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Review Sheet




Last Reviewed
29 Dec 2025



Last Amended
29 Dec 2025



This policy will be reviewed as needs require or at the following interval:
Annual

Business Impact:	 <p>These changes require action as soon as possible.</p>
Reason for this Review:	New Guidance
Changes Made:	Yes
Summary:	<p>This policy has been updated extensively throughout due to CQC updates to their supporting documents page. The changes include extra wording on compliance with Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, the recruitment complaints process, volunteers and apprentices. Underpinning Knowledge and Further Reading links have also been checked and updated. Extra Legislation, Definitions and Underpinning Knowledge have been added. It is recommended that Wellspring Recruitment and Care Services Limited staff involved in the recruitment process read the full policy to be aware of updates. For some customers, the policy reference number may have changed.</p>
Relevant Legislation:	<ul style="list-style-type: none"> • Employment Rights Act 1996 • Equality Act 2010 • The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 • UK GDPR • The Rehabilitation of Offenders Act 1974 • Immigration and Asylum Act 2016 • Data Protection Act 2018 • Immigration, Asylum and Nationality Act 2006 • Safeguarding Vulnerable Groups Act 2006 • Health and Safety at Work etc. Act 1974 • Employment Relations Act 1999
	<ul style="list-style-type: none"> • Author: CQC, (2025), Supporting Documents: Provider Registration Application [Online] Available from: https://www.cqc.org.uk/guidance-regulation/providers/registration/supporting-documents-provider [Accessed: 29/12/2025] • Author: CQC, (2025), Regulation 19: Fit and proper persons employed [Online] Available from: https://www.cqc.org.uk/guidance-regulation/providers/regulations-service-providers-and-managers/health-social-care-act/regulation-19 [Accessed: 29/12/2025] • Author: GOV.UK, (2010), The Employment Relations Act 1999 (Blacklists) Regulations 2010 [Online] Available from:

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<p>Underpinning Knowledge:</p>	<p>https://www.legislation.gov.uk/ukxi/2010/493/contents/made [Accessed: 29/12/2025]</p> <ul style="list-style-type: none">• Author: CQC, (2024), Legislation [Online] Available from: https://www.cqc.org.uk/guidance-providers/regulations-enforcement/legislation [Accessed: 29/12/2025]• Author: ACAS, (2022), Reasonable Adjustments at Work [Online] Available from: https://www.acas.org.uk/reasonable-adjustments/asking-for-reasonable-adjustments [Accessed: 29/12/2025]• Author: GOV.UK, (2016), English Language Requirement for Public Sector Workers: Code of Practice [Online] Available from: https://www.gov.uk/government/publications/english-language-requirement-for-public-sector-workers-code-of-practice [Accessed: 29/12/2025]• Author: GOV.UK, (2022), Apply to the EU Settlement Scheme (Settled and Pre-Settled Status) [Online] Available from: https://www.gov.uk/settled-status-eu-citizens-families [Accessed: 29/12/2025]• Author: Skills for Care, (2022), Recruitment Support [Online] Available from: https://www.skillsforcare.org.uk/Recruitment-retention/Recruitment-and-retention.aspx [Accessed: 29/12/2025]• Author: GOV.UK, (2025), Guidance: Code of Practice for the International Recruitment of Health and Social Care Personnel in England [Online] Available from: https://www.gov.uk/government/publications/code-of-practice-for-the-international-recruitment-of-health-and-social-care-personnel/code-of-practice-for-the-international-recruitment-of-health-and-social-care-personnel-in-england#ethical-recruiters-list [Accessed: 29/12/2025]• Author: GOV.UK, (2025), Right to Work Checks: An Employer's Guide [Online] Available from: https://www.gov.uk/government/publications/right-to-work-checks-employers-guide [Accessed: 29/12/2025]
<p>Suggested Action:</p>	<ul style="list-style-type: none">• Encourage sharing the policy through the use of the QCS App• Share 'Key Facts' with all staff• Develop training sessions for relevant staff• Ensure relevant staff are aware of the content of the whole policy
<p>Equality Impact Assessment:</p>	<p>QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.</p>

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1. Purpose

1.1 To ensure that Wellspring Recruitment and Care Services Limited operates a fair, consistent and lawful recruitment process that fully aligns with the principles and requirements of the Acts and Regulations outlined in the Relevant Legislation section of this policy.

1.2 To provide a clear and consistent framework for recruitment within Wellspring Recruitment and Care Services Limited, which aligns with and supports related policies and procedures.

1.3

Key Question

Quality Statements

EFFECTIVE	QSE2: Delivering evidence-based care & treatment QSE3: How staff, teams & services work together
SAFE	QSS3: Safeguarding
WELL-LED	QSW5: Governance, management and sustainability

1.4 Relevant Legislation

- Employment Rights Act 1996
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- UK GDPR
- The Rehabilitation of Offenders Act 1974
- Immigration and Asylum Act 2016
- Data Protection Act 2018
- Immigration, Asylum and Nationality Act 2006
- Safeguarding Vulnerable Groups Act 2006
- Health and Safety at Work etc. Act 1974
- Employment Relations Act 1999



2. Scope

2.1 Roles Affected:

- All Staff

2.2 People Affected:

- Service Users

2.3 Stakeholders Affected:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals

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- Local Authority
- NHS



3. Objectives

3.1 To ensure that Wellspring Recruitment and Care Services Limited complies with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 19: Fit and Proper Persons Employed, by employing only staff who are of good character, suitably qualified, competent and physically and mentally able to carry out their role.

3.2 To provide clear recruitment procedures in stages that are easy to follow.



4. Policy

4.1 CQC Regulated Activities, Service Types and Service User Bands

Where required, Wellspring Recruitment and Care Services Limited will be registered with the CQC for regulated activities, service types and service user bands as defined in the CQC Statement of Purpose.

This will ensure that Wellspring Recruitment and Care Services Limited provides services that are safe, effective, caring, responsive and well-led in line with the CQC's published quality statements, regulatory framework and associated best practice guidance.

Wellspring Recruitment and Care Services Limited **is registered to provide the following regulated activities:**

Community-based services for people with mental health needs, Community-based services for people with a learning disability, Domiciliary care service, Supported living service, Day Care, Community Services, Personal Care, Learning disabilities or autistic spectrum disorder, Older people, Adults, Younger adults, Mental health, Sensory impairment, Dementia, Autism, AHD, Cancer Care, Palliative Care, Cerebral Palsy, Epilepsy, Head/Brain Injury, Motor Neurone Disease, Multiple Sclerosis, Neuropathic, Parkinson's Disease, Orthopaedic, Schizophrenia, Stroke, Respite Care, Day Care, Independent Living Training, Mental Health

Wellspring Recruitment and Care Services Limited **is registered to provide the following service types:**

Wellspring Recruitment and Care Services Limited **is registered to support the following service user bands:**

4.2 Policy Responsibilities

The Registered Manager, Olajumoke Omolola, and Nominated Individual, Michael Omolola, of Wellspring Recruitment and Care Services Limited, have overall management responsibility for this policy and procedure. This is in line with the Policy Management Policy and Procedure at Wellspring Recruitment and Care Services Limited.

It is the responsibility of Olajumoke Omolola to:

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Wellspring Recruitment and Care Services Limited
16 Patmore House, Mayville Estate, Mathias Road N16 8LQ

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- Comply with this policy and all related recruitment procedures at Wellspring Recruitment and Care Services Limited
- Ensure all stages of recruitment are fair, consistent and compliant with relevant legislation
- Complete all required pre-employment checks for all staff groups, including agency staff, volunteers, apprentices and directors
- Maintain up-to-date knowledge of recruitment law, guidance and procedures
- Apply recruitment practices fairly to all applicants in line with the Equality Act 2010
- Seek appropriate advice where information arises that may affect an employment offer
- Ensure staff involved in recruitment are suitably trained, skilled and competent
- Clearly communicate conditions of employment and issue written terms and conditions on commencement
- Maintain current awareness of immigration requirements, including the impact of the EU Settlement

4.3 Regulation 19: Fit and Proper Persons Employed of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Wellspring Recruitment and Care Services Limited complies with Regulation 19: Fit and Proper Persons Employed of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and is committed to ensuring that all persons employed are of good character, suitably qualified, competent and physically and mentally fit to perform their role.

In order to meet the requirements of Regulation 19, Wellspring Recruitment and Care Services Limited gathers, verifies and retains information in accordance with Schedules 3 and 4 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Wellspring Recruitment and Care Services Limited has robust recruitment and ongoing suitability processes in place to support the safe, effective and high-quality delivery of care, as detailed throughout this policy.

4.4 UK GDPR and the Data Protection Act 2018

Wellspring Recruitment and Care Services Limited ensures full compliance with the requirements of the UK GDPR and the Data Protection Act 2018 in relation to the collection, storage, archiving and retention of all candidate application forms and associated documentation. All personal data will be handled securely, kept only for as long as necessary for recruitment and regulatory purposes, and disposed of in a manner that protects the confidentiality and rights of applicants.

Further guidance can be found in the Archiving, Disposal and Storing of Records Policy and Procedure.

4.5 Fair Recruitment

Wellspring Recruitment and Care Services Limited is committed to conducting recruitment in a fair, transparent and non-discriminatory manner. All decisions relating to the selection, appointment, and promotion of staff are based solely on an individual's skills, qualifications, experience, competence and overall suitability for the role.

In accordance with the Equality Act 2010, Wellspring Recruitment and Care Services Limited promotes equality of opportunity and makes reasonable adjustments during the recruitment process to ensure all applicants, including those with disabilities or other protected characteristics, can fully participate. This may include support with applications, alternative formats, or adjustments to assessments and interviews.

