



Information Governance Team

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22 December 2025

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI768460600

Thank you for your request for information relating to Agency Staffing.

You have requested the following information:

I am writing to request the following information under the Freedom of Information Act 2000 relating to the use of agency staff in Adult Social Care and Children's Services.

1. Agency spend

Please provide the total spend on agency staffing for the following financial years:

- * 2022/23 £7,536,666 (inc. Children's social care agency spend: £4,936,865)
- * 2023/24 £7,999,179 (inc. Children's social care agency spend: £3,111,614)
- * 2024/25 (to date) £6,450,130 (inc. Children's social care agency spend: £1,091,502)

2. Spend breakdown –

a) Spend by staff group, e.g.:

Adult Social Workers –

2022/23 - £1,426,874

2023/24 – £1,775,260

2024/25 - £1,408,138

Children's Social Workers 2022/23 (1 April 2022 – 31 March 2023) - - £3,737,670

2023/24 (1 April 2023 – 31 March 2024) - £3,782,541

& 2024/25 (1 April 2024 – 31st March 25) - £2,729,255

and (to date) 2025/26 (1 April 2024 – Nov 2025)

Residential Care Workers (Spend already included in the Adult social workers)

The Council does not track agency spend by worker type. As at 30 November 2025, Children's Services had 32 agency staff, 27 of these were social workers and 5 were residential care workers.

Home Care / Support Workers –

2022/23- £34,075

2023/24 – £90,558

2024/25 – £82,809

Nurses (if applicable)

Not applicable.

b) Spend by agency/supplier for the same periods.

Year-Month	Total 2024/2025			Total 2023/2024		Total 2022/2023
<i>Spend by agency/supplier</i>	<i>Invoice Total Spend</i>		<i>Spend by agency/supplier</i>	<i>Invoice Total Spend</i>	<i>Spend by agency/supplier</i>	<i>Invoice Total Spend</i>
Hays plc	£1,617,355		Hays plc	£1,475,310	Hays plc	£1,113,815
Tripod Partners Ltd	£814,694		Tripod Partners Ltd	£1,093,100	Eden Brown Ltd	£769,653
Sanctuary Personnel Ltd	£406,521		Liquid Personnel Ltd	£550,060	Tripod Partners Ltd	£647,552
Liquid Personnel Ltd	£335,058		Eden Brown Ltd	£535,716	Liquid Personnel Ltd	£564,201
Sellick Partnership Ltd	£328,895		Sanctuary Personnel Ltd	£477,662	ERG Group Ltd	£467,551
Matchtech Group (UK) Ltd	£327,147		Sellick Partnership Ltd	£447,737	Venn Group Ltd	£440,755
Only Social Care Recruitment Ltd	£258,555		Nonstop Consulting Ltd	£337,827	Sellick Partnership Ltd	£415,108
Lynx Employment Services Ltd	£228,701		ERG Group Ltd	£325,299	Tempest Resourcing Ltd	£363,731
Eden Brown Ltd	£201,744		Matchtech Group (UK) Ltd	£322,638	Hamptons Resourcing Ltd	£273,863
Venn Group Ltd	£201,466		Venn Group Ltd	£298,887	Nonstop Consulting Ltd	£273,215
ERG Group Ltd	£197,860		Seven Resourcing Ltd	£266,202	Seven Resourcing Ltd	£251,929
Nonstop Consulting Ltd	£194,982		Tempest Resourcing Ltd	£228,313	Caritas Recruitment Ltd	£197,001
Seven Resourcing Ltd	£169,489		Social Work Partners Ltd	£200,252	Ackerman Pierce Ltd	£185,560
Social Work Partners Ltd	£165,336		Lynx Employment Services Ltd	£187,371	Matchtech Group (UK) Ltd	£173,001
James Andrews Recruitment Ltd	£133,413		Caritas Recruitment Ltd	£147,550	4 Recruitment Services Ltd	£144,067
Social Work First Ltd	£126,591		Ackerman Pierce Ltd	£145,794	Sanctuary Personnel Ltd	£142,412
Tempest Resourcing Ltd	£114,702		Diverse Rec Ltd	£142,854	Charles Hunter Associates Ltd	£136,106
Caritas Recruitment Ltd	£107,973		Only Social Care Recruitment Ltd	£137,286	Diverse Rec Ltd	£133,519
Deekay Technical Recruitment Ltd	£93,369		BWR Recruitment Ltd	£109,076	Social Work Partners Ltd	£123,089
Ackerman Pierce Ltd	£86,632		Essential Employment Ltd	£102,713	Pertemps Professional Recruitment Ltd	£113,612
BWR Recruitment Ltd	£75,816		4 Recruitment Services Ltd	£101,528	Service Care Solutions Ltd	£110,417
Essential Employment Ltd	£72,915		Pertemps Professional Recruitment Ltd	£97,313	Lynx Employment Services Ltd	£92,174
Diverse Rec Ltd	£54,885		Service Care Solutions Ltd	£69,832	Essential Employment Ltd	£71,148
Sheldon Phillips Ltd	£32,269		Charles Hunter Associates Ltd	£60,399	Deekay Technical Recruitment Ltd	£63,019
HCRG Workforce and Sugarm	£29,252		James Andrews Recruitment Solutions Ltd	£35,821	Only Social Care Recruitment Ltd	£61,947
4 Recruitment Services Ltd	£19,896		Carrington West Ltd	£31,658	J T Recruit Ltd	£54,146
Kenyon Block Consultants Ltd	£17,763		Social Work First Ltd	£24,485	BWR Recruitment Ltd	£46,448
Care4Health Ltd	£15,862		Servis Personnel Ltd	£13,689	Carrington West Ltd	£30,062
Danlaker Ltd	£6,992		Kenyon Block Consultants Ltd	£13,099	HCL Workforce Solutions Ltd	£22,745
Chint Ltd	£6,147		J T Recruit Ltd	£11,210	Servis Personnel Ltd	£21,467
Search Consultancy Ltd	£4,354		Hancox Read Recruitment Ltd	£4,573	People Solutions Resourcing Ltd	£20,079
Pertemps Professional Recruitment Ltd	£2,319		Grantrow Ltd	£3,923	Social Work First Ltd	£7,927
Grantrow Ltd	£1,177		Total	£7,999,179	Remedy Recruitment Group Ltd	£4,743
Total	£6,450,130				Hancox Read Recruitment Ltd	£607
					Total	£7,536,666

