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Agency Workers Policy

HR3.2 Employment

January 2025

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1. Introduction
   1. This policy provides a framework when it may be appropriate to engage Agency Workers, to ensure consistency, governance, and control in obtaining, managing, time recording, and utilisation. The term agency workers apply to personnel engaged by MHA through or by an employment agency or brokerage and therefore supplied on a temporary basis.
   2. MHA’s aim is to always have permanent employees delivering our services but, in some circumstances, short term agency cover may be required whilst permanent employees are not available.
2. Scope and Purpose
   1. This policy applies to all colleagues of MHA. This covers all colleagues, whether temporary, fixed term or permanent including agency workers, casual workers, or self-employed contractors.
3. Requesting Agency Workers
   1. Complete agency authorisation forms weekly and submit to area manager for review and approval.
   2. All agency worker bookings must be made via Neuven through its [venneu.com](https://venneu.com/) portal, and not directly with any on-panel agency. This is important to protect MHA’s organisational position on quality, safeguarding and financial controls.
   3. Where this is not possible, bookings must be made over the phone with the Neuven Bookings team. They can be reached via telephone 0161 804 9783, 7 days a week between 6am and 10pm or via email [**bookings@neuven.co.uk**](mailto:bookings@neuven.co.uk). This team will enter the agency worker booking request onto the home or scheme’s venneu.com portal account.
   4. Information regarding FAQ’s and processes can be located on MHA Connect [Neuven - agency suppliers FAQ's and Flowchart](https://intranet.mha.org.uk/page/14113?SearchId=2992774)
   5. Direct bookings with agencies create risks which fall outside of the Neuven/Client/Agency Contract such as generating multiple timesheet adjustments with no auditable trail or creating the risk of sites using off-panel agencies outside of the Neuven/Client/Agency agreement.
   6. Area Managers must consider the ability to provide sufficient care for the people we support and approve or reject the request accordingly.
4. Selection of Agency Candidates
   1. The agency should only select candidates that meet the necessary skills, experience, training, qualifications, and safeguarding requirements for the role. The service manager must inform Neuven of any specific skills required.
   2. The care agency is responsible for ensuring candidates have the; Right to Work, valid DBS, relevant registrations, training, certification, and references. However, the manager or a delegated responsible person, weekends and out of hours, is responsible for verifying these are in place by reviewing the agency checklist prior to the agency worker commencing work.

No Agency Worker will start work with MHA until all checks are completed as detailed on the agency checklist.

1. Validation Checks and Confirmation
   1. The agency must complete MHA’s Agency Checklist Form (Appendix 1) and send this to the service manager for review. Neuven will provide copies of the checklist to the agencies on their panel list.
   2. The checklist must be provided for review prior to any agency worker commencing in the service.
   3. The Manager or most senior person on duty is responsible for checking MHA’s Agency Checklist Form, verifying all information is complete and that all required training, certificates, and health & safety documentation has been confirmed on the checklist.
   4. Once the Manager or senior/nurse on duty confirms that the checklist is complete with no concerns, they will arrange for an MHA colleague to meet the agency worker at the start of their shift to conduct an agency induction. There are two agency inductions available on MHA Connect for care homes and retirement living.
2. Short Notice Requirements
   1. Services must always contact Neuven first to demonstrate they have attempted to source agency personnel via the approved channels - [venneu.com](https://venneu.com/), [Bookings@neuven.co.uk](mailto:Bookings@neuven.co.uk) or by telephone – 0161 804 9783
   2. If Neuven cannot fulfil or do not respond, services are able to contact a Neuven approved agency direct from the on-panel or off panel list following approval from an area manager.
   3. Requests to use an agency not on the Neuven list MUST be referred to the on call Area Manager for approval.
3. Roles and Responsibilities

| Role | Responsibilities |
| --- | --- |
| **Regional Director** | * To ensure that Operational Colleagues are aware of this policy and their responsibilities for oversight and approval. |
| **Area Manager** | * To review and approve agency requests on a weekly basis to ensure sufficient staff in place to care for the people we support. |
| **Home or Service Manager** | * To ensure that there is sufficient skilled staff in place to care for the people we support. * Comply with the procedures within this policy document * Raise any concerns regarding Neuven in respect of accessibility and provision of agency workers * Retention of any required documentation for agency workers * Provide oversight with agency workers induction, check, and sign off induction documentation * Approve short notice requests, usually out of hours, where Neuven is unable to provide personnel from the on panel list. |
| **Senior or nurse on duty** | * To ensure that all documentation in place and induction completed for each agency worker. * Raise any concerns regarding agency workers to line managers |

