

Appendix J – Supply Teachers

1. Supply teaching service

Providers should ensure; all supply staff have an up to date clear Enhanced CRB check, references and qualifications are checked, schools have the choice to pay staff to scale or not, agencies have strategies to working with schools causing concern, support to schools regarding shortage/hard to fill/specialist subject areas, agencies have strategies to respond to changing patterns of supply needed as a consequence of the national Workforce Remodelling Agenda, agencies have a supply workforce that is representative of the population served by schools, agencies offer an out of hours service to schools and a planned comprehensive CPD programme is provided.

2. Response rate

The total number of schools responding to this question is shown below in Table 1 from 2004/05 to 2009/10. It also shows how this figure equates to the total survey population. This year has seen a decrease in the number of responses to this question from 94 to 81 see Table 1 below.

Year	Number of responses	% of Leeds Schools
2004/05	110	40.44%
2005/06	97	35.66%
2006/07	63	23.16%
2007/08	76	28.15%
2008/09	94	34.81%
2009/10	81	30.00%

Table 1 : Total number of responses by year.

3. Service providers

Those service providers recording five or more responses are shown below in Table 2.

Service Provider	2005/06	2006/07	2007/08	2008/09	2009/10			
	Total	Total	Total	Total	Primary	Secondary	Other	Total
Capita Education Resourcing	7	5	9	13	4	2	0	6
Celsian	43	29	17	38	25	4	0	29
Academic Appointments	-	-	-	10	3	5	1	9
Hays	17	13	19	28	15	3	0	18
Select Education PLC	-	7	10	18	10	4	1	15
Teaching Personnel	-	7	10	7	5	2	0	7
Protocol	-	-	15	15	11	4	0	15
Reed Education	-	-	14	12	14	2	0	16
Blue Recruitment	-	-	-	7	7	0	0	7

Table 2 : Total number of responses by service provider.

Nine service providers recorded enough responses to be included in the survey this year. This is the same number of providers as 2008/09.

4. Performance level

The key performance level review is measurable on a scale of 1 = very good, 2 = good, 3 = highly satisfactory, 4 = satisfactory, 5 = unsatisfactory, 6 = poor and 7 = very poor. The mean performance level is shown in Table 3 below.

Service Provider	2007/08		2008/09		2009/10		
	Avg	Performance Level	Avg	Performance Level	Avg	Performance Level	Change
Capita Education Resourcing	3.33	Highly Satisfactory	2.92	Highly Satisfactory	2.33	Good	Better
Celsian	2.90	Highly satisfactory	2.63	Highly Satisfactory	2.48	Good	Better
Academic Appointments	-	-	2.3	Good	2.33	Good	Worse
Hays	2.68	Highly Satisfactory	2.61	Highly Satisfactory	3.06	Highly Satisfactory	Worse
Select Education PLC	2.50	Highly satisfactory	2.78	Highly Satisfactory	2.33	Good	Better
Teaching Personnel	2.90	Highly satisfactory	2.57	Highly Satisfactory	2.57	Highly Satisfactory	Same
Protocol	2.40	Good	3	Highly Satisfactory	2.47	Good	Better
Reed Education	2.79	Highly Satisfactory	2.75	Highly Satisfactory	3.00	Highly Satisfactory	Worse
Blue Recruitment	-	-	1.71	Good	2.86	Highly Satisfactory	Worse

Table 3 : Performance levels by service providers

All providers recorded performance levels of highly satisfactory and good which meets the requirements of the Traded Services Forum. Of the providers who recorded scores in 2008/09 four recorded better scores, and four providers recorded a worse scores, with one provider same exactly the same

5. Service providers – value for money

Schools were asked to record whether or not the service provider was delivering value for money. The responses are listed below in Table 4.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Capita Education Resourcing	2	2	0	2	0	0	4	2	0
Celsian	13	5	7	3	1	0	16	6	7
Academic Appointments	3	0	0	3	2	0	7	2	0
Hays	6	6	3	2	1	0	8	7	3
Select Education PLC	7	1	2	3	1	0	11	2	2
Teaching Personnel	3	2	0	2	0	0	5	2	0
Protocol	8	1	2	2	1	1	10	2	3
Reed Education	7	4	3	1	1	0	8	5	3
Blue Recruitment	3	1	3	0	0	0	3	1	3

Table 4 : Value for money by service providers

Overall the results to this question suggest that schools felt that value for money was being achieved from the service providers. However, this view is contradicted by free text comments that stated the services provided are not value for money and are in fact expensive.

6. Service providers – improvement

Schools were asked to record how the service provider could improve their service delivery and what steps they were taking to ensure that this was taking place, see Table 5.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Capita Education Resourcing	2	0	2	1	0	1	3	0	3
Celsian	14	3	8	3	0	1	17	3	9
Academic Appointments	2	0	1	3	0	2	5	0	4
Hays	8	2	5	2	0	1	10	2	6
Select Education PLC	4	2	4	2	0	2	6	2	7
Teaching Personnel Protocol	2	1	2	2	0	0	4	1	2
Reed Education	6	2	3	4	0	0	10	2	3
Blue Recruitment	8	3	3	1	0	1	9	3	4
	5	0	2	0	0	0	5	0	2

Table 5 : Expected improvement by service providers

The majority of schools in both the primary and secondary sector expected the providers to improve. It is clear that many schools now see using supply teacher agencies as a last resort and explore all options in house first.

