

SAFER RECRUITMENT POLICY

Policy Statement: At the McSence Group our effective, safer recruitment and selection is central and crucial to the successful functioning of our business and the individual divisions. The group depends on finding people with the necessary skills, expertise, and qualifications to deliver the Company's strategic objectives and the ability to make a positive contribution to the values and aims of the organisation. The selection and appointment of the Chief Executive will be made by members of the Board and the panel will be chaired by the Board Chairman. The Chief Executive has delegated powers to make appointments to posts below Director level or equivalent. For Director level posts the Chief Executive will consult with the Chairman to determine Board Members' level of involvement.

All Employees: This policy applies to all persons working for or on our behalf of the McSence Group of Companies which includes the subsidiary companies - *McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd* in any capacity including but not limited to:

- ✚ All employees at all levels, prospective employees, agency workers, seconded workers, temporary workers, contractors/sub-contractors, clients, agents, external consultants, volunteers, members of the public, group's supply chain, third-party representatives and/or business partners who will be referred to in our Group policies as "all employees".

The Workplace: This policy applies to all persons working for or on our behalf of the McSence Group of Companies in any capacity at the workplace(s) as defined below which includes but not limited to:

- ✚ McSence Premises, Offices, Units, Business Park, Client's Premises, External Meeting Places, Customers' Homes, Gardens, Sheltered Housing, Whilst On-Call, On-Duty, Emergency Cover, Working from Home including On-Line Meetings, Whilst Driving in Company Time, Working Public Areas (café's, trains, coffee shops, buses etc) and will be referred to throughout this policy as "the workplace".

Advertising Job Vacancies: McSence Group is keen to facilitate internal promotions wherever possible as career and development opportunities for our staff where vacancies will also be posted on but not limited to:

- ✚ Internal Noticeboards in all offices
- ✚ Regular Recruitment Emails to all Staff
- ✚ Friends & Family Opportunities by email
- ✚ "Find a Friend" Opportunities with a monetary award for high demand positions.
- ✚ Company Website
- ✚ Company Newsletter
- ✚ Social Media including, but not limited to, Facebook, twitter, LinkedIn.
- ✚ Jobs sites including but not limited to Indeed, CV Library, S1jobs, Tribe post
- ✚ Local Job Centers / DWP
- ✚ Newspaper or journal

McSence Group may, on occasions, decide to restrict advertisement to internal candidates only. Furthermore, certain posts will be advertised internally in the first instance, to provide continuous development of existing members of staff unless the Senior Management Team (SMT) agrees that this is not appropriate due to the specialist skills required for the post involved. Vacancies which are restricted to internal candidates only will be clearly indicated on the advertisement. All internal candidates will be selected for interview on the same criteria as external candidates. Employees on maternity, paternity or adoption leave will have access to advertisements for posts via the company website and included in the regular emails during their period of maternity leave provided they haven't opted out of receiving emails.

Application Process: Candidates for all posts will be asked to complete and sign the McSence Group's application form, in order that they can be judged based on comparable information. In applying for posts, all candidates will be provided with a job description which will include details of the appropriate conditions of service and details about the Company. A brief statement about the appointment procedure will also be provided and, if possible, an indication of the date (or week) when interviews will be held will be part of the advertising of the role. The job description will

include a list of the main duties and responsibilities of the post, together with an outline of the qualifications and experience which candidates are expected to possess.

In drawing up the job description and conditions of service the group will ensure that no job applicant receives less favorable treatment than another on the grounds of disability, gender, race, religion or belief, age, sexual orientation, marital status, parental status, caring responsibilities or hours of work, and that no applicant is disadvantaged unjustifiably by requirements or conditions which have a disproportionately adverse effect on a particular group.

As defined in the Disability Discrimination Act 1999, applicants will be having the opportunity to provide information regarding any reasonable adjustments required when attending an interview. All applicants with a disability who meet the essential criteria for a job will be interviewed and considered on their merits. For any McSence Group posts that involve working with vulnerable adults, children and/or finance work applicants, all candidates will be asked to declare whether they have ever been convicted of any criminal offence which cannot be regarded as 'spent' in terms of the Rehabilitation of Offenders Act 1974. Nominated candidates for such posts will be required to provide the necessary documentation to complete a standard criminal records disclosure. Posts, which require such a disclosure, will be clearly indicated on the job description, interview potential employee checklist and conditional offer letter.

