



2023 Members Handbook

ABOUT THE AGENCY

Welcome, this handbook is produced for you, as an Agency Member. It contains information about Pentagon Recruitment and outlines the requirements, responsibilities and working

practices for all Agency Members. Full details of all Agency Policies and Procedures are always available to you in the main office. Please feel free to contact us with any queries or questions that you may have through the main office at any time during office hours.

Please read this handbook carefully before you commence work this will benefit not only yourself but also those for whom you will be working with. Thank you for choosing to work through us.

Throughout this handbook:

Pentagon recruitment will be referred to as the Agency.

Establishments will be referred to as Clients.

Pentagon Recruitment is totally committed to providing the highest standards of Staff to all Clients. These standards are only achievable through the hard work and commitment of our Members - your role within the Agency is vital. Our aim is for all our Clients to recognize us as being a reliable provider of the highest quality of temporary Staffing.

All Members must practice the Agency's philosophy of care and must always:

- Provide the highest quality of work at all times whilst on duty.
- Work in a collaborative and cooperative manner with all colleagues.
- The Agency offers regular in-house study days and provides access to NVQ training through various training centers.

Equal Opportunities

The Agency is committed to the principles of equal opportunities and we will therefore:

Provide equal opportunities to all applicants, Members and Clients, and ensure no one receives less favorable treatment on the grounds of age, class, caste, color, creed, culture, gender, health status, marital status, mental ability, mental health, offending background, physical ability, place of origin, political beliefs, race, religion, responsibility of dependants, sensory ability, sexual or other specific factors which may result in discrimination.

Provide encouragement to all clients to progress their careers.

Regularly review our selection criteria, ensuring that everyone is selected, promoted and treated on the basis of their relevant merits and abilities. Ensure these principles are being implemented.

Equal opportunities legislation includes the following: Sex Discrimination Act 1975

Race Relations Act 1976 Equal Pay Act 1970

Disability Discrimination Act 1995

Terms of Engagement

As a Member of the Agency you are a self - employed person. Before you are permitted to accept Assignments through the Agency, you will be asked to attend an induction session and read and sign a "Terms of Engagement Agreement" These will describe:

- The temporary nature of your engagement Hours (not guaranteed)
- Wages information
- Your obligations to the Agency.
- Your responsibilities as a member/service provider
- Training - you are required to attend a Moving People Safely training session and Induction Session.

It is a contract for service only, and does not give rise to a contract of employment between the Agency and you.

Please ensure that you have read the contract very carefully if you are unsure of anything included in the contract ask the person interviewing you. Do not sign until you fully understand everything included in the contract and are happy to do so.

We must receive two suitable references prior to any placements being offered to you

Timesheets

Timesheets must be completed correctly and clearly. If not, timesheets will be returned to you for completion or correction, which may cause a delay in you being paid for any duties on the timesheet.

All duties must be filled in on the dates you worked and signed by the person in charge.

The total hours worked (After any breaks taken) must be entered on the timesheet before the client signs.

Any mileage claim must be completed before the client signs.

The timesheet must be signed by the client and dated. Any unsigned timesheets will be returned to the client resulting in delay in payment. Timesheets should be submitted weekly for payment.

Timekeeping Responsibilities

It is the responsibility of Members to report for their duty at an establishment by the agreed time. The Agency will not tolerate Members who continually fail to arrive on time for duties with no explanation, and this may lead to your employment being terminated. All Members undertake to:

- Carry out a duty if you have accepted the booking (unless it cannot be carried out due to illness or injury).
- Not accept a booking unless you are sure you can do it.

Office Hours

Office hours are usually Monday to Friday 9am to 6pm. A full on call service is offered via telephone on weekdays from 7am prior to opening hours, then again after the office closing times through until 10pm. At weekends the on call service operates between 7am until 10pm.

