



# Agency Worker Handbook

# Agency Worker Handbook Declaration

I confirm I have read a copy of the Agency Worker Handbook, which outlines the goals, policies, benefits and expectations of Urgent Response Healthcare Ltd and its Clients, as well as my responsibilities as an Agency Worker. I have familiarised myself with the contents of this Handbook and anything that I am unfamiliar with, I will query with my consultant at Urgent Response Healthcare.

I understand that this handbook is not intended to cover every situation which may arise whilst on assignment, but is simply a general guide to the goals, policies, practices, benefits and expectations of Urgent Response Healthcare Ltd.

I understand that the Agency Worker Handbook is not a contract of employment and should not be deemed as such.

Please take the below signature as confirmation that I have read through the Urgent Response Healthcare Agency Worker Handbook and that I am happy to comply with its contents.

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**(Sign and return)**

Candidate Name: \_\_\_\_\_

Candidate Grade: \_\_\_\_\_

NMC Pin Number (if applicable): \_\_\_\_\_

Candidate Signature: \_\_\_\_\_

Date: \_\_\_\_\_







# 4 Day 1 working rights

**Day one** and 12 week **rights** for agency workers. From Day one of their employment, an agency worker will be entitled to: the same access to facilities and rights as your permanent colleagues which is to use any shared facilities and services, for example: a canteen and drinks machine, car parking or transport services, like a local pick-up service or transport between site dependent place of work.

**After a 12-week qualifying period**, an agency worker will be entitled to the same basic conditions of employment as if they had been directly employed by the place of work on day one of the assignment, specifically:

- Pay - including any fee, same type of pay equal to permanent colleagues doing the same job, it does not include redundancy pay, contractual sick pay, and maternity, paternity or adoption pay.
- Automatic pension enrolment,
- Working time rights - for example, including any annual leave above what is required by law.
- Agency Workers (regardless of their employment status) will also be entitled to paid time off to **attend ante natal appointments** during their working hours.
- If an agency worker is working on more than one assignment the agency worker will have two or more assignments that need to accrue separately. In other words, if an agency worker has assignment A and assignment B, they would need to work for 12 weeks on assignment A before their rights apply to assignment A and 12 weeks on assignment B before their rights apply to assignment B.
- The regulations require that a new assignment would need to comprise 'substantively different work or duties' for the qualifying period to start again.
- The qualifying period will pause for sick leave or breaks. Don't count the days when:
  - You take a break of 6 weeks or less,
  - You're on leave due to sickness or injury for up to 28 weeks,
  - You take annual leave you're entitled to,
  - The workplace closes, for example for Christmas or industrial action,
  - You're on jury service for up to 28 weeks,
- Start from zero for a new job or role,
- Your 12 weeks will start again if you:
  - Get a new job at a different workplace,
  - Have a break of more than 6 weeks between jobs at the same workplace,
  - Stay at your workplace but take a new role that's 'substantively different',
  - A substantively different role is one that's completely new, different work. It could be a combination of different:
    - Skills, or requiring new training,
    - Pay rate,
    - Location,
    - Working hours.

For more information on your rights please refer to the Key Information Document (KID) that is aligned to the latest Employment Agency Standards inspectorate guidance.

To access please visit:

[www.gov.uk/government/publications/providing-a-key-information-document-for-agency-workers-guidance-for-employment-businesses](https://www.gov.uk/government/publications/providing-a-key-information-document-for-agency-workers-guidance-for-employment-businesses)





# 5 Timesheets

You are required to put your Full Name, Establishment Name and your Grade, which could consist of any of the following:

- HCA
- RN
- RGN
- Team Leader
- RMN
- ODP

All candidate Timesheets are to consist of at least 2 signatures. The first signature (Agency Worker) is to be signed by yourself. The second signature (Authorised by) is to be signed by a representative of the Client / Establishment that you are working at. Any timesheet received, which doesn't have both signatures, **will not be paid.** For any Candidates who are working at one Client and using the same timesheet for the full week, you are required to have the right-hand side of the grid, initialled by the authorised signatory.

All Candidate Timesheets are to be completed in full. Any timesheets not fully complete, **will not be paid.**

Urgent Response Healthcare's timesheet deadline is every **Monday before 12pm.** If your timesheet has been received at our offices by this time, you will receive your weekly wages on Friday of the same week by latest 5pm. Any timesheets which do not meet this deadline, **will not be paid until the following Friday.**

Please ensure that you always leave a photocopy version of your timesheet with the Client at the end of every shift.

Urgent Response Healthcare accepts timesheets in the following methods only:

» Post – Urgent Response Healthcare,  
27 Old Gloucester Street, London WC1N 3AX,  
United Kingdom

» Email –  
Timesheets@urgentresponsehealthcare.com

If you choose to put more than 2 timesheets in a normal sized envelope, we advise you to use two 1st class stamps or take it to the post office to be weighed. If you do not put enough postage on your timesheets, they can be delayed for up to 4-6 weeks.

Should you ever be short of timesheets, please call the office and someone will be more than happy to provide you with some more. Alternatively, they are available to download from our website under the "Candidates" tab at [www.urgentresponsehealthcare.com](http://www.urgentresponsehealthcare.com)



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### Offered Employment by a Client

Our terms of business with our clients include a requirement that the clients pay us an appropriate recruitment fee in certain circumstances, if they employ directly any Urgent Response Healthcare Agency Worker, who has worked for them previously through Urgent Response Healthcare. This applies equally to temporary or permanent posts, full or part-time. You are required by your Terms of Engagement for Agency Workers to notify your consultant take up any post with a client of Urgent Response Healthcare for whom you have worked previously.

The candidate cannot engage in any work with a competitive agency with the same client as worked through Urgent Response Healthcare, if the candidate wishes to engage permanent and/or temporary employment with the same client under competitive agencies, they hereby have the option to elect written notice and to wait a minimum term of 6 months, to utilize the services of the client(s). If the candidate has been alleged to have joined a competitive agency working for the same client(s) without waiting the agreed term of 6 months, they shall forfeit any outstanding payments payable to them after they have completed any shifts with Urgent Response Healthcare and, they will also receive negative references to both the client and competitive agency.

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### Continuing Professional Development

Urgent Response Healthcare provides only the highest quality of staff to our clients. As such we expect our agency workers to continually improve their clinical knowledge and skills to not only further their own careers but to also service our clients in a manner that they would expect. It is also imperative that our agency workers have the knowledge to provide the highest quality of care to our clients' patients and to practice safely, as per the professional code of conduct. As a company we will be committed to helping you in certain ways to improve your clinical knowledge. Please contact your consultant or the compliance for more details.

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### Compliance Updates

As per legal guidelines, you are required as a health care professional, you need to update various documents (DBS, References, Mandatory Training, Occupational Health, etc.) annually to work. Failure to comply will result in Urgent Response Healthcare not being able to offer you any work until the documents are in date and legally acceptable. Our compliance team will update you in advance of any upcoming expiries.

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### Complaints

Your feedback is crucial for us to ensure we provide excellent service to you and to our clients. Nothing is too little to discuss with one booking consultants or managers. If you have any concerns about the shift, the client, the service you have been provided by URH member of staff please contact us as soon as possible.

- A. If you feel compelled to make a complaint against a client, please contact your recruitment consultant or booking consultant as soon as possible.
- B. If you feel compelled to make a complaint against your recruitment consultant or any other member of staff, please call the office and request a senior manager who will deal with the matter urgently.

In matter of client complaint or negative feedback you might be asking to provide statement of incident or brief description of the shift in question.