Applicants will also be required to declare if they are related to any member of staff within the Company. Canvassing of members of the company is not permitted and no manager should be put into a position where they are asked to interview a person to whom they are related. Applicants' details will be recorded at the point of receipt. All information relating to the data collected in the equality and diversity recruitment monitoring form will be confidential and not available to all those involved in the recruitment and selection process. The information collected will be solely used for the purposes of equality monitoring.

All completed application forms are private and confidential and should only be made available to those directly involved in the recruitment and selection process in line with data protection and GDPR regulation.

All application forms will be collated by the HR Administrator and supplied to the appointing manager and interview panel for shortlisting purposes. A shortlist of candidates will be drawn up for interview, based entirely on merit and suitability for the post but taking account of the Company's responsibilities in relation to the Disability Discrimination and Equalities Acts.

Interviews: Other than in exceptional circumstances, reasonable notice will be given to ensure that candidates have enough time to prepare for and make the necessary arrangements to attend the interview which will be held by a panel comprising of a minimum of two persons where interviewers will encourage candidates to be at ease in order that they can give a fair and accurate impression of themselves.

In advance a set of competency-based questions will be agreed using the job description for the post and the interview panel will ask the candidates to give examples of their previous relevant experience.

All candidates will be asked the same questions in the same order, and their responses rated between 1-5. The panel will each have a copy of the questions and will score independently of each other during the interview. Time is allocated between interviews for the panel to discuss each candidate and to award a total point score. Additional notes may be made by the panel during the interview; however, it should be noted that candidates will have access to all information should they request it.

It should be noted that an interview is a two-way process, and candidates will be given every opportunity to view the offices where they will work and ask questions about the Company, to ensure that they have a full understanding of the post for which they are applying and the way the Company operates.

Selection Tools: In addition to interviews, a range of other selection techniques may be used and, in such circumstances, reasonable notice with relevant information given at the invite to interview to ensure that candidates have enough time to prepare. The selection techniques may include but are not limited to:

- ✚ Written exercise
- ✚ Presentation

✦ Group exercise

Notification of The Outcome: Interviewed candidates will be notified of the outcome of the selection process as soon as possible, either by telephone, email and/or letter.

- ✦ **Unsuccessful Candidates** application forms and interview notes will be retained for 6 months from the date of interviews taking place. After this date they will be destroyed confidentially. Requests for feedback will be considered and the recruiting managers has the discretion to supply or not.
- ✦ **Successful appointments** will be made strictly on merit and related to the requirements of the job.

Conditional & Unconditional Job offers: If a job applicant is offered a job, there are two types of job offer that can be made:

- ✦ **A conditional job offers:** This can be withdrawn if the applicant does not meet the employer's condition e.g., unsatisfactory references, PVG, Criminal Records Disclosure, Disclosure Scotland, or Police Scotland Checks (if applicable).
Once an employer has received satisfactory references and informed the job applicant an unconditional job offer can be made. Employees should consider waiting until they get an unconditional offer before handing in their notice.
- ✦ **An unconditional job offers:** Once an unconditional offer is made this cannot be withdrawn and when accepted, a contract is formed.

Equality of Opportunity Form & Rehabilitation of Offenders Monitoring: The McSence Group seeks to recruit employees based on their ability and the requirements of the post. The group wants to ensure that no applicant receives less favorable treatment than another on the grounds of disability, gender, race, religion or belief, age, sexual orientation, marital status, parental status, caring responsibilities or hours of work. The Equality of Opportunity Form and Rehabilitation of Offenders act 1974 forms will be separated from the application form on receipt and those involved in the selection process will not have access to it with the exception being if the job involves working with vulnerable people or groups where this will be independently risk assessed. The information given by candidates will be solely used for the purpose of monitoring the recruitment process. In order to meet this commitment, all candidates who are asked to complete the following recruitment monitoring forms will be treated confidentially:

- ✦ McSence Group Application Form
- ✦ Equality of Opportunity Form
- ✦ Rehabilitation of Offenders act 1974 form

