



AGENCY FIRST RESPONSE

Agency First Response Service

KID and work-finding terms issuing pack for recruitment agencies

Portal link: [TRY FOR YOURSELF](#)

Purpose: A fast, consistent first response route for new temporary work-seekers. The portal captures candidate details, lets the agency select the relevant job role and engagement route, and then issues the correct candidate documents by email with date/time stamped evidence.

Under 30 seconds typical form completion	2 candidate emails KID pack then terms pack	Full audit trail what was issued and when
What the service does • Captures candidate contact details and job role. • Generates tailored KID documents for selected routes. • Issues agency work-finding terms in a second email. • Keeps evidence of the issuing order and timestamps.	Marketing value The process gives candidates a professional first response and gives agencies a repeatable compliance path. The message is simple: clear documents, issued early, with evidence retained.	Correct legal reference • The Conduct of Employment Agencies and Employment Businesses Regulations 2003 (as amended). • Regulation 13A - Key Information Document. • Regulations 14 and 15 - work-seeker terms for employment businesses. • Regulation 33 - electronic and other communications.
Operating principle Use the portal before starting work-finding activity or agreeing terms with the temporary work-seeker. The KID pack comes first; the terms pack follows; both are retained as part of the agency audit trail.		

Portal view: standard route

Use the quick path where the standard role and assumptions are correct

Portal link: [TRY FOR YOURSELF](#)

EXAMPLE KID

Key Information Document

Before we start finding you a suitable role, there are a couple of regulatory items that we need to issue you. The first set of documents explains your employment status with us or another entity and the payment options available to you. The second set of documents include our terms and conditions which determines how we will supply you with our work-finding services as well as any other relevant information about us.

It takes **less than 30 seconds** to complete:

Title		☐ Male ☐ Female ☐ Other
First Name		
Family Name/Surname		
Email Address		
Confirm Email Address		
Mobile Number		
Job Role	A Worker	
+ More Options		

Submit

By pressing Submit you may have to **wait 15 seconds** while we prepare all of your documents. After which you will receive **2 emails**. The first contains your key information document(s) and the second, 5-10 minutes later, will contain our terms and conditions and other relevant documents.

IMPORTANT NOTE: Fair Work Agency (KID) has no affiliation whatsoever with the Government department - FAIR WORK AGENCY

How to use the quick route

- Open the agency-specific link shown at the top of this guide.
- Enter the candidate details: title, name, email, confirmed email and mobile number.
- Select the closest pre-determined job role from the drop-down list.
- Where the standard role, rate and pay route assumptions are correct, press Submit.
- Allow the system to prepare the pack. Do not refresh the page while it completes.

Important: Check the candidate email carefully before pressing Submit. The standard route is best where no bespoke candidate-level amendments are needed.

Standard view: candidate details, job role and submit

Portal view: More Options

Use the bespoke route where the KID needs candidate-specific detail

EXAMPLE KID

Key Information Document

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It takes **less than 30 seconds** to complete:

Title ☐ Male ☐ Female ☐ Other

First Name

Family Name/Surname

Email Address

Confirm Email Address

Mobile Number

Job Role

A Worker

- Less Options

Job role details

Working for 5 Days

☒ Umbrella Rate 138.00

☒ In House PAYE Rate 120.00

☒ PEO Joint Employment Rate 120.00

☒ PEO Sole Employment Rate 120.00

Deductions	Type description below (or leave blank)	Input the amount
Deduction 1	For example, DBS fee	£
Deduction 2	For example, DBS fee	£
Deduction 3	For example, DBS fee	£

Expanded route: bespoke values and selected routes

- Less Options

Job role details

Working for

5

Days



☒ Umbrella

Rate

138.00

☒ In House PAYE

Rate

120.00

☒ PEO Joint Employment

Rate

120.00

☒ PEO Sole Employment

Rate

120.00

Deductions

Type description below (or leave blank)

Input the amount

Deduction 1

For example, DBS fee

£

Deduction 2

For example, DBS fee

£

Deduction 3

For example, DBS fee

£

The core More Options panel: days, rates and deductions

Use More Options when

- The candidate or assignment differs from the standard role assumptions.
- A specific working pattern, rate, deduction or engagement route needs to be shown.
- Student loan, pension, holiday or other pay-related completeness needs to be captured.
- The agency wants to show more than one route for comparison, candidate transparency or audit evidence.

