

<b>Title of Report:</b>	<b>Managing the use of Agency Workers Policy</b>
<b>Committee Report Submitted To:</b>	<b>Corporate Policy and Resources Committee</b>
<b>Date of Meeting:</b>	<b>27<sup>th</sup> April 2021</b>
<b>For Decision or For Information</b>	<b>For Decision</b>

<b>Linkage to Council Strategy (2021-25)</b>	
Strategic Theme	All themes
Outcome	All outcomes
Lead Officer	Head of ODHR

<b>Budgetary Considerations</b>	
Cost of Proposal	N/A
Included in Current Year Estimates	<b>YES/NO</b>
Capital/Revenue	
Code	
Staffing Costs	

<b>Screening Requirements</b>	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes	Date: February 2021
	EQIA Required and Completed:	Yes/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	No	Date:
	RNA Required and Completed:	Yes/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	N/A	Date:
	DPIA Required and Completed:	Yes/No	Date:

## **1.0 Purpose of Report**

- 1.1 The purpose of this report is to present Council with a Policy to Manage the Use of Agency Workers.

## **2.0 Background**

- 2.1 In the latter part of 2020, an internal audit was conducted by Moore NI into the Council's use and management of agency workers was conducted and concluded that improvements were required in terms of governance, risk management and a control framework to strengthen the existing arrangements and better serve the resourcing demands of the wider organisation.

The audit report made 4 key recommendations and as a result, Managing the Use of Agency Worker's Policy was developed to support the process.

- 2.2 The Policy outlines the Councils framework for managers to enable them to use and manage agency workers effectively. The Council is committed to implementing fair and effective practices for the engagement of agency workers to ensure optimum utilisation of the Council's financial resources.
- 2.2 The use of agency workers should be tightly controlled and limited by all budget managers and requires approval as per the Council's Agency Workers Request Form procedure. Agency cover should only be used for a defined period and not as a means for longer term cover of substantive roles.
- 2.3 The draft policy has been considered at the Senior Leadership Team and also the Trade Unions through the Action Group and Joint Consultative and Negotiating Committee (JCNC).
- 2.4 In accordance with Council's duty under Section 75 Equality Legislation, the policies have been screened and the result is that they were screened "out".

## **3.0 Recommendation(s)**

It is recommended that the Managing the use of Agency Workers Policy is recommended to Council for approval.



**Causeway  
Coast & Glens  
Borough Council**

## **Managing the Use of Agency Workers Policy**

Policy Number	CCG/1/21
Version Number	V1.0
Author	Brid Lofthouse

Date of S75 Screening	
EQIA Recommended?	YES/NO
Date of Rural Needs Assessment	
Date Adopted by Council	
Date Policy Revised	

# INDEX

	<u>Page No</u>
1. Introduction.....	4
2. Policy Statement.....	4
3. Scope.....	5
4. Definitions.....	5
5. Accountability and Responsibilities.....	5 - 6

## ***PRIOR TO AGENCY ASSIGNMENT***

6. Legal Obligations: Agency Workers Regulations.....	6
7. Managing the Demand for Agency Workers.....	6
8. Making a Request and Approval to Engage an Agency Worker.....	7 - 8
9. Filling the Post.....	8

## ***DURING AGENCY ASSIGNMENT***

10. Legal Obligations: Agency Workers Regulations	
10.1: From Day One of an Assignment .....	9
10.2: Information on Internal Vacancies.....	9
10.3: Other Benefits.....	9
10.4: Post 12 Weeks Entitlements (in same job).....	10
11. Induction of an Agency Worker .....	10
12. Training of an Agency Worker .....	11
13. Council Equipment.....	11
14. Risk Assessments.....	11
15. Drivers Audit.....	12
16. Performance of an Agency Worker.....	12

17.	<b>Conduct/Misconduct of an Agency Worker.....</b>	12 - 13
18.	<b>Reporting Arrangements for an Agency Worker.....</b>	13
19.	<b>Annual Leave Entitlement for Agency Workers.....</b>	13
20.	<b>Flexi Time Scheme.....</b>	13
21.	<b>Sickness Absence for Agency Workers.....</b>	13 - 14
22.	<b>Pregnant Agency Workers.....</b>	14
	22.1: Antenatal Appointments.....	14
	22.2: Pregnancy Risk Assessments.....	14
23.	<b>Procedure to Extend the Engagement of an Agency Worker.....</b>	14 - 15
24.	<b>Moving an Agency Worker to a New Assignment or Role.....</b>	15 - 16
25.	<b>Ongoing Regular Review of Agency Placements .....</b>	16

