

Bluestones Supply Chain.



Working for us

How we're using your feedback to drive our service forward
and deliver the best possible candidate experience



**Your
experience
when working
with us is
important.**



Introduction.

About our candidate feedback report.

At Bluestones Supply Chain, our mission is to ensure that all our clients and candidates experience the best service and results possible, whether this is sourcing for our clients or working on behalf of our candidates and their career.

We stake our personal and professional reputations on the excellence of our work at Bluestones Supply Chain as we know our business succeeds or fails because of the service we provide.

This is why we felt it was important for our candidates to have their opportunity to tell us exactly what they think of us. We recently surveyed a cross section of our candidates from across the different sectors that we serve. They provided their honest opinions of what it's like to work with Bluestones Supply Chain.

The responses to the survey have helped us to identify not only our strengths, but also the areas where our candidate experience can be improved. This candidate feedback report summarises our key findings, and outlines the next steps we will take to further improve the service we offer.

Our process.

Identify issues.

From our survey, we have a clear measure of both quantitative and qualitative data that has highlighted the areas where our service can be improved.

Develop a plan of action.

Having identified our key areas for growth and improvement in our candidate experience, we have developed a clear plan of action.

Implement and follow up.

We don't just say we'll do something, we actually do it! Once our plan of action is in place we will regularly review our progress and candidate feedback.

Key findings.

Our candidate feedback survey provided an invaluable insight into what our candidates think of us a business, employer and their personal experience of working with our consultants.

This page outlines the key findings from our survey responses, and demonstrates an overwhelmingly positive experience across the board.

01 | Overall experience

When asked about their overall experience of working with Bluestones Supply Chain, 86% of respondents rated their experience as being good, very good or excellent.

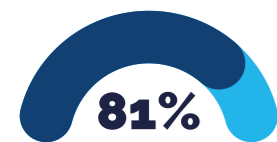


02 | Communication

71% of our surveyed candidates rated the communication they received from Bluestones Supply Chain, throughout the recruitment process, as being either good, very good or excellent.



03 | Our Consultants



81% of respondents rated their overall experience with their consultant as good, very good or excellent.

As a regular driver who has used several agencies over the past 11 years, Bluestones Supply Chain are the best. They are honest, efficient, and provide drivers with a manageable workload. Having worked with them, I would never use any other agency.

Dale Mills – HGV Driver



“End to end help, sustainability, and a great recruitment process. I've had no problems whatsoever and have found Bluestones Supply Chain to be a great agency to work through.”

Susan Mason – Cleaner



Bluestones Supply Chain provide continuous work, good pay rates and are pleasant people to work with.

Daniel Powell – Warehouse Operative

04 | How would you rate your experience with Bluestones Supply Chain compared with other recruitment agencies you have used?

86% of respondents rated their experience with us as good, very good or excellent when compared with other recruitment agencies they'd worked with.



05 | Describe your experience of working with Bluestones Supply Chain.

“Working with Bluestones Supply Chain has been an absolute pleasure so far. The wages are night and day compared to what some other agencies and hauliers are offering and everyone I've spoken to in the office has been very friendly, professional and helpful.”

Thomas Weir – Class 1 HGV Driver

“This is my first job and the experience of working with Bluestones Supply Chain has been excellent. I've learnt a lot and gained some good experience. The team are polite, friendly and are happy to help in any way they can. I would definitely recommend them to anyone looking for work.”

Jack Hardle – Drivers Mate

06 | Would you recommend Bluestones Supply Chain to friends, family members or colleagues?



81% of our candidates would recommend us to others.

Summary.

Based on the invaluable feedback and insights generated by our recent candidate survey, our team at Bluestones Supply Chain have highlighted a number of focus areas for the coming year to improve the overall experience we deliver to candidates to ensure we're delivering a recruitment service that is second-to-none.



Service quality

Our aim isn't to rank on par with the competition; we're driven to ensure that all of our candidates receive a service they're happy to shout about. That's why we're committed to going above and beyond to ensure we're the agency of choice for candidates.



Communication

It's always our aim to be good listeners who take time to fully understand our candidates' career goals and work aspirations. We also want to enhance our reputation as an agency that goes the extra mile to keep our candidates informed every step of the way.



Expertise

We're committed to retaining and attracting the best local talent to ensure that all our candidates enjoy the benefits of dealing with highly competent, credible, and compassionate consultants, able to deliver a best-in-class service, time after time (with no exceptions).

Action plan.

Service quality

Candidate experience

From streamlining our registration process and improving our candidate onboarding procedure to carrying out regular experience audits and developing a new ESG strategy, we're continually taking steps across the board to improve our service quality and elevate our candidate experience above that of our competitors.

Feedback

We've created an avenue where candidates can provide feedback on their experience, 365 days a year. Our feedback survey can be accessed on our website and is readily available for all candidates, past and present. This allows us to incessantly review our service and tweak all aspects of our hiring process where are when necessary.

Communication

End-to-end comms strategy

We've carried out an audit of our candidate experience to map out where, when, and what we need to communicate throughout the candidate experience and hiring pipeline. Areas of improvement have been pinpointed and new processes added to fill any gaps.

Automation

We'll be leveraging a plethora of market-leading automation tools to ensure we're consistently hitting all communication touchpoints for every candidate we work with. This includes utilising a market-leading CRM, email automation, and the imminent arrival of a sophisticated new chatbot.

Your words. Inspire our actions.



Expertise

Divisionally focused

Our consultants are increasingly divisionally focused and operate in specific sectors of the job market. Equipped with specialist sector knowledge, each of our team can offer niche career advice, interview tips and any industry information that will aid our candidate's job search.

Internal recruitment

In an increasingly competitive landscape, we won't compromise on the quality of consultants we hire as we continue on our rapid growth trajectory. We will continue to take our time to hire and retain the right individuals who share and uphold our values of passion, integrity and expertise.

Underpinned by our values:

Passion.

We're deeply passionate about what we do, the sectors we work in, and the partners, clients and candidates we work with.

Integrity.

We are admired for our commitment to honesty, trust, and transparency. That's why we do the right thing – even when no one is watching!

Expertise.

Clients and candidates come to us because we're experts, with over 40 years of experience in on-site and branch recruitment.



Bluestones Supply Chain.



Working for us.

Your words. Our actions.

 **Glasgow:** 0141 442 0060  **North East:** 0191 814 9960  **Derby:** 01332 913 171  **North West:** 0192 8444 051

 info@bluestones-sc.co.uk

www.bluestones-sc.co.uk