Rule of thumb

If the standard KID could be misleading, use More Options and make the pack bespoke to the individual.

What happens after submission

Two emails, attachments and a retained evidence trail

Portal link: [TRY FOR YOURSELF](#)

Email 1

KID PDFs issued

Email 2

Terms and support pack

Record

Timestamps and attachments retained

Candidate receives

- Email 1 within minutes: selected Key Information Documents.
- Email 2 a few minutes later: generic agency work-finding terms and useful supporting information.
- A clear instruction to contact the agency if figures or information are not as expected.

Agency retains

- Candidate details and selected job role.
- Selected KID route(s) and bespoke More Options entries.
- Generated PDF filenames and outgoing email timestamps.
- Any amended or reissued pack where details change.

Compliance message

The value of the process is the combination of candidate clarity and auditability: the agency can evidence what was issued, when it was issued, and which assumptions were used to generate the KID and terms pack.

Email 1: Key Information Documents

The candidate receives the selected KID PDF pack first

CANDIDATE EMAIL PREVIEW

Your Key Information Documents

From

hello@peoplegroupservices.com

To

candidate@example.co.uk

Sent

Wed, 01 Jul 2026 11:44:11 +0000

EXAMPLE KID

Your Key Information Documents are Attached

Dear A Worker,

Thank you for choosing Fair Work Agency (KID) as your Recruitment Agency.

The attached documents set out key information about your relationship with your employer(s), including details about pay, holiday entitlement and other benefits.

Should any of the information or figures included within the documents not be as you expected, then please speak to us on [0345 034 1530](tel:03450341530) as soon as possible.

Kind Regards

Fair Work Agency (KID)

Attachments sent with this email

PDF

KID-a-worker-People-PEO-SE-01-07-2026-124356...

PDF

KID-a-worker-People-PEO-JE-01-07-2026-124400...

PDF

KID-a-worker-People-Umbrella-01-07-2026-12440...

PDF

KID-a-worker-People-PAYE-01-07-2026-124407.pdf

Candidate email preview: Your Key Information Documents

Purpose

Confirms the Key Information Documents are attached and explains what they cover.

Attachments

In the example run four KID PDFs were attached because four engagement routes were selected.

Candidate query route

The email asks the candidate to contact the agency if anything is not as expected.

Example Key Information Document

What an attached KID PDF looks like

KEY INFORMATION DOCUMENT

EXAMPLE KID

WHEN USING PEO (SOLE EMPLOYMENT)

This document sets out key information about your relationship with us and the intermediary used in your engagement, including details about pay, holiday entitlement and other benefits.

Further information can be found at <https://peoplegroupservices.com/agency/about-us/>

The Fair Work Agency is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 0345 161 6000 or through the [ACAS helpline](#) on 0300 123 1100, Monday to Friday, 8am to 6pm. Links: [Fair Work Agency](#), [ACAS](#)

GENERAL INFORMATION

Your name:	A Worker
Name of employment business:	Fair Work Agency (KID)
Name of PEO Sole company:	People PAVE Limited
Your employer:	People PAVE Limited
Type of contract you will be engaged under:	An employment contract (contract of service)
Who will be responsible for paying you:	People PAVE Limited
How often the intermediary and you will be paid:	Weekly in arrears

INTERMEDIARY COMPANY PAY INFORMATION

You are being employed and paid by People PAVE Limited who will calculate your tax and other deductions and then pay you for the work undertaken for the hirer. Fair Work Agency (KID) will still be finding you assignments.

The money earned on your assignments will be transferred to People PAVE Limited as part of their income. They will then pay you your wage. All the deductions made which affect your wage are listed below. If you have any queries about these please contact us.

Your payslip will show you as an employee of People PAVE Limited.

