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Blue Triangle (Glasgow) Housing Association Ltd

Recruitment and Selection Policy

HR 007 REV 1

30 March 2017

Our Mission Statement

“Blue Triangle exists to support, accommodate and assist vulnerable people achieve better lives.”

Contents


Section 1	Introduction	5
1.1	Rationale for the policy	5
1.2	Risk assessment statement	5
1.3	Policy context	5
Section 2	Legal and regulatory standards	5
2.1	Legal framework	5
2.2	Regulatory standards – The Scottish Housing Regulator (SHR)	5
2.3	OSCR (Office of the Scottish Charity Regulator	5
2.4	The Scottish Social Housing Charter Indicators	5
2.5	Regulatory standards – the Care Inspectorate	5
Section 3	Policy content	5
3.1	Policy Content	6
3.2	Aims and Objectives	6
3.2.1	Legal and Good Practice Guidance	6
3.2.2	Consistency and Fairness	7
3.2.3	Procedures	7
3.2.4	Service User Involvement	7
3.2.5	Applicants with a Disability	7
3.2.6	Promotion of Equal Opportunities	7
3.2.7	Positive Action	8
3.2.8	Training	8
3.2.9	Performance Management	8
3.2.10	Resources	8
3.3	Recruitment Process	8
3.4	Offers of Employment	9
3.4.1	Health Check	9
3.4.2	PVG/Disclosure Scotland Check	9
3.4.3	Prevention of Illegal Working Check	9
3.4.4	Employment References Check	10
3.4.5	Qualifications/Professional Registrations Check	10

Section 4	Consultation	10
Section 5	Monitoring and review link with KPIs	10
Section 6	Publishing and availability of policy	11
Section 7	Accessibility	11
Section 8	Other relevant policies and procedures	11
Section 9	Complaints	11
Section 10	Equality Impact Assessment	11

Revision history

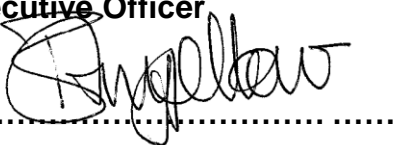
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1	Nov 2016	UNISON	LD	HR	30 Mar 2017

Chairman

Signed: 

Dated: 30 March 2017

Chief Executive Officer

Signed: 

Dated: 30 March 2017

Section 1 Introduction

1.1 Rationale for the policy

This document represents the Association's policy in respect of recruitment and selection of employees. This policy outlines the key principles that shape organisational practice.

This policy is a key part of the Association's commitment to achieving effective governance. For example, it is necessary to ensure that the Association's recruitment and selection policy meets all relevant legal and best practice standards, particularly to meet the Association's commitments to equal opportunities.

1.2 Risk assessment statement

This policy relates to a high area of risk within the Association as it is essential that the Association recruits the right people for the right jobs, particularly given the service delivery nature of its work.

1.3 Policy context

The Association works in an area of social care where many of its employees have daily contact with vulnerable homeless people of all ages and backgrounds. It is essential that the Association complies with the sector's safer recruitment standards and makes the appropriate balanced decisions on the appointment of individuals.

In addition, it is essential that the Association uses all of the best practice tools at its disposal to attract and recruit high quality staff throughout the organisation.

Section 2 Legal and regulatory standards

2.1 Legal framework

Rehabilitation of Offenders Act 1974

Employment Rights Act 1996

Police Act 1997

Human Rights Act 1998

Data Protection Act 1998

Employee Relations Act 1999

Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002

Immigration, Asylum and Nationality Act 2006

Protection of Vulnerable Groups (Scotland) Act 2007

Equality Act 2010

2.2 Regulatory standards: the Scottish Housing Regulator (SHR) (Governance and Financial Management

The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose (**standard 4**).

2.3 OSCR (Office of the Scottish Charity Regulator)

Not applicable.

2.4 The Scottish Social Housing Charter Indicators

Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with **(standard 3)**.

2.5 Regulatory standards for housing support: the Care Inspectorate

You know that the provider's staff and managers are all recruited and selected through a process which includes taking up references, criminal records checks where required and cross-reference to the registers of the Scottish Social Services Council, the United Kingdom Central Council for Nurses, Midwives and Health Visitors or other professional organisations where appropriate **(standard 3.5)**.

Section 3 Policy content

3.1 Policy Content

The Association's detailed procedures on recruitment specify how these policy principles are implemented in practice, including adherence to the Care Inspectorate's Safer Recruitment principles, how the Association ensures its values are promoted during the recruitment process and the conducting of selection interviews.

