

REQUEST FOR MAYORAL DECISION – MD3435

Extension of Greater London Authority (GLA) Call-Off Contract under TfL's Collaborative Recruitment Services Framework from 1 October 2025

Executive summary:

The GLA currently accesses agency worker recruitment, placement, and payment services through a call-off contract under Transport for London's (TfL) framework agreement for Collaborative Recruitment Services. This contract, shared with other collaboration members including the Metropolitan Police Service (MPS) and British Transport Police (BTP), provides services via Reed Specialist Recruitment Services (Reed).

A full re-procurement exercise is currently underway led by TfL in consultation with collaboration members which is expected to be completed in early 2026.

To manage a continuation of services including pay and management of existing and new agency workers, it is requested that an extension to the current call-off contract is considered whilst the procurement completes, and a new contract (and potential provider) is implemented.

An extension to the call-off contract is being requested of all collaboration members each of whom are supportive of the extension of services via Reed.

Decision:

That the Mayor:

- approves the extension of the GLA's call-off contract under the TfL Collaborative Recruitment Services Framework with Reed Specialist Recruitment Services on existing financial terms, for a period of one year from 1 October 2025
- agrees to a further contingency extension of up to one year from 1 October 2026, to support transition to a new provider, if required, and notes that the extension is compliant with the framework's provisions and supports continuity of service during the re-procurement process.

Mayor of London

I confirm that I do not have any disclosable pecuniary interests in the proposed decision and take the decision in compliance with the Code of Conduct for elected Members of the Authority.

The above request has my approval.

Signature:



Date:

29/09/25

PART I – NON-CONFIDENTIAL FACTS AND ADVICE TO THE MAYOR

Decision required – supporting report

1. Introduction and background

- 1.1. The current TfL framework agreement for Collaboration Recruitment Services which commenced in September 2021 will expire on 30 September 2025. An agreement has been made by the TfL Finance Committee through a Chair's Action (Appendix 1) to increase the overall financial/procurement value and extend the term of the current framework by one year plus a further year for contingency (1+1) to ensure continuity of service and enable completion of a full re-procurement. The proposed extension ensures continuity of service, avoids disruption to critical staffing needs across the GLA and partners, and provides time to conclude a robust re-procurement.
- 1.2. The proposed extension of the GLA's call-off contract with Reed Specialist Recruitment Services is compliant with the terms of the TfL framework. The framework allows for call-offs to be issued up to its expiry (30 September 2025), and for those call-offs to remain valid and operational beyond that date, subject to the terms of the call-off agreement. The proposed 1+1-year extension is therefore permissible under the framework's provisions.
- 1.3. This agreement has been made for two reasons:
 - To conclude a full re-procurement of a new framework which (subject to collaboration members' agreement and approval through TfL governance) will procure either a) a new award for agency management services via an existing Crown Commercial Services contract or b) a new award through a full open market procurement exercise.
 - To extend the current contract with Reed (on existing contractual terms) for a one-year period plus an additional one-year term to support with the implementation of a new provider and the transfer of agency workers. The second or plus one-year extension will only be required if option b) is agreed by group members.
- 1.4. The GLA has on average 80-90 agency workers on assignment at any one time. Their services are used for several reasons including: additional programmes/increases of work, covering an extended absence of a GLA employee, specialist skill requirements including difficulties in recruiting substantively into a GLA position and temporary cover whilst a substantive recruitment exercise is undertaken.

2. Objectives and expected outcome

- 2.1. The objectives of this extension are to provide a continuation of services from Reed including:
 - procurement of new agency workers and associated compliance to support with workforce demands and strategic initiatives requiring short-term resourcing support
 - assignment management and payroll services to the agency workers currently on assignment at the GLA.

3. Equality comments

- 3.1. The current framework agreement with Reed adheres to the Agency Workers Regulations (AWR) 2010 which give agency workers the right to equal treatment with permanent staff after 12 weeks in the same role, entitling them to the same basic terms and conditions like pay and working time. From their first day, agency workers also have a right to equal access to shared facilities such as canteens and creches, and to information about job vacancies at the GLA's sites.

- 3.2. The proposal has been reviewed, and no adverse equality impacts have been identified. Agency workers' pay rates are aligned to those of employees of the GLA from day one of their assignment.
- 3.3. The contract provision meets the obligations of the Public Sector Equality Duty (PSED). See paragraph 6.2.

