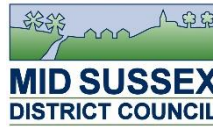




Horsham
District
Council



**Crawley BC, Horsham DC, Mid Sussex
DC, Mole Valley DC**

**CRBC032025 - Temporary Agency
Staff DPS**

Appendix A - Specification

1. Introduction and Background to the Councils' requirements

1.1. Categories under the DPS

- 1.1.1 The four councils require a wide range of Temporary Agency Workers to fulfil their agency requirements and therefore have split our requirements into the following categories:

Category	Description
A	Business Support
B	Operational
C	Drivers
D	Planning & Development
E	Housing, Buildings & Commercial Property
F	Finance, Revenues & Benefits
G	Legal, Democratic & Elections
H	Other professional staff
I	ICT

- 1.1.2 We have provided indicative job roles to be included in each of these categories at Appendix A to this Specification – this is intended to be a guide only and is subject to change by the councils.
- 1.1.3 Each Agency appointed to the DPS must be able to source, introduce and manage the effective provision of Temporary Agency Workers required by the councils as appropriate and relevant to the Category / Categories that they have applied for. Some of the roles are quite specialist, therefore please bear this in mind when you are selecting the Category or Categories.

1.2. Summary of each Council's requirements

Crawley Borough Council

- 1.2.1 Crawley Borough Council has previously had a framework agreement in operation for the appointment of temporary agency staff whereby service managers appoint temps via agencies on the frameworks under several lots.
- 1.2.2 The council currently has around 600 permanent employees based in the Town Hall, Tilgate Park, Metcalf Way Depot, Community Centres, Playgrounds, Sheltered Housing schemes and other sites around the Borough.
- 1.2.3 The council undertakes a variety of statutory and non-statutory duties across the Borough of Crawley.
- 1.2.4 The main requirement at the current time tends to be for the more specialist hard to fill roles such as Housing Officers with knowledge of housing legislation and experience of homelessness. The council has a large Housing department, Crawley Homes.

Horsham District Council

- 1.2.5 Horsham District Council also uses the framework agreement established by Crawley Borough Council.
- 1.2.6 The council has around 450 permanent employees based at Parkside, Hop Oast Depot, Horsham Museum, Southwater Country Park, Warnham Nature Reserve and a few other outposts.
- 1.2.7 The council has an in-house waste and recycling service based at Hop Oast Depot and staff turnaround rates can be quite high in this area.
- 1.2.8 The council has recently gone through an extensive restructure because of Covid-19 (September 2020) and is therefore unlikely to be appointing to many temporary agency roles in the short term.

Mid Sussex District Council and Mole Valley District Council

- 1.2.9 The councils will both have access to the DPS.

1.3 Financial Information

- 1.3.1 The councils' requirements fluctuate year on year due to different demands / business pressures and policy changes therefore the figures given are for information only – they are not a guarantee of any future work requirements or spend.
- 1.3.2 Indeed, given the current financial situation due to Covid 19, the councils are looking to significantly reduce their spending.

Historic Spend

FINANCIAL YEAR	APPROX SPEND ON TEMPORARY AGENCY STAFF (£)			
	CRAWLEY BC	HORSHAM DC	MID SUSSEX DC	MOLE VALLEY DC
2019/20	220,000	450,000		640,000
2018/19	140,000	650,000	500,000	1,000,000
2017/18	250,000	640,000		1,100,000
3 YEAR TOTAL	610,000	1,740,000		2,740,000
AVERAGE ANNUAL SPEND (APPROX)	200,000	580,000	500,000	900,000

Approximate Total Category Values (for 4 years)

Please note that these are approximations and none of the councils are to be bound to any spend

Description	Approx. category value (£)
A: Business Support	200,000
B: Operational	300,000
C: Drivers	1,000,000

D: Planning & Development	2,000,000
E: Housing, Buildings & Commercial Property	800,000
F: Finance, Revenues & Benefits	900,000
G: Legal, Democratic & Elections	500,000
H: Other professional staff	400,000
I: ICT	300,000

1.4 Scope of District and Borough Services

1.4.1 The following are a list of services that the Councils are generally responsible and therefore this Temporary Agency Contract covers all of these. However, given the current financial situation, the Councils are facing recruitment freezes in many areas and therefore some areas may not be appointed to during this Contract.