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5. Procedure

5.1 Stage 1 - Identifying a Vacant Post

When a vacancy arises, Olajumoke Omolola will consider the most appropriate way to cover the work. Olajumoke Omolola will review the staffing levels, skill mix and working patterns in the team to identify any potential redeployments.

The job description and person specification will be updated to reflect any additions or alterations of the role. Please refer to the suite of job descriptions and person specifications at Wellspring Recruitment and Care Services Limited, which outline the key duties and responsibilities for safeguarding.

A Vacancy/New Post Business Case template is available within the Forms section of this policy to support rationalising the business case for filling a vacancy.

5.2 Stage 2 - Advertisement

Alongside the job description and person specification, an advert for the role will be produced. This will include:

- A statement about the values of Wellspring Recruitment and Care Services Limited and its commitment to safe recruitment and working with vulnerable adults
- The job title, salary, hours and location
- The contract type
- The closing date and potential interview dates (if known)
- Contact details for further information and guidance on how to apply
- That the role will be subject to DBS checks
- The role, skills and qualifications necessary
- The necessary standard of spoken English required for the role

The advert will be placed in the preferred sources as agreed by Olajumoke Omolola and a copy of the vacancy accessible to staff, e.g. staff notice boards.

Where recruiting externally, Wellspring Recruitment and Care Services Limited only uses recruitment organisations, agencies or collaborations who are on the Code of Practice Ethical Recruiters List. NHS Employers updates and maintains a list of recruitment organisations, agencies and collaborations that operate in accordance with the Code of Practice, which can be found on the NHS Employers' website.

International Recruitment

When recruiting personnel internationally, it is the policy of Wellspring Recruitment and Care Services Limited to follow the UK Government's Code of Practice. The aims of the Code of Practice are to:

- Promote high standards of practice in the ethical international recruitment and employment of health and social care personnel, and ensure that all international recruitment is conducted in accordance with internationally agreed principles of transparency and fairness; and
- Protect and promote the health and social care system sustainability through international cooperation by ensuring safeguards and support for countries with the most pressing health and social care workforce challenges

The Code of Practice further incorporates the WHO Health Workforce Support and Safeguards List, which is a list of countries whereby active recruitment is permitted or not. The list is as follows:

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- Red: Active recruitment is not permitted
- Amber: Managed recruitment is only permitted in compliance with the terms of the government-to-government agreement
- Green: Active recruitment is permitted

Details of which countries are currently contained on each list can be found [here](#). The [WHO Health Workforce Support and Safeguards List](#) is reviewed every 3 years.

5.3 Stage 3 - Application

Candidates are sent an application form to complete and return to Wellspring Recruitment and Care Services Limited before their interview. See the Forms section of this policy for an Application template. In the form they are asked to:

- Complete the application form in full (CVs are not accepted)
- Provide their personal details, contact information and right to work in the UK
- State which role, hours and availability they are applying for
- Share details of their education, training, qualifications and registrations
- Give their full employment history, including explanations for any gaps
- Provide appropriate references in line with regulatory requirements
- Declare any criminal convictions or cautions, as required by law
- Let Wellspring Recruitment and Care Services Limited know if they need reasonable adjustments for the recruitment process
- Read and agree to the privacy statement and declaration
- Complete the supporting statement and values-based questions before interview

5.4 Stage 4 - Reasonable Adjustments

Reasonable adjustments form an important part of the recruitment process at Wellspring Recruitment and Care Services Limited and all applicants will be asked if they require any reasonable adjustments as part of the recruitment process to ensure they receive a fair process.

In line with Regulation 19(1)(c) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, employees must be able, by reason of their health, and following any reasonable adjustments, to properly carry out the tasks intrinsic to their role. Wellspring Recruitment and Care Services Limited is committed to making reasonable adjustments in accordance with this regulation and the Equality Act 2010 to support employees to work safely and effectively, which may include adjustments to duties, working arrangements, or consideration of alternative roles.

This requirement relates to an individual's ability to perform their role and does not prevent the employment of people with a disability or long-term health condition. Wellspring Recruitment and Care Services Limited has clear processes for considering employees' physical and mental health at recruitment and throughout employment, ensuring both employee wellbeing and the safety of people using the service, as explained below.

Wellspring Recruitment and Care Services Limited will make reasonable adjustments for the recruitment process if:

- The candidate asks for reasonable adjustments
- The candidate says they have a disability
- Wellspring Recruitment and Care Services Limited knows, or could be expected to know, of the person's disability

Reasonable adjustments may include:

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- Job advertisement to be in a different format, such as Braille
- Location of the interview - such as on the ground floor for those candidates who may use a wheelchair, or dim lights used for a candidate who may suffer from epilepsy
- Alternative assessment formats such as in audio, Braille or large print versions

5.5 Stage 5 - Recruiting Volunteers and Apprentices

Volunteers

Where volunteers are recruited to support at Wellspring Recruitment and Care Services Limited, the recruitment processes outlined in this policy will be followed alongside the Volunteers Policy and Procedure. Olajumoke Omolola will ensure that the recruitment of volunteers is robust, safe and in keeping with this recruitment policy.

All Wellspring Recruitment and Care Services Limited volunteers are subject to the same recruitment process as employed staff, including an application and interview to assess suitability, verification of identity and right to work where applicable, and completion of appropriate pre-engagement checks, with reasonable adjustments considered in line with the Equality Act 2010.

Apprentices

Wellspring Recruitment and Care Services Limited recognises that apprenticeships are an effective way of meeting needs and developing employees of Wellspring Recruitment and Care Services Limited to meet the future requirements of the workplace. Olajumoke Omolola ensures that the recruitment of apprentices is robust, safe and in keeping with this recruitment policy. Where apprentices are recruited to work at Wellspring Recruitment and Care Services Limited, the recruitment processes outlined in this policy will be followed alongside the Apprenticeship Agreement Policy and Procedure.

5.6 Stage 6 - Shortlisting

Shortlisting of received application forms at Wellspring Recruitment and Care Services Limited involves a process of reviewing the application against the person specification, which will be carried out by two people. The job specification will be used to ensure that a consistent approach is taken.

Whilst shortlisting, Wellspring Recruitment and Care Services Limited staff will check that the application form is fully complete and highlight any inconsistencies (such as gaps in employment) that can be addressed during the interview stage. If successfully shortlisted, candidate data covered under UK GDPR will include shortlisting scoring and interview records.

All candidates who meet the criteria and who have indicated that they have a disability will be automatically shortlisted and reasonable adjustments to the recruitment stages will be implemented to ensure that candidates receive a fair process.

Fit and Proper Persons

In addition to following the recruitment processes outlined in this policy, Wellspring Recruitment and Care Services Limited will assess whether individuals being recruited to the role of director are fit and proper for the role, in accordance with Regulation 19: Fit and Proper Persons Employed of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This assessment will be carried out in accordance with the Wellspring Recruitment and Care Services Limited Fit and Proper Person - Directors (CQC) Policy and Procedure.

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Conflicts of Interest

Where there is a potential conflict of interest during the recruitment process, such as a candidate having a personal relationship with a member of Wellspring Recruitment and Care Services Limited staff, Olajumoke Omolola will refer to the Relationships at Work Policy and Procedure.

As a minimum:

- Job applicants will be required to declare on their application any personal/work relationship
- The prospective member of staff will not be interviewed by the person they have a personal relationship with
- The prospective member of staff will not be appointed into a post which results in a line management relationship with someone with whom they have a personal relationship

5.7 Stage 7 - Invitation to Interview

Sufficient notice will be given to the candidate invited to interview. An Interview Invite Letter template can be found in the Forms section of this policy and will be sent to all candidates shortlisted for interview. Candidates are asked to bring the following items with them when they attend the interview:

- Evidence of their National Insurance Number
- Right to work documentation
- Either a passport, driving licence or other form of photographic identification
- Two recent "Head and Shoulders" photographs
- A recent (not older than 3 months) utility bill with proof of address
- Original copies of all qualifications/registrations

A copy of the above documentation will be held on the candidate's personnel file if successful. Documentation will be retained and destroyed in line with the Archiving, Disposal and Storing of Records Policy and Procedure.

5.8 Stage 8 - Pre-interview Preparation

Before the interview day, Wellspring Recruitment and Care Services Limited interview staff will set time aside for a review of the shortlisted application forms. They will:

- Check that educational qualifications of the candidates are appropriate and adequate
- Check the candidate's work history and note and investigate all periods of no work and reasons for leaving the position
- Note any declared requirements for adjustments for disability
- Check the suitability of the supplied references
- Check the applicant's disclosure status

If any areas for further discussion are identified as above, these will be added to the interview questions.

On the interview day, the Interview Pack should be used to guide the process. Staff will also:

- Check that identity has been clearly satisfied and recent photographs supplied
- Check that all claimed, relevant qualifications are accompanied by documentary evidence

Wellspring Recruitment and Care Services Limited has a minimum of two people conducting interviews, one of whom will be the immediate supervisor or manager of the post being advertised.



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NB: If this is not possible and the interview is carried out by only one person as a result of staff resource issues on the day, the interviewer will be the immediate supervisor or manager of the post advertised and the interview will be preceded by a tour of Wellspring Recruitment and Care Services Limited accompanied by a member of the staff team on duty. That team member will report their personal impressions of the candidate to the interviewer before the interview and will be consulted about the employment decision.

An interview room will be prepared that enables the candidate to feel relaxed, whilst ensuring that interviews will be private and uninterrupted. Where possible, arrangements will be made for someone to receive candidates at the door, with instructions to deliver them to a waiting area, making them feel welcome. The candidate will be offered refreshments and supported to feel as comfortable as possible.

5.9 Stage 9 - During the Interview

At the start of the interview, the interviewer will provide a brief outline of the philosophy and culture at Wellspring Recruitment and Care Services Limited, as well as gaining assurance of the role being interviewed for.

