



Welcome to Service Care Solutions (SCS). Please read this handbook - it includes a number of guidelines and standards required under the Framework Agreements we have with the NHS.

As a new member of the SCS temporary workers we hope you have a successful placement with us. If you have any queries about the contents within this booklet, please contact your Consultant. The Freephone number is 0800 311 2020 or www.servicecare.org.uk

Allegations of Abuse

Types of abuse include, but are not limited to:

- Physical, including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanction
- Sexual, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
- Psychological, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks
- Financial or material abuse, including theft, fraud, exploitation, and pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- Neglect or acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- Discriminatory abuse, including racist or sexist abuse or that based on a person's disability and other forms of harassment, slurs or similar treatment

SCS will take seriously any allegations of abuse by temporary staff working through us. If we receive complaints of this sort against you, we may not be able to assign you whilst a full investigation is performed. Ultimately, if allegations are well founded, we may not be able to offer you work in the

future. Where allegations are sufficiently serious, we may need to report you to the HCPC, NMC, (or any other regulatory body) and/or the police/authorities depending on the allegation.

Appeals against any decisions made by our temporary staff in these matters can be made to the Managing Director (Richard Freye), whose decision will be final.

Should you in the course of duty suspect that abuse is taking place you should inform your line manager immediately. It is imperative that any safeguarding issues must be reported to and coordinated by the relevant local authority.

Violence and Aggression

Violence and aggression includes but is not limited to:

- Minor assaults including situations where physical contact and/or injuries occur which require first aid treatment
- Threats with an offensive weapon without physical injury or assault resulting in injury and/or death
- Threatening behaviour which could include verbal abuse or threats, and fear arising from damage to the physical environment

Any violent, abusive or threatening behaviour is unacceptable and you must report any incident immediately to your line manager or the person in charge and also to your SCS consultant (Freephone 0800 311 2020). The service where you are working the assignment will have policies for dealing with such incidents. All temporary staff have an obligation under the Health and Safety at Work Act 1974 to have regard for their own health, safety and welfare at work, and that of others who may be affected by their acts or omissions.

General Data Protection Regulations

In addition to the above, you should adhere to the requirements of GDPR and the Data Protection 2018. SCS have a data controller (Mandy Bibby) who is responsible for the processing of personal data and must comply at all times with the SCS GDPR policy. SCS commit to the following;

- Fairly and lawfully processed and for limited purposes
- Adequate and accurate
- Not kept for longer than necessary
- Processed in accordance with the individual's rights
- Secure and not transferred to countries without adequate protection

Detailed information can be found in the SCS GDPR policy which is available on request.



Confidentiality

Any patient or service user information obtained by you during the course of your duties is confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation. If you have a specific query on this please contact your line manager.

Please take care with patient records when on assignment to ensure that they are not in undue danger of being accessed by unauthorised individuals.

Patients'/clients' information should only normally be shared with their consent – you should make sure patients or clients understand that their information may be shared with various members of the team providing care. Please remember that it is a patient's/client's decision what information should be shared with their family or others.

Where a patient/client is considered incapable of giving consent, please consult relevant colleagues. Where a patient/client has withheld consent, disclosures of information may only be made if they can be justified in the public interest (normally where the disclosure is essential to protect the patient/client or someone else from risk of significant harm) or if they are required by law or court order.

You should act in accordance with local and national policies if there is an issue of child protection.

Agency Worker Regulations

If you're an agency worker, from the first day of your assignment, you are entitled to:

- access to collective facilities and amenities provided by your hirer
- information on job vacancies with the hirer

The entitlement is based on what a comparable employee or worker receives. That means there must be someone doing the same job or broadly similar work to you, usually at the same workplace (but may be located elsewhere). This entitlement applies if you are working part-time as well as full-time.

If there are no comparable workers or employees, then there is no entitlement to equal treatment.

Access to collective facilities

From day one of your assignment you are entitled to be treated no less favourably than a comparable employee (or worker) about access to collective facilities and amenities.

