

Innovative solutions

For the public sector,
by the public sector.



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Welcome to Commercial Services Group (CSG)



Matt Johnson
Group CEO

1,800
employees

96
years since first
established

£67m
contributed to
frontline public
services through
our dividend

16,000
customer base

27
trading
businesses

Welcome to Commercial Services Group, possibly one of the best-kept secrets in the public sector. We are very proud of what we are building at CSG. Now a portfolio of 27 specialist trading businesses and growing, CSG collectively has become the largest local authority-owned trading company (LATCO) in the UK, with over £800m in annual revenue and providing our wide range of services to over 16,000 customers globally.

With services ranging from HR and recruitment to energy management, from IT and education managed services to legal support, from waste management to procurement – and a whole lot more – CSG’s 1,800-strong workforce is committed and passionate about delivering outstanding value to customers and stakeholders at every level.

At our heart, we are a social values organisation and working with us means opportunities to save money, deliver more for our local communities and keep the public pound in the public purse.

We are proud of this. We are proud to drive our organisation forward through four focused pillars – customer experience, social and sustainable value, commercial growth and supporting an empowered workforce. We are proud of our heritage as a Kent County Council-owned trading business for almost 100 years. We are incredibly proud of our wonderful colleagues and the impact they have on our customers and communities. But most of all, we are proud that these efforts have a measurable impact and generate financial returns – over £67m so far – for reinvestment into frontline services.

We hope you enjoy finding out more about CSG. Please contact us or visit our website to find out more.

Matt Johnson



Visit our website



Why we are here



CSG's vision is to be the global leader in education and public sector solutions.

This vision is underpinned by first-class customer experience, social & sustainable value, commercial growth and the empowerment of our people.

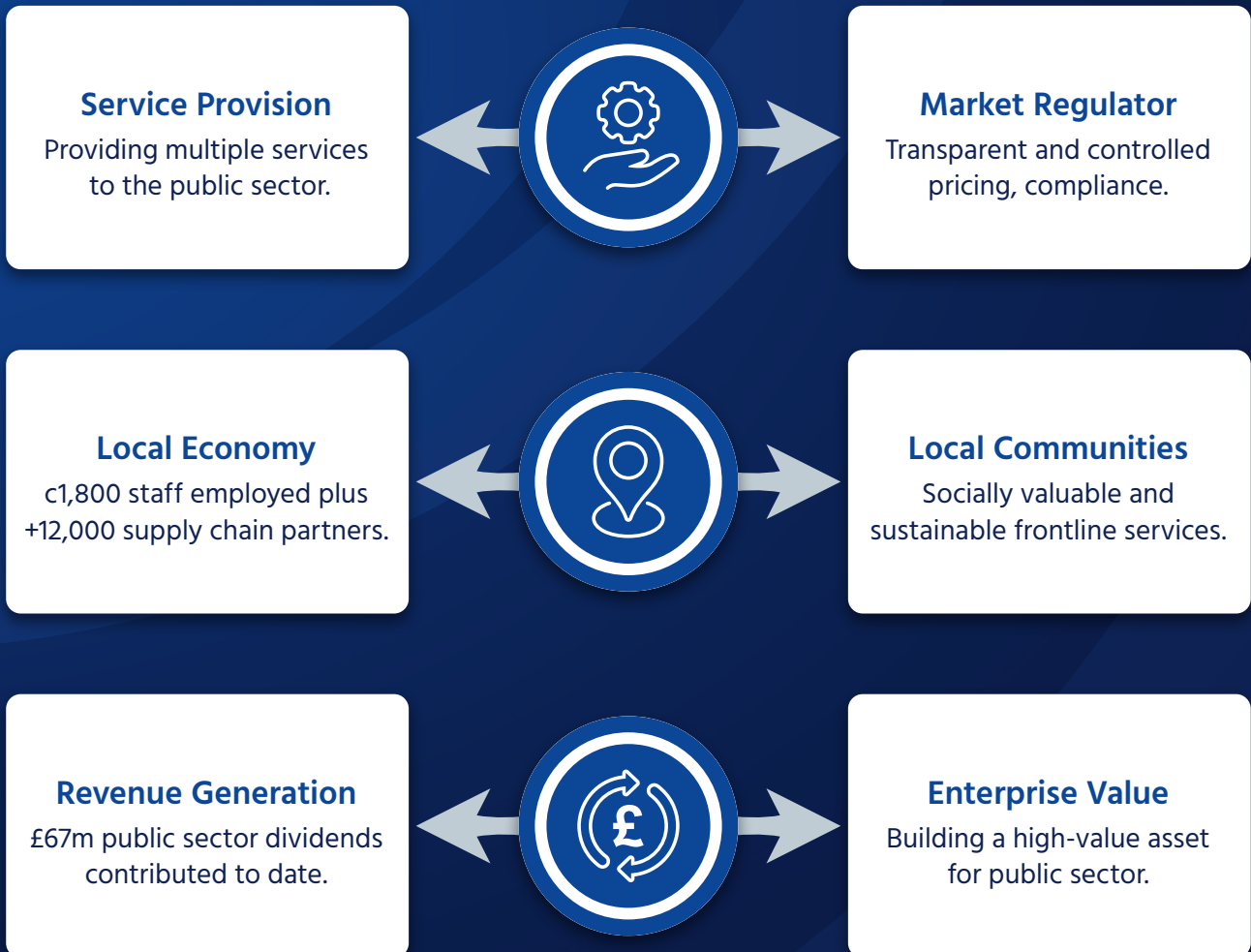
As a trusted partner and the country's biggest LATCo, we can support the public sector with its financial, structural, policy, service delivery and change management challenges. We provide trusted solutions which are 'enabling', lower cost, innovative and higher quality.

