

OVERVIEW & SCRUTINY BOARD

17th March 2026

Subject Heading:	Corporate Metrics – Agency Workers
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Policy context:	This report provides an update on the level of spend on Contingent Workers (agency staff) engaged by the Council.

An update from Procurement, following the O&S meetings held on 16th December 2025.

Procurement Metrics

Matrix/Adecco Contingent Workers

The percentage of Adecco ¹Contingent Workers in the Total Corporate Workforce has continued to fall from 15.4% (489) on 31st March 2025, to 14.3% (460) on 31st December 2025.

The spend on Matrix/Adecco Contingent Workers for the last 3 months of 2025 were as follows:

Period	Spend	Period	Spend	% Decrease
Oct 2025	£1,917,603	Oct 2024	£2,133,115	10.10
Nov 2025	£1,654,000	Nov 2024	£2,161,706	23.49
Dec 2025	£1,403,622	Dec 2024	£2,144,761	34.56

*** please note the figures include the 2025/26 pay award, which was implemented in October 2025.*

The spend figure for October 2025 is artificially high due to the backdated pay award being completed. In addition, the spend figure for December 2025 is lower than it would normally have been due to 2-week seasonal closedown being provided. This gave the contingent workforce the same opportunity to take a

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.

wellness break and to recharge for the new year. This was provided to all contingent staff unless agreed with the responsible officer for critical services.

which represents a reduction of £1,464,357 (22.74%) across the same 3-month period, please note the December 2025 figures may be lower due to Contingent worker seasonal leave.

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

To continue to map the data in regard to the extent that contingent workers are used to cover “long term sickness absence” as required by Cabinet (January 2025), the following table sets out the list of categories for engagement and the numbers reflected in the period.

Since the last report and the contract “Go Live” and using the data from 01 September 2025 to 31 December 2025 there have been 103 Contingent workers onboarded, and the engagement reasons are set out below. Please note that this will not represent the whole figure due to the transfer of data between Matrix and Adecco during July/August 2025.

Engagement Reason	Number	%
Project Conversion	0	0
Permanent Recruitment	1	0.97
Holiday Cover	0	0
Sickness/Absence Cover	6	5.83
Internal Expertise unavailable	7	6.80
Project/Additional Work	69	66.99
Secondment Cover	2	1.94
Maternity/Paternity Cover	1	0.97
Restructure	9	8.73
Seasonal Work	0	0
Other	8	7.77
Total	103	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 low driver for the engagement of Contingent Workers
- the most significant driver for the engagement of Contingent Workers is cover for Project or Additional work.

Off-Framework Agency Workers

A transaction listing and purchase order (PO) report from Fusion was run, for the date range of 1st October 2025 to 31 December 2025 and has been reviewed

against the agency (Contingent) and consultancy fees subjective codes. This resulted in two suppliers being identified (a reduction of 1 from the previous quarter) and accounted for 5 Contingent workers (this is an increase of 2 from the previous quarter).

In terms of a financial value the spend across both suppliers totalled £22,797.92, which is a reduction of £61,393.76 from the previous quarter. The off contract spend accounts for 1.23% a reduction of 0.46%.

Procurement will continue to investigate and discuss the spend with the responsible officers and where possible will seek to onboard into the Adecco supply chain and move the workers to minimise risk of disruption to the service.

Responsible officers will continue to review, monitor and take action on the use of off contract agencies.

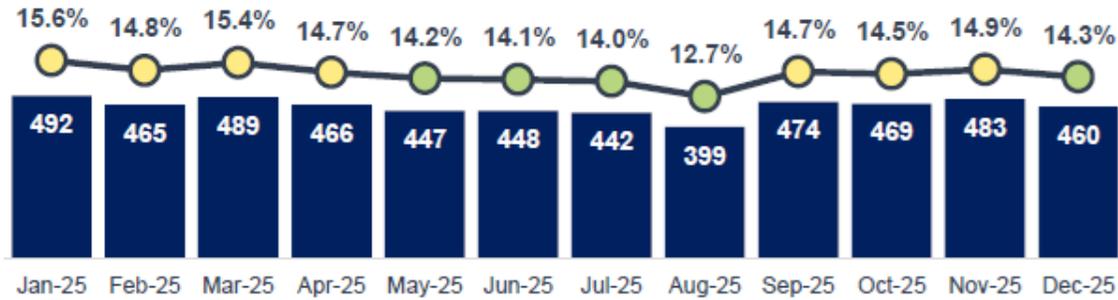
Senior Agency Worker volumes and Tenure above 2 years

The number of Contingent workers above the £75k threshold has increased to 67 (of which 4% reside in the Borough), from the historical low figure of 50 in August 2025. Work is commencing with Adecco and the responsible officers to review the Contingent worker and to agree a way forward that seeks to reduce the number, *a breakdown can be seen in Appendix 1.*

Likewise, the number of Contingent workers that have over 2 years' tenure has increased to 114, from the historical low figure in August 2025. The tenure of the contingent worker will be discussed with the responsible officer with the aim of reducing the number or procuring the needs in a different way, *a breakdown can be seen in Appendix 1.*

Adecco Agency Workers - 12 Month Overview

% of the Total Workforce



RAG Rating



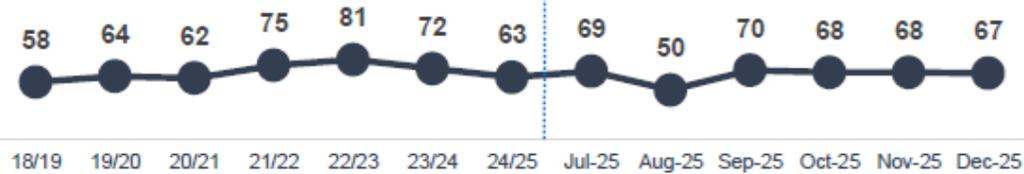
14.3%

Target ≤12%

London Average 11.8%

No. of Adecco Agency Workers earning more than £75k*

*annualised figure based on hourly rate



No. of Adecco Agency Workers engaged for more than 2 Years