Employee Checks: All offers of employment will be made conditional upon satisfactory results from the following:

- ✦ Application form checked for continuity of education and employment and further details gathered at interview or pre-interview for any significant gaps with application form required to be signed.
- ✦ Confirmation of the right to work in this country.
- ✦ Criminal Records Disclosure, PVG, Disclosure Scotland and/or Police Scotland Checks (where appropriate)
- ✦ SSSC Register (if applicable)
- ✦ Authority to drive and DLVA Driving License Checks (if applicable)
- ✦ HMRC Starter Checklist completed
- ✦ McSence Group New Employee Start Form completed signed by employee, line manager and finance team.
- ✦ Employment references which will be a minimum of two references with the preference being two professional but circumstance dependent one professional and one personal may be accepted e.g., where a person has had only one employer.

Employment References: Applicants will be required to supply the names and addresses of a minimum of two people from whom references can be obtained, one which must be the applicant's current or most recent employer. References will normally be sought after the interview, unless the candidate indicates otherwise in their application form. References are normally be made in writing or email, but those received by telephone will be accepted, provided that a note of the conversation is recorded and placed on file.

Only certain industries such as those regulated by the Financial Services Authority are required to give a reference by law. For other employers, there no legal obligation for employers to provide a reference. Employers who give references must make them fair and accurate. Employers who ask for references must handle them fairly and consistently.

A previous employer can usually choose if they want to provide a reference or not and how much information they want to provide. Previous employers may choose to provide a few basic facts about the job applicant and nothing more where references can include:

- ✚ Basic facts about the job applicant, like employment dates and job descriptions
- ✚ Answers to questions that the potential employer has specifically asked about the job applicant that are not usually given as basic facts
- ✚ Details about the job applicant's skills and abilities
- ✚ Details about the job applicant's suitability for the role they have applied for

Risk Assessment Process: The risk assessment represents one element of our safer recruitment selection process where if the employee checks disclose the following concerns, then a risk assessment on suitability for employment for the post will be undertaken by the line manager:

- ✚ Criminal Convictions or Offences
- ✚ Vetting or other relevant non-conviction information
- ✚ Consideration for listing i.e., Disclosure Scotland is investigating the suitability of the person to work with vulnerable groups
- ✚ Reference details

When considering the above the line manager must be proportionate and fair. A criminal record does not indicate that a person is unsuitable to be in the workforce but it may indicate they are not suitable to do a particular job. A summary of the four-stage process for undertaking the risk assessment is as follows:

- ✚ Discussion with the nominated candidate to obtain details
- ✚ Assessing risk with consideration of information supplied by candidate and third party
- ✚ Completion of the Risk Assessment Form by the line manager
- ✚ Decision verbally communicated to the employee to proceed or rescind the offer with a record of this on the above form
- ✚ Separate storage and retention of the signed and dated risk assessment forms to be held for 6 months regardless of outcome

It is an offence to employ a person who is 'barred' from working with the vulnerable group applicable to the post applied for i.e., protected adults and/or children, therefore the risk assessment will not be undertaken, and any conditional offers of employment will be retracted.

Probationary Period: All appointments into the McSence Group will be made subject to a probationary period of six calendar months. After six months a review meeting will take place between the post holder and their line manager to discuss progress. At the end of the probationary period, and subject to a satisfactory report from the line manager, employees will be notified in writing if they have successfully completed their probationary period. The probationary period can be extended by a further three months should the individual's line manager consider this appropriate.

Exit Interviews: All employees who leave the employment of the business voluntarily will have an opportunity to feedback via a confidential on-line survey via survey monkey around the time of leaving. Line managers should also carry out an exit face to face interview before the last day of employment giving the opportunity for departing employee to discuss their reasons for leaving. The line manager should receive all appropriate information, such as recommendations made for change, or significant issues raised in the questionnaire, whilst bearing in mind confidentiality issues. The information provided above is useful in identifying trends, learning and development and evaluating the effectiveness of HR policies and practices which will be reported to the Senior Management Team as part of the quarterly updates.

