

all you need
to know



to build
your career.

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We are delighted to have you working with us – you are our most valuable asset and we will take care of you. At Randstad Care we pride ourselves on working with the most talented and reliable health & social care professionals, who are motivated to make a difference to every person they work with.



We have designed this handbook to support you; it sets out some clear guidelines and useful tips to help you get the most out of working with us and our customers.

We look forward to working with you and are here to support you, every step of the way.

Victoria Short, Managing Director, Randstad Public Services

who we

are.

Whether you're looking for your first role in the health and social care industry or you are looking to take the next step in your career, we can help you secure your ideal role.

We're experts in helping health and social care professionals like you find fulfilling and prosperous careers.

Our dedicated teams of specialist recruitment consultants work hard from our network of local offices to give you the best temporary and permanent opportunities available with our public and private sector clients.

Whatever your specific needs, we are able to meet them.

We are able to offer our outstanding nurses, social workers, support workers and allied health professionals regular work and permanent contracts. We don't just stop at finding you your perfect job; to help you get the most from your career, we also offer continuous professional development through our robust training programme.

The four key sectors we recruit within are:

- Residential care
- Nursing
- Qualified social work
- Allied healthcare



how we

can help you.

With more than 900 clients across private and public sectors, including the NHS, we are able to offer you more opportunities than ever.

The benefits of working with us include your own dedicated consultant, industry related news and tips on how to get the most from your career sent straight to your inbox as well as access to hundreds of regularly updated jobs and training courses.

Once you're placed through us, we will provide you with all the tools you need to help you keep your skills up to date and your career progressing at a speed that suits you and your lifestyle.

We also have a specialist team that helps you get ready for work more quickly with a fast and efficient process. Our whole recruitment process, including online DBS checks, has been streamlined with you in mind to find your perfect job.

To view any of our current roles, please go to randstad.co.uk/jobs

You can also sign up for regular job alerts to keep yourself updated on the latest roles we add to the website.

Permanent work

If you are looking for the stability of a permanent role, we will work on your behalf to find the ideal role. We understand that everyone has different needs when it comes to securing a job and we work hard to gain an understanding of what would suit you.

The process for finding work with Randstad Care is straightforward and we support you every step of the way:

1. Interview
2. Pre-employment checks
3. Discussions with consultant about suitable roles
4. Proactively approach suitable organisations on your behalf
5. Support with interview preparation
6. Guidance throughout the interview and job offer process
7. Discuss feedback throughout the process – from you and the organisations you have interviewed with
8. Aftercare – regular catch-ups with you on how things are going in your new role

Shift and temporary assignments

Our wide range of shift work and temporary assignments give you a great opportunity to try working in a variety of settings. These roles could be to cover sickness, holiday, maternity or while a new permanent member of staff is recruited. It can be the ideal way to find out whether a role would work for you on a permanent basis or an opportunity to select the hours that best suit your personal circumstances.

Our new work app

Tired of waiting for your phone to ring to find out when your next shift will be? Had enough of searching your inbox to see what work you're pencilled in for the following week? Now you can receive, manage and accept shift work with a tap of your finger through our latest app.

[Click here](#) to find out more and download the app.



your

assignment.

Prior to starting any engagement with us the conditions relating to the shift or position (e.g. qualifications, competencies and skills) will be communicated to you at the booking stage.

When you register with us you will be given a contract for services that you will be deemed to accept unless you inform us to the contrary in writing. If you wish to be paid through an umbrella company or PSC (personal services company), please let us know at your registration.

The contract for services and this handbook refer to appropriate Organisation Policies and Procedures. It is your duty to be familiar with these policies. The recruitment process operates in line with Equal Opportunities Policy and is non-discriminatory. You will initially be recruited and registered via interview with a fully trained consultant who will assess your qualifications, competencies and skills and thereafter will allocate assignments to you. As part of our onboarding process, you will be contacted by our specialist compliance team who will take responsibility for your pre-employment checks. So that we can get you out to work as quickly as possible, it's important that you respond to their requests in a timely manner.

It is important to understand the need for complete honesty in the disclosure of information to us (please note that your personal information is protected through our Confidentiality Policy which adheres to the General Data Protection Regulation and Data Protection Act 2018 and other statutory requirements).

Failure to disclose relevant information that we may ask for, and/or providing deliberately misleading or incorrect information (e.g. regarding qualifications, competencies and skills, age, health, job/character references, previous employment, work experience, next of kin details, convictions, immigration status etc) may result in termination of your engagement.

Accepting your assignment

Your consultant will discuss any new assignment with you to confirm the details. Once you have accepted the assignment you will receive confirmation via e-mail, which will detail the hours, pay rate, address, who to report to and the outline of your duties. If there is anything you aren't sure about – please ask your consultant as they will be pleased to help.

On your first day

Whatever role you accept there is information you will be required to take on your first day (such as ID badge/ DBS Certificate). Your consultant will advise you of anything specific to a particular assignment.



staying in

touch.