## **END OF AGENCY ASSIGNMENT**

26.	<b>When an Agency Worker Completes their Assignment..</b>	17
27.	<b>Complaints/Disputes being raised by an Agency Worker.....</b>	17
28.	<b>Evaluation and Review of the Policy.....</b>	17
29.	<b>Section 75 Equality and Good Relations.....</b>	17
30.	<b>Contact Details.....</b>	17

### Appendices:

- i. (AW-001) Agency Worker Request Form (PART A)
- ii. (AW-002) Agency Worker Request Extension Form (PART B)
- iii. (AW-003) Agency Workers Induction Programme

## **1. Introduction**

1.1 It is Causeway Coast and Glens Borough Council's policy that, although jobs are normally offered to staff on a permanent basis, there will from time to time be a need to engage an agency worker. Such a need may arise when:

- There is a need for extra workers to work for a limited duration on a one-off task or project;
- Extra workers are needed to cover seasonal peaks;
- Extra workers are needed on a temporary basis to cope with a surge in demand or in order to meet service delivery deadlines;
- Extra workers are needed to cover the absence of permanent staff, for example with regard to long term sickness absence or maternity leave;
- Cover for a permanent vacancy pending a recruitment campaign;
- Worker(s) are required during a restructuring period to avoid undue redundancies;
- Where attempts to recruit permanently have not yet been successful;
- There is a need to prevent or eliminate an excessive backlog of work.

This list is not exhaustive.

1.2 The Council recognises that the use of short-term workers can support the smooth delivery of services by providing an element of flexibility within the workforce. This policy provides a framework for managers to enable them to use and manage agency workers effectively.

## **2. Policy Statement**

2.1 This document outlines the Causeway Coast and Glens Borough Council (the Council's) Managing the Use of Agency Workers Policy. The Council is committed to implementing fair and effective practices for the engagement of agency workers to ensure optimum utilisation of the Council's financial resources.

2.2 The use of agency workers should be tightly controlled and limited by all budget managers and requires approval as per the Council's Agency Workers Request Form procedure. Agency cover should only be used for a defined period and not as a means for longer term cover of substantive roles.

2.3 The cost of agency workers is met from the departmental budget.

2.4 The Council will only engage agency workers with the necessary job specific skills, experience and qualifications, as outlined in the Person Specification, to help achieve the objectives and make a positive contribution.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Mayor  
Causeway Coast and Glens Borough Council

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Chief Executive  
Causeway Coast and Glens Borough Council

### 3. Scope

- 3.1 This policy applies to all Line Managers, Heads of Service and Directors with regard to the use of agency workers engaged in an assignment for the Council.
- 3.2 This policy applies to all departments within the Council.

### 4. Definitions

- 4.1 **Recruitment Agencies** are businesses who recruit workers and supply these to other companies under a Contract for service. The worker is an employee of the recruitment agency.
- 4.2 **Agency Workers** are individuals who have a contract for services with the recruitment agency who finds them work. The recruitment agency pays the worker's wages and the worker is supplied temporarily under the supervision of the Council.

### 5. Accountability and Responsibilities

- 5.1 **The OD/HR Department** is responsible for keeping the provisions within this policy in line with employment legislation and best practice people management principles.
- 5.2 **OD/HR** are responsible for providing advice and guidance on the application of this policy and procedure.
- 5.3 **Managers** particularly have a responsibility to:
- Set the standards of acceptable performance/behaviour expected
  - Ensure that the processes contained within this policy are adhered to;
  - Uphold and promote the Council's value of respect for others;
  - In consultation with ODHR, consider alternatives before engaging an agency worker, including employees requiring redeployment;
  - Ensure an induction is completed;

- Review the duration and cost effectiveness of the agency worker;
- Seek the correct authority to engage (including any extensions or transfers) to the original request;
- Appropriately manage performance issues/incidents in a timely manner
- Review the accuracy of timesheet prior to authorisation and submission

5.4 **Recruitment Agency** will work together with the OD/HR representative to establish the resourcing requirements of the Council and endeavour to put forward suitably experienced/qualified candidates. Furthermore, the Recruitment Agency will be responsible for:

- Provide agency worker within timeframe specified in the contract
- Pre-assignment vetting: aim to have a minimum of one employment reference or personal reference (whereby they have not been in paid employment before) and ensure that an appropriate Access NI Disclosure has been obtained when an essential requirement of the post
- Issue all worker's with an Agency Handbook
- Appropriately manage performance and/or conduct issues as reported (via the agency Incident Report Form) by the Council
- Conduct investigations, as appropriate, in relation to an Agency Worker's misconduct or work related complaint
- The processing and payment of timesheets for all agency workers
- As the hiring agency, any requests made by an agency worker, in accordance with GDPR regulations, will be dealt with directly by the Recruitment Agency

5.5 **Agency workers** are responsible for providing information and documentation as requested by either the Agency and/or the Council.