Our public sector heritage ensures '**profit with a purpose**' – by keeping money in the public sector.

Our approach enables the insourcing of services and leveraging of talent and innovation within the sector whilst harnessing the agility and commerciality of private enterprise.



Our strategic purpose



How we make a difference

Our culture is built on our four pillars and how we live them. These pillars support our vision, shape our culture and reflect the group philosophy.



Customer
Experience



Social &
Sustainable Value



Commercial
Growth



Empowered
Workforce



Customer Experience

We understand that our customers and partners have alternatives and we aim to make CSG their first choice.

We work closely to understand their requirements and develop the right solutions for them. This principle has been applied right across our portfolio from our Energy Procurement to our Frameworks. A better understanding our customer's challenges led to the creation of our innovative Joint Venture partnerships for recruitment services.

We continue to invest in our portfolio of services developing new solutions to address some the biggest challenges our sector is facing and expanding our offering through innovation, and collaboration and acquisition.

The other element of great customer experience is our people. We know our people work hard to understand customer journeys, where improvements can be made to enhance their experiences further. Our expert teams benefit from both private and public sector experience to provide our customers and partners with a unique combination of agility, innovation combined with the right levels of governance.



Social & Sustainable Value

CSG is extremely proud of the work we do, and whether you are a prospective customer, employee or partner, we are committed to social value, the environment and community service being at our core.

Beyond the money we generate directly for the public sector, we are always looking for ways to extend our social value. We have a dedicated social values group to support colleagues across the UK to deliver tangible social value and community wealth-building programmes within the local communities they serve.

We developed our Executive Leadership Development programme for Local Government to help support the future direction of the sector. Recognising the financial challenges being faced, CSG heavily subsidises the cost of delivery of the programme as part of our Social and Sustainable Value.

As an organisation that has been around for nearly 100 years and witnessed many economic and environmental changes, our commitment to sustainability goes across the whole of the organisation. You will find a copy of our Carbon Reduction Plan on our website or scan QR.





Commercial Growth

We are proud of the growth CSG has delivered which has enabled us to contribute £67m for reinvestment into public and community services. Our services not only help keep the public pound in the public purse, but also allow our customers to benefit from opportunities not available via purely commercial organisations.