Facilities and amenities can include:

- access to a canteen or other similar facilities
- a workplace crèche (may be dependent on a waiting list – same as for comparable employee or worker)

- transport services (local pick up service, inter-site transport)
- toilet/shower facilities
- staff common room
- mother and baby room
- prayer room
- car parking (may be subject to certain restrictions which apply to comparable employees or workers)
- waiting room
- food and drinks machines

These facilities are usually on-site where you are working, but may be elsewhere. The hirer may provide information on facilities to your agency as part of the information about the assignment. Hirers can only refuse access to facilities where they can objectively justify denying you access.

Cost alone is unlikely to be an enough reason to leave you out. Even where there is justification, you might be offered access to certain facilities on a partial basis, rather than being excluded altogether.

Information on job vacancies

From day one of an assignment you are entitled to be treated no less favourably than a comparable employee or worker about information on relevant job vacancies. You will only be entitled to see vacancies in the establishment where you are working.

Your hirer will tell you how to get information on vacancies. It might be displayed in public areas or be available on your hirer's intranet. Where your hirer is redeploying staff to avoid a redundancy situation, it is not necessary to advertise these jobs.

The obligation to provide you with information does not mean a hirer cannot decide how they will treat your application or requirements about:

- qualifications or experience
- time served in the organisation

Agency workers entitled to equal treatment after 12 weeks

After 12 weeks in the same job, agency workers are entitled to equal treatment as if they had been recruited directly by the hirer. This includes key elements of pay, but also other entitlements such as annual leave.

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Basic terms and conditions

After 12 weeks in the same job with the same hirer, you will be entitled to the same basic terms and conditions as if you had been recruited directly.

These basic terms and conditions include:

- basic pay, including holiday pay, overtime and bonuses linked to your performance

- life of working time – for example, not being expected to work more hours a week than those who are directly recruited
- annual leave (where this is above your legal entitlement you may receive an additional payment, as part of the hourly rate or at the end of the assignment, instead of the additional leave)
- night work
- rest breaks and rest periods
- paid time off for ante-natal appointments

However if your agency offers you a permanent contract and pays you between assignments (sometimes called Swedish derogation) and you agree to this, this will mean you will not be entitled to equal treatment on pay.

Agency Worker Confidentiality Agreement

To Service Care Solutions:

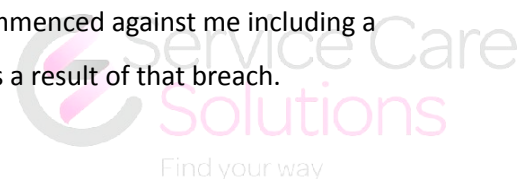
1. I undertake that during the period of my engagement by Service Care Solutions (SCS) and at all times thereafter that:

1.1 I shall not (except in the proper course of my engagement by SCS) divulge to any person whatever or otherwise make use of (and shall use my best endeavours to prevent the publication or disclosure of) any confidential information of SCS. Confidential information includes (without limitation) all and any information submitted in tendering exercises, the names, addresses and contact details of residents within the Council and employee records (whether or not recorded in writing or on a computer) and which SCS treats as confidential.

1.2 I shall not (except in the proper course of my engagement by SCS) during or within two years after my period of employment by SCS, participate in, contribute to or assist in the preparation or submission of any tender to carry out work for SCS in respect of any area of SCS's activity of which I have gained any confidential information concerning the business or finances of the Council.

1.3 I shall ensure that any confidential information that I hold is kept in a safe and secure place when not in use. I acknowledge that no Confidential Information is to be removed from SCS's premises without SCS's prior permission

2. I agree that any breach of this undertaking by me or any third party to whom I release the confidential information may result in legal proceedings being commenced against me including a claim for the recovery of any losses or damages incurred by SCS as a result of that breach.