- Abandoned Vehicles
- Housing & Council Tax Benefits
- Building Control & Demolition
- Back Office services – Audit, Finance, HR, ICT, Procurement
- Car Parks & Parking
- Cemeteries
- Local Museums
- Clinical Waste
- Council Tax
- Economic Development & Regeneration
- Energy Conservation, Conservation Areas and Green Issues
- Entertainment and Events
- Environmental Health & Protection
- Homelessness
- Housing
- Land Charges
- Leisure Development & Leisure Facilities
- Licensing of Animals, Taxis and Entertainment
- Litter, Fly Tipping and Dustbins
- Markets
- Noise Pollution
- Off Street Parking
- Pest Control
- Planning Applications & Enforcement
- Pollution Information
- Refuse and recycling collections, including garden sacks and bulky goods
- Register of electors and electoral services
- Street cleaning

2. Temporary Agency Staff appointment process

2.1 Requests for Candidates

2.1.2 Under this contract, each Hiring Manager is to make a request for provision of Temporary Agency Workers via DPS to all agencies in the relevant Category.

- 2.1.3 Each Council shall be introducing internal processes regarding the provision of Temporary Agency Workers which will be communicated to the Agency prior to the Commencement Date, where relevant.
- 2.1.4 The Hiring Manager shall state a maximum amount of Candidates to be submitted by each Agency under the Category they are calling off from, where required.
- 2.1.5 All Temporary Agency Workers (Candidates) who have been provided by an Agency in response to a request shall:
- a) Have the right mix of skills, experience and qualifications as required and specified by the Hiring Manager
 - b) Be competent, punctual, appropriately trained, tested and briefed about the assignment and the requirements
 - c) meet any and all department or service specific standards of the council as stated in the category specification or as agreed locally with the Hiring Manager
 - d) Be of a grade and type as specified by the Hiring Manager. Should an Agency put forward a Temporary Agency Worker of a higher grade than specified, then the council will only pay as per the grade requested
- 2.1.6 Agencies are required to respond to requests and appoint Temporary Agency Worker(s) within the following timescales, unless the Hiring Manager has stated otherwise:

Urgency of Assignment request: Temporary Agency Worker required to commence an Assignment within:	Type of worker
1 to 2 working days	Emergency driver (Category C Drivers)
2 to 3 working days	General technical / operational / standard driver (Categories B & D)
4 to 5 working days	Technical and specialist roles (Categories D – I) Business support staff (Category A);
Greater than 7 working days	Specialist role with no comparable job description (Categories D – I)

- 2.1.7 Any CVs provided Agency to the Hiring Manager shall be sufficiently well detailed and fully aligned with the Hiring Manager's requirement to enable an informed decision about which Temporary by the Agency worker to hire.

2.2 Selection and rejection of Candidates

- 2.2.1 The Agency must ensure that all vetting and compliance checks required by the Council are carried out prior to the placement of Temporary Agency Workers.

2.2.2 The Agency shall be required to carry out, as a minimum, the following checks on all Temporary Agency Workers:

Type of check required	Category A Business Support	Category B Operational	Category C Drivers	Categories D – I Specialist & Technical Roles
Employment history, together with a satisfactory explanation of any gaps of 4 weeks or more in employment	At least last 2 years <i>(3 years min for Mole Valley DC)</i>	At least last 2 years <i>(3 years min for Mole Valley DC)</i>	At least last 2 years <i>(3 years min for Mole Valley DC)</i>	Full history <i>(3 years min for Mole Valley DC)</i>
Provision of complete CV (not a synopsis)				Y
Documentary evidence of all relevant qualifications	Where applicable	Y	Y	Y
Proof of eligibility to work in the UK in accordance with the Asylum and Immigration Act.	Y	Y	Y	Y
Driving licence (for Crawley BC this shall also be accompanied with a DVLA check)	N	Dependent on job description	All candidates in this lot	Dependent on job description
References – two employment references	Where agreed by the Hiring Manager	Where agreed by the Hiring Manager	Where agreed by the Hiring Manager	Where agreed by the Hiring Manager
Membership of a professional body	N	N	N	Dependent on job description
Safeguarding – DBS Check	Where required by the Council's Safeguarding policy or as stated on the Job Description / Person Spec	Where required by the Council's Safeguarding policy or as stated on the Job Description / Person Spec	Where required by the Council's Safeguarding policy or as stated on the Job Description / Person Spec	Where required by the Council's Safeguarding policy or as stated on the Job Description / Person Spec
Interview	Where agreed by the Hiring Manager	Where agreed by the Hiring Manager	Where agreed by the Hiring Manager	Where agreed by the Hiring Manager

