

P-PP04

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Safer Recruitment & Selection Policy

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1. What is the policy about?

The Do Good Charity's safer recruitment and selection policy provides a framework within which all line managers shall operate to ensure good practice and a robust and safe approach which is consistent throughout The Do Good Charity. The procedure to follow is detailed in section 5.

The purpose of the policy is to assist line managers involved in the recruitment and selection of staff to ensure the right people are appointed.

By diligently working within this policy, we will recruit and select the best candidates. It will also deter, identify and allow us to reject applicants who might be unsuitable to support vulnerable people.

2. Who is the policy for?

This policy applies to all staff who have responsibilities for recruitment and selection, e.g. service managers, operations managers, departmental managers etc.

The policy will be available on our website also to enable candidates to understand our processes when they apply to work here at The Do Good Charity.

3. Policy Statement

The Do Good Charity recognises people as its most important asset. It aims to ensure best recruitment practice, following the principles of equal opportunities. Through recruiting the right people, The Do Good Charity aims to ensure the highest quality of care to people who use its services.

While not all our services are registered, we believe that following this process is best practice and will be used for all our recruitment. This also ensures that we comply with Regulation 19: Fit and Proper Persons Employed of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, and any other applicable legislation, including the Equality Act 2010.

In following this policy The Do Good Charity will achieve the standards expressed in the Care Quality Commission's quality statements:

- **Safe: Safe and effective staffing** - We will make sure that there are enough qualified, skilled and experienced people, who receive effective support, supervision and development. They work together effectively to provide safe care that meets people's individual needs.
- **Caring: Workforce wellbeing and enablement** - We care about and promote the wellbeing of our colleagues and enable them to always deliver person-centred care.



- **Well-led: Workforce equality, diversity and inclusion** - We value diversity in our workforce. We work towards an inclusive and fair culture by improving equality and equity for our colleagues.

4. Definitions

4.1 What is Safer Recruitment?

Safer recruitment is a set of safe practices to assist The Do Good Charity in recruiting staff and volunteers who are suitable to work with vulnerable people. Safer recruitment is a continuing process of improvement. It is a vital part of creating a safe culture within our charity to keep vulnerable people from harm. Safer recruitment ensures that safeguarding is at the heart of our recruitment process, from writing a person specification to making a job offer and inducting a new member of staff, volunteer or agency worker.

By following safer recruitment practices, The Do Good Charity also ensures that we comply with current legislation and registration requirements by:

- reviewing our recruitment procedures regularly to ensure that individuals are objectively assessed based on their relevant merits and abilities, and that people who use our services and their representatives are involved wherever possible.
- focusing its recruitment and selection procedures on the protection and safeguarding of service users.
- following stringent procedures for recruiting volunteers, which include appropriate checks with the Disclosure and Barring Service (DBS) if the eligibility requirements are met and decisions based on the outcomes of the checking
- following a conditional offer of employment being made:
 - obtaining a minimum of two written references, one of which will be from the applicant's most recent employer, and the other a character reference; with some applicants, the service might seek additional references from previous employers.
 - offering the job subject to a completed medical check that is acceptable.
 - obtaining a full employment history and examining gaps in the appointee's employment record with the applicant and seeking additional information or references if needed.
 - obtaining satisfactory criminal records check, enhanced or standard, depending on the post, and of checks made against the current DBS barred lists if the post involves regulated activity.
 - in the case of a registered nurse appointment, checks against the NMC Register.
- making clear that staff are expected to comply with the current codes of conduct or Codes of Practice for their respective professions or occupations, and any 'house rules' included, for example, in a staff handbook.



- providing staff with contracts of employment no later than their first day of employment.



5. How does our Safer Recruitment and Selection Policy Work?

5.1 Introduction

Recruiting the 'right' person for a job in The Do Good Charity requires our recruitment panel to know what they are looking for. We are committed to ensuring that our people have the right skills, with the right values, and with the dedication and motivation to make every day matter for the people who use our services. For this reason, it is important that our managers have the autonomy to ensure they achieve our aim.