Regular contact is essential when working with us, and there are number of ways we can stay in touch.

Telephone:

Telephone is the quickest and easiest way to contact your local consultant and it is also the best method to use to secure work with us. Your local branch is open from 8am to 6pm, Monday to Friday. After this time, calls are taken by our Out of Hours Service, where someone is on call and able to answer your query.

Each day we are busy in the branch taking and allocating suitable work for that day and week, so please ensure that if you are available for shifts/work that we are able to contact you via telephone.

Email:

Once we have agreed and secured work for you, you will receive an assignment confirmation email. We will also use email to send your payslip to you following the week that you have worked. Please do not use email to let us know that you cannot attend work, always phone instead. Not getting the message may cause confusion and affect the provision of care to service user(s).

SMS text messaging:

Occasionally we may send you a text message about a specific role or opportunity. If you are interested and the role is relevant to you please call the local branch. These text messages are generated through our computer system, and you can reply but don't forget to put your name on the message when responding!

Internet/social:

Our website, randstad.co.uk, is a great way of finding out more about Randstad and the jobs that we have available. You can apply for vacancies across the UK, read interesting information, find useful links to other websites and sign up to our free job alerts service. Follow our social media pages for more news and events.

Facebook

facebook.com/RandstadCareUK

Twitter

twitter.com/RandstadCare_



your

circumstances.

What you should do if your personal details change.

As a worker engaged through Randstad Care, you are required to inform us of any updates in your circumstances, including but not limited to the following points:

Personal Details

Please notify your consultant immediately if you change your name, address or telephone number, or those of your next of kin/person to be contacted in an emergency.

Eligibility to Work in the UK

Part of Randstad Care's recruitment procedure is to ensure that all applicants have adequate right to work in the UK. We will verify and take copies of documents to hold on your personnel file. Should your Right to Work status change at any point whilst engaged with Randstad Care you are required to inform us of this immediately. Failure to do so may result in the termination of your assignment and removal from our register.

Incidents with the Police/Justice System

Whilst engaged through Randstad Care, you must report any incidents with the police or justice system to your Randstad Care consultant. Regardless of the matter, a policy of openness must be followed in this scenario. Failure to disclose any incident with the police or justice system may result in termination of the assignment.

Incidents involving staff and/or service users

Any incident, near miss or accident involving staff and/or service users must be reported to your relevant client line manager immediately and your Randstad Care consultant as soon as possible after the event. For the avoidance of doubt, you must report anything which could be considered outside the scope or normal duties involved with the role.

You must ensure that you declare yourself not fit to practice at the commencement of assignment if you are suffering from:

- Vomiting
- Diarrhoea
- A rash

New and Expectant Mothers

You must declare to your Randstad Care consultant and client line manager, should you become pregnant. Declaration is required whether you become pregnant before or during assignment. The client Line Manager will have to complete an additional risk assessment which is to safeguard the health & safety of yourself and your unborn child. (See Management of Health & Safety at Work Regulations for further information).



equal

opportunities.

The company is committed to the principle of equal opportunity in employment and will not countenance discrimination in its recruitment among those working on its behalf or in relation to those who receive the company's services.

The company's Equal Opportunities Policy is implemented in accordance with, but not limited to, the statutory requirements as laid down in the Equality Act 2010.

The codes of practice have been devised with regard to the recommendations for employment agencies issued by the Equality and Human Rights Commission (EHRC), the Equal Opportunities Commission (EOC) and the Recruitment and Employment Confederation (REC).

Our aim is to ensure that no present or future applicant receives less favourable treatment on the grounds of race, colour, creed, religion, ethnic or national origin, nationality, sex, marital status, disability, sexuality or social status, political or union affiliation or responsibility for dependants.

The company will use its influence to ensure that all workers uphold this policy. The selection process is of crucial importance and must therefore be carried out according to objective, job-related criteria. The company will endeavour through appropriate training to ensure that employees making selection decisions will not discriminate in making these decisions.

If you are placed with a client and believe you are/ have been subject to discrimination, you should report this fact to your Consultant immediately. The company takes all complaints relating to harassment or discrimination seriously.

For the avoidance of doubt, behaviour that is in contravention of the Equal Opportunities Policy will be treated as gross misconduct and result in your removal from the company's register.



absence

procedure.

If you are ill or have to be absent from work for any reason, you will need to:

Inform your Randstad Care consultant no later than one hour prior to your shift starting, as a matter of urgency.

This allows us to make alternative arrangements so that we can minimise any inconvenience to the service users - please call us and never your place of work.

We have an Out of Hours Service, so if you know in the middle of the night that you will be unable to go to work you can call and leave a message.

If you do call outside branch hours, please ensure that you give your name, the place of work you were due to go to and the specific position to be covered (e.g. health care assistant /nurse) and the reason for your absence.

We ask that you ring again during office hours to speak to your consultant about your absence. Due to the importance of continuity we ask that you are only absent for genuine emergencies or severe ill health.

