

## **Recruitment Policy and Procedure**

### **1. Purpose**

**1.1** To ensure that Central Support Ltd recruits and selects the best individuals for each vacancy while adhering to the principles of fairness, non-discrimination, and compliance with relevant legislation. This policy applies to all positions within the agency, including permanent, temporary, full-time, part-time, and contractual roles, as well as the recruitment of volunteers and apprentices.

### **2. Scope**

**2.1** All recruitment of staff including volunteers and apprentices

### **3. Policy**

**3.1** Central Support Ltd is dedicated to employing "fit and proper" staff who possess the necessary qualifications, skills, and attributes to deliver exceptional care and support services. Before appointing an individual, the agency implements thorough checks to ensure their suitability for the role. These checks include assessing the professional conduct, ethics, and integrity of potential employees.

**3.2** Assessment of Company Directors: The agency also assesses the fitness of company directors for their roles. This evaluation involves reviewing their qualifications, experience, and track record in the healthcare industry to ensure they are well-suited to their positions.

**3.3** Compliance with Health & Social Care Act 2008: Central Support Ltd diligently gathers and holds information in accordance with Schedule 3 and 4 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014. This ensures that the agency maintains accurate records of staff, volunteers, and apprentices, including their qualifications, training records, and employment details.

**3.4** Consideration of Equality Act 2010: Throughout the recruitment process, the agency takes into account the provisions of the Equality Act 2010. Central Support Ltd strives to promote equality, diversity, and inclusion, ensuring that all candidates are treated fairly and without discrimination based on protected characteristics.

**3.5** Reasonable Adjustments: In line with its commitment to inclusivity, the agency makes reasonable adjustments for employees, volunteers, and apprentices where necessary. This ensures that individuals with disabilities or specific needs have equal opportunities and access throughout the recruitment process and their employment.

**3.6** Fair and Legally Compliant Recruitment: Central Support Ltd ensures that its recruitment procedures are fair and comply with all relevant legislation. The agency follows a comprehensive recruitment process, which includes stages such as job vacancy identification, advertising and promotion, application and shortlisting, assessment and selection, reference and background checks, suitability assessment, decision-making, and appointment.

**Provider's Name:** Central Support Ltd – **Version number:** 2 – **Creation date:** 02/09/2024 –

**Review date:** 02/09/2025 –

**Name of person reviewing/ reviewed this policy:** Mohammad Abdulbasir

**3.7 Conditions of Employment:** The agency establishes clear conditions of employment for all staff members, outlining their rights, responsibilities, working hours, remuneration, and other relevant terms and conditions.

**3.8 Recruitment of Volunteers and Apprentices:** Central Support Ltd has a specific policy for recruiting volunteers and apprentices. This policy includes procedures for identifying volunteer and apprentice positions, assessing their suitability, providing appropriate training and support, and ensuring their integration into the agency's workforce.

**3.9 Recruitment Complaints Policy:** The agency maintains a separate recruitment complaints policy to address any concerns or grievances related to the recruitment process. This policy guarantees that complaints are handled promptly, objectively, and in accordance with the agency's commitment to fairness and transparency.

**3.10 Internal Promotion:** Existing employees are encouraged to apply for promotion opportunities.

**3.11 Non-Discrimination:** Trade union membership is not considered during the decision-making process.

**3.12 High Interview Standards:** Interviewers seek guidance if needed, follow a standardised strategy, and avoid discrimination. Comprehensive information is provided to candidates.

**3.13 National Insurance and Identity Verification:** Valid National Insurance numbers and photographic evidence are required.

**3.14 Criminal Records Check:** DBS checks are conducted on recruitment, with ongoing monitoring.

**3.15 Minimum Age for Care Workers:** Care Workers must be at least 18 years old.

**3.16 International Recruitment:** International recruitment efforts will adhere to local laws and regulations, and candidates will be informed of the terms and conditions related to their international assignment. International candidates must possess the necessary qualifications, visas and work permits to legally work in the UK.

#### **Blacklists:**

Central Support Ltd is committed to upholding the principles of fairness and non-discrimination in accordance with The Employment Relations Act 1999 (Blacklists) Regulations 2010. As such, the agency strictly adheres to the prohibition of using blacklists as defined by the regulation. These blacklists refer to lists of trade union members or individuals who have participated in trade union activities, with the intention of utilising such lists for discriminatory purposes in the selection and employment of workers.

The Employment Relations Act 1999 (Blacklists) Regulations 2010 explicitly make it unlawful to compile, use, sell, or supply blacklists for discriminatory purposes. Violations of these regulations can lead to legal consequences, including compensation to any worker affected. Typically, the compensation awarded is not less than £5,000, with the possibility of even higher amounts being awarded.

**Provider's Name:** Central Support Ltd – **Version number:** 2 – **Creation date:** 02/09/2024 –

**Review date:** 02/09/2025 –

**Name of person reviewing/ reviewed this policy:** Mohammad Abdulbasir

### **Recruitment Process and Procedures:**

To ensure a fair and efficient recruitment process, Central Support Ltd utilises Recruitment Packs that encompass various stages and processes. These Recruitment Packs facilitate the following procedures:

#### **Recruit Specification Pack:**

Obtain authorisation for recruitment from the budget holder.

