

Sandwell and West Birmingham Hospitals



NHS Trust

AGENCY/LOCUM POLICY

Policy author	HR Manager
Accountable Executive Lead	Chief Nurse/Executive Lead for Workforce
Approving body	Trust Management Board
Policy reference	SWBH/HR/031

ESSENTIAL READING FOR THE FOLLOWING
STAFF GROUPS:

- 1 – All Trust Employees
- 2 – Trust Board

GROUPS WHICH SHOULD BE AWARE OF THE
POLICY FOR REFERENCE PURPOSES:

- 1 – Agencies Used Regularly By The Trust

POLICY APPROVAL
DATE:

March 2012

POLICY
IMPLEMENTATION
DATE:

March 2012

DATE POLICY TO
BE REVIEWED:

September 2016

DOCUMENT CONTROL AND HISTORY

Version No	Date Approved	Date of implementation	Next Review Date	Reason for change (e.g. full rewrite, amendment to reflect new legislation, updated flowchart, etc.)
1	21-09-2010	21-09-2010	March 2012	Updated to reflect harmonisation following TCS process
2	March 2012	March 2012	March 2015	
2	February 2015	February 2015	September 2015	
2	August 2015	August 2015	September 2016	No changes

AGENCY LOCUM POLICY

KEY POINTS

1. The booking of all qualified and unqualified agency, staff whether within an Acute or Community care setting, must be administered by the Trust Bank.
2. The booking of all medical locums must be administered by the Trust's Medical Staffing Department. All agency bookings should, wherever possible, only be undertaken with agencies listed on the Government Procurement Service Framework Agreement or by Health Trust Europe. For an up to date list and further details please follow the following links: <http://www.buyingsolutions.gov.uk/suppliers/> or <http://www.healthtrusteurope.com/>
3. A 'Temporary Staff Request Form' should be completed for each booking undertaken (with the exception of Agency Interpreters and Medical Locums)
4. All Agency/Locum Staff, regardless of length of stay, will receive a local induction.
5. Agency/Locum Staff booked for 4 weeks or more are required to attend Corporate (or if Medical Staff) General Induction.

**PLEASE NOTE THAT THIS LIST IS DESIGNED TO ACT
AS A QUICK REFERENCE GUIDE ONLY AND IS NOT
INTENDED TO REPLACE THE NEED TO READ THE FULL
POLICY**

Agency/ Locum Policy

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1. Introduction

The Trust is committed to ensuring that services delivered to patients are safe, effective and of a high quality. To achieve this objective it is essential that the Trust maintains a stable workforce of staff with the appropriate competencies to undertake their roles to the highest possible standards.

Consequently, whilst the Trust will, wherever possible, aim to minimise the use of temporary staff in its workforce it is recognised that the use of agency/locum staff is sometimes essential in order to maintain safe service provision

This policy is designed to ensure that the recruitment process for agency/locum workers from external agencies, booked to undertake work within the Trust and on behalf of the Trust within a Community setting, is undertaken appropriately.

2. Objectives

To ensure that all managers responsible for booking agency/locum temporary staff are aware of and observe safe recruitment practice.

To ensure compliance with NHS Litigation Authority, Risk Management Standards and Care Quality Commission Standards to minimise risks to patients.

3. Scope

This policy applies to the booking of agency/locum temporary staff within the Trust and externally in a community setting and who remain employed by an external recruitment agency.

4. Definitions / Abbreviations

4.1 **Agency Staff:** Engagement of non-medical personnel from external recruitment agencies to cover short-term absences or work of an urgent nature. All agency bookings are administered by the Trust Bank.

4.2 **Locum Staff:** Engagement of medical/pharmacy personnel from external medical agencies to cover short-term absences. All Locum bookings are administered by the Medical Staffing department.

4.3 **Government Procurement Service (formerly Buying Solutions) and Health Trust Europe:** procurement partners for UK public services and this Trust.

5. Roles and responsibilities

5.1 Trust Board

To oversee the effective implementation of the Trust's Agency/Locum Policy

5.2 Chief Nurse (Executive lead for Workforce)

- a) The Executive lead responsible for determining agency/locum pre-employment standards/induction arrangements and the process for ensuring compliance.
- b) To ensure that the pre-employment check process for the booking of agency/locum staff is monitored and reported as part of the Trust's performance management framework.
- c) To ensure that all managers responsible for authorising the use of agency/locum staff are aware of and follow safe practice as set out within this policy.
- d) To monitor the overall effectiveness of this policy.

5.3 Executive Director/Divisional General Manager

- a) To aim to minimise the use of agency/locum staff within the workforce
- b) To ensure that safe recruitment and induction procedures are adhered to when booking agency/locum staff.
- c) To ensure that all line managers within area of responsibility observe the requirements set out within this policy.
- d) Monitor outcomes to ensure safe practice is being observed.

5.4 Line Managers/Trust Bank/Medical Staffing Departments.

- a) To be aware of the contents of this policy and observe safe practice when booking agency/locum staff.
- b) To ensure that local induction procedures are completed when booking short-term agency/locum staff.