A full list of unedited comments is available in [Annex J](#)

Annex J – Supply Teachers

Capita Education Resourcing

1. Please explain why you rate the service provider this way?

Positive responses

- Agencies provide good teaching staff and cover supervisors. They answer early morning phone calls efficiently and respond quickly. Their services could be improved by training overseas personnel to be more familiar with our school system.
- Always email information re CRB/List99/qualifications etc. Ring for feedback on supply staff to enable them to compile a personal school supply list. Good telephone manner.
- In most cases good teachers.
- These agencies are all "safer recruitment" compliant and provide an excellent service for day to day and long term requirements.

Celsian

1. Please explain why you rate the service provider this way?

Positive responses

- We use these agencies only as a last resort, but they have usually been able to provide someone when required. The requirement for proof of CRB check was not always followed, but that seems to be improving.
- Provide satisfactory cover when required at competitive prices.
- Very proactive. Offering good deals. Decent staffing in the main. Prompt efficient response to contact.
- On occasions the agencies have not been available to provide me with the staffing needs that I require. I always receive clear documentation that all checks have been made.
- Good quality staff can usually respond to calls quickly. Fewer calls from agencies at busy times to see if we need someone would be helpful.
- Good service, responsive and reliable.
- Good, speedy response. On the whole a high calibre of supply teachers employed. Reliable CRB documentation. Good invoicing system. Very pleasant, amenable staff.
- Have found all the above flagged companies willing and eager to help. On occasions a company may have taken too long to get back to me, or the supply teacher may not have fitted in with the ethos of the school. In general, however, all are far too expensive and do not always provide value for money.
- Guaranteed good quality teachers always delivered. Very helpful customer service line. Positive responses to positive criticism.
- Improved recently with introduction of emails re CRBs.
- Quick to respond to requests. Staff supplied mostly suitable. Have not received personalised letter for staff saying they have passed checks for suitability to work but do have sight of their CRBs.
- The majority of supply teachers suit our needs (select) but we have had some weak teachers (Celsian) but not all teachers from Celsian fall into this category.
- Provide a good service and always provide us with CRB information.
- Always manage to find us someone and usually good quality. Good response to increase demands on safeguarding procedures.

Negative responses

- Supply teachers often late.

- On the whole OK. Quality sometimes diminishes for short notice supply.
- Celsian are slow at responding to confirm staffing.
- Sometimes staff are inexperienced - supply teaching is a difficult job.
- Charges are very high but teachers quality is usually good. Teachers need training in 21st century techniques ie interactive whiteboards.
- They don't always get back to you quickly but this could be because the teachers are unavailable if working. We get a bit fed up of being pestered with 'do you want staff today' - we have repeatedly told them we have our own regular supply staff and only need external in an emergency.

Academic Appointments

1. Please explain why you rate the service provider this way?

Positive responses

- Service is fine but expensive.
- Provide satisfactory cover when required at competitive prices.
- Very proactive. Offering good deals. Decent staffing in the main. Prompt efficient response to contact.
- On occasions the agencies have not been available to provide me with the staffing needs that I require. I always receive clear documentation that all checks have been made.
- Good quality staff can usually respond to calls quickly. Fewer calls from agencies at busy times to see if we need someone would be helpful.
- Good prompt responsive service - general quality of supply provided better.
- Very friendly and helpful staff. Always available and try to ensure you get requested staff. CRB information provided promptly.

Hays

1. Please explain why you rate the service provider this way?

Positive responses

- We are always supplied with staff when required. Some teachers have not given satisfaction but Hays always ask for feedback and where this has been adverse teachers have not been sent again.
- Provide satisfactory cover when required at competitive prices.
- Not used often as often own staff used but when needed very efficient suitably experienced staff and very good value for money.
- Very proactive. Offering good deals. Decent staffing in the main. Prompt efficient response to contact
- On occasions the agencies have not been available to provide me with the staffing needs that I require. I always receive clear documentation that all checks have been made.
- We rarely use supply agencies - cover in school whenever possible.
- Long working relationship with Hayes - they know our needs.
- Good staff. Competent, all CRB details passed on before arrival in school. Cheap!
- Very limited use but when necessary all goes well.

Negative responses

- All agencies are too expensive in my opinion and we only use them as a last resort.
- I think all agencies have deteriorated in the service they provide over the last few years. There seem to be fewer good, reliable teachers out there and we have had a greater number

of ones we were unhappy with. Have however had some good experiences of recruiting for vacancies using both Blue, Hays and Academic Appointments.

