



Illuminate Care Group

Staffing and Safer Recruitment

REGULATIONS AND STANDARDS

[The Leadership and Management Standard](#)

RELATED CHAPTER

Staff Qualifications and Employment Checks Policy

RELEVANT GUIDANCE

Section 2, Safe Recruitment and Employment Checks, on Prospective Staff Spending Time in the Home and Carrying Out Interviews, in line with updated Ofsted guidance.

1. Staffing

The Supported Accommodation will be managed by a permanent, suitably experienced, Registered Service Manager. Urgent action will be taken to address any vacancy of the Registered Service Manager post. Those with a leadership and/or management role should be visible and accessible to staff and able to deliver their leadership and/or management responsibilities. Any Registered Service Manager employed should have sufficient capacity to ensure that the Quality Standards are met for each young person.

Any Registered Service Manager placed in charge of the Supported Accommodation or staff member in a deputy or supervisory role should have substantial relevant



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experience of working with Young People and have successfully completed their induction.

The Registered Service Manager should have a Workforce Plan (Regulation 10) which includes details of

- The management and staffing structure.
- The experience and qualifications of managers and other staff, and any further training required for those managers and staff.
- The processes and timescales for staff to complete induction, probation and core training, including in safeguarding and health and safety.
- The process for managing and addressing poor performance.
- The process and timescales for supervision and monitoring of staff.

The registered person must—

- Keep the workforce plan under review and, where appropriate, revise it, and
- Make a copy of the workforce plan available on request to the CIECSS

The plan should be updated to include any new training and qualifications completed by staff while working at the Home and used to record the ongoing training and continuing professional development needs of staff – including the manager.

The following elements of the workforce plan should be included in the Statement of Purpose: the staffing structure; experience of staff and arrangements for supervision of staff practice.

The Homes must be properly staffed and resourced to meet the needs of the young people. The registered person should plan staffing levels to ensure that they meet the needs of young people and can respond flexibly to unexpected events or opportunities. Staffing structures should promote continuity of support from the young person's perspective. If young people complain or give a view on how the staffing structure could be improved to promote the best support for them, appropriate action should be taken.



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Contingency plans should be prepared in the event of a shortfall in staffing levels. If it is likely that there might only be one member of staff on duty at any time the manager should make a formal assessment of the implications for young people's support, including any likely risks. This assessment should be recorded and available for inspection by Ofsted and placing authorities.

The registered person should monitor and review the patterns and trends of turnover of staff, whether agency or directly employed, and be able understand and where possible, address any negative trends.

Whenever possible, staff in day-to-day contact with young people should include staff from different gender groups. Where the Statement of Purpose makes it explicit that it uses staff of one gender identity only, clear guidance will need to be in place and followed as to how young people are enabled to maintain relationships with people of a different gender identity.

Staff will be suitably vetted and able to deliver high-quality services to young people and their families. The registered person should ensure that staff can access appropriate facilities and resources to support their training needs and should understand the key role they play in the training and development of staff in the Home. See also **Staff Qualifications Policy**.

Staff will work collaboratively to provide consistency and stability, with clear responsibilities and accountabilities to ensure that staff have a sense of shared ownership about their practice. Arrangements for recruitment and appraisals are robust and include young people as appropriate.

Staff should be made familiar with the internal whistleblowing procedures through the induction process.

The employment of any person on a temporary basis does not prevent young people from receiving such continuity of care as is reasonable to meet their needs. The use



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of external agency staff can be a positive choice to complement the skills and experiences of the permanent workforce. Any external agency staff should meet the same requirements in regarding qualifications and experience and the registered person should consider their skills, qualifications, and any induction necessary before they commence work in the homes. The use of agency staff should be carefully monitored and reviewed to ensure young people receive continuity of care. No more than half the staff on duty at any one time, by day or night at the homes should be from an external agency.

At all times, at least one person on duty will have a suitable first aid qualification.

The design of the Homes should be such that staff who sleep in any of the Homes overnight have appropriate accommodation and facilities to do so.

2. Safer Recruitment and Employment Checks

2.1 Employment Checks

Careful recruitment and regular monitoring of staff is used to prevent unsuitable staff from being recruited and having the opportunity to harm young people or to place them at risk. The relevant authorities and professional bodies will be informed of any concerns about inappropriate adults.

[Schedule 1 of the Supported Accommodation \(England\) Regulations 2023](#)

- Proof of identity including a recent photograph;
- An enhanced Disclosure and Barring Service check (depending on the nature of the role);
- Two written references, including a reference from the person's most recent employer, if any;



- If a person has previously worked in a position involving work with children or vulnerable adults, verification so far as reasonably practicable of the reason why the employment or position ended;
- Documentary evidence of any qualifications which the person considers relevant for the position; and
- A full employment history, together with a satisfactory explanation of any gaps in employment, in writing.

Note that statutory guidance **Keeping Children Safe in Education** provides that schools and colleges should only accept copies of a curriculum vitae alongside an application form. A curriculum vitae on its own will not provide adequate information.

2.2 Written References

Guidance: Supported Accommodation – Recruiting Staff (Ofsted) provides further information in relation to the regulatory requirement to obtain 2 written references, including one from the applicant's last employer. The Guidance provides that you do not have to contact the person who wrote the reference to check that they did so, although this is good practice. You should always check out a reference if you have any doubt about its quality or reliability.