As with permanent members of staff, please ensure that non-urgent appointments are booked during your holidays, on weekends or in non work time.



health and

safety.

Under Section 3 of the Health and Safety at Work Act (1974) the company recognises that, so far as is reasonably practicable, it conducts its business in such a way that persons who may be affected by their actions are not exposed to risks to their health or safety.

It is the policy of the company to observe the requirements of the Health and Safety at Work Act and any subsequent legislation or regulations. To this end the Health and Safety Policy will be reviewed and amended as necessary.

It is company policy to obtain information from our clients pertaining to their workplace. We will provide information regarding risks to workers health and safety where the client provides information.

Your responsibilities:

You not only have a professional duty to protect the safety and welfare of yourself and service users in your care, you also have a legal responsibility to other workers and members of the public. Failing to comply with these duties can leave you open to prosecution and affect your ability to obtain work in the future.

You have a duty to:

- Inform the company of any work situation where it is considered that the training and instruction received either directly by you or a fellow member, could represent a serious and imminent danger to their health and safety.
- Report any matter where it is considered that the training and instruction received by you or a fellow worker could present a failure in protection arrangements for their health and safety, even when no immediate danger exists.

- Work within the laid down standards of behaviour in the place where you are working
- Follow all relevant safe systems of work such as care plans/risk assessments.
- Report all near misses or hazards / accidents to the Manager in Charge and your Randstad Care Consultant, and complete appropriate forms and record books.
- Not to get involved in service user restraint unless they have received appropriate training and have been deemed competent by the company to deal with situations requiring restraint.
- Not to put your own safety at risk. You are advised to withdraw and seek assistance if attending a service user alone when a situation occurs.
- Only use physical restraint as a last resort to use only when all de-escalation techniques have failed, and, where possible, the person in charge has given specific client for an individual's involvement in restraint. Use only safe and lawful techniques.
- Report all injuries to the appropriate person and Randstad Care Consultant. An Accident Report must be completed and accident procedure followed.

You are required to wear and maintain all appropriate Personal Protection Equipment (PPE) and dress that is necessary to complete your assignments.

Requirements under the Management of Health & Safety at Work Regulations 1999. The Management of Health & Safety at Work Regulations (MHSWR), originally implemented in 1992 and updated in 1999, were an important step forward in ensuring the safety of workers.



health and

safety.

Risk Assessment

All employers are required to carry out suitable and sufficient assessments of the risks to the health & safety of employees which they are exposed to while at work.

The requirement also imposes a duty on employers to include temporary workers in any risk assessment that they undertake. Your Randstad consultant will make you aware of any specific health & safety risks relevant to your assignment and will include them in your assignment schedule.

Your duties under the Managing Health & Safety at Work Regulations (MHSWR)

Any substance, machinery or equipment that is provided by the placement client must be used in accordance with instruction and training. Any work situation that is considered to represent a serious and imminent danger to employees, service users or other people must be reported immediately to your client line manager.

Control of Substances Hazardous to Health Regulations 1992 (COSHH)

Within the course of your day duties you may come into contact with substance(s) that could potentially be hazardous to your health.

Fire Procedures

Before starting work in any client premise you must ensure that you are fully aware of the fire procedures of the building. You must ensure that you comply with the client induction and that you are aware of the following procedures:

- How to raise the alarm in the event of an emergency
- Emergency Escape routes, including evacuation meeting point
- Location of all fire prevention equipment including Extinguishers/Call Points
- Identification of Fire Wardens
- Training in use of any equipment



fraud and

corruption.

Fraud, bribery and corruption are collectively referred to as 'economic crime' and are unacceptable and will not be tolerated by Randstad.

Randstad supply services to the NHS and local authority organisations that are largely funded by public money.

Fraud:

Therefore fraud can impact the ability to improve health outcomes for people in the UK if resources are wrongfully diverted and cannot be used for their intended purpose. These funds and resources must therefore be safeguarded against economic crime. Fraud is the dishonest intent to obtain a financial gain from, or cause a financial loss to, a person or party through false representation, failing to disclose information or abuse of position.

"Any deliberate intent to deprive an employer of money or goods through the falsification of any records or documents (e.g. submission of false invoices, inflated time records or travel claims, the use of orders to obtain goods for personal use)"

Corruption:

Bribery is generally defined as giving or offering someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so; or requesting, agreeing to receive or accepting the advantage offered.

Action:

If you suspect theft or any other irregularity, or any other criminal/illegal acts involving dishonesty, fraud or corruption, you should discuss your concerns with your Randstad representative without delay. Your Randstad representative will liaise with the appropriate people in Randstad and the relevant authorities. If for any reason you do not want to report to your normal Randstad representative, you can request to escalate your concerns to the Branch Manager or Operations Director.

Do's & Don'ts if you have concerns regarding fraud or corruption.

Do

Note your concerns - Record details such as your concerns, names, dates, times, details of conversations and possible witnesses. Time, date and sign your notes.