Our inclusive approach to commercialisation ensures that we also bring our public sector partners and customers additional benefits that support community wealth building including:

- Creation of local jobs
- Supporting local SMEs
- Supporting our customers' local economies
- Creating community engagement
- Prioritising the needs of local communities
- Harnessing third sector engagement
- Delivering reinvestment to local communities

We share ideas with colleagues from across the public sector, who are on their own commercial journey. Please contact us to take part in the conversation by scanning the QR.



Empowered Workforce

We are committed to supporting our employees to thrive in their careers, focused on developing crucial skills and talents for the future. We are a dynamic and growing organisation where we are continually managing change in a positive and employee-focused way.

We support our employees' development by offering a range of in-house and external development. This includes our Operational Excellence programme, coaching and nurturing future talent through our Leadership Development programme.

Our employees feel able to speak up, that they matter and are contributing well to the organisation's goals that they know about and understand. This empowered approach ensures our customers and partners are provided with innovation and best practice to ensure mutual success.

#partofsomethinggreat



Our Services

Commercial Services Group is an umbrella for all its businesses; it provides support, dependability and security. As a group we offer our customers a wide range of trusted services which are enabling, lower cost, and higher quality. We are committed to providing excellent customer service and experience across the group.



People & Talent

Energy & Net Zero

Procurement, Professional & Community

Education & Children



People & Talent



Recruitment

Contingent and Interim Staffing Joint Ventures

 solutions.commercialservices.org.uk

Our innovative joint venture model allows our public sector partners to achieve significant savings while increasing quality, retention and conversion into permanent roles. Governance also ensures true transparency, control and flexibility to deliver reinvestment in frontline services and social value.

Today, with our partner councils Kent, Hampshire, Luton, Surrey, Dudley and Dorset we manage in excess of £120m of annual spend. We have just announced a new partnership with Halton Borough Council.



Specialist Recruitment

connect2socialwork[®]

 connect2staff.co.uk

Connect2Socialwork has a dedicated team who specialise in helping the public sector find and hire locum and permanent social workers.

Our specialist team works closely with the Commercial Services Interim & Executive Search Practice to deliver recruitment services to more than 160 local authorities and global charities. We support roles of all levels across all services including children, adults, and mental health.



 commercialservices.org.uk

Established in 2018, our Recruitment division has gone on to support over 60 Local Authorities and a range of wider public sector clients with sourcing and onboarding strategies to unlock hard-to-find talent.

At CSG Recruitment we pride ourselves on providing our clients with an honest, dynamic consultative recruitment service for Interim Recruitment and Executive Search.

Specialist HR Services

Our HR Services are truly people-focused, and our specialist brands deliver fully compliant and trusted high-quality services to the education and public sectors. With more than 25 years at the forefront of HR and people services our teams specialise in supporting organisations large and small and every member of our team of experts is committed to providing high-quality services tailored to the specific needs of your organisation.



HR Connect

 hrconnect.org.uk

HR Connect offers an integrated HR solution, encompassing payroll, HR administration, pensions, and HR Advisory.

Our business partners work with organisations to provide strategic or standalone HR, payroll or pensions support whenever it's needed. Working with over 1,000 customers nationwide, including schools, academies, Multi-Academy Trusts, Local Authorities and NHS Trusts. By taking time to get to know the specifics of an organisation our team can recognise potential issues quickly and offer practical, authoritative solutions at all times, meaning you can focus on running your business.

HR Connect's Services

HR Connect StaffCareServices

 staffcareservices.org.uk

Staff Care Services were established over 25 years ago to deliver Occupational Health and Wellbeing support to Public, Education, Health and Private Sectors.

Our team of professionals include clinicians, consultants, trainers and counsellors who draw from extensive experience working with hundreds of organisations, ranging from small primary schools to complex Academy Trusts, Local Authorities and NHS trusts; each with their own unique requirements.

HRConnect

ProspectsPayroll

 prospectspayroll.co.uk

Prospects Payroll is a high-quality, professional and supportive payroll service using an award-winning integrated HR, payroll and absence system.

A CIPP-accredited service with over 20 years of experience working in the education and training sector.

HRConnect

EmploymentCheck✓

 employmentcheck.org.uk

EmploymentCheck provides customers a fully hosted and compliant online Disclosure and Barring Service (DBS) solution, which is available 24/7.