Role and Responsibilities of Agency Members

The Agency requires all appointed Agency Members to:

- Keep the office informed of your availability for work.
- To carry out a booking if you have accepted it and arrive at the establishment in good time for your shift.
- Keep a diary to record bookings etc.
- Have the knowledge and skills necessary to provide a high standard service
- Have a caring work attitude and work as a team or alone.
- Adhere to health and safety procedures whilst on duty and report any health and safety issues to the office manager as soon as possible.
- Fill in all timesheets correctly and have the client sign it (incomplete or incorrectly completed timesheets will result in payment to you being delayed).
- Return your timesheets to the office by 2pm each Monday. Be aware of our Code of Practice and our Philosophy of Care.
- Report all accidents and incidents as and when they occur.
- Work within your job description at all times and within your own capabilities.
- Report to the office manager if you find yourself in any compromising situations within your working environment, which may affect your performance.
- Report for duty in appropriate dress code

The Agency's responsibilities to Members include:

- Ensuring that your working conditions are satisfactory.
- Paying your correct wages promptly for all correctly completed timesheets submitted. Informing you of other courses and training which may be relevant to you.
- Ensuring you have a fair hearing if a complaint is made against you by one of our Clients.
- Keeping your work placement as local to your home as possible or as far as you are happy to travel.

Termination of Membership

Any Member may be dismissed from the Agency register if any of the following occur:

- Drunk or under the influence of drugs whilst on duty.
- Violent behavior either physical or verbal abuse, directed at Clients other staff members, at allocated place of work.
- Theft, if proven, at allocated place of work.

- Nonattendance at place of work for 2 consecutive times with no explanations to the agency. Consistently turning up late for duty at an establishment.
- Fraud, for example, falsification of timesheets.

All dismissals will be recorded.

Availability of Handbook and Agency Policies

It is a requirement of this Agency that all agency members shall be given a members handbook.

In addition Members will always have full access to all policies of the Agency held in the Office at all times.

General Conduct

All Members are required to:

- Work in a professional manner.
- Help create and maintain close relationships with our Clients.
- Be honest and act with integrity. Never say or do anything that may bring the Agency into disrepute.
- Not to smoke, drink alcohol or take drugs whilst on duty.

Uniforms and Identity Badges

All Members representing the Agency are required:

- To wear the correct uniform at all times whilst on duty. To obtain an identity badge from the office.
- To wear, or carry in a pocket, your identity badge at all times. To be of smart appearance at all times (long hair to be tied back).
- It is the Member's responsibility, on appointment, to provide the office with two clear and up to date passport sized photos. One will be kept in your personal file and the other will be used for your identity badge. Identification badges must be worn at all times. The only exception is when a Client asks for badges not to be worn. On these occasions, you must carry your identity badges with you at all times.
- Under no circumstances should a Member lend or give their identification badge to another person to use. This will result in termination of employment on the grounds of gross misconduct.
- The office must be immediately informed if an Agency Member loses his/her identification badge.
- If a Member leaves the Agency, the badge must be returned to the office to be destroyed.
- Keep uniforms clean and pressed at all times.
- Keep long hair tied back so as not to pose an infection or safety hazard.
- Keep jewelry to a minimum, with no dangling chains or earrings. Only stud earrings should be worn to minimise the risk of cross infection.
- Wear low, sensible shoes so as to comply with health and safety regulations.

- Be smartly dressed in a manner acceptable to the Client.

Infection Control

High hygiene standards must be maintained at all. All Agency Members must follow safe working practices in order to protect themselves.

Hand Washing

The aim of ward hand hygiene is to remove transient microorganisms

All Agency Members must wash their hands:

- Before, during and after a duty
- Before and after meals or handling food.
- Before and after smoking a cigarette.
- After using the toilet.
- If they are visibly soiled.
- After coughing or sneezing, blowing your nose or touching hair.