Report your suspicion - Confidentiality will be respected – delays may lead to further financial loss.

Don't

Confront the suspect or tell your colleagues - Never attempt to question a suspect yourself; this could alert a fraudster or accuse an innocent person..

Try to investigate, or contact the police directly - Never attempt to gather evidence yourself unless it is about to be destroyed; gathering evidence must take into account legal procedures in order for it to be useful.

Be afraid of raising your concerns - You will not suffer discrimination or victimisation by following the correct procedures. Appropriate confidentiality will be accorded, and protection given, to any Randstad worker who raises a genuinely held concern. All concerns raised will be properly considered and dealt with as appropriate. No Randstad worker will be treated less favourably for raising a genuinely-held concern and any such disclosures will not affect your registration with Randstad.

taking

precautions.

When you're working you'll need to make sure that you take the necessary precautions.

Lone working:

On occasion you may require to work alone either by yourself completely or with a service user during the course of normal work. There are certain procedures and precautions to be followed when working in this scenario. Where a client has specific procedures for work in this environment, they should be followed at all times.

General Precautions to be considered.

Ensure that:

- The client line manager or responsible person is aware that you are lone working
- The client line manager is aware of exactly where you will be working and with whom; include your estimated completion time
- Ensure that designated personnel, such as Building Management, Fire Wardens etc are aware of your working arrangements
- You are fully aware of any changes to the evacuation plan that may be taken into account when working out of hours
- If you happen to be working alone with a service user or service user you must be fully aware of their file and take this into account when making the decision to work alone. See the Handling Violence and Aggression policy for further information.

Should you have concerns for your safety or that of other workers and service users ensure that you highlight your concerns with your line manager. Should you have a valid reason that working alone could place you in a hazardous situation or compromise your safety, then you are entitled to review your working arrangements with the client line manager.

Handling of Violence and Aggression:

During the course of your work, you may encounter violence and aggression on occasion. We hope that this is a rare occurrence; however you should at all times follow the placement client's policy on control & restraint. Where required for the role, training will be provided. Full information will be given during your training.

Examples of challenging behaviour are:

- Violence/aggression to others - biting, hitting, swearing, verbal abuse
- Self-injurious behaviour - head banging, hand biting, eye poking
- Destructive behaviour - smashing windows, kicking doors, tearing clothes
- Repetitive behaviour - finger flicking, teeth grinding, arm flapping
- Disruptive/anti-social behaviour - stealing, exposing oneself, running away.
- service users/residents with profound learning disabilities, those in later stages of Alzheimer's disease, or those with dementia may exhibit varying examples of challenging behaviour.

There are two kinds of incidents you may encounter:

- Predictable behaviour - by people who regularly exhibit head banging, teeth grinding, swearing, exposing themselves etc.
- Unpredictable behaviour - by those who do not normally exhibit displays of challenging behaviour or violence.



taking

precautions.

Protective measures:

- Your safety comes first
- No one has the right to abuse you or attack you
- Make sure you are able to exit the room
- Place yourself between the individual and exit route
- Be assertive not aggressive, attempt to calm the person down, do not shout or argue with them, never use physical punishment
- Talk calmly to the person; attempt to find out what the problem is.

If you are subjected to serious abuse or the threat of violence, leave the situation and ensure that the company is aware of the reasons. Provide a written report to your client and Randstad Care contact.

Medicine Management and Administration Training:

Medication administration may be required where relevant to the role. Medication should be administered by a designated, appropriately trained member of staff only. You must always follow the placement client's medication policy and procedures, these may vary depending on the client therefore you must request to see a copy at your first shift.

Any mistake or error in administering drugs must be reported to a line manager, a supervisor or responsible medical practitioner in the client placement without delay. Staff must never, in any circumstances, administer medication which has not been prescribed, give medication to a service user against their wishes or alter in any way the timing or dosage of medications.

Cardiopulmonary resuscitation.

Adult CPR

D Dangers

R Check responsiveness, tap shoulder and call for assistance

A Open airway by tilting head and lifting chin

B Check for breathing - look, listen and feel check for 10 seconds. If lone rescuer, get help and ask for AED

C 30 chest compressions - 5-6cm deep and 100-130 bpm speed

2 rescue breaths

Continue CPR until casualty recovers, qualified help arrives or you are exhausted

Child CPR

D Dangers

R Check responsiveness, tap shoulder and call for assistance

A Open airway by tilting head and lifting chin

B Check for breathing - look, listen and feel check for 10 seconds. If lone rescuer, get help and ask for AED

5 initial rescue breaths if not breathing

Check for breathing - 10 seconds

C two rescue breaths

30 chest compressions - one or two handed

Continue CPR until casualty recovers, qualified help arrives or you are exhausted



data

protection.

In the course of their duties workers may become privy to confidential information concerning clients' and service users' affairs.

It is a condition of assignments with the company that such information shall not be disclosed to any unauthorised third party without the express consent of the client / service user.

