

SAFERJOBS POLICY

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POLICY

Carejoy Healthcare Ltd is committed to the protection of Temporary Workers.

As a professional recruitment business, we are fully committed to ensuring that we protect all our Temporary Workers from any suspected fraud, malpractice or breach of legislation they may encounter, and raise awareness of any such activities with an appropriate organisation such as SaferJobs.

SaferJobs also helps raise awareness and combats criminal activities facing Suppliers within the recruitment industry.

CareJoy Healthcare has chosen to partner with JobsAware, a Brand of SAFERjobs to allow the communication of best practice, share common experiences and trends and work with the investigative and enforcement agencies to prevent and disrupt criminal activity.

This further strengthens our commitment and knowledge through membership of APSCO and the REC.

At CareJoy, we believe it is the responsibility of all of our staff to be aware of this policy.

Responsibilities as a recruiter

All workers, including temporary, permanent and Personal Service Companies (PSC's) should be issued with a Key Information Document (KID) – this became a requirement by law on 6 April 2020.

The CareJoy Key Information Document clearly outlines how we will engage with a worker, including who is employing the individual, who will pay them, and an example pay statement based on a standard working week, including any deductions.

All workers, including temporary, permanent and Personal Service Companies (PSC's) should also be issued with a contract or terms of engagement, which clearly outlines how the contractual relationship will work.

CareJoy Healthcare is responsible for paying the worker for all hours worked. If there is a dispute over hours worked, or missing timesheets; it is our your responsibility to look into the matter and resolve this.

CareJoy is fully committed to ensuring what our legal responsibilities are as a recruiter/employer in terms of Pensions, Holiday Pay, Sick Pay and Agency Workers Regulations (AWR), where applicable, and other Statutory Deductions.

Timesheet Fraud

As a recruiter, have you been approached by an employer you may or may not know? Have you then been asked to payroll one of their employees, as they can't have them on the company books for some reason or other? If yes, you should approach this with extreme caution, as this may be an attempt to defraud the recruiter.

Recruiters who supply temporary workers are required to pay an employee/worker whether or not they have received payment from their client.

In this instance, timesheets will be submitted by the employee/worker weekly, however it may be some weeks before the lack of payment from the client is picked up on. At this point both the client and worker have become uncontactable, leaving the agency out of pocket.

JobsAware Principles of Good Practice

1. Recruitment Companies should:
2. meet the requirements of the Employment Agency legislation;
3. perform agreed standards of agency staff compliance upfront and meet any requisite legislation ongoing relevant to the sector;
4. only advertise jobs that do exist, and the agency has permission to advertise;
5. treat job seeker information confidentially and only share with express consent;
6. pay job seekers promptly and correctly within openly agreed timescales and be upfront about any charges to job seekers;
7. actively support working with under-represented job seekers such as people with convictions, disabled groups, ex-military personnel, and ethnic minorities;
8. have an agreed, transparent process in place to investigate job seeker complaints quickly and professionally;
9. supply in writing clear and full information to the job seeker about the work assignment;
10. have an easily accessible area of the site dedicated to offering advice of common and prevalent scams with the agreed JobsAware text and link;
11. have a duty to report and share information about fraud with JobsAware.

PROCEDURE

All CareJoy members of staff must be made aware of the principles of Safer Jobs. This training is embedded within Staff's induction training and is assessed as part of their probation meetings.

Annual refresher training is offered to all staff.

Any members of staff who identify any breaches of this policy should notify their Line Manager immediately in writing.

Staff wishing to see more details should use visit <https://www.safer-jobs.com/> and see the links at the end of this policy document.

The Line manager will work with the CEO, the Managing Director and finance teams as required to address the breach and to put in place measures to stop it from happening again.

The key elements of this policy should be communicated to all temporary workers through the CareJoy Staff Handbook so that they are aware of its principles and how to address any concerns.

Further detailed guidance:

Jobs Aware:

<https://www.jobsaware.co.uk/recruitment-agencies>

The Conduct of Employment Agencies and Employment Businesses Regulations 2003:

<http://www.legislation.gov.uk/uksi/2003/3319/contents/made>

NHS Employers Right to work check standard: <https://www.nhsemployers.org/your-workforce/recruit/employment-checks/right-to-work-checks>

Home Office. Right to work checks: an employer's guide:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/773780/An_employers_guide_to_right_to_work_checks_-_January_2019.pdf