



Compass Associates

Recruitment Consultancy

HEALTH AND SOCIAL CARE



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HISTORY

WHO ARE WE?

Compass Associates is an award-winning, specialist health and social care recruitment consultancy providing tailored, high quality recruitment solutions for permanent assignments and fixed term vacancies.

Established in 2009 with the vision to offer a consultative, bespoke approach to a permanent recruitment services, we are now the UK's principal health and social care recruitment consultancy.

By focusing our interests exclusively within this sector space it enables us to be at the forefront of ever evolving trends and legislation within the industry. Our consultants have an unrivalled depth of industry expertise and localised knowledge which is passed in turn to our clients.

Utilising our network and industry knowledge allows our partnered clients to significantly increase quality and reduce the time to hire, enabling them to invest in the delivery of their services and the development and growth of their business objectives.

Why are we different?



Mission

“To exceed the expectations of our customers by providing a high quality, professional, transparent, value added service”



Vision

“To be the company of choice”



Values

Compass Associates have listened to our customers and staff in addition to drawing upon our own experiences to establish what we believe is the right blend of Core Values. We recognise the following are fundamental to our business operation:

CORE VALUES

1

Delivery of Service

We strive to exceed both our client's and candidate's expectations with precision, transparency and professionalism. Versatility, efficiency and knowledge are the key elements in ensuring a successful experience and a consultative approach to each requirement.

2

Flexibility and Adaptability

We are acutely aware of the ever-changing climate within Health and Social Care; from financial constraints related to austerity, to legal changes or sector reform. We are adaptable and can offer clients and candidates a flexible, tailored approach suited to their requirements.

3

Professionalism and Integrity

We act in an ethical, honest and professional manner at all times and engage with our candidates and clients in a personable, transparent and individual manner.

4

Team Work

We align consultants geographically, or by market, so they can collaborate with their peers and offer clients and candidates the best service. Sharing a common vision of outstanding service and sector knowledge allows us to celebrate success together. We believe Team Work is the cornerstone of a successful and vibrant business.

5

Professional Development

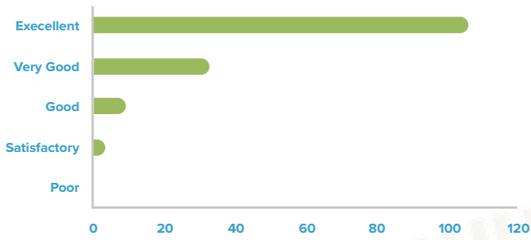
We are committed to empowering our employees to develop their skills, qualifications and market knowledge. This in turn ensures our consultants can offer a truly consultative service. Our investment in a variety of initiatives, tools and training whilst encouraging a culture of sharing and learning is key to staff engagement, progression and satisfaction.

6

Entrepreneurial Spirit

We encourage our consultants to 'act like business owners'. They make their own commercial decisions, build their market-knowledge, meet candidates and clients, and provide a consultative service that reflects the standards and quality associated with our brand. We promote ingenuity and creativity within our day to day work to ensure an unrivalled service for our clients and candidates.

WHY PARTNER WITH US?

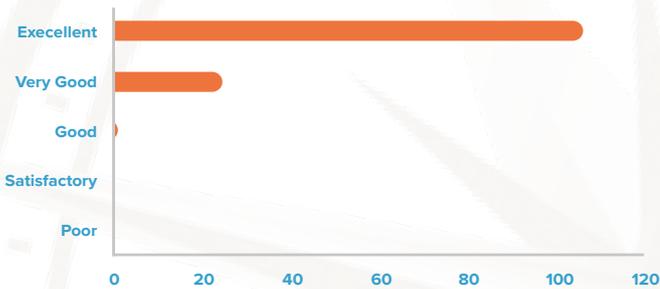
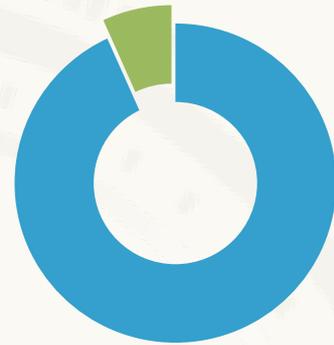