- Quality of supply generally not good.
- Not good value for money. Teachers arrive late, no planning, poor behaviour management strategies etc.
- Very pushy.

Select Education PLC

1. Please explain why you rate the service provider this way?

Positive responses

- Provide satisfactory cover when required at competitive prices.
- Whilst this company is not on the provider list we have always had an excellent service above and beyond from this company. Regarding other suppliers Teaching personnel, Hays, Celsian and Protocol. I AM FED UP OF COLD CALLING FIRST THING ON A MORNING WHEN WE ARE BUSY. IF I NEED SUPPLY I WILL CONTACT THEM!!!!!!
- Agencies provide good teaching staff and cover supervisors. They answer early morning phone calls efficiently and respond quickly. Their services could be improved by training overseas personnel to be more familiar with our school system.
- Excellent service - good response rates. Vetting supplied and up to date information always emailed. Staff Supplied of a good standard. Negotiated rates of charge.
- On occasions the agencies have not been available to provide me with the staffing needs that I require. I always receive clear documentation that all checks have been made.
- Good prompt responsive service - general quality of supply provided better.
- Always provide high quality staff. Very prompt, professional and personal service. Not as cheap as other providers perhaps but have never failed on quality. Knows the school well.
- Professional service received.

Negative responses

- Quality of supply generally not good.

Teaching Personnel

1. Please explain why you rate the service provider this way?

Positive responses

- Agencies provide good teaching staff and cover supervisors. They answer early morning phone calls efficiently and respond quickly. Their services could be improved by training overseas personnel to be more familiar with our school system.
- In most cases good teachers.
- Excellent CRB checking facility online. Timesheet approval all done online.
- Good quality staff can usually respond to calls quickly. Fewer calls from agencies at busy times to see if we need someone would be helpful.
- Teaching Personnel have always given good support and quality teachers and support staff. We enjoy a good relationship with them.

Negative responses

- Quality of supply generally not good.
- Quality of staff on a casual basis often poor.

Protocol

1. Please explain why you rate the service provider this way?

Positive responses

- Reliable, Prompt response to request. Further training in classroom management for cover supervisors would improve the service.
- Very Good. Staff good and reliable (both supply staff and office contacts).
- We use these agencies only as a last resort, but they have usually been able to provide someone when required. The requirement for proof of CRB check was not always followed, but that seems to be improving.
- In most cases good teachers.
- Very proactive. Offering good deals. Decent staffing in the main. Prompt efficient response to contact.
- On occasions the agencies have not been available to provide me with the staffing needs that I require. I always receive clear documentation that all checks have been made.
- Good quality staff can usually respond to calls quickly. Fewer calls from agencies at busy times to see if we need someone would be helpful.
- Have found all the above flagged companies willing and eager to help. On occasions a company may have taken too long to get back to me, or the supply teacher may not have fitted in with the ethos of the school. In general, however, all are far too expensive and do not always provide value for money.

Negative responses

- Although a large variation in pricing from MPS to UPS.
- Did use Select but came away because not on framework. They did offer a good service. We then changed to Celsian who quite frankly were appalling, the quality of staff we found to be very poor. Consequently we are now using Protocol, who so far appear to be very professional.
- Quality of staff on a casual basis often poor.

Reed Education

1. Please explain why you rate the service provider this way?

Positive responses

- We use these agencies only as a last resort, but they have usually been able to provide someone when required. The requirement for proof of CRB check was not always followed, but that seems to be improving.
- Provide satisfactory cover when required at competitive prices.
- In most cases good teachers.
- On occasions the agencies have not been available to provide me with the staffing needs that I require. I always receive clear documentation that all checks have been made.
- Excellent teachers but very expensive - we are considering this as a best value exercise.
- Good working relationship with Reed. Helped us out with supply caretaker which caused a real headache using some of the other non teaching agencies. Does not seem to be any help with caretaker cover - considering it is such a vital role in school.
- OK.

- Supply Staff are generally good - have developed good relationship and need to ensure staff of appropriate standard to meet the challenge of our learners.
- Have found all the above flagged companies willing and eager to help. On occasions a company may have taken too long to get back to me, or the supply teacher may not have fitted in with the ethos of the school. In general, however, all are far too expensive and do not always provide value for money.

Negative responses

- Quality of supply generally not good.

Blue Recruitment

1. Please explain why you rate the service provider this way?

Positive responses

- Agency staff is an expensive option and school always tries to cover supply in house before using agency staff. Blue do offer a good service when used and their rates are competitive.
- We have a well established relationship with Blue Recruitment. The supply teachers that they provide have enhanced CRB checks and have been known to staff and pupils for many years. New supply teachers are enthusiastic and have good control of the classes they teach.
- Service provided is reliable - where possible Blue provide requested supply staff.
- Professional service received.
- We use to be highly satisfied with Blue Recruitment but we have found that, at times when supply staff are in great demand we haven't been sent the staff we had originally booked.
- Excellent service, friendly and efficient.