



## Policy 35

### **Personal Planning and Development Plans**

The Employment Business has an ongoing basis of review in place for all our Temporary Workers to ensure that they are up to date and current in their professional development and training.

These are implemented as follows:

### **Training and Compliance**

The Employment Business has a large team of compliance staff who are dedicated to assisting our Temporary Workers to reach and maintain compliance. The Employment Business keeps records and logs of all verified training that has been undertaken by each Temporary Worker and this is displayed on our electronic systems. The Temporary Worker can log into [www.a24connect.co.uk](http://www.a24connect.co.uk) using a unique and secure password and access their record. The records are designed to display warnings to Temporary Workers as to when training or other compliance documents are likely to expire. The system will also automatically email the Temporary Worker to ensure further prompt to update or undertake further training.

The Employment Businesses computer systems will automatically prevent Temporary Workers from being booked if compliance levels are not met or maintained.

### **Complaints and exclusions**

The Employment Business keeps a record of all complaints and exclusions that are made against a Temporary Worker and the respective outcome. The complaints record will form part of the annual review between the Temporary Worker and the Employment Business.

### **Feedback from Service Users**

The Employment Business endeavours to obtain written feedback from our Service Users concerning a Temporary Workers performance on duty. This information both positive and negative will form part of the Temporary Workers annual review.

**Feedback from Temporary Workers**

The Employment Business actively seeks feedback on its services from Temporary Workers, this information will form part of the Temporary Workers annual review process and determine what the Employment Business can do better.

**Annual Review**

The Employment Business endeavours to undertake an annual review of each Temporary Worker, this is done initially electronically followed up by a conversation or meeting where necessary.

**Objective and outcome**

The Employment Businesses aims to equip our Temporary Workers with thorough feedback from our Service Users on what they are doing right and what they could do better, this will form part of their ongoing professional development plan.