

# Agency Worker Handbook



JULY 2021



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# Introduction

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## Welcome to connect2kent®

This handbook will provide you with some important information about working with Connect2Kent, and the policies and procedures which will apply to you.

It is important that you read this information carefully and that you seek clarification from your Connect2Kent representation when needed. This handbook will also tell you some client specific information, which will provide you with further information about your assignment with Kent County Council.

**In addition to this Handbook, you will also receive:**

- Key Information Document (KID)
- Assignment details form
- Written Statement
- Kent Code

All of which will contain specific details about your assignment and your engagement through Connect2Kent at Kent County Council.

We reserve right to revise, amend or replace the content of the worker handbook at any time.

## A About connect2kent®

Connect2Kent is wholly owned by Kent County Council and therefore has access to all general temporary and contract roles at the Council before they go to external agencies. This means by registering with Connect2Kent, you'll be the first to hear about opportunities.

We have a deep understanding of Kent County Council's organisation which has enabled us to build a relevant and extensive talent pool of specialist candidates that we can call upon to provide dedicated recruitment services and a skilled workforce for temporary, contract, fixed-price and permanent work.

Connect2Kent has also provided language services, interpreter and translation services to the Council for over 10 years. Many of these services require out of hours with fewer than eight hours' notice.



# Introduction

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## **B** Our client – Kent County Council



Kent County Council is a county council that governs most of the county of Kent in England. It is the upper tier of elected local government, below which are 12 district councils, and around 300 town and parish councils.

The council provides a wide range of services including; maintaining roads and highways; processing and recycling; educating 200,000 children; running libraries; providing adult education; providing youth and community services.

Connect2Kent has supported the Council with its contingent agency recruitment since 2003.

### The Kent Values

All of Kent County Council staff are expected to live by the council's core values. These values affect everything the council does with customers, partners and each other.

- **Open**

Acting with integrity, honesty and transparency; healthy attitude to risk; welcoming and expecting change and evolving technology; working in new ways; willing to learn; working as a whole-council and treating people fairly and with respect.

- **Invite contribution and challenge**

Working collaboratively and innovatively to find new solutions that put the interests and wellbeing of customers first; open to challenge and actively encouraging and expecting contribution.

- **Accountable**

Self-sufficient, taking personal and professional responsibility for our actions, the pace at which we work; performance and the council's money.



# Introduction

## C Important contacts and web links

### Connect2Kent Teams


**Amy Berry** – Business Manager

 amy.berry@connect2kent.co.uk

 01622 236624

### Qualified Social Work and Professionals Team

**Luke Boatman** – Senior Consultant

 luke.boatman@connect2kent.co.uk


 01622 236677

**Chloe Boakes** – Consultant

 chloe.boakes@connect2kent.co.uk

 01622 236713

**Leanne Carter** – Consultant

 leanne.carter@connect2kent.co.uk

 01622 236843

### Care and Interpreters Team

**Amee Humphreys** – Senior Consultant

 amee.humphreys@connect2kent.co.uk


 01622 237037

**Jessica Lee** – Consultant

 jessica.lee@connect2kent.co.uk

 01622 236616

**Romey Harris** – Consultant

 romey.harris@connect2kent.co.uk

 01622 236894

**Ellie Geoghan** – Consultant

 ellie.geoghan@connect2kent.co.uk

### Business, Office & Admin, Education and Drivers Team

**Rachel Feehan** – Senior Consultant

 rachel.feehan@connect2kent.co.uk

 01622 237082

**Carren Flanagan** – Consultant

 carren.flanagan@connect2kent.co.uk

 01622 236768



# Introduction



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## Pay & Bill Team

Are responsible for the following:

- Timesheet processing
- Self bill generation (Ltd Companies)
- Portal assistance

### Pay & Bill Team

 [connect2supportservices@csltd.org.uk](mailto:connect2supportservices@csltd.org.uk)  
 **01622 237170**

## Web links

Our website  [www.connect2kent.co.uk](http://www.connect2kent.co.uk)  
Candidate portal  [www.connect2kent.co.uk/#!/portal/profile](http://www.connect2kent.co.uk/#!/portal/profile)  
Timesheet app  'MyTimesheets' – available on **IOS** and **Android** but not windows



# Whilst working through us

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## A Registration process

After submitting your CV or employment history to us, you will need to go through the registration process which will involve completing and uploading of relevant documentation, sent to you by your representative by email or a 'Screening' portal. You will also be required to provide proof of your right to work in the UK which could be a passport or a birth certificate. If you are not a UK citizen, we will also require documentation relating to your right to work in this country.

Once we have been through the registration process and all our compliance checks have been completed, your representative will be able to confirm the details of your new assignment.

## B Compliance

Connect2Kent are required to complete various compliance checks throughout your time working through us. Failure to adhere to the required compliance levels may result in the temporary suspension of all work opportunities. It is also your responsibility to ensure that you maintain your professional registration. We will check and update the below as appropriate;

- **Professional body checks** – Checked every 6 months to ensure you can continue to work within that sector. If you are under investigation or there is some additional information, which may affect qualification or your professional membership, please ensure you inform your representative immediately.
- **DBS checks** – Checked every 12 months unless on the Update Service, which is checked every 6 months. If you require a new DBS, we will advise you of the application process undertaken via Connect2Kent along with any costs that may be associated. We recommend that you to sign up to the DBS update service within 19 days of receiving your DBS certificate, which then gives you a 'transferable' DBS that is continually kept up to date for employers to access. It also speeds up the process when we are placing you into new roles. Please ensure you keep up to date with the Service subscription.
- **Overseas DBS** – This must be from any country (except the UK) where you have lived for 12 months or more (whether continuously or in total) in the last 10 years, while aged 18 or over. Please refer to the following website [www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants](https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants). Any queries please contact your representative in the first instance who can liaise with our Compliance team to advise you how to apply for your overseas DBS.



