

# Recruitment Policy and Procedure

# Recruitment Policy and Procedure

<b>Policy Lead</b>	Registered Manager
<b>Nominated Individual</b>	Robert Gray
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<b>Signed:</b>	Samantha Norgate

## Introduction

Banquo Limited recognises the importance of well-managed recruitment processes. The procedures contained within this policy will be communicated to all employees involved in the recruitment process. Training will also be provided to ensure anyone involved in the recruitment process understands the need for rigorous processes.

## Policy Statement

Safer recruitment principles apply to all people working with children and adults at risk. The policy is designed to provide robust and clear standards of recruiting people and minimising the risks to vulnerable people, whatever their age.

This Policy applies to the recruitment of permanent, bank and temporary members of staff, in addition to consultants, volunteers and apprentices.

Banquo Limited is committed to treating people fairly and equitably regardless of their age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; or sexual orientation.

## Scope

This policy applies to anybody undertaking recruitment activity within the organisation.

## Roles And Responsibilities

The Recruiting Manager has specific responsibilities for managing the process, risk assessment and 'sign off' of all appointments/placements. All job descriptions, person specifications and selection criteria should be reviewed prior to advertising.

If a task is delegated to another person within the process, overall responsibility will still be retained by the nominated individual and/or registered manager.

The Disclosure and Barring Service (DBS) is responsible for processing the checks on candidates to regulated posts. It manages the police check process, and the lists of people

barred from working with adults and children. It is a requirement that those recruited to regulated posts have a DBS check. The DBS is a public body, sponsored by the Home Office, that acts in respect of decisions to bar certain people from working with children or adults requiring medical or social care. It maintains the two barred lists that relate to working with adults and children, whilst managing the process for police checks. Checks of these lists are made as part of an Enhanced DBS disclosure for regulated positions.

## **Procedures**

### **Selection And Testing**

Appropriate selection and testing methods should be drawn up to cover all criteria relevant for the job. This should form the basis of the selection decision. Selection panel members must be suitably trained.

A range of specific and detailed checks must be undertaken before employment can be confirmed.

### **DBS Checks**

Where the role requires the incumbent to provide personal care or treatment to another individual, the individual being recruited must either:

- Currently subscribe to the DBS update service and give permission for the Recruiting Manager to access their record or,
- Apply for enhanced disclosure with the relevant barring checks appropriate to the service they will be dealing with.

Employment may only commence with the required DBS in place. In some instances, new staff may commence employment prior to DBS clearance, for example to commence training, but they must not have access to vulnerable people or information about them until all checks have been completed. In such cases Banquo Limited will assess and record any potential risk.

### **References**

A minimum of two references will be required covering the preceding 3 years and the current or previous employers. Additionally, if not provided within the employment references obtained, a 'character' reference should be obtained from an individual the candidate has worked with to satisfy the regulatory requirement that the individual be of good character. On receipt of references, it is good practice to contact the referee to verify their position and accuracy of the reference.

### **Verification Of Qualifications**

Original certificates for any qualifications the individual claims to have, and that are required for the role, must be provided. A copy should be taken and signed by the individual who inspected the original.

Candidates should be asked to bring certificates to their interview. Relevant professional body registration details (e.g., NMC) will also be checked by the Recruiting Manager.

### **Identity And Right To Work In The UK Verification**

Verification of identity and the right to work in the UK are the most fundamental employment checks. Banquo Limited will undertake this verification to reduce the risk of employing or engaging a person who is:

- An illegal worker.
- Impersonator.
- Avoiding the detection of a criminal offence.
- Using illegal means to obtain genuine documents to gain employment.

Right to work in the UK checks will be undertaken for all prospective employees. Documents that are acceptable evidence of someone's right to work in the UK are split into two lists and original documentation must be provided by providing one or a combination of documents from List A or List B:

<b>List A</b>	Documents showing ongoing right to work in the UK
<b>List B</b>	Documents showing right to work in the UK for up to 12 months

The list of acceptable documentation contained in List A and List B are contained in the Home Office Guidance.