### 6. Legal Obligations: Agency Worker Regulations (AWR)

The Agency Workers Regulations (Northern Ireland) 2011, introduce certain rights and entitlements for agency workers which entitle them to enjoy the same basic employment terms and conditions as employees who are recruited directly to work for the employer. For example, an agency worker placed temporarily with the Council to provide administrative support will be entitled to the same rate of pay, annual leave and incremental progression as a Council employee working in a similar role.

Under the AWR, an agency worker only qualifies for these rights after they have worked continuously for the employer for 12 weeks, but there are some rights that they become entitled to from 'day one' of their placement with the Council.

### 7. Managing the Demand for Agency Workers

In all cases, before deciding whether to engage an agency worker, you must consider whether there are any other suitable options for cover arrangements. This might include:

- Moving an existing employee or agency worker, for a fixed period, to cover the post (internal reallocation of tasks)
- Looking for a suitable candidate from the Redeployment register;
- Offering a temporary increase in hours to part-time employees;
- Recruiting on a temporary basis (fixed term contract);
- Offering a secondment opportunity to an existing employee;
- Offering additional hours (overtime) to existing staff (if feasible and work can be accomplished within budgetary constraints).

In any event the on-going use of an agency worker **must** be reviewed every 3 months with the Head of Service and agreed by the Director. Any subsequent extension of the assignment must be approved through the correct process – see Section 23.

### 8. Making a Request and Approval to Engage an Agency Worker

- 8.1 It is the responsibility of the line manager to ensure that they have a vacant post in their approved structure and/or a valid business reason with sufficient budget to engage the services of an agency worker
- 8.2 The line manager will complete an **Agency Worker Request Form – PART A (AW-001)** Appendix 1, with all necessary approval signatures and forward to OD/HR, along with the relevant person specification and job description.
- 8.3 The relevant **Director** is responsible for **final sign-off** of AW-001 form.

- 8.4 Before filling the post OD/HR will identify whether the vacancy may be suitable as a redeployment opportunity for any employee(s).
- 8.5 If there are no suitable employees, OD/HR will process the request and liaise with the Recruitment Agency to engage a worker.

Note: It is the responsibility of OD/HR to liaise with the Recruitment Agency in relation to all requests.

## **9. Filling the post**

The Recruitment Agency will ensure that the agency worker has the essential qualifications, experience and skills necessary to fill the post, as set out in the person specification. The Recruitment Agency will:

- Carry out all skills testing and verify qualifications, as required;
- Conduct reference/employment checks
- Health screening;
- Ensure that posts identified by Council as having substantial access to children are filled in accordance with the Rehabilitation of offenders (Exceptions) Order (NI) 1979
- Ensure that Access NI, checks are carried out, as required
- Ensure that the agency worker complies with the Working Time Regulations

Note: Council reserves the right to carry out spots checks and / or request documents to ensure this is completed.

## DURING AGENCY ASSIGNMENT

### 10. Legal Obligations: Agency Worker Regulations (AWR)

#### 10.1 From Day One of an Assignment

All agency workers are given the same access to the Council's collective facilities and amenities in the same way as other employees. The line manager will provide details to the agency worker of the Council's facilities on the first day of their assignment, these include:

- Access to canteen facilities/any staff tea rooms/food and drinks machines
- Toilets/shower facilities
- Issue of uniform and/or Personal Protective Equipment (PPE) if required
- Car parking
- Reasonable, paid time off for ante-natal appointments
- Information on internal vacancies

#### 10.2 Information on Internal Vacancies

From day one of an assignment with the Council, agency workers will be provided with information about any internal vacancies within the Council. Agency workers are not entitled to apply for vacancies if there is a genuine redundancy/redeployment situation, e.g. where the Council is trying to redeploy existing internal staff in order to prevent a redundancy situation.

However we will keep this under review and current arrangements are detailed in the 'Protocol for Filling Vacancies within CC&GBC during Vacancy Control' (Version 2.0) available on the Staff Portal. In accordance with this protocol agency workers can apply for posts and applications will be considered in accordance with the 'Protocol'. Details of available vacancies are circulated to all staff via the Council email. Line managers have responsibility to forward details to staff and agency workers who do not have access to the email system.

