CONTROLLED POLICY

A01 – GOVERNANCE AND QUALITY ASSURANCE POLICY

Policy Reference	A01	**Version**	1.0
Policy Owner	PHSSL Staffing Limited	**Approved By**	Lade Awosika, Director
Approval Method	Approved electronically	**Approval Date**	September 2026
Review Date	September 2027	**Status**	Controlled Document
Applies To	All PHSSL Staffing Limited staff, agency workers and relevant contractors	**Supersedes**	New policy

1. Purpose

This policy sets out PHSSL Staffing Limited's arrangements for governance, legal and contractual compliance, quality assurance, risk oversight and continuous improvement across its temporary staffing and permanent recruitment activities.

2. Scope

This policy applies to directors, managers, recruitment and compliance staff, coordinators, payroll and administrative staff, agency workers and relevant contractors. It covers recruitment, vetting, worker supply, assignments, client relationships, payroll and worker rights, safeguarding, complaints, incidents, information governance and service improvement.

3. Governance Principles

- Clear accountability for decisions, compliance and service quality.
- Accurate, current and auditable records.
- Fair treatment of work-seekers, agency workers, clients and applicants.
- Prompt identification and management of risks, complaints, incidents and safeguarding concerns.
- Compliance with employment-agency legislation, worker-rights requirements, data protection and contractual obligations.
- Continuous improvement informed by evidence, feedback, audits and learning.

4. Legal and Regulatory Framework

PHSSL Staffing Limited will operate with regard to applicable UK legislation and official guidance, including:

- Employment Agencies Act 1973.
- Conduct of Employment Agencies and Employment Businesses Regulations 2003, as amended.
- Agency Workers Regulations 2010.
- Employment Rights Act 1996 and applicable worker-rights legislation.
- Working Time Regulations 1998.
- National Minimum Wage legislation.
- Equality Act 2010.
- Health and Safety at Work etc. Act 1974.
- Data Protection Act 2018 and UK GDPR.
- Safeguarding and DBS requirements applicable to the roles supplied.
- Current Fair Work Agency and GOV.UK guidance for employment agencies and employment businesses.

5. Business Model and Accountability

PHSSL Staffing Limited may act as an employment business when supplying temporary workers and as an employment agency when introducing candidates for direct employment. The company will make the nature of each arrangement clear and apply the legal requirements relevant to that activity. Overall governance accountability rests with the directors, with operational responsibilities delegated to competent staff where appropriate.

6. Leadership Oversight

- Maintain oversight of staffing activity, worker compliance, client requirements, payroll, complaints, incidents and safeguarding.
- Review significant legal, financial, operational and reputational risks.
- Ensure responsibilities are allocated and staff understand escalation routes.
- Act promptly where monitoring identifies unsafe, unlawful or poor practice.

7. Recruitment and Safer Vetting Governance

Recruitment controls will be proportionate to the role and client setting. Where workers may work with vulnerable people or in regulated environments, enhanced safer-recruitment controls will be applied as required.

- Identity and right-to-work checks.
- Employment history and references appropriate to the role.
- DBS checks where the role is eligible and requires them.
- Professional registration, qualifications and training verification where applicable.
- Assessment of suitability, competence and role-specific requirements.
- Recording and review of compliance expiry dates where relevant.

8. Work-Seeker Terms and Key Information

Before providing work-finding services, PHSSL Staffing Limited will provide and agree the required terms of engagement. Temporary work-seekers will receive a Key Information Document where required by Regulation 13A. Records must demonstrate that the required information was supplied and terms agreed.

9. Assignment and Hirer Information

Before introducing or supplying a worker, PHSSL will obtain sufficient information from the hirer about the assignment, including the role, location, hours, required experience or qualifications, health and safety risks, pay arrangements and other material requirements. Relevant information will be communicated to the worker before the assignment as required.

10. Agency Worker Rights

Governance arrangements will monitor agency-worker rights, including Day 1 rights and the 12-week qualifying-period provisions under the Agency Workers Regulations 2010 where applicable. PHSSL will obtain relevant information from hirers and maintain records needed to identify qualifying assignments and applicable equal-treatment requirements.

11. Pay, Holiday and Working Time

- Temporary workers will be paid for work completed in accordance with applicable law and agreed terms.
- Holiday entitlement and holiday pay will be administered in accordance with applicable requirements and worker terms.
- Working hours, rest and fatigue risks will be monitored and escalated where necessary.
- Payroll records and deductions must be accurate, lawful and transparent.

