



MatchOptions

Linking Your Personnel Needs Instantly

We care and more importantly we know what YOU expect from us.

www.matchoptions.co.uk

Offices in Berkshire, Bedfordshire, Manchester, London, Northampton, Dorset, Essex, Wiltshire

Head Office and Registered Office: Eulink House, 246 Trelawney Avenue, Langley, Slough, Berkshire, SL3 7UD
Tel: 01753 545 342 Fax: 01753 592 542 Email: info@matchoptions.co.uk

THE COMPANY

Match Options Recruitment is a professional employment business specializing in providing *high quality staff*.

It is our job to match **employers and jobseekers** through our extensive branch network across the United Kingdom, both for temporary and permanent placements.

Health and Social Care Division

This Division, within Match Options Recruitment is **specialist in health and social care** providing experienced **health and Social care personnel and domestic staff within the NHS and the private sector** in these areas:

- Learning Disabilities
- Nursing care-hospitals and nursing/residential homes
- Prisons and Young Offenders Institutes
- Psychiatric and secure environments
- Sheltered housing support
- Healthcare clerical staff
- Domestic services including security, catering and other support workers.

Clerical and Admin Staff Division

This Division of Match Options Recruitment supplies **Health and allied temporary staff** for:

- Administrative services
- Clerical
- General administration support staff
- Supplies and procurement staff
- Allied health professionals
- Associated staff
- Health science service staff

Apart from the health and Social care sector, this department supplies staff to other sectors in the economy.

We operate **nationwide**, through a network of regional offices, whose operations are computerized and online connected and staffed by **experienced and qualified consultants**. In line with the current trend in the recruitment industry, and supported by the heavy investment in online Information Technology, it is possible for the company to supply staff **from any region to any region** in the country without any physical geographical inhibition. The offices are therefore for initial and occasional recruitment and review purposes for the employees.

The company's key objective is to ensure the provision of a **comprehensive range of professional services** and recognizing that this can only happen by relying on staff who likewise hold this view to provide a professional service to the service users.

The purpose of this Handbook is to help you to learn about Match Options Recruitment and our method of operating so that you can settle in quickly and carry out your duties with confidence.

More detailed information can be found in our operating Policies, Guidelines and Procedure manual, a copy of which is available at any of our offices or online at our website.

While we are proud of the reputation that we have built over the years, we are always mindful not to be complacent. Our continuing success depends upon how well we work together, and to achieve this there has to be agreed rules, guidelines, and standards of conduct for all and these are explained in this Handbook in conjunction with the Policy and Procedure Manual.

Please use this handbook as a reference material, but ask your contact within Match Options Recruitment if there is anything that you are unsure of. Our experienced consultancy staff are always available 24 hours a day.

1.0 RECRUITMENT PROCEDURES

1.1 When you register with us, you will be given the Terms of Engagement that you will be deemed to accept unless you inform us otherwise in writing.

1.1.1 These Terms of Engagement and this handbook refer to Match Options Recruitment's operational Policies, Guidelines and Procedures. It is your duty to be familiar with these documents which are readily available as stated above.

1.1.2 Prior to starting any engagement with us the conditions relating to the placement for work or position will be communicated to you at the booking stage.

1.2 Recruitment process

1.2.1 The recruitment process operates in line with Equal Opportunities Policy and is non-discriminatory. You will be initially recruited and registered via a verbal and physical interview with a registration Consultant who will assess your qualifications, competencies and skills in order to decide your suitability for available placements with the Service Users. *Issuance of this handbook is part of the company's induction Training as it sets out what is expected from your side and that of the company*

1.3 Disclosures

1.3.1 It is important to understand the need for complete honesty in the disclosure of information to us (please note that your personal information is protected through our Confidentiality Policy which adheres to the Data Protection Act 1998 and other statutory requirements).

1.3.2 Failure to disclose relevant information that we may ask for, and / or providing deliberately misleading or incorrect information (e.g. regarding qualifications, competencies and skills, age, health, job / character references, previous employment, work experience, next of kin details, convictions, immigration and work permit status etc), will be viewed extremely seriously and may result in disciplinary action.

1.3.3 We will conduct checks with the appropriate official and government bodies as required. You must also disclose to your contact within Match Options Recruitment as soon as possible of any changes which may occur during your time with us.

2.0 TRAINING AND DEVELOPMENT REQUIREMENTS AND OPPORTUNITIES

2.1 Training and Monitoring of Performance

2.1.1 The company is committed to offer you the necessary orientation/induction and training in the aspects of your job/work.

This training will be dependent upon your role and may include moving and handling and CPR and other courses.

2.1.2 You will be expected to attend all on-going training courses relevant to your job. We retain records of all training courses attended and this forms an essential part of our Staff Performance Appraisals.

2.2 Induction Training

2.2.1 Every staff member may, upon engagement, be required to attend an induction training programme during which he/she will write a series of tests. The staff member's continuance of his/her employment contract is contingent upon him/her successfully passing these tests in : Moving & Handling, Fire Procedures, Lone worker Training, Handling of Violence & Aggression, Risk Incident reporting, Physical Restraint skills, Training in Complaints handling, Made aware of infection Prevention and control including MRSA and Clostridium Difficile and any other Mandatory training under current or future Health & Safety Regulations.

