



**Compliance Procedure:**

<b>Policy Number</b>	6
<b>Version</b>	1
<b>Policy Contact</b>	Matthew Betteridge
<b>Date Issued</b>	17 <sup>th</sup> November 2015
<b>Review Date</b>	16 <sup>th</sup> November 2016
<b>Approved by</b>	OneCall24 Policy Team

One Call 24 Recruitment ensures that a robust compliance procedure is in place so that it will safeguard the client, the agency and the worker against any potential issues which may arise if compliance requirements are not correctly followed.

The initial recruitment process means that any worker placed will be fully compliant prior to them being placed within the client's setting. However, mistakes can happen – which is why the compliance process must be robust in order to establish any areas of non-compliance swiftly and take any action where necessary.

One Call 24 will ensure that candidates are chased for any required and/or outstanding documents in line with their recruitment process and requirements set by the framework/agreed SLA. Files are then vetted against the Compliance Checklist. If all information is present and meets the standards required, the files are signed off to confirm conformity – and the candidate made live and available on the system. This information is readily available on the One Call 24 system.

Where One Call 24 are unable to make a candidate compliant, the registration cannot progress and the candidate will not be deployed until such a time that they are compliant.

The below is a list of compliance requirements expected to be met by each agency worker:

- Basic, Intermediate or Advanced life support (adult or paediatric, as appropriate) in accordance with the relevant Job Profile and which is compliant at all times with Resuscitation Council UK and the Authority's guidelines, as appropriate, and has been delivered by means of a practical course.
- Equality, Diversity & Human Rights
- Handling violence & aggression/Conflict Resolution
- Complaints Handling
- The Caldicott Principles/Information Governance
- Health and Safety at Work including but not limited to COSHH and RIDDOR
- Infection Prevention (Included MRSA & Clostridium Difficile)
- Fire Safety (Practical based)
- Lone Worker

- Safeguarding children (with specific level detailed)
- Safeguarding Adults (with specific level detailed)
- Moving and Handling (loads and people, as appropriate) Classroom based for first course on line thereafter
- Hepatitis B
- Measles
- Rubella
- Tuberculosis
- Varicella
- EPP if applicable Hepatitis B
- EPP if applicable Hepatitis C
- EPP if applicable HIV
- Completed application form
- Security checks consent/disclaimer signed
- Confidentiality form signed & verified
- Face to face interview verified (Skype acceptable but need to evidence that original documents have been verified)
- Enhanced DBS
- Contract of Services
- Overseas police check (if applicable)
- I.D. Badge verified
- Agency handbook
- I.E.L.T.S verified (If applicable)
- 10yrs employment history (gaps verified)
- References verified
- Professional Qualifications verified
- Professional registration verified
- Professional Indemnity Insurance
- Annual confirmation of Professional Registration
- Proof of identity verified
- Proof of eligibility verified
- End of placement assessment form sent to authority
- Details evidenced for previous & upcoming appraisals

Only when the above and any other client specific requirements have been met, will the agency worker be 'available' for shifts through One Call 24.

To achieve and maintain Framework standards One Call 24 ensures that it conducts regular internal audits (every 6 months) and external audits (every 12 months).

- Internal audits are conducted every 6 months and compliance files of a minimum of 10% of total candidates (maximum 50) placed in previous 6 months will be audited against the contract standards.
- External audits are conducted every 12 months and compliance files of a minimum of 10% of total candidates (maximum 50) placed in previous 12 months will be audited against contract standards.

For internal audits, a report will be compiled identifying areas of non-compliance within the candidate files. This report will then be fed back to the team/consultant necessary and the necessary steps taken with them depending on the severity of the non-compliance. If the non-compliance is considered a safeguarding or legal issue, then the agency worker will be pulled from the shift and the trust notified. A fully compliant candidate will be made readily available to the client upon notification. Retrospective action will then be taken in order to rectify the non-compliance.

Where external audits highlight areas of non-compliance, One Call 24 will initially work on the feedback and recommendations made in order to rectify the non-compliance. The same process will be followed as with internal audits, however – One Call 24 will await receipt of the report from the external auditors and make any necessary changes and amendments where possible.

If a worker's file becomes 'non-compliant' during an assignment, One Call 24 will notify the client immediately, being guided by the client's recommendation on how to proceed further. However, One Call 24 will endeavour to ensure that worker's file is made fully compliant in line with the contractual requirements as soon as possible.

If non-compliances are recurrent then training needs of specific staff member will be thoroughly reviewed and additional training will be provided and only once deemed confident will be allowed to restart the work.

If for any reason non compliances are found to be of negligence or deliberate then a disciplinary meeting will be held and appropriate disciplinary actions will be taken as highlighted in Employee Handbook.