During the interview, all set questions will be asked, noting answers on the sheets provided within the Interview Pack in the Forms section of this policy, including:

- Candidate information, role applied for, date, time and panel
- Scoring framework for the application, values, interview answers and overall suitability
- Values, qualifications, experience, training and role-specific skills
- Interview outcome: score, decision (offer/decline) and rationale
- Identity and right-to-work checks, including document verification and copying
- Proof of address verification
- Values-based interview questions covering dignity, teamwork, learning, quality, safety and safeguarding
- Skills and role-specific scenario questions
- Candidate and administrative questions

Candidates will be informed that any job offer is conditional on the receipt of two satisfactory references, including one from a previous employer where possible. If a previous employer reference is not available, two character references may be provided. Employment cannot commence until these references are received in writing. The offer is also conditional on a satisfactory DBS check, and the appointment will not be confirmed until the results are received.

On completion of interview questions, the candidate will be provided with the opportunity to ask any questions, they will be thanked for attending and informed of when the decision will be made, and how they will be informed. Once the candidate has left, the score sheet will be completed and recorded in the Interview Pack.

In the case of internal candidates, the completion of forms and interview questions will be adjusted to take account of prior employment with Wellspring Recruitment and Care Services Limited. If an internal candidate is successful and promoted or given a new role, they may be subject to a new probationary period.

If the internal candidate is being promoted and their role is a complete change with a new probationary period, it is best practice to issue a new employment contract to this employee. A promotion offer letter can be found in the Forms section.

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5.10 Stage 10 - Post Interview

Following each interview, all candidates will be reviewed to critically question all reasons for rejection and acceptance, with no discrimination. If the interviewer is unsure of their proposed decision, they must consult Olajumoke Omolola or senior management for further guidance.

It is important that particularly comprehensive notes are made if the person(s) offered the post(s) is not the highest scoring candidate. The crossing out of notes is not permitted, and any alteration must be scored by allowing the original to be legible and signed by the person making the alteration.

For all accepted candidates, they will be contacted offering them the post on the condition of successful employment checks being carried out. An Offer Letter template can be found in the Forms section of this policy.

Upon successful completion of the employment checks, the conditions of employment, including the contract relevant to the position, will be issued by Wellspring Recruitment and Care Services Limited in line with the Staff Contracts Policy and Procedure.

A rejection letter is sent to all unsuccessful applicants letting them know that they were not successful on this occasion and thanking them for their interest. A Rejection Letter template can be found in the Forms section of this policy.

5.11 Stage 11 - Offering the Post

The successful candidate will be sent an offer letter:

- Confirming they have been successful and are being provisionally offered the role
- Outlining the job title, hours, hourly rate and annual holiday entitlement
- Stating the offer is conditional on satisfactory references, DBS checks and professional registration (where applicable)
- Requesting completion and return of equal opportunities and health/fitness screening questions, handled confidentially
- Providing contact details to discuss the screening information if preferred
- Asking them to confirm acceptance of the offer and agree a potential start date

An Offer Letter template can be found in the Forms section of this policy.

5.12 Stage 12 - Checking Identity - Required Documentation

In order to comply with Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Wellspring Recruitment and Care Services Limited is required to obtain the information specified in Schedule 3 of the Regulations before a new team member is appointed:

- Proof of ID and a recent photograph. A photograph will not be accepted as being "recent" if the individual cannot be visually recognisable anymore (for example, they have since had plastic surgery). This would not be the case if the individual has had a slight change in appearance, i.e. growing a beard or dyeing their hair
- Evidence of satisfactory conduct in previous employment, where the candidate has previously worked within health or social care, or with children or vulnerable adults. This information may be in the form of a reference from a previous employer, a written appraisal document or written evidence from other people if it provides information regarding the candidate's conduct
- If the candidate has previously been employed in a position where their duties involved working with children or vulnerable adults then, so far as it is reasonably practicable, Wellspring Recruitment and Care Services Limited will require confirmation of why their employment in that position ended. This information must outline all relevant period of

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employment/self-employment and the reason for leaving. If it is not reasonably practicable to obtain this information, Wellspring Recruitment and Care Services Limited will need to demonstrate it has made all reasonable attempts

- Satisfactory documentary evidence of any qualification relevant to the duties for which the person is employed or appointed to perform. This evidence can be in the form of certificate(s) or written confirmation from an awarding body. Wellspring Recruitment and Care Services Limited will carry out online checks on professional qualification and registrations statuses online with the relevant regulatory body (where relevant)
- A full employment history, together with a satisfactory written explanation of any gaps in employment. This information can form part of an individual's CV, however, it must include all periods of employment/self-employment showing actual or approximate start and end dates and explain any periods of unemployment. Individual placements within a continuous period of employment need not be listed
- Satisfactory information about any physical or mental health conditions which are relevant to the person's capability, after reasonable adjustments are made, to properly perform tasks which are intrinsic to their employment or appointment for the purposes of the regulated activity. For the purposes of this requirement, Wellspring Recruitment and Care Services Limited will keep information about the individual's condition. This information will solely be for reference purposes and for complying with the Regulations
- DBS check, standard criminal record check, for others an enhanced criminal records check or an enhanced check with barred list information

5.13 Stage 13 - Eligibility to Work in the UK and English Competency Checks

For candidates from outside the UK, Wellspring Recruitment and Care Services Limited has a duty to ensure that they have the appropriate levels of English competency for the role, in line with the Equality Act 2010. For more information, staff can refer to the Equality and Diversity Policy and Procedure.

Wellspring Recruitment and Care Services Limited will ensure that staff have the required level of English language competence for the role, which allows them to deliver a high standard of care to all Service Users. For those candidates already registered with a professional body, Wellspring Recruitment and Care Services Limited can be assured that they will already have the required level of English competency for their profession. Wellspring Recruitment and Care Services Limited will conduct competency checks when reviewing their professional registration.

Wellspring Recruitment and Care Services Limited will measure the language competency of candidates through the application or as part of the interview process. Candidates may demonstrate that they:

- Have passed an English language competency test
- Hold a degree or relevant qualification in English from a recognised institution
- Have lived in a multilingual household where English was the primary form of communication
- Are a national of a majority English speaking country
- Have worked in an organisation or institution where English was their primary language
- Have pursued part of their education in the UK

Wellspring Recruitment and Care Services Limited will determine the appropriate levels of proficiency for each role, as proportionate to the duties and responsibilities undertaken. Staff will refer to the Right to Work Checks Policy and Procedure in place at Wellspring Recruitment and Care Services Limited for full advice.

Staff can also refer to www.ukba.homeoffice.gov.uk for current information and support with all aspects of eligibility to work.

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5.14 Stage 14 - Qualifications and Professional Registration

Qualification Checks

Wellspring Recruitment and Care Services Limited will ensure that candidates have the necessary qualifications for the role. All applicants are required to provide, at interview, evidence of any qualification that is required for the role. This evidence is then photocopied and retained within the new employee's personnel record.

Wellspring Recruitment and Care Services Limited follows Regulation 19: Fit and proper persons employed

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 19(1)(b) - Employees must have the qualifications, competence, skills, and experience which are necessary for the work to be performed by them:

- Where a qualification is required by law or Wellspring Recruitment and Care Services Limited checks are made by Olajumoke Omolola to verify it is held and valid
- Wellspring Recruitment and Care Services Limited has processes to assess competence, skills, and experience for all staff and keep records of these assessments
- Employees are assessed as competent before working unsupervised. Competence includes demonstrating a caring, compassionate approach
- Wellspring Recruitment and Care Services Limited staff may be employed while gaining competence, but there is a clear timeframe, structured training, and supervision to achieve the required standards

Registration Checks

In accordance with Regulation 19(4) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Wellspring Recruitment and Care Services Limited has clear processes in place to verify and regularly check that staff hold appropriate, valid, and up-to-date registration with the relevant professional regulator or, where applicable, an accredited voluntary register.

The following registered body registration checks will be made by Olajumoke Omolola:

- Verify staff registration by checking the professional body's online register
- Request a copy of the registration certificate and store it securely on the employee's file
- Record the registration renewal date and set an alert system to notify when renewal is due
- When the renewal date approaches, ask the employee to confirm whether they have renewed their registration
- Once the employee confirms renewal, re-check the online register to verify the renewal and request an updated certificate to keep on file

5.15 Stage 15 - References and DBS

Wellspring Recruitment and Care Services Limited requires satisfactory evidence of the candidate's conduct in previous employment. This is required for all of the candidate's previous roles which relate to health and social care, or working with children or vulnerable adults, and is not time limited. Where a candidate has worked in these areas, Wellspring Recruitment and Care Services Limited will also need satisfactory verification of the reason that employment came to an end.

In accordance with Regulation 19(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, all persons employed for the purposes of carrying out a regulated activity at Wellspring Recruitment and Care Services Limited must meet defined standards. Specifically, under Regulation 19(1)(a), employees must be of good character.

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Wellspring Recruitment and Care Services Limited requires this information in order to meet the requirements of evidence that they:

- Are of good character
- Have the necessary qualifications, competence skills and experience necessary
- Are able to properly perform the tasks (after any reasonable adjustments)

Wellspring Recruitment and Care Services Limited ensures that recruitment processes confirm good character through a combination of:

- Enhanced DBS checks to identify any criminal history or safeguarding concerns
- Two employment references (one from the person's last employment) and verification of previous work history
- Two character references if the applicant is unable to obtain two professional references, e.g. in the case of an applicant who has been raising children for ten years
- Professional registration checks (where applicable) to identify any disciplinary actions
- Interview and assessment processes that explore honesty, reliability, respect, and trustworthiness
- Appraisals from previous employers
- Other written evidence that provides information about the individual's conduct

Staff will refer to the References Policy and Procedure and the DBS/Disclosure Policy and Procedure for clear direction and support. A Reference Request template and a Character Reference template can be found in the Forms section of this policy.