The legal and beneficial title to any Generated Intellectual Property created by you during your Assignment will belong to the client.

You must always consult management if you are unclear with respect to any item concerning confidentiality, or when made privy to confidential information that may have legal and/or criminal connotations (e.g. if a service user confides that they have allegedly been submitted to sexual abuse by a staff member). Any breaches of this policy will be dealt with severely.

Allegations of abuse:

It is the policy of Randstad Care to be completely transparent in relation to allegations of abuse. Should an allegation of abuse or suspected abuse be made regarding yourself or another worker within the assignment setting the following steps must be taken:

If the allegation of abuse/suspected abuse is not regarding your conduct:

- Report the abuse/suspected abuse to the client line manager in the first instance and then to your Randstad Care Consultant
- The details of the abuse/suspected abuse will be investigated primarily by the client line manager
- Interviews may be arranged with those parties concerned
- Where appropriate it may be reported to the relevant authorities including but not limited to; Social services safeguarding, Police, Ofsted, CQC, CSSIW, SSSC, RQIA,, HCPC, NMC, NISCC, DBS or other relevant regulatory bodies

If the allegation of abuse/suspected abuse is regarding your conduct, the process will be as above except that we will suspend you from all work pending the outcome of the investigation. You will be kept informed throughout the process until a satisfactory outcome is reached.



learn

whilst you work.

We have a mandatory Induction Training Programme, which includes aspects of Health and Safety (Moving and Handling).

Where required relevant handling of aggressive/ challenging behaviour and restraint courses are also provided. All courses are part of a rolling training and development programme on an annual basis.

You must ensure that you have the prerequisite practical training, (conducted by a competent provider) prior to assignment and on an annual basis thereafter. In the event you do not already have current evidence of the following training from another relevant source, the training will be provided free of charge by Randstad Care, where relevant to the role, via a combination of e-learning modules and practical training sessions. You are required to undertake the training as and when required to suit contractual requirements.

Bespoke Training packages

Our team of qualified trainers is able to offer training to you and we are also able to offer the flexibility of delivering the training on-site or at a venue. Flexibility and quality is the key to everything we do at Randstad Care. We are able to provide tailor made courses, an existing course or just an update.

Randstad Care partners with EduCare, a leading e-learning training provider in the sector, to provide high quality training to you. Some of our courses include:

- Safeguarding adults
- Autism awareness
- Mental health, dementia & learning disabilities
- First aid essentials
- Information governance & data protection
- Communication skills & handling information
- Health and safety
- Equality and diversity
- Fire safety
- Food hygiene and safety
- Infection prevention & control
- Personal safety
- Duty of care, privacy and dignity

We are aware that the health and social care sector requires specialist, niche skills and therefore we also offer you further courses that are more relevant to your role and will assist you with showcasing best practice. In addition to the above we offer many more courses specifically aimed at nurses and social workers, so simply get in touch with your consultant or [click here](#) to have a look at our website to find out more.



DBS update

service.

In 2013 the Disclosure & Barring Service (DBS) released their much awaited update service.

Once a new DBS has been processed, applicants can choose to subscribe to the DBS Update Service for an additional £13.00 per year. This allows applicants to take their Disclosure result from role to role within the same workforce, without having to carry out a new check every time. Applicants will give permission to their employer who can carry out a free instant check which will confirm if the applicant's certificate is current and up to date.

Each new employer will just need your membership number and can check that there have been no changes to your original DBS.

What are the benefits to me?

In the first instance, you will not have to renew your DBS certificate periodically so this will save you money. More beneficially, you can be cleared to work almost immediately where there may have previously been delays pending your new DBS certificate. It will avoid the situation where you have to apply for multiple certificates for new roles.

How do I join?

Once you have completed your DBS form, your consultant will give you your application number. You can then log on to the DBS website and join even before your certificate is issued. You also have the option to join the service up to 19 days after issue.

Where do I go for information?

Please speak to your consultant or go to the DBS applicants guide



payroll and

tax matters.

Weekly confirmation of your work record:

At the end of the week, you will be required to provide us with your hours worked via our online services system or in some cases via paper timesheet. Your line manager will also be asked to verify the hours that you have worked.

We cannot initiate payment until we have received confirmation of your hours.

For your convenience we operate a payroll helpline for our temporary workers and you can either call this number 01582 811918 or contact your consultant with any queries.

If you are working through an umbrella company or PSC, they will be able to advise you directly of their payroll processes.

For PAYE workers, please see Randstad's guidance below:

When registering with Randstad please make sure you supply full bank/building society details in the following format:

- Bank/building society name and address
- Full name of account to be credited
- Sort code (6 digits)
- Account number (8 digits)
- Building society reference number

Payment is made into your bank account on the Friday following the week worked so you will be paid weekly, a week in arrears. If the Friday is a bank holiday, payment is usually made the Thursday before.

Rates of pay will be agreed with your branch prior to placement.



payroll and

tax matters.