91%

Candidates who would rate our knowledge of the vacancy as VERY GOOD or EXCELLENT

93%

Candidates who would recommend us to a FRIEND

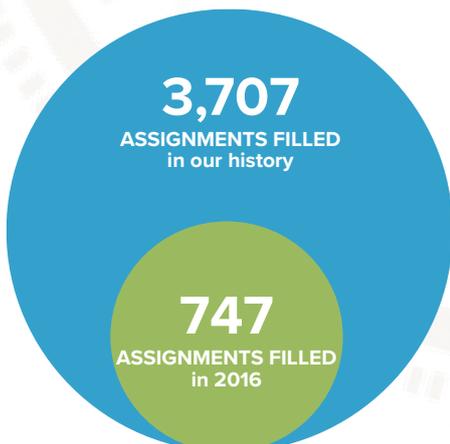
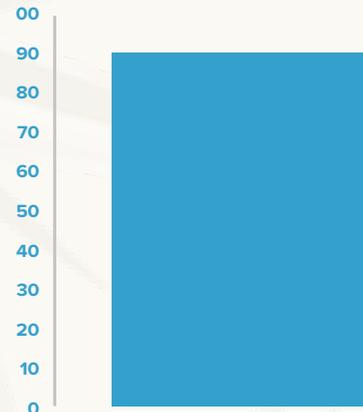


99%

Candidates who would rate our quality of service as VERY GOOD or EXCELLENT

90.23%

Interview attendance rate



100,000+

Health and social care CANDIDATES on our database

WHAT DO WE COVER?

Care Homes - Elderly

Across the UK there are an estimated 5,000 nursing homes and 13,500 residential homes for the elderly and with the number of people over 65 expected to rise from 11.8 million to 16 million within 17 years, there is a challenge to deliver growth.

Our longest standing division, established in 2009, the care home division has partnered exclusively with some of the industry's leading providers and placed some 400+ Home Managers and 100+ Operations / Regional Managers in the past 3 years alone.

We are well placed to consult, search and deliver on brief to SME or corporate providers across residential, nursing and retirement / extra-care facilities.



Typical Assignments:

- Home Manager / Service Manager / General Manager
- Operational & Regional Manager / Director
- Quality, Governance & Compliance
- Project & Peripatetic Managers
- Clinical & Care / Support Workers
- Sales, Business Development & Commercial



Compass Associates have always achieved where others have failed. I like their honest, ethical approach to reach a solution to our needs whilst always keeping me informed on progress throughout the process. The hard work they put in always pays off and they invariably find the right candidate for our particular needs.

SK, Chief Executive Officer



I have found the staff at Compass Associates to be professional and approachable; they have dealt with any issues that I have raised and have kept in contact with me at all times to update me. When one staff member was not available I was given the name and contact details of who would cover; my messages and queries were always responded to and I was kept up to date at all times. They have been friendly, honest and helpful; I am now about to start a very exciting new role.

AH, Lead Social Worker

Adult Residential and Supported Living - 18 - 65 year olds



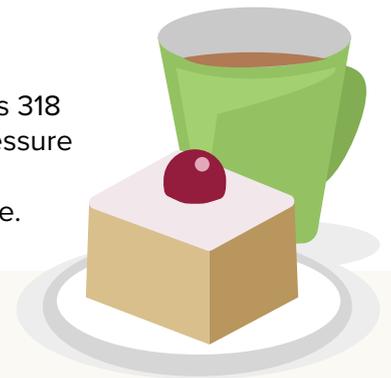
An established team focussed on providing middle to senior management solutions in the working age adult specialist social care market, which delivers step down provisions for those with autism, learning disabilities, mental health, neurological conditions and other complex needs.

Typical Assignments:

- Regional & Operations Management / Directors
- Registered / Home / Service Managers
- Quality, Governance and Compliance
- Quality Directors
- Learning and Development
- Bids & Tenders, Business Development and Commercial

Domiciliary Care

The UK Domiciliary Care market supports a total of 873,500 people and delivers 318 million hours of care (2016) annually. This is an industry stretched and under pressure to deliver non-clinical care and support and we recognise the importance of providing quality, astute leadership for a client group among the most vulnerable.



Typical Assignments:

- Branch Manager
- Locality & Operations Management / Directors
- Quality, Compliance & Governance
- Bids & Tenders, Business Development & Commercial

Housing

Housing Associations provide 2.5 million homes for over 5 million people across the UK and Compass Associates are dedicated to supporting this ever growing industry which injects £13.6 billion into our economy each year.