References

- 2.2.3 The Agency shall ensure that they seek at least the minimum amount of references required by the lot or at the Hiring Manager's reasonable discretion.

Interviews

- 2.2.4 The Hiring Manager, where he deems necessary, may wish to interview one or more Temporary Agency Workers prior to an Assignment and may wish to do this on a face to face, telephone or via an online meeting platform such as MS Teams.
- 2.2.5 The Hiring Manager shall reserve the right to reject any or all Candidates as unsuitable. The Hiring Manager shall provide feedback as to the reasons for rejection to the Agency.

2.3 Vetting and compliance with policy and legislation

- 2.3.1 **DBS Checks:** Where the Council requires a standard or enhanced DBS Check or a check through Disclosure Scotland for a particular Assignment, the Temporary Agency Worker must provide the specified original certificate to the Agency, which must have been issued within the last 12 months. ***NB: Mole Valley DC – where stated as a requirement on the Job Description / Person Specification that a DBS check is required, a new check must be undertaken at the time of hire.*** The reference number and date of issue must be supplied to the Hiring Manager. If practical, the council can arrange for the relevant checks to be made at the Hiring Manager's discretion.
- 2.3.2 **Own Vehicle:** Where the Assignment involves the Temporary Agency Worker using their own vehicle, the Agency is required to have sight of the Temporary Agency Worker's driving licence, MOT and insurance documents allowing for business use, as well as ensuring that the Temporary Agency Worker is aware of the Council's workforce travel plans and policies for travel when on duty.
- 2.3.3 **Right to live and work in the UK:** The Agency shall be responsible for ensuring the following, and keeping documentary evidence, having had sight of any original certificates, on an appropriate filing system to demonstrate compliance where required:
- (a) In relation to the Asylum and Immigration Act 1996 (as amended 2008) and any other relevant legislation and/or codes of practice and UK Border and Immigration Agency guidelines, the Agency must comply with the requirements therein and shall be responsible for checking that all Temporary Agency Workers have the right to live and work in the UK.
 - (b) suitable processes and procedures are in place to ensure that work permits granted to the Temporary Agency Worker or similar documents confirming their right to work in the UK are checked and renewed in advance of expiry and that procedures are in place for monitoring other relevant clearances on an ongoing basis. This will include monitoring status, expiry dates and hours worked and ensuring that visas/ work permits do not restrict where the Temporary Agency Worker can work.
 - (c) verification of any qualifications or licences held by the Temporary Agency Worker in order to meet the Hiring Manager's or Authorised Officer's specification.
 - (d) proof of current address, which must be kept up to date.

- 2.3.4 The Agency shall also ensure that they follow any appropriate and relevant duties under Part 7 of the Asylum and Immigration Act 2016.
- 2.3.5 **Criminal Convictions:** Where the nature of the Assignment meets the exception requirements under the Rehabilitation of Offenders Act 1974, as advised by the hiring manager, Temporary Agency Workers will be subject to a Disclosure & Barring Service (DBS) check. The Agency shall ensure that Temporary Agency Workers make a signed and dated declaration regarding any unspent previous criminal convictions subject to the Rehabilitation of Offenders Act 1974.
- 2.3.6 Existing Temporary Agency Workers and new applicants for temporary work who have a previous criminal record should only commence work after the Hiring Manager has given approval.
- 2.3.7 **Safeguarding:** Any Temporary Agency Worker who is employed in a role which requires working with children, young people and / or vulnerable adults, shall be required to have a DBS Check, subject to the council's Safeguarding Policy.