Hands should be washed thoroughly use a good cleaning agent. using soap and hot or warm water, (followed by an alcohol rub if necessary) The cleansing agent must come into contact with all surfaces of the hands and nails for at least 10 seconds, but preferably 20-30 seconds. Hands, fingers, thumbs, wrists etc must be vigorously rubbed, but not scrubbed (this debrides the skin and is harmful) and finally rinsed thoroughly. All jewelry should be removed prior to washing and hands should be dried thoroughly with disposable hand towels or under a hot air dryer. Particular care should be taken if your hands are sore or chapped. All breaks in the skin must be occluded with waterproof dressings, and blue plasters should be placed over wounds when involved in preparing food.

Personal Hygiene

The Agency insists that all its Agency Members maintain a high standard of personal hygiene at all times. These basic guidelines should be followed:

- Shower or bath regularly and use an antiperspirant.
- Hair should be clean. If it is long, it must be tied back. Fingernails should be short and clean. Do not wear nail polish.
- Uniforms must be clean and changed daily.
- Shoes must be clean and of a sensible type with low heels. Fashion jewellery must not be worn whilst on duty.

MEMBERSHIP RECRUITMENT

Selection of Staff

The selection methods we use for recruitment are related to the requirements of the job.

We do not seek irrelevant qualifications, experience or skills. Applicants for employment are shortlisted/selected solely on the basis of their assessed capability for the role.

We consider support and reasonable adjustments where potential employees may need such to assist them to carry out the role for which they are applying.

We ensure that there is an adequate complement of staff with the right competencies, knowledge, qualifications, skills and experience to meet the needs of those who use our services.

Protected Characteristics

No job applicant, employee or anyone we deal with receives less favourable treatment because of their protected characteristics. The protected characteristics are:

- Age
- Disability
- Gender Reassignment •Marriage and Civil Partnership •Pregnancy and Maternity
- Race (including colour, nationality, ethnic or national origin) •Religion or Belief
- Sex
- Sexual Orientation

It is the responsibility of each individual member of staff to ensure they have a current up to date prep record. Prep profiles are requested at interview. All agency members are encouraged to report to the main office any issues.

HEALTH and SAFETY

The Agency abides by The Health and Safety at Work Act 1974. This Act states that all Agency Members have a responsibility for their own safety and those of others (coworkers, etc). You are responsible for what you do and what you don't do by law. So as far as is practicable this Agency will ensure every member is aware of health and safety regulations to avoid any health and safety risks. The Agency Health and Safety Policy is available in the Office at all times. The establishments have a general duty to ensure that the working environment is free from any dangers to health and safety. This Agency will notify you of any specific hazards relating to your allocated place of work, which have been notified to us by the establishment or client. As previously stated new Agency Members must attend an Induction Session, which will outline the Health and Safety policy and other of Agency's policies and procedures.

It is important that you report any health and safety concerns to the branch manager or the manager on duty as soon as possible.

You are legally required to report and record all accidents; injuries and dangerous occurrences officially do so Make sure it is recorded in the appropriate record book.

All members should be familiar with the health and safety guidelines of each establishment that they work in. We request that all establishments sign a declaration that they are insured for all temporary workers (i.e. agency members) and that they undertake an induction for temporary members. Appropriate dress must be worn whilst on duty refer to relevant handbook section. All Members have a responsibility to ensure that they are aware of the fire drills of the establishment where they are working in order to protect themselves and their patients. Illness all Members should immediately inform the office or on duty manager should they become ill and unfit for work refer to relevant handbook section.

Sickness

Sickness, illness and injuries are inevitable from time to time. The Agency requires all Members who are unable to undertake duties because of sickness or injury to:

- If booked in to work notify the office at least the day before the duty is due to start.
- If not booked in to work inform the office on the first day of illness. Inform the office of the nature of your illness or injury.
- Inform the office whether your illness or injury is a result of your duties.
- Inform the office if you have visited your GP and how long you think you will be absent from work.
- Keep the office informed of how you are and when you think you will be able to undertake duties.

General Safety Guidelines

The following are guidelines. Please refer to your area health authority and relevant legislation for full details.