3. For the avoidance of doubt the undertakings at paragraph 1 do not preclude my rights under the Public Interest Disclosure Act 1998 and in any event will cease to apply to:

3.1 information or knowledge which has in its entirety become public knowledge otherwise than through any disclosure or other breach by me; or

3.2 any information that I am required to disclose by order of a court of competent jurisdiction or an appropriate regulatory authority or otherwise required by law

Agency Worker Disclosure Declaration

This document contains information relating to the disclosure of your Personal Data and Sensitive Personal Data, as defined by the Data Protection Act 2018 (the "Act") to third parties, Framework Auditors & clients. As such, please read this document thoroughly before signing below.

In order to process your application for temporary work, we may be required to disclose all or some of the details held in your personnel file, including but not limited to: your application form; curriculum vitae; passport; birth certificate; driving licence; evidence of your right to work in the U.K.; and employment references, to Framework Auditors or to the client to whom you will be assigned to carry out work. Framework Auditors or the client may themselves verify any of these documents at any time.

In accordance with NHS Compliance processes for safeguarding vulnerable adults and children, if you are placed into a role where you will be working unsupervised with vulnerable persons we will also be required to disclose your copy of your DBS Disclosure to. We will scan both the certificate, a copy of your photo I.D. and where applicable your work visa and upload the scans to NHS Compliance I.T. systems.

NHS Compliance complies fully under the Act and all other relevant legislation pertaining to the safe handling, use, storage, retention, processing and disposal of Personal Data and/or Sensitive Personal Data contained with DBS Disclosures and shall ensure that it:

- does not disclose the DBS Certificate to any third party and that it is passed only to those who are authorised to receive it in the course of their duties except where disclosure is required by any applicable laws, courts orders, or government regulations or where you give us permission to do so;
- uses the information only for the specific purpose for which it was required;
- does not keep disclosure information for any longer than is absolutely necessary; and
- takes all reasonable steps to protect any information submitted via NHS Compliance I.T. system's.

You have a right to ask to see details of any personal information that NHS Framework holds about you at any time. You may also request a copy of any NHS Framework's policy statement on the



Secure Storage, Handling, Use, Retention and Disposal of DBS Disclosures and Disclosure Information. If you wish to do so please contact your consultant.

Medication Policy

Temporary Workers are only allowed to administer medication with the authority of a senior permanent NHS manager. This is very hard to manage. It is the policy of **SCS** that **NO TEMPORARY WORKER IS AUTHORISED TO ADMINISTER MEDICATION**. Please remember this at all times.

For further information please refer to the Nursing & Midwifery Council (NMC) guidelines. The NMC can be contacted via www.nmc-uk.org or by telephoning 020 7333 9333.

Code of Conduct

Please note that your placement will be at an area office and we will not place you into work directly into people's homes. SCS expects all staff (whether permanent or temporary) to act in a professional manner at all times. We particularly ask you to pay special attention to:

- Punctuality
- Standards of Dress and Courtesy
- Quality of Care and Clinical Procedures
- Consideration and Respect for patients, colleagues and managers
- Confidentiality and Integrity

If you have any questions or queries regarding the above please contact your line manager. Please remember that you are responsible for your own actions when completing assignments, co-operating with colleagues and managers for the care of patients and clients. You should comply with all reasonable requests, using your professional judgement at all times.

You must not smoke at work where there are no smoking signs and you must not attend work under the influence of alcohol or any illicit substances. Failure to adhere here to this could result in disciplinary action.

Appraisals

We will appraise you verbally on a fortnightly basis and more formally at the end of your placement. Appraisals give us an opportunity to consider with you your performance at work. They are also an opportunity for you to raise any concerns or issues you may have.

Appraisals are carried out based on feedback received from your manager and cover the following areas:

- General levels of service including punctuality, attitude and ability to carry out practical tasks
- Overall performance and any required training needs



- Any other issues, including progress since the last appraisal

ID Badges

ID Badges will be issued for any placements within the NHS. ID badges can also be issued upon request (there is no charge for this service). ID Badges must be handed back to SCS on termination of placement or employment with SCS.