Our housing team provide a permanent recruitment solution for operational, commercial and strategic personnel, working alongside our adult social care division in providing an all encompassing recruitment solution within the housing sector.

Typical Assignments:

- Housing operations and management
- Construction, regeneration & development
- Supported housing
- Commercial, finance & human resources
- Procurement

General Healthcare

The UK Private Acute, Primary Medical Care and Community Health Services generate well over £10 billion per annum and for 90% of the population of the UK there is a private hospital within 1 hour commute of their home address.

Our team at Compass Associates are knowledgeable and experienced to successfully deliver across a complex market within both clinical and management disciplines. We split our expertise to assist across the Primary and Secondary Care sectors.

Primary Care

Consulting across - GP Practices, Walk-In & Urgent Care Centres, Digital Health, Prisons and Community Healthcare Services.

Typical Assignments:

- Operations & Regional Managers / Directors
- Practice / Service Managers
- Quality, Compliance & Governance
- GP Liaison Managers
- Bids & Tenders, Business Development & Commercial

Secondary Care

Consulting across - General Surgical Hospitals, Treatments Centres, Occupational Health, and Specialist Clinics including Ophthalmic, Renal & Chemotherapy

Typical Assignments:

- Nurses & Clinical Leadership
- Hospitals Directors / General Managers
- Operations & Regional Managers / Directors
- Radiographers, Sonographers & Physiotherapists
- Quality, Compliance & Governance
- Business Development & Commercial



“ I have used Compass Associates on a number of occasions. Their customer service and how they apply their experience to the market place is exemplary. I would highly recommend Compass Associates for any healthcare organisation wishing to recruit the best candidates to post! They are a complete and reliable service that always give the excellent customer service required in today’s competitive job market - highly recommended.

NP, Clinical Nurse Manager



We have used Compass Associates for the past 2 years now and the level of service we have received has been excellent. As an organisation we are extremely selective; Compass Associates have quickly gained an understanding of our requirements and how we work. Compass are always the first company I contact when I have a permanent recruitment need. I have no hesitation in endorsing Compass, the calibre of their candidates and overall support has been extremely good.

AM, Director



Mental Health

One adult in six has a common mental disorder (CMD), and with the increasing pressures of modern living and stigma falling away, there is a growing need to support those in society with acute disorders.

Established in 2009, our mental health team supports providers operating secure and community hospitals. We have enjoyed huge success, placing over 50 Hospital Directors since 2014 with organisations catering for those with psychiatric needs including; Acute Mental Health, Personality Disorders, Neurological conditions, CAMHS, Eating Disorders, Addictions & Substance Misuse, Learning Disability & Autistic Spectrum Conditions.

Typical Assignments:

- Hospital Manager / Director
- Operational & Regional Manager / Director
- Quality, Compliance & Governance
- Bids & Tenders, Business Development & Commercial
- AHP & Psychiatry
- Nurses & Clinical Leadership



Many thanks for your assistance over the last 6 months. I have always valued your support, found you to be responsive, communicative and well connected with high calibre, appropriately experienced candidates. I would readily work with you again in the future and would not hesitate to recommend you to other clients.

MW, Director of People & Performance

Children's Services

Our Children's Services division partners with providers of fostering, residential services and specialist education. This is a growing industry where total spending in the UK was close to £10 billion in 2016, supporting a total of 70,440 'looked after children' – an increase of 5% in the last 3 years.

Children requiring support for conditions such as Autism & Asperger's Syndrome, Behavioural, Emotional, Social and Mental Health Difficulties, Attachments Disorders, ADHD and ODD find mainstream care and education systems fall short of their needs and these services offer a specialist and safe environment to thrive within.



Typical Assignments:

- Registered / Home / Service Managers
- Operational & Regional Manager / Director
- Social Workers
- SEN Teachers
- Head / Director of Education
- Headteacher / Principal
- Quality, Compliance, Governance & Reg 44



Working with Compass is always a pleasure. They have taken the time to get to know us; our business, our culture and our people. They have developed a good understanding of who is a good fit with our team and business, which means less time spent on meetings with candidates who aren't the right fit, and more successful hires.

SL, Regional Manager



I have worked with Compass Associates for the past 18 months. Always taking the time to fully focus on our vacancies, putting forward only those candidates who closely match our requirements. I would have no hesitation in recommending Compass Associates for their excellent candidates and services.