## Whilst working through us

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### **C** Securing an assignment

After you have been successful your representative will be in contact with the full assignment details. Once everything has been confirmed, we will follow this up with an email confirming full assignment details.

### **D** Your first day

On arrival, please ensure that your hiring manager carries out an induction on the following policies and procedures:

- ☒ Fire Safety
- ☒ Information Security
- ☒ The Induction programme for each assignment you work at
- ☒ Health and Safety
- ☒ Incident reporting systems
- ☒ Please always take your DBS certificate with you and show your line manager

### **E** Sickness or non-attendance

If you are unwell and unable to attend work for any reason, please advise your representative as soon as possible. We operate an emergency out of hours service should you wish to notify us during unsocial hours. Please also advise your hiring manager as soon as possible, although your representative will be in touch with your hiring manager also.

### **F** Handing back shifts

Should your assignment include ad hoc shifts, Connect2Kent will keep track of all shifts that you hand back as this is unhelpful to the quality of service that we provide to the Council. If there are 3 or more occasions within 48 hours, we will talk to you about your suitability to meet the requirements of the Council, going forward.





## Whilst working through us

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### **G** Repeat lateness

Lateness to shifts is also monitored. Unfortunately, if you are repeatedly late, Connect2Kent will no longer be in a position to offer you temporary assignments within the Council.

### **H** Keeping in touch

We welcome you to keep in regular contact with your representative to let them know how your assignment is going. Likewise, we pride ourselves on keeping in touch with you, so expect for our representatives, to check in with you from time to time.

### **I** Employment by the Council

You must notify us if you are offered any permanent employment/fixed term contract as the direct result of being placed with the Council directly. You are required to do so under our terms and conditions for temporary workers, please speak to your representative should you secure an opportunity.

### **J** Ending of your assignment

If your assignment comes to an end, we can continually work on your behalf to find your next assignment within the Council. If your representative is unable to replace you back into the Council, and you are willing to travel or relocate to Kent, the team will be able to see if there are any vacancies with our partner, Connect2Kent at Kent County Council. Please let your representative know your travel preferences.

If you wish to leave Connect2Kent and the Council, please advise your representative immediately. If you are paid via the status of PAYE and you haven't worked for a period of 12 weeks, you will automatically receive your P45 in the post or can be emailed at your request.

If you have any Council property in your possession, please either return this to your hiring manager as soon as possible, or contact your representative immediately who will arrange the logistics of returning this, on your behalf.



# Reward, benefits and leave

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## A Timesheets and getting paid

Our deadline to ensure your pay is received every Friday, is every Tuesday at 17.00 hrs.

You will enter your timesheet on our online timesheet portal at the end of your working week, on a weekly basis. Full log in details and instructions will be emailed to you before starting your assignment.

Your portal access will enable you to:

- ✓ Search for jobs and set up job and blog alerts
- ✓ Update your profile and reset your password
- ✓ Submit timesheets and review status of previous timesheets
- ✓ Request holiday, uniform or training

## B Timesheet App (shift only)

Our timesheet app:

- ✓ Allows your shift to be approved by your hiring manager.
- ✓ Allows you to add hours and get shifts approved at the end of the shift or at any time before you submit the timesheet.

Full information will be provided by your representative at registration.

📱 **'MyTimesheets'** – available on **IOS** and **Android** but not windows.

## C Payment process

You will receive email notification once your timesheet has been authorised.

Your timesheet is your responsibility, and you must communicate with your authoriser (line manager) to ensure that your timesheet is authorised by Tuesday at 17.00 hrs.

You will be notified of any changes to deadlines for public holidays.

- Please do not enter a timesheet if you have not worked that week.
- Please contact your representative by telephone immediately if there are any urgent changes that need to be made to your hours on a timesheet or there is a dispute with the pay rate shown on the portal.



## Reward, benefits and leave

### **D** Choosing the right type of payment solution

Your representative is not able to provide you with financial advice as to which of the following options is right for you, as we are not regulated by the Financial Services Authority. It is your responsibility, if using one of these solutions, to ensure you comply with tax legislation and any changes that may occur. Whilst working for Connect2Kent you can choose one of the following options, but the IR35\* status of each assignment, will likely determine the best solution for you.



#### **PAYE**

- ✓ You are contracted to Connect2Kent. You are engaged on a contract for services and not a contract of employment. You will at all times remain under the direction and control of your line manager at the Council whilst on an assignment.
- ✓ You are entitled to 28 days pro rata annual leave, which you accrue on a weekly basis as we process your timesheets for payment.
- ✓ If you are eligible you will be automatically enrolled into our stakeholder pension scheme at week 13.
- ✓ All deductions for national insurance and tax are taken at source.