Working hours and Working Time Regulations

It is essential that all of our staff are able to operate at their optimum level. This means that we must ensure staff are not too tired or distracted to perform their day to day duties. To this end it is imperative that you inform SCS of any other work which you undertake other than that through ourselves. In addition, you must agree to operate within the following NHS Safe Working Hours guidelines:

- You are to have at least 11 hours break in every 24 hour period
- You are to work no more than 12 days in any 14 day period.
- You may not undertake duties resulting in “back to back” working. “Back to back” is defined as a late shift followed by a night duty or a night duty followed by an early shift.

You have an individual responsibility for the number of hours worked and for ensuring that you do not work additional hours which would prevent you from delivering a safe level of patient/client care;

For the purposes of the WTR, it is not intended that you will be required to work on average in excess of 48 hours per week averaged over a period of 17 weeks. However, you agree to work in excess of an average of 48 hours per week should the Employer require you to do so. If you wish to terminate your agreement to opt out of the 48-hour average limit, you are required to give the Employer 3 months' written notice of your intention to do so. To enable the Employer to meet its obligations under the WTR, you are required to comply with the Employer's procedures in relation to recording your attendance and activities on assignments.

Criminal Convictions

NHS policy requires SCS to obtain a Disclosure and Barring Service Check (DBS) or a Disclosure Scotland (DS) for all our temporary staff that we are considering placing into work. Please be aware that the services we place staff into may insist we inform them in writing of any criminal convictions you may have before accepting you for an assignment. SCS cannot be held responsible should clients decline your services following refusal to comply with this request or disclosure of any criminal conviction/s. Our own response to criminal record information will depend upon its nature and seriousness.

We also ask you to complete, sign and date a “Criminal Convictions” declaration as part of your application.

Occupational Health Check (Fitness to Work)

Because of the importance of your fitness to practice and the client group you will be working with, SCS reserves the right to request a certificate of fitness to practice from your GP or an Occupational Health Service. We may also ask that you undergo a medical examination before commencing work

for us. In these cases, future placements may be dependent upon your compliance with this request and its outcome, providing it was made with good reason.

You MUST let us know if you are pregnant. If you are concerned that your assignment involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact your consultant (Free phone 0800 311 2020). If you are pregnant we are required to perform a health and risk assessment for all expectant mothers.

AIDS/ HIV

Temporary Staff should be aware of and abide by the requirements of HSC 1998/ 226 "Guidance on the Management of AIDS/ HIV Infected Health Care Workers and Patient Notification"

- If you believe you may have been exposed to HIV infection in any way you should seek medical advice from your GP or Occupational Health Department and, where appropriate, undergo diagnostic HIV antibody testing.
- If you are found to be infected, you must again seek guidance from your GP or Occupational Health Department
- Please be aware that it is the obligation of all health workers to notify their employer and, where appropriate, the relevant professional regulatory body, if they are aware of HIV positive individuals who have not heeded advice to modify their working practice.

Please note the above guidance does not supersede current Department of Health Guidelines or any local practices and procedures.

You are also required to supply SCS with an update of your occupational health questionnaire on an annual basis - this is a contractual requirement of the NHS/PASA.

Immunisation

Please keep the following immunisations up to date:

- Hepatitis B Please provide a copy of the most recent pathology report showing titre levels of 100lu/l or above if possible or antigen status if titre level is below 100lu/l. The report must be an identified validated sample.
- Varicella (Chicken Pox) Please provide a written statement confirm you have had chicken pox or shingles or a blood test result showing varicella immunity.
- Mumps, Measles and Rubella – Certificate of two MMR vaccinations or blood test result showing a positive antibody for Rubella, Mumps & Measles
- Tuberculosis OH practitioner/GP certificate confirming a BCG scar or a record of a positive skin test result / Heaf Test (grade 2) or Matoux between 6mm but not greater than 15mm. Further investigations may be required if candidate has recently worked in a TB prevalent area.