2.2.2 The Staff Handbook is a part of the Induction training, and should therefore be treated so at the recruitment stage.

2.3 Refresher Training

2.3.1 Individual Refresher Training is given as required according to the assessed staff training needs based on the requirements of the legislation governing the staff member's profession. Each employee will have their own training records and the responsibility for maintaining these will be that of both the staff member's immediate supervisor and the staff member.

2.4 MANDATORY TRAINING

2.4.1 This comprises of Annual (12 months interval) training/ refresher courses in : Fire and Safety, Health & Safety (1974 and 1999 acts), Moving and Handling COSHH, RIDDOR, Infection Prevention and control including MRSA and Clostridium Difficile and Basic life support (adult or pediatric, depending on the type of assignments) which is compliant with the Resuscitation council Guidelines (RCG).

2.4.2 Staff undertaking assignments within Mental Health and Learning disabilities environments will receive annual training in General physical restraint techniques (C & R).

Course information is continually updated on our website and other literature. You can also always enquire from your Branch of Match Options Recruitment.

FAILURE TO UPDATE SKILLS ANNUALLY MAY RESULT IN YOUR EXCLUSION FROM THE COMPANY'S DATABASE.

2.5 Staff Performance Appraisals and references

2.5.1 Your job performance will be regularly monitored. You will receive a six monthly performance appraisal aimed at; identifying training and development needs, acknowledging good practice, your overall standard of performance, and constant improvement

This will show us how you are progressing and also enable us to identify those areas where you may need additional training or help.

Potential opportunities will be discussed during your appraisal as well as on an ad-hoc basis. Appraisals will be documented on your records as part of the review process. *This will also form part of the annual staff reference process*

3.0 CONDUCT EXPECTED OF STAFF, AND DISCIPLINARY PROCEDURES

3.1 Equal Opportunities

3.1.1 Match Options Recruitment operates to a documented Equal Opportunities Policy. Our documented Monitoring Policy ensures the fairness of our systems, and the satisfactory working of the Equal Opportunities Policy.

3.2 General Health & Safety Policy

3.2.1 The documented Health & Safety Policy is designed to meet the latest Health & Safety legislation. You are expected to familiarise yourself with this Policy in order to understand relevant and important implications that comes with your employment with us.

3.2.2 The Company expects that you will conduct yourself in a professional and caring manner when representing Match Options Recruitment on placements. We therefore insist upon a minimum code of conduct including but not limited to:-

3.2.3 Behave in a professional manner towards fellow workers, Service Users and to other people with whom you may come into contact as part of your duties.

3.2.4 Refrain from using bad language and other offensive or insulting behaviour.

3.2.5 Proven incidences of sexual, verbal or racial harassment of fellow Workers or Service Users, or workplace bullying, will result in disciplinary action. You must also comply with Policies on the consumption of Alcohol, Mind Altering drugs and Smoking on duty.

3.3 Professionalism

3.3.1 Staff must at all times remain professional while at work. Even if regular contact with Service Users or other staff may engender personal relationships, staff must take specific care to keep the professional nature of the relationship intact in the working environment.

3.4 Register of professional Membership-cautions, investigation and suspension

3.4.1 Staff who are members of a professional body must at all times keep their membership current and where this is affected for any reason, the following applies:

- Where a Registered Nurse is suspended or is cautioned by or fails to maintain registration with the NMC, Match Options shall inform the service user in writing and shall ensure that the nurse does not work for the service user as a registered Nurse. The same applies to Social Workers registered with GSCC.

- If an a registered member is suspended or cautioned by or fails to maintain registration with the professional/registering body, Match Options shall inform the service user in writing and shall ensure that the person does not work for the service user in the capacity of the registration
- 3.4.2 Match Options has the responsibility of advising the staff who is a member of a professional body (eg. NMC,GSCC or AODP) the need to advise the service user if he/she is under investigation or suspended by that body as soon as possible

3.5 Staff charter

- All health care professionals will maintain a smart and tidy appearance. Please note that any individual needs of service users must be met where necessary, e.g. no nail varnishes, no/restricted jewelry, hair tied back, wearing of a specified dress code, etc.
- You are required to have a satisfactory knowledge of the English language if your professional qualifications were obtained outside of the U.K.
- If you have previously worked with children or vulnerable adults, you are required to supply verification for the reason for leaving, unless it is not practicable to obtain it. No job placement will be offered without production of a CRB certificate.
- You are required to wear your Photo ID badge when working for any service user.
- You must declare any reason that affects your physical and mental fitness to carry out work on behalf of the company. All staff must inform their Recruitment managers when they are not in good health.
- Female employees must report when they become pregnant to avoid placement in undesirably risky environments.
- Self declared Pre Employment Health Questionnaire and Written confirmation/certificate of occupation health which must detail your immunization status is a requirement before any job placement. This requirement will culminate in you receiving a *Fitness to Work certificate* from your GP or a Qualified Occupation Health practitioner.
- All health care professionals will be encouraged to network with other health care professionals registered with the company to share best practice and learning.
- You will be required to undertake an annual appraisal of performance, which will specifically identify and address your needs.
- You are required to familiarize yourself, and adhere to, the staff handbook provided.
- All complaints received from service users/clients will be subject to an investigation. This will normally be carried out jointly by the service user, the company and where necessary other relevant agencies. If you are the subject of an investigation, a copy of the final report will be provided to you. Please note that it is in your interest to co-operate with the investigation process.
- You must supply written details of qualifications, and experience and a 5 year unbroken history. Match Options Recruitment will take and retain copies of this as outlined on the Recruitment application Questionnaire.
- Unqualified Nurses must not get involved with medication without a written authorization from the Nurse recruitment Manager. Under any circumstances, they MUST never get involved without a DIRECT supervision by a Qualified Nurse.