#### **Umbrella**

- ✓ Your umbrella company is legally your employer and you contract with them.
- ✓ You are covered by your umbrella company's insurances, details of which will have been provided directly to Connect2Kent.
- ✓ You have full statutory rights through your umbrella company.
- ✓ Your umbrella company will handle your statutory deductions and provide you with your payslip.
- ✓ We will pay your umbrella company a rate that is inclusive of your PAYE, holiday pay and the employment costs. Your chosen umbrella company can provide you with an explanation and illustration of the deductions.




\* Please see page 24



## Reward, benefits and leave

### Preferred supplier list for umbrella providers

Below is a list of our current preferred suppliers who provide good services to our candidates and will ensure that you are paid on time. For more information or a larger list, please contact your representative.

Sapphire Accounting	Pay Stream	Compass Contracting
		









#### Sapphire Accounting

Sapphire DNP Limited is an intermediary, often referred to as an Umbrella Company, employing and supplying temporary workers to our customers (usually Recruitment Agencies). We employ individuals under employment contracts to work on temporary assignments for end clients.

We do not provide a "service" to our employees, it is an employment arrangement. We retain a margin from the income we receive and costs we incur as an employer from the agency funds.

Notice to leave our employment must be given as per our employment contract. However, we recognise that sometimes the full notice period may not be worked, so providing the agency and end client are satisfied this will not cause disruption to an assignment, this can be negotiated.

The end of an assignment is not the end of their employment, which continues until we receive resignation or notice from the employee to leave.

	<b>New Business Team</b>		<b>01625 539997</b> (option 1)
	<b>newbusiness@sapphireaccounting.co.uk</b>		<b>www.sapphireaccounting.co.uk</b>
	Timesheet admin weekly charge <b>£12</b>		Other charges – <b>No</b>
	Any sliding scale rates – <b>£3 per day for interpreters to a maximum of £12</b>		
	<b>Benefits</b> – Perkbox, texts for pay, promise to pay advances when required, holiday/sick/maternity pay, insurance		











## Reward, benefits and leave

### PayStream

PayStream My Max Limited is an umbrella company. We employ individuals under employment contracts to work on temporary assignments for end clients. It is not a "service" but an employment arrangement. We take a margin for the role and costs we incur as an employer from the agency funds rather than directly from the individual.










Notice to leave our employment must be given as per our employment contract, however, we will normally waive this providing the agency and end client are satisfied this will not cause disruption to an assignment. The end of an assignment is not automatically the end of the employment; however, some individuals choose to resign from our employment following the end of an assignment.

	<b>New Business Team</b>		<b>0161 292 6000</b> (option 2)
	<b>new.business@paystream.co.uk</b>		<b>www.paystream.co.uk</b>
	Timesheet admin weekly charge <b>£16</b>		Other charges – <b>No</b>
	Any sliding scale rates – <b>No</b>		
	Benefits – <b>PayStream Rewards</b> (inclusive of margin)		

### Compass Contracting

Compass employs workers who are on temporary assignment under an umbrella contract. As our employee, you have statutory rights like access to sick pay, maternity/paternity leave and holiday pay. Compass receives payment from your agency, we are then responsible for calculating, deducting and paying all the employer and employee taxes and national insurance contributions over to HMRC. We will also deduct our company umbrella margin before making net payment to you.

Benefits of choosing Compass: outstanding Customer Satisfaction scores (rated highly for accuracy of payments and ease of getting hold of staff), our rewards programme which includes discounts online and instore with thousands of retailers (including Tesco, Sainsburys, Argos and IKEA) plus free access to online GP 24/7. We are accredited by Professional Passport for tax and legal compliance.

	<b>Cara Shandley</b>		<b>03333 66 00 28</b>
	<b>payroll@compasscontracting.co.uk</b>		<b>referrals@compasscontracting.co.uk</b>
	<b>www.compasscontracting.co.uk</b>		Timesheet admin weekly charge <b>£12.50</b>
	Other charges – <b>n/a</b>		Any sliding scale rates – <b>n/a</b>
	<b>Benefits</b> – Remus Rewards		



## Reward, benefits and leave

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### Personal Services Company (PSC) – your own limited company

Please be aware that statutory social care, administration and educational type setting roles all within the public sector are automatically deemed Inside IR35 and if opting to use a PSC your pay rate could be reduced to account for statutory deductions. We will also be required to deduct Tax and NICS at source.

#### Please also be aware of the following:

- You are an employee of your own limited company
- You are responsible for your accounts, invoicing, tax and statutory returns
- You must provide your own public and professional insurance cover.  
(Public Liability £1m and Professional Indemnity £1m) Note; that you are liable for costs such as litigation, damages and compensation

Connect2Kent can only pay through Limited Companies that are registered in the UK and have UK bank accounts. We cannot pay overseas Limited Companies, nor can we send money to a UK company through an overseas bank account. This is not a legal requirement but is a strict company policy.

Connect2Kent operates self-bill as a standard for all Limited Companies. Our representatives will be able to take you through our self-bill FAQs.

## **E** Working time directive

The maximum working hours, under working time regulations, is an average of 48 hours over a 17-week period. If you would like to work more than 48 hours per week, your representative will provide you with an-opt out form.



## Reward, benefits and leave

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### **F** Pension (Connect2Kent PAYE only)

You are automatically enrolled into the Pension after the 12 weeks providing you meet the following:

- ✓ You earn over £192.00 per week
- ✓ You are aged 22 or over and
- ✓ You are under state pension age

If you do not meet the above, you automatically go back into the above cycle and go through the process again. Any queries please speak to your representative.