Any boosters or new vaccinations should be recorded on your Immunisation Record. You need to disclose details to your consultant and fax or post proof of vaccination to us (Fax – 0870 762 6020, post to SCS, 1st Floor, Marshall House, Ringway, Preston, PR1 2QD)

Until this is completed we will be unable to offer you assignments.

Updated – February 2019

MRSA

Methicillin Resistant Staphylococcus Aureus (MRSA) is the name given to a range of strains of antibiotic-resistant bacteria. MRSA exists on the hands or in the nose of around one third of the healthy population and is usually harmless. It can however prove fatal if it enters the bloodstream of an already weakened patient.

It is usually transmitted by touch. The single most effective measure for preventing MRSA contamination is washing hands before and after every patient contact.

In addition, please:

- Use liquid soap and water or an alcohol-based hand rub when washing hands – make sure it comes into contact with all areas
- Remove wrist and preferably hand jewellery at the beginning of each shift where you will be regularly decontaminating your hands
- Wear disposable gloves and aprons when attending to dressings or dealing with blood and body fluids (sterile gloves should only be worn when performing aseptic techniques)
- Dispose of gloves and aprons after use
- Cover cuts or breaks in your skin or those of patients/clients with waterproof dressings

Service Care Solutions Equal Opportunities Policy

1. EQUAL OPPORTUNITIES POLICY STATEMENT

“SCS opposes discrimination against and/or harassment of anyone because of their race, ethnic or national origin, gender, sexual orientation, marital status, disability, class, age, religion or employment status”.

All SCS employees, sub-contractors and work experience personnel are required to comply with this Policy Statement.

Any complaints of discrimination or harassment will be treated seriously. They will be fully investigated and may result in disciplinary action by SCS management.

Further policies and practices that promote equal opportunities will be developed, implemented and publicised by the SCS as required.

2. THE LEGISLATIVE OBLIGATIONS

The SCS Equal Opportunities Policy goes beyond the minimum standards but has been developed within the framework of existing legislation. The relevant Acts of Parliament are:

The Sex Discrimination Act 1975 (and its amendments, 1986)

The Equal Pay Act 1970 (and its amendments 1983)

The Race Relations Act 1976



The Disabled Persons (Employment) Acts 1944 & 1958

The Disabled Persons (Services, Consultation & Representation) Act 1986

The Chronically Sick & Disabled Persons Act 1970 (and its amendments 1976)

The Rehabilitation of Offenders Act 1974

The Disability Discrimination Act 1995

The Employment Equality (Age) Regulations Act 2006

3. IMPLICATIONS OF THE LEGISLATION

If the legal requirements of the above Acts are contravened both SCS and the individual concerned will be rendered liable to legal proceedings. If SCS as an employer can prove that it has taken the necessary steps to prevent acts of discrimination, only the individual would be considered liable for that unlawful act. This applies to the Race Relations Act 1976 and Sex Discrimination Act 1975/1986. It is essential that all persons bound by this Policy are aware of their obligations under the law, as ignorance is not a defence.

4. DEFINITION OF TERMS

DIRECT DISCRIMINATION results from treating a person less favourably on grounds of gender, race, disability, colour, ethnic and national origin, nationality, sexuality, marital status, responsibility for dependants, religion, trade union activity or age (up to 65).

INDIRECT DISCRIMINATION arises when a condition or a requirement, although applied equally to the above groups listed in the Policy Statement, has the effect of excluding, penalising or treating less favourably, any of these groups and cannot be shown to be justifiable and will be to the detriment of those who cannot comply with it.

VICTIMISATION occurs if a person is given less favourable treatment than others because she/he has exercised her/his rights under the Policy of the relevant legislation.

HARASSMENT is defined as: "Any hostile or offensive act, deliberate or otherwise, or any unwelcome attention against an individual or group; any incitement to commit such acts; any actions which affect a person's safety or comfort or which demean that person in any way".

