

**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.
- Training for WwY staff completed 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.
- As Work with York Limited is Living Wage employers for all temporary staff, the Company will be looking to obtain Living Wage Accredited Status and Good Business Charter Accreditation next financial year.
- 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

WwY currently now has 163 mainly 5-star [Google Reviews](#) with some really excellent feedback from candidates recently placed in work:-

*"From the first contact by Andrew Parkes of Work with York to confirmation today of my new contract as a Social Work Consultant, the process and engagement with Andrew and colleagues has been great. It's been incredibly straight forward and quick to be placed with the City of York via Andrew and Work With York. WWY business model is amazing and a breath of fresh air in the locum arena. I am really excited about starting the new contract in January. Thankyou!" Dec 2025*

*"From day one Andrew has been amazing, when he said he would call he has and he has kept me updated constantly through my employment search. Unlike most agency's in York Andrew actually cares about you and putting you in a role that's suits you not just because your commission for them. I would recommend them 100% over other agency's in York. They do all the contracts for York council so worth looking at this agency for roles with the council." Dec 2025*

*"Kathryn was incredibly helpful and efficient throughout. Great communication and a seamless process from start to finish. I would definitely recommend." Jan 2026*

*"I contacted Andrew Parkes at Work With York and within the same week he referred me for a Consumer Support Officer role with City Of York Council. The service is proactive and efficient. I would highly recommend this agency. I am very pleased with the outcome. Thank you Andrew." Jan 2026*

Since October 2025, a further 10 WwY staff have transferred to permanent roles in the Council, making 30 in total financial year to date.

Over 123,000 hours have been covered by WwY staff working in the Council since the beginning of the current financial year, with nearly 300 new temporary bookings filled, along with over 4250 shifts filled (mainly in Adult Social Care).

A number of specialist experienced social workers and social work consultants have been provided on time-limited assignments to support Adult Services' improvement programme, some directly and others using WwY's second tier agencies.

At November 2025, Work with York Limited is ahead of budgeted income for the year.

## 3. Looking forward

The Company has looked carefully at the Council's budget proposals, and is ready to be flexible to support the Council as required with restructures and improvement plans, whilst setting a realistic budget itself for 2026/27.

KPI's are in place to 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.