5.2 Vacancy

When an employee leaves The Do Good Charity, the line manager, in consultation with the senior manager, shall review the post to decide if it needs to be filled in its current format, or if adjustments are required.

If the vacancy is a new post, a job description and clear person specification will be compiled which encompasses The Do Good Charity's key values and safeguarding principles. It should then be provisionally evaluated by the manager and operations management before passing to the Executive Management Team for approval. Following this, the post may then be advertised by contacting the People Team.

The job description will describe the duties, responsibilities, level of seniority associated with the role and pay and benefits, while the employee specification will describe the type of qualifications, training, knowledge, experience, skills, aptitudes, competencies and personal qualities required for effective performance of the job.

5.3 Leavers

The Do Good Charity values all its employees and understanding the reason for leaving is very important. We welcome leaver's feedback about The Do Good Charity as this assists us in continuously improving.

5.4 Advertising

The service manager recruiting to a vacancy should email their people business partner with details of the vacancy. All job advertisements, job descriptions and person specifications must be coordinated through the relevant people business partner.

A range of advertising routes will also be considered. For example, some locations and positions perform better with their recruitment using routes such as Indeed and, for others, social media, i.e. Facebook or LinkedIn may be more suitable.



It may also be the case that it would be advantageous to hold a recruitment event. This can be discussed with the people business partner and co-ordinated jointly with the People Team and Operations.

5.5 Application Process

All vacancies shall be advertised on The Do Good Charity's website. Candidates have a choice of:

- Applying on-line
- Submitting a CV via our website, by email or through an alternative website (depending on where the post has been advertised), such as Indeed.

Any applications received by the People Team will be saved and forwarded to the recruiting manager for shortlisting.

The service manager recruiting will identify if a curriculum vitae (CV) is to be accepted as an alternative to the employment application form. In all cases candidates applying via a CV will be asked to complete a fuller employment history once they have been provided with a conditional offer of employment to ensure any gaps in employment are fully investigated.

5.6 Equality, Diversity and Inclusion

We are committed to applying our equality, diversity and inclusion policy at all stages of recruitment and selection. We always carry out shortlisting, interviewing and selection without regard to an applicant's age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics), or trade union membership.

We will never exclude any candidate with a disability unless it is clear that the candidate is unable to perform a duty that is intrinsic to the role, having taken into account reasonable adjustments. Line managers must only ask a candidate questions about their health where this is directly necessary for a particular role and, in any event, only once they have been shortlisted.

To prevent any candidate from being disadvantaged because of a disability, the individual responsible for communicating with applicants should ask each candidate whether they require reasonable adjustments to be made. These may include, for example, ensuring easy access to the premises for an interview/adapting psychometric tests/replacing psychometric tests with an alternative option/providing an alternative to a telephone interview for a deaf candidate /providing a suitable chair for an interview with a candidate suffering from back problems.



The People Team is always available to provide guidance on reasonable adjustments.

5.7 Shortlisting

Candidates should be shortlisted using the requirements of the role as detailed on the person specification. Selection will be conducted based on merit, against objective criteria that avoids discrimination.

Shortlisting should be done by more than one person, and anyone carrying out shortlisting should have the relevant experience and competence, if support is needed their People Business Partner is available to provide training and support.

The shortlisting form should be completed and shared with the People Team. This should detail the reasons why (or why not) the candidates have been shortlisted for interview. This is requested so that there is a checking mechanism to ensure that Equality Principles are being followed and that there is no evidence of any form of bias.

Shortlisted candidates should be notified that they have been selected for interview with as much notice as possible, even if the interview date was detailed on the advert. Any relevant information/leaflets should also be provided to the candidate at this stage.

All unsuccessful candidates should be notified as soon as possible.

5.8 Interviewing and Selection

Interviews will normally take place with a panel of at least two people, who have had the relevant training to be competent.