5.16 Stage 16 - Recruitment Complaints Procedure (if required)

Where an applicant, whether internal or external, has a complaint regarding any aspect of the recruitment process, they are encouraged to submit their complaint in writing to Olajumoke Omolola. Wellspring Recruitment and Care Services Limited is committed to ensuring a fair, transparent, and impartial recruitment process in compliance with the Equality Act 2010, and all complaints will be handled accordingly.

Olajumoke Omolola will acknowledge receipt of the complaint promptly and will address it in line with the Complaints, Suggestions and Compliments Policy and Procedure of Wellspring Recruitment and Care Services Limited. This procedure ensures that complaints are investigated thoroughly, objectively, and confidentially, with outcomes communicated to the complainant within the specified timescales outlined in the policy.

Applicants can expect their concerns, including any allegations of discrimination or unfair treatment, to be taken seriously and resolved in a timely manner. Should the complainant be dissatisfied with the initial response, they will be informed of the further steps available to escalate their complaint as detailed within the complaints procedure.

Formal acknowledgement of the complaint received (whether verbal or written) will be sent to the complainant within 3 working days. This could be via letter or email. Wellspring Recruitment and Care Services Limited will ensure that complaints received out of normal working hours are managed effectively.

Depending on the nature of the complaint and how quickly it can be resolved, the acknowledgement will include:

- An invitation to meet and discuss the complaint
- Who will be investigating the complaint
- How the investigation will be handled - the response should state what the investigation will be focused on
- A time limit for the investigation to be concluded. This should be 28 days. However, some cases may take longer and the complainant will be made aware of this

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- The complaints procedure and contact details of bodies that can be accessed in the event of dissatisfaction with the outcome of the investigation

Following a full investigation, a response letter will be sent and this will include the following:

- A summary of the issue from the complainant's point of view
- Details of the evidence and sources consulted in order to investigate the issue fully and fairly
- A presentation of the findings for each issue clearly and concisely described
- A conclusion, stating clearly whether the issue is "upheld", "partially upheld" or "not upheld", unless it is ineligible, in which case the reason for this will be given, e.g. out of time or out of jurisdiction
- An explanation of the outcome and whether any remedial action or learning points arise from the investigation of that issue
- An apology where the issue is upheld and shortcomings or failings have been found
- The complainant's rights if not satisfied with the outcome
- A signature from Wellspring Recruitment and Care Services Limited or sent by email in their name

The complaint will be closed once confirmation has been received that there is satisfaction with the outcome. In the event of dissatisfaction, Wellspring Recruitment and Care Services Limited will support the complainant to access further support if required.

For further information, please refer to the Complaints, Suggestions and Compliments Policy and Procedure.

5.17 Stage 17 - Withdrawal of Offers (if required)

If, after careful consideration, it is decided to withdraw the conditional offer of employment, the grounds for withdrawal must be very clear, e.g. due to unsatisfactory references or other employment checks and the offer of employment rescinded in writing. This decision must be made in conjunction with Olajumoke Omolola or other senior management.



6. Definitions

6.1 Candidate

- A candidate is a person who has applied for a role
- They may be an existing employee or an external applicant
- The individual is known as a candidate until they commence employment when they become an employee

6.2 Recruiting Manager

- The recruiting manager is the manager of the vacant role who has taken responsibility for recruiting to the role
- They may be the line manager or another senior manager

6.3 Fit and Proper Persons

- Assesses an individual's suitability for a particular role or responsibility, particularly in regulated industries or positions of authority, encompassing their honesty, integrity, reputation, competence, capability, and financial soundness

6.4 UK General Data Protection Regulation (UK GDPR)

- The General Data Protection Regulation 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union and the European

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Economic Area. It was implemented on 25th May 2018. It became known as UK GDPR at the end of the UK withdrawal period from the EU

6.5 Schedule 3 Health and Social Care Act 2014 (as amended)

- Schedule 3 requires information in Respect of Persons Employed or Appointed for the Purposes of a Regulated Activity
- This includes:
 - Proof of identity - including a recent photograph
 - Where required, a DBS or enhanced DBS
 - Satisfactory conduct in previous employment - health or social care; children or vulnerable adults
 - Where previously employed as above, the reason for leaving
 - Verifications of relevant qualifications
 - Full employment history with explanation of gaps
 - Satisfactory information about any physical or mental health conditions which are relevant to the person's capability, after reasonable adjustments are made, to properly perform tasks which are intrinsic to their employment or appointment for the purposes of the regulated activity

6.6 Data Protection Act 2018

- A UK law that updates data protection legislation, replacing the Data Protection Act 1998. It aims to protect individuals' privacy by governing how personal data is collected, handled, and stored. The Act also provides individuals with rights to access, rectify, and erase their data in certain circumstances



7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Wellspring Recruitment and Care Services Limited complies with Regulation 19: Fit and Proper Persons Employed of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by employing only staff who are fit, proper, qualified and competent for their role
- A vacant post allows the opportunity to review staffing within Wellspring Recruitment and Care Services Limited and ensure that the needs of the Service Users are being met
- A standardised staged approach is taken from application to interview to ensure that a fair and equal recruitment process is followed
- All candidates are subject to DBS, eligibility to work in England and identification checks
- Job specifications and descriptions are subject to ongoing review and are adapted to meet the changing needs of Wellspring Recruitment and Care Services Limited



8. Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

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- Wellspring Recruitment and Care Services Limited ensures that all staff are skilled, trustworthy and fully able to provide you with safe and effective care. This follows Regulation 19: Fit and Proper Persons Employed of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Wellspring Recruitment and Care Services Limited has robust procedures in place to ensure that only the right candidates are employed
- You are fully encouraged to be part of the interview process for new staff at Wellspring Recruitment and Care Services Limited and can discuss this with Olajumoke Omolola
- Wellspring Recruitment and Care Services Limited only recruits staff who have the right skills, values and ability to do their jobs well
- If you have any feedback on newly recruited staff. please ask to speak to Olajumoke Omolola who will be pleased to hear your views



Further Reading

GOV.UK - International Recruitment Toolkit for Adult Social Care Providers: A Guide to Good Practice:

<https://www.gov.uk/government/publications/international-recruitment-toolkit-for-adult-social-care-providers/international-recruitment-toolkit-for-adult-social-care-providers-a-guide-to-good-practice>

CQC - FAQs for Meeting CQC's Requirements of Employment for Regulation 19:

<https://www.cqc.org.uk/sites/default/files/fid2932547-employment-requirements-regulation-19.pdf>

Government Equalities Office - Equality Act 2010: Guidance:

<https://www.gov.uk/guidance/equality-act-2010-guidance>

GOV.UK - Skilled Worker Visa:

<https://www.gov.uk/government/publications/guidance-on-application-for-uk-visa-as-tier-2-worker>

Information Commissioner's Office - Right of Access:

<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/right-of-access/>

Microsoft Teams - Link to the Free Version:

https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/free?ef_id=EA1aIQobChMlo8qa4-KK6QIVpoBQBh0LNAXJEAAYASAAEgL4NPD_BwE:G:s&OCID=AID2000956_SEM_EA1aIQobChMlo8qa4-KK6QIVpoBQBh0LNAXJEAAYASAAEgL4NPD_BwE:G:s

Skills for Care – A Workforce Strategy for Adult Social Care in England:

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https://www.skillsforcare.org.uk/Workforce-Strategy/home.aspx#msdyntrid=TMP6S3ZJPILuCLfzja9DXeJNVNwC8VPyLI_nayhu5Fg



Outstanding Practice

To be "outstanding" in this policy area you could provide evidence that:

- Wellspring Recruitment and Care Services Limited has a robust approach to vetting new members of staff, reducing the risk of an unsuitable person being employed (e.g. follow up personal and professional references, look into their training records, focus on gaps in employment history, check how they would respond to certain scenarios)
- Wellspring Recruitment and Care Services Limited follows Regulation 19: Fit and Proper Persons Employed of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Service Users are involved in the development of the service, such as in the interview and recruitment process and in identifying staffing needs
- Wellspring Recruitment and Care Services Limited has clear strategies and effective recruitment practices to ensure that it appoints people who are both capable and motivated to provide high standards of care
- Wellspring Recruitment and Care Services Limited uses a values-based recruitment processes to recruit people with the right behaviours and attitudes
- Each step of the recruitment process at Wellspring Recruitment and Care Services Limited outlined in the procedure sections of this policy is documented with evidence obtained
- The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Vacancy/New Post Business Case	To rationalise the decision to advertise a vacant post.	QCS
Recruitment Enquiry Telephone Interview Screening	To support shortlisting of candidates via telephone screening.	QCS
Person Specification	To support candidate awareness of requirements for the role and to be used for shortlisting and post interview scoring.	QCS

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Title of form	When would the form be used?	Created by
Application	To be completed by all candidates before an interview.	QCS
Interview Invite Letter	To be sent to all candidates shortlisted for interview.	QCS
Interview Pack	To record planned interview and add any identified discussion areas from the application form. Also to cover Right to Work Checks.	QCS
Recruitment Further Investigation Record	To record any discrepancies during the recruitment process and any action taken.	QCS
Rejection Letters	To be used when a candidate has not been successful, including one with an option to keep application on file.	QCS
Reference Request	To request references from previous employers upon offer of post.	QCS
Character Reference	Where a candidate cannot provide any employer references.	QCS
Offer Letter	For each successful candidate to confirm offer of the role.	QCS
Equal Opportunities Monitoring	To be sent with the offer letter (supply brown envelope).	QCS
Health and Fitness Questionnaire	To be sent with the offer letter (supply brown envelope).	QCS
Promotion Offer Letter	When offering an internal promotion.	QCS

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Title of form	When would the form be used?	Created by
Role Evaluation Questionnaire	To gain feedback on job roles within the service.	QCS

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Vacancy/New Post Business Case

Replacement of Existing Post	
Name of the person to be replaced:	
Job title of the person to be replaced:	
Hours worked per week of the person to be replaced:	
Rate of pay of the person to be replaced:	
Notes:	

New Post Creation	
Job title of new post:	
Internal/external recruitment:	
Hours per week:	
Weekly cost of new post:	
Rationale/benefits of creating the new post:	

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Approval Process			
Requested by:		Date:	
Approved/declined:		Decision date:	
Name:		Signature:	
Reason for decision:			

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Recruitment Enquiry Telephone Interview Screening

Initial Contact			
Date of the call:		Time of the call:	
Taken by:		For which vacancy:	
Where did they hear about the vacancy?			

