



**CARING
LOCALS**



Contact Us

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Why we are different from other staffing suppliers?

We have years of accumulated experience in recruiting, training and supporting health and social care staff throughout the UK.

Our teams operate within all Nursing and Health and Social Care specialisms, working as a strategic partner to hundreds of clients throughout the UK.

We are proud of our reputation for delivering outstanding candidate quality. Regular external audits of our compliance processes ensure we consistently provide our clients with the highest quality candidate.

Our range of awards and accreditations for excellence provide evidence of our standards and professionalism, giving you comfort and peace of mind that you are working with a reliable, well-established consultancy with the resources and staff in place to help you find the right candidate, each and every time. Our vision is to change lives, give back and raise standards. Together, we offer services that span the generations. Our aim is to help people to change their lives for the better, and supporting and helping those in need.

- *Dedicated consultant with in-depth knowledge of the cases currently being supported*
- *Monitored team inbox*
- *Direct access to all local EDT teams*

Our Team, 24 Hour On-Call 7 days a week



On-Call Number is: +44 7842 013352

Monitored Inbox is: safeguard@caringlocals.co.uk



Safer Recruitment

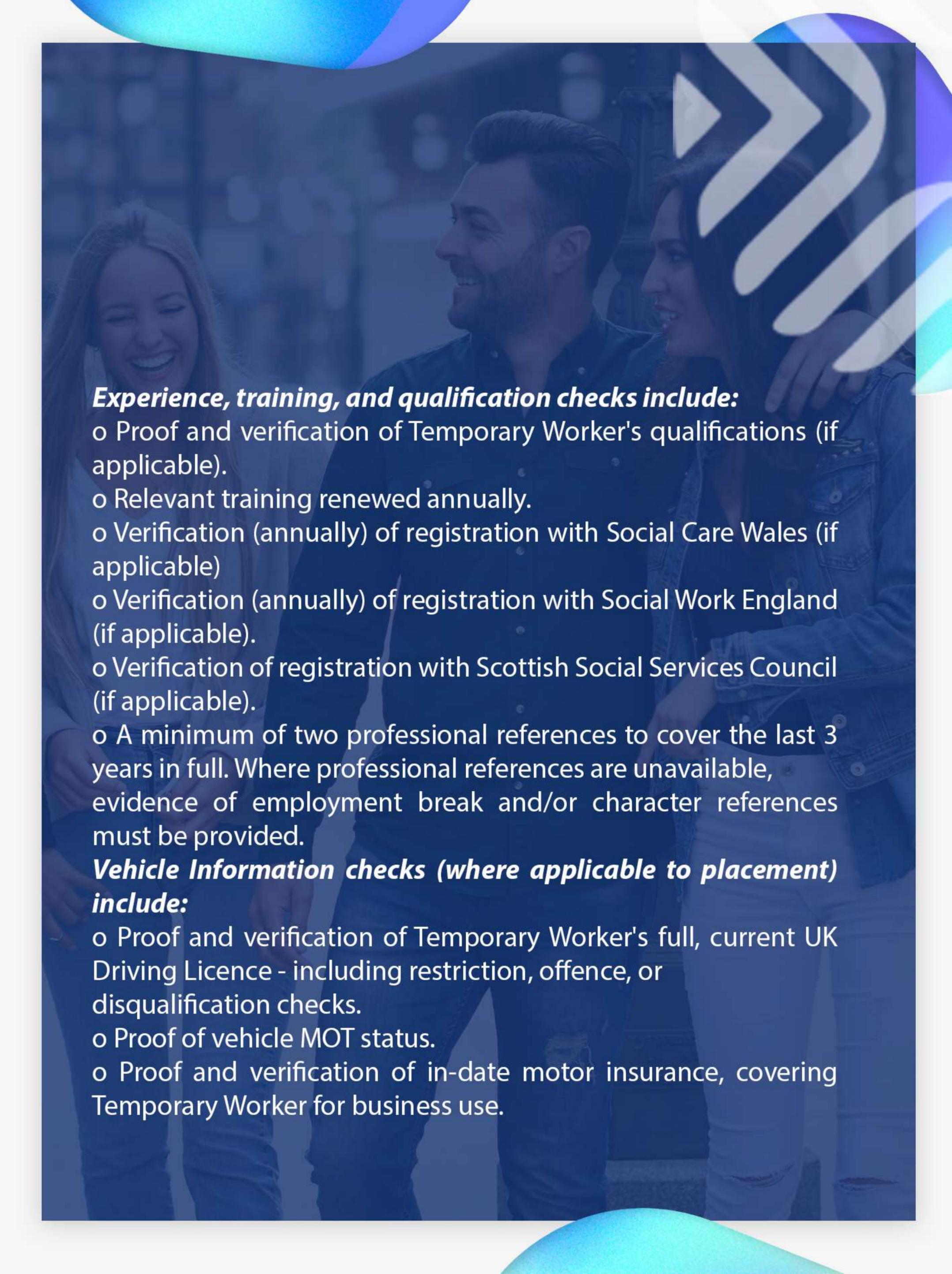
Registration interview to assess and verify Temporary Worker's employment history, experience, and suitability for work. Validation of the Temporary Worker's identity