#### 10.3 Other benefits

Agency workers, will not however, be entitled to certain benefits that are only associated with genuine employee status. These include:

- Occupational sick pay (the AWR do not affect an agency worker's statutory entitlement to statutory sick pay)
- Redundancy pay (statutory or enhanced)
- Maternity/paternity/adoption pay (statutory entitlements are not affected)
- Notice pay (statutory and contractual linked to loss of employment)
- Occupational Pensions

#### 10.4 Post 12 weeks in the same job agency workers are entitled to:

- Basic salary
- Annual increments (where applicable)
- Overtime and shift payments (on the same basis/qualifying conditions as directly employed staff)
- Duration of working time, as detailed in the Working Time Regulations (e.g. if working is limited to a maximum 48 hours per week)
- Rest breaks/restrictions on night work
- Annual leave (normal entitlement for employees)

### 11. Induction of an Agency Worker

11.1 On their first day, line managers should refer to the **Agency Worker Induction Programme (AW-003)** Appendix 3 to ensure the agency worker has an initial induction from their immediate line manager. This is important to ensure that the necessary housekeeping, operations and health and safety matters are covered before they commence their duties. The Agency Worker Induction Programme will be issued to line managers by OD/HR.

11.2 The Induction paperwork should be completed by both the line manager and the agency worker. A copy should be provided to the agency worker and the original retained locally by the line manager for the duration of the engagement, which you should hold securely in accordance with data protection guidelines.

11.3 It is important that the job induction programme of an agency worker includes:

- An assessment of training requirements of the worker to enable him/her to perform the job role (this does not include personal development activities)
- Code of conduct – the manager should advise the agency worker how to conduct themselves in the workplace
- Maintain confidentiality when dealing with confidential information, in accordance with the Council Information Governance Policies
- The worker's responsibilities in relation to health and safety (health and safety handbook)
- Compliance with all other aspects of health and safety in the workplace
- Uphold and promote the Council's value of respect for others
- Managers' who engage agency workers with responsibilities for managing other staff must ensure that the worker is inducted to all the OD/HR people management policies
- It is the line managers responsibility to ensure that the agency worker has the appropriate PPE and/or ICT equipment required prior to the commencement of their duties

Note: Agency workers are not required to attend the Council's Corporate Induction Training.

## **12. Training of an Agency Worker**

- 12.1 Training for agency workers should be restricted to training in order to fulfill the requirements of the job role.
- 12.2 While an agency worker does not have the right to access the same in-house training that might be made available to an employee, managers should ensure that the agency workers are given basic minimum, and/or statutory training to fulfil legal requirements and to ensure that the agency worker is effective in their role. For example it may be necessary to train agency workers on in-house/bespoke IT systems to ensure they are able to carry out their role with the council effectively.

In the event of doubt or difficulty please contact OD/HR for further advice.

- 12.2 From time to time Council organise training that is open to all staff. Agency workers may be considered for attendance at this training, subject to approval of the immediate line manager and subject to operational requirements.

## **13. Council Equipment**

- 13.1 Council assets comprise not only of physical objects and financial resources but also computer data and information generally. The Council must ensure that we use the public funds in a responsible and lawful manner, ensuring value for money.
- 13.2 Where an agency worker loses Council property they may be required to pay for a replacement if it is considered that they have not acted with due care and regard.
- 13.3 In the event of loss or damage to Council equipment by an agency worker, please contact OD/HR in the first instance for further information and advice.

## **14. Risk Assessments**

- 14.1 Before taking on a new agency worker, managers must ensure that risk assessments are up to date. Agency workers should have the normal risk assessments carried out as would apply to Council employees e.g. DSE Workstation Risk Assessment (OHS-004).
- 14.2 Particular attentions should be given to young persons. A young person is anyone under 18. A Young Person's Risk Assessment (OHS-021) must be completed for them before they commence employment.
- 14.3 Any Personal Protective Equipment (PPE) required for the agency worker to carry out their duties safely will be the responsibility of the Council to provide.

## **15. Drivers Audit**

- 15.1 It is your responsibility as line manager to ensure that the agency worker completes the Driver's Audit (available at [operations@businesscs.co.uk](mailto:operations@businesscs.co.uk)), even if they are not required to drive for Council.
- 15.2 Agency workers who drive for any reason must provide a copy of their license and business insurance which you should hold securely in accordance with data protection guidelines.

## **16. Performance of an Agency Worker**

- 16.1 Line managers are responsible for service delivery of agency workers therefore you should ensure that agency workers are set SMART objectives, and their performance is reviewed on a regular basis. Under no circumstances should you use the Council's Personal Contribution and Development Review Process (PCDR).
- 16.2 Where the agency worker does not perform to the required standard, you should contact the Agency to discuss the matter and complete any paperwork for the supplying agency.
- 16.3 The agency is responsible for providing performance feedback to the worker.
- 16.4 It is important to note that performance feedback is not the same as a reference.
- 16.5 If an agency worker asks for feedback on their performance you may provide **verbal** comments to the individual on his/her ability to meet the requirements of the job role. However you **must not** use the formal PCDR process for providing feedback to the agency worker.
- 16.6 Where performance has been unsatisfactory and appropriately, without improvement, line managers should contact OD/HR for advice as termination of the assignment may be a possible outcome.
- 16.7 It is the responsibility of the agency to inform the agency worker that the assignment is being terminated and the reasons for this.

