

OFSTED Commitment and Accountability Policy

Policy Number	20
Version	2
Policy Contact	Matthew Betteridge
Date Issued	15 th May 2024
Review Date	06 th May 2026
Next review Date	06 th May 2027
Target Audience	Agency Workers, Internal Staff and Clients
Approved by	OneCall24 Policy Team

One Call 24 Ofsted Commitment and Accountability Policy

At One Call 24 Limited (OneCall24), we are committed to upholding the highest standards of compliance and accountability in our provision of staffing solutions to Ofsted registered clients. Our commitment to excellence aligns with the Office for Standards in Education, Children’s Services and Skills (Ofsted), ensuring that the welfare and safety of children and young people in educational settings remain our top priority.

This policy is underpinned by statutory safeguarding legislation and guidance, including Keeping Children Safe in Education (KCSIE, latest version in force at the time of implementation), and supports clients in meeting their safeguarding and safer recruitment duties.

1. Policy Scope and Purpose

This policy applies to all OneCall24 internal staff, agency workers, and clients operating within Ofsted-registered or regulated settings.

It outlines OneCall24’s commitment to safeguarding, safer recruitment, accountability, and inspection readiness where agency staff are supplied.

OneCall24 recognises that while employment agencies are not inspected by Ofsted, Ofsted expects providers to demonstrate robust assurance over the recruitment and suitability of agency staff, including the provision of written confirmation that all required pre-employment checks have been completed in line with KCSIE to support the client’s Single Central Record (SCR).

2. Compliance Assurance

We pledge to diligently adhere to all Ofsted regulations and guidelines relevant to our operations. Our compliance assurance entails thorough vetting, training, and monitoring of our staff to guarantee they meet the necessary qualifications and possess the requisite skills to work within Ofsted regulated environments. This includes alignment with Part 3 of Keeping Children Safe in Education (Safer Recruitment) and relevant safeguarding legislation, including any updates or amendments issued in the most recent statutory guidance.

3. Transparent Recruitment Practices

OneCall24 applies safer recruitment practices in line with Part 3 of *Keeping Children Safe in Education (KCSIE)* and relevant safeguarding legislation.

The following checks are completed prior to deployment and form the basis of the written assurance provided to Ofsted-registered clients in support of their safeguarding duties and Single Central Record requirements.

Our recruitment processes are designed to be transparent, robust, and meticulous, ensuring that candidates placed within Ofsted registered establishments undergo the following comprehensive vetting checks:

- **Enhanced Disclosure and Barring Service (DBS) checks:** All candidates who register with OneCall24 must undergo an Enhanced DBS check before being deployed to registered clients. Where the role requires regulated activity with children, barred list information is included in the DBS check.
DBS certificates are verified, recorded, and continuously monitored where an update service is in place. These checks support clients in evidencing that agency staff meet safer recruitment standards equivalent to those applied to directly employed staff.
- **Overseas Police Check:** Where a worker has lived or worked outside of the UK for any period of time, OneCall24 will ensure that an Overseas Police Check is supplied by the worker and retained on file. These checks are assessed alongside DBS information to identify any safeguarding concerns, with a risk-based approach applied in line with current KCSIE guidance.
- **Right to work verifications:** One Call 24 conducts Right to Work checks for all of its candidates in line with the Immigration, Asylum and Nationality Act 2006. Checks are completed prior to placement and re-validated where required to ensure ongoing compliance.
- **Identity Checks:** Needing to establish a worker's identity is a critical part of the recruitment process at OneCall24. Identity verification is completed prior to deployment and before any individual is permitted to work in an Ofsted-registered or regulated setting. All candidates are required to provide original identity documentation, which is checked, verified, and recorded by trained compliance staff. One Call 24 will look to establish a worker's identity using the following combination of documentation:
 - Two forms of photographic personal identification and one document confirming their address; or,
 - One form of photographic personal identification and two documents confirming their address.

Where a worker is unable to provide photographic identification, OneCall24 will require an alternative combination of original documentation sufficient to establish identity and address to an equivalent standard. Further details on acceptable document combinations are set out in the OneCall24 Verification of Identity Checks Policy.