3.6 Disciplinary Rules and Professional Conduct/ suspension

3.6.1 No set of disciplinary rules can cover all circumstances that may arise, but from experience some of these circumstances will lead to a disciplinary action:

- a) Theft, fraud and deliberate falsification of records including timesheets, statutory sick pay scheme and absence policies or abandoning contracted duties without notification or prior permission;

- b) Physical violence;
- c) Serious bullying, or harassment or discrimination;
- d) Fighting, physical assault or dangerous horseplay;
- e) Physical sexual harassment and other instances of gross immorality;
- f) Gross insubordination or the use of aggressive behaviour or excessive bad language;
- g) Failure or refusal to carry out a direct instruction given by a Manager or Supervisor during duty hours;
- h) Abuse or maltreatment of Service Users;
- i) Poor time-keeping;
- j) Poor performance;
- k) Deliberate damage to property;
- l) Misuse of Match Options Recruitment property or name;
- m) Bringing Match Options Recruitment into serious disrepute;
- n) Serious incapability whilst on duty brought on by alcohol or illegal drugs taken before or during shift;
- o) Serious negligence which causes or might cause unacceptable loss damage or injury;
- p) Serious infringement of health and safety rules;
- q) Serious breach of confidence (subject to the Public Interest (Disclosure) Act 1998

3.7 Disciplinary Process

3.7.1 The company will inform you about any complaint made against your professional competence or conduct.

3.7.2 The company will then conduct an investigation into the complaint providing you with all statements where the same is not prejudicial to the on-going investigation.

3.7.3 Depending on the nature and severity of the complaint, the company may involve the NMC for Qualified Nurses, GSCC for social workers and AODP for an ODP..

3.7.4 You are also required to comply with a request for written statements of events within 7 days from the date of such request by the company.

3.7.5 You may be required to attend a hearing held either by the company or by the service user concerned. However, you will have the right to have a Union representative in attendance at any hearing held.

3.7.6 The company, depending upon the nature of the complaint, has the right to suspend your services until an outcome has been achieved.

3.7.8 You will have the right to appeal against any decision made, providing the appeal is made within seven days of the hearing.

3.7.9 Please also note that a complaint could result in your permanent exclusion from the Match Options Recruitment's books and a report being sent to the CSCI, NMC, GSCC, AODP, the Police or any other agency as may be recommended by the company's legal advisors.

4.0 ROLES AND RESPONSIBILITIES OF TEMPORARY WORKERS

4.1 Timesheets, Time-Keeping and Absences

4.1.1 Subject to receipt of a completed and authorised timesheets by a service user as to the satisfactory completion of an assignment, the company requires that the same be rendered for payment by 1400 Hrs a Monday. You will be paid by the following Friday. Timesheets received late are paid in the following week.

4.1.2 You are expected to report for work punctually at the specified times. If, for some unavoidable reason, you will be late you must notify us at the earliest possible opportunity, detailing the reason and the expected time of attendance.

Continued poor time-keeping may result in your exclusion from the company's data base.

4.1.3 If you are unable to report for an assignment for any reason you must telephone us as soon as possible in order that we can arrange a replacement cover for you. This should be done personally wherever possible, and it is obviously in your interest to let us know when you are likely to be available for work.

The company, at her discretion may recover lost revenue from you that results from your failure to report a foreseeable absence well in advance.

4.1.4 In the event of certain enforced absences from work you may be eligible for statutory sick pay or other state related benefits provided you meet relevant statutory criteria.

You should notify the payroll department on the first day of sickness.

4.1.5 Once you have returned to work after a spell of illness that has involved food-related infections, open wounds or lesions, or sickness / diarrhea, we must ensure that the health and welfare of others is not compromised. You will therefore need to produce evidence that you are free from infections before re-commencing any care duties.

4.1.6 If you become pregnant you should inform us as soon as you know. This will enable us to review work duties and the possible hazards involved in future assignments by using a risk assessment. You should also discuss with your contact at Match Options Recruitment how your maternity will affect your availability for work.

4.1.7 Full details of holiday entitlement and holiday year can be found in the Policy, Guidelines, Procedure Manual and your Terms of Engagement.

4.1.8. All entitlement to leave must be taken during the course of the year in which it accrues and none be carried forward to the next year. Entitlement to leave accrues in proportion to the amount of time worked continuously on assignments during the leave year. The amount of payment to which is entitled in respect of such leave is calculated in accordance with and in proportion to the number of standard hours worked on assignments from the week ending date on a weekly basis.

4.1.9 For the purposes of calculating payments for annual leave, the standard working hours in relation to assignments undertaken will be all hours worked which do not attract overtime rates of pay.