Principles of Safe Recruitment

- ✚ If relevant to post – pre-screen once CV received
- ✚ All areas of application form to be completed fully and signed including the Rehabilitation of Offenders Act 1974 declaration at the end of the form. Both are legal documents so they are officially signing that all the information they are giving you is accurate and truthful
- ✚ The Equal Opportunity form must never be made available to the recruiting panel. The information gets transferred to the shared drive, Group Templates, GT recruitment, HR recruitment monitoring and then into the HR equal opportunity forms record. The forms are then destroyed
- ✚ Full work history for time asked for on application form (5 years) is documented. All employment gaps and reasons should be accounted for and noted. There is no current space for this on the application form, but it does ask this question on the interview paperwork. If you still do not have a timeline for the required full work history including any gaps in employment and reasons e.g. looking for job, caring for relative, then get the candidate to do an employment timeline from present backwards for the five years asked for. The candidate signs and dates this and it is put into their file alongside the application form
- ✚ All areas of Interview form fully completed and signed including comments on cover and page where asks you to note any gaps. If do not pass interview stage then an unsuccessful letter to be sent out
- ✚ Statement of Employment Particulars sent and signed copy received. Job description to go alongside this. All employees are to receive this before they start work or on their first day
- ✚ Minimum of two references, one of which must be the most recent employer. Send only after job offer accepted and with authorisation from candidate. Employment references can only be sent to a company email or posted to the company address strictly not to a personal email or address. They are to be returned with company headed paper/stamp or from a company email address. Ideally both references should be from previous employment, but if there is only one employment reference than a good professional character reference should be obtained. They ideally must have known the applicant for a minimum of two years and cannot be a friend/relative/neighbour/family friend etc. If there are no employment references available then two good professional character references are needed. Do not do any employment references over the phone using a mobile number – it could be anyone. By all means if you, as a last resort, have taken a telephone employment reference this must be to a company phone number and be shown that you have initially sent a reference request out by email or post to a company email or address. Sign and date any conversation/s you have and who you have spoken with, also noting their position in the company. All references to be signed off by manager. Use your common sense when it comes to references – we say we need two references, but if someone has two recent employment references which together only covers a short period of time in total, make sure you obtain a third (within three years) and if that still does not give you enough, get a good professional character reference. References should cover the last three years (some exceptions, for example, recently left school) without any huge gaps – sometimes, as I say, if there is a huge gap it is necessary to also obtain a professional character one to cover that time period.
- ✚ Any unsatisfactory references – RA by service manager – see safe recruitment policy for process
- ✚ If relevant to the post applied for, references must be collected from any previous care work – we may not be able to get any from them as it may have been too long for their details to still be accessible, but we have to show the Care Inspectorate that we have tried. If someone phones to say that they have received your reference request but they don't have any details of them now, then take a note of who you spoke to alongside their position in the company and all details of what they are telling you, date and sign. Put it alongside your reference request and then into their folder. Some care companies may no longer exist but there is nothing we can do about that – just note this as a reason why we have not been able to seek a reference
- ✚ All ID required must be manually checked. The person who has undertaken the manual check must write on the photocopy 'True and certified copy from the original', sign and print their name and date. All copies must be in colour and clear.
- ✚ Names of candidates must match ID provided. For any birth certificates, passports etc where the name does not match the other ID or current name, then change of name documentation, for example, a marriage certificate or change of name deed poll, must be provided to support the name change

