CONTROLLED POLICY

D01 – TEMPORARY WORKER / AGENCY WORKER MANAGEMENT POLICY

Policy Reference	D01	**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	PHSSL temporary/agency workers and staff involved in their recruitment, allocation and management	**Supersedes**	New policy

1. Purpose

This policy sets out how PHSSL Staffing Limited manages temporary and agency workers from registration and clearance through assignment, ongoing compliance, performance, pay administration and the end of an assignment. Its purpose is to support lawful, fair, safe and consistent employment-business practice.

2. Scope

This policy applies to temporary and agency workers supplied by PHSSL and to PHSSL staff responsible for recruitment, compliance, bookings, payroll, worker support and client relationships. It does not alter the contractual or employment status stated in the worker's applicable terms.

3. Regulatory Framework

PHSSL will operate in accordance with applicable recruitment and employment-business law, including the Employment Agencies Act 1973, Conduct of Employment Agencies and Employment Businesses Regulations 2003 as amended, Agency Workers Regulations 2010, Working Time Regulations 1998, National Minimum Wage legislation, equality law, right-to-work requirements and data-protection law.

4. Worker Registration and Clearance

A worker must complete PHSSL's required registration and compliance process before being treated as available for relevant assignments. Clearance will reflect the role and may include identity, right to work, employment history, references, DBS or barred-list checks where eligible, qualifications, professional registration, training and other suitability checks.

5. Terms of Engagement

Workers will receive appropriate written terms governing their relationship with PHSSL. The terms will explain relevant matters such as status, pay arrangements, holiday, notice or cancellation provisions, timesheets and other applicable conditions.

6. Key Information

Where legally required, PHSSL will provide a Key Information Document or other prescribed information before agreeing terms with an agency worker. Information supplied must be clear and consistent with the worker's actual pay arrangements.

7. No Unlawful Work-Finding Fees

PHSSL will not charge a work-seeker an unlawful fee for providing work-finding services. Any optional service or permitted charge must be genuinely separate, transparent and lawful.

8. Assignment Information

Before an assignment begins, PHSSL will provide or make available the information required for the worker to understand the assignment, including the hirer, location, role, expected duties, start time, anticipated duration, pay rate and relevant health and safety, experience, training or qualification requirements.

9. Acceptance of Assignments

Unless the worker's applicable terms state otherwise, an offer of an assignment does not guarantee continuing work. Workers should only accept assignments they can attend and for which they are suitably qualified, competent and compliant.

10. Worker Suitability

PHSSL will take reasonable steps to ensure that a worker proposed for an assignment meets known requirements. Client urgency must not be used to bypass mandatory compliance, safeguarding or competence controls.

11. Client Responsibilities

The hirer is responsible for matters within its control, including a safe workplace, appropriate local induction, day-to-day operational direction, relevant risk information and compliance with its legal duties. PHSSL will cooperate with hirers while retaining its own responsibilities as an employment business.

12. Local Induction

Workers must follow the client's local induction, policies, emergency arrangements, reporting lines and safe systems of work. PHSSL induction does not replace client-specific orientation required for the workplace.

13. Conduct on Assignment

Workers are expected to act professionally, maintain confidentiality and boundaries, follow lawful instructions, respect equality and dignity, work within competence, protect property and report incidents or concerns promptly.

14. Attendance and Punctuality

Workers must attend accepted assignments punctually. If illness, emergency or another unavoidable issue prevents attendance or causes lateness, the worker must notify PHSSL and, where required, the client as soon as possible in accordance with booking arrangements.

15. Cancellation by the Worker

Workers should give as much notice as reasonably possible if unable to fulfil an accepted booking. Repeated avoidable late cancellations or non-attendance may lead to review of suitability for future assignments, subject to the circumstances.

16. Cancellation by the Client

Clients may cancel or change assignments in accordance with agreed terms. PHSSL will communicate known cancellations promptly. Pay entitlement for cancelled work will depend on applicable law, contractual terms and the circumstances.

17. Changes to Duties or Location

A worker should notify PHSSL where a client materially changes the role, duties, location, hours or risk profile from the information originally supplied, particularly where the change affects competence, safety, pay or compliance.

18. Working Time and Fatigue

PHSSL will manage working-time information in accordance with applicable requirements. Workers must provide accurate information about relevant hours and must not knowingly accept work where fatigue would make the assignment unsafe.

19. Breaks and Rest

Workers should receive applicable rest breaks and rest periods. Concerns about inability to take required breaks, excessive hours or unsafe staffing should be raised with the client and PHSSL as appropriate.

20. Agency Workers Regulations

Where the Agency Workers Regulations 2010 apply, PHSSL will cooperate with hirers to support applicable rights, including relevant day-one rights and equal-treatment rights after the qualifying period. Accurate assignment-history information is important to this process.

