**Agency Policy and Procedure**

**REGULATIONS AND STANDARDS**

Regulation 32. Fitness of workers

**SCOPE OF THIS CHAPTER**

To provide guidance to managers relating to the induction of new staff into the organisation.

**RELEVANT GUIDANCE**

Children's Homes Regulations Amendments 2014: Advice for Children's Homes Providers on New Duties under Amendments to Regulations that came into effect in January and April 2014

Quality Standards ANNEX A: Qualifications for Staff Working in Children's Homes

Social Care Common Inspection Framework (SCCIF): Children’s Homes - Qualifications of Managers and Staff (Ofsted)

Regulation 13 - (c)ensure that staff have the experience, qualifications and skills to meet the needs of each child.

**RELATED CHAPTERS**

Induction Policy

Training and Development Policy

**CONTENTS**

1. Introduction
2. Agency Induction
3. Agency Training
4. Agency Supervision
5. Referring concerns regarding agency use.

**1.** **Introduction**

Benecare will try to keep the use of agency staff to a minimum to ensure consistency for the children living at the homes. Any need for the use of agency cover must be discussed with the Responsible Individual. If agency staff are used by the home, the manager must ensure they have a record of the agency member’s staff profile and training in file.

Arrangements are made to ensure that the children’s homes are staffed appropriately to meet the needs of the children placed. Careful selection and vetting processes, staff support and guidance, adequate staffing levels and appropriate training are essential.

Each home will specify within the statement of purpose the minimum number of staff on duty each day and night, including sleeping-in staff. The manager will continually assess the staffing level required and will increase the number of staff on duty when necessary

The manager of the home is to ensure adequate staff are on duty to provide a level of care to safeguard and promote the health, welfare and safety of the children living at the home. The manager of the home is responsible for making appropriate arrangements to cover annual leave, sickness absence and other forms of staff absence.

When it is not possible due to demand or that it is assessed as not being suitable to cover using a relief staff member then the shift is offered as overtime to the existing permanent Support Worker staff within the service. Should this not be achievable and after discussion with Senior Management, Only approved Agencies will be utilised to source Agency staff. Benecare will try to ensure that the same Agency staff are used consistency with the children.

**2. Agency Induction**

There is an Induction process developed to support new staff. The induction workbook for Agency staff has been created to support them to be familiar with the home, the children and where to access policies and procedures. Managers will need to take into account the individuals learning style as some may take longer to learn. All agency workers must complete the induction prior to being able to work with the children.

All staff are provided with a job description outlining their duties and responsibilities. It is vital to the induction process that the manager provides information about the purpose and function of the

home, policies and procedures and health and safety within the home.

**3. Agency Training**

The Home Manager must evaluate the skills of the Agency member and assess whether they have the skills to support the young people in placement. Any gaps in skills and competencies need to be addressed. In cases where the Agency member of staff is used on more than one occasion Benecare will encourage that they are part of the training issues to permanent staff, this will support the Agency workers to become skilled along side the permanent workforce of the home.

**4. Agency Supervision**

Agency members who are completing long term cover in the home should receive monthly supervision and this should be kept on file.

Ensuring consistent agency workers in the home ensures that the young people are able to have continuity of care.

Managers should make it clear who will be their supervisor and a supervision agreement should be drawn up between the agency worker and the supervisor.

**5. Referring concerns regarding agency use.**

All Concerns must be reported immediately in line with Benecare Safeguarding Policy. Once a concern has been referred, Benecare will ensure that the matter is dealt with promptly, the agency member of staff may be sent home. The Agency will be informed and if necessary LADO, Police and Ofsted will be notified.

Benecare may chose to make a referral to the DBS Barring Service and will advice the Agency of this decision. Agency staff who have had concerned raised against them will no longer be used by Benecare.