

Recruitment Policy

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1 INTRODUCTION - COMPANY POLICY

1st Homecare sets out in this Policy a structured procedure for the recruitment of carers and staff in general, which is intended to ensure, so far as possible, that the best people are recruited on merit and that the recruitment process is free from bias and unlawful discrimination.

It is the responsibility of the Registered Manager of each branch to ensure that this Policy is followed. The Registered Manager should make members of staff aware of their obligation to familiarise themselves with and adhere to this Policy.

2 RECRUITMENT PLANNING

The Managers will normally do the recruitment planning for 1st Homecare, covering both its current staffing requirements and also forward planning with regard to the need for staff as 1st Homecare grows in size.

3 PUBLICISING VACANCIES

1st Homecare may use a variety of means to advertise for care workers and for Office staff positions. The main means of advertising positions is through online job sites (e.g. Indeed), social media (e.g. Facebook) and also through “word of mouth” – there is an employee introduction incentive arrangement in operation whereby staff who introduce a new staff member will receive an introduction fee (paid in two instalments).

Where appropriate, vacancies will be advertised internally so that all existing employees have the chance to apply for the role. Internal applicants shall normally be interviewed prior to any external advertisement being placed. The interview shall be conducted in the manner set out below.

Where there is no suitable internal applicant for the role, or it has been determined that the position is not one that should be advertised internally, an advertisement will be placed on the appropriate media.

At the discretion of management, lists of previous unsuccessful applicants who responded to an advertised vacancy may be considered at this time.

4 SCREENING AND APPLICATION FORM

When dealing with enquiries about vacancies, 1st Homecare staff must not discriminate unlawfully.

Depending on the type of role being advertised, job applicants may be screened over the telephone prior to being invited in for interview or else may submit a CV which will be screened to assess whether the person will be invited to interview.

Decisions whether to invite the applicant to interview should be made based on evidence that the applicant has met the requirements of the person specification. Applicants who may appear to be over qualified should not be excluded based solely on the fact that they appear over qualified – assumptions should not be made as to their reason for applying for the post.

Candidates who the Company wishes to interview will be informed by email or by telephone, and details of the date, time and place of interview will be provided. Delays in contacting candidates should be avoided so as not to lose any candidates.

If invited to interview, at that stage the interviewee will be asked to complete a standard application form and return it to the Manager.

The confidentiality of all applicants must be respected by all of those involved in the selection process. 1st Homecare's Data Protection Policy applies to the information collected and processed during the recruitment process.

5 INTERVIEWING

Applicants will normally be interviewed by 2 members of staff. Which members of staff conduct the interview will depend on the nature of the position. The purpose of having 2 interviewers is to maintain consistency and to ensure the fair treatment of all candidates, and to keep records. Those interviewing the applicant must declare if they already know the candidate.

The same areas of questioning should be covered with all candidates and assumptions should not be made regarding the expertise or abilities of candidates because of their employment history. Interview questions should be phrased so that they do not favour any one group of candidates. Where answers are ambiguous or unclear, supplementary questions should be posed to try and solve the ambiguities or lack of clarity. Any gaps in employment history must also be explored.

Interview questions

1st Homecare's interview questions have been created in order to recruit staff who share 1st Homecare's Values. Recruiting staff who share its Values increases staff retention and allows 1st Homecare to achieve the high quality of care that it aspires to provide to its clients. The interview process is designed to assess suitability based on shared values rather than technical competency.

Staff conducting interviews must be aware that although questions asked may not in themselves be unlawfully discriminatory, the interpretation of answers could exhibit prejudice. Care must be taken in this regard to avoid questions that could appear unlawfully discriminatory.

Interview notes must be taken to help the interviewers to make an informed decision based on the content of the interviews.

The data protection laws allow applicants to request disclosure of notes, and an Employment Tribunal would expect to see notes of every selection decision.

6 MAKING A DECISION AFTER INTERVIEW

Following interview, a decision will be reached, and the successful candidate shall be informed of the decision. Where appropriate, the candidate may be asked back for a second interview with the Directors prior to an outcome being reached.

The information obtained via the application form and in the interview(s) will allow 1st Homecare to assess applicants for suitability and a selection decision to be made.

7 REFERENCES

Appropriate job references will be taken up for the successful candidate. A minimum of two referees, normally the two most immediate employers, will be contacted by email or letter attaching an appropriate form for them to complete. The references should be followed up as a matter of priority if not received promptly. All references will be verified to ensure that they originate from the person contacted for the reference.

All references are confidential and must be sought in confidence. References must only be used for the purpose for which they were intended and their confidentiality must be maintained.

8 COMMUNICATING THE DECISION

Successful applicants will be contacted shortly after the interview to advise them of the outcome of the interview. The terms and conditions of employment will be confirmed, and in appropriate cases set out in an offer letter detailing the main terms and conditions appropriate to the appointment. All offers will be made subject to the receipt of a satisfactory DBS check and satisfactory references.

9 DISCLOSURE

A check through the Disclosure and Barring Service (DBS) will be sought in respect of every successful candidate. As disclosure is part of the recruitment process, applicants are encouraged to provide details of any criminal record at an early stage by disclosing at interview and/or on the application form if he or she has a criminal record and provide an explanation with regard to this. 1st Homecare will ensure that this information is only seen by those who need to see it as part of the recruitment process.

An open and measured discussion should take place on the subject of any offences or other matters that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

Where the conviction or other matter is revealed in the course of the application and/or recruitment process, 1st Homecare will conduct a risk assessment to assess the risk and whether the individual should be employed or not. In doing so, consideration will be given to the following:

- Whether the conviction or other matter revealed is relevant to the position in question
- The seriousness of the offence or other matter
- The length of time since the offence or other matter occurred
- Whether there is a pattern in the offending behaviour or other matter
- Whether the applicant's circumstances have changed since the offending behaviour or other relevant matter
- The circumstances surrounding the offence or other matter, and the explanation(s) offered by the person

The Manager will complete a risk assessment form, taking into account the above matters, to decide whether the individual can still be employed or not. The risk assessment will be kept confidential, stored on Dropbox, and kept for the requisite period.

1st Homecare has reporting requirements to certain Local Authorities that commission work from it, in respect of DBS matters. This includes the requirement to inform the Authority if, subsequent to the person starting work, criminal activity is revealed or the person gets a criminal conviction.

10 GENERAL

This Policy replaces the previous version. It may be amended at any time and staff will be notified of the amended Policy.

CHANGE HISTORY

Issue	Date	Description of Change and Reason
1	October 2014	First issue
2	September 2015	Second issue – Change of address of Company
3	October 2016	Third issue – deletion of reference to “POVA First” list
4	February 2017	Fourth issue – amendment to make applicable to both businesses
5	October 2018	Fifth issue – amendment to address, change to manager doing the interview being appropriate to the post interviewing for
6	December 2018	Sixth issue – to reflect accurately the recruitment processes in the Company
7	January 2020	Seventh issue – to include the KL office address and tidy up some paragraphs (non-material changes)
8	September 2022	Eighth issue – added the word of mouth introduction payment and made some general changes to wording, no major changes.

DOCUMENT CONTROL

Name of document	Recruitment Policy
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Owner	1HC
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