Electrical Safety

There are 2 main risks when dealing with electricity electric shocks and fire. Members should follow the following rules:

- Report any dangers or hazards you come across immediately, such as faulty wiring.
- Do not overload plugs or sockets.
- Do not use adapters use multiple socket outlets. Use only one plug to one socket.
- Plugs and sockets should not have any exposed wiring or be in a bad condition.
- If a socket is hot or equipment is overheating, then it is faulty. Switch off the socket immediately. Report the matter to the person in charge.
- Frayed or damaged cables and flexes are a fire hazard and must be replaced.
- Extension cables must be uncoiled to prevent them heating up. Switch off a socket before removing the plug.
- Switch off and unplug appliances before cleaning or maintaining, and when not in use.
- Electricity and water do not mix. If your hands are wet, DO NOT touch light switches or use electrical equipment.

- Do not use any defective electrical appliances check they are safe to use. Use an RCD (electrical circuit breaker) with any appliances you use.

Electric Shocks

The following procedures should be followed:

- Immediately switch off the power supply at the mains.
- Then call the emergency services or shout for help.
- Do not touch the person.
- If you cannot get the power switched off, pull or push the casualty clear with a broom, wooden chair etc. Never use a metal instrument.
- If you are not wearing thick rubber soled boots, stand on lino, wood, rubber or telephone directories DO NOT PUT YOURSELF AT RISK.
- If the casualty is breathing and has a pulse, place in recovery position and immediately seek assistance.

Fire Safety

- Ensure you are aware of the emergency procedures in each establishment you are working in. It is your responsibility to know what to do. If you think a fire has broken out call the emergency services immediately and raise the alarm. In order to minimize the risk of a fire breaking out by follow these guidelines:
- Report any hazards you come across immediately.
- Use equipment only if authorized to do so and if properly trained.
- Observe the no smoking signs never smoke in a prohibited area. Smoke only in designated areas.
- Use ashtrays and put out your cigarettes properly.
- Dispose of matches, cigarette ashes and cigarette ends in proper receptacles
- Turn off any appliances when not in use.
- Ensure smoke alarms are used and test them regularly.
- Store and dispose of all supplies which may be fire hazards properly. Put rubbish in metal bins with lids.
- All fire exits must be clearly marked ensure they are unobstructed. External fire doors must open easily.
- Keep internal fire doors closed at all times. Do not use wedges. Use fireguards.
- Any freestanding heaters should be put where they cannot be knocked over and a safe distance from flammable materials.
- No items should be near a direct source of heat.

Gas leaks

- If you smell gas, you should immediately:
- Open all doors and windows.
- Check that all gas appliances are switched off.
- Inform a manager

- Do not switch on any electrical appliance, switch on any electric lights or use lighted matches when you smell gas. Report the matter immediately to the person in charge.

Food Hygiene

The Agency must ascertain the level of knowledge and understanding that the Member has about food hygiene before any duties involving food preparation are offered. Members must ask to be placed on the next available Food Hygiene Course if required.

Food hygiene is very important! By following high standards of food hygiene, a Member can:

- Reduce the risk of food poisoning.
- Create a good impression.
- Provide a safe working environment.
- Avoid prosecution.

Always remember if you are involved the handling, preparation or serving of food, you must have a good standard of personal hygiene yourself. Contamination of food must be prevented.

Refer to the handbook section on personal hygiene and note the following also:

- Always use rubber gloves when dealing with rubbish bins.
- Use only clean dishcloths and tea towels.
- Wash work surfaces thoroughly, both before and after use.
- Keep all knives used for raw meat separate.
- Check that the temperatures of any fridges you are using are correct degrees Celsius.
- Always cover all food stored.
- Food should never be put in the fridge until it is cool.
- Store cooked meat above raw meat.
- Do not put opened cans of food in the fridge transfer the contents into suitable containers for storage.
- Defrosted chicken or meat can be stored in a fridge for up to 24 hours before cooking.
- Hot meat be cooled very quickly and transferred to the fridge within one and a half hours.
- High-risk foods include all cooked meat and poultry, milk, cream, custard and dairy products, cooked eggs and products containing cooked egg, shell fish and seafood, cooked rice.