5.5 Supplies Department

- a) Ensure that all agencies routinely used by the Trust are made aware of the contents of this policy and Trust expectations with respect to pre-employment checks and induction.

5.6 Human Resources Department

- a) To ensure that the Human Resources Department provide managers with support and advice on queries related to the application of this policy.

5.7 Trust Bank/Medical Staffing Departments

- a) To administer all agency and locum bookings in accordance with the requirements set out in this policy.
- b) To ensure that Temporary Staff Request Form checklists are requested from Agencies when making a booking.
- c) To seek assurance from agencies supplying agency interpreters that they are working in compliance with all appropriate pre-employment checks. To notify Government Procurement Service by email to: info@buyingsolutions.gsi.gov.uk or by phoning 0345 410 2222 or Health Trust Europe by phoning 0121 687 1350 should there be concerns that Agencies listed on the framework are not complying effectively with the NHS Employers pre-employment check standards.

6. Agency/Locum Authorisation and Administration

- 6.1 The booking of all qualified/unqualified agency staff must be administered by the Trust Bank. Bank requests will be authorised and administered in accordance with the Trust Bank Worker Protocol.
- 6.2 The booking of all medical locums must be administered by the Trust's Medical Staffing Department in accordance with locally agreed procedures.
- 6.3 All agencies included on the Government Procurement Service Framework Agreements, will be aware of the need to ensure compliance with NHS Employers pre-employment check standards. Consequently all agency bookings should wherever possible only be undertaken with agencies included on these approved lists.

A copy of the approved lists is not provided with this policy as it is subject to on-going change. The approved lists are published on the following link, <http://www.buyingsolutions.gov.uk/suppliers/> or checking with Health Trust Europe 0121 687 1350. Alternatively you can liaise with Trust Bank or Medical Staffing for advice.

Agency/locum bookings from agencies not listed on the relevant framework agreements or any alternative agreed framework agreement may only be accepted in exceptional circumstances..

- 6.5 With the exception of agency interpreters booked via the Trust Bank and Medical Locums, agencies should be asked to provide a completed 'Temporary Staff Request Form' when each booking is undertaken. Multiple bookings of the same agency member of staff will not require repeat forms to be completed providing the booking is within 12 months of the completion of the original Temporary Staff Request Form.

The booking of agency interpreters will not require the completion of a Temporary Staff Request Form, but arrangements should be put in place to ensure their supervision at all times.

For Medical Locums the Locum Booking Form contained in Appendix 2 will be completed by the Medical Staffing Department.

Whilst the Trust should endeavour to receive completed forms prior to the agency member of staff undertaking any work, it is acknowledged that due to service needs this may not be possible, in which case the forms should be received within 7 days of the booking being undertaken. Should forms not be received in a timely manner future use of the agency should be reviewed, and the agency notified accordingly.

Trust Bank/Medical Staffing Dept: To maintain a record of all returned forms within their respective departments.

All other managers: To maintain a copy of the Temporary Staff Request Form.

7 Corporate and Local Induction

- 7.1 All agency/locum staff booked to work with the Trust regardless of the length of the booking must receive a local induction upon arrival in the Trust in accordance with the Trust's Induction Policy

Completed local induction checklists must be returned for monitoring purposes as stipulated below:

- All Agency Bookings – Trust Bank Department
- Medical locum Bookings - Medical Staffing Department

- 7.2 Managers must also ensure that agency/locum staff are made aware of and work in accordance with any Trust policies/procedures deemed appropriate in connection with their role.
- 7.3 All agency/locum staff booked for a period of greater than four weeks will be required to attend either Corporate (or if medical staff) General Induction in accordance with the Trust's Induction Policy.

8.0 Misconduct/Capability Concerns

- 8.1 Concerns regarding an agency/locum member of staff capability/conduct should be initially assessed by the local Manager or Professional lead responsible for the individual before investigation by the Trust Bank or the Medical Staffing Department. Appropriate information should be shared with the Agency with whom the booking was made.
- 8.2 Where appropriate for those staff working in a registered capacity consideration should be given to referring matters to the appropriate registering body, following advice from the relevant Trust Executive lead.
- 8.3 Concerns relating to Safeguarding should be managed in accordance with Trust procedures and will also include consideration regarding the appropriateness of a referral to the Independent Safeguarding Authority.

9 Professional Accountability

Agency/Locum staff working in a registered capacity will be professionally accountable to the relevant Trust Executive lead and professional body for the duration of the booking.

10. Equality

The Trust recognises the diversity of the local community and those in its employ. Our aim is, therefore, to provide a safe environment free from discrimination and a place where all individuals are treated fairly, with dignity and appropriately to their need. The Trust recognises that equality impacts on all aspects of its day-to-day operations and has produced an Equality Policy Statement to reflect this. All policies

are assessed in accordance with the Equality initial screening toolkit, the results for which are monitored centrally.

11. Review

This policy will be reviewed in two years time. Earlier review may be required in response to exceptional circumstances, organisational change or relevant changes in legislation or guidance.

12. Training and Awareness

Awareness of this policy will be undertaken via corporate communications.