- o Authentication of the Temporary Worker's original documentation
- o Medical declaration
- o Safeguarding and Disqualification declarations
- o Confidentiality agreement
- o Working Time Directive declaration



Criminal record, safeguarding and disqualification checks include:

- o Enhanced DBS Certificate (relevant workforce checked) either subscribed online with the DBS update service or a new check applied for by Prospero Health & Social Care
- o Enhanced PVG Certificate (relevant workforce checked. Scotland only)
- o Fitness to practice checks via Social Care Wales (if applicable)
- o Fitness to practice checks via Social Work England (if applicable)
- o Fitness to practice checks via Scottish Social Services Council (if applicable)
- o If applicable, Overseas Police Clearance or full professional reference from overseas employer (if police clearance unavailable) - where a Temporary Worker has lived or worked outside of the UK (whilst aged 18 and over), for 6 months or more, in the last 5 years



Experience, training, and qualification checks include:

- o Proof and verification of Temporary Worker's qualifications (if applicable).
- o Relevant training renewed annually.
- o Verification (annually) of registration with Social Care Wales (if applicable)
- o Verification (annually) of registration with Social Work England (if applicable).
- o Verification of registration with Scottish Social Services Council (if applicable).
- o A minimum of two professional references to cover the last 3 years in full. Where professional references are unavailable, evidence of employment break and/or character references must be provided.

Vehicle Information checks (where applicable to placement) include:

- o Proof and verification of Temporary Worker's full, current UK Driving Licence - including restriction, offence, or disqualification checks.
- o Proof of vehicle MOT status.
- o Proof and verification of in-date motor insurance, covering Temporary Worker for business use.

When the above has been signed off by the Compliance team, the candidate will become active to work shifts, the staff are then passed onto the Quality Assurance Manager, which covers the following areas:

Medication Management

- o Medication Competency Assessments
- o Weekly Medication Audits Training
- o Compliance audit in training.
- o Identify any training needs, including QCG in Children and Young People.
- o Employer Led Assessment Route for Social Care Wales Registration.
- o TMVA 2-day practical behaviour management training
- o In-house training team, -2-day team teach courses delivered nationally and weekly.

National Safeguarding Team

Safeguarding is everyone's responsibility. Prospero Group acknowledges the duty to safeguard and promote the welfare of Children and Adults at Risk; and is committed to ensuring safeguarding practice that reflects statutory responsibilities, government. Prospero Group have developed guidance and best practice and complies with requirements to respond to safeguarding issues appropriately on a national scale.

We have developed a national network of safeguarding officers and managers across the social care and education businesses.

Listed on the next page is the safeguarding team that covers social care

QUALITY MANAGERS - LEADERSHIP & MANAGEMENT OAPSCO

United Kingdom

Leadership and Management

Out Quality Manager who is a Level 5 Registered Manager, responsible for all the quality assurance of local authority placements.

On the first day of supplying staff to a placement, Quality Managers will complete the following:

- o Ensure all risk assessments, care plans and relevant contact numbers are in place.
Ensure all recording paperwork such as daily notes, finance logs, medication records and visitors book are escalated to the staff and implemented.
- o Ensure the placement has a working mobile phone and the number is set up and given to all relevant parties.
- o Email address is set up and shared so updated care plans can be shared.
- o Correlate all reports, incidents and any other information needed about the placements for the social work team.
- o Make sure all the reports reported through the company portal are quality assured and detailed to the standard required.



- o Supervision of staff every 3 months.
- o 1:1 discussion as and when required.
- o Weekly visits to each Local Authority placements for audit and support.
- o Identify any safeguarding issues and report to client and office team

Training & Staff Professional Development
In addition to the provision of recruitment services, we also offer accredited continuing professional development, run by qualified staff, and this has helped us achieve improved standards for our clients across the country.

Training:

- o Compliance audit in training.
- o Identify any training needs, including QCG in Children and Young People.
- o Employer Led Assessment Route for Social Care Wales Registration.