Identity verification will be undertaken by the Post Office (ID checking service). Guidance on how to do this can be found at Post Officer ID Service Applicants will pay the initial fee and will be reimbursed once proof of ID verification has been received from the post office.

### **Medical Fitness**

Candidates will be required to satisfy the Recruiting Manager that they are fit and able to undertake the proposed role. This can only be asked after there has been a conditional offer of employment (Section 60, Equality Act 2010).

Unsafe selection can have serious implications for the safety and security of vulnerable adults and children, and potentially be extremely damaging to the child or adult. It can prove costly in real terms and extremely damaging to the company's reputation and standing.

A risk assessment must be completed based on all information obtained from the checks undertaken prior to confirming the individual's employment.

## **Good Character**

Care should be given to identify good character through application and interview. There is no statutory guidance as to how 'good character' in the Care Quality Commission Regulation 5(3)(a) of the 2014 Regulations should be interpreted. However, the following are some of the features that are normally associated with 'good character':

- Honesty.
- Trustworthiness.
- Integrity.
- Openness (also referred to as transparency).
- Ability to comply with the law.

## **Job Descriptions And Person Specifications**

Prior to advertising a vacant position, the job description and person specification should be reviewed to ensure that they are up to date, reflect accurately the main components of the job role and that the knowledge, skills, and experience are relevant to what is required. The job description will help to ensure that both management and applicant expectations are aligned.

The person specification provides details of the essential and desirable qualifications, skills and experience, person qualities and knowledge required. It is an essential part of the recruitment process and assists when compiling the job advertisement, the shortlisting process and to define the appropriate selection criteria. Each criterion must be identified as either essential or desirable. The essential criteria would be the minimum required to perform the job to the required standard. The desirable criteria would be the standards that would enable the person to perform the job more effectively.

When a vacancy is advertised the application pack should include an up-to-date job description and person specification.

## **Advertising**

Where applicants should be encouraged to apply online as this allows the applications to be managed in a more efficient and consistent manner.

The advertisement would include a statement of Banquo Limited values, details of the job description and person specification, the job title, salary, hours and location of the role, details of the type of contract being offered, the closing date and potential interview date, as well as contact details for further information regarding the role.

The aim of the advert is to only attract candidates who have the qualifications, skills, experience and other attributes that are necessary to carry out the job competently advertised by Banquo Limited.

A mixture of internal and external recruitment options will be used to widen the pool of selection and to reach a diverse audience. Internal applicants are required to inform their manager when applying for internal positions.

Job adverts will initially be advertised internally only for a period of two weeks. Adverts will be placed on our website, intranet and via social media. Specific publications will be considered where appropriate, with prior approval of the director. Internal adverts will be placed on the intranet, and new letters which is shared to all staff through our Teams and Microsoft internal communication system.

The Registered Manager will be responsible for drafting adverts as they have detailed knowledge of jobs in their teams and are in a good position to determine where to advertise and what to include in the advert. Prior to advertising the Registered Manager will provide final approval to ensure the advert is compliant with all the relevant legislation. Advertisements will make it clear of our commitment to safeguarding and promoting the welfare of our service users. This is also covered on our websites to deter potential unsuitable applicants. Qualifying questions may be applied to job adverts where a certain qualification is mandatory.

Recruitment agencies can support where a role requires a specific skillset however the Recruiting Manager must discuss this option with Director prior to engaging with an agency due to the financial implication.

## **Application Form**

Applications are to be made online website page. All applications are stored electronically on the Banquo Limited SharePoint for a period of time specified by the system's provider. A copy of the application will also be stored in the employee's personnel file. The application form will include a full employment history, including starting and finishing dates, and include reasons for leaving the position, names of referees, declaration of any pending or past investigations/disciplinary matters and their outcomes etc. Where there are gaps in employment these can be discussed during the interview process.

