FOR PROCUREMENT TEAMS

carehires.

Questions to ask any agency management platform

Whether you are choosing a platform or reviewing the one you have, these are the questions worth asking.

01 Commercials

- [ ] Is there a minimum term, and what does it cost to leave early?
- [ ] Before we sign, will you show us what we pay for agency today against what we would pay with you?
- [ ] Who agrees agency rates? Are they fixed before the first booking, and when were yours last reviewed?
- [ ] Can we take a worker on permanently? Is there a conversion fee, and after how long?

02 Visibility

- [ ] Which reports can we pull ourselves, without asking an account manager?
- [ ] Can we see every shift, including any booked outside the platform?

03 Control

- [ ] Can we set who approves a booking, at what level, and before it is confirmed?
- [ ] Can we request named workers, and keep the same people on the same service?
- [ ] Can we keep the agencies we already trust, or only use those on your panel?

04 Compliance

- [ ] Who checks agencies and workers (DBS, right to work, training), and can we see the evidence ourselves at any time?
- [ ] Do agencies pay for compliance audits? If the agency being audited pays the auditor, how is the audit kept independent?
- [ ] How are right to work checks evidenced for agency workers, now the duty covers them?

05 Security and set-up

- [ ] Which security certifications do you hold?
- [ ] How long from contract to live, and what do you need from us?

06 Ongoing account management

- [ ] Will we have a named account manager, and how often will we review performance together?
- [ ] Who manages the agencies day to day, including chasing shifts that have not been filled?
- [ ] How often are rates and the supplier list reviewed, and who starts that conversation?
- [ ] What does each review cover: spend, agency performance and compliance?

Care Hires answers every one of these in our procurement pack.

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