

CASE STUDY

Company: BLP UK Ltd

Industry: Manufacture of laminate and veneered profiles and doors

Location: Doncaster, South Yorkshire

Perm Employees: 300

Staffing issue: BLP were contracted to manufacture kitchen doors for one of the major DIY retail chain. The seasonal requirement meant an enormous increase in manufacture was required from September to March. This required a temporary workforce of up to 150 people. In previous years, due to the nature of the role, shifts etc and the lack of long term employment meant that over the seven month period, BLP would induct over 500 individuals.

The solution: Abbey Personnel were commissioned to provide a temporary workforce with relevant experience who could commit to the seven months. Minimising inductions and in turn improving productivity.

In May 2004, Poland became a member state of the EU, Abbey Personnel had heard very positive things about the potential workforce which could be available.

Firstly, an in-house Polish speaking recruitment team was appointed which would recruit staff directly from Poland. Looking for candidates from joinery backgrounds and manufacturing environments who were prepared to work in the UK for seven months.

All candidates were interviewed and reference checked in Poland by Abbey Personnel staff; any certification was translated.

Abbey were presented with a number of logistical challenges, i.e. where will employees be accommodated and how would they travel to work? A number of properties were secured on fixed term leases, Abbey Personnel worked closely with Doncaster Metropolitan Council to ensure all properties met the Housing of Multiple Occupancy laws.

Due to various shift starts and finishes, transport to work proved difficult. This was overcome by purchasing brand new bikes and issuing them to all new starters.

The recruitment campaign was carried out over three months, delivering 40 people per month.

Abbey Personnel provided a luxury coach to transport people directly from Poland to Doncaster.

The first intake was 4th September 2004, Abbey hired the Doncaster Dome and used it as a processing centre, providing food and drink and an opportunity to complete final paperwork and to issue shifts etc.

After people had been processed and their shift allocated etc, they were then taken to the houses which they had been allocated, all families and friends were kept together.

On arrival at the house everybody was issued with their bike and their PPE, over the weekend people were familiarised with the area and shown to the factory. Everybody was inducted onto site by Abbey Personnel on the Monday 6th September. The process was then repeated mid September and early October.

Contract Coordinators managed the contract, logging hours worked, allocating shifts and overtime and carrying out all initial inductions.

All documentation was translated by Abbey Personnel including Safe Systems of Work and Health and Safety signage.

An arrangement was made with Lloyds TSB to open bank accounts.

All National Insurance interviews were arranged by Abbey Personnel directly with HMRC.

Home Office documentation was carried out by Abbey Personnel.

Summary:

Historically, BLP would induct 500 people over the seven month period, in order to maintain the staffing level of 150. Abbey Personnel inducted 131.

All recruitment was carried out by one agency, Abbey Personnel Services Ltd.

Individual productivity increased by 50%.

The ethical recruitment practices and management of Abbey Personnel meant that BLP UK Ltd had access to a thoroughly reliable, flexible and hardworking team, who were fully informed and committed to the contract.