### **G** Holiday pay (Connect2Kent PAYE candidates only)

The Connect2Kent holiday year runs from April to March each year.  
(The specific date each year may vary)

#### **Holiday accrual**

Holiday accrual will begin from the first day of your assignment, based on each week that you are in receipt of payment from us (i.e when a timesheet is submitted). Your representative will be able to confirm the amount of holiday that you have accrued if you wish to request leave.

Your entitlement is calculated on a pro-rata basis if you start or finish during the holiday year and will be based on a maximum of 28 days per annum for a full holiday year, which includes 8 statutory bank holidays. Therefore, you must request a bank holiday as holiday if you are not working and you wish to be paid for it.

Your total accrual amount within a leave year is also dependent on the number of hours you work a week. You will not accrue holiday when taking time off for example sickness, unpaid leave, or annual leave.

Someone working 37 hours per week will accrue 4.46 hours per week, whereas a 15 hour working week will accrue 1.81 hours per week. You can accrue up to a total amount of 207.2 hours each holiday year.

Your entitlement may increase if you complete a 12 weeks qualifying period, advised by your representative in your assignment details notification. Under our current policy, we recognise you will accrue holiday right up to the end of the holiday year; this accrual can be carried over to be used within 4 payroll weeks of the new year starting, before resetting to zero.



## Reward, benefits and leave

### Holiday pay rate

The hourly rate that you will receive for annual leave, is calculated over an average of a rolling 52 weeks, in which qualifying remuneration has been received. (The average calculation does not include holiday pay, SSP, SMP, SSP etc)

Weeks where no remuneration is received will be disregarded for the purpose of the calculation and will look at the next available week. Your average weekly pay may fluctuate as the amount of pay that you earn on a weekly basis may increase or decrease depending on how many hours you work.

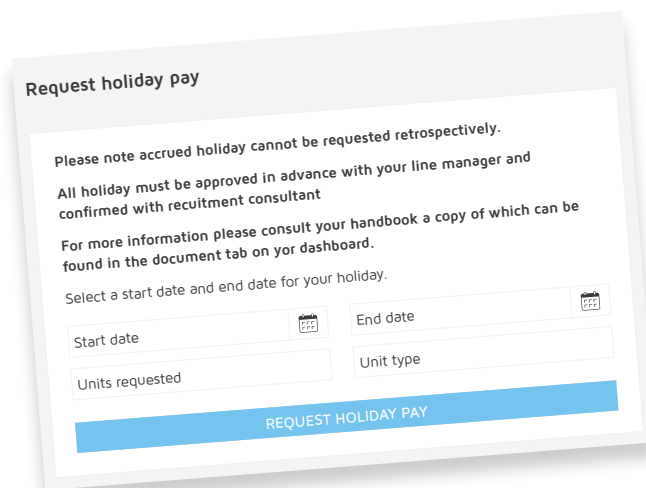
The calculation would take the total amount paid to you over 52 weeks (Excluding non-working weeks) and would then divide this by the total hours worked across those 52 weeks (This can be up to a stretch of two years, where weeks haven't been worked)

### **H** Booking annual leave

To request annual leave, please submit via the candidate portal  under '**annual leave**'.

All accrued annual leave must be taken during the holiday year in which it accrued, and none may be carried forward to the following year. Any annual leave which has been accrued and not taken will be lost.

You are responsible for ensuring that paid holiday is requested and taken. Prior to requesting a holiday, you will need to check that you have accrued sufficient holiday entitlement. Your representative can check this for you.



You may also be required to take holiday at certain times of the year e.g. during a Kent County Council shutdown. Holidays may also be limited at certain busy times of the year. Your holiday entitlement includes public and bank holidays, therefore should you wish to be paid during these periods, please remember to request annual leave.





# Reward, benefits and leave

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## I Sickness and unauthorised leave

### Statutory Sick Pay (SSP)

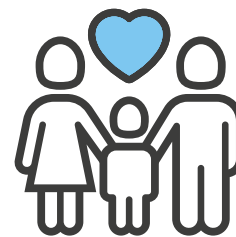
If you are paid by Connect2Kent, you will be entitled to receive statutory sick pay (SSP) if:

- ✓ You are on an assignment when you become sick.
- ✓ Your average weekly earnings are at or above the Lower Earnings Limit (set by the Government).
- ✓ If your average weekly earnings are less than the Lower Earnings Limit, you will not be entitled to SSP and no payment will be made.
- ✓ You are absent from work due to sickness for more than three days (the first three days of sickness absence are known as 'waiting days' and no SSP is paid for these first three days).
- ✓ You provide Connect2Kent with the following documentation:
  - A self-certification form, if your absence lasts seven calendar days or less and/or;
  - A 'fit note', which you must obtain from your doctor, if your absence lasts eight calendar days or more.

It is possible that during a period of sickness, The Council will request a replacement worker. If this is the case, you will be informed that your assignment has ended. In these situations, you are no longer eligible to receive SSP as you are no longer on an assignment. If you are ineligible for SSP for any reason, you will be issued with a SSP1 Form, which may enable you to obtain SSP from an alternative source.

### Unauthorised absence

Unauthorised absence, or failure to follow the correct absence reporting procedure may result in the termination of your assignment.



# Family friendly policies

## A Maternity

### Maternity absence

As you are not an employee, and are engaged on a contract for services, you are not entitled to take a period of maternity 'leave' and you will instead be entitled to maternity 'absence'.

