

# Agency Workers: *Your Rights*

What you get from day one, equal pay after 12 weeks, and how to get information if something's wrong.

 Last reviewed: October 2026

 [legislation.gov.uk](https://legislation.gov.uk) · [Citizens Advice](#) · [nidirect](#) · [GOV.UK](#)

 England, Wales & Scotland, with Northern Ireland differences

[ukworkrights.co.uk](https://ukworkrights.co.uk)

# From your first day

- Same access as the hirer's own staff to on-site facilities: staff canteen, food and drinks machines, showers, childcare and car parking.
- The hirer must tell you about job vacancies where you work (unless only open to staff at risk of redundancy).

## Equal pay and conditions

- After 12 weeks in the same job with the same hirer: the same basic pay and conditions as people hired directly to do the same work.
- Covers pay, working time, night work, rest periods and breaks, annual leave and paid time off for antenatal appointments.
- Pay includes basic pay, holiday pay, overtime, shift allowances, unsociable hours premiums and bonuses linked to your own work.
- Not included: company sick pay, pension contributions, maternity/paternity/adoption pay, redundancy pay, or loyalty bonuses.

### ▲ WATCH OUT

Equal pay starts after 12 weeks. It is not back-dated to week 1.

# How the 12 weeks work

- Any week in which you do some work counts.
- A break of up to 6 weeks pauses the count if you go back to the same job.
- A different job, even with the same hirer, starts the 12 weeks again.
- GB: since 6 April 2020, a "pay between assignments" (Swedish derogation) contract no longer removes equal pay.

# What you should get

- GB: joined your agency on or after 6 April 2020? It must give you a written statement and a key information document explaining how your pay is calculated — before you start.
- You can ask in writing: the hirer about day-one rights, the agency about equal pay after 12 weeks. They must reply within 28 days.
- Right to work checks: if you are on a worker's contract with the agency, it only has to check you if you started on or after 1 October 2026. The firm you're placed with does not have to check you. They must never ask for your passwords.

# Making a claim

- Talk to the agency or hirer first.
- GB: notify Acas before most tribunal claims. Time limit: 3 months less 1 day, or 6 months less 1 day where the act happened on or after 1 October 2026.
- Workers who are not employees cannot claim unfair dismissal.

## Same 12 weeks, different rules

- Day one: access to collective facilities and job vacancies. The hirer can only refuse facilities if it can objectively justify it.
- If you agree to a permanent contract that pays you between assignments (Swedish derogation), you do NOT get equal treatment on pay. GB abolished this in 2020; NI did not.
- You do not need a comparable employee for equal treatment after 12 weeks.
- A tribunal complaint must be made within 3 months of the breach. Tell the LRA first.

# Frequently asked questions

**Q I moved to a different role at the same hirer. Do my weeks carry over?**

No — a different job starts the 12 weeks again.

**Q Does equal pay include the company pension?**

No. Pension contributions, company sick pay and redundancy pay are not part of equal pay.

**Q Who do I ask about canteen access?**

The hirer — day-one rights are the hirer's.

FREE RIGHTS GUIDANCE

# Check your *agency worker rights*

Get plain-English guidance on your rights and your employer's legal duties.

ACAS

**0300 123 1100**

[acas.org.uk](https://www.acas.org.uk)

LRA (NORTHERN IRELAND)

**03300 555 300**

[Labour Relations Agency](https://www.lra-ireland.org/)

UKVI RESOLUTION CENTRE

**0300 790 6268**

[Online status problems](https://www.ukvisas.gov/UKVI/Help/Contact-us)

CITIZENS ADVICE / ADVICE NI

**Free advice**

[citizensadvice.org.uk](https://www.citizensadvice.org.uk)

UK WORK RIGHTS — FREE GUIDE

**Agency Workers (England,  
Wales and Scotland)**

[ukworkrights.co.uk/guide/agency-workers-gb.html](https://ukworkrights.co.uk/guide/agency-workers-gb.html)

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[hello@ukworkrights.co.uk](mailto:hello@ukworkrights.co.uk)

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TOOLBOX TALK

## Zero Hours Contracts

[ukworkrights.co.uk/toolbox-zerohours.html](https://ukworkrights.co.uk/toolbox-zerohours.html)

TOOLBOX TALK

## Minimum Wage

[ukworkrights.co.uk/toolbox-minimumwage.html](https://ukworkrights.co.uk/toolbox-minimumwage.html)

TOOLBOX TALK

## Holiday Entitlement & Pay

[ukworkrights.co.uk/toolbox-holiday.html](https://ukworkrights.co.uk/toolbox-holiday.html)

FREE GUIDE

## Agency Workers (England, Wales and Scotland)

[ukworkrights.co.uk/guide-agency-workers-gb.html](https://ukworkrights.co.uk/guide-agency-workers-gb.html)

Also: [Agency Workers \(Northern Ireland\)](#)