Documentation is cross-checked to ensure consistency of name, date of birth, and photographic likeness.

Any discrepancies identified during the process are investigated and must be satisfactorily resolved prior to placement.

All identity checks are recorded in a secure, auditable format and retained in line with data protection legislation.

These records can be made available promptly to clients and inspectors upon request.

- **Qualification:** As part of the registration process and prior to the deployment of the temporary worker into the authority, OneCall24 will ensure that all relevant professional qualifications have been sufficiently verified and are appropriate to the role being undertaken. Should any professional qualification certificate be presented in another language other than English, OneCall24 will ensure that the certificate(s) are translated into

the English language by suitable and professional company. Where a different name or names are present on the supplied professional qualification certificate that do not match those supplied on ID and Right to Work documents, OneCall24 will look to establish a genuine link between the names to further confirm that the certificate(s) provided by the worker is genuinely theirs.

- **Training:** OneCall24's aim is to ensure that all temporary staff placed by them are sufficiently experienced, skilled and trained. In order to do this, proof of mandatory training is asked for and obtained as part of the initial recruitment process. Should there be any gaps identified within the candidate's training, skills and/or expertise, OneCall24 will look to offer and provide the necessary assistance to ensure that the candidate is fully compliant to a standard that meets the customer's requirements. This can include: setting up additional mandatory training for the candidate or refresher training depending on the need. Mandatory safeguarding training aligned to KCSIE and/or EYFS (where relevant) is required and refreshed at regular intervals (at least annually or in line with client and statutory expectations, whichever is more frequent).
- **Thorough reference checks:** OneCall24 ensures that suitable references are obtained for each candidate as part of the onboarding process. References are sought from recent and relevant employers and are scrutinised for safeguarding concerns, including any gaps in employment history which are explored and verified.
- **Online Searches:** OneCall24 carries out online searches for all shortlisted candidates in line with KCSIE requirements. These searches are completed prior to placement, and any findings are risk assessed, recorded, and considered as part of the recruitment decision-making process.
- **Additional Safeguarding checks:** Where applicable to the role, OneCall24 will also carry out:
 - Prohibition from teaching checks
 - Section 128 direction checks (for management roles)
 - Childcare disqualification checks (where roles fall within scope of the Childcare Act 2006)

3. Proactive Compliance Monitoring

To ensure ongoing adherence to Ofsted regulations, we implement proactive compliance monitoring mechanisms. This involves regular audits of our internal processes, including candidate documentation, client feedback mechanisms, and compliance records. Any deviations from Ofsted standards are swiftly addressed and rectified to maintain the highest level of compliance, with audit trails maintained for inspection purposes.

4. Accountability and Safeguarding Escalation

We hold ourselves accountable for the quality of service we provide to our Ofsted registered clients. In the event of any compliance issues or safeguarding concerns raised by clients, regulatory authorities, or internal staff, we pledge to take immediate and transparent action. OneCall24 maintains clear safeguarding escalation procedures, including:

- A designated Safeguarding Lead
- Referral to Local Authority Designated Officers (LADO) where allegations involve agency staff
- Immediate suspension of deployment pending investigation where risk is identified
- Clear documentation and reporting of all safeguarding concerns and outcomes

5. Client Partnership and Inspection Support

We view our relationship with our Ofsted registered clients as a partnership based on trust, transparency, and collaboration. We actively support clients during inspection processes by:

- Providing prompt written assurance of safer recruitment checks
- Supplying evidence required for Ofsted inspections upon request
- Maintaining clear and auditable records of compliance activity

6. Continuous Improvement

As part of our commitment to excellence, we strive for continuous improvement in our compliance processes and procedures. This involves regularly reviewing and updating our policies and practices to reflect changes in Ofsted regulations, industry standards, and best practices, including updates to KCSIE and other safeguarding legislation.

Conclusion

At OneCall24, our Ofsted Commitment and Accountability Policy underscores our unwavering dedication to safeguarding, safer recruitment, and compliance within Ofsted regulated environments. This policy supports our clients in evidencing their safeguarding responsibilities and ensures that children and young people remain protected at all times, in line with current statutory guidance and inspection expectations.