



London Ambulance Service **NHS**
NHS Trust

Agency Staff Booking Procedure

DOCUMENT PROFILE and CONTROL.

Purpose of the document: To set out the procedure when booking agency staff.

Sponsor Department: Workforce Department

Author/Reviewer: Senior HR Manager. To be reviewed by May 2018

Document Status: Final

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13/5/15	1.3	Senior HR Manager	SMT – minor typing errors corrected paragraph 5.2 and 8.1
5/5/15	1.2	Senior HR Manager	Minor changes – addition of paragraph re induction /change to implementation plan
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05/07	1.0	Senior HR Manager	First version published

***Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

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Links to Related documents or references providing additional information		
Ref. No.	Title	Version

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled nor substantive.

1. Introduction

This document details the process to be followed when managers/budget holders need to book an agency worker.

2. Scope

- 2.1 It applies in all instances where a member of staff is to be recruited from an agency or third party and the associated costs will be incurred by the Trust. It encompasses both short-term engagements e.g. temporary administrative staff, as well as those taken on for longer periods e.g. specialist contractors.

3. Objectives

- 3.1 To set out the responsibilities of managers/budget holders in regards to their recruitment of an agency worker.

4. Responsibilities

- 4.1 Managers are responsible for carrying out bookings for agency staff in line with this policy and in liaison with the Recruitment Department.

5. Booking the agency staff

- 5.1 All agency staff bookings will be made by the LAS Recruitment Department.
- 5.2 When requesting an agency member of staff, managers/budget holders are required to complete the LA209 Approval to recruit agency staff which is available at <http://thepulse/forms/forms.html>

The completed form, subject to the approval of the Director of Finance and Financial advisor and including the information below should be forwarded to the Recruitment Department:

- Budget and account code;
- Indicative pay rate (when known);
- Job description and person specification of the vacant post
- Any preferred selection process (e.g. CV submission, interviews);
- The anticipated duration of the temporary placement; and,
- The location, hours of work, designated contact person etc.

The above information needs to be provided to the Recruitment Department before any bookings are made. The Recruitment department will not be able to progress any requests until these criteria are met.

6. Feedback/Issues

- 6.1 If managers/budget holders have issues with the temporary worker supplied and wish to either change the person or discuss the matter with the agency, they should initially re-contact the Recruitment Department to facilitate this.
- 6.2 The procedure does allow for managers/budget holders to have discussions with approved agencies regarding the calibre/skills of staff to be provided, however all bookings and changes to bookings must be processed the Recruitment Department.

7. Invoicing

- 7.1 All invoices for agency staff will be processed by the Recruitment Department.

8. Induction

- 8.1 All managers should undertake a temporary worker's induction with any new member of staff. The form is available from the Recruitment Department and a copy should be returned to them once the necessary induction is completed.

9. Breaks

- 9.1 Managers/budget holders should be aware that any rest and lunch breaks for agency staff, as well as annual leave, is not payable by the Trust.
- 9.2 Managers are responsible for ensuring that agency workers take breaks when appropriate. All agency staff will be expected to take at least a 30 minute lunch break.

10. Day one and 12 week rights for agency workers

- 10.1 From Day one of their employment, an agency worker will be entitled to: the same access to facilities such as staff canteens, childcare and transport as a comparable employee of the Trust and also be informed about job vacancies.
- 10.2 After a 12-week qualifying period, an agency worker will be entitled to the same basic conditions of employment as if they had been directly employed by the Trust on day one of the assignment. This is subject to some exclusions – further details available from the Recruitment Department.

11 Further information

- 11.1 For further information/advice in regards to this procedure, managers should contact the Recruitment department in the first instance.

IMPLEMENTATION PLAN				
Intended Audience	Managers/Recruitment Department staff.			
Dissemination	Available to all staff on the Pulse			
Communications	Revised Procedure to be announced in the RIB and a link provided to the document			
Training	Recruitment staff trained on induction			
Monitoring:				
Aspect to be monitored	Frequency of monitoring AND Tool used	Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported	Committee/ group responsible for monitoring outcomes/ recommendations	How learning will take place
Agency staff bookings against Policy requirements.	Manual check of records.	To be monitored by management within Recruitment on an ad hoc basis. Also subject to audit.	Workforce Committee.	Feedback to individual Recruitment Department staff/ Recruitment Department management as necessary.