Panel members will ensure that they have all the appropriate documentation before the interview starts. This may include, but not be limited to:

- Interview schedule
- Application form/CV
- Shortlisting paperwork detailing any follow up required at interview (such as if there are gaps in employment detailed)
- Job description and person specification
- Interview questions and ratings

Where relevant, people we support are invited to contribute to the recruitment process.



Where notes are taken, these should be accurate and factual. Remember the candidate has the right to request copies of these notes and therefore, you should not doodle or make inappropriate comments on these.

At the start of the interview, arrangements must be made to photocopy whatever proof the candidate has brought to the interview to confirm their eligibility to work in the United Kingdom. It may be necessary to photograph the candidate for identification purposes. Any evidence relating to their skills and qualifications must also be photocopied. All documents must be signed and dated as a certified copy of the original. For all non-British nationals, the interviewer must contact their people business partner for advice on visa, immigration and work permits. If the candidate is unable to provide the relevant documentation to confirm their eligibility to work at the time of interview, they must be informed that, should they be successful, any job offer would be dependent upon this.

Testing should be carried out prior to the formal interview and results collected and presented to the panel.

During the interview, any gaps in employment on the application form should be explored and discussed. A note should be made about this on the candidate's interview notes. Gaps on the application form, such as where a candidate has not completed the section asking for reasons for leaving a previous post, should also be explored with them.

Job applicants should not be asked questions which might suggest an intention to discriminate on grounds of protected characteristics. For example, applicants should not be asked whether they are pregnant or planning to have children. The interview will focus on the role and the skills needed to perform it effectively.

Job applicants should not be asked about health or disability before a job offer is made. There are limited exceptions which should only be used with the approval of the People Team. For example:

- (a) questions necessary to establish if an applicant can perform an intrinsic part of the job (subject to any reasonable adjustments);
- (b) questions to establish if an applicant is fit to attend an assessment or any reasonable adjustments that may be needed at interview or assessment;
- (c) positive action to recruit disabled persons; and
- (d) equal opportunities monitoring (which will not form part of the selection or decision-making process).

Where necessary, job offers can be made conditional on a satisfactory medical check.



Panel members must make a record of every recruitment interview and forward this to the People Team to be retained for a suitable period. To ensure fairness, panel members should ensure that questions asked are consistent in all interviews for a particular job. On no account should any job offer be made during or at the end of an interview.

In some cases, we will hold interviews remotely via online video call. Video interviews are carried out using Microsoft Teams. The responsible line manager should in advance provide the interviewee with details of how the interview will be conducted. They should also give the interviewee the opportunity to provide details of any reasonable adjustments that should be made or technological difficulties that they may encounter.

At the end of the normal interview process where an applicant has declared a criminal history, a discussion must take place regarding this. Following this discussion, the risk must be assessed to decide on the suitability of the applicant for employment. This risk assessment should be recorded in writing and kept with the applicant's disclosure details.

All documentation must be forwarded to the People Team for verification following the interview process.

5.9 Offer of Employment

The successful candidate should be contacted within the timescale discussed at interview and offered the position with a conditional offer. Once the position had been accepted, unsuccessful candidates can be notified and offered the opportunity for individual feedback. The successful candidate will be emailed a conditional offer of employment by the People Team.

Where an offer of employment is being made to an internal applicant the People Team will advise of the process to be followed to transfer the colleague to their new role.

The People Team will also complete all required actions in relation to being able to ensure that the Safer Recruitment Processes are carried out in line with the requirements of this policy (see [Section 4.0 Definitions](#) for more information). Once all checks are completed by the People Team, the candidates file will be sent to the recruiting manager for checking and approval. Once approval is given, the start date for the new colleague will be arranged.

Where the successful candidate has disclosed that they have a protected characteristic, or the medical questionnaire suggests adaptations may be required, this will be discussed with the candidate to ensure that any reasonable adjustments can be put in place for the candidate.

