Recruitment and Selection Policy

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The East of England Ambulance Service NHS Trust has made every effort to ensure this policy does not have the effect of unlawful discrimination on the grounds of the protected characteristics of: age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity. The Trust will not tolerate unfair discrimination on the basis of spent criminal convictions, Trade Union membership or non-membership. In addition, the Trust will have due regard to advancing equality of opportunity between people from different groups and foster good relations between people from different groups. This policy applies to all individuals working at all levels and grades for the Trust, including senior managers, officers, directors, non-executive directors, employees (whether permanent, fixed-term or temporary), consultants, governors, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with the Trust.

All Trust policies can be provided in alternative formats.
# Contents

<table>
<thead>
<tr>
<th>Paragraph</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0  Policy Statement</td>
<td>4</td>
</tr>
<tr>
<td>2.0  Scope</td>
<td>4</td>
</tr>
<tr>
<td>3.0  Access to the Procedure</td>
<td>4</td>
</tr>
<tr>
<td>4.0  Roles and Responsibilities</td>
<td>4</td>
</tr>
<tr>
<td>5.0  Principles of the Policy</td>
<td>5</td>
</tr>
<tr>
<td>6.0  Legal Obligations</td>
<td>6</td>
</tr>
<tr>
<td>7.0  What to do when a Vacancy Arises</td>
<td>8</td>
</tr>
<tr>
<td>8.0  Job Description and Person Specification</td>
<td>8</td>
</tr>
<tr>
<td>9.0  Determining the Contract Type or Tenure</td>
<td>9</td>
</tr>
<tr>
<td>10.0 Approval to Recruit</td>
<td>9</td>
</tr>
<tr>
<td>11.0 Redeployment and Ring-Fencing</td>
<td>9</td>
</tr>
<tr>
<td>12.0 Advertising</td>
<td>10</td>
</tr>
<tr>
<td>13.0 Other Methods of Recruitment</td>
<td>10</td>
</tr>
<tr>
<td>14.0 The Selection Panel(s)</td>
<td>11</td>
</tr>
<tr>
<td>15.0 Shortlisting</td>
<td>11</td>
</tr>
<tr>
<td>16.0 Time Limit for Meeting Person Specification Requirements</td>
<td>12</td>
</tr>
<tr>
<td>17.0 The Selection Process</td>
<td>12</td>
</tr>
<tr>
<td>18.0 Using Psychometric Tests and Assessment Centres</td>
<td>13</td>
</tr>
<tr>
<td>19.0 After the Selection Decision</td>
<td>13</td>
</tr>
<tr>
<td>20.0 Pre-employment Checks</td>
<td>14</td>
</tr>
<tr>
<td>21.0 Attendance at Interviews</td>
<td>16</td>
</tr>
<tr>
<td>22.0 Recruitment to Large Staff Group Posts</td>
<td>16</td>
</tr>
<tr>
<td>23.0 Recruitment Of Researchers (NHS Honorary Research Contracts)</td>
<td>16</td>
</tr>
<tr>
<td>24.0 Speculative Enquiries</td>
<td>16</td>
</tr>
<tr>
<td>25.0 Storage And Retention Of Recruitment And Selection Information</td>
<td>17</td>
</tr>
<tr>
<td>26.0 Complaints</td>
<td>17</td>
</tr>
<tr>
<td>27.0 Monitoring</td>
<td>17</td>
</tr>
<tr>
<td>28.0 Policy Review</td>
<td>17</td>
</tr>
</tbody>
</table>

## Appendices

<table>
<thead>
<tr>
<th>Appendix</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appendix A</td>
<td>Monitoring Table</td>
<td>18</td>
</tr>
<tr>
<td>Appendix B</td>
<td>Equality Impact Assessment</td>
<td>20</td>
</tr>
</tbody>
</table>
1. POLICY STATEMENT

1.1 This document outlines the Recruitment & Selection Policy for the East of England Ambulance Service NHS Trust (the Trust). The aim of the Trust is to achieve best practice within the recruitment and selection processes which will:

- Promote non-discriminatory recruitment and selection activities.
- Facilitate the appointment of the best person for the job based on individual merit.
- Help the Trust to recruit a diverse workforce reflective of the communities we serve; and
- Ensure recruitment and selection activities are fair, open and cost effective.

2. SCOPE

2.1 This policy applies to all internal and external applicants and potential applicants for vacancies within the Trust.

3. ACCESS TO THE PROCEDURE

3.1 All employees are entitled to access this policy which is located in the HR Policies and Procedures Folders and/or on the Trust’s Intranet. However, if you require this Policy in any other format please seek guidance from the Human Resources Department, your line management or trade union representative.

3.2 To ensure accessibility to external applicants, this policy will also be located on the Trust’s internet site (www.eastamb.nhs.uk) and it can also be obtained on request from the Trust’s Human Resources Department.

3.3 Applicants and Trust Managers may also wish to consult related Trust policies and procedures such as Equality, Diversity and Human Rights, CRB Employing People with Criminal Convictions, CRB Storage Handling and Use, CRB Disclosure, Flexible Working Arrangements, Driving License Policy, Retirement Age, Internal Transfer, Change Management, Redundancy and Redeployment, EoE Framework, Volunteering Policy, Managing the Use of Agency Workers and Disability Policy.

4. ROLES AND RESPONSIBILITIES

4.1 The Human Resources Department is responsible for:
• keeping the provisions within this policy in line with employment legislation, best practice people management principles and NHS guidelines.
• the provision of briefings and/or training to recruiting managers on equal opportunities and recruitment issues.
• providing recruitment and selection monitoring information to the Trust Board and Staff Partnership Forum and for putting into practice any resulting Trust agreed recommendations.
• ensuring that all appropriate employment checks are undertaken for all staff (permanent, temporary and voluntary), implemented and monitored.

4.2 Managers, HR staff and trade union representatives are responsible for providing advice and guidance to employees and external applicants on the application of this policy and procedure.

4.3 Management and trade union representatives are responsible for bringing any mutually beneficial improvements to this policy to the attention of the Trust.

4.4 Employees and external applicants are responsible for obtaining information and advice and for providing such information and documentation as is necessary.

5. PRINCIPLES OF THE POLICY

5.1 Effective recruitment is central to the Trusts ability to successfully deliver services. We need to employ people with the necessary job specific skills, experience and qualifications to help achieve our objectives and with the ability to make a positive contribution to our values.

5.2 All vacant posts which are to be appointed to on a substantive basis will be advertised throughout the Trust (subject to section 11 below). This may be supported by external advertising through the NHS Jobs website and, where appropriate, through other media with the approval of the Human Resources Department. It is the responsibility of the recruiting manager to determine whether posts should be internally and/or externally advertised seeking advice from the Human Resources Department where necessary.

5.3 All substantive, secondment and fixed term appointments will be processed through, and recorded on, the NHS’s electronic e-Recruitment System, called Trac. This will ensure the effective collation and storage of recruitment and selection activities, enabling the monitoring of all Trust appointments.
5.4 In circumstances where a disabled person requires assistance at any stage of the recruitment and selection process, support with the provision of any reasonable adjustments appropriate to their particular disability will be provided by the Human Resources Department at interviews. This could include more time to answer questions at an interview and phrasing questions differently etc. Also, in relation to the making of an electronic application, this may include allowing the submission of a paper-based application with the information being subsequently uploaded onto the Trac system by the Human Resources Department. This will ensure that the equal opportunities and application information for every applicant for all recruitment and selection activity in the Trust is recorded on the central Trac system.

5.5 As a Disability Confident Employer, The Trust is committed to:

- inclusive and accessible recruitment
- communicating vacancies
- offering an interview to disabled people
- providing reasonable adjustments
- supporting existing employees

5.6 The Trust's policy is to work towards ensuring that all those taking part in short-listing, selection and interviewing have been appropriately briefed in equal opportunities and recruitment. With this in mind, at least one person, at all stages of the recruitment and selection process, should have received such a briefing.

6. LEGAL OBLIGATIONS

6.1 The main principles contained within the following Acts have now been encompassed within the Equality Act 2010:

- Sex Discrimination Act 1975.
- Race Relations Act 1976 (and Amendment Regulations, 2000 & 2003);

6.2 In addition, the new Equality Act 2010 extends some protections around discrimination to characteristics which were not previously covered. The term protected characteristics refers to terms used in previous acts such as age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity. In addition to direct and indirect discrimination there are new types covered in the Equality Act 2010 which are:
• Associative Discrimination – this is a direct discrimination against someone because they associate with another person who possesses a protected characteristic (e.g. disability);
• Perception Discrimination – this is direct discrimination against an individual because others think they possess a particular protected characteristic. It applies even if the person does not actually possess that characteristic.

6.3 Under the Trade Union Reform and Employment Rights (TURER) Act 1993, it is unlawful to refuse employment on the grounds of trade union membership or non membership.

6.4 The Rehabilitation of Offenders Act 1974 provides that if a convicted person completes a specified period without being convicted of further offences the conviction may be regarded as ‘spent’. These sentences do not have to be revealed and may not be used as grounds for exclusion from employment. However, some jobs (e.g. those involving work with children and vulnerable adults) are exempt from the provisions of the Act and therefore applicants applying for such posts would be required to disclose any conviction, caution, warning, reprimand or bind-over (see Trust CRB Policies).

6.5 Under the Safeguarding of Vulnerable Groups Act 2006, a number of people are banned from working with children. This Act specifies that people who wish to perform a ‘regulated activity’ must not be named on the barred lists (there is separate lists for ‘people barred for working with children’ and ‘people barred from working with adults’). Examples of offences specified in the Safeguarding of Vulnerable Groups Act 2006 include:

• offences committed by an individual who engages in regulated activity with children or vulnerable adults when they are barred or have not been checked.
• regulated activity providers commit offences if they engage an individual in regulated activity who is either barred or not subject to monitoring.
• where the regulated activity provider is an organisation the above offence (previous bullet point) is committed by both the organisation and by any manager who is complicit or reckless;
• it is an offence for an individual to seek controlled activity if they have not been checked. It is also an offence to employ such an individual.

6.6 Under the Asylum and Immigration Act 1996 it is an offence to employ a person without an entitlement to work in the UK.

6.7 All recruitment and selection activities must comply with the current Data Protection legislation.

6.8 Further guidance on all of the above is available from the Human Resources Department. There are also a number of websites which may provide helpful information, such as www.eoc.org.uk.
7. **WHAT TO DO WHEN A VACANCY ARISES**

7.1 The arrangements made for recruitment and selection activities must be appropriate to the needs of the job, the nature of the vacancy and the respective job market.

7.2 Before preparing to fill a vacancy, the recruiting manager has a responsibility to decide whether the post is still required or needed in its present form. It might be appropriate to re-distribute the workload or change the duties of the post to meet with current service requirements (this would be subject to the National Agenda for Change Job Evaluation principles). See Section 8 below.

7.3 Once the recruiting manager has confirmed that they need to recruit, they should:

- Ensure that the job role has been subject to the Trust’s Agenda for Change Job Evaluation Process.
- Consider what contract type is needed (see Section 9 below);
- Complete the required Vacancy Requisition (R1) Form obtaining all necessary authorisations (including appropriate financial groups) and forward this to the Human Resources Department (see Section 10 below);
- On receipt of the Vacancy Requisition (R1) Form, the Human Resources Department will firstly identify if the vacancy may be suitable as a redeployment opportunity for any employee(s) facing termination of contract (see Section 11 below);
- Prior to advertising consideration should be given to whether the vacancy can be filled by an employee currently on the Trust’s Internal Transfer List as per the associated Trust Internal Transfer Policy.
- Consider other forms of flexible working arrangements e.g. Part-time, job-sharing etc.

7.4 If there are not any current employees on the Internal Transfer List, the recruiting manager may proceed with the recruitment. They should then:

- Consider where the post should be advertised and draft the advert (see section 12);
- Consider other outlets for advertising jobs alongside NHS jobs.

- Consider who will be involved in the recruitment and selection process (see section 14);
- Consider what selection methods should be utilised with advice from the Human Resources Department where necessary (see section 13);
- Draw up a clear and realistic recruitment and selection timetable, taking account of advertising media.

8. **JOB DESCRIPTION AND PERSON SPECIFICATION**

8.1 Managers have a responsibility to be clear about the content of the job and the attributes the job holder needs to undertake it. The job description and person specification are therefore seen as an essential part of the preparation for recruitment.
8.2 Where a job description is new or has been significantly revised, it should be submitted for job evaluation so that the appropriate Agenda for Change Pay Band can be identified. A similar assessment should be made in relation to posts which attract a Very Senior Manager (VSM) salary scale.

8.3 Jobs falling under Agenda for Change terms and conditions will not be advertised prior to being evaluated under the Trust’s Agenda for Change NHS Job Evaluation Process. Advice regarding this can be obtained from the Human Resources Department.

9. DETERMINING THE CONTRACT TYPE OR TENURE

9.1 The recruiting manager has a responsibility to consider the type of contract arrangement most appropriate to meet the vacancy requirements.

9.2 Examples of types/tenures of employment contracts are:

- **Permanent/Substantive** contracts are open-ended and not for a fixed term;
- **Fixed Term** contracts are used for a specific period of time and should be for a specific reason. For example, they are appropriate for use to cover maternity leave, sickness absence, periods of increased workload, project work and roles where there is uncertainty about funding or the future of the job role.
- **Part-time or Job-sharing** contracts offering flexible working arrangements.
- **Secondments** as per the Trust’s Secondment Policy.

9.3 Examples of other contract types not covered by this policy are:

- Self-employed.
- Consultants.
- Casual worker, bank and/or zero hours arrangements.

10. APPROVAL TO RECRUIT

10.1 It is the responsibility of the recruiting manager to ensure that a Vacancy Requisition (R1) Form is completed and authorised as appropriate, prior to submission to the Human Resources Department.

10.2 Vacancies will not be advertised by the Trust until the Human Resources Department are in possession of the required Vacancy Requisition (R1) Form.

11. REDEPLOYMENT AND RING-FENCING

11.1 The Trust is committed to minimising compulsory redundancies, and to those employees who are no longer able to fulfil their current role. Confidential details
of employees at risk will be held by the Director of Business Transformation within a redeployment register.

11.2 One way of minimising compulsory redundancies is to redeploy those who are at risk to other 'suitable alternative employment' within the Trust. Please refer to the Trust's Change Management, Redundancy and Redeployment Policy and subsequently to the EoE Framework.

11.3 Under the EoE Framework, any vacancy looking to be placed externally must be advertised on the NHS Jobs Restricted Framework for 7 days.

11.4 In a situation where a current vacancy may be considered suitable for an employee or employees who have been deemed as part of formal Trust processes, as being no longer able to fulfil their current role, these employees will be able to apply for the vacancy prior to it being made available to other Trust employees. In these situations, shortlisting and any subsequent appointment(s) must still be based on the person seeking redeployment meeting the criteria for the post (taking account any requirements under the DDA).

11.5 In some situations ring-fencing of vacancies to a defined applicant(s) may be appropriate, for instance where an existing fixed term contract is expiring. Before making any ring-fencing decisions, managers should seek advice from the Human Resources Department.

12. ADVERTISING

12.1 Managers have the flexibility to advertise their appointments on an internal only basis on Trac and/or through other Trust internal communications.

12.2 Where recruiting managers consider that attracting a wider pool of applicants would be more appropriate, they may advertise the vacancy both internally and externally.

12.3 All advertisements placed under the Trusts name should conform to the agreed Trust style.

12.4 Managers are encouraged to advertise targeting under-represented groups e.g. people from BAME ethnicities, people with disabilities, women returning to work and young people.

13. OTHER METHODS OF RECRUITMENT

13.1 In line with good management practice, it may be appropriate to consider other methods of recruitment or recruitment initiatives. For instance, where employee groups or roles are difficult to recruit to, or are under-represented in a service area then local arrangements may be made to hold recruitment and/or open days, Advertise in local newspapers, government job centres and online

13.2 In some circumstances, the use of an Employment Agency may be necessary. For instance, this may be where recruitment advertising has failed to secure the necessary applicant(s) to successfully appoint to the post. Utilisation of
employment agencies must be approved by the Human Resources Department in advance and must follow the procedural guidelines set out within the Managing the Use of Agency Workers Policy. Please note that the recruitment of any agency staff is also subject to the above procedure at paragraph 7.3 and the recruitment check requirements set out within Section 20 below and the HR Service Procedure, Employment Checks, HR001.

13.3 The Trust is obliged to comply with the Framework Agreements through the Buying Solutions (national procurement partner for UK public services).

14. THE SELECTION PANEL(S)

14.1 Establishing who will be involved at the different stages of the recruitment and selection process is important. The aim is that all decisions made during the recruitment and selections stages, i.e. shortlisting, interviewing etc., should be made by a panel of at least two members. Whilst panel composition may vary at the different stages of the process, it is recommended that, in order to aid consistency, that at least one panel member is involved throughout the entire selection process.

14.2 It is good practice to ensure representation of under-represented groups on interview panels. Therefore, where possible, the aim of the Trust will be to have more diverse and inclusion aware interview panels, as these can help candidates, who may be members of under-represented groups, feel at ease during the selection process.

14.3 All panel members at each stage of the selection process should have undertaken a briefing session in recruitment and selection and equal opportunities.

14.4 Panels may contain members from staff side and/or individuals from outside of the Trust. These panel members should be appropriately briefed on their role and the Trust’s Equality, Diversity and Human Rights and Recruitment and Selection Policies.

14.5 In exceptional circumstances, it may be beneficial for a Non-Executive Director to be part of the selection panel for a particular vacancy; however, this request must be authorised by the Director of Business Transformation.

15. SHORTLISTING

15.1 Shortlisting should not begin until after the advertisement has closed. The recruiting manager has a responsibility to make sure that:

- applicants are shortlisted only against the agreed criteria from the person specification;
- the interview panel would be advised to shortlist all applicants who have a disability and who meet the essential criteria for the post. Where required reasonable adjustments will be put in place.
- a record of the shortlisting is made using the Trust’s short-listing matrix;
- the final shortlisting decisions can be justified;
• the results of shortlisting will be randomly sampled, by the Human Resources Department, to ensure consistency
• applicants are informed that they have been shortlisted promptly;
• applicants who are unsuccessful at shortlisting stage are notified and offered feedback in a timely fashion.

15.2 If, historically, a post has been extremely popular and received a high volume of applicants it might be possible to cap the number of applicants. Please seek advice from the Human Resources Department.

15.3 If there are a substantial number of applicants who meet the essential criteria, and the utilisation of any desirable criteria has not resulted in this being reduced to a more viable number (i.e. it remains impracticable to interview them all), the short-listing panel should agree on the criteria to be used to reduce this to a manageable number. The criteria must be justifiable and based on elements of the person specification with no evidence of bias.

15.4 If there are no applicants who meet the essential short-listing criteria, the post could be re-advertised.

16. TIME LIMIT FOR MEETING PERSON SPECIFICATION REQUIREMENTS

16.1 For all person specification criteria, the application submission date of the advertisement should be considered the date by which the criteria must be met unless otherwise stipulated.

16.2 However, where there is a requirement for the post holder to hold a full C1 driving licence, they must be in possession of a full C1 licence at the date they make their application unless otherwise specified.

17. THE SELECTION PROCESS

17.1 Selection decisions will be based on a range of selection methods. These will include, as a minimum, the information the applicant has provided on their application form and an interview. Other selection methods might include: work-related assessments (where this includes a driving assessment, the vehicle used will not necessarily be of a similar type, however if issues are identified these will be addressed at the earliest opportunity, such as an assessment of driving current vehicle types), group exercises, presentations and/or psychometric tests.

17.2 The recruiting manager has a responsibility to determine the selection methods to be used. Advice may be obtained from the Human Resources Department.

17.3 During the interview stage, the recruiting manager should ensure that:

• Any necessary arrangements are made for disabled applicants.
• Panel members are provided with copies of the relevant application documentation.
• The structure of the interview is appropriate to the job to be filled. For instance, a range of standard questions plus supplementary and follow up questions may be used in the light of the applicant responses.
• Additional or supplementary questions are readily available should a second round of interviews/assessments be needed.
• That applicants are assessed against the criteria for the post and that selection decisions are based on appointing the best person for the job based on individual merit.
• Interview notes and the selection outcome are recorded.
• Applicants provide evidence of any pre-employment requirements. For instance, if there is a requirement to drive Trust vehicles, a copy of the applicants’ full driving license must be sighted at short-listing stage or interview whichever is the most appropriate.

17.4 The recruitment and selection process is a two way process in which we assess the applicant and the applicant assesses us as a potential employer. It is therefore advisable to ensure that applicants are:

• advised about the selection process and methods.
• understand how they will be assessed.
• given the opportunity to ask questions and to find out about the job and the Trust.
• advised on how and when they will be informed of the selection outcome.

18. USING PSYCHOMETRIC TESTS AND ASSESSMENT CENTRES

18.1 Tests can be used to measure intelligence, aptitude and dimensions of personality. The key point about any test is that it will provide only a very specific piece of information about an applicant. The recruiting manager therefore has a responsibility to:

• use only fair, reliable, well validated tests, that are not disadvantaged to any demographic groups.
• demonstrate what element of the person specification a test will provide information on.
• make any necessary reasonable adjustments for applicants with disabilities.
• use qualified people to administer and interpret the tests; and to,
• offer feedback to applicants on the tests.

18.2 Advice on psychometric tests and assessments centres can be obtained from the Human Resources Department.

19. AFTER THE SELECTION DECISION

19.1 Once a decision has been made the successful applicant should receive:

• an offer of employment; and,
• a written Principle Statement of Terms and Conditions of Employment. This information can be supplied at any time up to 8 weeks after their employment has begun.

19.2 Remember that an offer of appointment is conditional upon the attainment of appropriate pre-employment checks which are deemed satisfactory to the Trust.

19.3 If the successful applicant is disabled, the recruiting manager needs to explore in detail any reasonable adjustments that can be made in order for them to carry out their duties.

19.4 Unsuccessful candidates should be informed promptly. This may be done verbally but should be followed up with written confirmation. Feedback will be provided upon request. This would normally be done verbally and should be given based on the assessment of how they met the person specification.

20. PRE-EMPLOYMENT CHECKS

20.1 The Trust has an approved documented process for ensuring that all appropriate employment checks are undertaken for all appointments as set out within the 'HR Services Procedure, Employment Checks, HR001'. This is held within HR Services and details the procedural processes to facilitate compliance with each of the six mandatory NHS Employment Check Standards, together with the Trust’s additional driving licence checks. All permanent, fixed term, voluntary and bank appointments as well as contractors engaged in the Trust (including those carried out by all external agencies) are subject to the six mandatory NHS Employment Check Standards which includes receipt of:

• References covering a minimum of 3 years employment history and/or training, although 5 years is preferable, satisfactory to the Trust (as a minimum one of these must normally be the individuals current line manager or most recent employer/academic institution), all of which must be requested through the previous/current employers Human Resources Department, where appropriate, rather than to a specific individual. Where the applicant has been in full time education within the preceding 3-year period, a reference should be obtained from the relevant academic institution.

• Occupational Health clearance satisfactory to the Trust, including fitness testing where applicable.

• Two forms of photographic proof of identity and one document confirming the applicant’s permanent address, or one form of photographic identity and two documents confirming the permanent address (any copies of original documents should be certified by a solicitor). Reference should be made to the Human Resources Department for suitable identification documentation.

• An original signature. Where a signature has not previously been provided by the applicant, e.g. where an electronic application is made, the individual should be asked to provide a signature at interview for checking against relevant documentation. The person taking a copy of the documentation must sign and date the copy to show it has been certified.
• Proof of entitlement to work in the UK. Reference should be made to the Human Resources Department for acceptable ‘right to work’ documentation.

• Evidence of relevant qualifications (i.e. those listed as essential on the person specification);
• Proof of membership of any professional bodies applicable to the post.

• An appropriate driving licence (where applicable).

• Criminal Records Bureau Disclosure at enhanced level (where applicable).

20.2 Where there is a requirement for an individual to be able to drive a vehicle (either Trust or private) whilst on Trust business, an original driving licence will need to be produced for checking and copying by the Human Resources Department. Checks will involve:

• Ensuring the licence belongs to the correct individual with the correct up to date address.
• Where a licence is photo-card style, comparing the photographic likeness of the individual, or if no photo-card licence is available, another form of proof of identity.
• Checking the licence covers the appropriate vehicle group for the job role, any information codes are noted and ensure there are no restrictions which may impact on any ability to fulfil the role.

20.3 Some posts are exempt from the Rehabilitation of Offenders Act or require additional types of checks (e.g. convictions for offences against children). The recruiting manager has a responsibility to tell the Human Resources Department about this requirement so that they can process the necessary checks. Applicants applying for posts which require DBS clearance will be asked to disclose any criminal convictions, cautions, warnings, reprimands and bind-overs on their application form.

20.4 Responsibility for ensuring that the above checks are completed rests with the Human Resources Department. A standard recruitment checklist pro forma is utilised to aid adherence to the recruitment check requirements, as detailed within the HR Services Procedure, Employment Checks, HR001.

20.5 In instances where the applicant fails to satisfy the checking requirements, the Human Resources Department will advise the recruiting manager(s), and steps will be taken to withdraw the offer of employment or cease employment as appropriate, as detailed within the HR Services Procedure, Employment Checks, HR001.

20.6 Monitoring of recruitment check compliance with the NHS Employment Check Standards will be undertaken periodically by the Trust’s internal auditors. Any recommendations arising from these will be actioned by the Human Resources Department.
21. **ATTENDANCE AT INTERVIEWS**

21.1 The Trust will be committed to employee’s career progression, by committing to arranging an alternative interview or encourage the release from part of shifts, where possible.

21.2 Where an employee is asked to attend an interview on a rostered working day it is the responsibility of the employee to speak to their manager and scheduling department to arrange to be stood down. Such time should be kept to a minimum but saving exceptional circumstances should be agreed by local management.

21.3 All applicants will be required to make themselves available at the time allotted for interview and/or assessment. It must be noted that scheduled interviews and/or assessment dates will not normally be re-arranged to meet individual applicant’s other commitments.

22. **RECRUITMENT TO LARGE STAFF GROUP POSTS**

22.1 Recruitment and selection to posts such as Student Ambulance Paramedics tend to attract a large number of applicants. The specific process for these posts, as amended from time to time, will be determined by the Human Resources Department and any changes must be approved by SPF.

23. **RECRUITMENT OF RESEARCHERS (NHS HONORARY RESEARCH CONTRACTS)**

23.1 All individuals who are appointed to undertake research within the Trust will be: a) appointed, and b) subject to recruitment checks, as per the National Institute for Health Research’s guidance and good practice standards as outlined in “Research in the NHS – HR Good Practice Resource Pack” which provides a common NHS approach with regards to the issuing of honorary research contracts and provides details of the Research Passport System and when it applies.

24. **SPECULATIVE ENQUIRIES**

24.1 Speculative enquiries, Curriculum Vitae’s (CV’s) or unsolicited letters of application should be responded to in a positive way. Speculative applications will not be retained on file for future consideration in the recruitment and selection process.

24.2 Speculative applicants should be advised to set up an alert on the NHS Jobs website so they are notified when suitable opportunities arise that they may wish to apply for.

24.3 CV’s will not normally be accepted as the only means of application. All applicants for posts within the Trust must complete an on-line application form with the
exception of those persons with a disability directly affecting their ability to do so. In such cases support will be provided by the Human Resources Department.

25. **STORAGE AND RETENTION OF RECRUITMENT AND SELECTION INFORMATION**

25.1 The storage and retention of recruitment and selection information will be retained in accordance with the Trust’s Records Management Policy.

26. **COMPLAINTS**

26.1 The Trust wishes to ensure that all applicants for posts, whether successful or unsuccessful with their application, have a positive experience when applying for posts within the Trust. If however applicants or potential applicants wish to raise a complaint then they should do so as follows:

- Internal applicants should raise their complaint through the Trust’s Grievance Policy.
- External applicants should write outlining their complaint to the Director of Workforce, East of England Ambulance Service, Bedford Office, Hammond Road, Bedford, Bedfordshire, MK41 0RG.

27. **MONITORING**

27.1 The Staff Partnership Forum will ensure that agreed monitoring processes are in place. See Appendix A.

28. **POLICY REVIEW**

28.1 This policy will be reviewed on a three yearly basis or amended in the light of new employment legislation and/or relevant case law.
## APPENDIX A

### MONITORING TABLE

<table>
<thead>
<tr>
<th>What</th>
<th>Who</th>
<th>How</th>
<th>Frequency</th>
<th>Evidence</th>
<th>Reporting arrangements</th>
<th>Acting on recommendations</th>
<th>Change in practice and lessons to be shared</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Duties</td>
<td>The parties who need to be compliant in policy</td>
<td>Audits undertaken within HR Services</td>
<td>At least 3 monthly auditing of random sample of HR Services Recruitment Checklists</td>
<td>Audit file</td>
<td>HR Services Manager</td>
<td>Escalation to Senior HR Manager</td>
<td>Monthly - HR Services Team meetings and escalation within and outside of HR as appropriate</td>
</tr>
<tr>
<td>b. Types of check required</td>
<td>HR Services, NHS Employers Employment Check Standards</td>
<td>At least 3 monthly auditing of random sample of HR Services Recruitment Checklists</td>
<td>Audit file and HR Services Recruitment Checklist</td>
<td>HR Services Manager</td>
<td>HR Services Manager</td>
<td>Escalation to Senior HR Manager</td>
<td>Monthly - HR Services Team meetings and escalation within and outside of HR as appropriate</td>
</tr>
<tr>
<td>c. Checking Procedures</td>
<td>HR Services, Employment Check Procedure HRS001</td>
<td>At least 3 monthly auditing of random sample of HR Services Recruitment Checklists</td>
<td>Audit file and HR Services Recruitment Checklist</td>
<td>HR Services Manager</td>
<td>HR Services Manager</td>
<td>Escalation to Senior HR Manager</td>
<td>Monthly - HR Services Team meetings and escalation within and outside of HR as appropriate</td>
</tr>
</tbody>
</table>
### d. Process for following up those who fail to satisfy the checking arrangements

<table>
<thead>
<tr>
<th>HR Services</th>
<th>Employment Check Procedure HRS001</th>
<th>At least monthly – shared at senior HR level</th>
<th>HR Services Recruitment Checklist</th>
<th>HR Services Manager</th>
<th>Escalation to Senior HR Manager</th>
<th>Monthly - HR Services Team meetings and escalation within and outside of HR as appropriate</th>
</tr>
</thead>
</table>

### e. Process for monitoring/receiving assurance that checks are being carried out by all external agencies used by the Trust in respect of all temporary and voluntary staff

<table>
<thead>
<tr>
<th>Recruiting manager</th>
<th>Document contained with Managing the Use of Agency Workers Policy</th>
<th>For every appointment</th>
<th>Appendix 1 of the Managing the Use of Agency Workers Policy</th>
<th>Procurement as part of contract management</th>
<th>Head of Procurement</th>
<th>Head of Procurement</th>
</tr>
</thead>
</table>


## APPENDIX B

### Equality Impact Assessment

#### EIA Cover Sheet

<table>
<thead>
<tr>
<th>Name of process/policy</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the process new or existing? If existing, state policy reference number</td>
<td></td>
</tr>
<tr>
<td>Person responsible for process/policy</td>
<td></td>
</tr>
<tr>
<td>Directorate and department/section</td>
<td></td>
</tr>
<tr>
<td>Name of assessment lead or EIA assessment team members</td>
<td></td>
</tr>
<tr>
<td>Has consultation taken place?</td>
<td></td>
</tr>
<tr>
<td>Was consultation internal or external? (please state below):</td>
<td></td>
</tr>
</tbody>
</table>
### Equality Analysis

**What is the aim of the policy/procedure/practice/event?**

**Who does the policy/procedure/practice/event impact on?**

<table>
<thead>
<tr>
<th>Race</th>
<th>Religion/belief</th>
<th>Disability</th>
<th>Gender</th>
<th>Gender re-assignment</th>
<th>Marriage/Civil Partnership</th>
<th>Sexual orientation</th>
<th>Pregnancy/maternity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Who is responsible for monitoring the policy/procedure/practice/event?**

**What information is currently available on the impact of this policy/procedure/practice/event?**

**Do you need more guidance before you can make an assessment about this policy/procedure/practice/event?** Yes/No

**Do you have any examples that show that this policy/procedure/practice/event is having a positive impact on any of the following protected characteristics?** Yes/No, If yes please provide evidence/examples:
<table>
<thead>
<tr>
<th>Race</th>
<th>Gender</th>
<th>Religion/belief</th>
<th>Disability</th>
<th>Marriage/Civil Partnership</th>
<th>Sexual orientation</th>
<th>Pregnancy/maternity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please provide evidence:

Are there any concerns that this policy/procedure/practice/event could have a negative impact on any of the following characteristics? Yes/No, if so please provide evidence/examples:

<table>
<thead>
<tr>
<th>Race</th>
<th>Gender</th>
<th>Religion/belief</th>
<th>Disability</th>
<th>Marriage/Civil Partnership</th>
<th>Sexual orientation</th>
<th>Pregnancy/maternity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please provide evidence:

**Action Plan/Plans - SMART**

- Specific
- Measurable
- Achievable
- Relevant
- Time Limited

**Evaluation Monitoring Plan/how will this be monitored?**

- Who
- How
- By
- Reported to