

CROWN PROSECUTION SERVICE

Improves recruitment success and diverse hiring

HOW WE HELPED THE CROWN PROSECUTION SERVICE, ENGLAND & WALES:

- Time to hire reduced by 21 days
- Since adopting LaunchPad the CPS' cost per hire is lower than average for both public and legal sectors
- 90% candidate completion for graduate hires
- 80% candidate completion for professional legal hires
- Rate of candidates declaring a disability recommended for appointment increased
- Increased rate of BAME candidates recommended for appointment
- Stronger final interview performance

The Crown Prosecution Service, England & Wales (CPS), which delivers justice to the victims and witnesses of crime, employs approximately 5500 people. A lengthy external recruitment freeze led to CPS recruitment procedures becoming outdated, creating a poor candidate experience – a lengthy time to hire, high candidate attrition and a poor conversion rate from short-list to interview.

“Whilst we expected positive results for our early talent related recruitment, what has been particularly pleasing is the impact it has had on our legal professional hires. An 80% completion rate with high levels of candidate satisfaction has meant it will become part of our standardised process.”

JAMIE BOOTH, SENIOR RESOURCING MANAGER – SPECIALIST RECRUITMENT LEAD, CROWN PROSECUTION SERVICE, ENGLAND & WALES



90% CANDIDATE COMPLETION



19% INCREASE IN GRADUATES RECOMMENDED



DELIVERED 21 DAYS FASTER THAN THE PREVIOUS YEAR



LOWER THAN AVERAGE COST PER HIRE

The CPS wanted to create recruitment processes that enabled better recruitment decision-making and put greater emphasis on crucial verbal communication skills at an early stage; particularly for legal specialists and early career talent which the CPS was struggling to attract.

The team wanted the new approach to demonstrate evidence that the CPS was becoming more digitally focussed, which is a key government priority. After gathering research, speaking to peers in other sectors, and hearing positive referrals, the CPS selected LaunchPad.

Initially, the CPS adopted video interviews into the selection process for high volume graduate recruitment, achieving a 90% completion rate and receiving positive candidate feedback. Based on this success, video interviewing was adopted for professional hires and apprenticeships. The CPS has now started to use the screening test functionality offered by LaunchPad and incorporated it into the selection process for graduates.

**80% CANDIDATE COMPLETION
FOR PROFESSIONAL LEGAL HIRES**



This enables the CPS to deliver an online legal assessment with both a written and video element. This has proved to be very effective, contributing to a 19% increase in candidates recommended for appointment.

Since adopting LaunchPad, the CPS' cost per hire is lower than average for both the public and legal sectors.

**19% INCREASE IN
CANDIDATES RECOMMENDED
FOR APPOINTMENT**



LaunchPad's platform has also helped to improve diversity in hiring – the rate of candidates declaring a disability recommended for appointment increased and the rate of BAME candidates recommended for appointment is now higher than CPS' Civil Service peers. Access to crucial verbal communication skills at an earlier stage of the selection process has meant only the most able candidates have progressed, correlating with stronger final interview performance, resulting in right-fit hires.

The LaunchPad solution has significantly improved candidate experience as well as saving money, time and the resources required for recruitment. 'Despite a 74% increase in candidate volume the selection process was delivered 21 days faster than the previous year and the use of video interviewing was critical in achieving this result.'

"Over the last three years I have received an excellent level of service from LaunchPad. They have been both knowledgeable and flexible, working with us as a partnership to deliver some great results."

JAMIE BOOTH, SENIOR RESOURCING MANAGER
– SPECIALIST RECRUITMENT LEAD, CROWN
PROSECUTION SERVICE, ENGLAND & WALES

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