The following list provides examples of acts that might occur in incidents of harassment:

Physical assault and abuse

Verbal threat and abuse

Unwelcome physical contact

Derogatory name-calling, insults, demeaning jokes

Offensive comments

Incitement of others to behave in an oppressive manner



Provocative behaviour, mimicry

Refusal to co-operate in accepted SCS activities with other people on grounds of their race, gender, sexual orientation, marital status, disability, class, age, religion or employment status

Wearing of racist or sexist badges or insignia

Graffiti directed against an individual or vulnerable group

Displaying or distributing leaflets etc containing offensive material

Attempting to recruit other users, staff or students to racist organisations or groups.

5. GENERAL POLICY

STAFFING

All potential staff will have equal access to employment opportunities, providing that they meet the requirements of the job description and person specification.

SCS will not discriminate in providing access to training, promotion and career development opportunities.

Under-represented groups will be encouraged to apply for posts and to participate fully in the work of the SCS.

IMPLEMENTATION AND DISSEMINATION

Copies of the Equal Opportunities Policy will be available to all SCS employees and sub-contractors.

Further copies of the Policy can be obtained from SCS.

All employees and sub-contractors are to be briefed on the Policy at induction.

COMPLAINTS & GRIEVANCE PROCEDURE

A Complaints Procedure exists for the use and protection of all SCS employees and sub-contractors and is an appropriate way of raising and dealing with complaints relating to any breach of this Policy. The SCS management will treat seriously and take prompt action on any employee's or sub-contractor's grievance concerning discrimination, victimisation or harassment.

DISCIPLINE

Acts of discrimination, victimisation and harassment as defined in this document, perpetrated by SCS staff or sub-contractors against others, will result in disciplinary action. This will also apply to those who attempt to induce others to discriminate, victimise or harass.

Failure to comply with or adhere to the SCS Equal Opportunities Policy will be treated as a disciplinary offence.

MONITORING

The implementation of this Policy will be monitored by SCS management.

POLICY REVIEW

No policy document can remain static and must be subject to changes. It is the intention of SCS management to keep this policy under review to ensure that the SCS commitment to equality of opportunity, as set out in the Policy Statement, is adopted and fully implemented.

Service Care Solutions Interviewing Procedure:

Our interview procedure is designed to be fair and work within all of our recruitment procedures including, but not limited to, our Equal Opportunities Policy, Data Protection Policy

PREPARATION & MATERIALS:

- Job description and person specification
- Preparation for the interview
- Interview plan
- Interview checklist
- Question types

TELEPHONE INTERVIEW

- Note Taking
- Matching techniques
- Complicated candidates
- Compliancy (eligibility to work, DBS details, OHC, Training Completed etc.)
- Incident Analysis

Service Care Solutions Whistle-blowing Policy

1. INTRODUCTION

- 1.1 Employees are often the first to realise that there may be something seriously wrong within their workplace. However, they may not express their concerns because they feel that speaking up could be disloyal or they may fear harassment / victimisation.
- 1.2 Service Care Solutions (SCS) is committed to the highest standards of openness and accountability. In line with this commitment we expect employees and staff placed through SCS to voice any concerns that they may have.
- 1.3 The policy makes it clear that you can do so without fear of victimisation, subsequent discrimination or disadvantage. The policy applies to all employees of SCS, temporary staff placed by SCS and those people placed by SCS.

2. POLICY OBJECTIVES

- 2.1 This policy aims to:
 - encourage you to raising concerns and to question and act upon any concerns seen



- provide a route for you to raise these concerns, ensure that you receive a response and reassure you that you will be protected from possible harassment or victimisation assuming that the concern has been raised in good faith.

2.2 The Staff handbook covers existing procedures in place to enable you to lodge a grievance relating to your employment or placement. This whistle-blowing policy is intended to cover major concerns that fall outside the scope of other procedures. These include:

- conduct which is an offence or a breach of law
- health and safety risks
- the unauthorised use of SCS or client funds
- possible fraud and corruption
- sexual or physical abuse of clients, or
- other unethical conduct

3. SAFEGUARDING

3.1 Harassment or Victimisation

3.1.1 SCS understands that the decision to report a concern can be difficult. If what you are saying is true, you should have nothing to fear because you will be doing your duty to SCS, the client and the service users that you work with.

