

Inducting agency staff

Inducting agency, temporary or bank staff is a shared responsibility between the employer and the agency. There needs to be clarity about who is responsible for what to ensure that there are no gaps, assumptions or misunderstandings. Obtain as much information in writing as possible.

Use the pre-arrival and day one checklists with the agency to identify which parts each of you will cover. Ensure you're clear who is responsible for checking pre-employment documentation, references and right to work and DBS checks. See our [safer employment guidance](#) for support in this area.

The induction will need to be sufficient to satisfy the nature of the job role and length of time they will be working in your service, without being onerous. If you're a regulated service, see the Care Quality Commission's (CQC) [guidance on safe staffing](#).

Treat agency members of staff in line with your values and help them feel part of your team for the time they are with you. Be prepared to meet and greet, reserve a parking space if appropriate and always thank them at the end of their shift or period working with you.

Make sure you include:

- sickness, absence, and holiday notifications and procedures for both the temporary staff member and the agency
- an overview of planned learning, development and training with particular reference to any digital systems, technology expected to be accessed and used
- how records or handovers should be completed
- details of procedures and emergency contacts for your organisation and the recruitment agency
- signposting to complaints and feedback procedures.

Consider how the induction is delivered – not everything will need to be conducted once the person is on site. You could share videos about your service, values and expectations before they start.

Ask for their feedback about their experience and any possible improvements they can suggest. Agency staff can often bring new ideas from other services.

Remember, they could be a potential source of future recruits. If you have permanent vacancies, always ask if they have any friends or colleagues that they would like to refer.

Induction for the agency

It's useful to provide an induction for the agency you're using so they know what you expect from your staff, the culture that you aspire to create, your values and your ways of working so that they recommend the best fitting staff for your organisation.

Make sure you're familiar with terms of service with the agency and if suitable consider conversations around longer term working arrangements – for example temporary to permanent staffing.

Conduct an end of supply review to feedback and receive feedback on performance. Remember to ask how the experience of using agency staff could be improved in the future and anything that you might like to change.