21. Pay Rates

The applicable pay rate will be communicated for the assignment. PHSSL will administer pay in accordance with agreed terms and applicable legal requirements. Workers should query discrepancies promptly.

22. Timesheets

Workers must submit complete and accurate timesheets or electronic records within required deadlines. Timesheets must reflect hours actually worked and must not be falsified, altered improperly or submitted for hours not worked.

23. Holiday Pay

Holiday entitlement and holiday-pay arrangements will be administered in accordance with applicable law and the worker's terms. Workers should follow PHSSL's procedure when requesting or recording holiday.

24. Expenses and Deductions

Expenses, deductions or other payments will only be handled in accordance with applicable terms and law. Workers will be given appropriate information about relevant deductions.

25. Ongoing Compliance

Workers must keep PHSSL informed of changes affecting right to work, DBS status, professional registration, training, health or other material suitability requirements. PHSSL may place a worker's availability on hold where mandatory compliance has expired or cannot be verified.

26. Performance and Client Feedback

PHSSL may obtain and consider client feedback about attendance, conduct, competence and assignment performance. Concerns will be assessed fairly and proportionately and may lead to support, retraining, restriction, investigation or other appropriate action.

27. Complaints and Concerns

Workers may raise concerns about assignments, treatment, pay, discrimination, safety or other matters through PHSSL's appropriate reporting routes. Genuine concerns will be taken seriously and retaliation is prohibited where protected by law or PHSSL policy.

28. Safeguarding

Workers in safeguarding-sensitive roles must follow PHSSL and client safeguarding procedures. Allegations or concerns involving a worker may require immediate protective action, client cooperation and referral to external bodies where applicable.

29. Health and Safety

Workers must take reasonable care of their own safety and that of others, follow client safety arrangements, use required equipment and report hazards, incidents and near misses. They should not continue a task where they reasonably believe there is serious or immediate danger without appropriate action.

30. Removal From an Assignment

A worker may be removed from an assignment because of client request, safety, compliance, conduct, competence, safeguarding, operational change or another legitimate reason. Removal from one assignment does not automatically establish misconduct or determine suitability for all future assignments.

31. Ending or Restricting Engagement

PHSSL may restrict or cease offering assignments in accordance with the worker's terms and applicable law. Decisions involving serious allegations should be based on reasonable enquiries and should distinguish safeguarding action, assignment removal and any separate conduct process.

32. Transfer Fees and Direct Engagement

Where a hirer wishes to engage a supplied worker directly, any transfer-fee or extended-hire arrangement will be handled under PHSSL's client terms and applicable employment-agency legislation. Workers must not be charged an unlawful fee because a hirer wishes to engage them.

33. Confidentiality and Data Protection

Worker and client information will be processed only for legitimate purposes and protected in accordance with PHSSL's data-protection and records-management arrangements. Workers must also protect confidential information obtained on assignment.

34. Worker Responsibilities

- Keep personal and compliance information accurate and current.
- Accept only suitable assignments and attend accepted bookings reliably.
- Follow PHSSL and client procedures.
- Submit accurate timesheets promptly.
- Work within competence and maintain professional standards.
- Report incidents, safeguarding concerns, safety risks and material assignment changes.
- Raise pay or assignment queries promptly and professionally.

35. PHSSL Responsibilities

- Maintain appropriate recruitment and compliance controls.
- Provide required worker terms and assignment information.
- Match workers to assignments using legitimate suitability criteria.
- Administer bookings, pay and worker records accurately.
- Respond to safety, safeguarding, conduct and compliance concerns.
- Support applicable agency-worker rights and cooperate with hirers.
- Maintain appropriate communication and governance oversight.

36. Related PHSSL Staffing Policies

- A01 Governance and Quality Assurance Policy.
- A03 Records Management, Confidentiality and Data Protection Policy.
- A04 Complaints, Concerns and Service Feedback Policy.
- B01 Safeguarding Adults Policy.
- B02 Safeguarding Children and Young People Policy.
- C01 Recruitment, Selection and Safer Employment Policy.
- C02 DBS, Right to Work, References and Pre-Employment Checks Policy.
- C03 Induction, Training, Supervision and Competency Policy.
- C04 Staff Conduct, Capability and Disciplinary Arrangements Policy.
- C06 Lone Working and Worker Safety Policy.
- D02 Worker Registration, Vetting and Compliance Policy.
- D03 Placement, Booking, Allocation and Cancellation Policy.
- D04 Working Time, Rest Breaks and Fatigue Management Policy.
- D05 Timesheets, Pay, Holiday Pay and Payroll Policy.

37. Monitoring and Review

PHSSL will monitor temporary-worker management through compliance audits, booking and cancellation patterns, payroll queries, incidents, complaints, safeguarding concerns, worker feedback, client feedback and governance review. This policy will be reviewed at least annually, or sooner following significant legal or regulatory change, serious incidents, audit findings or identified learning.

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