3. Vendor model

Do you use a Master Vendor or Neutral Vendor model for agency staffing in Adult or Children's Social Care?

If yes, please provide:

Yes.

The supplier's name:

Hays.

The council services in scope (Adults / Children's / both)

Contract start date: 25.06.2022

Contract end date (and any extension periods) – 24.06.2026

4. Preferred Supplier List (PSL)

Do you operate a Preferred Supplier List (PSL) for agency staff in Adult and/or Children's Social Care?

If yes, please provide: Yes

Caritas Recruitment Ltd
Eden Brown Ltd
ERG Group Ltd
Hamptons Resourcing Ltd
Liquid Personnel Ltd
Nonstop Consulting Ltd
Only Social Care Recruitment Ltd
Pertemps Professional Recruitment Ltd
Sanctuary Personnel Ltd
Service Care Solutions Ltd
Sheldon Phillips Ltd
Tempest Resourcing Ltd
Tripod Partners Ltd
Ackerman Pierce Ltd
Archer Resourcing Ltd
BWR Recruitment Ltd
Charles Hunter Associates Ltd
Danluker Ltd
Diverse Rec Ltd
Servis Personnel Ltd
Social Work First Ltd
Your World Recruitment Ltd
Social Work Partners Ltd

The original start date of the PSL or framework –

The Council contract with Hays commenced on 25.06.2022, however we do not have the dates for when the above were added to the PSL

The current expiry/renewal date – with Hays 24.06.2026

The procurement route used (e.g. CCS, ESPO, regional framework, own tender):

Coventry use a competitive tender process to select a commissioned provider to supply agency social workers, the current provider in Coventry is Hays who work support the regional MOU established rates when supplying agency social workers.

5. Frameworks / contracts

Please provide details of any frameworks or contracts currently used for the provision of

**agency staff in Adult and Children's Social Care, including:
Framework or contract name**

The Childrens MOU (Memorandum of Understanding) – Agency Social Work is used between local authorities in the West Midlands and the DfE to set out how to manage the recruitment and retention of agency children's social workers, and outlines the cap on agency rates of pay.

Provider(s) or host authority – Co-ordinated by West Midlands Employers

Start date

From 31 October 2024, statutory guidance for local authorities on the use of agency child and family social workers came into effect in England.

Expiry date – N/A

Any known or planned retender date, if available – N/A

6. Rates

Please provide the current charge rates or rate card for agency staff used in Adult and Children's Social Care, including where applicable:

Social Worker	£28.40
Senior Social Worker	£31.97
Senior Practitioner/Advanced Practitioner	£32.67
Approved Mental Health Professional (AMHP)	£33.33
Team Leader	£35.44
Occupational Therapist	£28.40
Senior Occupational Therapist	£31.97

7. Contact

Please provide the role title (not personal contact details) of the officer(s) responsible for:

Agency staffing / workforce commissioning in Adult Social Care– Recruitment and Onboarding Lead

Agency staffing / workforce commissioning in Children's Services- Recruitment and Onboarding Lead

Corporate procurement / vendor management for staffing frameworks- Recruitment and Onboarding Lead

If possible, please also confirm which team (e.g. Commissioning, Procurement, HR, Resourcing) leads on these arrangements

Recruitment and Onboarding Team.

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contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance