

Freedom of Information Act 2000 disclosure log entry

Reference

16-17360

Date sent

16/03/2017

Subject

Verification of new starter references

Details of enquiry

- 1) Do you request references for all of your new applicants or just for certain posts? If only certain posts, please can you confirm the job roles in which you do not need references for?
- 2) If you need references for a new applicant, how many do you require, or how far back (in years) do you seek references for?
- 3) When a reference is received, do you verify its origin to ensure that it is real?
- 4) If yes to the above, how is verification undertaken?
- 5) Where verification is carried out, how long can this take? (an average per reference is sufficient. A min – max time is also sufficient)
- 6) If a fake reference is discovered prior to the applicant beginning a role, would the application be terminated?
- 7) What would happen if a reference was discovered to be fake after the person had started their job? Would this be a legal issue, or dealt with via your in-house procedures?
- 8) Have you received a fake reference in the last 2 years?
- 9) What is the name and email address of your Head/Director of Human Resources? (or equivalent Head of the department that deals with Workforce, Recruitment or People Services)

Response Sent

1. References are requested for all posts
2. Two references are normally required, and we aim to cover the last three years of employment/academic history.
3. Yes
4. We only accept references from a company email address or from the HR department of that company – if there is any doubt or uncertainty about the validity of the reference or the referee, we will contact the organisation directly by phone.
5. This varies from a few minutes to longer periods depending on issues involved, the size of the organisation being contacted etc.
6. There would be an investigation and appropriate action would be taken in line with company policy. Once the facts have been established, the offer could be rescinded.
7. Action would be taken in line with our internal disciplinary policy
8. Individuals within the HR team here are fairly new. We are not aware of such incident occurring
9. Craig de Sousa, Director of Human Resources