We are also the only local authority-owned eBroker to provide this service, and one of only a few suppliers that can offer separate identification check services. Our wealth of knowledge of legislation, coupled with easy-to-use technology, means we can provide guidance on eligibility or ID verification. Our services include:

✓ RightoWorkCheck ✓ SocialMediaCheck ✓ DigitalIDCheck ✓ ReferenceCheck

KENT-TEACH.COM kent-teach.com

Kent-Teach was founded in 2000 to deliver a cost-effective recruitment advertising solution to schools across Kent and the surrounding areas.

Working with 95% of Kent schools and by utilising an audience of 170,000 members, the site receives over 2 million visits each year. We are the established market leader in Kent for Education vacancies, supporting customers to fill their vacancies with talented staff members.



Energy & Carbon

L•A•S•E•R®

 laserenergy.org.uk

At LASER, we help public sector organisations like yours achieve their carbon reduction targets. We do this by providing unique end-to-end energy procurement and net zero solutions that reduce your energy usage, cut costs and create an impact for long-lasting net zero change. We also offer business to business services through Lumina Energy.

Our wide range of frameworks offers public bodies a quick and compliant route to procure electricity, gas, water and energy-efficient services. Our experts will manage your energy portfolio and tailor a procurement strategy to meet your needs, risk appetite and budget. Through our net zero consultancy and project management services, we'll help you set and deliver your carbon reduction strategies, moving you closer toward net zero emissions.

Our energy solutions

Energy Procurement

Energy procurement tailored to fit your needs. The energy market can be volatile, leading to unpredictability and uncertainty. This is why it's crucial to have confidence that your organisation's energy procurement strategy mitigates these risks and secures energy at the most favourable rates.

Our expertise in the wholesale markets offers in-depth knowledge that can help your organisation stay informed of your energy spend, potentially avoid rising prices through fixed and flexible purchasing methods and always stay compliant.

We offer a wide range of frameworks that provide you with a compliant route to procure your energy requirements from a range of vetted suppliers. Through our frameworks, our experts will help you secure the ideal contract at the best prices.



Energy Management

Let us take the hassle out of energy management so you can focus on what matters.

Our experts work with you to accurately and efficiently manage your energy portfolio. Our comprehensive services includes validating bills and liaising with suppliers on your behalf to resolve any queries and billing errors, budget and forecast reporting and energy consumption analysis. With our energy management services we'll help you make smarter, more informed decisions to maximise savings and avoid unnecessary costs.



Renewal Energy Assets and PPAs

As a publicly owned organisation, with over 30 years of experience in energy procurement, we specialise in helping public bodies make informed decisions and transition to a greener and more sustainable future.

Whether you're looking to buy, sell or invest in your own renewable energy, we've got you covered.

- Power Purchase Agreements
- Sleeving & CPPA support
- Financial Modelling
- Renewable Asset development
- Net Zero Consultancy Ventures



Net Zero Consultancy

We understand that embarking on a net-zero journey can be a complex undertaking. At any stage of your net zero journey, we're here to provide expert guidance and support to help you achieve your carbon reduction targets. Whether that's assessing current and future carbon emissions and presenting a roadmap with scenarios and implications to offering advice, guidance, and improvements for your organisation and public buildings.

We'll work closely with you to ensure that your energy costs are reduced, carbon emissions minimised, and you comply with government energy regulations.

- DEC, EPC, ESOS & MEES certifications
- Site Decarbonisation surveys
- Net Zero Roadmaps
- Area Wide Emissions Studies



Net Zero Frameworks

If you know what you need to do to achieve your net zero targets but need help finding the right suppliers to implement them, we've got you covered.

Our net zero framework provides you with a compliant route to procure from a wide range of pre-approved suppliers. From technical consultancy through to the design, supply and installation of energy-efficient technologies, such as heat pumps, LED lighting, rooftop Solar and many more, we'll help you find the right supplier that fits your needs.

Our frameworks are supported by our in-house teams covering everything from fully managed support and project management through to a hands off approach – all tailored to meet your needs.



Procurement, Professional & Community



Procurement Services



 procurementservices.co.uk

Procurement Services is a market-leading procurement services business, and our focus is on providing compliant routes for the UK public sector to procure products and services from local, national and global suppliers.

Working across all public sector verticals, our teams support buyers from local authorities, central government bodies, NHS trusts, educational establishments and many others, in identifying their procurement needs and offering a compliant framework to deliver on their requirements.

How can we support you?

- Choice – frameworks with global, national and local suppliers
- Direct award – engage a supplier directly
- Further competition – procurement route to test the market
- Social value – supporting local communities



 lifecycle.co.uk

Established in 1989, Lifecycle is a procurement and contract management organisation serving the NHS, managing c£70m of public procurement spend annually across 4,000 contracts.

For over 30 years we have helped NHS trusts and public sector organisations deliver more for less on contracts, equipment, diagnostics, and capacity. To date, Lifecycle has delivered more than £210m of savings by helping the NHS to plan, procure and manage its contracts more effectively.

Professional Services



🌐 cantium.solutions

Cantium Business Solutions is a specialist provider of managed ICT services. We partner with UK local government, education, and private sectors to understand their business needs and challenges and provide tailored solutions.

Our IT support services act as a one-stop shop for all your IT requirements, from a fully managed service to all the component parts in between. We partner with you, becoming an extension of your team, to ensure that our IT solutions work for you and your back-office.

Community Services



Landscape
Services

🌐 landscapeservices.co.uk

Landscape Services specialises in planning, developing, and managing grounds maintenance projects for Local Authorities, Housing Associations, schools, sports facilities, national parks, and private landowners.

Our team of over 70 employees deliver services throughout the South East of England; from hard and soft landscaping or planting to tree works and playground inspections.



Commercial
Services Group
Managing Waste

🌐 bit.ly/CSG-ManagingWaste

Our Managing Waste team provides the day-to-day management of household waste recycling centres and waste transfer stations.

Supporting five sites in Kent – Maidstone, Dartford and Swanley are household waste recycling centres, whilst Sevenoaks and Tunbridge Wells have an additional waste transfer station.



Children & Education



Children's and Education Services

**THE EDUCATION
PEOPLE**

 theeducationpeople.org

The Education People are a one-stop shop for education services, supporting the full age range from early years to young adults.

Our mission is to support early years and childcare settings, schools and colleges to improve learning, wellbeing and children's development in Kent and beyond. Services include early years and childcare, financial management, governance and clerking services, outdoor learning and specialist employment. We are one of the largest and most successful providers of school improvement support in the UK.


invictalaw

 invicta.law

Invicta Law is one of the largest UK firms practising family law, with a speciality in Child Protection and Community Care.

We have extensive expertise in securing the right outcomes for some of the most vulnerable people in society, including a recent increase in work supporting unaccompanied asylum seekers. Invicta Law Limited is authorised and regulated by the Solicitors Regulation Authority.

Global Education Supplies



 kcs.co.uk

KCS Education is expert in sourcing, managing and creating the products and services required to run nurseries, schools and public sector organisations in the UK, with thousands of customers nationwide.

We are committed to delivering outstanding customer service, with a team of over 100 specialists who work with their customers from finding the right products and answering product queries to arranging special deliveries and providing general product advice and support.