4.1.10 Shift work will be paid annual leave at normal day shift pay rates and paid at basic pay rate at the time leave is taken.

4.1.11 When you wish to take Leave entitled, you should notify the company in writing of the dates of the intended absence.

4.1.12 The amount of notice required to be give, should be at least twice the length of the period of leave that is wished to be taken.

4.1.13 The company shall be responsible for all statutory deductions relating to Earnings Related Contributions and Income tax under schedule E, in accordance with s.134 of the Income tax and

Corporation Tax Act 1988 and s. 16A of the Tax Management Act 1970 and transmitting these to the Inland Revenue.

4.1.14 Where a Bank Holiday or other public holiday falls during an assignment and the Temporary Worker does not work on that day, the public holiday shall count as part of the Temporary Worker's paid leave

Please note you cannot work whilst in receipt of holiday pay. More guidance on this is available from the Department of Trade and Industry (DTI).

4.2 Identity Cards and staff profiles

4.2.1 You will be issued with a Photo Identity Card. This should be worn on or above the chest area where it will be clearly visible. This Identity Card must be worn at all times when on duty in accordance with our documented Policy in the Policy and Procedure Manual. The Identity card is a property of the Company which should be surrendered on demand or when you leave Match Options Recruitment data base.

4.2.2 Increasingly, services users expect staff to produce a copy of their CRB and a Training and experience staff profile. As a policy, the company will always require staff to do so. Where asked to do so, the company will fax such details (except the actual CRB except its reference number) to the service user.

4.3 Working Standards

4.3.1 The Training Programmes and the Company operational Policies, Guidelines and Procedure Manual combine to set the overall standards at work. As indicated above, these standards are monitored through the Staff Performance Appraisal Process.

4.4 Standards of Dress, Appearance and Personal Hygiene

4.4.1 We expect you to maintain a high standard of smartness, dress and hygiene at all times. No service user would trust you to care for them if they don't think you are able to care for self!

All Temporary Workers must wear the Match Options Recruitment uniform whilst on duty, available in all offices, unless advised otherwise and/or in line with a request from a service user.

4.5 Excluded Personal Specifications/Duties for Healthcare Workers

4.5.1 You are required to understand your job description/specifications noting that there are some duties that the Service User would not expect you to perform and these are known as *excluded activities*.

The level of excluded activities is higher for untrained Health Care workers.

Excluded activities are listed in the company's Policy, Guidelines and Procedure Manual. Please also see the staff charter above.

Any breach of this policy will be viewed extremely seriously. If ever in any doubt of a particular task please seek immediate advice from your contact in the company.

4.6 Safety in Private Homes-Domiciliary

4.6.1 A fundamental part of establishing a Service User Plan with a new Service User is to assess the environment for potential risks and hazards. This will have been done as a preliminary risk assessment

exercise designed to meet the Health & Safety standards, and relevant aspects will be built into the Service User Plan.

4.6.2 An essential part of your duties is to constantly monitor the Service User's environment to ensure that hazards are minimised and the risks to the Service User and yourself are reduced as far as possible.

4.6.3 You will be expected to report any undue causes for concern to your supervisor or manager for appropriate action. More guidance on this area is carried in the Company's Policy, Guidance and Procedure Manual.

4.6.4 The company's Policy, Guidance and Procedure Manual also contain information on how to deal appropriately with hazardous materials and handling of food.

4.7 Dealing with Violence and Aggression

4.7.1 Where the company assess that role may be a potentially vulnerable additional/necessary training will be offered on how to deal with abuse, harassment, aggression and actual violence from a Service User or family member. This training will focus upon identifying reasons for aggression, how to defuse a potential "flashpoint" situation, and what action to take in the event of actual aggression or violence.

4.7.2 We have a documented policy on handling abuse, harassment, aggression and actual violence which will form an essential part of your Induction Training. You will be expected to familiarise yourself with details in the company's Policy, Guidance and Procedure Manual.

4.8 Dealing with Non-Medical Emergencies in Private Homes

4.8.1 Emergencies require a calm clear approach and the knowledge of what action is necessary. Medical emergencies are dealt with in 5.9 below, but there will be other types ("non-medical") which will need action. These will include arriving at a Service User's home to find a power cut, flooding, a break-in or attempted break-in, and smells suggesting a gas escape.

The company Policy, Guidance and Procedures Manual contains specific Policies to deal with non-medical emergency situations.

4.9 Dealing with Medical Emergencies in Private Homes

4.9.1 You may also be faced with medical emergencies affecting the Service User. These can range from suspected hypothermia, suggestions of third-party abuse, self-abuse through alcohol consumption or overdose of drugs, a fall and even discovering that the Service User has died in your absence.

The company Policy, Guidance and Procedures Manual contains specific Policies to deal with medical emergency situations.

4.10 Administering and assisting in a Patient's Medication

4.10.1 All details of any medication to be given or handled and by who should be fully documented in the Service User Plan. All medication provided or handled by you should be fully documented in the daily records and any additional record of medication.

'Wasted' medication must also be accounted for and documented on the daily records and any record of medication.

4.10.2 The handling of drugs and medicines varies widely between trained nurses (who are governed by NMC guidelines) and Healthcare workers.