***Incomplete Or Un-Signed Application Forms Will Not Be Shortlisted.***

## **Rehabilitation Of Offenders Act (1974)**

The recruitment at Banquo Limited of ex-offenders for employment is considered and is based on their individual merits. Job applicants are required to disclose any unspent convictions at the application stage. At the interview stage job applicants will not be asked questions about spent convictions, nor will they be expected to disclose any spent convictions. If an applicant has a conviction that is not spent and if the nature of the offence is relevant to the job for

which they applied for, then Banquo Limited will review the individual circumstances of the case and may, at its discretion, decline to select the individual for employment.

## **Shortlisting**

The selection process would be objective, impartial, and consistently applied. Candidates would be considered against the requirements of the post which are detailed in the person specification and based on the essential requirements of the role and if necessary, the desirable criteria detailed in the person specification. No other criteria will be used.

The shortlisting criteria would be decided following a complete review of both the job description and person specification. Short-listing would be carried out by the recruiting manager. The recruiting manager/panel will agree to the shortlisting criteria against the person specification. This will be verified by Registered Manager, or a person appointed by the Registered Manager with the overall responsibility still remaining with Registered Manager to ensure a consistent approach has been undertaken and in compliance with employment legislation. Short-listing would be conducted within a reasonable timeframe.

Disabled candidates who meet the essential criteria of a person specification are guaranteed an interview (disability confident employer). At the application stage disabled candidates will be asked to provide information on any reasonable adjustments.

If an employee involved in the recruitment process has a close personal or familiar relationship with an applicant, they must declare this as soon as they are aware of the individual's application. Under these circumstances it would be necessary for the employee to avoid any involvement in the recruitment and selection process.

Shortlisting must be completed by the Recruiting Manager within 14 days of the vacancy closing and candidates who have been shortlisted must be invited to interview within 14 days of the vacancy closing. Candidates who do not hear back after 14 days of the vacancy closing have not been successfully shortlisted. Due to the large number of applications received, Recruiting Managers will not provide feedback to applicants who have not been successfully shortlisted.

## **Interview**

Upon being invited to attend an interview the applicant should be asked to inform Banquo Limited of any adjustments that may be required to facilitate their attendance at interview. The invitation should also outline the relevant documentation that the applicant should bring along to the interview.

Where possible, interviews should be carried out by a minimum of two individuals, including the prospective line manager from Banquo Limited. If interviews are to take place over several days, best practice dictates that the interview panel should remain consistent where

possible. By way of preparation, the interview panel should meet before the interview to agree the ordering of questions and how the interview will progress. All applicants should be asked the same questions. The interview panel must be mindful not to ask any questions that may be perceived as being discriminatory, such as questions relating to childcare or sickness records.

Any notes taken during the interview must be kept. This will help to verify the facts gained during the interview process and protect against any claims such as unfair discrimination. They can be destroyed once no longer required.

Prior to ending the interview, the applicant should be informed of the next steps in terms of when the decision will be made and how they will be informed of the outcome.

## **Making An Appointment**

All decisions made with regards to an appointment should be based on an objective assessment.

Where possible, the successful applicant should be advised first, to offer them the opportunity to accept or decline. If the successful applicant declines the offer of the role, the next most suitable candidate should then be offered the role.

All offers employment will be made by Recruitment Manager and are subject to the following employment clearances:

- Satisfactory credentials.
- Satisfactory receipt of two references.
- Medical clearance.
- Disclosure and Barring Check.
- Right to work in the UK verification.
- Identity verification.
- Provide documentation of any convictions not spent under the Rehabilitation of Offenders Act 1974.
- Proof of qualifications and professional membership.

No new employee will be able to commence employment until the above employment clearances have been received.

A certified copy of the successful candidate's right to work must be sent to at least to the recruitment manager two weeks prior to the start date as well as a fully completed Contract Request Form. A copy of this will be kept in our office in locked cabinet and scanned copies of this will also be electronically saved on our SharePoint in Microsoft Office

Upon receipt of a certified right to work the Recruitment manager will generate a contract which will be sent to the successful candidate via email. The successful candidate must



electronically sign their contract prior to their start date. Failure to do this may result in their start date being delayed.

