**ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD**

**Sourcing an Agency Worker**

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**Royal Borough of Windsor & Maidenhead**

**Sourcing an Agency Worker**

**1. Introduction**

The council has in place a contract with Public Sector Resourcing (PSR) to provide all agency workers (excluding teachers and school-based staff). The contract runs from 30 March 2020 for five years and was agreed as the framework for use given the relatively low volume usage.

Having one service provider for all the council’s Temporary Agency Workers means that monitoring and oversight in line with the Agency Workers Regulations 2010 is fairly straight forward and there is compliance as well as value for money. Any requirement must be channelled through the PSR contract.

Where PSR cannot source, then at that point, in discussion with HR the Head of Service may agree their manager can go outside of the framework, however, prior to any agreement, it will be the responsibility of the Head of Service who is the overall budget holder to ensure that any terms of business are reviewed and agreed.

Please also refer to SharePoint for further detail in relation to the legalisation that relating to the use of **Agency Workers Regulations 2010 Guidance.** This provides further clarity as to the legislation supporting Agency workers.

**2. How the contract works**

All agency worker requirements will be delivered via this contract. PSR supply workers themselves, except for admin roles where they use an agency called Brookstreet based in Reading

PSR was appointed on the 30 March 2020, as such any requests agreed by the relevant Head of Service in the first instance are to go via the agreed council contract.

**3. Processes**

**Internal approval processes**

Should there be the requirement to source an agency worker, then a manager will obtain approval from their Head of Service.

HR have provided a list of recruiting managers to PSR. If you have not used PSR before then please contact HR who will arrange to set you up on the PSR system (Fieldglass).

As PSR is an off the shelf system RBWM job titles may not be included on the standard list that is held in Fieldglass (the PSR system). There should be a comparable role listed so it is recommended that you contact PSR to discuss your specific role requirements.

The recruitment consultant at PSR is [james.singleton@publicsectorresourcing.co.uk](mailto:james.singleton@publicsectorresourcing.co.uk) contact details 0203 103 0435

Generic support is via the PSR helpdesk on [helpdesk@publicsectorresourcing.co.uk](mailto:helpdesk@publicsectorresourcing.co.uk)

**Filling assignments**

Once you have spoken to PSR you can then log your requirement onto Fieldglass.

**Fieldglass**

Fieldglass is PSR’s online system for managing assignments and processing timesheets. The user guide is also published on SharePoint.

The [Fieldglass](http://wavemaster/corporate_area/corporate_policy/HR/Agency-Information/Agency%20User%20Guides) Hiring Manager User Guide gives a full explanation of how to register an assignment.

Once the requirement is added to the System, HR will receive a notification to approve for release to PSR.

**Compliance docs**

A list of the required compliance documents is pre-set in the PSR system. Candidates cannot be submitted for consideration unless all the required documents /checks are in place.

**Timesheet approval**

The hiring manager must approve and authorise the timesheets for agency workers via the Fieldglass system.

**End dates – extensions**

The PSR system requires you to enter an assignment end date. If an extension is agreed, then the system requires you to enter a new assignment with a new start and end date. It is advisable to discuss this with the PSR recruitment consultant.

**Rate review**

Fieldglass already have pre-set rates for roles in the system, if this is to differ please add the rate in the comments box and then this can be discussed with the PSR recruitment consultant.

**PSR Reporting**

HR will download a status report from PSR monthly so as to track on contact usage.

**Direct contact with agencies**

You may find that you receive calls direct from an agency regarding a candidate, please do not accept C.V’s and advise the agency calling that RBWM have a contract in place with PSR.

**Off Framework**

In the event that PSR cannot source then each Head of Service as the budget holder will need to approve any off-contract arrangementsin line with the Agency Workers Regulations 2010 Guidance and ensure that a record of each arrangement is kept for reference.

It is important for a Head of Service to demonstrate evidence of the due diligence checks that have been undertaken when sourcing an off-contract agency worker.

There is an off-contract agency compliance checklist on Sharepoint that the recruiting manager needs to ask the agency to complete before any off-contract agency worker can commence.

This completed checklist needs to be retained by the recruiting manager along with a copy of the agency’s terms and conditions

For all general enquiries please contact [HR.Operations@RBWM.gov.uk](mailto:HR.Operations@RBWM.gov.uk).