Trained nurses should be fully aware of their roles and responsibilities with drugs and medicines and are accountable. This is governed by NMC guidelines but, for the avoidance of doubt, they should refer to and be familiar with the company's Policy, Guidance and Procedures Manual that contains specific Policies to deal with this issue of medication.

4.10.3 No medication may be given to a Service User without their willing and informed consent. Service Users have, therefore, a right to refuse their medication. This situation must be discussed with them for consent, and also with that of the prescribing Medical Practitioner. To ignore this procedure would be an abuse of the client's rights to autonomy.

4.10.4 Untrained nurses are typically not required to take responsibility for the safe storage and handling of Service Users' drugs and other medication. However, part of your duties may be to ensure that the Service User takes prescribed medication at appropriate times.

You must inform your on-site supervisor or manager and / or your contact at Match Options Recruitment immediately if it is evident that some drugs appear to have gone missing, or if you suspect drug abuse or misuse, or if the Service User has run out of medication without any apparent clinical cessation of treatment.

You may require specialised training in this aspect of care according to our specific policy in the company's Policy, Guidance and Procedures Manual.

4.11 Out of Hours working and working in Remote Locations

4.11 Match Options Recruitment recognises that some duty shifts involve working late or through the night. Some locations may also be fairly remote, which enhances the vulnerability while working alone.

It is advisable to always let someone else know, (apart from the Match Options Recruitment) where you are working and when you are expecting to be back.

At this point we again emphasise the need to ensure that your vehicle is maintained in sound order so that travel to and from locations is as trouble-free as possible.

We can be contacted at any of the company offices 24 hours a day whenever you have specific security concerns.

Remember you can also contact the Police by dialing 999.

5.0 RECORD KEEPING

5.1 In addition to timesheets, timekeeping and absences discussed above you must also keep accurate, timely and legible records related to all services provided to the Service User.

Each record should have the following attributes:

5.2 Be written in plain English with accurate spelling and no jargon.

5.3 Have an organised structure.

5.4 Identify the patient on each page.

5.5 Be accurate – add precise and objective information, not "clean as necessary".

5.6 Be a true and honest representation with no deliberate alteration or falsification.

- 5.7 Be dated and signed in full – with the date and name clearly readable by others to ease any future references/confirmations.
- 5.8 Be written as soon as possible after an event such a fall, meal, bath or request from a Service User and particularly refused or forgotten medication.
- 5.9 Document fully your assessment, and the care you planned and provided to the Service User.
- 5.10 Be written in dark permanent ink – e.g. black biro.
- 5.11 Contain no value judgments or criticism of the Service User.
- 5.12 Contain information on the continuing care of the Service User.

6.0 POVA, POCA AND WHISTLE BLOWING

6.1 You have a responsibility/duty to report any cases of suspected abuse of children or vulnerable adults.

You should contact Match Options Recruitment to raise your concerns over any of the following categories of abuse: - Physical, Institutional/Social, Sexual, Psychological/Emotional, Sectarian, Neglect (other than self-neglect) and discrimination.

7.0 FITNESS TO WORK

7.1 Fit to work Certificate

Every staff will complete a self declaration pre employment Health assessment questionnaire at the recruitment stage. This will be confirmed on the Registration Application form. The Questionnaire is to be completed on an annual basis.

7.1.1 Details of current immunisations for each employee must be declared by the staff member as part of the registration process. The staff member must provide written clarification of their immunisation status for: Hepatitis B, Hepatitis C (prone exposure), Tuberculosis, Rubella and Varicella from either their GP, NHS Trust, a competent Occupation Health service or a suitably trained and registered Nurse

7.1.2 A General Practitioner (GP), NHS Trust, or a contracted competent Occupation Health service or a suitably trained and registered Nurse will assess the immunization records together with the self declared questionnaire before issuing a "fitness to work certificate"

7.1.3 It is the policy of Match Options Recruitment that All health care workers is also required to declare themselves fit to practice at the *commencement* of each assignment as agreed on the registration Application form and also on the contract of employment. This declaration also requires that staff must state that they are unfit if suffering from vomiting, diarrhea or a rash.

7.1.4 In line with the staff charter, female employees are to declare when they become pregnant

7.2 Creating Awareness (occupational health environment)

Upon registration Staff must be made

- aware that they may be asked to undergo a medical examination by a service user, through Match Options, prior to the commencement of any assignment.
- Aware of and abides by the requirements of HSC 1998/226-Guidance on the management of AIDS/HIV infected healthcare workers and patient notification and subsequent amendments
- Aware that they must inform the service user if he/she becomes injured or diagnosed with any health condition

8.0 Insurances and Data protection Act

Match Options Recruitment is registered with the Data Protection.

The company also has adequate cover for Professional Indemnity, Public liability and Employers Liability. These certificates are available on request.

9.0 Complaints and Compliments

9.1 Complaints and compliments are the basic means that a Service User has of expressing satisfaction or dissatisfaction with our services, who include the staff.

9.2 As the person who is in daily contact with a Service User you are likely to be the one that the Service User first communicates with and it is important that feedback is communicated to your contact at Match Options Recruitment for review and action as appropriate.

9.3 The procedures to be adopted here are documented in the Company's Operating Policy, Guidelines and Procedure Manual and will form part of your Induction Training.