3.1.2 SCS will not tolerate any harassment or victimisation and will take appropriate action to protect you when you raise a concern in good faith.

3.1.3 Any investigation into allegations of potential malpractice will not influence or be influenced by any disciplinary or redundancy procedures that already affect you.

4. CONFIDENTIALITY

4.1 All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. You may, however, need to come forward as a witness.

5. FALSE ALLEGATIONS

5.1 If you make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make an allegation maliciously or for personal gain then disciplinary action may be taken against you.

6. HOW TO RAISE A CONCERN

6.1 Raise concerns with your immediate line manager or their superior in the first instance. This can be raised verbally or in writing and should include the background and history of the concern and the reason why you are concerned about the situation. The earlier that the concern is raised the easier it will be to take appropriate action.

6.2 You may invite a professional representative or a friend to be present during any meetings or interviews in connection with the concerns you have raised.

7. HOW SCS WILL RESPOND

- 7.1 SCS will respond to your concerns and where appropriate, the matters raised may be investigated by management staff or through the disciplinary process
- 7.2 Initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take.
- 7.3 Within ten working days of a concern being raised, the responsible person will contact you:
- acknowledging your concern and giving an indication how SCS will progress the matter and
 - supply you with information on support available
- 7.4 If required, SCS will seek further information from you. If any meeting is required you can be accompanied by a professional representative or a friend.

8. POLICY MANAGEMENT

- 8.1 The Managing Director (Richard Freye) has overall responsibility for the maintenance and operation of this policy.

9. HOW THE MATTER CAN BE TAKEN FURTHER

- 9.1 If you are not satisfied with the action taken you may take this further by contacting the Managing Director on the address below:

Richard Freye, Service Care Solutions, Arthur House, 12-13 Starkie Street, Preston, PR1 3LU

Service Care Solutions Health & Safety Policy Statement

1. HEALTH & SAFETY POLICY STATEMENT

- 1.1 SCS recognises its responsibility to ensure the health, safety and welfare of all its employees, of anyone who may be affected by their activities and as a minimum to comply with all relevant statutory provisions and Codes of Practice.
- 1.2 SCS view the prevention of accidents and incidents of occupational ill health as being of key importance, as these not only result in personal suffering but also in reduced effectiveness.
- 1.3 SCS will aim to make available to employees appropriate resources, information, and instructions to enable the effective implementation of this policy and application of safe working methods and procedures.
- 1.4 The implementation of this Policy will be delegated as a management function, and monitored for effectiveness to ensure that SCS engages in its activities in a manner designed to provide for the safety and health of all who may be affected.
- 1.5 SCS temporary staff should note however that each is also individually responsible for health and safety, and has a duty to co-operate in achieving its aims, carrying out each task safely and without risk to health is an essential element in working professionally and to the required standard.
- 1.6 SCS requires that all temporary staff who work for SCS to accept the same standards of care for health, safety and welfare as SCS itself.
- 1.7 This policy and associated procedures will be reviewed annually and at such other times as appropriate, in order to maintain its effectiveness.

2. POLICY MANAGEMENT

- 2.1 All temporary staff are responsible for their own health and safety and of those who may be affected by their work. In particular this requires them to:
- a) Take care of their own health and safety, and that of patients, clients and others who may be affected by their acts or omissions.
 - b) Be aware of the specific information provided by the client on the safety and health hazards of equipment, plant, materials and substances with which they work.
 - c) Comply with rules, procedures and instructions associated with their work and carry out their tasks in accordance with SCS health and safety standards.
 - d) Co-operate with their colleagues, supervisors and managers in the implementation of this Policy.
 - e) Make use, in accordance with instructions, of safety equipment and personal protective equipment provided for their safety and that of others.
 - f) Bring to the notice of their supervisors potential hazards to safety and health which come to their attention during the course of their work, and report all accidents in accordance with SCS procedure.
- 2.2 SCS temporary staff that appoint and/or supervise the work of employees are responsible for ensuring that:
- a) The employees are competent to carry out the work, suitably resourced and informed as to the risks which may be present in the work area concerned.
 - b) Competence shall be determined with respect to previous experience of similar works, suitable management systems for health and safety, site supervisory arrangements, training of staff and records of satisfactory performance.
 - c) The employees working on client premises are issued with client guidelines for safe working on site, by the appointing staff member. They are required to confirm that they will abide by the arrangements so designated in these guidelines. In addition, and as necessary, they shall be required to submit a Safety Plan indicating the method by which work shall be completed without undue risk to their colleagues, people in their care or any other persons who may be affected.

