

OFSTED Commitment and Accountability Policy

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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 stringent regulations set forth by Ofsted, ensuring that the welfare and safety of children and young people in educational settings remain our top priority.

1. 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.

2. Transparent Recruitment Practices

Our recruitment processes are designed to be transparent 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. The primary reason for conducting an Enhanced DBS check is to ensure the safety and welfare of children. This check helps identify any criminal history or behaviour that may pose a risk to children. Knowing that all staff members have undergone thorough background checks provides peace of mind to educational institutions, staff, parents, and students. It creates a sense of security and reassurance that appropriate measures are in place to protect everyone within the educational community.
- **Overseas Police Check:** Where a worker has entered the UK or become resident in the previous 6 months prior to their registration, OneCall24 will ensure that an Overseas Police Check is supplied by the worker and retained on file. An Overseas Police check will also be obtained for workers who have lived or work abroad for 6 months or more in the last 10 years.

- **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. This check is crucial for preventing illegal employment and complying with immigration regulations.
- **Identity Checks:** Needing to establish a worker's identity is a critical part of the recruitment process at OneCall24. Identity must be established prior to the worker being deployed in the provision of the services. This includes sighting original documentation in the presence of the candidate and saving records in a way which cannot be altered to support the checks completed. 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 the worker provides documentation which shows different names, OneCall24 will look to obtain sufficient proof of name change, in the form of either: marriage certificate; divorce certificate; change of name deed poll or any other legal document which can sufficiently prove a change in the worker's name.

- **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. 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 staffed 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.
- **Thorough reference checks:** OneCall24 ensures that suitable references are obtained for each candidate as part of the onboarding process. Reference checks help verify the accuracy of the information provided by candidates during the recruitment process.

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.

4. Accountability Framework

We hold ourselves accountable for the quality of service we provide to our Ofsted registered clients. In the event of any compliance issues or concerns raised by clients or regulatory authorities, we pledge to take immediate and transparent action to address them. Our accountability framework includes clear lines of communication and escalation procedures to swiftly resolve any issues and prevent reoccurrence.

5. Client Partnership and Collaboration

We view our relationship with our Ofsted registered clients as a partnership based on trust, transparency, and collaboration. We actively seek feedback from our clients to continually improve our services and ensure alignment with their specific needs and Ofsted requirements.

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.

Conclusion

At OneCall24, our Ofsted Commitment and Accountability Policy underscore our unwavering dedication to maintaining compliance with Ofsted regulations and ensuring the highest standards of service delivery to our clients. We are committed to upholding the welfare and safety of children in educational settings, and we continuously strive for excellence in all aspects of our operations.