9.4 Where a complaint is not satisfactorily handled at the local level, it should be referred to the next higher level in the company's management structure which ends at the Managing Director. The Managing director can be contacted at : Match Options, 246 Trelawney Avenue, Langley, Slough, Berks, S3 7UD, Tel: 01753 545 342

9.5 Where still not satisfied with the outcome at 9.4 above, external references can be made:

9.5.1 Complaints may also be referred to NMC (for registered nurses), GSCC (social workers), AODP (for ODPs) and/or

9.5.2 to a local CSCi Office as the case may require. Contact details for local CSCi offices can be found at <http://www.csci.org.uk>

9.5.3 A complaint, if proved, may result in disciplinary action depending on the recommendation of the investigating panel

For any clarifications, comments /observations, please contact us at:

Eulink House
246 Trelawney Avenue
Langley
Slough
Berkshire
SL3 7UD
Tel: 01753 545 342
Fax: 01753 592 542
Email: info@matchoptions.co.uk

CONDITIONS FOR SERVICE (TEMPORARY EMPLOYEES)

(Incorporating opting out of 48 hour working week agreement).

This Contract for service is between Match Options Limited (The Employment Business or the company) whose registered office is situated at 246 Trelawney Avenue, Langley, Berks, SL3 7UD and

_____ (The Temporary Worker)

of _____ (Address)

For employment as (position applied) _____

As from 1st October 2006 the National minimum wage is applicable for this contract for services which is £3.00 for 16-17 years old, £4.45 for 18-21 years old and £5.35 for 22 years and over. Match Options Limited shall always comply with the National minimum wage legislation from year to year.

1 DEFINITIONS

1.1 In these terms of engagement the following definitions apply "the service user" means the person, firm or corporate body requiring the services of the Temporary Worker together with any subsidiary or associated company as defined by the Companies Act 1995. "The assignment" means the period during which the Temporary Worker is engaged by the service user to render services. "Leave year" is the year used for calculating entitlement to leave and starts 1st Jan, "normal pay" is the basic pay rate for the day work or the day shift rate, in case of shift work, "standard hours" are those hours which are not paid at overtime rates, and as stated in the contract negotiated with the service user, "weekly standard hours" are as stated on the contract negotiated with the service user or if not stated they are deemed to be 37½. The weekly standard hours are the maximum standard hours for the purpose of calculating leave pay. References to the singular include the plural and references to the masculine include the feminine and vice versa.

1.2 "Relevant Period" means the longer period of either 14 weeks from the first day on which the Temporary Worker worked for the Service User, or 8 weeks from the day after the Temporary Worker was last supplied by the Employment Business to the Service User.

1.3 The headings contained in these Terms are for convenience only and do not affect their interpretation.

2. THE CONTRACT

2.1 The Temporary Worker acknowledge that it is the nature of temporary work that there may be periods when no suitable work is available. The Temporary Worker agree that the suitability shall incur no liability towards the temporary worker should no suitable work be found in the categories specified in Temporary Worker signed application form.

2.2 For the avoidance of doubt, these terms shall not give rise to a contract of employment between the Temporary worker and Match Options limited.

2.3 The Temporary Worker are engaged as a self-employed worker, although Match Options is required to make statutory deductions from Temporary Worker remuneration.

2.4 The company shall be responsible for making all deductions relating to earnings for National insurance and income tax, under schedule E. In accordance with the Finance act (No.2) 1975 and transmitting the same to HM inland revenue.

2.5 No variation or alteration of these terms shall be valid unless approved by a Director Match Options limited in writing.

3 REMUNERATION

3.1 The Employment Business will pay the Temporary Worker remuneration calculated at the minimum wage rate applicable to Temporary Worker age and overtime rates for each hour worked during an assignment. The actual rate will be notified on a per assignment basis, for each hour worked on an assignment. Temporary Worker preferred

minimum rate has been noted on Temporary Worker application record. The remuneration will be paid weekly in arrears subject to deductions for the purposes of class 1 national insurance contributions, PAYE pursuant to Sections 44-47 of the Income Tax (Earnings and Pensions) Act 2003 and any other deductions which Match Options may be required by law to make.

3.2 Subject to any statutory entitlement the Temporary Worker is not entitled to receive payment from the Employment Business or a service user for any time spent whilst not working whether in the respect of holidays, sickness, absence or any other reason unless agreed by the Employment Business.

3.3 Where the Temporary Worker has breached any of the mentioned clauses and especially the clause 6, the Employment Business reserves the right to pay the Temporary Worker the minimum wage regardless of any higher actual rate notified for an assignment.

3.4 For the avoidance of doubt, the Temporary Worker authorises the Employment Business to deduct money from their wages for: Expenses incurred, e.g. Taxi, lifts, transports, safety shoes/boots, uniforms, protective clothing, high visibility items, gloves, equipment and stationary, either bought or loaned. A signed authorisation form will be provided as appropriate for specific deductions.

3.5 Any deductions other than those Employment Business is required by law to make are part of a separate agreement and do not form part of the working time regulations or minimum wage payable as detailed in these conditions for service.

4 ASSIGNMENT

4.1 These terms constitute a contract for services between the Temporary Worker Match Options limited. They govern each and every assignment undertaken by the Temporary Worker. In the event that the Temporary Worker declines to accept any offer of work/assignment or do not attend work for any reason, no contract shall exist between the Temporary Worker and Match Options limited.

