



**A selected List of past and current service users speaks for itself.....**

Priory Healthcare  
 Cygnet Healthcare  
 Blenheim healthcare -Thornford Park Hospital  
 CAPITAMatrix  
 Comensura  
 Ability Housing  
 Enfield Council  
 Barnet Council  
 Ealing council  
 Voyage Care  
 Harrow Council  
 Redbridge Council  
 Kingston Council  
 Barnsley Council  
 St. Luke’s Hospital Group  
 Macintyre Healthcare  
 London Borough councils  
 Craegmoor Healthcare  
 BUPA  
 Huntercombe Manor Hospital,(Four season)  
 Shaw Homes  
 Guildford borough Council  
 Southwark Council  
 Compass care( TRACS Healthcare)  
 Surrey County Council  
 Essex County Council  
 Waltham Forest Council  
 Southend on sea Borough council  
 The NHS ( Healthcare, Admin and Clerical)  
 Stockport Metropolitan Council  
 Scope  
 Bolton Metropolitan Borough Council  
 Greater Manchester Fire And Rescue Service  
 Lancashire County Council  
 Tameside Metropolitan Borough Council  
 Watford County Council  
 St.Albans Council  
 Coventry City Council  
 Windsor Borough Council  
 Northamptonshire County Council  
 Southern Cross Healthcare  
 Abbeyfield Society  
 The Disabilities Trust  
 Anchor Homes  
 Four Seasons Healthcare  
 HM Prison Services  
 Liaise Loddon  
 Jewish Care Homes  
 Hampshire Voluntary Housing Society (HVHS)  
 Group:  
 And many more .....

**Statement of Purpose.....**

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■ ■ **Match Options** serves the Social and Health Care sectors by matching and offering options at value for money to the service users of our recruitment services for supply of quality Permanent and Temporary workers.

**Vision**

- ✓ To provide the very best Recruitment services as measured by acceptable Key Performance Indicator (KIP) targets so that we are the provider of choice
- ✓ To work towards this vision by securing the following key objectives.

**Objectives**

Match Options Key Performance Indicator targets are based at least on the following criteria that guarantees that Quality of service delivered would exceed expectations of Service users:

- Achieved Response times against orders for workers to be within 20 minutes, with or without a confirmed named temp staff.
- Objectively measure performance, and providing feedback which continuously improve the overall effective attendance, punctuality, and continuity, to exceed expectations
- Fill rates for Vacancies issued versus Vacancies filled to exceed 90 percent
- Ensure that service delivery is in line with overall risk assessment for service users who also include our workers.
- Work to accounting and financial procedures that safeguard Service user’s interests.This includes protection of service users’ possessions and prompt delivery of accurate statements of account for service delivered.

In securing these objectives we adhere to the following principles:

**Our Principles**

We recognise that every prospective Service user should have the opportunity to choose an employment agency which suits their needs and abilities. To facilitate that choice and to ensure that our Service users know precisely what services we offer, we will do the following:

- Comply with the minimum Care Standards for Nurses Agencies as stipulated in the Nurses agencies Regulations 2002 and other statutory, operational and Regulatory frameworks in force from time to time.
- provide detailed information on the agency by publishing a statement of purpose and a detailed service user guide.
- Give each service user a contract or a statement of Terms and Conditions specifying the details of the relationship.
- Ensure that every prospective Service user has their needs professionally assessed before a decision to engage our services is taken.

•Demonstrate to every Service user about to enter into a contract with us that we are confident that we can meet their needs as

assessed. ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

***They said .....***

***"We now use the agency as our first port of call.....They have a quick and speedy service and are a pleasure to work with and we, at the Priory, hope that this will remain to continue into the future.***

***Phillip Craven, Home Administrator. Priory Gardens ( Southern Cross Group)***

***"....reliable and hard workers. Very pleased with this service provider and the staff"** Paula Hole-Kings Park NHS Hospital, Bournemouth*

***"...I think we have built up a good relationship over the last couple of years and I would very much like to keep this going!"***

***Jayne Calderbank, Enhanced Care co-ordinator, Windsor, Ascot and Maidenhead Primary Care Trust NHS***

***"We currently use the agency to assist in meeting our temporary staffing needs. we have found they consistently provide a satisfactory level of service. The staff we utilise have proved to be reliable and of a very good standard"** F Chuhtai, Staffing officer, Thornford Park Hospital,Priory Healthcare, Thatcham, Berkshire*

***"... staff are prompt and polite..." Sharon Maguire, Broomhills Nursing Home, Rochford***

***"Thank you for doing this and from what I can see in e-tips® all right to works are in order. I am waiting on a report to have final confirmation and I have released payment. Thank you to you and your colleagues for all of your efforts. FSHC are feeling extremely positive towards Match Options so this has had a positive effect in an indirect way"** S.H, depoel*

***"...the calibre of staff allocated to us is very good. they are pleasant, polite and bubbly people who work very hard and are well liked by residents they care for." Miss D Reynolds, The Belfry, Billericay***