Salary is to be determined by the Recruiting Manager based on experience. If no replacement for a post has been appointed within 6 months of the position becoming vacant the role will be made dormant.

## **Recruiting Volunteers/Apprentices**

If Banquo Limited recruits any volunteers or apprentices, this will be in line with Care Quality Commission (CQC) guidelines and involve a rigorous and structured process to ensure quality and safety.

Thorough background checks, including DBS (Disclosure and Barring Service) checks, to ensure the suitability and safety of candidates will be utilised in the same way it is for other candidates.

Clear role descriptions and expectations will be provided to ensure that volunteers and apprentices understand their responsibilities and the scope of their work.

They will be expected to complete a comprehensive induction and ongoing training programme to equip them with the necessary skills and knowledge to perform their roles effectively.

Regular supervision and support will be provided to monitor their progress and address any issues promptly. Additionally, fostering a culture of inclusivity and valuing the contributions of volunteers and apprentices will help in retaining motivated and committed individuals.

This will uphold the standard of care but also protect the well-being of service users and support the professional development of volunteers and apprentices within the organisation.

## **Equal Opportunity**

The Recruitment Manager will maintain records of successful and unsuccessful candidates in order to monitor progress of equality of opportunity. A review of progress will be carried out on an annual basis and the results will be shared with the Director. The Recruitment Manager will carry out investigations where cases of discrimination are suspected and where it is found that individuals from particular groups:

- Do not apply for employment or promotions, or fewer than expected apply.
- Are not recruited or promoted at all, or are appointed in a significantly lower proportion than their rate of applications or,
- Are concentrated in certain jobs/teams and there appears to be a point beyond which they do not rise.

## **Induction**

All new staff must attend a corporate Banquo Limited induction. Recruitment manager will book new starters onto a corporate induction and arrangements can be made for the employee to attend. On the first day of employment the new starters line manager must complete a local induction. All new starters are subject to a probationary period, and it is the Line Manager's responsibility to offer the support needed, set and review objectives and to monitor the new starter's performance. All new starters must attend the corporate induction prior to completing their probation period. The probation period cannot be ended (passed) unless the corporate induction has been attended.

Induction will commence when they start the job and completed before they are allowed to work unsupervised. Induction will include:

- The aims and objectives of the service.
- Information on the type of service user they will provide support to and their specific communication needs.
- The rights of the service user.
- The policies and procedures of the service.
- The action to be taken in an emergency.
- The health and safety and risk assessment requirements of the job.
- How to report adverse events, incidents, errors and near misses.
- Supervision and support arrangements.
- Lone working safety arrangements.
- Reporting cases of poor quality of service delivery.
- Introduction to the terminology and culture of the care sector.

## **Mandatory Training**

Relevant and ongoing training and development to meet the needs of Banquo Limited, and individual skills will be provided, taking account of work patterns. All relevant training resources will be provided. All care staff will be expected to complete all the mandatory training before starting work.

Training and development activity is collated and recorded by Banquo Limited and development opportunities identified to keep skills up to date and meet the needs of the Banquo Limited requirements and service user's needs. Staff will be supported, where it applies to take accredited training delivered by trainers and providers are competent to deliver the training. All induction training and ongoing training is recorded and monitored for staff attendance and further training needs will be identified.

## **Oliver McGowan Training**

The Oliver McGowan Mandatory training on Learning Disabilities and Autism is a government preferred and recommended training for all health and social care staff. At Abael Care Limited all staff will be trained on this course when they first join our organisation and will be expected to complete Tier 1 before working with any service users with learning disabilities needs. The first part of the Tier 1 training is by E-learning, and all employees will need to complete the E-learning regardless of where they work, and the second part of the training will be live 1 hour online interactive session. Staff will need to complete this training. Staff will receive appropriate supervision in their role to ensure they demonstrate and maintain competence in understanding the needs of people with a learning disability and autistic people, including knowing how to support them in the best way.