4.2 The regulations provide that the Temporary Worker shall not work on an assignment with a service user in excess of an average of forty eight (48) hours each week calculated over a reference period of seventeen (17) weeks (the working week) unless the Temporary Worker agrees in writing that this limit should not apply and for the purposes of this clause 10. The start date shall be the 1st October 1998 or later, if later, the date on which the Temporary Worker commences the first assignment:-

4.3 The Temporary Worker consents and hereby agrees that the working week limit shall not apply to any work given by the company.

4.4 The Temporary Worker may withdraw this consent by giving the Employment Business thirteen (13) weeks notice in writing and upon the expiry of the notice period the working week limit shall apply with immediate effect.

4.5 The Employment Business reserves the right to offer any assignment to the Temporary Worker as it may, in its absolute discretion.

4.6 For the avoidance of any doubt any notice under this clause 4 shall not be construed as termination by the Temporary Worker of any assignment with a service user.

4.7 Match Options limited or its service user may without liability end an assignment at any time.

4.8 If before the first Assignment, during the course of an Assignment or within the relevant period the Service user wishes to employ the Temporary Worker direct or through another Employment Business, the Temporary Worker acknowledges that the Employment Business will be entitled either to charge the Service User a fee or to agree an extension of the hiring period with the Service User at the end of which the Temporary Worker may be engaged directly by the Service User or through another employment business without further charge. In addition the Employment Business will be entitled to charge a fee to the Service User if they introduce the Temporary Worker to a third party who subsequently engages the Temporary Worker within the relevant period.

5. LAW

5.1 These terms are governed by English Law and are subject to the exclusive jurisdiction of the English courts.

6. CONDUCT

6.1 The Temporary Worker is under no obligation to accept such an offer but if the Temporary Worker does, the Temporary Worker owes the Employment Business as employer the normal common law duties of an employee as far as they are reasonably applicable. At all times when services are due to a service user the Temporary Worker will:

6.2 Not engage in any conduct detrimental to the interests of the Employment Business.

6.3 Be present during all times or for the total number of hours during each day and / or week as are required by the Employment Business.

- 6.4 Afford the service user the faithful service such as would sustain a contract of employment.
- 6.5 Take all responsible steps to safeguard the Temporary Worker's own safety and the safety of any other person who may be affected by the Temporary Worker's actions whilst at work.
- 6.6 Comply with disciplinary rules or obligations of the service user in force at the premises where services are performed.
- 6.7 Comply with all reasonable instructions and requests within the scope of the agreed services made either by the Employment Business or the service user.
- 6.8 The Temporary Worker will not at any time divulge to any person, nor use for own or any other person's benefit, any information in relation to the service user's or Match Options limited's business affairs, transactions or finances.
- 6.9 If the Temporary Worker is unable for any reason to work on an assignment they should inform the supplying contact at Match Options limited or, if not possible, the service user, at least one hour before they are due to start work.

7 TERMINATION

- 7.1 The Employment Business or the Service User may terminate the Temporary Worker's Assignment at any time without prior notice or liability.
- 7.2 The Temporary Worker may terminate an Assignment at any time without prior notice or liability.
- 7.3 If the Temporary Worker does not inform the Service User or the Employment Business (in accordance with clause 6.9) should they be unable to attend work during the course of an assignment, this will be treated as termination of the assignment by the Temporary Worker in accordance with clause 7.2 unless the Temporary Worker can show that exceptional circumstances prevented him/her from complying with clause 6.9.
- 7.4 If the Temporary Worker is absent during the course of an assignment and the contract has not been otherwise terminated under clauses 7.1, 7.2, 7.3, above the Employment Business will be entitled to terminate the contract in accordance with clause 7.1 if the work to which the absent worker was assigned is no longer available for the Temporary Worker.
- 7.5 If a decision is made to dismiss the Temporary Worker than the Temporary Worker can request that the directors of the company review the decision and the Temporary Worker acknowledges that the decision of the directors is final.
- 7.6 If the Temporary Worker does not report to the Employment Business to notify his/her availability for work for a period of 51 weeks, the Employment Business will forward his/her P45 to their last known address.

8 TIME SHEETS

- 8.1 At the end of each week of an assignment (or at the end of the Assignment where it is for a period of one week or less or is completed before the end of a week) the Temporary Worker shall deliver to the Employment Business a time sheet duly completed to indicate the number of hours worked during the preceding week (or such lesser period) and signed by an authorised representative of the service user.
- 8.2 Subject to clause 8.3 The Employment Business shall pay the Temporary Worker for all hours worked regardless of whether the Employment Business has received payment from the Service user for those hours.
- 8.3 Where the Temporary Worker fails to submit a properly authenticated time sheet the Employment Business shall, in a timely fashion, conduct further investigations into the hours claimed by the Temporary Worker and the reasons that the Service user has refused to sign a timesheet in respect of those hours. This may delay any payment due to the Temporary Worker. The Employment Business shall make no Payment to the Temporary Worker for hours not worked.
- 8.4 For the avoidance of doubt and for the purpose of the working time regulations, Temporary Worker's working time shall only consist of those periods during which the Temporary Workers are carrying out temporary work activities or duties for the service user as part of the assignment. Time spent travelling to and from the service user's premises, lunch breaks and other rest breaks shall not count as part of Temporary Worker working time for these purposes.