CH, Regional Manager

Cosmetics



In 2015 there were 51,000 Britons who opted for cosmetic surgery, with a 12.6% rise in invasive cosmetic procedures (with increased demand for ALL procedures). This is a hugely progressive industry where we are committed to growing our interest in a team that has already made 50+ successful assignments with a vast client base of SMEs and corporate partners.

Typical Assignments:

- Operational & Regional Manager / Director
- Theatre / Clinical / Surgical Nurses & Doctors
- Clinic / Hospital Managers
- Aesthetic Practitioners – Aestheticians, Hair Transplant Technicians & Laser Specialists

Veterinary

As of 2017 it has been estimated that 12m (44% of) households have pets. The pet population stands at around 54 million, including fish, with 24% of households owning dogs and 17% cats.

With over 5,000 Veterinary practices in the UK (inclusive of hospitals) and a positive correlation between human population growth and animal breeding Compass Associates are well equipped to source clinical and operational talent for our growing client base.

Typical Assignments:

- Vet Surgeon (all levels including specialist)
- Clinical Directors
- Directors and Operational Management
- First opinion and Referral Hospital Managers
- RVNs
- Quality, Compliance & Governance



We have been working with Compass since April this year and in a very short time we have come to trust them to find us the right individuals for our business.

They made it their own business to understand the needs of our business. In a short period they have helped us to build a management team of individuals who are aligned to our culture and values and have brought energy as well as knowledge and experience to our team.

NP, Operations Manager

OUR OTHER OFFERINGS



COMPASS EXECUTIVES

Compass Executives are market leaders in health and social care retained search and selection, focusing on Chair, CEO, SMT and 'hard to fill' assignments.

Working across equity backed, large corporates, privately owned and the third sector spaces, we pride ourselves on up to date profiling of talented established and 'up and coming' candidates.

Compass Executives work hand in hand with senior leadership in building successful SMTs across the health and social care sector, working to and advising on a refined brief, and leading a process from a requirement to hire.



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Compass Corporate Services

Compass Corporate Services are a specialist professional services recruitment consultancy with a refreshing approach to understanding your recruitment and resourcing needs.

With consultation and customer service at the heart of what we do, we provide research and resourcing solutions, ensuring your Head Office, Support Function, Corporate and Business recruitment needs are met effectively and timely, allowing our clients to focus on operating and developing their business.

Our consultants focus on specialist practices and are knowledgeable and networked in their respective disciplines of HR, Finance and Accounting and Support Services Practice.



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SERVICE OFFERINGS

Contingency vs Retained Search

Contingency recruitment is based on a 'no win, no fee' model, whereby the recruiter undertakes a search and is only compensated upon successful completion of the assignment (a candidate starting post). This is a fast paced, transactional method of attaining candidates.

In 2016-17 Compass Holding Group placed

92%

of retained exclusive assignments, and filled 12% of HR led non-exclusive contingency

Benefits

- A free service until we deliver
- Quick and easy approach
- Good for multiple positions
- Good for low level or non-skilled positions

1/3

of external talent acquisition expenditure is now managed by an outsourced provider

In 'retained search', a portion of the fee is paid prior to commencement of the search, typically 33% (1/3). This approach allows for the recruiter to employ all of their resources and undergo a full, in-depth search of the market to find the perfect candidate for the role. This method is typically used for particularly senior, hard to fill or confidential vacancies requiring sensitivity. The level of search is far more substantive and the process, timescales, assignment brief and all other details around business and role are agreed upon before the assignment begins. This method doesn't cost any more, just distributes the fee across the process and allows for additional commitment from the recruiter.

Benefits

- Significantly increased chances of successful hire
- Responsibility shouldered by Compass Associates
- Better company branding and candidate experience
- Full commitment of the recruiter to deploy resources
- Pre-agreed timescales for both parties to work to
- Shortlist of 3-10 high quality candidates

RPO and Master Vendorship

Recruitment Process Outsourcing (RPO) and related services involve Compass Associates acting as a fully outsourced human resource function to our clients. We become an extension of our client's internal HR team and work on site to lead the recruitment process. There are many ways of implementing an RPO, largely depending on the client's challenges and preferences. This may involve a single consultant through to a full team, part-time or full-time, project specific or long term. It's a truly 'tailor-made' product delivered according to circumstance.