3. IMPLEMENTATION OF SCS SAFETY POLICY

- 3.1 SCS will endeavour to follow, procedures, codes of practice and guidance to assist in the implementation of this policy.
- 3.2 In conjunction with this policy, it is the responsibility of employees to locate, familiarise and adhere to the Health and Safety policy at their place of work. This can be obtained from their supervisor or manager. If this policy is not available, employees should liaise with their recruitment consultant using the Complaints Procedure.

Service Care Solutions Induction and Continuing Professional Development

The first few weeks or months in post are crucial to ensuring the success of our temporary workers, and to maintaining the ongoing success of our Company. At Service Care Solutions we are committed to giving our Temporary Workers the best opportunity to maximise their potential, whatever stage of career they are at.

Induction and Career Development

Updated – February 2019

Service Care Solutions Provides the following for all of our Temporary Workers

- Arrangement for induction into new client service
- Ongoing feedback about placement and identifying areas of weakness or training required
- Flexibility for newly qualified or experienced temporary workers to attend any training courses or programmes provided by the Client
- An internal mentor for all current and previous Temporary Workers.
- Strong programme of in-service training with the ability to refer Temporary Workers into external trainers across the UK
- Weekly professional development discussion for Temporary Workers.

Candidate Benefits

Candidates registered through Service Care Solutions receive the following benefits

- 4 payrolls per week (Tuesday, Wednesday, Thursday and Friday)
- Contact between 8am and 7pm Monday to Friday and 24/7 contact if working through the agency
- Free Enhanced DBS
- Emailed vacancies and SMS messages about new vacancies
- Free professional resume building service (face to face, telephone or via our website)
- Career advice from specialist consultants who are experts in their particular field (e.g. Children's social work, Criminal Justice settings)
- A range of employment opportunities across the UK with statutory and non statutory settings (both on a permanent and temporary basis)
- Ethical recruitment procedures and contracts from Service Care Solutions' membership of REC (Recruitment & Employment Confederation)
- The option of working via PAYE or via a UK limited company
- Interview preparation and scenario testing

Service Care Solutions Complaints Procedure

Our Promise

SCS is committed to providing a quality service and achieving the highest standards of conduct (and has adopted these commitments as Company values). One of the ways in which we can continue to improve our service is by listening and responding to the views of our candidates and clients.

Our standards for handling complaints

- we treat all complaints seriously, whether they are made by letter or by email
- you will be treated with courtesy and fairness at all times - we would hope, too, that you will be courteous and fair in your dealings with our staff at all times
- we will treat your complaint in confidence within the department
- we will deal with your complaint promptly - we will acknowledge receipt of a written complaint within 24 hours, we will inform authorities of our progress and steps within 3 days and we will resolve complaints within 7 working days of receipt
- if we cannot send a full reply within 7 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full



We will publish information in our annual report on the numbers and categories of complaints we receive, and the percentage of complaints upheld. You can make a complaint in writing, by fax, by e-mail, by telephone or in person (by appointment please). If you are writing, faxing or e-mailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required and, if not, please provide a full postal address.

Please make your complaint direct to Richard Freye, Managing Director.

Service Care Solutions Ltd, Arthur House, 12-13 Starkie Street, Preston, PR1 3LU

Freephone 0800 3112020, Fax. 0870 762 6020, info@servicecare.org.uk