Food poisoning bacteria multiply best between and 63°C this is known as the danger zone. Most bacteria are killed at temperatures of 70°C and bacteria grow slowly, below 5°C.

Data Protection Act 1988

Data regarding all our members is held on file at the office and the Agency is regarded as a Data Controller under the data Protection Act 1998. The Act gives you the right to be informed in writing by the Agency as to the nature of the personal data held about you, the purposes for which that data may be processed and the persons to whom the information may be disclosed.

This includes information relating to training, qualifications and personal data. You are entitled to look at your personal file and the full Agency Policy at any time.

Disciplinary Matters

In order to comply with statutory obligations, the agency has standards relating to performance and conduct which must be complied with by all Members. Through these standards, the Agency can maintain high standards and efficiency. Disciplinary action will only be taken by the Branch Manager and the Director when all reasonable efforts have been made to assist the individual. For full disciplinary procedures, contact your branch manager and see the complaint policy in this handbook.

Employment by a Client

Occasionally, a Client may approach a Member and ask if you will work for them directly. If this happens, please inform your office. The Agency respects your right to accept any offer of employment, but also reserves the right to protect itself against abuse of its services. The Agency reserves the right to charge a placement fee.

Grievances and Complaints

It is important that all grievances are given serious consideration and resolved as soon as possible by informal or formal means. If you have discussed your grievance with the office manager but feel it has not been resolved, then a Member provider should put their grievance in writing to the Branch manager giving full details. If the grievance relates to the Branch Manager, then write to a Director of the Agency. All Members Providers will be given equal opportunities to make appeals against decisions made affecting their progress and completion for their NVQ assessments and training programmes. Appeals must follow the guidelines laid out in Agency policies (copy in office). The Agency will make every effort to resolve the matter. With regard to complaints it is the aim of the Agency to provide a level of service that will keep complaints to a minimum. All complaints are confidential. Complaints regarding any Member will be investigated fully. See Complaint Policy for further details.

Insurance

The Agency has arranged Employers and Public Liability Insurance on behalf of all of its Members providing cover for claims up to £5million per incident in any one year. Details of the Insurance cover can be obtained from the Branch Office. The Agency accepts no liabilities for Members travel on their way to work placements. This is the responsibility of the Member themselves. If you travel in a

vehicle, your own motor insurance policy should cover you for journeys to and from work. If in doubt, check with your insurance company.

PAYE (Tax and NIC)

It is a legal requirement for the Agency to deduct the appropriate tax and National Insurance from your wages. If your work with the Agency is your main or sole employment, then you will receive full tax allowances according to your individual tax coding. Deductions for Class 1 National Insurance will normally be made by the Agency on your behalf. If you are entitled to reduced NI contributions you must produce the correct certification to the Agency before commencing assignments.

Before commencing assignments all new Members must provide a relevant P45 or complete a P46. P45 this is issued by an employer when you leave their employment. Parts 2 and 3 of the P45 must be given to your new employer before your pay and tax code can be processed. P46 this should be completed if you do not have a P45.

If you have another employer and you work for the Agency also, you will be taxed at basic rate (BR) tax code, on the basis that all tax allowances are being given against your main employment.

P60 At the end of the financial year you will receive a P60. This is a "Certificate of Pay and Tax deducted" and should be kept in a safe place.

P38(S) Students these forms should be completed by students working for the Agency during their holiday periods only you will then be put on to a NT (no tax) code for these periods only. National Insurance is, however, payable. If you work for the Agency during holidays and at other times during the term, you will be taxed normally. A new P38(S) must be completed every year.

CF384 if an Age exemption Certificate is issued to female Members over the age of 60 years, and men over 65 years, then no national insurance contributions will be deducted from your wages.

Training

It is the aim of this Agency that all members shall have equal opportunities to receive and achieve developmental training, to enable them to function as effectively and efficiently as possible within their own capabilities and to enhance the individuals' knowledge. As a Member you will be offered training and development opportunities on a regular basis.