If you are pregnant, you must inform Connect2Kent, by no later than the 15th week before the baby is due. Please note that when working in certain industries, it may be necessary to inform Connect2Kent and the Council of your pregnancy at an earlier stage due to health and safety reasons e.g., if you are working with certain chemicals or within a challenging behaviour setting.

As you will be taking a period of maternity absence, you do not have an automatic right to return to the same job. When your maternity absence ends, please contact your representative and they will endeavour to find you a suitable new assignment, if the original assignment is no longer available.

You will not accrue holiday while on maternity absence; this only applies to employees on a contract of employment. Any holidays that you have accrued prior to maternity absence, should be taken before your maternity absence begins.

### Maternity pay

Subject to the following eligibility criteria, you will be eligible to receive up to 39 weeks of Statutory Maternity Pay (SMP). SMP is paid at 90% of your average weekly earnings for the first six weeks and 33 weeks at the lower of either the standard SMP rate, or 90% of your average gross weekly earnings. The remainder of any additional maternity leave will be unpaid.

#### In order to qualify to be paid SMP:

- ✓ Your average weekly earnings must be at least equal to the lower earnings limit (LEL).
- ✓ You must give the correct notice.
- ✓ You must provide proof you're pregnant (via a MATB1 Form).
- ✓ You must have been working for Connect2Kent continuously for at least 26 weeks up to the 'qualifying week' (the 15th week before the expected week of childbirth).
- ✓ You must/will be working in the 'qualifying week'. If you do not qualify for SMP, Connect2Kent will send you a SMP1 Form, which you can take to Jobcentre Plus who will advise if you qualify for maternity allowance, which is paid by the Government.



## Family friendly policies

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### **B** Paternity pay

Paternity absence is available to the father of a newly born child, provided he has responsibility for the child's upbringing. Eligible workers will be able to take either one week or two consecutive weeks' paternity absence (not odd days) in the eight weeks following the birth of the child; this leave will be paid at the current statutory paternity pay rate (SPP).

#### To be eligible for paternity absence and pay:

- ✓ You must have been working for Connect2Kent continuously for at least 26 weeks up to the 'qualifying week' (the 15th week before the expected week of childbirth).
- ✓ You must give the correct notice of 28 days.
- ✓ Your average weekly earnings must be at least equal to the lower earnings limit (LEL). You must notify Connect2Kent in writing, in the qualifying week, when the baby is due, when you wish to take your absence leave and how much leave you want to take.
- ✓ You must provide a declaration confirming that you have, or expect to have, responsibility for the child's upbringing and a copy of the MATB1 Form.

### **C** Bereavement leave

There is no statutory entitlement for time off to deal with bereavement. We will, however, work with you and endeavour to support you through such times.

Any requests for time off will be dealt with on an individual basis and any time off may be taken as either unpaid leave and/or holiday, depending on your holiday accrual at the time of the request.



# Rules and regulations

## A Kent County Council rules and regulations

You are required to comply with any rules, regulations, policies, procedures and practices that are specified by the Council during an assignment.

### IT systems

During your assignment, you may be given access to the Council's IT system and you must at all times adhere to Kent County Council's IT Policy.

### Social media



Access to social networking sites during working hours is strictly forbidden unless authorisation is obtained from your Line Manager. Your use of social networking sites may impact on Connect2Kent and its business. Such impact includes potentially causing damage to its reputation, loss of confidential information, or exposure to other liabilities such as claims of discrimination, harassment or workplace bullying.

The content of any communications or comments posted on a social networking site must not damage or bring into disrepute Connect2Kent, its staff, the Council or our candidates.

**Therefore, if you use social networking sites, even where this is not in the workplace or is outside of working hours, you are prohibited from:**

- ⊗ Engaging in any conduct or posting any comment which is detrimental to Connect2Kent or the Council.
- ⊗ Engaging in any conduct or posting any comments which could be derogatory to another person or third party or which could constitute unlawful discrimination or harassment. Recording any confidential information regarding Connect2Kent or its shareholders or the Council on any social networking site or posting comments about any business-related topics such as company performance.

**You may be required to remove postings that breach the above guidelines.**



# Rules and regulations

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## Alcohol and drugs

You must not attend work under the influence of alcohol and/or drugs. Connect2Kent and the Council reserve the right to conduct alcohol and/or drug testing of workers, where appropriate, and to deny workers access to, or remove them from, premises if such tests are positive. If you test positive, you will have your assignment terminated.

## Dress code and personal appearance

You should present yourself for work in clothes that are smart, clean and tidy, as expected for standards and appropriate to the type of assignment you are undertaking. Some Council departments may require specific dress standards or uniform to be worn for an assignment.

You will also be expected to follow any Kent County Council specific rules and guidelines relating to personal appearance, for example concerning visible body piercings, appropriate footwear in care settings.

## Facilities

Facilities that are provided by the Council and used by employees and agency workers as part of their normal duties, must not be used, or abused by you for your own private benefit or gain. This will cover all Council property for example telephones, computers, mobile technology, vehicles, safety equipment and protective clothing, tools, fax machines, franking machines, paper etc. Council property should not be taken home, or taken away from the normal place of work, unless prior permission has been given by your Council immediate supervisor/manager.

## Intellectual property

Intellectual property is a legal term that refers to the rights and obligations received and granted, including copyright. Ownership of intellectual property is determined by considering the circumstances in which it was conceived and developed. The Council owns the copyright in material made by, or under its direction. Copyright in material you produce in the course of your work belongs to the Council unless otherwise explicitly provided for in writing in your assignment details.