2.4 Rejection of Temporary Agency Worker

- 2.4.1 The Hiring Manager shall reserve the right to reject any or all Temporary Agency Workers as unsuitable. The Hiring Manager shall provide feedback as to the reasons for rejection to the Agency.
- 2.4.2 In the event that a Temporary Agency Worker is rejected by a Hiring Manager and where an Assignment is closed before the official Assignment closure date the Agency shall be responsible for investigating the circumstances of that rejection.
- 2.4.3 Depending on the circumstances of that rejection;
- (a) the Council, acting reasonably, may request that the Temporary Agency Worker does not work for the particular department or directorate again and the Agency shall ensure that if the Temporary Agency Worker is offered for other vacancies within that department or directorate that the Hiring Manager is made aware of previous reports on performance.
 - (b) the Council may request that the Temporary Agency Worker does not work for the organisation again and the Agency shall ensure that the Temporary Agency Worker is not offered for any vacancies within that organisation.
 - (c) where a serious rejection occurs, it is the Agency's responsibility to make Hiring Managers aware of such rejection when the Candidate in question is put forward for future Assignments to enable Hiring Managers to make an informed decision.

3. Temporary Agency Staff Requirements

3.1 Induction

- 3.1.1 The Agency, in consultation with the Hiring Manager, shall ensure that Temporary Agency Workers are given clear instructions in advance of their Assignment in relation to the following:

- Geographical location of the place of the Assignment
- Location of Council department
- When to report
- Who to report to
- Nature of the Assignment
- Working hours (including provision for breaks) and potential duration of the Assignment
- Dress code (if applicable) and any uniforms (including any Personal Protective Equipment) required
- Any additional matters (e.g. parking provisions, reimbursement of expenses)
- Any Council specific policies in place that are relevant to the role
- How to submit timesheets
- Code of conduct
- Confidentiality
- Access to work adjustments
- Data protection
- Health & Safety
- Any documents to be provided to the Hiring Manager on commencement of the Assignment
- Process for reporting sickness – whether that is the Agency or the Hiring Manager

3.1.2 The Agency shall ensure that Hiring Managers are given clear instructions of any specific requirements the Temporary Agency Worker may have e.g. equipment required for them to perform their duties effectively, in advance of the commencement of the Assignment.

3.1.3 The Agency shall assist the Council in its legal duties to make reasonable adjustments to ensure that any Temporary Agency Worker/s with accessibility issues can access their Assignments.

3.1.4 Temporary Agency Workers engaged under this Contract shall work under the supervision, direction and control of the Council's / Customer's officers during the course of the Assignment.

3.2 Council Policies and Procedures

3.2.1 Temporary Agency Workers are required to adhere to the Council's policies and procedures including, but not limited to, fire, manual handling, health and safety, safeguarding, etc. These policies and procedures shall be supplied to the Agency at contract implementation and the council shall provide updated versions to the Agency as and when issued.

3.2.2 The Agency shall bring to attention of all Temporary Agency Workers the need for any information gained during their placement with the Council to remain confidential. The Agency shall, if required by the Hiring Manager, ensure that Temporary Agency Workers sign a confidentiality agreement, as agreed with the Council, prior to any placement and this signed agreement is to be filed within the Temporary Agency Worker's personnel file, a copy of which is held by the Agency.

3.2.3 **Driving a Council vehicle:** All Temporary Agency Workers who have been engaged in an Assignment whereby they are required to drive a council vehicle must comply with the councils' Use of Council Vehicles and Driving Policy and Procedures. Copies of the documentation shall be made available by the councils prior to contract start.

- 3.2.4 **Safeguarding:** The Council promotes the safeguarding of children, young people and adults from abuse or neglect in the course of a Council Officer's work, in someone's home, on council premises or in the community.
- 3.2.5 Any Agency under this Contract is required to have regard to each Council's Safeguarding policy as all Temporary Agency Workers employed under this Contract have a duty to report allegations, disclosures and suspicions of abuse or neglect relating to any children, young people and vulnerable adults.
- 3.2.6 Where Temporary Agency Workers are employed in a role which requires working with children, young people and / or vulnerable adults, the council shall require them to have a DBS Check, subject to the council's Safeguarding Policy.
- 3.2.7 In the case of an allegation against a Temporary Agency Worker in respect of child protection or the protection of vulnerable adults, the Agency will comply with the requirements of the council with regards to attendance at hearing and case conferences and the implementation of any decisions.
- 3.2.8 **Data Protection:** Any Agency under this Contract is required to conform to all Data Protection Legislation in place at the time of the contract, including, but not limited to, Data Protection Act 1998 and General Data Protection Regulation (GDPR).