Personal Details				
Name:		Employed status:		
Address:				
Tel home:		Tel mobile:		
Email address:				
Role applied for:		Carer (over 18):	Yes	No
Role discussed including shift work/times. Is the candidate happy with the role?			Yes	No
Previous employer:		Position held:		
Length of service:		Rate of pay:		
Reason for leaving:				
Detail experience:				
Any other comments:				

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Disclosure and Barring Service:						
Ask if the applicant has a current DBS in place. If yes, are they registered on the update service? If no DBS explain the process.	Update service:		Yes	No		
	Date:					
	Reference:					
Progress to Interview				Yes	No	
Yes: Arrange interview. Explain we are an equal rights employer, ask whether they require any particular arrangements to be made for them to attend an interview. No: Inform not suitable, giving reasons. Record reasons in comments box. Keep this record						
Data Protection				Consented		
Seek consent for the recording of the above information and the holding of this data for the duration of the application process. Advise that sharing of this data will only be with those that are part of the interview process.				Yes	No	
Individual Interviews						
Send the application form alongside an invite to interview letter or advise the candidate that a fully completed application form must be completed upon arrival at interview with full work history and any gaps explained.						
Application form sent?	Yes	No	Date:		Sender:	
ID Verification						
Ask them to bring with them: Two recent "head and shoulders" photographs, photo ID, a recent (not older than 3 months) utility bill, valid national insurance card (or other proof of right to work), original copies of all qualifications/registrations and valid proof of address.						

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Person Specification

To be provided alongside the appropriate job description for:

Values: Dignity and Respect	Essential	Desirable	How to Evidence
Ability to treat people with dignity and respect in line with the Equality Act 2010			
Ability to listen, consider and communicate in an open, accurate and clear way			
Ability to maintain dignity and comfort (especially during intimate or sensitive care)			
Understands the importance of confidentiality of personal information, promoting Service User's rights about choice and how they want to be supported			
Has respect for Service Users, their families and their environments at all times			
Sensitively manages behaviours that have the potential to challenge			

Values: Learning and Development	Essential	Desirable	How to Evidence
Has a commitment to learning and development, aware of self and willingness to reflect on own practice and how this can be improved			
Honest and transparent with the courage to speak up if something is wrong			
Able to support Service Users, colleagues and others, with a willingness to share knowledge and best practice as well as contribute to new ideas and suggestions for better outcomes			

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Values: Teamwork	Essential	Desirable	How to Evidence
Works with colleagues to enable, empower and encourage each other and Service Users to do things for themselves. Has the ability to form professional relationships, and to commit to achieving goals and objectives			
Ability to communicate effectively and handover information to colleagues and others within the multi-disciplinary team			
Able to prioritise and understand other people's priorities whilst respecting their choices with the ability to adapt to suit individual needs and situations			
Willingness to develop professional relationships with other professionals and agencies to gain further information and support			

Values: Quality and Safety	Essential	Desirable	How to Evidence
Dedicated to delivering support to Service Users in a person-centred manner where each Service User is at the centre of everything			
Supports others in a warm, kind, empathetic and reliable manner with integrity and professionalism			
Can respond calmly to events and is able to support Service Users with positive risk taking, whilst communicating the consequences of those risks with others			
Takes personal responsibility and understands professional boundaries			
Has the courage to raise concerns around practice that could impact the outcomes for Service Users			

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Values: Education and Qualifications	Essential	Desirable	How to Evidence
A good standard of education			
RQF Diploma, relevant qualifications for the role applied for			
Good Maths and English, written and verbal			
Evidence of training: H&S, COSHH, Moving and Handling			

Values: Experience	Essential	Desirable	How to Evidence
Previous experience of working in a similar environment			
Previous experience of working in a similar role			
Experience of working with people, in particular those that may have additional support needs			

Role specific skills: In accordance with the Job Description	Essential	Desirable	How to Evidence

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Application

Please ensure that you complete this application form in full as we cannot accept CVs. Please complete with black ink and block capitals. Please note that no applicant will be unfairly discriminated against. This includes discrimination on account of age, cultural, religious, political beliefs, disability, ethnicity, gender, race, relationship status, sexual orientation, and/or Trade Union membership or stewardship.

At the application stage of recruitment, we will not require you to give information about the characteristics listed above. However, where confirmation of gender is a requirement for the role, you will be expected to provide this information. **[Delete if not required]**

If you have any special requirements to support you to complete this form (e.g. the need for large print or additional time) please contact Olajumoke Omolola, who will be happy to assist you.

Position Applied For:								Location:					
Work Preference:		Full Time	Part Time		Bank		Hours Requested:						
I understand this role may include shift work, unsociable hours and lone working. (Please circle your availability below)										Yes		No	
Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Evening		Evening		Evening		Evening		Evening		Evening		Evening	

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Personal Details						
First names:			Address:			
Surname:						
Maiden name:						
Previous names:						
Telephone number:			Postcode:			
Mobile number:			NI Number:			
Gender*			Email address:			
Do you drive?	Yes	No	Do you have your own transport?	Yes	No	N/A
How long have you had a driving licence?			Do you have any endorsements?	Yes	No	N/A

*Only compulsory if required for the role

Do you have the legal right to work in the UK - whether as a British citizen via settled/pre-settled status, or under a valid visa?	Yes	No*
*If no, please detail your current immigration status and the relevant visa currently held (including Visa number)		
Are you related to any of our current members of staff or Service Users?	Yes	No
Equality Act 2010 Under the Equality Act 2010 the definition of disability is if you have a physical or mental impairment that has a “substantial” and “long-term adverse effect” on your ability to carry out normal day-to-day activities. Further information regarding the definition of disability can be found at: www.gov.uk/definition-of-disability-under-equality-act-2010 .		
For the purposes of this application and interview stage only, is there anything you would like us to be aware of so that we can make reasonable adjustments during the process?	Prefer not to say	

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Education *(all qualifications will be subject to a satisfactory check).			
School/College/University	Date From:	Date To:	Examinations, Qualifications*

Training Courses attended or completing (evidence of attending courses is required)			
Subject	Location	Date	Details

Professional Memberships/Registrations			
Name of Organisation	Registration Number	Renewal Date	Details

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Employment History

Please record below the details of your **full employment history** beginning with your current or most recent first. Any gaps must be explained. Use a separate attached sheet if required; please sign the sheet(s)

Current/Most recent employer

Start date:		End date:		Salary:	
Job role:			Employer name:		
Reason for leaving:			Contact name:		
Duties:			Address:		
			Postcode:		
			Telephone:		
			Email:		

Employment History

Start Date:		End Date:		Salary:	
Job role:			Employer name:		
Reason for leaving:			Contact name:		
Duties:			Address:		
			Postcode:		
			Telephone:		
			Email:		

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Employment History Continued (copy this page if required)					
Start date:		End date:		Salary:	
Job role:			Employer name:		
Reason for leaving:			Contact name:		
Duties:			Address:		
			Postcode:		
			Telephone:		
			Email:		
Start date:		End date:		Salary:	
Job role:			Employer name:		
Reason for leaving:			Contact name:		
Duties:			Address:		
			Postcode:		
			Telephone:		
			Email:		

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Employment History Continued (copy this page if required)					
Start date:		End date:		Salary:	
Job role:			Employer name:		
Reason for leaving:			Contact name:		
Duties:	Address:				
	Postcode:				
	Telephone:				
	Email:				
Start date:		End date:		Salary:	
Job role:			Employer name:		
Reason for leaving:			Contact name:		
Duties:	Address:				
	Postcode:				
	Telephone:				
	Email:				

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Explanation of Gaps - Use this section to detail any gaps in employment and why

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References: Please provide names, addresses and telephone numbers for referees below who we may approach for a reference. In line with CQC requirements, we require references (or other satisfactory evidence as the employer may determine) from all previous employers concerned with the provision of services relating to health or social care, or children or vulnerable adults which should include details of why their employment came to an end (note that this is not time limited). If your previous employment does not concern the provision of services relating to health or social care, or children or vulnerable adults, you must provide references from your two most recent employers.

Please provide two character references if you are unable to obtain two professional references, e.g. in the case of an applicant who has been raising children for ten years. All will be contacted, therefore please inform the referees of the fact that you have used their name. If you are unable to provide the required references, please discuss the matter with US.

	Referee One	Referee Two
Contact name:		
Business name:		
Address:		
Postcode:		
Telephone:		
Email:		
Capacity in which known		
	Referee Three	Referee Four
Contact name:		
Business name:		
Address:		
Postcode:		
Telephone:		
Email:		
Capacity in which known		
	Additional Referee	Additional Referee
Contact name:		
Address:		

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Postcode:		
Telephone:		
Email:		
Professional/character:		
Capacity in which known		

Please use additional paper if required.