# Rules and regulations

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## Commercially confidential/data protection

You must not make public, without the express agreement of your Council manager as part of the normal processes of the Council, any internal information that you may be aware of as part of your work with the Council, whether or not this is for personal gain, or the personal or financial gain of others.

### This is particularly important where:

- It may prejudice the principle of a purchasing or a contracting system based on fair competition.
- Commercial advantage may be lost by disclosing – the Councils pricing structures e.g., costs, charges or margins, our list of current customers and clients or details of current or proposed contract negotiations.

You are also bound by the Data Protection Act in not releasing to a third party, other than for internal purposes as part of normal work requirements, any information held in respect of any employee or person who has dealings with the Council for any reason.

## Relationships with vulnerable clients or service users

Unless there is sound reason to do so, and the action is taken with the express knowledge and approval of your Council line manager, and the decision is recorded on the service case papers or establishment record.

### You must not:

- ⊗ make personal arrangements to see service users, their carers or families when off-duty.
- ⊗ take service users, their carers or families to your home.
- ⊗ give your telephone number or address to service users, their carers or families.
- ⊗ neither sell nor buy property from service users, their families or carers.

### Some examples of specific behaviour that will not be allowed and which may lead to termination of your assignment include:

- sexual contact.
- lending/borrowing money or property.
- witnessing wills or acting as a named executor.
- arranging extra help for a fee.
- giving or receiving gifts.



## Rules and regulations

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### **B** Equality and diversity

Connect2Kent embraces diversity and aims to promote the benefits of diversity in all of our business activities. We seek to develop a business culture that reflects that belief. We will expand the media in which we recruit to in order to ensure that we have a diverse employee and candidate base. We will also strive to ensure that Kent County Council meet its own diversity targets.

We are committed to diversity and will promote diversity for all employees, workers and applicants. Connect2Kent will not discriminate unlawfully when deciding which candidate/ temporary worker is submitted for a vacancy or assignment, or in any terms of employment of its employed staff, or terms of engagement for temporary workers. Connect2Kent will ensure that each candidate is assessed in accordance with the candidate's merits, qualifications and ability to perform the relevant duties for the role.

For a full copy of our equity policy, please contact your representative.

### **C** Agency workers regulation (PAYE & umbrella only)

The Agency Worker Regulations 2010 are available at [www.legislation.gov.uk](http://www.legislation.gov.uk)

Contact your representative if you would like further information regarding Agency Worker Regulations, and in particular if you think you have not been treated fairly.

Alternatively, visit [www.gov.uk/government/publications](http://www.gov.uk/government/publications) and search **Agency Worker Regulations 2010 – Guidance**.

**As soon as you start work at a Kent County Council site (and if the Council provides the facility to its permanent staff) you, are entitled to the following facilities:**

- Access to lockers
- Access to car parking
- Use of shared facilities such as canteens, drinks machines, rest rooms, and toilets
- Access to childcare facilities.
- Access to transport services.
- Access to information about permanent or fixed term job vacancies at the Council.



## Rules and regulations

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### After a 12 week qualifying period you will be entitled to:

**Equal pay** – This means that you are entitled to the same pay, as you would have been, had you been hired directly by the Council to do the same job, with the same qualifications and experience.

To complete the 12 week qualifying period you must have worked 12 weeks at the Council, with no more than 6 week gaps between periods of work. If you have a gap of more than 6 weeks, after the 12 week qualifying period, you will have to re-qualify.

### Equal treatment – AWR

If you feel you haven't been treated fairly or have a query around any aspect of equal treatment, please contact your representative and put your request in writing to

 [info@connect2kent.co.uk](mailto:info@connect2kent.co.uk).

We will respond to your written formal request in writing within 28 days. We will ensure we obtain the full information from the Council to enable us to respond to your request.

## **D** GDPR

The General Data Protection Regulation (GDPR) came into effect on 25 May 2018 and changes data protection legislation in the UK. Connect2Kent is required to process your personal data in order to provide work finding services. We must process personal data (including sensitive personal data) so that we can provide these services and in doing so, we act as a data controller. This is why we have asked for your personal data on the application form and other registration forms that you will have completed during your registration.

When we process your personal data, we must do so in accordance with data protection laws. Those laws require us to give you a Privacy Statement to explain how we manage your personal data. This is available on our website.

- ☒ You must ensure that any data that you come into contact with during an assignment is also processed in accordance with data protection legislation.
- ☒ You might be required to read, sign and understand a client's data protection procedures so that you are fully aware of their company specific requirements.
- ☒ Failure to adhere to Connect2Kent's and/or the client's data protection requirements may result in the termination of your assignment.





## Rules and regulations

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Our privacy notice will be reviewed on an annual basis or when a change in legislation and/or practices dictates and any changes will be notified to you by posting an updated version on our websites and/or by contacting you via email.

We recommend that you regularly check for changes and review this notice when visiting our website.

**To look at our privacy notice and more GDPR information please follow the below links:**

 [www.connect2kent.co.uk/privacy-notice/#!/](http://www.connect2kent.co.uk/privacy-notice/#!/)


 [www.connect2kent.co.uk/media/1177/job-seekers-know-your-data-protection-rights.pdf](http://www.connect2kent.co.uk/media/1177/job-seekers-know-your-data-protection-rights.pdf)

 [ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/](http://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/)

### **E** IR35

IR35 legislation affects all temporary workers who provide their services to a public sector authority through a personal services company or another intermediary.

