

# Single source solutions

Providing a wide choice of products, services and solutions with a focused approach to quality and customer care.



## Commercial Services Group – Our D&I Journey

25<sup>th</sup> February 2021.



Olivia Cooper – Head of Practice

# Hello from Us to You



- Wholly owned by Kent County Council, the Commercial Services Group is one of the largest, local authority owned, trading organisations of its kind in the UK.
- Employing over 600 people, the Group provides a range of products, services, solutions and brokering to both Public and Private Sector organisations, in excess of £610m per annum.
- Public to Public, Teckal Joint Ventures with both Hampshire County Council and Luton Borough Council for the provision of Contingent (Agency) and Interim staffing.

# Importance of D&I - Our Recruitment Models



**Powers to Trade**  
Local Government Act 2003



**SHORTLISTED 2019**  
Best Service Delivery Model



**WINNER 2018**  
Best Public/3rd Sector Agency



**SHORTLISTED 2018**  
Corporate & Social Responsibility Practitioners of the Year

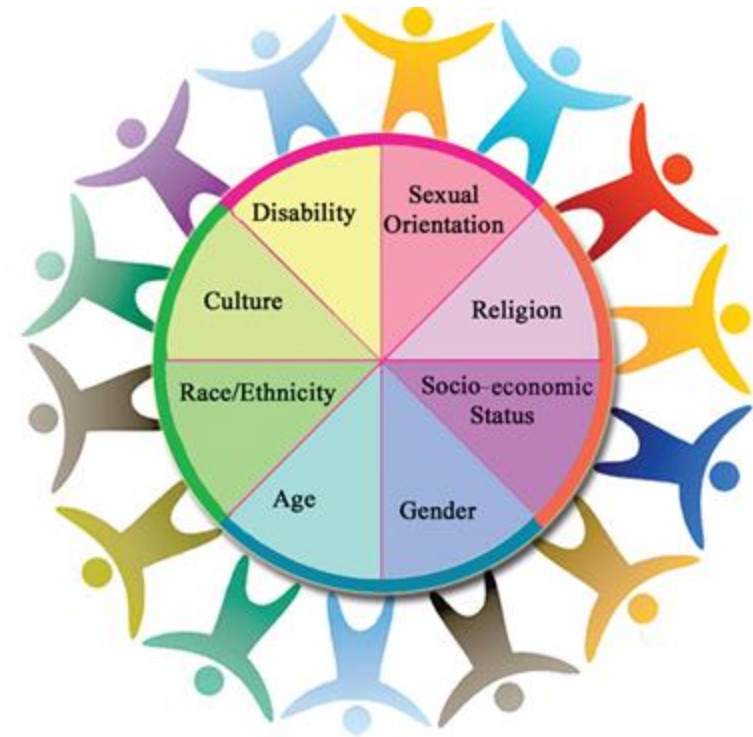


**SHORTLISTED 2018**  
Best Company to Work for (up to 150 Employees)



**SHORTLISTED 2018**  
Recruitment Apprentice of the Year

# Our Framework



# One Team to Achieve

- Be open and inclusive in our advertising and recruitment programmes.
- Provide fair access to learning and development opportunities to all staff.
- Provide a safe and accessible working environment that values and respects the identity and culture of each individual and that is free from all forms of unlawful discrimination.
- Involve and communicate effectively with members of staff.
- Provide fair and transparent pay and reward systems.
- Ensure that our cultural approach and management processes engender a zero-tolerance approach to abusive acts / language including harassment and bullying.
- Taking account of the changing needs of individual members of staff and implementing reasonable adjustments, where this is recommended by the Occupational Health service, for those members of staff that become




# Adapting to Local

- Learning from our Partners
- Prioritising individual community needs
- Engaging local providers

THE EDUCATION  
PEOPLE



**Social Work in Luton** Why you should consider Luton as the next place for your **Social Work assignment**



**4**  
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**Connect2Luton**

Thank you!