Quality Assurance

The Agency follows strict quality assurance checks in regard to the service offered to all our Clients. The objectives are to ensure that the standard of service offered is the standard met (to ensure that the service offered is the service received) and to promote equal opportunities to all Members through adequate training facilities, NVQ study days and other appropriate training days. Also the objectives are to review, through appraisals and regular meetings, the standards of our members and of our complete service. Please note that this policy is also under review currently to ensure we maintain the best service to our clients.

Religion

All patients must be allowed the right to follow their own religion and respect must be shown for these beliefs. When in doubt, ask the client or the patient himself or herself, or any relatives or other carers involved about any special needs.

Procedure for Allocating Assignments

All establishments who wish to book agency cover are asked to telephone or fax their requests as soon as possible so that the request can be filled. The manager on duty will give an immediate decision as to the possibility of the shift being covered, i.e. "yes I believe we may be able to help you" or " No, I am sorry we have no cover for that shift/day"

Every possible effort will be made to organize the cover request with the most appropriate agency members, that is, the correct grade and living within an acceptable distance of the establishment. It is Agency policy that Agency members should not travel for journeys of over 40 minutes to get to their allocated place of work. Members are therefore asked to contact the Office on a regular basis and give as much notice of availability as possible. This agency believes in continuity and every effort will be made to ensure clients have the same agency members whenever possible. When the booking is confirmed back to the client it is then classed as booked and is entered onto the correct format at the agency office. It is recorded who requested the booking and who accepted the booking

COMPLAINT POLICY

It is the aim of Pentagon Recruitment to keep complaints to a minimum through good working practices, regular training updates and selective recruitment procedures. However, all complaints received will be treated as confidential. All complaints are confidential and we aim to resolve all complaints successfully within 28 working days.

A Complaint made about an Agency Member

In the event of a complaint made against an Agency Member the following procedures apply: The complaint should be made immediately to the Manager on duty for the Agency.

Full details of the complaint will be logged in the Complaint Book and given to a Director of the Agency at the earliest opportunity.

The complaint must then be made to the Registered Branch Manager in writing from the person making the complaint.

The complaint will be brought to the attention of the member of agency staff concerned and they will be required to give their reply in writing within 3 days of notification.

A verbal discussion will be held with the member of agency staff and the Registered Manager may require him/her to leave the place of work until the complaint has been resolved.

The member of agency staff may wish to bring a representative to meetings or ask him/her to Write-in.

A copy of the Agency Member's statement will be sent to the person making the complaint as soon as possible.

If the complaint is of a serious nature the Registered Provider will also attend the meeting to discuss the possible dismissal of the Agency Member. Complaints of a serious nature which will result in instant dismissal include:

- a) Drunk or under the influence of drugs when on duty.
- b) Theft if proven at place of work. c) Breach of confidentiality.
- c) Verbal/Physical abuse.

The Agency will endeavor to resolve all complaints within 28 days in all cases. Continual complaints towards an Agency Member staff may be investigated as follows:

- Obtaining written details regarding complaints.
- Asking other staff to give valid opinions of circumstances.

A copy of the Members and representatives statement will be sent to the person making the complaint as soon as possible. If the complaint is of a more serious nature then an agency manager will accompany the director at a meeting with the Member, to discuss the dismissal.. Repeated complaints towards an Agency Member will be investigated fully.

A Complaint made about a Client User and/or their Staff

In the event of a complaint being made to Pentagon Recruitment regarding a Client or one of their staff the following procedures apply:

- All complaints will be treated as serious and remain confidential in the first instance.
- The complaint may be reported to one or more of the following if considered necessary by the Registered Provider and the Registered Manager of Pentagon Recruitment.
- Any members of agency staff at the establishment may be asked to leave if the Manager on Duty for the Agency considers there may be risk to health and safety.
- If necessary no further agency members will be sent to the establishment until the complaint has been resolved. A full record will be maintained in the Complaint book.

CONTACTS AND USEFUL ADDRESSES

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