5.10 References



A conditional offer of employment is made subject to the receipt of two satisfactory written references for the candidate. One of which should be the candidates most recent (or current) employer.

If the reference is unsatisfactory, it may be the case that the offer of employment is withdrawn. Prior to this it may be appropriate to discuss this with the colleague to obtain further information, and alternative references. In such circumstances a risk assessment will be completed.

5.11 Criminal Records and Barred List Checks

Prior to confirming a candidate's employment, the appropriate checks will be carried out with the Disclosure and Barring Service (DBS).

Candidates applying to work in regulated activity, as defined by the Protection of Freedoms Act 2012, we will apply for an enhanced criminal records check as well as a barred list check.

Where a candidate has disclosed that they have a criminal record, this will not necessarily preclude them from being employed, unless they are on the barred list. In such circumstances the criminal record will be discussed with the candidate and a risk assessment carried out. The decision about whether to appoint the candidate will be based on the information within the risk assessment and any further actions that need to be carried out, which may include obtaining further references etc. This is to ensure that no one is put at risk from appointing this candidate.

Where the update service is being used, candidates will need to provide evidence of their current DBS Certificate for the update service to be used.

DBS checks will be requested every three years.

5.12 Employing Foreign Workers

The Do Good Charity will employ foreign workers only after confirming their legal status and entitlement to work in the UK, and after making equivalent checks on their criminal records and fitness to work with vulnerable people.

Please see Appendix 1 of this policy for further information about employing foreign workers.

5.13 Commencement of Employment

The manager will sign off the candidate's employment file and a start date will be arranged with the People Team so that the contract of employment can be issued. It is a legal requirement that colleagues are provided with this on or before their first day of employment.



The Induction Policy and Probation Policy will then be followed for all new colleagues or colleagues new to their post.

5.14 Acting Up to a Higher Graded Role

Where there is a requirement for a member of staff to cover a more senior position, this shall normally be a temporary arrangement. The vacancy would normally be advertised internally only, and an internal application form / expression of interest form would need to be completed.

The appropriate manager shall ensure that the People Team is informed of all changes using the change of employee details form.

5.15 Volunteers/Placements

Short-term placement and voluntary workers may go through a shorter recruitment process, but the necessary clearance checks for the role will be carried out in the usual way. Please see Volunteer Policy for more information.

5.16 General Data Protection Regulations

This policy and procedure acknowledges and works within the GDPR regulations and The Do Good Charity's data protection processes. All candidates will be provided with the relevant privacy statements, depending on where they are in the process.

We do not collect unnecessary personal data from applicants during the recruitment process. For example, we will only request bank account details and next-of-kin contact details from successful applicants. Data collected as part of the recruitment process is held securely and accessed by, and disclosed to, individuals only for the purposes of managing the recruitment exercise effectively to decide to whom to offer the job. Staff should report immediately any inappropriate access or disclosure of job applicant data in accordance with our organisation's data protection policy. It may also constitute a disciplinary offence, which will be dealt with under our organisation's disciplinary procedure.

6 Related Policies

This procedure needs to be used in conjunction with The Do Good Charity's other policies on:

- Safeguarding Vulnerable Adults
- Data Protection Policy
- Employment of Ex-offenders Policy



- Equality, Diversity and Inclusion Policy
- Volunteers Policy
- Agency Workers Policy
- Induction Policy
- Probation Policy



Appendix 1 – Employing Colleagues from Overseas

The Do Good Charity is committed to developing a diverse workforce and welcomes applications from all sectors of the community, including people who have obtained or are eligible to obtain visas that enable them to work for us. This includes people who are employed by an employment or recruitment agency.

Our policy is in line with equal opportunities employment laws to recruit the most suitable person for each vacancy, regardless of any protected characteristic and not to discriminate against them in any way once employed.

The policy is also in line with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 which requires the care service to always have sufficient numbers of qualified and competent staff to meet the needs of the people using our service. Staff must then be recruited in line with the requirements of [Regulation 19: Fit and Proper Persons Employed](#).

