

OVERVIEW & SCRUTINY BOARD

9th October 2025

Subject Heading:	Corporate HR Metrics – Agency Workers
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Policy context:	This report provides an update on the level of spend on agency staff engaged by the Council, and levels of sickness absences for the directly employed staff in the corporate workforce.

An update from Procurement, following the O&S meetings held on 3rd July 2025.

Procurement Metrics

Matrix/Adecco Agency Workers

The percentage of Adecco ¹Agency Workers in the Total Corporate Workforce has continued to fall from 15.4% (489) on 31st May 2025, to 12.7% (399) on 31st August 2025.

The spend on Matrix/Adecco Agency Workers for the Months of June, July and August 2025 were as follows

Period		Spend	Period	Spend	% Decrease
June 2025		£2,116,950	June 2024	£2,484,027	14.78
July 2025		£1,681,472	July 2024	£2,133,084	21.17
August 2025		£1,808,991	August 2024	£2,059,289	12.15

*** please note the figures do not include the pay award, this will be included in the October 2025 figures.*

¹ Adecco is a Master Services Provider (MSP) that helps organisations streamline and automate the process of engaging agency, temporary, and contingent staff, offering services like technology, processes, and people and can also act as a providing agency in its own right. Service commenced 26/07/2025, Matrix provider the service prior to this date.

which represents a reduction of £307,959 across the 3-month period, please note the August figures may be lower due to agency worker seasonal leave and does not include the 2024/2025 pay award, which will be applied in October 2025/November 2025, this will inflate the figures from April 2025 to date.

*A breakdown of the Adecco and Matrix agency workers over the rolling 12 months is attached. See **Appendix 1***

Cabinet (January 2025) requested the data regarding the extent to which “cover for Long Term Sickness Absence” was a driver for the engagement of Matrix and subsequently Adecco Agency Workers.

As at the end of August 2025, there were 399 Agency Workers engaged via the Council’s Agency Worker supplier (Adecco) *please note this is the lowest number of agency workers since 2018*. A breakdown of the reasons for their engagement is shown in the table below for August 2025 which outlines all new hires under the Adecco contract.

Engagement Reason	Number	%
Project Conversion	0	
Permanent Recruitment	0	
Holiday Cover	0	
Sickness/Absence Cover	2	6.897
Internal Expertise unavailable	0	
Project/Additional Work	26	89.655
Secondment Cover	0	
Maternity/Paternity Cover	0	
Restructure	1	3.448
Seasonal Work	0	
Total	29	100

*** please note the “reason for engagement” types have been expanded as part of the new contract*

Conclusion

It is clear from the information provided by managers that:

- cover for long term sickness absence is a very minor driver for the engagement of Agency Workers
- the most significant driver for the engagement of Agency Workers is cover for Project or Additional work.

Off-Framework Agency Workers

A transaction listing and purchase order (PO) report from Fusion was run, and the last 3 months’ data was reviewed against the agency and consultancy fees subjective codes. This resulted in a very small number (3) of off-framework suppliers which accounted for four (4) contingent workers being identified. The spend for the last 3 months (June 2025 to end August 2025) equated to

£141,025.29, this represents 2.51% spend against the corporate contract based on the spend values above. Procurement will investigate the spend and where possible move to the Adecco contract. Regular review will be taken to ensure appropriate steps are taken to mitigate the use of off contract agency workers.

Management are to take action on agency to review the spend in relation to agency and consultancy fees within their area and to actively reduce the number of agency workers and the value being spent. This process has been effective in helping to reduce the number of agency workers utilised in the Council.

Senior Agency Worker volumes and Tenure above 2 years

The number of agency workers above the £75k threshold has reduced to 50 (of which 4% reside in the Borough), which is the lowest monthly number in the last 12 months. *A breakdown can be seen in Appendix 1.*

The number of agency workers that have over 2 years' tenure has reduced to 92, which is the lowest monthly number in the last 12 months. *A breakdown can be seen in Appendix 1.*