3.3 Performance of Temporary Agency Workers

- 3.3.1 The Agency shall be responsible for the conduct, negligence, performance and quality of Temporary Agency Workers and other employment issues.
- 3.3.2 Should it become apparent during the first day of the Assignment that the Temporary Agency Worker is unable to fulfil the requirements of that Assignment then the Hiring Manager should inform the Agency at the earliest opportunity and terminate the Assignment at no charge to the Council.
- 3.3.3 If, at any time during the rest of the Assignment duration, the Temporary Agency Worker does not perform to the expected standards then the Hiring Manager, in consultation with the Agency, shall be able to terminate the Assignment giving the Temporary Agency Worker a reasonable period of notice and paid accordingly.
- 3.3.4 The Agency shall operate a process for addressing grievances /complaints and any grievance issues / complaints that occur with a Temporary Agency Worker shall be addressed through the Agency's own process. The Council shall provide any information required by the Agency connected with the grievance / complaint within a reasonable timeframe.
- 3.3.5 Any issues of discipline regarding a Temporary Agency Worker under this Contract shall be dealt with by the Agency using their own Disciplinary Procedure.
- 3.3.6 Serious misconduct and poor performance by a Temporary Agency Workers will be conveyed to the Agency (in the first instance verbally and subsequently in writing) who will, if so requested, terminate the Assignment of the Temporary Agency Worker(s) concerned. At no time is compliance with this clause to be used as evidence of a Temporary Agency Worker gaining employment status with the Council.

3.4 Equipment required

- 3.4.1 **Personal Protective Equipment:** In the event that Temporary Agency Workers are required to wear Personal Protective Equipment as part of their Assignment with the Council it shall be the responsibility of the Agency to ensure that they arrive for work correctly attired. The actual operational process to enable this will be agreed with the Agency at the implementation of the Contract. For categories B and C each Temporary Agency Worker is expected to have their own high visibility tabard and steel toe capped boots (unless advised by the Hiring Manager).
- 3.4.2 **Car Parking permit:** Where the Temporary Agency Worker is on an Assignment which has Essential User Car Parking, the Council shall provide a permit. It will be the Hiring Manager's responsibility to arrange this with the Temporary Agency Worker and request that it is returned at the end of the Assignment.
- 3.4.3 **Council Owned Equipment:** Where the Temporary Agency Worker is working on an Assignment which requires one or more pieces of Council owned equipment (such as laptop, tablet, mobile phone etc.) they are required to follow the relevant Council policy. The Hiring Manager shall be responsible for ensuring that any and all Council Equipment shall be returned at the end of the Assignment.

3.5 Timesheet submission

- 3.5.1 The following methods of timesheet submission are permissible under this Contract but it is up to the Hiring Manager to determine the method used for his staff in consultation with the agency. The preference would be for electronic submission based on the Councils' sustainability agendas:
- Electronic
 - Paper
 - App on phone / Photo
- 3.5.2 It is the Temporary Agency Worker's responsibility to submit the timesheet in a timely manner and the Hiring Manager's responsibility to ensure that it has been approved in good time to be submitted to the Agency. This is up to the Hiring Manager to agree with the Agency.
- 3.5.2 The Temporary Agency Worker must not falsify timesheets and if the Agency or the Council becomes or is made aware of such a situation then they must inform the other party as soon as is practicable.

3.6 Retention / Audit Requirements

- 3.6.1 It shall be the Agency's responsibility to keep and maintain all personnel records relating to each Temporary Agency Worker employed under this Contract, including any statutory requirements and minimum timescales required.
- 3.6.2 Regarding 3.6.1, it will be the Agency's responsibility to store and keep records in compliance with all Data Protection Legislation in place at the time the data is held.

