



How
Countryside
achieved 100%
transparency on
temporary labour
spend and
compliance in
real time



An
ENGAGE
Success story

Executive Summary

Countryside Properties (UK) PLC is a fast-growing housebuilding company with an annual turnover of £1.24 billion.

Due to its rapid expansion and to support its growth, Countryside decided to implement ENGAGE's workforce management platform to increase efficiency and productivity.



Overview

Challenges

Countryside previously operated using limited software and automation. Relying on manual, disjointed and time-consuming processes, making control and visibility of the agency labour force and associated costs difficult, both for internal departments and suppliers.

“A lack of visibility and transparency on management of labour spend and compliance risks across the supply chain” were issues that Countryside needed to address as a matter of urgency.

Supply chain ‘creep’ was also an issue, so a PSL review was on the agenda to have a co-ordinated approach and lock in the PSL to the system, eliminating any future reoccurrence of this. There were c.45 agency vendors, supplying nationally across 13 regions on over 150 sites.



How ENGAGE helped

Countryside began to implement the ENGAGE workforce management platform at the beginning of 2020. However, the start of the Covid-19 lockdown in April 2020 brought challenges for Countryside which was operating with 75% less staff. Digitalisation of work systems and implementing digital end-to-end workflows became a matter of survival.

Using ENGAGE as their temporary workforce management solution helped Countryside to save costs across their labour spend and minimise IR35 risk. Countryside made the decision to move forward with phase 1 of implementing ENGAGE to help facilitate and assist a digital transformation across their business. Countryside went through a very quick adoption phase, with 100% of users live within the first two weeks of roll out. This was made possible as ENGAGE is simple and intuitive.

Results, Return on Investment and Future Plans

Implementing ENGAGE as a stand-alone Vendor Management System (VMS) enabled Countryside to run with a lean internal Labour Desk consisting of three members. Internal 'Superusers' were quickly established due to the easy adoption of ENGAGE. Phase two sees Countryside review Payroll Intermediaries and create a Preferred Supplier List of umbrella companies that have been added to ENGAGE and connected to Countryside on the platform.

The aim being to achieve a fully visible and auditable labour supply chain, from top to bottom, on every Placement made. The goal being to help Countryside build a 'best in breed' risk management model for their labour supply, relevant now, more than ever, due to the private sector IR35 reforms.

Phase three, the final part of Countryside's strategy, is to integrate ENGAGE with its other software partners, to deliver automation and further efficiencies across the company.





Summary

By implementing ENGAGE's workforce management platform to optimise their temporary labour supply chain, Countryside achieved the following objectives:

- Visibility and control of temporary labour spend, across the entire business, in real time.
- Fast implementation and adoption.
- A 'best in breed' model for managing risks from private sector IR35 reforms.
- 25% overall administrative cost savings across business functions including Site Managers, Quantity Surveyors, Finance and the Labour Desk.

100%

Transparency on
temporary labour
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– in real time.

This is what Countryside said.

We are delighted with the decision to work with ENGAGE. They are the market leading experts in the labour supply space, and have produced a system that improves the experience for all parties. The system is simple to use, easy to implement and has been very quickly adopted into our business. ENGAGE has added huge value to our business and has quickly become an essential element of our infrastructure.



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