Payment of tax and national insurance:

When registering at your Randstad Education branch it is very important that you fill out a P46 (all P46s must be signed and dated for the current tax year, 6th April onwards) or provide a P45 from a previous employer as soon as you start work with us.

If you are paid PAYE, and have not provided us with a tax form, a BR (Basic Rate) tax code will be used, which means that you will pay tax at the basic rate on all of your earnings until the Inland Revenue provide us with a new tax code for you. Please note that should you have any other income, e.g. from work or a pension, this must be made known to your Randstad Education branch, as this will affect your tax code or allowance.

Tax:

Should you need to contact the Inland Revenue our Tax Branch details are:

HM Inspector of Taxes
PAYE Tax Ref: 951/R300
East Hampshire & Wight Area,
Lynx House,
1 Northern Road,
Cosham,
Portsmouth
PO6 3XA

Tel: 0845 300 0628



agency workers

regulations.

We always aim to keep you updated on any legislative matters that could impact your assignments with Randstad Care.

The Agency Workers Regulations, which came into force on 1st October 2011, entitles temporary workers, including supply teaching staff, to equal treatment within the workplace.

So, what does this mean to you?

Once you have completed a 12-week qualifying period with a single hirer, you will be entitled to the same basic working and employment conditions that you would have received if you had been directly hired by a client.

The regulations mean that you will also be entitled to certain 'day one rights', which apply from the first day of each assignment. 'Day one rights' include access to onsite collective amenities (such as car parking and canteen facilities), as well as access to information about permanent job vacancies. It is possible for the client to decline to offer you certain facilities, but this is only acceptable if they can demonstrate good justification for doing so. After you have worked 12 weeks in your assignment, you may be entitled to equal treatment in respect of pay and basic working conditions.

You can accumulate these weeks even if you only work a few days each week; however, you must work within 12 separate weeks for this to happen. Any gap of more than 6 weeks will mean your qualifying period will start again. We will ask for details of your work history including that with other agencies and their clients, to help establish when you are entitled to equal treatment and support you through the complexities of the legislation.

Please note that the qualifying period can be paused for particular circumstances:

Types of absence that affect the 12 week qualifying period, and the effect on the 12 week qualifying period:

Any reason where there is a break but it is less than 6 weeks = pauses the clock.

Sickness absence = pauses the clock up to 28 weeks.

Annual leave = pauses the clock.

Shutdown e.g. client closures = pauses the clock.

Jury service = pauses the clock up to 28 weeks.

Industrial action = pauses the clock.

Pregnancy/maternity related absence = clock keeps ticking throughout the statutory protected period.



agency workers

regulations.

Access to client facilities:

Under the Agency Workers Regulations 2010, you are entitled access to the same facilities and amenities as each client's permanent employees. This means that where a client operates a canteen, breakout room or even a crèche, you will be entitled access to those facilities on the same terms as permanent employees. This might mean you have to join a waiting list in the case of amenities such as crèches or car parking spaces, but you won't be treated less favourably.

Equality of pay:

Once you have completed 12 weeks on assignment with the same client (subject to some rules), you will become entitled to the same rate of pay you would have received had you been engaged directly by the client. You may also be entitled to an increase in your entitlement to paid annual leave if the client has a more generous scheme than that offered by Randstad. Your consultant will advise you of all these details when you start an assignment.

What if I feel I am not receiving equal treatment?

If you do not feel your concerns have been resolved informally with your consultant and you wish to raise your concerns more formally, then please follow Randstad's complaints/grievance procedure.

To raise a complaint please speak to your consultant, or log your complaint through our website at randstad.co.uk/contact-us/ and select complaints from the drop down menu. This will direct your complaints to the relevant team who will look again at your complaint and respond.



only

the best.

We work hard to offer you the best positions within the care sector.

This is evident by the number of contracts we get re-awarded and the number of new contracts we win year-on-year. We work across the health and social care sector with care homes, nursing homes, private care companies, and the NHS and local authorities.

Randstad Care has been awarded supplier status on a number of the major NHS and local authority staffing frameworks. These frameworks are in place to ensure that the NHS trusts are able to select and work with agencies that have undergone rigorous vetting procedures to ensure they deliver top quality compliant staff and support the Trusts to deliver efficiencies. By working with an agency that is a recognised supplier to the frameworks, candidates have many more opportunities presented to them and are able to develop their own skills and experience within a variety of professional settings and services. In addition to NHS TDA approved frameworks we also work with local authority framework suppliers.

Some of the frameworks we work within are:

The National Clinical Framework - developed by four major NHS procurement hubs, this framework covers over 250 member trusts throughout England. Randstad Care is able to supply both nursing and AHP (Allied Health Professionals) staff to trusts throughout London, East of England, the South coast and the North.

Health Trust Europe – total workforce solutions

Randstad Care is able to supply across a number of clinical posts, including nursing, midwifery, AHP and social care. In the wider context, Randstad is also able to support administrative roles. Trusts have to work with an approved framework and HTE have a large portfolio of trusts that they work with across the Midlands, North and London.