13. Monitoring Effectiveness/Key Performance Indicators

Compliance with the requirements of the policy will be monitored by the Trust Bank (Agency) and Medical Staffing Department (Locums) through quarterly audits, undertaken on a random sample basis, from a spread of divisions/departments and professional groups throughout the Trust. Results will be analysed and feedback provided directly to divisions as appropriate.

14. References

NHS Employers, Pre-Employment Standards
Government Procurement Service Website
For information regarding the Agency Worker Directive:
<http://www.nhsemployers.org/planningyourworkforce/flexible-workforce/agencyworkers/agencyworkersdirective/Pages/Agency-workers-directive.aspx>

15. Appendices

Appendix 1: Temporary Staff Request Form
Appendix 2: Locum Booking Form

16. Further Enquiries

For queries on the application of this policy, contact the Workforce Directorate.
For any queries regarding the Government Procurement Service
<mailto:info@buyingsolutions.gsi.gov.uk>
For information regarding Health Trust Europe: 0121 687 1350

Please note an electronic copy of this form is available from the HR pages of the intranet:

Temporary Agency Staff Request Form - CONFIDENTIAL		Page 1	
For completion by the Trust:		For completion by the Employment Business:	
Request number:			
Name of authorising manager/bank administrator:			
Customer organisation name:	Sandwell & West Birmingham Hospitals NHS Trust		
Job role:		Temporary worker full name:	
Job category:			
Pay Rate:		Pay point agreed:	
Date required:		Date starting:	
Anticipated end date:		Available for full period?	
Hours/days per week required:		Hours/days per week available:	
Any unsocial hours required? (give detail) [Outside 8am to 6pm Mon to Friday]		Able to undertake unsocial hours?	
Routine patient contact?		Meets OH for this role?	
Details if role involves children:		Date of OH cert. of fitness:	
CRB required?		Type of CRB supplied:	
		CRB disclosure number:	
		Date of CRB:	
Regulated or Controlled Activity (ISA)?		ISA status?	
Name of professional body if registration is required?		Registration number with red's body:	
Qualifications necessary to performance of the role:		Qualification awarding body / date:	
Training essential to performance of the role:		Training body / date:	

For completion by the Trust:		For completion by the Employment Business:	
Skills essential to the role:		Any skill shortfall?	
Required to use IT system?		National Insurance Number:	
Health & safety risks relevant to the role:		Work-seeker aware of those health & safety risks?	
Key deliverables of the role:		Note any requirements of the Work-Seeker in respect of a disability:	
Are CVs required?		Eligible to work in UK?	
Are interviews required?		Name of employment business:	
Manager/ward/dept to whom work-seeker should report at start:			
Post code of location with requirement:			

Sandwell and West Birmingham Hospitals



NHS Trust

LOCUM BOOKING FORM

BOOKING REQUIREMENT:

Grade:		Specialty:
Dates:		Hours Required:
Covering:		Reason (e.g. Sickness Absence/Vacant Post):
Supervising Consultant:		Date & Time Contracted Agencies contacted:

VERIFICATION OF LOCUM REQUIREMENT (Controls on Agency Expenditure)

If a long term agency locum is requested (i.e. more than 3 days or extensions of cover beyond 3 days) then approval will be needed by the relevant Clinical Director (CD) and Divisional General Manager (DGM) (or their identified deputy). Medical Staffing will contact the DGM who will liaise with the CD. Requests for cover for extended periods should normally be made in hours. Out of hours requests will be considered by Medical Staffing and reviewed by CD/DGM the following morning.

Detailed reasons why full time locum required (Medical Staffing to liaise with Consultant for short term locums i.e. less than 3 days):		Risk Assessment if locum not available:
Confirmation that all medical and non-medical alternatives have been considered:		If locum request is for more than 3 days (or is an extension of more than 3 days) then DGM contacted to discuss with CD: Name of DGM contacted: Date and Time: Response received from DGM following discussion with CD:

Approval to book long locum cover received from DGM?	Name of DGM: Time/Date:
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PRE-EMPLOYMENT CHECKS

CV Checked	<input type="checkbox"/>	GMC Checked	<input type="checkbox"/>
Hep B Status Checked	<input type="checkbox"/>	References Checked	<input type="checkbox"/>
Alert List Checked	<input type="checkbox"/>	CRB Check	<input type="checkbox"/>
Right To Work Status Checked	<input type="checkbox"/>	Qualifications Checked	<input type="checkbox"/>

CONFIRMATION OF BOOKING

Name of locum booked: Reporting details given (including induction checklist):	Booked with agency date: Agency Confirmed Booking: yes / no Hourly Rate Agreed: Approx total cost of booking: £..... Accommodation booked: <input type="checkbox"/> Switchboard informed: <input type="checkbox"/> Booking entered on locum record sheet (S Drive): <input type="checkbox"/> Locum induction checklist issued: <input type="checkbox"/> Locum induction checklist received: <input type="checkbox"/>
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POST BOOKING EVALUATION

Assessment form sent out to Consultant	(date)
Assessment form received	(date)
If poor assessment: a) agency informed by AMSM	(date)
b) recorded on Alert letter list	(date)