Safeguarding/Ex-Offenders Declaration: Please note this section will only be seen by those involved in the recruitment process and will be treated with the strictest confidence.		
The Rehabilitation of Offenders Act 1974		
Wellspring Recruitment and Care Services Limited aims to promote equality of opportunity and is committed to treating all applicants fairly regardless of ethnicity, disability, age, gender or gender re-assignment, religion or belief, sexual orientation, pregnancy or maternity and marriage or civil partnership. Wellspring Recruitment and Care Services Limited undertakes not to discriminate unfairly against applicants on the basis of a criminal conviction or other information declared.		
Answering 'yes' to the question below will not necessarily prevent your employment. This will depend on the relevance of the information you provide in respect of the nature of the position and the particular circumstances.		
Are you currently bound over or do you have any current UNSPENT convictions that have been issued by a Court or Court-Martial in the United Kingdom or in any other country?	Yes*	No
Do you have any current UNSPENT police cautions, reprimands or final warnings in the United Kingdom or in any other country?	Yes*	No

Privacy Statement
We will only collect data for specified, explicit and legitimate use in relation to the recruitment process. By signing this application form, you consent to Wellspring Recruitment and Care Services Limited holding the information contained within this form. If successfully shortlisted, data will also include shortlisting scoring and interview records. We would like to keep this data until the vacancy is filled. (We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you). When that period is over, we will either delete your data or inform you that we would like to keep it in our database for future roles.
We have privacy policies that you can request for further information. Please be assured that your data will be securely stored by the Registered Manager and only used for the purposes of recruiting for this vacant post.
You have a right for your data to be forgotten, to rectify or access data, to restrict processing, to withdraw consent and to be kept informed about the processing of your data. If you would like to discuss this further or withdraw your consent at any time, please contact the Registered Manager to discuss.

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Wellspring Recruitment and Care Services Limited
16 Patmore House, Mayville Estate, Mathias Road N16 8LQ

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Declaration			
The information in this application form is true and complete. I agree that any deliberate omission, falsification or misrepresentation in the application form will be grounds for rejecting this application or subsequent dismissal if employed. Where applicable, I consent that Wellspring Recruitment and Care Services Limited can seek clarification regarding professional registration details.			
Print full name:			
Signature:		Date:	

Supporting Statement
Please add here your reasons for applying. You should refer to the job description and person specification to guide you. It would also be of value to describe particular strengths and talents that set you apart from others as well as including skills gained from work, home and other activities.

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Values Based Screening Questions

This should be completed before attending any interview. It will be discussed as part of the interview process.

If I was the Service User, I would like:	
I believe that the Service User's family and relatives would like the following:	
I believe that I can support the Service User because:	
As a member of the team, I would feel valued when:	
I believe that a good relationship between me and the Service User depends upon:	
I believe that I learn best when:	I believe that a good working team is made by:
I believe that my role in relation to the Service User is:	
My other beliefs and values relevant to my job role are:	

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Interview Invite Letter

Interview Invitation

Wellspring Recruitment and Care Services Limited

16 Patmore House,
Mayville Estate,
Mathias Road
N16 8LQ

Date: **[Insert Date]**

To: **[Insert First and Last Name of Candidate]**

Dear **[Insert Name]**,

Thank you for applying for the post of **[Insert Post Title]** at Wellspring Recruitment and Care Services Limited.

We would like to invite you for an interview at the above address at **[Insert Time]** on **[Insert Date]**. If you are unable to attend, please telephone us on the number provided above.

You should bring the following items with you when you attend, or we will not be able to progress your application:

- Evidence of your National Insurance Number
- Right to work documentation
- Either a passport, driving licence or other form of photographic identification

In accordance with Regulation 19: Fit and Proper Persons Employed of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, we also require the following documents:

- Proof of address, such as an original recent utility bill, a credit card bill, bank statement, or council tax bill. This must include your name and be no older than 3 months
- Two recent 'head and shoulders' photographs of yourself
- Originals of any training or education certificates which are relevant to your application
- Any relevant certificates or registration evidence that support your application for this role

If you are unable to provide any of the above required documents, please contact Olajumoke Omolola for advice.

Please advise us if you have any access requirements that we need to be aware of and can accommodate for you before the interview.

We look forward to meeting you soon.

Yours sincerely,

For and on behalf of Wellspring Recruitment and Care Services Limited

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Interview Pack

Candidate name:		Interview date:	
Post applied for:		Interview time:	
Interview panel:			

Scoring Key			
1: Below level required/does not demonstrate achievement	2: Meets Essential Requirements	3: Exceeds Requirements	
Personal Specification (12) Values (3), Education/qualifications (3), Experience (3), Role specific (3)			
Values Based Screening (27) Per response (3)			
Application Form (9) Training (3), Employment (3), Experience (3)			
Interview Questions (63) As per interview record per answer (3)			
Identity Verification (tick when completed)			
ID Satisfactory/received		Documentary evidence of qualifications	

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Outcome/Rationale	Score	Proceed to Offer	Decline Offer
Signed by all parties involved in the decision			
Print name:	Signature:	Date:	

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Interview Preparation	Issues arising/Action Plan/Comments
Telephone screening	
Values screening	
Application form	
Education/qualifications	Check and note dates
Completeness of work history	
Specific experience/skills	
Candidate identity checks readiness	
Ability to work in the UK	
Criminal record disclosure	
Applicability of references supplied	

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Identity Checks

Checklist - Right to Work in the UK

Step 1: Ask for acceptable documents showing right to work

- Employers must obtain the **original** document, or combination of original documents, from List A or List B as proof that someone is allowed to work in the UK.

List A

	Type of Document	Please Tick
1.	A passport (current or expired) showing that the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the United Kingdom and Colonies having the right of abode in the United Kingdom.	
2.	A passport or passport card (current or expired) showing that the holder is a national of the Republic of Ireland.	
3.	A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.	
4.	A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.	
5.	A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.	
6.	A birth or adoption certificate issued in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.	
7.	A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.	
8.	A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.	

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List B

	Type of Document	Please Tick
Group 1 – Documents where a time-limited statutory excuse lasts until the expiry date of leave		
1.	A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.	
2.	A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.	
3.	A current immigration status document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.	
Group 2 – Documents where a time-limited statutory excuse lasts for six months		
1.	A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.	
2.	A document issued by the Bailiwick of Jersey or the Bailiwick of Guernsey or the Isle of Man showing that the holder has made an application for leave to enter or remain under Appendix EU(J) to the Jersey Immigration Rules or Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 together with a Positive Verification Notice from the Home Office Employer Checking Service.	
3.	An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question together with a positive verification notice from the Home Office Employer Checking Service.	
4.	A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.	
5.	A Certificate of Application (digital or non-digital) issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules (known as EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.	

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Step 2: Check the validity of the document

- Employers must check that the documents are genuine and that the person presenting them is the prospective employee or employee, the rightful holder and allowed to do the type of work the employer is offering.

	Yes	No	N/A
Are photographs consistent across documents and with the person's appearance?			
Are dates of birth correct and consistent across documents?			
Are expiry dates for time-limited permission to be in the UK in the future i.e. they have not passed (if applicable)?			
Have you checked work restrictions to determine if the person is able to work for you and do the type of work you are offering? (for students who have limited permission to work during term-time, you must also obtain, copy and retain details of their academic term and vacation times covering the duration of their period of study in the UK for which they will be employed.)			
Are you satisfied that the documents are genuine, have not been tampered with and belong to the holder?			
Have you checked the reasons for any different names across documents (e.g. marriage certificate, divorce decree, deed poll)? (supporting documents should also be photocopied and a copy retained.)			

Step 3: Take a copy of the documents

- Employers must take a **clear copy** of the documents in a format which cannot later be altered and retain the copy securely, electronically or in hard copy. You must also retain a secure record of the date on which you made the check. Simply writing a date on the copy document does not, in itself, confirm that this is the actual date when the check was undertaken. If you write a date on the copy document, you must also record that this is the date on which you conducted the check.

	Yes	No
Is the document, or one of the documents a passport or travel document?		

If **YES**, then you must photocopy or scan:

- Any page with the document expiry date, nationality, date of birth, signature, leave expiry date, immigration permission, biometric details and photograph, and any page containing information indicating the holder has an entitlement to enter or remain in the UK (visa or entry stamp) and undertake the work in question

All other documents should be copied in full, including both sides of an Application Registration Card and an Immigration Status Document. You must also record and retain the date on which the check was made.

All copies of documents taken should be kept securely for the duration of the worker's employment and for two years afterwards. The copy must then be securely destroyed.

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KNOW THE TYPE OF EXCUSE YOU HAVE

- If an employer has correctly carried out the above 3 steps, then the employer will have a statutory excuse against payment of a civil penalty if the Home Office finds the above named person working for employers illegally
- Employers must be aware of the type of excuse they have as this determines how long the excuse is valid for, and if, and when you are required to do a follow up check

Are the documents checked and copied from List A or List B?

List A

- You have a **continuous statutory** excuse for the full duration of the person's employment with you
- You are not required to carry out any repeat right to work checks on this person

List B

Group 1

- You have a **time-limited statutory excuse** which expires when the person's permission to be in the UK expires. You should carry out a **follow-up check when the document evidencing their permission to work expires**

Group 2

- You have a **time-limited statutory excuse** which expires 6 months from the date specified in your Positive Verification Notice. **This means that you should carry out a follow-up check when this notice expires**

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Proof of Address			
Original Document Only	Confirm observation of the original document		
	Yes	No	N/A
Utility bill in candidate's name (issued within last 3 months)			
Local authority tax statement (issued within last 3 months)			
Driving licence (if not already used above)			
HMRC tax notification (issued within last 3 months)			
Financial Statement e.g. credit card/bank (issued within the last 3 months)			
Credit Union Statement (issued within the last 12 months)			
Mortgage Statement (issued within the last 12 months)			
Council Rent Card / Tenancy Agreement (issued within the last 12 months)			
Department for Work and Pensions Benefits			
Other: (state)			
NB: If the candidate cannot supply a proof of address, seek confirmation from an Electoral Register by contacting the relevant Local Authority.			