Crown Commercial Services

Focusing on the public sector including the NHS. Randstad Care is able to supply under allied health and HSS (Health Science Services) framework. Any trust can opt to use this framework and it enables us to give our AHP team a wide choice of roles across the country.

YPO – Yorkshire Purchasing Consortium

The oldest LA organisation in England. Starting out covering the Yorkshire area, this organisation now covers many of the main conurbations including Manchester authorities and London. Focusing on local authorities, this framework means we are able to supply social workers and residential support workers into council run services. Cumbria County Council are part of this framework and Randstad Care is the main provider to this organisation.

NPS – National Procurement Service

The vast majority of South Wales' local authorities and other Welsh public bodies now procure through this framework. Randstad Care is proud to work as part of the main provider team to these authorities, supplying Qualified Social Workers into the local authorities and other Welsh government bodies.

We supply either directly or indirectly into many London authorities. We are able to offer a variety of opportunities to our qualified social workers and residential support staff team.

These are just a few examples of frameworks we are part of and we are continuously on the lookout for opportunities whereby we can increase the number and choice of roles we can provide you with.



our commitment

to you.

When working with us, we are committed:

- To contact organisations to identify suitable opportunities
- To undertake all the necessary pre-employment checks
- If we require additional information or documents from you we will let you know what they are
- Once your file has been cleared we will let you know
- To let you know if your file does not meet our recruitment criteria
- To pay you what we say you will get paid
- To work hard to obtain feedback for you after every assignment
- To endeavour to find you suitable roles that you are qualified or experienced in and in the areas where you want to work
- To keep in touch with you about job opportunities
- To ask you about your CPD and offer you CPD where possible
- To keep you up to date with changes in the local recruitment market
- To offer you career advice
- To provide references for the dates you worked on assignment with us
- To understand your short-term and long-term plans and your career aspirations
- To assist any of your colleagues, friends or family members within the health and social care field to access great opportunities and reward you for recommending them to work with us



your commitment

to us.

When working with us, we expect you:

- To provide all necessary documentation for your pre-employment checks
- To help chase your referees if we are unable to obtain references for you
- To let us know if your circumstances change before your file is cleared
- To let us know if you change your contact details
- To catch up regularly with us so we can assist you with your next position
- That for every assignment you will be a positive ambassador for Randstad Care, appropriately dressed, professional, organised and enthusiastic
- To fulfil the discussed job responsibilities to the best of your ability
- To give feedback about a service to your consultant
- To show commitment when working long-term to ensure continuous support to service users
- To call Randstad a minimum of 1 hour before your shift is due to start if you are ever unable to work due to a genuine emergency
- To submit your timesheet on time
- To give us feedback on our service and let us know how we can improve
- To update us with your weekly and daily availability in advance
- To tell us if you have worked at a service before



be the best

you can be.

There is an expectation that all workers who are required by their occupation to be registered with a professional body, will be registered and abide by the relevant Code of Conduct.

Should Randstad Care be made aware by the client or a professional regulatory body or other organisation that there are reasonable grounds to believe that you may pose a threat to the safety of service users (for example, arising from events leading to the suspension or dismissal of your services by another employer), Randstad Care will not deploy you to any other participating client, until such time that the matter has been fully and satisfactorily resolved;

It is forbidden to:

- Be under the influence of alcohol, illegal drugs or substances at any time whilst on duty.
- Accept gifts, loans or gratuities from clients, relatives or other interested parties.
- Borrow money from a client, or become involved in lending money to a client. The Worker must not take any responsibility for looking after a client's valuables, selling or otherwise, disposing of goods belonging to the client, and must not become involved in betting syndicates (such as the lottery or football pools) with the client.
- Give advice in relation to Wills, investments or financial matters generally. Use the client's property, e.g. telephone, for his/her personal use.

It is expected that at all times respect and the safeguard of the privacy of clients and service users is shown. Confidential information must not be disclosed to any third party without written consent of the client or appointed advocate unless it is considered to be in the best interest of the client's health and well-being, or is required for compliance to the law. In these latter cases, matters must always be referred directly to Randstad Care management.



be the best

you can be.

Whilst your on client premises, you:

- Must work as directed by the client and follow all reasonable requests, instructions, policies, procedures and rules of the client;
- Shall not neglect, nor without due and sufficient cause omit, to discharge promptly and diligently A required task within the terms of the engagement;
- Shall not make unnecessary use of client in connection with the discharge of the provision of the services and engagement instructions;
- Shall abide by the Working Time Regulations 1998 and where applicable, New Deal requirements;
- Shall not act in a manner reasonably likely to bring discredit upon the client or Randstad Care;
- Shall not falsify records, timesheets, expenses or attempt to defraud the client or Randstad Care in any way;
- Shall not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for monies or property received in connection with duties performed under the provision of the services on an engagement;
- Shall maintain proper standards of appearance and deportment whilst at work;
- Shall be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the Parties;
- Shall not wear the uniform, protective clothing, photo ID badge or use the equipment on the client's premises unless fulfilling the terms of the agreed engagement;
- Shall not engage in any form of physical or verbal abuse, threatening behaviour, harassment/bullying or be otherwise uncivil to persons encountered in the course of work;
- Shall not at any time be, or appear to be, on duty under the influence of alcohol or drugs;
- Shall not at any time be, or appear to be, in possession of firearms or other offensive weapons;
- Shall report any injury or accident sustained and/or witnessed whilst on the client's premises;
- Shall not misuse or abuse the client's property;
- Shall not smoke while on the client's premises except in those areas where smoking is expressly permitted;
- Shall adhere to all other relevant obligations that the client shall reasonably require from time to time
- Use all reasonable endeavours to ensure you obtain from the client, upon arrival at the client's premises, relevant information regarding the client's fire procedures, on-site security, information security, crash call procedures, "hot spot mechanisms" and "violent episode" policies, before you are involved in the provision of the services;
- Must inform Randstad Care immediately if you are the subject of any safeguarding allegation or under investigation by any professional or regulatory body (including, but not limited to, HCPC, NMC, CSSIW, SSSC, DBS, NISCC) or are suspended from your relevant professional register. Details of any suspension, alert notice or any investigation you report to Randstad Care, in addition to any other appropriate action, Randstad have a duty of care to inform the client and will be contractually required to comply with any of the client's policies and procedures relevant to such matters. You will be required to participate in the investigation of any complaints/allegations either during the provision of the services or subsequently. You may not be deployed to any other participating client until such time that the matter has been fully and satisfactorily resolved;
- Must inform Randstad Care if you have been (or are) subject to any kind of investigation or prosecution by the police after your Enhanced Criminal Record check is undertaken. If you do report such an investigation or prosecution Randstad Care have a duty of care to inform the client and will be contractually required to comply with any of the client's policies and procedures relevant to such matters.



your

benefits.

You're entitled to some great benefits.

Whilst you are engaged on the contract for services you will be identified by Randstad Education as a temporary worker and, as such, you will be entitled to the following benefits package calculated on a pro rata basis linked to the number of hours you complete. If you need any more information on any of these please speak to your consultant who will be happy to help.

Pension:

You may know that a law has come into effect which requires all companies to enrol its workers in a pension scheme. Under this law, we are required to automatically include you in the scheme unless you choose to opt out.

If you need specific advice on your personal situation, you should speak to an independent financial advisor.

The following is a summary of the scheme:

- You will be automatically enrolled in the scheme when you start working for us and earn between £5,876 and £45,000 a year, and are over the age of 22 (and under pension age)
- As of 6th April 2018, We will deduct 3% from your pay as an employee contribution and we will contribute a further 2% on your behalf as the employer contribution

For more details of how to opt out of auto-reenrolment you can contact our pension provider on www.nowpensions.com

Maternity:

You are entitled to 52 weeks' maternity leave. If you have completed 26 weeks' continuous service at the 15th week prior to your expected week of childbirth and you are still employed in that week, you will be entitled to Statutory Maternity Pay (SMP) of 39 weeks.

If you have been employed for less than 26 weeks at the 15th week prior to your expected week of childbirth or have not had continuous service, you can claim a maternity allowance direct from the Department of Work and Pensions (DWP).

Paternity:

You will be entitled to Statutory Paternity Pay (SPP) if you have completed 26 weeks continuous service, 12 weeks prior to the expected date of childbirth. SPP entitles you to take up to two weeks' paid leave. Leave must be taken within eight weeks after the birth of your child.

Adoption pay:

You are entitled to 52 weeks of adoption leave. If you have completed 26 weeks' continuous service at the 15th week prior to your expected date of adoption, you will be entitled to Statutory Adoption Pay (SAP) of 39 weeks.

If you have been employed for less than 26 weeks at the 15th week prior to your expected date of adoption or have not had continuous service, you can claim an allowance direct from the Department of Work and Pensions (DWP).

Refer a Friend:

Know someone who's looking for a new role in education? Refer them to us and you could receive up to £300 worth of shopping vouchers (Ts and Cs apply): randstad.co.uk/refer-a-friend/.



we support

you.

If you experience any difficulties during your assignment we would always encourage you to ask for help.

If the issue is something that you don't feel that you can speak to the client about, please call us and see what help we can offer.

Over the years we have built up positive relationships with our clients and candidates and in nearly all situations we are able to help to resolve any issues. This could be anything from a personality conflict, a concern over health and safety or something regarding another worker.

Internet/Social

Our website randstad.co.uk is a great way of finding out more about Randstad and the jobs that we have available. You can apply for vacancies across the UK, get support with CV writing and interview techniques, read interesting information, find useful links to other websites and sign up to our free job alerts service. You can also follow our social media pages for more news and events.

Facebook

facebook.com/RandstadCareUK

Twitter

twitter.com/RandstadCare_