## **17. Conduct/Misconduct of an Agency Worker**

- 17.1 There is no requirement to give notice to the agency or the agency worker, or carry out an investigation if issues around the worker's conduct arise. Any concerns about conduct must be addressed by the agency. If an agency worker's conduct is unacceptable the line manager, with the advice from OD/HR, may decide to terminate the assignment immediately. OD/HR will notify the agency of the decision. The agency will confirm the termination with the agency worker.

17.2 **Under no circumstances** should you instigate or use the formal disciplinary procedure to manage conduct issues of agency workers. In the event of doubt or difficulty you should contact OD/HR.

## **18. Reporting Arrangements for an Agency Worker**

18.1 Agency workers should contact their line manager regarding day to day operational issues such as reporting absences (including sickness), taking annual leave, training needs etc.

18.2 Agency workers should contact the recruitment agency to report absences (including sickness), ending the assignment, pay, equal treatment after the qualifying period, issues or if aggrieved etc. They should also report any absences to them as well.

## **19. Annual Leave Entitlement for Agency Workers**

19.1 Agency workers are **not** entitled to contractual annual leave or payment from the Council for days that they do not work. If an agency worker asks about their holiday entitlement you should refer them to the Recruitment Agency.

19.2 As with employees, requests for annual leave may be refused for agency workers, so long as there is a justifiable reason. However, Agency workers must be permitted to use their full annual leave entitlement within each holiday year in accordance with the rules of their employing agency.

19.3 Agency workers requesting to use annual leave must complete the necessary documentation, seek approval from their line manager and submit the paperwork to the recruitment agency. Failure to do so in a timely fashion may cause a delay in payment of holiday hours.

## **20. Flexi Time Scheme**

20.1 The Council operates a Flexible Working Hours Scheme. This scheme may not apply to all roles within the Council. This will be agreed between line manager and OD/HR in advance of the agency working commencing assignment.

20.2 It is the responsibility of the line manager to manage the accrual and use of flexi time within the parameters of the Council's Flexible Working Hours Scheme.

## **21. Sickness Absence for Agency Workers**

21.1 It is the agency workers responsibility to notify the agency of their sickness absence.

- 21.2 From time to time agency workers will not be able to attend work due to sickness. It is important that it is not perceived that you are holding a job open until a specific agency worker returns from sickness absence. This type of action may be construed as treating the agency worker as an employee and must be avoided.
- 21.3 Where an agency worker is engaged to complete a specific task and is unable to do so due to sickness absence, it may be necessary to arrange alternative/replacement cover through the agency. This is dependent upon the anticipated duration of the sickness in contrast to operational requirements.
- 21.4 A new AW1 should be completed in all instances. Refer to Section 8.

## **22. Pregnant Agency Workers**

### **22.1 Antenatal appointments**

Pregnant agency workers should be given reasonable paid time off to attend antenatal care appointments and antenatal classes when on assignment.

Fathers and partners, including same sex, of a pregnant woman have the right to take unpaid time off work to accompany expectant mothers to up to 2 antenatal appointments. The time off is capped at 6½ hours for each appointment and there is no qualifying period before employees can take this entitlement.

### **22.2 New and Expectant Mothers Risk Assessment**

If an agency worker notifies you that they are pregnant (or the Recruitment Agency notifies the Council on behalf of the agency worker), a **New and Expectant Mothers Risk Assessment** (OHS 016 – available on staff portal) should be carried out in accordance with the existing risk assessment processes. You as line manager are responsible for ensuring the risk assessment is conducted.

If a risk is identified, Council will need to make an adjustment if it is reasonable to do so. If it is not reasonable the recruitment agency should offer alternative suitable work if available. This is the responsibility of the recruitment agency, Council is not obliged to redeploy the agency worker.

## **23. Procedure to Extend the Engagement of an Agency Worker**

- 23.1 Line managers are required to submit an **Agency Worker Request Extension Form PART B (AW-002)** Appendix 2) in order to extend the duration of an agency worker beyond that which the original AW-001/PART A was authorised for. Where possible this should be planned in advance to ensure that the AW-001 and AW-002 are concurrent.