4. Fees, invoicing and payment requirements

4.1 Payments for Temporary Agency Workers

- 4.1.1 For the purposes of this Contract, no Temporary Agency Workers shall be employed through Personal Service Companies or the like - they shall be employed directly by the Agency.
- 4.1.2 Therefore (because of 5.1.1) the councils believe that the rules around HMRC Off Payroll Working will therefore not apply to this Contract.
- 4.1.3 The Agency shall be responsible for the following for each Temporary Agency Worker that they employ under this Contract:
- (a) payment of the actual cost of National Insurance contributions as required by law.
 - (b) meeting the obligations of Pension Auto Enrolment at the staging date / re-enrolment date as well as fully abiding by the rules of this process.
 - (c) providing the statutory leave entitlement under the Working Time Directive from the Temporary Agency Worker's first day of Assignment which shall be 28 days per annum (pro-rata) including any bank holidays and any paid breaks granted by the Council. This shall be calculated as 12.07% of pay.
 - (d) paying the Temporary Agency Worker in line with the grading for the equivalent established post, as per the Councils' job evaluations and pay schemes. Where there is a spinal column point grade range, they shall be paid at the lowest spinal column point in this range except where the market is unable to recruit to this post. This shall be for all standard hours.
 - (e) meeting the prescribed HMRC legislation or guidance in relation to sickness absence or maternity, paternity or shared parental leave pay (or further leave where approved and agreed by the Council).
 - (f) ensuring that the Temporary Agency Worker is paid for any breaks that they are entitled to under the Working Time Directive and not paid for any lunch breaks or rest periods or unpaid leave.
- 4.1.4 Temporary Agency Workers shall not be entitled to any additional benefits or perceived benefits such as flexi time, time off in lieu, essential car user allowance, paid car parking or any bonuses, unless communicated in writing by the Hiring Manager to the Agency.
- 4.1.5 Where there is a salary uplift (minimum NJC Local Government salary increase) for Council workers, the % uplift shall be applicable to Temporary Agency Workers.
- 4.1.6 **Use of the employee's own vehicle:** Where use of a car is stated by the Hiring Manager to be required as part of the service and journeys have been undertaken by the Temporary Agency Worker, the Agency shall pay appropriate mileage in line with the HMRC Approved scheme. Billing shall be at the agreed cost per mile and should not incorporate any mark up from the Agency.

- 4.1.7 Agreement to pay mileage allowance must be with the prior agreement of the Hiring Manager. Mileage allowance will not be paid for travel to and from the place of work. These rates may be adjusted by the councils during the Contract Period.
- 4.1.8 Temporary Agency Workers shall be required to complete a mileage claim form (determined by the Hiring Manager) which will be authorised by them and submitted on a monthly basis. A copy of this document shall be provided with the invoice.
- 4.19 The Agency shall be solely responsible for all arrangements associated with the reimbursement of all expenses.

4.2 Agency Fees

- 4.2.1 Agencies should charge a fixed fee per hour per type of job for fulfilment of the Assignment. The charge covers all agency overheads associated with fulfilment of assignments for example, recruitment, processing, administration, staffing costs.
- 4.2.2 The charge may vary for different types of roles and pay rates.

4.3 Introduction Fees

- 4.3.1 The councils shall pay the following maximum % rates where a worker is offered a fixed term or permanent contract from 0 – 12 weeks. The percentage charge is based on annualised salary.

Category	Description	Max % fee
A	Business Support	15
B	Operational	10
C	Drivers	10
D	Planning & Development	20
E	Housing, Buildings & Commercial Property	20
F	Finance, Revenues & Benefits	20
G	Legal, Democratic & Elections	20
H	Other professional staff	20
I	ICT	20

- 4.3.2 No such fee will apply where a Temporary Agency Worker leaves after working under this Contract for a total period of 12 weeks to take up a permanent position with the council.
- 4.3.3 No charge will apply where a Temporary Agency Worker applies for the permanent role that they are currently undertaking or another role at the council if it was advertised nationally unless it would be considered reasonable to do so in the case of a Temporary Agency Worker under Categories D to I . Agreement to pay such a charge would be subject to internal approval by the council.
- 4.3.4 The Agency shall make no charge to the council in the event that a Temporary Agency Worker:
 - (a) fails to attend an Assignment at the reported time.