## **Providing False Information**

All applicants (both internal and external) for all jobs are required to complete an application via the system. By submitting an application, candidates are acknowledging that the provision of false information during the application and selection process may lead to their offer of employment being withdrawn or (should they already have commenced in post, to their dismissal).

## **Probation**

All workers will undertake a probationary period. The probationary period will start at the onset of the employment period and is 3 months. A probationary review will be held with the individual which will decide either to, pass the probation, extend the probation, or fail the probation. The Registered Manager must discuss with the Management Team any actions prior to the probation review.

The probationary period will be used as a way of assessing if the new employee demonstrates the right qualities for working with service users.

If the probationary period does not proceed to both parties' satisfaction, then the contract can be terminated with the usual period of notice given on both sides. This will be governed by employment legislation.

The probationary period can be extended. The staff member will be informed of this during the review, and this will be confirmed in writing to the staff member if an extension is required.

## **Employee Supervision**

To ensure that all employees remain able to meet their job requirements, Banquo Limited will provide a regular programme of various types of supervision, which may include:

- Safeguarding.

- Professional.
- Management.

This supervision will provide both Banquo Limited and employees the opportunity to:

- Change or modify practice and identify training and continuing development needs.
- Review professional standards.
- Keep up to date with developments in their profession.
- Identify professional training and continuing development needs.
- Ensure that they are working within professional codes of conduct and boundaries.
- review performance.
- Set priorities/objectives in line with the organisation's objectives and service needs.

### **Fitness of Employees**

If through regular review of employee(s), or in response to concerns raised by other parties, Banquo Limited find they are not fit to carry out the duties required of them as they no longer meet the following criteria:

- Are of good character.
- Have the qualifications, competence, skills, and experience which are necessary for the work to be performed by them.
- Be able by reason of their health, after reasonable adjustments are made, of properly performing tasks which are intrinsic to the work for which they are employed.

Banquo Limited will:

- Take such action as is necessary and proportionate to ensure that the requirements listed above are complied with.
- Inform the appropriate regulating body.
- Respond without delay to concerns about a person's fitness or ability to carry out their duties. This includes responding immediately if there is an imminent risk to Banquo Limited employees or service users.
- Respond to concerns about an employee fitness fairly and follow correct procedures.
- Provide appropriate interim measures when investigating an employee's fitness to carry out their role to minimise any risk to service users.
- Inform other relevant parties as appropriate about concerns or findings relating to an employee's fitness and support any related enquiries and investigations that other parties have carried out. They may inform bodies such as professional regulators, police, and safeguarding authorities about concerns.

## Identification

All staff are issued with an agency identification card. The tamper proof laminated card has the company name, contact number, together with the holders photograph, the holders name, issue date and expiry date.

When carrying out their duties all staff must carry their identification card on them at all times. The service user, prior to commencement of care by the agency, is informed that they can request to see any member of staffs identification card at any time. They can also contact the office for confirmation of the identification of the staff member prior to letting them into their home.

On allocating a care worker to a service user the following will be taken into consideration;

- Gender.
- Honesty and reliability.
- Personality.
- Age.
- Cultural/ethic/religious background.
- Temperament to respond to the changing needs of their service user.
- Interests, Hobbies and Knowledge.
- Specific skills training and updates as required.
- Have the necessary positive checks (DBS).
- New workers will be supervised.
- Are entitled to work in the United Kingdom.
- Can demonstrate competency if recruited outside of the United Kingdom.
- Are physically and mentally able to carry out the role.
- Are not placed at risk through an existing condition or illness.