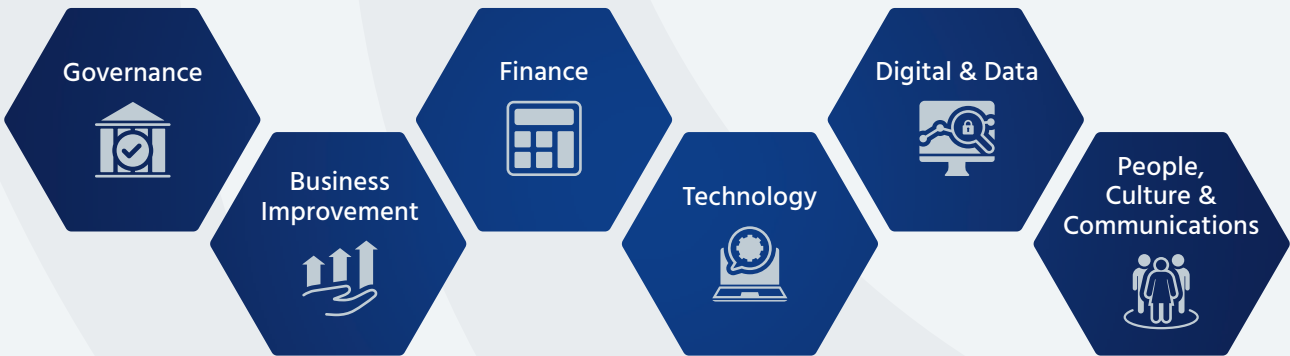
 cesholdings.co.uk

CES Holdings provides a one-stop shop for the supply of educational resources to international schools worldwide. CES is based in Manchester and has offices in both Dubai and Bangkok.

Working with suppliers and publishers from the UK, USA, Europe and Australia we offer our customers an unparalleled selection of books, classroom equipment, classroom resources and furniture all available from a single source.

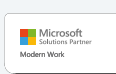
Corporate Services

All our businesses are supported and enabled to shine by our Corporate Services team which delivers high-quality services across CSG.



Group accreditations and certification

Being compliant with high standards underpins our group, giving our customers and suppliers the confidence in our goods, services, management systems and people.



We're proud of our achievements and recognition. Whether it's for our whole Group or just one of our brands, we have the credentials to back up our quality and standards. To learn more visit our [website](#).

CSG UK offices



*CSG Businesses based at CSG Head office – Cantium Business Solutions, Connect2Kent, Connect2Socialwork, CSG Managing Waste, CSG Recruitment Solutions, HR Connect, Invicta Law, Landscape Services, LASER Energy, Lumina Energy and Procurement Services

Our 2023/4 awards

We take great pride in our accomplishments and the recognition we've received for them.



Recruiter Awards
Most Effective Back Office
Operation
CSG Recruitment Division

SHORTLISTED



Recruiter Awards
Best Client Service
Connect2Hampshire

SHORTLISTED



PPMA Excellence in People
Management Awards
Best Partnership/Collaboration
Connect2Luton

WINNER



PPMA Excellence in People
Management Awards
GOLD Award
Connect2Luton

WINNER



APSCo OutSource
Awards for Excellence
MSP of the Year
Connect2Hampshire

SHORTLISTED



LGC Workforce
Best Innovation in Recruitment
CSG Recruitment Division

SHORTLISTED



The Nachural Summer
Business Awards
New Start-Up Team
Connect2Dudley

FINALIST



Go Awards 2023
Best Net Zero Initiative Award
LASER

HIGHLY COMMENDED



APSE Service Awards 2023
Best Collaborative
Working Initiative
KCS Procurement Services

FINALIST



Specialist Employment
Supported Employment Quality
Framework Audit from BASE
The Education People

EXCELLENT



Make a Difference Awards
Champions Network Awards
Commercial Services Group
MHFA Peer Support Network

FINALIST



CIPP Annual Excellence Awards
In-house payroll team
of the year
HR Connect

SHORTLISTED



CIPP Annual Excellence Awards
The CIPP Luminary Award
Jenny Yee – HR Connect

SHORTLISTED



CIPP Annual Excellence Awards
Service Provider of the Year
HR Connect

SHORTLISTED



CIPP Annual Excellence Awards
CIPP Spotlight Award
Justina Bacon – HR Connect

SHORTLISTED



CIPP Annual Excellence Awards
Project of the Year
HR Connect

SHORTLISTED



British Recruitment Awards
Public/Third Sector Recruitment
Agency of the Year
CSG Recruitment Division

WINNER



British Recruitment Awards
Leader of the Year (Agency)
Helen Archer-Lock
CSG Recruitment Division

SHORTLISTED



Thank you for taking the time to learn more about us.

If you would like more information or have a question, we would love the opportunity to talk to you.

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