IR35 is a tax legislation that is designed to combat tax avoidance from candidates supplying their services to clients via an intermediary, such as a limited company, but who would be an employee if the intermediary were not used.

Many of our roles within Kent County Council will be automatically deemed inside (caught by) IR35. For more information please visit the below link or alternatively contact your representative or our Compliance team  [connect2compliance@csltd.org.uk](mailto:connect2compliance@csltd.org.uk)

 [www.gov.uk/guidance/ir35-find-out-if-it-applies](http://www.gov.uk/guidance/ir35-find-out-if-it-applies)



# Health & safety

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## **A** Health & safety procedures, rules and regulations

Connect2Kent and Kent County Council take your health & safety very seriously and we expect you to do so too. It is likely that there will be additional the Council specific rules and regulations, and these will be explained to you by your representative and the Council where you are working. This may take the form of the Council specific induction.

**Failure to adhere to any health & safety procedures, rules and regulations will almost certainly result in the termination of your assignment.**

We urge you to bring to your representative's attention any health condition that you believe may have been caused or aggravated by a work activity.

Connect2Kent will ensure the Council has informed us of any appropriate risk assessments in relation to the work you are required to carry out. As a result, we will ensure we notify you of any risks that are highlighted by the Council.

### **Under the Health & Safety at Work Act 1974, it is your duty to:**

- ✓ Take reasonable care for the health and safety at work of yourself and any other people who might be affected by your acts or omissions.
- ✓ Co-operate with your hiring manager and others to enable them to comply with statutory duties and requirements.
- ✓ Not intentionally or recklessly misuse anything provided in the interests of health, safety or welfare.

### **The Management of Health & Safety at Work Regulations 1992 further requires you to:**

- Use any equipment, etc., provided in the interests of safety
- Follow health & safety instructions
- Report anything you consider to be a serious danger
- Report any shortcomings in the protection arrangements for health & safety



## Health & safety

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### New and expectant mothers

If you are a new or expectant mother, you are encouraged to inform us at the earliest opportunity as there may be risks in some workplaces that could affect the health and safety of you and/or your child. We will be able to provide you with support and ensure the Council performs the necessary maternity risk assessment.

### Fitness to practice

**Any changes to your fitness to practise from the point of initial registration (including but not limited to):**

- ✓ Advisement of any fitness to practise proceedings by any licensing or regulatory body
- ✓ Any investigations by an employer or professional regulatory body
- ✓ Any suspension or termination from employment
- ✓ Additional criminal record disclosures
- ✓ Any proceedings brought against you (in work or personal life) which could be considered a safeguarding risk to children or vulnerable adults
- ✓ Any changes to your health situation which may affect your ability to perform your role), must be reported to your representative immediately, so it can be reviewed in the context of public/service user safety.

## **B** PPE

### Personal protective equipment (PPE)

You are required to wear PPE in certain roles and when doing certain tasks. PPE includes items such as; safety boots, helmets, safety glasses, Hi-Viz jackets and ear defenders.

PPE is required to keep you safe and failure to wear the correct PPE means that you leave yourself exposed to risk of serious injury. Where you are required to wear PPE, you must do so in all the designated areas and at all times.

**Failure to wear the correct PPE will result in the termination of your assignment.**



## Health & safety

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### **C** Personal safety

If you are at all concerned that you are being placed in a dangerous situation within your assignment, you must raise this with your representative immediately.

### **D** Statutory training (care only)

All social care candidates need to have completed the required training to work in any of Kent County Council's care/community establishments.

**The required training includes:**

- ☒ Care & administration of medication
- ☒ Epilepsy
- ☒ First aid
- ☒ Food hygiene & safety
- ☒ Fire safety
- ☒ Health & safety
- ☒ Infection control
- ☒ Safeguarding of vulnerable adults
- ☒ Moving and Handling

We can accept certificates you already have for the above if dated within 2 years, if not we are able to provide free online training. This training needs to be renewed every 2 years and your representative will be in contact with you via email when the renewal of training is due. Please note all training needs to be completed before starting your first shift with us. Moving and Handling practical training is required prior to your first shift and by an authorised training provider.



## Health & safety

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### **E** Manual handling

Manual handling (lifting and carrying) is the most common cause of accidents at work. A variety of injuries may be caused by poor manual handling techniques. Injuries are most commonly to the back, but hands, arms and feet may also be damaged.

#### **Preparing to lift**

What you are able to lift depends on a number of factors; your personal physique, your age, fitness and experience, the nature of the load and the techniques to be employed.

When **preparing to lift**, consider:

- ⚠ What has to be moved?
- ⚠ How far it is to be moved?
- ⚠ Where it is to be moved to and where from?
- ⚠ Can it be safely handled by one person?
- ⚠ Will assistance be required?

When **preparing to lift** ensure:

- your feet are apart with one foot slightly forward,
- your knees are bent,
- the load is kept close to your body and your back is straight.

When **grasping the load** ensure:

- you have a secure grip,
- tilt the load slightly towards you and keep the load close to your body with your arms in.

When **lifting**, it is important that you maintain the correct posture:

- ensure you keep your head up – do not look down at the load,
- keep your back straight,
- keep your elbows in,
- ensure your knees are bent and your feet should be slightly apart.