12. Quality Assurance Programme

PHSSL Staffing Limited will maintain a proportionate quality-assurance programme. Monitoring may include recruitment-file audits, compliance-expiry checks, assignment reviews, client feedback, worker feedback, complaints, incidents, safeguarding, payroll checks, training compliance and management review.

13. Audit and Compliance Monitoring

- Worker files and mandatory checks.
- Terms of engagement and Key Information Documents.
- Assignment information and booking records.
- DBS, right-to-work and professional-registration status where relevant.
- Training and competency records.
- Timesheets, pay and holiday-pay processes.
- Complaints, incidents and safeguarding records.
- Data protection and records management.
- Client contracts, service feedback and corrective actions.

14. Risk Management

Significant operational, compliance, workforce, safeguarding, financial, data-security and business-continuity risks will be identified, assessed and controlled. High or urgent risks must be escalated immediately and not deferred until routine governance meetings.

15. Safeguarding and Vulnerable People

Where PHSSL workers are supplied into settings involving children or adults at risk, safeguarding is a core governance responsibility. Concerns about abuse, neglect, exploitation, unsafe practice or worker suitability must be escalated promptly under the relevant safeguarding procedure and client arrangements.

16. Complaints, Incidents and Concerns

Complaints, incidents, near misses, worker concerns and client concerns will be recorded, assessed and investigated proportionately. Where appropriate, workers may be restricted from assignments while safety or suitability concerns are reviewed. Learning and corrective actions will be tracked to completion.

17. Worker and Client Feedback

PHSSL will use feedback from workers, candidates and hirers to assess responsiveness, communication, worker suitability and service quality. Feedback will be considered alongside objective compliance and performance information.

18. Information Governance

Governance records must be accurate, secure, traceable and accessible only to authorised persons. Personal data will be processed in accordance with PHSSL Staffing Limited's data-protection and confidentiality arrangements. Information will be retained only for legitimate legal, contractual and operational purposes.

19. Equality, Fairness and Ethical Recruitment

Recruitment, assignment and quality processes will be applied fairly and without unlawful discrimination. PHSSL will not charge work-seekers fees for work-finding services where prohibited by law and will remain alert to exploitation, modern slavery, unlawful deductions or other abusive practices.

20. Continuous Improvement

Audit findings, complaints, incidents, safeguarding concerns, legal developments, worker experience and client feedback will be used to improve policies, training, systems and operational practice. Improvement actions will be assigned, monitored and closed only when sufficient evidence shows they have been completed.

21. Staff Responsibilities

- Follow controlled policies and approved procedures.
- Maintain accurate records and provide truthful information.
- Escalate compliance, safety, safeguarding, payroll or conduct concerns promptly.
- Cooperate with audits, investigations and improvement actions.
- Complete required training and maintain professional standards.

22. Management Responsibilities

- Maintain appropriate governance systems and legal oversight.
- Ensure competent staff are allocated to recruitment, compliance, coordination and payroll functions.
- Review significant risks and performance information.
- Ensure non-compliance is corrected promptly.
- Maintain evidence of audits, decisions, actions and policy reviews.

23. Related PHSSL Staffing Policies

- A02 Business Continuity and Emergency Planning.
- A03 Records Management, Confidentiality and Data Protection.

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- A04 Complaints, Concerns and Service Feedback.
- A05 Duty of Candour and Open Communication.
- B01 Safeguarding Adults.
- B02 Safeguarding Children and Young People.
- B03 Whistleblowing / Speaking Up.
- C01 Recruitment, Selection and Safer Employment.
- C02 DBS, Right to Work, References and Pre-Employment Checks.
- D01 Temporary Worker / Agency Worker Management.
- D05 Timesheets, Pay, Holiday Pay and Payroll.

24. Review and Document Control

This policy will be reviewed at least annually and sooner following significant legal or regulatory change, audit findings, serious incidents, complaints, safeguarding concerns or material operational change. The approved electronic version is the controlled master. Printed or locally saved copies are uncontrolled unless specifically issued as controlled copies.

Approved by	Lade Awosika
Position	Director
Approval method	Approved electronically
Approval date / next review	September 2026 / September 2027