Name of intermediary company:	People PAVE Limited
Any business connection between People PAVE Limited, Fair Work Agency (KID) and the person responsible for paying you:	None

PAY DETAILS ON THE FOLLOWING PAGE

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1	Expected or minimum gross rate of pay transferred to People PAVE Limited from Fair Work Agency (KID)	£600.00	Basic £535.38 + £64.62 holiday pay = £600.00 Total
2	Any other deductions from intermediary income (to include amounts or how they are calculated)	£0.00	None
3	Employer deductions from intermediary income required by law:	£0.00	None
4	Holiday accrued:	£64.62	You will accrue up to 5.6 weeks of holiday per year. Calculated at no less than 12.07% of average hours worked and average payments made, to be paid as leave taken upon request. In accordance with Working time regulations . Holiday accrued £64.62 this period.
5	Holiday paid out:	+ £64.62	You had £64.62 of your accrued holiday paid to you.
6	Expected pay rate:	£600.00	A weekly gross taxable payment of £600.00
7	Deductions from your wage required by law:	£119.44	Employees PAVE tax of £71.60, Employees National Insurance of £28.64 & Employees Pension of £19.20 unless opted out. If you are due to repay a Student Loan, this will reflect in your periodic paylips, based on many factors relating to your pay. Click here for current rates.
8	Any other deductions or costs from your wage (to include amounts or how they are calculated)	£0.00	My Wallet Benefits £0.00
9	Any fees for goods or services:	£0.00	
10	Additional benefits:	£0.00	

EXAMPLE PAY

	See Above	Intermediary Fees
Example gross rate of pay to People PAVE Limited from Fair Work Agency (KID)	1	£600.00
Any other deductions or costs taken from intermediary income:	2	£0.00
Deductions from intermediary income required by law:	3 + 4	£64.62
Holiday paid out:	5	+ £64.62

	See Above	Worker Fees
Example rate of pay to you:	6	£600.00
Deductions from your pay required by law:	7	£119.44
Any other deductions or costs taken from your pay:	8	£0.00
Any fees for goods, services, or benefits:	9 + 10	£0.00
Example net take home pay (not including any ad-hoc deductions):	The amount you receive	£480.56 inclusive of net holiday pay
Change to your holiday balance:	4 - 5	£0.00

FURTHER INFORMATION

[Your Employment Rights](#) • [Information about My Wallet Benefits](#)

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KID page 1: general information and engagement route

