i) TBA ii) Adopting the lowest entry point for some agreed temp roles within EH. Paying the rate for the work rather than the grade for the perm role._TBA</p>	RC to report monthly as part of the financial information provided within the Steering report.	RC

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4. Equality / Diversity (Perm)	i) Ensure monitoring data is collated for all applicants for: - Disability - Race - Religion - Age - Gender - Sexual orientation	100% of monitoring forms to be completed	Quarterly Reports to be submitted to EH Recruitment Centre to provide response analysis on number of applicants and those put forward for interview on a quarterly basis.	RC
5 Complaints	Number of issues / complaints raised Satisfactory solution	<u>Temp/Perm Recruitment</u> Base data set at 10% Within 6 months improve to 5% Within 12 months improve to 000% Above to be calculated as a percentage against volume of orders. Complaints to be resolved within 5 days. 100%	Issues Log, monthly report of complaints and trends, using the current month and rolling 12 months.	RC

RC Manpower Recruitment Centre
EH East Herts Council

Steering report produced monthly used for monthly ongoing MI information. Issues acted upon or referred to Quarterly meetings
 ¼ MI reports produced for Quarterly meetings
 Manual tracker sheet used for Quarterly meetings
 Customer Satisfaction Survey used for Quarterly meetings

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