9. STATUTORY LEAVE

- 9.1 For the purpose of calculating entitlement to paid annual leave pursuant to Working Time Regulations 1998 under this clause, the leave year commences on 1st January.
- 9.2 Under the Working Time Regulations 1998. The Temporary Worker is entitled to 4 weeks paid annual leave. All entitlement to leave must be taken during the course of the year in which it accrues and none be carried forward to the next year 9.3 Entitlement to leave accrues in proportion to the amount of time worked continuously by the

Temporary Worker on assignments during the leave year. The amount of payment to which the Temporary Worker is entitled in respect of such leave is calculated in accordance with and in proportion to the number of standard hours which he works on assignments from the week ending date in a weekly basis. For the purposes of calculating payments for annual leave, standing working hours in relation to assignments undertaken by the Temporary Worker will be all hours worked which do not attract overtime rates of pay. Temporary Worker engaged on shift work will be paid annual leave at normal day shift rates and paid at basic pay rate at the time leave is taken.

9.4 If an over payment has been made to the Temporary Worker in respect of pay and/or leave pay to which the Temporary Worker are not yet entitled, then on termination of the assignment, a deduction will be made from temporary worker final pay to reflect the over payment.

None of the provisions of the clause regarding the statutory entitlement to paid leave shall affect Temporary Worker status as a self-employed worker.

9.5 Where the contract is terminated by either party or a P45 is requested the Temporary Worker shall be entitled to a payment in lieu of any untaken leave where the amount of leave taken is less than the amount accrued in accordance with clause 9.3 above

9.6 Where a bank holiday, public or statutory holiday falls during an assignment and the Temporary Worker does not work on that day, the public holiday will count as part of the Temporary Worker's statutory leave.

9.7 If the Temporary Worker wishes to take any statutory leave to which the Temporary Worker is entitled, the Temporary Worker must notify the company in writing of the dates of intended absence. The Temporary Worker must give the company written notice, which must be at least Temporary Worker's length of the period of statutory leave that the Temporary Worker wishes to take. If the company notifies the Temporary Worker, in writing, that it is not possible for the Temporary Worker to take leave on the specified dates the Temporary Worker will not be entitled to take the specified statutory leave.

Once entitled to statutory leave the absolute minimum to be taken will be one day.

10 SICKNESS ABSENCES

10.1 The Temporary Worker is eligible for statutory sick pay provided that the Temporary Worker meet the relevant statutory criteria.

10.2 For the purposes of the SSP scheme there is one qualifying day per week during the course of an assignment and that qualifying day shall be the Wednesday on every week.

11 NOTICE

11.1 By signing this agreement, the Temporary Worker acknowledges and agree that the company is permitted to hold personal information about the Temporary Worker as part of its personnel and other business records, and that the company may use such information in the course of the company's business.

11.2. During the course of an assignment, telephone calls (or portions of telephone calls) may be monitored and/or recorded for quality control, customer service, employee training, security and other lawful purposes by the service user. In addition the service user may monitor the use the Temporary Worker's use of e-mail and the internet. The Temporary Worker hereby consent and agree to such monitoring and recording. Temporary Worker's consent shall be ongoing and need not be confirmed prior to, or during such monitoring or recording.

11.3. The company reserves the right to make changes to any of Temporary Worker terms and conditions of employment in writing. The Temporary Worker will be given not less than one month's written notice of any significant changes that may be given by way of an individual notice. The Temporary Worker will be deemed to have accepted those changes unless the Temporary Worker notify the company of any objection in writing before the expiry of the notice period.

11.4. The Temporary Worker confirm that they are legally entitled to work in the United Kingdom, or if temporary worker's permission to do so is revoked, the company will be entitled to terminate Temporary Worker employment immediately without giving the Temporary Worker any notice or paying the Temporary Worker in lieu of notice. The company can do so in those circumstances without giving the Temporary Worker any warning in terms of the company's disciplinary procedure.

12. DECLARATION

While confirming that I have read and understood and agree to abide by these afore stated Terms, I accept that should I suffer or begin to suffer from any medical condition that endangers myself or others whilst on assignment, that I may be asked to terminate that assignment immediately without any compensatory award being made by the Employment Business or the Service User. I also confirm that I truthfully completed an Application form for employment and a Staff handbook was made available to me.

Signed _____ Date _____ / _____ / _____

Print _____

I have interviewed the above person and witnessed their signature
Consultant (For and on behalf of Match Options

Limited: _____ Sign _____

Date _____ / _____ / _____

This part must be filed in the employees personnel file

12. Declaration

While confirming that I have read and understood and agree to abide by these afore stated Terms of Employment, I accept that should I suffer or begin to suffer from any medical condition that endangers myself or others whilst on assignment, that I may be asked to terminate that assignment immediately without any compensatory award being made by the Employment Business or the Service User. I also confirm that I truthfully completed an Application form for employment and a Staff handbook was made available to me.

Signed _____ Date _____ / _____ / _____

Print _____

I have interviewed the above person and witnessed their signature
Consultant (For and on behalf of Match Options
Limited: _____

Sign _____

Date _____ / _____ / _____