1. Training and Monitoring
   1. Agency use is monitored and reported weekly to ensure the protection of MHA’s quality, safeguarding and financial controls.
   2. This policy will be included in managers’ induction programme.
2. Communication and Dissemination
   1. This policy is disseminated and implemented within all MHA services through MHA’s channels of communication.
   2. Each colleague’s line manager must ensure that all teams are aware of their roles, responsibilities.
   3. This policy will be available to the people we support and their representatives in alternate formats, as required.
   4. Any review of this policy will include consultation with our colleagues, review of incident reports, quality audits and feedback from other agencies.
   5. Queries and issues relating to this policy should be referred to the Standards and Policy Team [policies@mha.org.uk](mailto:policies@mha.org.uk)
3. Resources
   1. MHA policy documents, procedures, and guidance
   * MHA Care Homes Agency Induction
   * MHA Retirement Living Agency Induction
   * MHA Agency Checklist
   * [Neuven FAQ's and flowchart](https://intranet.mha.org.uk/page/14113?SearchId=2992774)
4. Appendix 1 MHA Agency Checklist

MHA Connect link - [MHA Agency Checklist](https://intranet.mha.org.uk/page/15231)

|  |  |  |  |
| --- | --- | --- | --- |
| 1) Basic Details |  |  |  |
| Miss: |  | MISS | Insert Photo Below |
| Surname: |  | Forename: |  |
| DOB: |  | Contact Number: |
| NMC Pin (if applicable) |  | NMC Pin Expiry: |
| 2) DBS and RTW |  | CONFIRMED |  |
| DBS Date of Issue: |  | DBS Disclosure Number: |  |
| Enhanced DBS | Yes | No If No is ticked, please **REJECT** and contact Agency | |
| Declaration of Convictions |  | If yes service to contact the agency |  |
| Right to work in the UK |  | If Visa please confirm expiry date: |  |
| Nationality: |  |  |  |

|  |  |  |
| --- | --- | --- |
| 3) Training: Date: | | Valid For: |
| Example - |  |  |
| Manual Handling Training |  |  |
| Fire Safety Training |  |  |
| Safeguarding Adults Training |  |  |
| Infection Control Training |  |  |
| Health and Safety Training |  |  |
| CoSHH Training |  |  |
| Food Safety Training |  |  |
| Mental Capacity/DoLS |  |  |
| First Aid including BLS Training |  |  |
| Dementia Care Training |  |  |
| Medicines Training |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 4) Specialist Skills Experience: Confirm: | | | | Comment: | | |
| Example: | | Yes/No/NA | | 2 Years in NHS | | |
| Dementia Care | | Yes/No/NA | |  | | |
| End of Life Care | | Yes/No/NA | |  | | |
| Tissue Viability | | Yes/No/NA | |  | | |
| Catheter Care | | Yes/No/NA | |  | | |
| PEG | | Yes/No/NA | |  | | |
| Syringe Driver | | Yes/No/NA | |  | | |
| Any Other Relevant Information | | | | | | |
| Agency Name: | Agency Staff Name Confirming the Above: | | | | Date: | |
| Employment Start Date |  | | | | Date | |
| Confirm Date of DBS listed above is **after** Employment Start Date with current Agency: | | | Yes No | | | If NO is ticked **REJECT** and contact the agency |
| MHA Locality Name: | | | Pro-Forma Received by Name & Signature: | | | Date: |

1. Version Control

| Version | Version Date | Revision Description / Summary of Changes | Author | Next Review Date |
| --- | --- | --- | --- | --- |
| 1 | July 2023 | New Policy | Head of Standards & Policy  Regional Directors  Director of People  Head of Customer Support | August 2024 |
| 2 | January 2025 | * Compliance full review * Updated with Neuven’s booking portal | Head of Standards & Policy  Head of Customer Support | January 2027 |