KID page 2: pay, deductions, holiday and example net pay

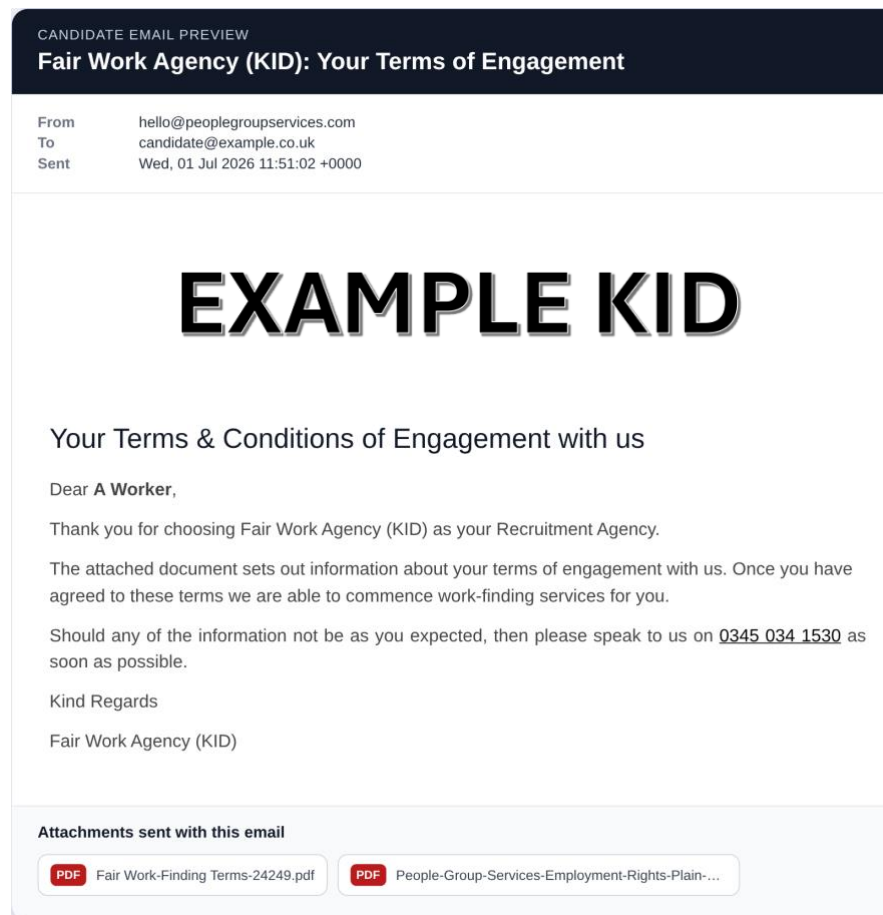
What the KID should make clear

The KID shows the route selected, who pays the worker, how often they are paid, the expected gross pay, legal deductions, any other deductions or fees, holiday treatment and an example net pay position. It supports pay transparency at the start of the candidate relationship.

People Group Services | Agency First Response Service | Operational Guide | July 2026

Email 2: Terms of Engagement

The candidate receives the work-finding terms and useful supporting information



Candidate email preview: Terms of Engagement

Purpose

Sets out information about the candidate terms of engagement with the agency.

Sequence

Sent after the KID pack so the agency can evidence the issuing order.

Start point

The email explains that work-finding services can commence once the candidate has agreed the terms.

Terms PDF and support pack examples

What the second email attaches

EXAMPLE KID

TYPICAL - Work Finding Terms for the Engagement of Temps
(UMBRELLA TERMS)

Please note: these terms will be fully completed for you after you have registered with us for work finding services.

CONTRACT No: [Unique Reference]

This agreement is made on the date of this email ("the Effective Date")

BETWEEN

- (1) Fair Work Agency KID ("Employment Business"); and
- (2) Temporary Worker as set out in the Assignment Schedule.

IT IS AGREED as follows:

1. Interpretation and Definitions

1.1. Unless the context otherwise requires, references to the singular include the plural.

1.2. Headings contained in this Agreement are for reference purposes only and will not affect the intended meanings of the clauses to which they relate.

1.3. In this Agreement -

"Agreement" means these terms and conditions together with the Assignment Schedule;

"Assignment" means the period during which Temporary Worker is engaged on a temporary basis to provide Services;

"Assignment Schedule" means the schedule confirming the details of the Assignment;

"AWR" means the Agency Workers Regulations 2010 (as amended);

"Client" means the person, firm or corporate body as specified within the Assignment Schedule together with any subsidiary or associated company as defined by section 1159 of the Companies Act 2006 and includes any third party for whom Temporary Worker provides services pursuant to this Agreement on behalf of Client;

"Conduct Regulations" means the Conduct of Employment Agencies and Employment Businesses Regulations 2003 (as amended);

"Data Controller" means "controller" in accordance with the General Data Protection Regulation (EU) 2016/679; "Data Protection Legislation" means all applicable laws

and regulations, as amended or updated from time to time, in the United Kingdom relating to data protection, the processing of personal data and privacy, including without limitation -

(a) the Data Protection Act 2018;

(b) the General Data Protection Regulation (EU) 2016/679;

(c) the Privacy and Electronic Communications (EC Directive) Regulations 2003 (as may be amended by the proposed Regulation on Privacy and Electronic Communications); and

(d) any legislation that replaces or converts into United Kingdom law the General Data Protection Regulation (EU) 2016/679;

"Data Subject" means as set out in, and will be interpreted in accordance with Data Protection Legislation;

"Personal Data" means as set out in, and will be interpreted in accordance with Data Protection Legislation;