I can confirm that the above candidate's identity has been checked and verified prior to commencement of interview. A copy of evidence has been taken and signed with this interview pack.			
Verified By:		Date:	

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Values Based Interview Questions

Scoring Key		
1: Below level required/does not demonstrate achievement	2: Meets essential requirements	3: Exceeds requirements

Tick if used	Question Examples Dignity and respect (Ask 3 Questions One from A, B and C)	Score		
		1	2	3
A	Can you give some examples of how you promote dignity and respect?			
A	Can you describe an occasion where you have had to adapt the way you communicate to achieve a result?			
A	How would you gather the views of Service Users that may not be able to communicate?			
B	Tell me about a situation involving others that was particularly difficult to deal with. What made it difficult? How did you manage the situation?			
B	Tell me what your understanding of equality, diversity and inclusion is. Can you provide some examples?			
C	How would you learn to communicate in different ways to ensure that Service Users understand?			
C	What do you think the requirements of confidentiality are when supporting Service Users?			
Notes on A				
Notes on B				
Notes on C				

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Tick if used	Question Examples Learning and Development (ask four questions, one from A, one from B and two from C)	Score		
		1	2	3
A	Tell us about the last course you attended. What did you learn and how did you change practice as a result?			
A	How do you know you have done a good job?			
A	Can you give an example that demonstrates when you have "gone the extra mile"? What was the situation? Why did you do this? What was the outcome?			
B	Detail a time where you have had to intervene to improve a work situation			
B	How do you share your skills and knowledge with others, what are the key skills needed to do this?			
B	Describe a situation where you have demonstrated integrity?			
C	Describe a time where you have changed the way you work for the better. How did you communicate your ideas with this?			
C	What do you do to try and improve the way you work?			
C	Could you give an example of where you have learned from feedback?			
C	Could you give an example where you actively went out of your way to learn something new in order to achieve a personal goal?			
Notes from A				
Notes from B				
Notes from C (1/2)				
Notes from C (2/2)				

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Tick if used	Question Examples Teamwork (ask 3 questions, one from A, B and C)	Score		
		1	2	3
A	Can you describe a situation where you worked in a team and things did not work out? On reflection, how would you have handled the situation differently? What did you learn about yourself?			
A	How do you motivate yourself when faced with a task you do not enjoy?			
B	How do you prioritise your workload?			
B	Can you describe a time where you have had to reprioritise what you were doing at the request of someone else. How did it make you feel? How did you respond?			
C	How do you motivate others?			
C	Describe a situation where it was important that you worked as part of a team			
Notes from A				
Notes from B				
Notes from C				

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Tick if used	Question Examples Quality and Safety (ask three questions, one from A, B and C)	Score		
		1	2	3
A	Have you ever had concerns about a colleague and their work? How did you deal with this?			
A	What does person-centred mean to you?			
A	What is your understanding of data protection? What would your role be in relation to data protection?			
B	Tell me about a time where you have had to remain calm at work.			
B	What is your understanding of professional boundaries? Can you provide some examples?			
B	What are your thoughts about Service Users taking risks? What would your role be to support people to take risks?			
C	What is your motivation for working at Wellspring Recruitment and Care Services Limited and why?			
C	What do you see as challenges?			
Notes from A				
Notes from B				
Notes from C				

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Tick if used	Question Examples Safeguarding (ask three questions, one from A, B and C)	Score		
		1	2	3
A	What would you do if someone in management asked you to do something that you did not feel was right?			
A	How would you support someone who does not have the capacity to make decisions?			
B	What is your understanding of whistleblowing?			
B	How would you respond if the Service User discloses to you that they are being abused but do not want you to tell anyone?			
C	Safeguarding is an important and topical issue. How would you know that Service Users are safe and healthy? If you felt concerned, what would you do?			
C	What is your understanding of the term 'safeguarding'? What is your role?			
Notes from A				
Notes from B				
Notes from C				

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Skills and Knowledge	Score		
What current skills and experience can you bring to this role?	1	2	3
What areas of strength do you have? What areas do you need to develop?	1	2	3
Work specific to job role scenario-based question	1	2	3
Work specific to job role scenario-based question	1	2	3
Work specific to job role scenario-based question	1	2	3

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Administrative Questions – record here any additional questions asked in response to the application form:

--

Candidate Questions – record here any questions asked by the candidate and any responses given:

--

Additional Comments – bullet Point here any information shared to the candidate
(e.g. holidays, hours)

--

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Recruitment Further Investigation Record

Use this form if there are any deficits in information/documentation supplied to you. In certain areas, the manager has the authority to make a decision based on the balance of information available, but the reason must be explicitly recorded and retained, and the decision must have been responsibly reached with due reference to the aim of protecting vulnerable people.

References: No references, inadequate references or poor references from last employer -			
State reasons given			
Investigations made		Conclusions, if any reached	
	Continue recruitment process?	Yes	No
	Withdraw recruitment process?	Yes	No

Gaps in Employment History - State reasons given			
Investigations made		Conclusions, if any reached	
	Continue recruitment process?	Yes	No
	Withdraw recruitment process?	Yes	No

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Disclosure: For use if the disclosure process reveals convictions or warnings and for which it has been decided to discount for recruitment purposes. IMPORTANT – Do not record the offences here - that is a breach of data storage provisions – only state your reasons for discounting the disclosures as a reason for not employing the applicant.			
Investigations made		Conclusions, if any reached	
	Continue recruitment process?	Yes	No
	Withdraw recruitment process?	Yes	No

Registered Manager's name:	
Signature:	
Date:	

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Rejection Letters

Rejection Letter

Wellspring Recruitment and Care Services Limited

16 Patmore House,
Mayville Estate,
Mathias Road
N16 8LQ

Date:

Attention of **[Insert Candidate Name]**

Dear **[Insert Candidate Name]**,

Thank you for your application for the post of **[Insert Post Title]**.

I'm sorry to inform you that, unfortunately, you were not successful on this occasion. Thank you for your interest and I wish you good luck for your future.

Yours sincerely,

For and behalf of Wellspring Recruitment and Care Services Limited

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Rejection Letter – Request To Keep Details On File

Wellspring Recruitment and Care Services Limited

16 Patmore House,
Mayville Estate,
Mathias Road
N16 8LQ

Date:

Attention of **[Insert Candidate Name]**

Dear **[Insert Candidate Name]**,

Thank you for your application for the post of **[Insert Post Title]**.

I am sorry to inform you that, while you met our specification for the post applied for, unfortunately you were not successful on this occasion.

However, we would like to keep your application on file to be considered for any future vacancies that may arise, in line with our records retention policy. If you do not wish us to retain the file, please contact us to request the destruction of your application.

Yours sincerely,

For and behalf of Wellspring Recruitment and Care Services Limited

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Reference Request

Dear:			
Company name:			
Address:			
Tel:		Email:	
Candidate name:		Has given your name as a referee	
For the position of:			
<p>The named candidate has given Wellspring Recruitment and Care Services Limited permission to contact you to provide information related to their current and/or previous employment/educational background. I would be grateful if you could consider the attached Job Description for this role and provide your thoughts on their suitability for this post by completing this reference request.</p> <p>Any information that you provide will be treated in the strictest confidence, in line with UK General Data Protection Regulations.</p> <p>Please could you return the completed reference to me by using the stamped, addressed envelope or electronically secure routes to:</p>			
		By email to:	
Company name:		Employment start date:	
Name of referee:		Employment end date:	
Position held and duties:			
Capacity in which candidate is known:			
How long have you known the candidate?			
Reason for the candidate leaving their role with you:			
Was the candidate subject to any formal form of performance management/safeguarding/disciplinary action within the last 12 months?	Yes	No	
If yes, please give further details:			
Would you employ the candidate again?	Yes	No	
If no, please give further details:			

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Criteria:	Excellent	Good	Average	Unable to comment	
Assign X to the applicant performance					
Dignity and respect					
Compassion, empathy, ability to empower others					
Motivation, commitment and attitude to work					
Learning and development interest					
Teamworking ability					
Lone working. Ability to work on own initiative					
Understanding and compliance with quality and safety					
Overall contribution as a member of staff					
Did you find the applicant honest and trustworthy?				Yes	No
Did you find the candidate to be reliable in carrying out their duties?				Yes	No
Was the applicant's attendance/time keeping acceptable?				Yes	No
Do you think the candidate is a suitable person to undertake this post?				Yes	No
Please provide any additional comments here (continue on an additional sheet if necessary):					
Referee signature:			Date:		

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Privacy

Individuals have a right under the UK General Data Protection Regulations to see copies of references received about them. Therefore, we cannot guarantee the complete confidentiality of any reference received.

We will only collect data for specified, explicit and legitimate use in relation to the recruitment process. By signing this document, you consent to holding the information contained.

We are required to keep this information within the candidate's personnel file. We cannot estimate the exact time period it will be held for. When that period is over, we will delete your data.

We have privacy policies that you can request for further information. Please be assured that your data will be securely stored by the Registered Manager and only used for the purposes of successful recruitment of the candidate.

You have a right for your data to be forgotten, to rectify or access data, to restrict processing, to withdraw consent and to be kept informed about the processing of your data. If you would like to discuss this further or withdraw your consent at any time, please contact us.