Certain roles will require you to have awareness training for manual handling. Your representative will advise you if this is required.



## General information

### A Change of details process

Please contact your representative if you need to change your personal information, e.g., bank details, home address or a name change. We will request you complete a change of information form in order for us to amend your information on our database/s.

### B Feedback

Connect2Kent will measure your performance by gaining feedback on an ongoing basis. Please contact your representative immediately if you have any concerns.

### C ID badges (care & schools only)

When our compliance team have signed off your file and we have let you know you are ready to work, we will send you an ID badge.

The ID Badge will contain:

- ✓ Your full name
- ✓ Job title
- ✓ DBS number
- ✓ DBS Issue/expiry
- ✓ Manual handling expiry
- ✓ A picture you have provided us with
- ✓ Our logo



The ID badge expires yearly when your manual handling training expires, we will send you a new one once your manual handling has been renewed. You will need to take your ID badge with you to every shift, if you lose your ID badge please let us know.



## General information

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### **D** Continuous professional development

We can offer help with continuous professional development, on a case-by-case basis. This will depend on the length of your engagement at Kent County Council through Connect2Kent and the job role you do. For more information, please ask your Connect2Kent representative.

### **E** Refer a friend

We are always exploring ways to increase and strengthen our network and we know that great candidates like you, can introduce us to other equally brilliant people.

We offer vouchers for candidates we place through your recommendation and there isn't a limit on the number you can refer to us.

To refer a friend, please complete the form on our website, that will go through to our representative to contact your recommendation.

Please visit  [www.connect2kent.co.uk/job-seekers/refer-a-friend/#!/](http://www.connect2kent.co.uk/job-seekers/refer-a-friend/#!/)

Alternatively, please let our representatives know and they will contact the referee and will do the rest. Our representatives can inform you of incentive levels available at that time.



### **F** Uniform

In some of Kent County Council 's care establishments you will be required to purchase and wear our Connect2Kent's uniform. The cost is £22.00 including delivery.

You are expected to show a professional image at all times, ensuring clean and tidy hair and sensible shoes (no open toed shoes).

Please ensure that jewellery that may cause harm to yourself or a service user is not worn.

Please can you keep your nails short, with no acrylics or long nails allowed.





# Complaints and investigations

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## A Complaint process

For minor complaints in relation to your assignment, please contact your Connect2Kent representative who will endeavour to resolve your concerns.

If you have a more serious complaint or you feel that concerns you have raised with your Connect2Kent representative have not been resolved, please contact our Business Manager, Amy Berry  [amy.berry@connect2kent.co.uk](mailto:amy.berry@connect2kent.co.uk) or by post;  Connect2Kent, 1 Abbey Wood Road, Kings Hill, West Malling, ME19 4YT.

### Next steps

- 1 We will send you a letter, or e-mail, acknowledging your complaint and may ask you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within five days of us receiving your complaint.
- 2 We will record your complaint in our central register.
- 3 We will then conduct a thorough investigation into your complaint which will involve interviewing all parties concerned.
- 4 You will receive a written response to your complaint within ten days of completion of the investigation.

If we have to change any of the timescales above, we will let you know and explain why.

## B Investigations

Connect2Kent will investigate every allegation that it receives from Council hiring managers or our candidates. The investigation should take place within a reasonable time frame.

An Investigation is a fact-finding exercise to collect all relevant information on the alleged incident or complaint. The investigation generally will be conducted at our office premises in Kent but from time to time due to the location, it may be at an alternative location. We will provide you with our investigation procedure on request.





# Complaints and investigations

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## **C** Whistleblowing

Connect2Kent operates a “**Whistleblowing policy**”, which encourages a culture of openness within our organisation and aims to prevent malpractice. With the introduction of the Public Interest Disclosure Act 1998 all workers now have legal protection from any form of retribution, victimisation or detriment as a result of publicly disclosing certain serious allegations of malpractice.

**The policy will apply in cases where a staff (permanent or agency) member genuinely and in good faith believes that one of the following sets of circumstances is occurring, has occurred or may occur within their line of duty:**

- A criminal offence has been committed, is being committed or is likely to be committed.
- A person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject.
- A miscarriage of justice has occurred, is occurring or is likely to occur.
- The health and safety of any individual has been, is being or is likely to be endangered.
- The environment has been, is being or is likely to be damaged.
- Information tending to show any matter falling within any one of the preceding paragraphs has been, is being or is likely to be deliberately concealed.

Anyone who wishes to raise or discuss any issues which might fall into the above categories please contact your Connect2Kent representative in the first instance who will treat the matter in the strictest of confidence. It is likely that a further investigation will be necessary, and you may be required to attend the investigation meetings as a witness. Please contact your representative immediately with any concerns that need our immediate attention.



## Candidate declaration

- ☐ I have received and agreed to abide by the contents of the **Connect2Kent Agency Worker Handbook** and I understand that any personal data held by Connect2Kent is liable to be inspected by the governing Framework as part of audit procedures.

Name (please print)

Profession

Signed

Dated

The above declaration is to be signed and returned to Connect2Kent

Please return by either email or by post;

 [info@connect2kent.co.uk](mailto:info@connect2kent.co.uk)

 Connect2Kent, 1 Abbey Wood Road, Kings Hill, West Malling, ME19 4YT

EMAIL TO



0808 281 9543



info@connect2kent.co.uk



www.connect2kent.co.uk



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