"Personal Data Breach" means the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data transmitted, stored or otherwise Processed in connection with this Agreement;

"Privacy Notice" means the document provided by Employment Business to Temporary Worker relating to privacy of Temporary Worker's Personal Data;

"Process" means as set out in, and will be interpreted in accordance with Data Protection Legislation and "Processed" and "Processing" will be construed accordingly;

"Force Majeure" means any cause preventing a party from performing any or all of its obligations arising from or attributable to acts, events, omissions or accidents beyond the reasonable control of the party so affected, including strikes, lockouts or other industrial disputes;

"Qualifying Period" means as defined within regulation 7 of the AWR;

"Relevant Period" means whichever of the following periods ends later -

Work-finding terms PDF



Everyone should understand their basic rights at work. This guide uses simple English and points you to official GOV.UK and ACAS guidance. It is a short summary, not legal advice.

The simple rule: before you start work, your role, pay, hours, place of work and who you report to should be clear. After you are paid, your payslip and deductions should be easy to check.

Your key rights – April 2026 onwards

Written terms and KID

You should get written terms on or before day one. If you work through a recruitment business, you should also get a Key Information Document explaining pay and deductions.

[GOV.UK written terms](#) | [GOV.UK KID](#)

Paid holiday

Most workers build holiday from day one. The normal legal minimum is 5.6 weeks a year, adjusted for part-time or irregular hours.

[ACAS holiday](#)

Family leave

Paternity leave and unpaid parental leave are day-one rights from 6 April 2026. Other family leave and pay may depend on eligibility.

[ACAS family leave](#)

Safety, equality and speaking up

You are protected if you raise real health and safety concerns or report wrongdoing. Sexual harassment can now be raised as a whistleblowing issue.

[ACAS whistleblowing](#) | [ACAS harassment](#)

Correct pay and payslips

Your rate should be agreed before work starts. Your payslip should show gross pay, deductions and net pay clearly.

[GOV.UK payslips](#)

Sick pay (SSP)

From 6 April 2026, SSP starts from the first full day of sickness. The Lower Earnings Limit and the old 3 waiting days were removed.

[GOV.UK SSP](#)

Flexible working

You can ask for flexible working from day one. Your employer must deal with the request reasonably and follow the process.

[ACAS flexible working](#)

If something is wrong

Speak to your employer, agency or payroll contact first. Use the grievance process if needed. You can also get free help from ACAS or Citizens Advice.

[ACAS help](#) | [Citizens Advice](#)

peoplegroupservices.com | 0345 034 1530 | hello@peoplegroupservices.com

Plain-English employment rights support pack

What the second pack is for

The terms pack gives the candidate the agency work-finding terms. Any additional support document, such as the plain-English employment rights pack, improves candidate understanding and reduces support queries.

Agency control checklist

Use the portal as a repeatable first-response process

Portal link: [TRY FOR YOURSELF](#)

Recommended process

1. Use the portal before starting work-finding activity.
2. Use the correct agency link and GUID.
3. Check the candidate email before pressing Submit.
4. Use More Options where the standard assumptions do not fit.
5. Retain the outgoing emails and generated PDFs.
6. Reissue if pay route, deductions or core details change.

Records to retain

- Candidate details submitted.
- Selected job role and route(s).
- Rates, days/hours and deductions.
- Student loan, pension and holiday settings.
- KID PDF filename(s) and timestamp.
- Terms PDF filename and timestamp.
- Any reissue or corrected pack.

Suggested candidate wording

"We will send you a Key Information Document and our work-finding terms before we start work-finding activity. Please review both emails and let us know immediately if anything is not as expected."

Important: The screenshots use the example label "Fair Work Agency (KID)" as a demonstration agency name. The official UK Fair Work Agency is the government regulator. Agency-facing versions should use the agency's own branding and should not imply government affiliation.

Status of this guide

Operational and marketing guidance for agency users. It does not replace legal advice, the Conduct Regulations, the agency's own compliance procedures or candidate-specific contract review. Source references checked against GOV.UK guidance and the Conduct Regulations overview current to June/July 2026.