4. Other considerations

- 4.1. Should the extension of the call-off contract be not approved or subject to delay, there are a number of associated risks including:
 - a) Continuity and workforce resilience risk: due to the potential loss of agency workers who are critical to programme delivery and/or covering vacant positions, which may impact operational continuity and service delivery.
 - b) Financial risk: the need to source temporary staffing outside of the collaborative framework, which may result in increased costs due to less favourable commercial terms.
 - c) Reputational risk: disruption to service provision and programme delivery may adversely affect stakeholder confidence and public perception.
 - d) Procurement risk: in the absence of a valid framework, the GLA may be required to procure a new supplier directly. This could result in non-compliance with applicable procurement legislation, including the Procurement Act 2023, unless a lawful exemption applies.
- 4.2. The recommended mitigation for the above risks is the timely extension of the current call-off agreement under the TfL Collaborative Recruitment Services Framework.
- 4.3. General talent recruitment and the usage of agency workers supports the GLA in ensuring officers have the right skills to deliver on the Mayor's priorities.
- 4.4. There are no conflicts to note from any officer involved in the drafting or clearance of this decision form.

5. Financial comments

- 5.1. Approval is sought for the one-year extension (plus a further year for contingency) to the Reed call-off contract, for which costs are demand-led in the form of a percentage mark-up over and above the cost of agency workers. Due to the nature of these costs, expenditure fluctuates according to factors such as the number and length of assignments as well as grades of staff recruited.
- 5.2. The proposed fees will remain at the original 2021 contractual rates with no increases in cost.
- 5.3. There is a programme of work underway with the GLA People function to review the usage of agency workers across the GLA and in particular the term (time) on assignment.
- 5.4. The expenditure on agency staff varies from year-to-year, and is contained within the relevant budget lines for the team they are working in. New assignments require approvals by the directorate executive director, finance business partner and head of resourcing.

6. Legal comments

- 6.1. The foregoing sections of this report indicate that the decisions requested of the Mayor concern the exercise of the Authority's general powers; falling within the Authority's statutory powers to do such things considered to further or which are facilitative of, conducive or incidental to the promotion of

social development in Greater London. In formulating the proposals in respect of which a decision is sought, officers have complied with the Authority's related statutory duties to:

- pay due regard to the principle that there should be equality of opportunity for all people
- consider how the proposals will promote the improvement of health of persons, health inequalities between persons and contribute towards the achievement of sustainable development in the United Kingdom
- consult with appropriate bodies.

- 6.2. In taking the decisions requested, the Mayor must have due regard to the Public Sector Equality Duty; namely the need to eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010, and to advance equality of opportunity between persons who share a relevant protected characteristic (age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation) and persons who do not share it and foster good relations between persons who share a relevant protected characteristic and persons who do not share it (section 149 of the Equality Act 2010). To this end, the Mayor should have particular regard to section 3 of this report.
- 6.3. Officers have indicated in paragraph 1.2 of this report that the framework under which it is proposed the services required are to be "called-off" was procured in accordance with the GLA's Contracts and Funding Code and can be used by the GLA by virtue of its procurement by Transport for London on behalf of the GLA and other collaborative members in accordance with relevant procurement law; and the services required have been procured fully in accordance with the requirements of that framework. Officers must ensure that appropriate "call-off" documentation be put in place and executed by the supplier and the GLA prior to the commencement of the extended term on 1 October 2025.

7. Planned delivery approach and next steps

- 7.1. Subject to the approval of the MD, the extension will take immediate effect from 1 October 2025, with no changes to contractual terms or implementation requirements.
- 7.2. Transition planning is underway with TfL and collaboration members to ensure that by 2027 a new provider is in place without reliance on further extensions beyond the framework's 1+1 provision.

Appendices and supporting papers:

Appendix 1: TfL Finance Committee – Chair's Action report

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FoIA) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary. **Note:** This form (Part 1) will be published either within one working day after it has been approved or on the defer date.

Part 1 – Deferral

Is the publication of Part 1 of this approval to be deferred? No

Part 2 – Sensitive information

Only the facts or advice that would be exempt from disclosure under the FoIA should be included in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form – No

ORIGINATING OFFICER DECLARATION:

Drafting Officer to
confirm the
following (✓)

Drafting officer:

Neil Wiseman has drafted this report in accordance with GLA procedures and confirms the following:

✓

Sponsoring Director:

Dianne Tranmer has reviewed the request and is satisfied it is correct and consistent with the Mayor's plans and priorities.

✓

Mayoral Adviser:

David Bellamy has been consulted about the proposal and agrees the recommendations.

✓

Advice:

The Finance and Legal teams have commented on this proposal.

✓

Mayoral Delivery Board

This decision was agreed by the Mayoral Delivery Board on 29 September 2025.

✓

CHIEF FINANCE OFFICER:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature:



Date:

29/09/2025

CHIEF OF STAFF:

I am satisfied that this is an appropriate request to be submitted to the Mayor.

Signature:



Date:

29/09/2025