

Annex A

Shareholder Committee 22nd June 2026

Report of the Managing Director of Work with York Limited

Performance Update

1. Delivering Shareholder Value

Shareholder value is typically delivered in a number of ways including through non-tangible benefits. Work with York Limited now delivers shareholder value to the Council through:

- Employment opportunities for local residents at all levels - though most roles are temporary, this fits with other staff commitments and many agency staff stay registered over many years enabling them to move between assignments.
- WwY temporary staff who have experience of Council systems and processes and are often suitable applicants for contractual vacancies within Council, and transfer fees are fixed for the duration of the current contract.
- A cost-effective recruitment service which supports the Council in the efficient and effective delivery of its services to the residents of York, provides the Council with resilience and supports the Council in meeting its financial challenges.
- The ability to respond quickly to the Council's changing operational and staffing needs and priorities. WwY recruitment staff advise Council managers on market conditions and payrates to enable appropriate authorisation for new roles and to maximise the chance of securing suitable candidates.
- The experienced WwY recruitment team have both Council and specific sector knowledge enabling them to match candidate skills to temporary Council roles.
- The provision of Interim and Specialist staff in a wide range of professional and technical disciplines to support CYC's strategic plans, projects and objectives.
- Support by Work with York Limited with hard-to-fill permanent

roles, with headhunting, direct candidate sourcing and full recruitment campaign options available. Source information reporting enables return on investment considerations for future recruitment. Very competitive permanent fees are fixed for the current contract.

- Management by Work with York Limited of all second-tier agency staff suppliers, ensuring a high level of compliance, standardisation of contract terms and charges and a significant cost saving on transfer fees.
- WwY staff complete training on the Council's training portal Mylo, ensuring consistency with permanent staff. Renewals/training updates are managed by the WwY recruitment and compliance teams.
- A weekly in-house payroll run for temporary staff (not using an umbrella payroll company). The online timesheet system (available on a mobile app or accessible from Council computer desktops) so timesheet hours logging for staff and authorisation by CYC managers is simple.
- Though candidates are paid weekly, the Council is invoiced monthly. Charge rates are agreed annually and are competitive and all-inclusive of pay, employer's NI, employer's pension, holiday pay, apprenticeship levy, payroll and timesheet costs and agency fees.
- An ethical approach demonstrated by this in-house payroll (ensuring high levels of compliance and avoiding candidate deductions for umbrella costs), in addition and in line with Council commitments WwY pays all staff at Living Wage Foundation rates or above.
- Work with York Limited provides its temporary workforce with access to an Employee Assistance Scheme and Occupational Health support where needed – both purchased from the Council's service supplier.
- Work with York Limited took a loan in April 2025 from City of York Trading Ltd to cover initial overhead and payroll costs, and pays interest payments to CYT monthly.

- When profits and loan repayments allow, Shareholder dividends will be paid by Work with York Limited to the Council.

2. Update on current performance

In April 2026, the Work with York Limited team (and other colleagues) relocated from 29 Castlegate to West Offices. For Work with York Limited in particular, this has been excellent for both planned and “on the hoof” meetings with CYC client managers and the team are pleased with the new location.

Over 20,000 hours have been covered by WwY agency staff working in the Council during April and May 2026.

38 new temporary/interim bookings have been filled by the WwY team during this period as follows:-

Adult Social Care and Integration

- Adult Hospital Social Worker, 3 Adult LD Social Workers, Adult Safeguarding Social Worker, Adult MH Social Work Team Leader, Adult Social Care Community Team Manager, Adult Social Care Personal Support Services Team Leader, Adult Social Care Head of Service, Adult Social Care Improvement Lead.

Children and Education

- SEN Support Physical and Health Needs Teaching Assistant

Housing and Communities

- 3 Customer Services Complaints and Feedback Advisors, Community Involvement Interpreter, 3 York Learning Adult and Community Education Tutors, York Learning and Skills Tutor, Mansion House Visitor Assistant, Building Services Repairs Planner.