Industry research shows that an increasing number of companies define RPO as a key differentiator within their business. As the market continues to expand, RPO providers are building increased functionalities into their technology platforms to provide end-to-end, employee life cycle solutions. Implementing an RPO solution enables a company to operate more productively and efficiently by managing the strategic, tactical and administrative elements of the recruitment process.

Strategic Advantages

An external RPO solution reduces the pressures on your HR department to focus on strategic initiatives, utilise its core competencies, and reduce human capital expenses. Bringing this capability in-house is costly and time intensive.

Working with an RPO provider gives your company the immediate ability to leverage their expertise in the market, reduce cost per hire and improve the recruitment process to ensure a better quality hire.

How does this help you?

Immediate gains when using Compass Associates as your RPO or Master Vendor include:

- Reduced administration time due to one point of contact and one invoice point
- Reduced recruiting costs / costs per hire
- One point of accountability – the responsibility becomes the RPO's
- Instant access to industry experts with active networks relative to your needs
- Quality filter – only viable candidates make interview stage
- A consistent and predictable 'Recruit-to-Hire' process
- Consistent working relationship between the client and Compass Associates as RPO provider – we'll know your businesses needs
- Enhanced 'Employment Brand'
- Scalable recruiting capacity

A Recruitment Process Outsourcing (RPO) agreement can be especially beneficial for clients, as Compass Associates acts as a Master Vendor for the procurement and administration for all your permanent resources, representing huge cost and time savings.

Our RPO provision is delivered by Compass Associates management and consultants and incorporates all our areas of human capital management expertise, such as advertising, staff management software and recruitment campaigns.

We welcome a consultation to discuss the requirements of your business to determine the suitability of our RPO offering.





OUR APPROACH

Compass Associates recognises that the most valuable asset to any organisation is people. This is why we continually strive to provide the highest calibre personnel most appropriate to your requirements, whilst reducing hiring time and attrition for your organisation.

Our approach is geared towards efficiency and quality of service which we believe is a vital component in achieving our vision.

At Compass Associates we know our strengths and this is the reason we have based our business around what we do best... providing ethical, high-integrity focussed recruitment services to the health and social care sectors. We know what works; we can engage with our clients, consult on industry best-practices and work collaboratively to attract and retain top talent.



Recruitment Lifecycle

CORPORATE SOCIAL RESPONSIBILITY

As part of our corporate social responsibility we are committed to raising money for good causes.

In 2017, Compass Holding Group partnered with a brand new start up charity, The Transforming Autism Project. The charity's mission is to revolutionise public and professional understanding of Autism globally and to empower people with Autism. The Transforming Autism Project is unique in its focus on early detection, early diagnosis and early intervention.

the
transforming
autism
project



Over
£16,000
raised since 2013

Compass Holding Group partnered with the charity to provide recruitment of volunteers across a number of functions, across all three of the Compass brands – Associates, Executives and Corporate Services including; Chair of the Board of Trustees, Clinical Trustee (Autism specialist), Director of Operations and Head of Fundraising.

Employees were responsible for raising £2,601 last year for charity. Overall, in 2016 we raised £5,958 including donations from outside of the business and company matched donations.



Supporting Research into Marfan Syndrome



IN AID OF



HARBOUR
CANCER SUPPORT



HAMPSHIRE AND
ISLE OF WIGHT
AIR AMBULANCE



CROHN'S &
COLITIS UK

FIGHTING
INFLAMMATORY
BOWEL DISEASE
TOGETHER



Registered Charity No: 1050845





OUR CULTURE

At Compass, we believe that our people are our most important asset and as such we are committed to providing the best possible working space and environment.

Compass have partnered with award winning interior designers to create a work place that motivates and inspires. Our 3 storey head office, based outside of Portsmouth, Hampshire, accommodates over 50 consultants and our support team, with regional offices in Brighton, London and Manchester, affording us a national reach for candidates and clients alike.



We also recognise the importance of team building, down time and celebrating success. Whether it be table tennis or table football in head office, our end of quarter parties at the races at Goodwood, 'Compass-Fest' garden festival, annual end of year ball or holiday incentives.



We believe that happy, passionate and motivated staff will result in the highest quality service offering and in turn, happy clients!



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