



References:

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Policy Contact	Matthew Betteridge
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One Call 24 will ensure that all workers offered to and placed within the authority are stringently vetted. This will include receipt of confirmation of the worker's previous employment history.

As part of the registration process, One Call 24 will require workers to provide referee details from the most recent engagements of 2 weeks or more (as a minimum). If a worker has worked in only one location for 3 years or more, then 1 reference will be deemed sufficient. Each worker will be required to supply full referee details, including (but not limited too): Full referee name; referee job title; referee band; address details; contact number; acceptable email address and dates of employment in mm/yyyy format. One Call 24 will also ensure that the worker provides consent for the referees to be contacted for a referee. Without this consent, the referee(s) cannot be contacted and will mean that the worker cannot progress further within the registration process.

References will be requested using the standard reference template at point of registration. Only written references will be accepted, which must be fully complete and be received with acceptable verification.

Acceptable verification will be sought in the following forms:

- Business/company email address
- Company Stamp and signed by the referee
- Compliment slip, signed and dated by the referee
- Business Card
- Fax Header

To speed up the process, One Call 24 may contact the referee via telephone, and go through the reference form with them, completing all fields as discussed with the referee. One Call 24 will then forward the completed reference form to the referee for them to respond with acceptable verification, confirmation that the information presented is true/correct.

References must contain the following criteria:

- Be updated annually from the date of recruitment and from the two (2) most recent employment / Assignments held,
- Contain details of the work undertaken during those engagements,
- Be obtained from the Supervising Consultant (ideally a permanent staff member) In the case of either Consultants or Associate Specialists; references must be obtained from the Clinical Director or Head of Department at the most recent substantive or long-term placement of four weeks or more in duration. In the case of recently graduated Drs, the Clinical Dean is the most suitable person to be contacted for a reference,
- Be relevant to the type of work either previously carried out or to be carried out by the potential Agency worker,
- Comment on the work undertaken by the potential Agency worker and experience, integrity, professional competence, personal qualities and track record during the period of employment,

If a reference is returned without sufficient verification, the referee will be chased to provide the required information as detailed above.

If a reference is returned incomplete, the referee will once again be contacted in order for the reference to be completed in full.

If an unsatisfactory reference is provided, or inconsistencies are identified (i.e. dates of employment), One Call 24 will contact the referee via telephone to discuss the concerns highlighted. Once discussed, further clarification will be sought. Alternatively, One Call 24 will look to obtain further employment references from the workers previous work history.

Should it be determined that the worker is unsuitable to be placed by One Call 24 due to unsatisfactory reference, the worker will be notified that they have failed the registration process.

References that are addressed 'To Whom it May Concern' are not automatically accepted. If the reference has been received as a response to a reference request made directly by One Call 24 (and evidence of this held on file), then the reference can be used as part of the workers registration with One Call 24. However, if the reference has not been supplied to One Call 24 based on a reference request or is not addressed to One Call 24, further clarification will be sought from the referee that the information provided is true and correct. Evidence of this verification will be obtained in written format, meeting the verification standards as detailed above.

Information supplied on references will be cross referenced against the worker's CV/Employment History. Where any discrepancies are highlighted, these are raised with both the worker and the referee to establish what information supplied is indeed correct. The necessary amendments will be made/requested, with a fully auditable trail available.

As part of the ongoing quality assurance programme offered by One Call 24, references will be updated on an annual basis. Annual references will be expected to meet the same criteria as detailed above, including 2 most recent employment references of 2 weeks or more.