3.2 Aims and Objectives

The policy aims and objectives cover the following areas:

- Legal and good practice guidance
- Consistency and fairness
- Procedures
- Service user involvement
- Applicants with a disability
- Promotion of equal opportunities
- Positive action
- Training
- Performance management
- Resources.

3.2.1 Legal and Good Practice Guidance

The Association meets all legal requirements and good practice guidance in relation to recruitment and selection matters. This includes Codes of Practice issued by regulatory authorities.

3.2.2 Consistency and Fairness

The Association ensures that its recruitment practices are consistent and fair to ensure that there is no discrimination in relation to all protected characteristics referred to in the Equality Act 2010.

3.2.3 Procedures

The Association has established detailed procedures that cover the main stages of the recruitment and selection process, being pre-interview, interview and post-interview.

3.2.4 Service User Involvement

The Association is committed to ensuring service user involvement in a real and meaningful way in the decision making which impacts upon the services it provides.

To ensure safe and transparent recruitment, any service user who participates in a recruitment process will be trained thoroughly in equality and diversity principles and will understand the requirements of running a fair, effective and non-discriminatory recruitment process. The manager who acts as head of the interview panel is responsible for ensuring that all recruitment decisions are solely made on the basis of merit.

3.2.5 Applicants with a Disability

The Association is committed to promoting the employment, retention, training and career development of employees with a disability. The Association guarantees an interview to any candidate with a disability who meets the essential criteria for a job vacancy.

The Association makes reasonable adjustments throughout the recruitment and selection process as necessary to address the needs of individual applicants. For example, applicants with mobility issues can be accommodated through selecting a venue close to their home or ensuring that the interview venue is accessible.

Advice on making adjustments to the selection process or interview arrangements may be obtained from the Association's Human Resources department.

3.2.6 Promotion of Equal Opportunities

The Association undertakes a regular review of organizational procedures to ensure that its recruitment practices, including advertisements and interviewing procedures, promote equal opportunities. For example, advertisements are reviewed to ensure that the Association does not inadvertently create barriers to employment and person specifications are reviewed to ensure that unnecessary qualifications are marked as an essential element of the role.

3.2.7 Positive Action

The Association supports positive action programmes to encourage applicants from under-represented groups. This includes working with partner organisations in the public sector.

3.2.8 Training

The Association ensures that staff who are involved in recruitment and selection receive comprehensive support and training in relation to best practice. This support and training includes employment law, equality law, interviewing skills and performance assessment.

3.2.9 Performance Management

The Association monitors applications received, appointments and internal job promotions to ensure that the recruitment and selection process is not discriminatory.

3.2.10 Resources

The recruitment and selection process operates within an agreed budgetary figure that is set annually.

3.3 Recruitment Process

The recruitment and selection process is extensive and comprises a number of distinct stages. It is essential that recruiting managers adhere to this policy and the stages of the procedures associated with this policy.

The key principles are as follows:

- All recruitment and selection decisions will be free from all forms of discrimination and will be undertaken fairly and consistently.
- Decisions will be based upon the applicant's ability to contribute to the effectiveness of the Association and to fulfil the requirements of the post. These will be based on values, merit, skills, aptitude, ability, experience, attitude and knowledge.
- The assessment of the candidate will be based on information gathered from the application form, performance at interview and the outcome of other such tests that are deemed to be appropriate to the post as matched against the criteria set in the job description and person specification.
- All applicants for a particular vacancy will be assessed on the same criteria.
- Applicant confidentiality will be maintained at all times throughout the process.
- Applications for vacant positions are encouraged from internal applicants.

Recruiting managers must not make offers of employment to any candidate outwith the processes detailed within this policy. Possible breaches of this policy, which

encompass equal opportunities principles, will be investigated and may be subject to a disciplinary hearing in accordance with the Association's Disciplinary Procedure.

3.4 Offers of Employment

No offer of employment will be made until the recruitment procedure has been completed. All offers of employment are conditional on satisfactory completion of the following stages:

- Health check
- PVG/Disclosure Scotland check
- Prevention of illegal working check
- Employment references check
- Qualifications/professional registrations check.

3.4.1 Health Check

The Association will not employ any person who is not fit to be so employed. All applicants will be assessed by the Association's provider of fitness checks to establish their physical and mental fitness. Written confirmation will be provided by the provider to the Association's Human Resources department.

Where the assessment indicates that an applicant's health condition may fall within the remit of the Equality Act 2010, the Association will obtain further information from the applicant to determine if any reasonable adjustments need to be implemented.