23.2 Extensions may be needed to the period of time an agency worker is on assignment with the Council. Examples might include: where the substantive post holder extends their period of absence; where a project is extended or is not completed in the anticipated timescale; or it has not been possible to fill the post substantively. This list is not exhaustive.

23.3 The line manager should follow the same procedure as detailed in section 8.

## 24. Moving Agency Workers to New Assignments or Roles

24.1 If a line manager needs an agency worker to take on a new assignment within the Council or a line manager is re-engaging an agency worker who has been used before, the line manager should complete the Agency Worker Request Form and send it to the relevant OD/HR Business Partner.

24.2 If the agency worker is undertaking additional but similar duties within the same role, the agency worker's qualifying period will continue to accrue. The agency worker will be deemed to be continuing to work in the same role unless the:

- Work or duties are substantially different from the work or duties that made up the previous role;
- The recruitment agency has informed the agency worker in writing (assignment briefing) of the type of work the agency worker will be required to do in the new role.

24.3 If the new assignment is a different role or there is a break of more than six weeks between assignments, the agency worker's qualifying period will accrue from the start date of the new assignment. However, this is subject to certain exceptions, which are set out below.

For this to happen, the work or duties which make up the whole or main part of a role must be **substantively different**. It is not enough that a line manager has changed, but not the job requirements.

Similarly, it is not enough that the agency worker has transferred between similar functions, or has moved location, or has been given a different pay rate. None of these things, by themselves, would be sufficient. There must be a genuine and real difference to the role

24.4 A combination of factors can be taken into account when establishing whether or not a role is substantively different:

- Are different skills and competences used?
- Does the role require extra training and/or a specific qualification that was not needed before?
- Is the pay rate different?
- Is the work in a different location/department?
- Is the Line Manager different?

- Are the working hours different?
- Is different equipment involved?

24.5 The line manager will notify the relevant OD/HR Business Partner if the agency worker's duties have changed. The OD/HR Business Partner will then notify the recruitment agency about these changes. This information will also be explained to the agency worker by the line manager. It is the responsibility of the recruitment agency to provide the agency worker in writing with:

- Notification that the role is a new one that is substantially different from the previous role;
- A description of the new role;
- An explanation that the qualifying period will start again.

## **25. Ongoing Regular Review of Agency Placements**

25.1 On a quarterly basis the OD/HR department will facilitate a review with the relevant Director and Head of Service to review the continued use of agency workers; this will include the length of assignment, date to be reviewed and if this is extended the line manager will set out the reasons why the placement is continuing and comply with Section 8.

## END OF AGENCY ASSIGNMENT

### **26. When an Agency Worker completes their assignment**

- 26.1 The line manager will have responsibility for ensuring that any Council equipment/property is returned. This includes swipe cards, keys, ICT equipment and mobile phones. This list is not exhaustive.
- 26.2 On completion of the assignment, the line manager must inform the appropriate OD/HR Business Partner who will finalise details with the Recruitment Agency.

### **27. Complaints/disputes being raised by an Agency Worker**

An agency worker may discuss operational or task related issues with the line manager in an attempt to resolve the situation promptly and informally. However, should the agency worker wish to make a formal complaint/dispute they must do so in accordance with the procedures of their employing agency.

### **28. Evaluation and Review of the Policy**

The impact of the Managing the Use of Agency Workers Policy on all groups will be reviewed on a regular basis to ensure that it meets the needs of the Council and to ensure compliance with relevant legislation. If required, the Policy will be reviewed in conjunction with the recognised trade unions.

### **29. Section 75 Equality and Good Relations**

Causeway Coast and Glens Borough Council is fully committed to meeting its obligations in relation to Equality and Good Relations under Section 75 of the Northern Ireland Act. In this regard this policy will be screened using Section 75 guidelines and will be subject to an Equality Impact Assessment if found necessary as a result of the screening process.

### **30. Contact Details**

Any issues or queries relating to this policy should be addressed to:

Brid Lofthouse  
Causeway Coast and Glens Borough Council  
Cloonavin  
66 Portstewart Road  
COLERAINE  
BT52 1EY  
Tel: 028 7034 7267

Email: [brid.lofthouse@causewaycoastandglens.gov.uk](mailto:brid.lofthouse@causewaycoastandglens.gov.uk)

#### **APPENDIX 1:**

(AW-001)  
**AGENCY WORKER REQUEST FORM**  
**PART A**

1. Approval from Head of Service and Director is required in advance of completing this form
2. Forward the completed (AW-001) PART A to the relevant OD/HR Business Officer/Assistant
3. The OD/HR Department will contact the Recruitment Agency providing all the relevant information below  
**A job description and personnel specification must be attached.**
4. Should you need to extend the assignment (later date) you must do so by completing **AGENCY WORKER REQUEST EXTENSION FORM (AW-002) PART B**

