



Process for adherence of client contracts

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It is important for One Call 24 to establish and understand the requirements as set out by their client in order to provide the best service possible. In order to do this, fact finding must take place in which all requirements are established and updated onto the system.

The client will be required to provide all necessary information in writing in order for this information to be referred to at any one time. The terms set out will be agreed between One Call 24 and the client, with any additional bespoke requirements updated and agreed to at that time.

One Call 24 will then proceed to create a client field on the system, which includes full address and contact details. Next, One Call 24 will allocate the agreed criteria next to the assigned client. These fields will detail the compliance requirements that need to be met for each individual client before a candidate can be placed into an assignment through said trust. The generic terms will include:

- 2 x Recent Clear Photograph of the worker
- Proof of Identity
- Proof of Eligibility
- Proof of Professional Registration
- Proof of Professional Qualification(s)
- Minimum 10 year employment history with all gaps verified
- Referee details from their 2 most recent employers
- Training Certificates
- IELTS
- DBS
- Overseas Police Check
- Blood and Immunisation Report
- Professional Indemnity Insurance Documentation

The above are the standard requirements when supplying to any trust.

In amongst the generic terms will be any agreed bespoke requirements or additional framework requirements.

All internal members of staff will receive training on the client's requirements before they are able to source candidates, so it can be established that they have a true understanding of the client's expectations.

When a vacant position is allocated next to the trust, One Call 24 will ensure that the candidates made available have sufficiently met all the criteria required of them for the placement. If not, the candidate cannot be offered to the authority without written approval obtained in writing.

When any amendments need to be made to the conditions, these will be discussed between One Call 24 and the client, with written confirmation required before any amendments can be made. An agreed timescale will be set in which the standards will be expected to be met by all temporary staff – again, agreed in writing. One Call 24 will then update the client's requirements as agreed and ensure that these amendments are implemented within the agreed timeframe.

All internal members of staff will receive training on the client's updated requirements before they are able to continue sourcing candidates, so it can be further established that they have a true understanding of the client's new expectations.

As part of the recruitment process, candidates will receive an Agency Worker Handbook. This will detail information required of them when being placed into shifts via One Call 24. Receipt of handbook will be retained on file to confirm that the worker has 'read, received and understood' the handbook and its contents. When any amendments are made to a contract, the handbook will be updated and re-issued, with further confirmation required that the new terms have been 'read, received, and understood' by the worker.

Should any areas of non-compliance be highlighted, it will first be established what risk this poses to: the business, the client, the worker and the patient. If necessary, the worker may be removed from their current shift until such a time that the agreed requirements can be fulfilled. At all times, the client will be kept updated with such incidents in order to follow any guidance that they may provide. Where necessary, refresher training will be supplied to both internal and external staff to ensure that non-compliance does not become the norm.

Staff will be required to sign and abide by the confidentiality agreement as set out within their contracts at all times. Where a member of staff is found to be in breach of the confidentiality clause – One Call 24 will follow the grievance process in place within the business.