

Agency Worker Policy

Original Policy by **HR**

Drafted by **Bindesh Majithia**

Updated
April 2026



Contents

Introduction.....	2
Purpose.....	2
Scope.....	2
Legal Framework.....	2
Associated Policies	3
Statement of Principle	3
Entitlements	3
Day One Rights	3
Rights After 12 Weeks' Continuous Service	4
Exclusions	4
Roles and Responsibilities	4
The Charity	4
Managers and Line Managers	4
Human Resources	5
Agency Workers	5
Employment Agencies.....	5
Review	5

Agency Worker Policy

Introduction

The United Synagogue is committed to delivering high-quality services and support to its members, communities, and stakeholders. To meet operational demands and maintain continuity of service, the Charity does, where appropriate, engage temporary agency workers to support its activities.

This policy reflects the Charity's commitment to equality, dignity, and good employment practice. It aims to ensure that agency workers are afforded their statutory rights, including equal treatment in respect of basic working and employment conditions, access to collective facilities, and protection from unlawful discrimination.

Purpose

This policy sets out the Charity's approach to the engagement, treatment, and management of agency workers. It is intended to ensure that agency workers are treated fairly, consistently, and in accordance with applicable UK legislation, while providing clarity to managers and staff involved in the recruitment and supervision of agency workers.

This policy also provides a clear framework for compliance with the Agency Workers Regulations 2010 and related employment legislation, and supports managers to engage agency workers appropriately, transparently, and lawfully.

Scope

This policy applies to all temporary agency workers who are engaged by the United Synagogue and supplied through an employment agency to work on a temporary basis under the supervision and direction of the Charity.

It also applies to all employees, managers, and others involved in the engagement, supervision, or management of agency workers, including those responsible for authorising assignments, overseeing day-to-day work, or liaising with employment agencies.

For the purposes of this policy, an agency worker is an individual who is supplied by an agency to work temporarily for the United Synagogue, and who is not operating through their own personal service company or limited company arrangement.

This policy does not apply to:

- employees of the United Synagogue.
- consultants or contractors engaged on a self-employed basis.
- individuals who provide services through their own service company or limited company.

Legal Framework

This policy is informed by, and operates within, the framework of UK employment legislation and relevant statutory guidance, including, but not limited to, the following:

- [Agency Workers Regulations 2010](#), as amended.
- [Employment Rights Act 1996](#), as amended by [Employment Rights Act 2025](#)
- [Equality Act 2010](#)
- [Working Time Regulations 1998](#), as amended
- [National Minimum Wage Act 1998](#) and associated Regulations
- [Health and Safety at Work Act 1974](#)
- [Trade Union and Labour Relations \(Consolidation\) Act 1992](#), where applicable
- [Relevant ACAS guidance and Codes of Practice](#)

Associated Policies

This policy is intended to complement, and should be read alongside, the Charity's wider employment and organisational policies, including:

- [Equality and Diversity Policy](#)
- [Anti-Bullying and Harassment Policy](#)
- [Dignity at Work Policy](#)
- [Sexual Harassment Policy](#)
- [Health and Safety Policy](#)
- [Safeguarding Policies](#)
- [Whistleblowing Policy](#)
- [Code of Conduct](#)
- [Disciplinary and Grievance Procedures](#)

Where an agency worker raises a concern, or where an issue arises in relation to conduct, health and safety, safeguarding, or equality, the relevant associated policy should be applied, alongside this Agency Workers Policy, to ensure matters are managed fairly, consistently, and lawfully.

Managers and agency workers are encouraged to familiarise themselves with these policies and to seek guidance from HR where clarification is required.

Statement of Principle

The Charity is committed to ensuring that agency workers are treated fairly, lawfully, and with dignity while on assignment, in line with UK employment legislation. This includes access to statutory rights, equal treatment in relation to basic working and employment conditions, and protection from discrimination.

Entitlements

Day One Rights

From their first day of assignment, agency workers are entitled to:

- Information regarding relevant internal job vacancies
- Access to collective facilities and amenities, including childcare, transport, canteens, and parking.

Rights After 12 Weeks' Continuous Service

After completing 12 weeks of continuous service, agency workers are entitled to:

- The same paid annual leave entitlement as comparable employees (arranged through their agency)
- The same basic pay rate and overtime rate as employees doing the same role.
- Paid time off for antenatal appointments
- Paid time off for Jewish Festival-related absence
- Access to role-based financial benefits, such as bonus schemes or commission.
- Confirmation from their agency, upon request, of pay rates and associated entitlements.

Statutory sick pay and statutory maternity/paternity payments are administered by the agency, subject to standard eligibility criteria.

The qualifying period continues even if the worker changes agencies. Workers must not be dismissed or substituted at week eleven to avoid compliance. A new qualifying period begins only after a break of more than six weeks.

Exclusions

Agency workers are **not entitled** to:

- Admission to the United Synagogue's pension scheme
- Childcare voucher schemes
- Redundancy pay.
- Occupational sick pay
- Non-cash awards
- Pay advances or loans.
- Long-service or loyalty schemes
- Access to internal policies and procedures (except where required for compliance, e.g., confidentiality, IT, and internet use)

Roles and Responsibilities

The Charity

The United Synagogue is responsible for ensuring that agency workers are engaged and managed in a fair, lawful, and transparent manner. The Charity will take reasonable steps to ensure compliance with applicable employment legislation, including the Agency Workers Regulations 2010, and will work with employment agencies to ensure that statutory rights and entitlements are applied correctly.

Managers and Line Managers

Managers who engage or supervise agency workers are responsible for:

- ensuring that agency workers are engaged only through approved employment agencies and for legitimate operational reasons.
- providing clear information about the role, working arrangements, and expectations from the outset of the assignment.

- ensuring agency workers are treated fairly and consistently, including access to collective facilities and information about relevant internal vacancies.
- monitoring assignments to ensure compliance with statutory requirements, including equal treatment following the qualifying period.
- raising any concerns relating to conduct, performance, health and safety, safeguarding, or wellbeing, promptly with Human Resources; and
- working cooperatively with HR and the employment agency to resolve issues in a timely and appropriate manner.

Human Resources

HR is responsible for:

- providing advice and guidance to managers on the lawful engagement and management of agency workers.
- supporting compliance with employment legislation and relevant statutory guidance.
- maintaining oversight of agency worker arrangements, including monitoring qualifying periods where required.
- liaising with employment agencies on matters relating to pay, terms, and statutory entitlements.

Agency Workers

Agency workers are responsible for:

- complying with this policy and all relevant organisational policies while on assignment with the United Synagogue.
- following reasonable management instructions and maintaining appropriate standards of conduct.
- adhering to health and safety, safeguarding, confidentiality, and data protection requirements.
- raising any concerns or issues promptly with their agency, line manager, or Human Resources, as appropriate.

Employment Agencies

Employment agencies supplying agency workers to the United Synagogue are responsible for:

- ensuring that agency workers are provided with accurate information regarding their terms and conditions.
- administering pay and statutory entitlements in accordance with legal requirements.
- cooperating with the United Synagogue HR to support compliance with this policy and applicable legislation.

Review

This policy will be reviewed every year to ensure it remains appropriate, valid, and compliant with current legislation and best practice.