**TO BE COMPLETED BY LINE MANAGER:**

REQUIREMENTS	
Job Title:	
Directorate:	
Department:	
Location:	
Scale of Post:	
Hours of Work:	
Days Required:	Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun <input type="checkbox"/>
Line Manager:	
Invoice Approving Manager:	
Requested Start Date:	
Length of Assignment:	
Proposed End Date:	
Health & Safety risks known to the Council (please outline below):	
Additional expenses payable to the worker: (please outline below):	
Is this work 'Regulated Activity?'	No <input type="checkbox"/> Yes <input type="checkbox"/> (if YES, an Access NI check is required)

**TO BE COMPLETED BY THE HR BUSINESS OFFICER/ASSISTANT:**

Pre AWR Rate:	£	Scale/Hourly Rate:	£
Post AWR Rate:	£	Scale of Post/SCP:	
Detail any relevant enhancements/negotiations (i.e. shift allowance, flexi scheme, weekend allowance, payment for bank/public holidays applicable after 12 weeks)			

**\*\* Please Note: Pages 1 & 2 (only) to be forwarded to the Agency \*\***  
**(In accordance with GDPR obligations)**

DRAFT

**PART A (cont'd)**

**TO BE COMPLETED BY LINE MANAGER:**

BUSINESS CASE/REASON	
<p><b>As an alternative to sourcing an agency worker, I have considered:</b></p> <p><input type="checkbox"/> <b>REDEPLOYMENT REGISTER:</b> to identify if anyone currently on the register is eligible/ suitable, and could fulfil the resourcing requirements</p> <p><input type="checkbox"/> <b>REDEPLOYMENT:</b> of another employee and/or existing Agency Worker to fulfil the resourcing requirements</p> <p><b>The reason that these considerations cannot be facilitated are</b> (please outline below):</p>	
<p><b>Please indicate below the business case/reason for requesting an Agency Worker:</b></p>	
Vacant Post <input type="checkbox"/>	Sickness Absence <input type="checkbox"/>
Maternity Leave <input type="checkbox"/>	Funded Post <input type="checkbox"/>
Seasonal Requirement <input type="checkbox"/>	Casual Requirement <input type="checkbox"/>
Career Break Cover <input type="checkbox"/>	Secondment <input type="checkbox"/>
Candidate Outside Structure <input type="checkbox"/>	Tutors/Coaches <input type="checkbox"/>
Other (please outline below)	
Name of post-holder being covered:	
Any further information:	
Planned recruitment dates (if covering a permanent vacancy):	
BUDGET/FUNDING SOURCE	
Current Salary or Budget <input type="checkbox"/>	Or Project Externally Funded <input type="checkbox"/>
% Funded:	% Salary:
Cost Centre Code:	

**APPROVAL/AUTHORISATION:**

<b>Initiated by Manager:</b>	<i>Name</i>	<i>Signature</i>	Date
<b>Approved by Head of Service :</b>	<i>Name</i>	<i>Signature</i>	Date
<b>Approved by Director:</b>	<i>Name</i>	<i>Signature</i>	Date

For Office Use only:

<b>Received By OD/HR:</b>	<i>Name</i>	<i>Signature</i>	Date
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<b>Forwarded to Agency</b>	<i>Date</i>	<i>Name</i>	Placements Name
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**APPENDIX 2:**

(AW-002)  
**AGENCY WORKER REQUEST EXTENSION FORM  
PART B**

1. Approval from the Head of Service and Director is required in advance of extending the existing Agency Worker Request Form (AW-001) PART A
2. Forward the completed Agency Worker Request Extension Form (AW-002) PART B to the relevant OD/HR Business Officer/Assistant
3. The OD/HR Department will contact the Recruitment Agency providing all the relevant information below.

(PART A (AW1) PREVIOUSLY COMPLETE/APPROVED)

**TO BE COMPLETED BY LINE MANAGER:**

AGENCY WORKER DETAILS	
<b>Name:</b>	
<b>Job Title:</b>	
<b>Directorate:</b>	
<b>Department:</b>	
<b>Location:</b>	
<b>Assignment Commenced:</b>	
<b>Assignment Due to End:</b>	

EXTENSION DETAILS	
<b>Assignment Extended to:</b>	
<b>Business Case/Reason: Please indicate why it is necessary to extend the assignment:</b>	
<b>Vacant post (not yet advertised)</b> <input type="checkbox"/>	<b>Vacant post (unsuccessful campaign)</b> <input type="checkbox"/>
<b>Substantive Post Holder Still Absent (Sickness Absence)</b> <input type="checkbox"/>	<b>Substantive Post Holder Still Absent (Maternity Leave)</b> <input type="checkbox"/>
<b>Funding Extended</b> <input type="checkbox"/>	<b>Secondment Extended</b> <input type="checkbox"/>
<b>Career Break Extended</b> <input type="checkbox"/>	<b>Other (please outline below)</b> <input type="checkbox"/>