Staff Acknowledgement of Policies
All staff will read and acknowledge the following policies:

- o Behaviour Management
- o Mobile Phone
- o confidentiality Agreement and Record Keeping
- o Lone Working
- o Medication
- o Prevent Duty
- o Safeguarding
- o Safe Use of Social Media



Reporting, Recording & Secure Reporting

Reporting and Recording:

- o Implement placement packs into each Local Authority placements - audit during weekly visits.
- o Daily audits on Prospero platform - feedback during supervisions.

Caring Locals have recognised the need to offer a secure Channel to send secure data between ourselves and our clients, giving our staff the ability to complete reports, incident reports, report any safeguarding incidents in real time and fully secure through our platform direct to your inbox. This gives everyone the added security when working in partnership on cases.

We have just launched our online reporting portal and have been testing it with various local authorities. The feedback about the portals usability and security has been very positive.

The benefits of the portal are:

- o Secure reports that are sent straight to the social worker/team.
- o Care and support plans can be viewed via the portal.
- o Reports can be exported from the service user's record.
- o You can send a message to the support worker via the portal.
- o Staff Profiles and staff compliance packs can be uploaded for the end User to view in real time.



***DIFFERENT TYPES OF SERVICES
WE OFFER LOCAL AUTHORITIES***

**Crisis
Management**

**Floating
Support**

**Family Contacts
& Contact
Supervision**

**Transport
Services**

**Residential
staffing**

**Family Supervision
(Mother & baby) and
community safeguar-**

**Crisis
Support
Staffing**

Floating Support Section

Flexible, Community-Based Assistance

- Personalised Outreach: Support individuals transitioning to independent living (e.g., budgeting, life skills, mental health monitoring).
- Short- or Long-Term Solutions:** Adapt staffing hours to evolving needs, from daily check-ins to 24-hour care.
- Partnership with Local Authorities: Collaborate on preventative strategies to reduce hospital readmissions or institutional care.

Testimonial Integration:

floating support team helped us reduce care costs by 30% while improving client outcomes

Crisis Management Section

Rapid Crisis Intervention for Vulnerable Individual

- 24/7 Emergency Response: Mobilise trained professionals within 60 minutes to manage critical situations (e.g., homelessness, safeguarding risks, mental health crises).
- Tailored Support Plans: Stabilise placements, de-escalate risks, and coordinate long-term solutions with local authorities.
- Compliance & Safeguarding: All staff hold enhanced DBS/PVG checks and receive trauma-informed care training.

Caring Locals resolves 95% of crisis cases within 48 hours, preventing placement breakdowns.**

Crisis Support Staffing

Caring locals offer Interim last-minute wrap around support for young people (Crisis Support) who are displaced and basically homeless. We can mobilise staff immediately anywhere in the UK and can offer solid staffing solutions until regulated placements can be sourced for young people

Family Supervision (Mother & baby) and community safeguarding services

Family supervision and community safeguarding services has become very prevalent in our day-to-day offerings to local authorities.

We work with the court system judges and barristers to offer periods of supervision to families known to local authorities.

This gives a layer of protection to young people living in homes with families that may be known previously to authorities. We can mobilise a 24-hour staff team within 60 minutes to most locations in the UK. We also offer bedside supervision to families known to local authorities that may be in the process of having a new-born child going through the removal process. All work is fully documented and reports are made available to the courts. This is all part of the safeguarding and preventative work we do with local authorities to ensure we keep young people safe.

Transport Services

Navi Solution Limited t/a Caring Locals offer transport services to transport young people based on the local authorities risk assessment. This enables a young person to be safely transported in a standard road vehicle. We can transport young people anywhere in the UK with very short notice.

We offer community staffing on interim periods for young adults transitioning out of residential into the community. We offer staff teams to support young adults who may have to move into their own accommodation. Staff can support around education scheduling, life skills, and managing money.

Residential staffing

If you have any residential homes that are struggling for cover within their internal rota's, Navi Solution Limited t/a Caring Locals can help cover staff sickness and holiday absence to ensure your staffing ratios never drop, all in line with your young people and residential care plan.

CES -Education to children not in mainstream education
Caring Locals Children's Education Services department offer education solutions to young people out of school/unable to access school. Navi Solution Limited t/a Caring Locals is committed to supporting local authorities and schools to engage pupils, overcome barriers and provide high-impact intervention services through specific programmes tailored to the young person's individual needs. As a provider, we can offer education and care packages for EOTAS, to ensure a cost effective and consistent offering for your young people



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