Define the job description and person specification to ensure a planned and non-discriminatory recruitment process.

Control advertising activities to accurately represent the organisation and maintain or enhance its image.

Develop an interview schedule for effective planning and organisation.

Utilise an applicant score summary to ensure objective selection based on job and person specifications, without discrimination.

#### **Individual Applicant Pack:**

Employ telephone screening forms to save time by excluding applicants who do not meet basic job and person specifications from the interview process. These forms help record a fair and non-discriminatory process.

Provide a letter offering an interview, specifying the process, and required documents, to minimise the interviewer's time wastage.

Utilise a Care Worker standards form to document the applicant's views about the post, contributing to future performance management.

Include an application form that covers personal details, educational background, skills, employment history, interests, and health information.

Verify identity using photographic evidence (e.g., photographic driver's license, passport) for criminal record checks, and request documentation for any change of name or a signed declaration stating the reason for name change.

Inform candidates that due to the nature of the job, which involves working with vulnerable individuals, their employment will be subject to criminal record checks through the Disclosure and Barring Service (DBS). Stress that their employment is conditional on satisfactory DBS information and that repeat checks may occur during their employment.

#### **Job Start and Induction Pack:**

Ensure administrative and payroll functions receive necessary details for new employee onboarding.

**Provider's Name:** Central Support Ltd – **Version number:** 2 – **Creation date:** 02/09/2024 –

**Review date:** 02/09/2025 –

**Name of person reviewing/ reviewed this policy:** Mohammad Abdulbasir

Obtain authorisation from the new employee to make deductions from wages, excluding income tax and National Insurance.

Implement an induction control system to facilitate smooth integration into the organisation.

Maintain training records to track and monitor employee development.

Provide a Statement of Main Terms and Conditions to be issued on the first day of employment.

Prepare a personnel file checklist for comprehensive record-keeping.

Conduct a three-month employment review using a pro-forma to assess performance and progress.

#### **Procedure:**

The recruitment process begins by completing a Recruit Specification Pack, including the reason for the vacancy. The job description and person specification are defined, considering the current team members and specific requirements for supporting the relevant Service User(s).

An appropriate advertisement is created, ensuring compliance with legal requirements and avoiding discriminatory statements. The advertisement is approved by the Registered Provider, and multiple quotations for media and cost are obtained.

The advertisement is then placed, both externally and on the employee notice board. Sufficient resources are allocated to handle telephone inquiries, and interview times are scheduled and recorded in the Recruit

Specification Pack: The Individual Candidate Application Packs are prepared and made readily available along with the Recruit Specification Pack.

During the telephone screening process, each applicant is assessed based on the established job and person specifications. Questions pertaining to basic qualifications and requirements are asked, while health or disability-related inquiries are avoided. Upon determining suitability for an interview, the applicant is promptly informed of the interview details and provided with information about the interview process.

On the day of the interview, the necessary preparations are made to ensure a private and uninterrupted interview environment. Candidates are warmly welcomed upon arrival, and if possible, they receive their Individual Application Pack to complete the required forms. All staff members are informed of the ongoing interviews to ensure appropriate reception and notification of the interviewer.

Before each interview, a thorough review of the candidate's Individual Application Pack is conducted. Educational qualifications, work history, references, identity verification, and Disclosure status are checked against the job and person specifications. Any questions or concerns arising from the telephone screening are noted on the Interview Preparation sheet.

During the interview, the interviewer provides an overview of the agency, including terms and conditions of employment. Required interview questions are asked, and the candidate's responses

**Provider's Name:** Central Support Ltd – **Version number:** 2 – **Creation date:** 02/09/2024 –

**Review date:** 02/09/2025 –

**Name of person reviewing/ reviewed this policy:** Mohammod Abdulbasir

are documented. The candidate is informed about the reference requirements and the necessity of a satisfactory DBS check before starting employment. They are also given a Disclosure application form and instructed to complete and return it.

Upon completion of the interview questions, the candidate is given an opportunity to ask any questions they may have. The interviewer answers these questions and expresses gratitude to the candidate, informing them of the decision timeline and how they will be notified.

After the candidate leaves, the Score Sheet is completed, documenting the assessment of the candidate. For internal candidates, the full procedure is followed, considering their prior employment with the company.

Once all interviews have concluded, the scores for each candidate are transferred to the Applicant Score Summary in the Recruit Specification Pack. Decisions on successful candidates and subsequent actions, such as reference checks and DBS clearance, are made based on the overall assessment of each candidate.

Central Support Ltd is dedicated to ensuring a fair, transparent, and non-discriminatory recruitment process that aligns with legal requirements and upholds the agency's commitment to equal opportunities. By adhering to these comprehensive procedures, the agency strives to select and employ qualified individuals who will contribute to the provision of exceptional care services.