**APPROVAL/AUTHORISATION:**

<b>Initiated by Manager:</b>	<i>Name</i>	<i>Signature</i>	Date
<b>Approved by Head of Service :</b>	<i>Name</i>	<i>Signature</i>	Date
<b>Approved by Director:</b>	<i>Name</i>	<i>Signature</i>	Date

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For Office Use only:

<b>Received By OD/HR:</b>	<i>Name</i>	<i>Signature</i>	Date
<b>Forwarded to Agency</b>	<i>Date</i>	<i>Name</i>	Placements Name

APPENDIX 3:

(AW-003)

**AGENCY WORKER INDUCTION PROGRAMME**

<b>NAME:</b>		<b>DATE OF APPOINTMENT:</b>	
<b>JOB TITLE:</b>		<b>DIRECTORATE &amp; DEPARTMENT:</b>	
<b>LINE MANAGER NAME:</b>		<b>LINE MANAGER CONTACT NO:</b>	

<b>AREAS TO BE COVERED</b>	<b>RESPONSIBILITY OF</b>	<b>SIGNATURE OF MANAGER</b>	<b>DATE</b>
<p><b><u>Welcome &amp; Introduction</u></b></p> <ol style="list-style-type: none"> <li>1. Introductions by Line Manager and to Department</li> <li>2. Line Manager to identify 'Buddy' (a point of contact for new worker)</li> <li>3. Tour of building &amp; introductions</li> <li>4. Issue a copy of the Code of Conduct</li> <li>5. Discuss purpose of job &amp; job description</li> <li>6. Discuss goals and objectives of the role and the Department</li> <li>7. Provide information on tea breaks / lunch breaks</li> <li>8. Details of welfare facilities</li> <li>9. Issue a copy of telephone list</li> <li>10. Advise of operational hours</li> <li>11. Location of designated smoking area</li> <li>12. Provide security card / clock in card (if required)</li> <li>13. If this post is considered to be a 'Regulated Activity' Line Manager to ensure photographic ID of Agency Worker is provided to confirm identity</li> <li>14. Staff Portal details (include URL): <b>Username:</b> Staff <b>Password:</b> Causeway</li> </ol>	Line Manager		

AREAS TO BE COVERED	RESPONSIBILITY OF	SIGNATURE OF MANAGER	DATE
<p><b><u>Employee Relations Issues</u></b></p> <p>15. Reporting of sickness &amp; absence  16. Booking Holiday requests  17. Matters relating to employee relations  18. Reasonable adjustments – in accordance with DDA requirements.  For further information contact your HR Business Partner</p>	<p>Agency Worker reports to Line Manager and Recruitment Agency</p>		
<p><b><u>Health &amp; Safety</u></b></p> <p>19. Issue a copy of the Health &amp; Safety Handbook  20. Go through Health &amp; Safety issues specific to post  21. Carry out job specific Risk Assessment  22. Issue PPE if required  23. Advise of Accident Incident reporting procedures  24. Provide information regarding First Aid / First Aider / First Aid Box &amp; Fire Procedures</p>	<p>Line Manager</p>		
<p><b><u>Car Parking / Allowances</u></b></p> <p>25. Car parking arrangements  26. Advise on car user allowances, travel and expenses claims  27. Driver audit process – Line Manager to contact Thomas at BCS to issue details to complete the audit by email  <a href="mailto:operations@businesscs.co.uk">operations@businesscs.co.uk</a> the line manager should view a copy of the workers drivers licence and insurance details to ensure documentation is adequate and valid</p>	<p>Line Manager</p>		

AREAS TO BE COVERED	RESPONSIBILITY OF	SIGNATURE OF MANAGER	DATE
<p><b><u>Council Policies &amp; Procedures</u></b></p> <p>28. Contact OD/HR Department if you require a copy of Councils Policies and Procedures</p> <p>29. If the post is considered 'Regulated Activity' ensure Agency Worker is aware of Councils Safeguarding procedures.</p>	Line Manager		

**Health & Safety Unit and HR /OD Department will inspect this documentation on a regular basis**

***By signing below you are confirming that the above Induction Programme has been completed and all relevant documents issued.***

**Signed:** \_\_\_\_\_  
**Line Manager**

**Date:** \_\_\_\_\_

**Signed:** \_\_\_\_\_  
**Agency Worker**

**Date:** \_\_\_\_\_