3.4.2 PVG/Disclosure Scotland check

The Association carries out regulated work as defined by the Protecting Vulnerable Groups (Scotland) Act 2007. The 2007 Act requires that an individual who works with vulnerable groups be a member of the PVG scheme. Where a particular position involves regulated work, the Association will not make an unconditional offer of employment until it has received confirmation from Disclosure Scotland that the individual is a member of the PVG scheme and is not barred from undertaking regulated work.

The Association will use the information from Disclosure Scotland certificates to inform its recruitment decisions. Each record will be reviewed to establish the suitability of applicants to work in a care environment. Possession of a criminal record is not a bar to employment and each case is decided on its own merit via a risk assessment process.

3.4.3 Prevention of Illegal Working Check

As an employer, the Association has a responsibility to prevent illegal working in the UK and comply with the relevant legislation. The Association follows Border Agency guidance on the prevention of illegal working, including the relevant checks on identity and entitlement to work for all new employees.

3.4.4 Employment References Check

Two satisfactory employment references must be obtained for each external candidate. Where applicants have a limited employment history, the Association may deem a character reference to be satisfactory. Each reference will be reviewed to establish the suitability of applicants to work in a care environment.

Internal candidates need only provide one referee, who must be their present line manager.

3.4.5 Qualifications/Professional Registrations Check

Where an applicant states on their application form that they hold qualifications and/or professional memberships, the details will be verified by inspection of the original documents. These include membership of the Scottish Social Services Council, etc.

Section 4 Consultation

Section 54 of the Housing (Scotland) Act 2001 stipulates a requirement of RSLs to consult their tenants on policies and procedures which significantly affect their tenants. BTHA has no tenants but considers this a right which should be given to its service users/residents. The occupancy agreement that we use, therefore, includes a clause which indicates our commitment to consult with service users/residents.

By doing this, we are promoting an open and positive approach to whistleblowing. This, in turn, promotes confidence amongst service users and other customers that we are publicly accountable and managed in line with quality standards.

The regulatory standards (Care and Housing) also stipulate that service providers should have robust consultation processes in place in order to comply. This means that if there are proposals or policies which could significantly impact on service users/residents such as those in relation to housing management, repairs and maintenance or more strategic changes that we endeavour to notify service users/residents of this and listen to any concerns. The main vehicle for this will be our service users/residents' forum.

We also operate a policy on consulting with staff and taking feedback on board. Service users/residents and staff will not be consulted on all policies – an assessment will be made at policy review as to what level of consultation (if any) will take place.

Section 5 Monitoring and review link with KPIs

Policies will be reviewed on a three yearly cycle by the Committee of Management according to a policy programme provided on an annual basis at the start of the financial year. All policy reviews will take into account our equality impact assessment toolkit requirements. Committees will report on performance to committee of management at the end of the year. We use a small number of key performance indicators (KPIs) which monitor critical success factors. Our policy monitoring

framework tracks any policies which impact on KPIs. Other policies may have indicators which are monitored at departmental level.

The policy and its implementation will be reviewed by the Committee of Management.

Section 6 Publishing and availability of policy

This policy is available in electronic format or hardcopy to all staff, service users, Committee members and other customers, as appropriate.

Section 7 Accessibility

We are committed to promoting accessible services that address the needs of individual service users and employees, as appropriate. For example, our policies can be provided in other formats such as in larger print or in audio-format.

Section 8 Other relevant policies and procedures

The Association has a wide range of policies covering corporate services (covers the entire association) and operational services (covers only specific operational areas). It is important that this policy is not viewed in isolation but consideration is given to the wider context in which it operates.

Section 9 Complaints

We follow the Model Complaints Handling System that has been developed by the Scottish Public Services Ombudsman (SPSO). This is a comprehensive procedure that allows for complaints to be dealt with in either one of two stages.

Complaints must be dealt with in line with set timescales so that complaints are dealt with quickly.

If still dissatisfied after Stage 2 has been completed, a dissatisfied customer can take their complaint to the SPSO.

Any service user wishing to complain should ask for a copy of our complaints procedure. A service user, alongside their right to complain to the SPSO, can also complain to the Care Inspectorate, the Local Authority or other commissioner of the service, and they may have the right to complain to the Scottish Housing Regulator. To take their complaint further, a service user generally needs to go through our internal complaints procedure in the first instance.

Section 10 Equality Impact Assessment

Equality Impact Assessments are required when developing or amending or reviewing policies. This is to ensure that the impact of any policy is understood in terms of EO requirements.