City Development

- Interim Head of Capital Programme Assurance, Communications Officer, 5 Road Safety Instructors

Environmental and Regulatory Services

- Waste Services HGV Driver/Waste Loader, Waste Services Technical Waste Officer, Public Realm Garden Assistance Scheme Operative, Local Land & Property Gazetteer Officer,

Finance

- Income Officer, 4 Cleaners

Human Resources and Support Services

- Business Support Legal & Enforcement Assistant

In addition, over 1000 shifts have been filled by WwY during this time (mainly Adult Social Care but also within Children's Residential Care and Supported Accommodation, Housing and Homelessness).

During April and May 2026 5 WwY staff have transferred to contracted roles within the Council.

After two months of the financial year, Work with York Limited is ahead of budget to date.

WwY now has 184 mainly 5-star [Google Reviews](#) with more excellent feedback from candidates recently placed in work:-

"I registered with WorkwithYork and within a matter of days was contacted with a job offer. Andrew Parkes who reached out to me was incredibly helpful and encouraging. With his support I was able to find a placement with City of York Council. I would certainly recommend this recruiter. 5" **May 2026***

*"Would love to say my experience with Work with York so far couldn't have been anymore helpful! All staff members are super friendly and very helpful with any inquiries you may have about starting work, would highly recommend to anyone anywhere! Also a special mention to Kathryn who made everything smooth and stress free! Really helped with getting me started and prepared for working again!" **May 2026***

*"I have never used a recruitment agency before and honestly was a bit put off using one due to stories I'd heard about poor treatment, ghosting or exploitation. When I was recommended WorkWithYork by a friend I figured it would cost me nothing to just enquire. I'm so glad that I did. I was called soon after submitting my enquiry and had a job lined up within two weeks as a Complaints and Feedback Adviser with the City of York Council. After a decade in good, stable work, my confidence in myself and my abilities was certainly knocked when faced with unemployment. Andrew has been friendly, communicative and transparent in all of our interactions. Everything has been well explained at every stage and the support has been fantastic. I feel like my skills and experience are recognised and that I can be confident in my own professional worth again." **May 2026***

*"I've just been set up to start a role with Work with York, and it has all gone really well. I had great communication with Andrew throughout. I had a temporary role at York some years ago through a social work agency, but I think going through Work with York is better. I'd recommend going with Work with York, as I found the process to be transparent and fair throughout." **May 2026***

*"I've had a very positive experience with 'Work with York'. Kathryn has been extremely helpful and supportive from dealing with my initial enquiry with the agency to sorting out a temporary role for me within 'temporary accommodation'. Kathryn has been very professional, excellent communication and liased with both my new employer and myself every step of the way in my new journey. Please can I take this opportunity to thank you for your continued support." **April 2026***

"Having just secured a temporary contract with City of York Council, facilitated by Steve Horne at WorkwithYork, I couldn't be any happier. The entire process from initial contact with Steve, right through to getting the job, then induction on day one with CYC, was extremely straight forward and well communicated. I would highly recommend WorkwithYork to anyone

looking for work in York. Thank you, Steve.” **March 2026**

“I work in City of York council as a bin men employed under Work with York. They have helped me with housing references to rent a property and employment references when I applied for other roles. Moreover my recruitment consultant Stephen Horne is so helpful and I am fortunate and glad working under them.” **March 2026**

3. Looking forward

The Company is looking carefully at the likely effects of the Employment Rights Act especially in relation to mandatory offer of guaranteed hours, will be responding to the current consultation and is closely following APSCo’s reports and guidance.

WwY KPI’s support continuous improvement of management, Board, and customer reporting, with the Work with York Limited recruitment and back-office teams tasked with efficiently filling every booking and shift received from the Council without delay.

As Work with York Limited is Living Wage employer for all temporary staff, the Company will be looking to obtain Living Wage Accredited Status and Good Business Charter Accreditation later this financial year.