## Monitoring New Staff

Will be supervised by an experienced worker who is either on duty at the same time or available to contact. Will only be allocated tasks appropriate to the level of their training. All staff will be monitored to ensure that they:

- Have relevant qualifications, knowledge, skills and experience to carry out their role or are working towards this.
- Have their skills and knowledge reviewed and updated on a regular basis.
- Are well enough to work.
- Behave within the policies and procedures of the company.
- Have specific plans of support, including reasonable adjustments to carry out their job.
- Can promote the independence, support the dignity and understand the physical and emotional needs of the service user.
- Are able to communicate effectively with service users using their preferred method and with other staff and so not compromise the service provided.
- Have an awareness of diversity and human rights to support the service user in their care.

## **Recruitment Complaints**

If an applicant is not satisfied with the recruitment process for any reason, they should refer their complaint to the Registered Manager.

The complaint will be handled in line with Banquo Limited complaints procedure. Details of this can be found in the Complaints Policy and Procedure.

## **Data Protection**

All information relating to any recruitment process will be treated confidentially and kept safely in accordance with data protection law.

## **Management Responsibility**

The Senior Management Team will:

- Ensure the staff that are to carry out recruitment, selection, induction and monitoring support and supervision will be trained to do so.
- Ensure the correct staffing level is maintained to meet the needs of the service user.
- Monitor the staff for sufficient numbers and with the right competencies, knowledge, qualifications, skills and experience to meet the needs of the service users.
- Show that there is enough staff who knows the needs of the service users to ensure consistency in the service.
- Complete an Initial Assessment, Care Plan and Risk Assessment for each individual service user.
- Develop and maintain the management systems to fully support staffing levels.
- Respond to changes such as sick cover, vacancies, emergencies and absence.
- Respond to changes in legislation, service developments, staff training and planned absence.

## **Training**

Managers require basic training in interview techniques and should be aware of aspects of employment law relating to discrimination and recruitment. The Recruitment Manager will undertake Recruitment and Selection Training with Prospero health and Social so that they are compliant in successful recruitment process. The Recruitment Manager will complete the following topics and not inclusive to are;

- Recruiting lifecycle.
- Sourcing.
- Screening.
- Shortlisting.

- Candidate experience.
- Talent advisory.
- Talent strategy.
- Interviewing skills.
- industry expertise.
- Inclusive hiring.
- Recruiting the best people.
- Training and development.

All staff will have to complete induction training and also all the mandatory training before they can start working with service users.

***Please refer to the Training Metrix Spreadsheet for a full list of all required training employee of Banquo Limited staff.***

## **Monitoring**

All recruitment activity will be monitored by the Registered Manager/Management Team through audits. Recruitment files will be audited both during and after the recruitment.

The Recruitment Manager will maintain records of successful and unsuccessful candidates in order to monitor progress of equality of opportunity. A review of progress will be carried out on an annual basis and the results will be shared with the director.

Personnel files for those recruited will be audited every year to ensure all necessary checks have been undertaken, are satisfactory and that the required documents have been provided and the recruitment process is robust.

Training records will also be monitored and audited on a yearly basis to ensure that all staff are up to date with all the mandatory training.

## **Related Policies And Procedures**

Equality and Diversity Policy and Procedure

Supervision Policy and Procedure

Safeguarding Policy and Procedure

Complaints Policy and Procedure

## Legislation And Guidance

Equality Act 2010

Health & Social Care Act 2008 (Regulated Activities) regulations 2014

The Care Act 2014

Employment Rights Act 1996

Data Protection Act 2018

Gov.uk - DBS eligibility checker: [:https://www.gov.uk/find-out-dbs-check](https://www.gov.uk/find-out-dbs-check)

Gov.uk - Right to Work Checking a job applicant right to work: <https://www.gov.uk/check-job-applicant-right-to-work>

CQC (2023):

<https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-19-fit-proper-persons-employed#legislation-links>

Safe & Fair recruitment, Skills for Care, Safe and fair recruitment December 2020

(skillsforcare.org.uk)

Recruitment and Retention, Skills for Care - <https://www.skillsforcare.org.uk/Recruitment-support/Recruitment-support.aspx>