



## SHL and Lumesse help Strathclyde Fire & Rescue Service save money and time to recruit control firefighters

### In brief

Strathclyde Fire & Rescue Service needed to recruit new control firefighters. SHL and Lumesse integration led to:

- i) An improved candidate experience
- ii) A reduction in management review time, resulting in a saving of approximately £4,000 per hire
- iii) Overall lower recruitment costs

### Background

Strathclyde Fire & Rescue (SFRS) is one of the largest services of its kind in Europe and aims to protect and serve the 2.2 million people of Strathclyde, 24 hours a day, seven days a week, 365 days a year. Covering 111 stations and operating a fleet of 172 emergency vehicles, SFRS is continually evolving to meet the ever growing needs of the communities it serves.

SFRS employs three kinds of firefighter: "Firefighter (Wholetime)," who are based at stations; "Firefighter (Retained Duty System)," based in remote and rural areas; and "Firefighter Control," who deal with incoming emergency calls and the subsequent deployment of resources to emergencies.



### Challenge

Towards the end of 2009, SFRS identified the need to recruit three new firefighters in Control and required a more efficient process that could manage the expected high volume of applications and would get suitable candidates into the actual role faster than the previous recruitment process. That process involved applicants for firefighter roles completing a lengthy competency-based application form which was filled out on SFRS's online recruitment portal. This required a lot of management time to review. It also involved each candidate spending approximately three hours completing a selection of paper and pencil ability and personality tests.

### Solution

Talent management software provider, Lumesse integrated both SHL's Verify Checking and Verify Verbal Reasoning tools onto SFRS's existing recruitment portal. SHL's dependability and safety tool, DSI was already integrated from a previous recruitment process. Job applicants took DSI, Verify Checking and Verify Verbal Reasoning in turn and unsuccessful candidates were sifted out at each stage. Those who successfully got through these three stages then took a practical test which was followed by a face-to-face interview. From 781 applications, 27 were interviewed and three individuals recruited.

### Benefits

SFRS saw a number of benefits in implementing a more efficient recruitment process including having the best candidates in the role faster and cutting down recruitment costs.

According to Lorraine Forsyth, Chartered Occupational Psychologist at SFRS, "this new process also greatly improved candidate experience - rather than spend time completing competency-based application forms, our candidates could take the ability tests online at their convenience. The new process also provided more consistent output which guaranteed an even more objective sift for us."

In addition, management review time has been reduced - senior managers previously had to mark hundreds of application forms by hand; the new process brought fewer, but higher quality candidates to the stage where senior individuals were involved. This resulted in a saving of approximately £4,000 per hire."