In respect of employing people from other countries, The Do Good Charity will follow current government guidance that requires employers to only consider alternative staffing sources where they cannot fill vacancies by appointing people who are already eligible to work in the UK.

In the current situation, the Government has recognised that the care sector is experiencing acute problems with care staff recruitment and retention by placing care workers on its immigration salary list.

This means that the care provider can legitimately employ people from other countries, as it experiences staffing difficulties to meet its regulatory commitments and provide care to the standards required.

In developing its procedures, The Do Good Charity is mindful of current immigration law as set out in the Immigration Act 2016 and the accompanying government guidance, which includes:

- Employer's Guide to Right to Work Checks (June 2024)
- Guidance on the Application Process for Obtaining Criminal Record Checks Overseas (August 2022)
- UK's Points Based Immigration System: an introduction for employers (updated February 2022)
- Code of Practice for Employers, Avoiding Unlawful Discrimination While Preventing Illegal Working: 6 April (March 2022)
- Code of Practice for the International Recruitment of Health and Social Care Personnel in England (updated August 2022)
- English Language Requirement for Public Sector Workers (updated December 2016)
- Workers and Temporary Workers Guidance for Sponsors (updated November 2022).



The procedures that follow should be read in line with The Do Good Charity's Safer Recruitment Policy.

Procedure for Employing workers from Overseas

1. All our prospective employees, whether or not from the UK, are required to provide evidence of their right to work in the UK. This requirement forms part of our Safer Recruitment Policy. We will inform applicants of the documentation that is required at interview stage.
2. Job offers will be conditional upon a candidate providing the required original documents or our organisation being able to carry out a check on the Home Office online right to work checking service confirming their right to do the work in question. To enable us to conduct an online check, the candidate must have shared their right to work details using the Home Office prove your right to work to an employer online service.
3. This includes:
 - Obtaining an individual's original documents as prescribed in the Home Office guidance or checking an applicant's right to work online using the share code provided by them. Where a manual document check is being undertaken, we will need to be satisfied that the documents relate to the individual and are original and unaltered. Where an online check is being undertaken, we must use the share code and an employee's date of birth to access the employer section of the online right to work check.
 - Checking (in the presence of a prospective employee, either in person or via live video link) that they have the right to work by performing a manual document check.
 - Copying the documents which have been manually checked and recording the date of the check and date for follow-up checks and retaining copies of the documents securely (this can be a hardcopy or a scanned copy in a format which cannot be manually altered, such as a JPEG or a PDF file). For online checks, the 'profile' page, which includes an individual's photograph and date on which the check was conducted, must be retained (this can be printed and saved as a hardcopy or saved as a PDF or HTML file).
4. The Do Good Charity will ensure that no one shall commence employment unless they have provided the required evidence of their right to work in the UK in the role offered.
5. The Do Good Charity reserves the right to withdraw a job offer where an employee is unable to show that they have the right to work in the UK in the role offered.



6. If The Do Good Charity seeks to recruit people from other countries directly as sponsors under the sponsorship management system or as a partner in a consortium, it will meet all its responsibilities as set out in the Code of Practice for the International Recruitment of Health and Social Care Personnel in England (and corresponding guidance for other UK countries). This includes the requirement to avoid any active recruitment from red and amber listed countries.
7. The responsibilities include ensuring the new recruits are not discriminated against or treated unfairly financially or in any other way through their employment contracts and exercising a duty of care to support their settlement into their work and to UK society.
8. If The Do Good Charity uses a recruitment or employment agency to assist with its recruitment it will ensure that the agency used is also exercising its legal responsibilities and duty of care and is on the Government's ethical recruiters' list.
9. The Do Good Charity understands that its recruitment practices and exercise of duty of care could be subject to monitoring and inspection by the care regulator and local commissioners.

The policy will be regularly reviewed in line with any changes in the government's immigration policy.