- (b) rejects the Assignment or does not attend the Assignment.
- (c) is found not to have the defined requirements for the role i.e. in terms of qualifications, eligibility to work, DBS check, etc.
- (d) is found not to have correct and valid credentials that would allow them to legally work unrestricted within the United Kingdom.

4.3.5 In any of the above circumstances the Agency shall offer the Hiring Manager the option of cancelling the booking or to use their best endeavours to find a suitable and timely replacement Temporary Agency Worker.

4.3.6 Rates above the % charges below may be increased subject to the Hiring Manager's approval and in exceptional circumstances.

4.4 Invoices

4.4.1 Invoices are to be submitted in arrears on a weekly basis although the councils would be looking for the Agency to consider reductions / efficiencies throughout the life of the Contract. This may mean a reduction in the frequency of invoices received.

4.4.2 Payments will be made by BACS.

4.4.3 Invoices shall be supported by detailed information (preferably electronic) to include the following:

- Order reference number
- Job title
- Hours worked (regular hours, overtime hours including night shifts, double time hours and total hours)
- Total hourly / daily rate
- Hourly / daily pay rate to Temporary Agency Worker
- National Insurance contributions
- Working Time Regulations costs
- Pension Auto enrolment costs
- VAT
- Agency commission / fee
- Department and / or Section
- Cost code and Hiring Manager's name
- Name of individual Temporary Agency Worker reports to
- Date timesheet submitted and approved
- Any mileage claimed

4.4.4 All invoices are to be addressed to 'Accounts Payable' / 'Payments' and submitted by email (wherever possible) to the following addresses:

Council	Email address
Crawley Borough Council	accounts.payable@ Crawley.gov.uk
Horsham District Council	accounts.payable@ Horsham.gov.uk
Mid Sussex District Council	payments@ Midsussex.gov.uk
Mole Valley District Council	finance@ Molevalley.gov.uk

4.4.5 Any invoices that are not correctly addressed or do not contain the requested information may not be paid on time.

5. General requirements

5.1 Cold Calling

5.1.1 The councils expect that no Agency under this Contract shall undertake any cold calling to the Hiring Managers.

5.2 Agency Requirements

5.2.1 The councils expect that each Agency under this Contract shall be open for the councils' operating hours, which are Monday to Friday 9am to 5pm.

APPENDIX A:

Indicative Job Roles/Titles under each category

Category	Description	Indicative Job roles/titles
A	Business Support	Corporate Support Officer; Corporate Support Assistant; Housing Assistant; Customer Service Representative; Customer Service Advisor; Planned Maintenance Administrator; Call Centre Advisor; Licensing Assistant; etc.
B	Operational	General Supervisor; Grounds Maintenance Operative; Grounds Maintenance Worker; Litter Picker; Street Cleansing Operative: etc.
C	Drivers	Loader; Street Sweeper; LGV Driver Class 1 & 2; Refuse & Recycling Loader; Street Cleansing Operative; Side Loader Operator; etc.
D	Planning & Development	Compliance Officer; Development Manager; Planning Officer; Principal Planning Officer; Senior Compliance Officer; Senior Planning Officer; Team Leader: Planning; etc.
E	Housing, Buildings & Commercial Property	Building Control Surveyor; Building Surveyor; Senior Building Surveyor; Housing Officer; Housing Options Officer; Responsive Repairs Surveyor; Scheme Manager; Asset Manager; Project Surveyor; etc.
F	Finance, Revenues & Benefits	Accounts Payable Officer; Assessment Officer; Auditor; Benefits Assessor; Benefits Case Officer; Capital Accountant; Finance Business Partner; Accountant; Technical Accountant; etc.
G	Legal, Democratic & Elections	Lawyer; Electoral Services Officer; Democratic Services Officer; Senior Solicitor; etc.
H	Other professional staff	Enforcement Officer; Parking Enforcement Officer; Parking Officer; Procurement Officer; Communications Officer; Policy Officer; etc.
I	ICT	2 nd Line Technical Support; Analyst; Developer; Helpdesk Technician; Infrastructure Analyst; etc.