- ✚ NI proof – any HMRC correspondence or documents P60, P45. Previous payslips
- ✚ Proof of Right to Work in UK – accepted documents in Home Office RTW checklist, Refer to Employers’ Right to Work checklist [Employers' right to work checklist - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/employers-right-to-work-checklist). Follow all steps contained in this document. On documentation - True and certified copy from the original, sign and print name.
- ✚ **All** employees must undertake a RTW check and documents must be manually checked (except if using Home Office system – see below). When you require a verification code from the candidate, you go on to the government website - [View a job applicant's right to work details - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/view-a-job-applicant-s-right-to-work-details) - follow instructions and it will confirm the RTW. Print immediately as it will log you out after a certain time limit. This information is provided in real-time directly from the Home Office systems and there is no requirement to see the original documents. Home Office Right to Work checklist must be fully completed, signed, print name and dated by the recruitment officer. Any positive verification notice documentation that you obtain must be kept for the duration of their employment and two years’ after. All copies must be in colour and clear.
- ✚ Students on a student visa have limited hours they can work during term times so it is a legal requirement to obtain, copy and retain details of their academic term and vacation times covering the duration of their period of study in the UK. Be aware that other restrictions may apply depending on the course of study so it is essential all restrictions are noted. All restrictions to be noted in the system, for example, if Staffplan and 20 hours only in term time, put in 20 hours as maximum work hours and all details of restrictions put in comments tab on their file
- ✚ If photocopying a passport – ‘any page with the document expiry date, the holder’s nationality, date of birth, signature, immigration permission, expiry date, biometric details, photograph and any page containing information indicating the holder has an entitlement to enter or remain in the UK (visa or entry stamp) and undertake the work in question (the front cover no longer has to be copied) – Refer to Employers’ Right to Work checklist [Employers' right to work checklist - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/employers-right-to-work-checklist)
- ✚ Biometric card holders can no longer present this as evidence of their right to work in the UK. This means employers cannot carry out a manual check on these documents. Instead, it will only be possible for employers to use the Home Office online service to check an individual’s right to work in the UK, by obtaining a “share code” from the candidate
- ✚ 2 proofs of address – within last three months. All financial/non-essential information must be redacted and unreadable under GDPR guidelines before being added to their files. McSence asks for proof of bank but this is to be sent to accounts and strictly not kept in their staff file. If they are using their bank statement as proof of bank and address – send accounts the document with the information they need for proof, but if also using it as proof of address all account information and all other non-essential details are to be redacted before being uploaded into their file. If using a bank card as proof of bank, all non-relevant information must be redacted before sending it through to accounts, for example, the long number on the card and CVV number
- ✚ For all proofs of address check that the address matches other documents, also remembering that the address must match what is on the application form. If they have recently moved address, then all ID must match the new address. If they have moved since the application form was filled out, then please get the candidate to make a note of old and new address, sign and date
- ✚ PVG certificate. Managers will risk assess anyone whose PVG is not clear. Refer to Safe Recruitment policy for process
- ✚ If a member of staff has left but returning in the timescale where they are not required to redo the training, an updated PVG is done and a reference is needed from the time they left to re-joining the company - current employment if applicable, a good professional character if not. All other paperwork to be completed as per normal process
- ✚ All training completed and passed including social care TV
- ✚ Send out health questionnaire only after offered job
- ✚ The Recruitment Checklist to be sense checked by HR officer, if relevant, and then signed off by the service manager
- ✚ Once signed off, if applicable, shadow shifts to be arranged by coordinators. Shadow shift documentation for each shift must be fully completed and each one signed and dated by the new start, care worker they have been out with and line manager and then filed in candidate’s file

- ✚ All documents needed by finance to be passed to them
- ✚ On the yellow file paperwork that goes to finance, if the candidate is a driver you have to put a share code from the candidate giving McSence permission to view their driving licence details online. When you get the code from the candidate, it is up to the recruitment officer to do the check as this code will only last for so long. Make sure that the candidates have business insurance. Copy of driving documents to be kept in files. Need copy of business insurance, MOT and driving licence. All driving documents updated when expire each year. If applicable, copy of authorisation to drive company/van paperwork to be completed and details checked yearly
- ✚ Staff file to be completed in staff area – all documents uploaded. Only essential documents are to be uploaded. Anything that is unnecessary to be placed in confidential waste bag/shredded making sure that any personal information is redacted. If relevant, staff file to be put on to Staffplan and all training tabs etc fully completed. Important for retention meetings to be put on tab so clearly seen as to when they should be carried out and, therefore, support is given to new employees

Company Intranet – Staff Zone: All the McSence Groups policies, procedures, handbooks are available on-line to all employees on the McSence Group's Staff Zone Intranet via our website [Login | McSence](#)

Compliance: Failure to comply with the provisions of this Policy may result in Disciplinary proceedings.



McSence Group Signatory:

David Maxwell | Chief Executive

McSence Group - McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd

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Policy Amendments & Revisions: *This policy will be reviewed annually and, if necessary, revised in the light of legislative or organisational changes. Improvements will be made by learning from experience and the use of an established annual review. Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company Senior Management Team (SMT) to see that all relevant employees receive notice and training if necessary.*