Office use only			
Reference verified by name:		Date:	
Verbal reference taken by:		Date:	

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Character Reference

Dear:			
Address:			
Tel:		Email:	

Candidate name:		Has given your name as a referee	
For the position of:			
<p>The above has applied for the post and has named you as a character referee.</p> <p>I should be grateful if you would express your opinion of the suitability of the candidate for the post specified, in addition to the following specific enquiries. We would appreciate it if you did not discuss the health of the person.</p> <p>Please find enclosed a copy of the Job Description and Person Specification to guide your consideration for the suitability of the candidate. Your reply will be kept in line with Data Protection Policies in line with UK General Data Protection Regulations.</p> <p>Please could you return the completed reference to me by using the stamped, addressed envelope or electronically secure routes by:</p>			
		Email to:	
Capacity in which candidate is known?			
How long have you known the candidate?			
<p>Please state here your views on the person's ability to work in this role and detail why:</p> 			
Referee signature:		Date:	

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We have privacy policies that you can request for further information. Please be assured that your data will be securely stored by the Registered Manager and only used for the purposes of successful recruitment of the candidate. You have a right for your data to be forgotten, to rectify or access data, to restrict processing, to withdraw consent and to be kept informed about the processing of your data. If you would like to discuss this further or withdraw your consent at any time, please contact us.

Office use only				
Reference verified by:	Name:		Date:	
Verbal reference taken by:	Name:		Date:	

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Offer Letter

Wellspring Recruitment and Care Services Limited

16 Patmore House,
Mayville Estate,
Mathias Road
N16 8LQ

Date: **[Insert Date]**

Dear **[Insert Name]**,

Thank you for your application for the post of **[Insert Post Title]**.

I am very pleased to inform you that you were successful in your application. We would like to provisionally offer you:

The post of **[Insert Post Title]**. For **[Insert Hours]** hours per week. At the rate of £ **[Insert Hourly Rate]** per hour.

Annual holidays will be **[Insert Days Holiday Per Year]** days per year, pro-rata for a part-year, and the holiday year runs from 1st April to 31st March.

This offer is conditional on the receipt of satisfactory references, including from your last/present employer as well as a satisfactory response from the DBS register, and where it applies, satisfactory checks of active professional registration.

Please find enclosed an equal opportunities and health and fitness screen that we would appreciate you completing and returning in the sealed brown envelope. Please be assured this information will be held confidentially and only reviewed by the Registered Manager. If you would prefer to discuss this, please contact Olajumoke Omolola (Registered Manager) direct on: 03301334417.

Finally, we ask that you please contact us to indicate whether you would like to accept our offer and we can agree a potential start date.

Yours sincerely,

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For and behalf of Wellspring Recruitment and Care Services Limited

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Last Reviewed: 29 Dec 2025. Version number: 16.01.26-10.59.30

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Equal Opportunities Monitoring

Wellspring Recruitment and Care Services Limited is committed to equality of opportunity and fair treatment in all aspects of employment. We aim to provide a working and learning environment which is free from unfair discrimination and will enable staff to fulfil their personal potential. The Equality Act 2010 protects people from discrimination and promotes equality on the basis of a number of protected characteristics. We ask for information on your protected characteristics in order to help us monitor our performance on equality. In line with Government policy, and in accordance with the provisions of UK GDPR, the information you provide will be held confidentially and it will help us to comply with the law under the relevant Acts and to ensure that our employment policies and practices are fair and effective.

IMPORTANT - Please Note: You do not have to complete this form. The information is given on a voluntary basis and the information provided will only be used for monitoring purposes. Please do not enter any identifying marks on this form, so that your information remains confidential. This information will be stored on a computer.

Ethnic Origin: Please indicate your ethnic origin					
Asian or Asian British		Mixed		Other Ethnic Background	
<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	White and Asian	<input type="checkbox"/>	Chinese
<input type="checkbox"/>	Indian	<input type="checkbox"/>	White and black African	<input type="checkbox"/>	Any other Chinese background
<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	White/Black Caribbean		
<input type="checkbox"/>	Other Asian background	<input type="checkbox"/>	Other mix background	<input type="checkbox"/>	Any other ethnic background
Black or Black British		White			
<input type="checkbox"/>	African	<input type="checkbox"/>	British	<input type="checkbox"/>	I do not wish to disclose my ethnic background
<input type="checkbox"/>	Caribbean	<input type="checkbox"/>	Irish		
<input type="checkbox"/>	Other black background	<input type="checkbox"/>	Other white background		
Gender: Please indicate your gender					
<input type="checkbox"/>	Female	<input type="checkbox"/>	Male	<input type="checkbox"/>	Other state below
<input type="checkbox"/>	Transgender female	<input type="checkbox"/>	Transgender male		

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		I do not wish to disclose my gender	
Sexual Orientation: Please indicate your sexual orientation			
	Heterosexual		Bisexual
	Gay		Lesbian
		Other state below	
		I do not wish to disclose my sexual orientation	
Religion or Belief: Please indicate your religion or belief			
	Buddhist		Jewish
	Christian		Muslim
	I do not have any religion or beliefs		Hindu
	I do not wish to disclose my religion or belief		Sikh
		Other state below	
Marital Status: Please indicate your marital status			
	Common Law Partnership		Married/Civil Partnership
	Divorced		Single
		Widowed	
		Other (state)	
As per Equality Act 2010: Do you consider yourself to have a disability?			
			Yes
			No
Under the terms of the Act, a disability is defined as a “physical or mental impairment which has a substantial and long-term effect on a person’s ability to carry out day-to-day activities”.			
		I do not wish to disclose whether or not I have a disability	
Caring Responsibilities: Do you have any care responsibilities for anyone?			
Yes	No	If yes	
		Children under 16	Disabled
			Sick/elderly

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Health and Fitness Questionnaire

Please answer the following questions		Yes	No
1	Do you have, or have you ever had any significant health problem, impairment/disability (physical or mental) or learning difficulties that may affect your ability to undertake the tasks set out in the job description of the post offered?		
2	Do you have or have you ever had any illness, impairment of disability that may have been caused or made worse by your work?		
3	Have you ever left or been denied employment in an organisation on the grounds of ill health or been medically retired on the grounds of ill health?		
4	Are you having, or waiting for any medical treatment or investigations at present?		
5	Will you need any special aids or adjustments or assistance to enable you to undertake the tasks set out in the job description of the post offered?		
If you answered 'yes' to any of the above questions, please provide details below:			
Immunisation status - Please specify your immunisation status and any immunisation needs you have for the role (optional)			

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Wellspring Recruitment and Care Services Limited
16 Patmore House, Mayville Estate, Mathias Road N16 8LQ

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Applicants Declaration		Read and Understood	
Circle yes/no as appropriate			
1	I confirm that the information given above is complete and correct, I understand that any incomplete, untrue or misleading information given to Wellspring Recruitment and Care Services Limited will entitle the employer to reject my application, withdraw any offer of employment, or, if I am employed, dismiss me without notice.	Yes	No
2	By my signature, I give authority to the employer to contact my GP for further details regarding any of the potential health problems I have declared above.	Yes	No
3	I agree that Wellspring Recruitment and Care Services Limited reserves the right to require me to undergo a medical examination to assess my suitability for work.	Yes	No
4	I do not wish to complete the questionnaire, and I do not wish to have a free health assessment.	Yes	No
5	Will you need any special aids or adjustments or assistance to enable you to undertake the tasks set out in the job description of the post offered?	Yes	No

Print name	Signature	Date

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Promotion Offer Letter

[TO BE TYPED ON COMPANY HEADED NOTEPAPER]

[Employee's name]

[Employee's address]

[Date]

Dear [Employee's name]

I am writing following [our recent discussions regarding a potential change to your current role with the Company] OR [your recent interview for the position of [insert]].

I am delighted to confirm that [you have been successful at interview and] we would like to offer you a promotion from your current role as a [JOB TITLE] to [JOB TITLE] in the [DEPARTMENT]. Please note that this promotion is conditional upon the successful completion of a probationary period within the new role.

If you accept this offer, you will start your new position as [JOB TITLE] on [DATE].

Following your promotion, [your salary will increase from [£AMOUNT] to [£AMOUNT] per annum OR your hourly rate will increase from [£AMOUNT] to [£AMOUNT] per hour].

As noted above, as a condition of your promotion, you will be required to work a probationary period of [NUMBER] months. During this probationary period your performance and suitability for your new role will be continually monitored. If you are absent from work due to incapacity during your probationary period for a period which exceeds [one week] your probationary period will be extended by the period of your absence to allow adequate monitoring of your performance.

At the end of your probationary period, you will be informed in writing if you have successfully completed your probationary period. In the event you do not successfully complete your probationary period, you will be required to return back to your previous role as [JOB TITLE] and your [salary will return to [£AMOUNT] per annum OR hourly rate will return to [£AMOUNT] per hour].

Your new responsibilities shall include, but are not limited to, the following:

- [INSERT RESPONSIBILITIES]
- [INSERT RESPONSIBILITIES]
- [INSERT RESPONSIBILITIES]

You will be required to undergo training with [NAME/PROVIDER] so you are able to carry out the responsibilities outlined above and understand what is expected of you in your new role.

Please find your new contract of employment enclosed which reflects the changes outlined above. I would request that you sign the enclosed contract of employment and return it to me by [DATE]. This will signify your acceptance to the changes to your contract of employment and shall apply conditional upon successful completion of the probationary period.

Please note, there have been no changes to your holiday entitlement or other benefits unless otherwise provided above.

We would like to thank you for your commitment and devotion to the Company and hope this continues in the future.

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On behalf of the Company, I would like to congratulate you on your promotion.

If you have any questions relating to anything set out in this letter, please do not hesitate to contact me.

Yours sincerely

[Name]

On behalf of [Employer]

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Role Evaluation Questionnaire

Name:		Job title:	
Department:			
Who do you report to? (name and job title)			
Who are you responsible for? (name and job title)			
What is the main purpose of your job in overall terms, i.e. what are you expected to do?			
What are the key activities you have to carry out in your roles? (try to group them under no more than ten headings.)			
1.	6.		
2.	7.		
3.	8.		
4.	9.		
5.	10.		
What are the results you are expected to achieve in each of those key activities?			
1.	6.		
2.	7.		
3.	8.		
4.	9.		
5.	10.		

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What are you expected to know to be able to carry out your job?

--

What skills should you have to carry out your job?

--

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