You may not be able to obtain a reference from a previous employer, for example because they are no longer operating, or have died. If this happens, you should ask for another reference from another previous employer.

You must try, as far as possible, to find out why a prospective staff member's previous employment ended, if their previous jobs involved working with children or vulnerable adults. You should try to obtain this information from their most recent employer, and other employers where relevant. For example, this could be a conversation with the previous employer, and you record the detail of this on the staff member's file. You do not have to contact all of their previous employers unless you have a particular cause



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for concern. If you do have a concern, then Ofsted expect you to obtain as much information as you can to make sure that the person is suitable.

Keeping Children Safe in Education is clear that schools and colleges should only provide substantiated safeguarding concerns/allegations that meet the harm threshold in references. Low-level concerns should not be included in references unless they relate to issues which would normally be included in a reference, for example, misconduct or poor performance. It follows that a low-level concern which relates exclusively to safeguarding (and not to misconduct or poor performance) should not be referred to in a reference. However, where a low-level concern (or group of concerns) meets the harm threshold for referral to the LADO and found to be substantiated, it should be referred to in a reference.

Whilst this guidance applies to schools and colleges, it may be regarded as good practice in safe recruitment. HR/legal advice should be sought as appropriate from Citation.

See also **Allegations Against Staff Policy**.

2.3 Disclosure and Barring Service (DBS) Checks

See also: **DBS Digital Identity Verification Guidance**

The appropriate level DBS checks must be carried out before a person is appointed to engage in Regulated Activity within the Supported Accommodation. To determine which level of DBS check a role is eligible for, refer to the **DBS Eligibility Guidance (GOV.UK)**.

The information contained in an up-to-date DBS certificate must be reviewed to decide whether this reveals any concerns about the person's suitability to work with young people. If there are concerns, the information must be used to conclude whether to appoint the person. Providers and managers must keep up-to-date with what



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constitutes **Regulated Activity** and fully investigate any information that indicates that a person may be barred from working with young people or vulnerable adults.

Anyone who is barred from work with children is committing an offence if they apply for, offer to do, accept or do any work constituting Regulated Activity. It is also an offence for an employer knowingly to offer work in a regulated position, or to procure work in a regulated position for an individual who is disqualified from working with children or fail to remove such an individual from such work.

Once appointed, a person must continue to meet the remit-specific regulatory requirements after the initial recruitment process.

In relation to the Disclosure and Barring Service checks, the following must be recorded:

- The date the DBS check was carried out;
- The DBS certificate number;
- The name of the person who checked the original certificate;
- Whether there was any information or concerns arising from the check that required further attention before you decided to appoint the individual;
- The name of the person who carried out the update check, if the individual is registered with the **DBS update service**;
- If concerns were identified once a person was appointed, steps you have taken to review a person's suitability to continue to work with children;
- What actions you take if a person changes their role after they have been appointed;
- The actions you have taken in order to protect children from contact with unsuitable persons; this may include referral to the DBS or other relevant authorities.

Disclosure and Barring Service checks should be:



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- Treated as confidential;
- Kept secure;
- Destroyed as soon as no longer required.

Information on checks for candidates who have spent time abroad or have come from abroad can be found at: **GOV.UK, Criminal records checks for overseas applicants.**

Please note: A DBS check has no official expiry date. Any information included will be accurate at the time the check was carried out.

We require all staff to be signed up to the update service. The first initial DBS will be supplied by Illuminate Care Group, and it then becomes the responsibility of the staff member to register on the update service which will be reimbursed on production of a receipt. Failure to do so will result in a new DBS being required at a cost to the staff member.

Checks will be completed every 6 months to ensure that nothing has changed. Once this check has been done evidence of the check will be recorded on staff files

2.4 Disclosure and Barring Service Update Service

The Disclosure and Barring Service (DBS), operate an optional Update Service which is designed to reduce the number of DBS checks requested.

Instead of a new check being necessary whenever an individual applies for a new role working with children, individuals can opt to subscribe to the online Update Service. This will allow them to keep their DBS certificate up to date, so that they can take it with them from role to role, within the children's workforce.

For the latest guidance on DBS referrals, see the **GOV.UK website.**

2.5 Checking an Applicant's Right to Work in the UK



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As part of the recruitment process, the employer/prospective employer must also check that the applicant has the right to work in the UK.

See: **GOV.UK: Checking a Job Applicants Right to Work.**

Employers can be penalised / fined if they employ someone who does not have the right to work and they did not carry out the correct checks or did not do them properly.

2.6 Using Agency Staff

Guidance: Supported Accommodation – Recruiting Staff (Ofsted) provides that you will need to check the identity of any agency staff before you allow them to work at the Home, to ensure that you have the correct person. However, you do not have to obtain all the other information yourself. For example, it is acceptable for you to see evidence of a clear DBS certificate and references, rather than apply for these yourself. You should be able to demonstrate the steps you took to satisfy yourself that the person was suitable.

If you need to use an agency member of staff at short notice, and you have not previously used this person, Ofsted expect you, as a minimum, to check their identity and obtain written confirmation from the agency that it has carried out the relevant suitability checks. You should review the evidence that the person is suitable as soon as possible, for example the next working day. In these circumstances, the agency staff member must not be in sole charge of the Home.

Inspectors may discuss with you the arrangements you have made with the agency or agencies you use to satisfy yourself that you can safely allow the staff they send to you to work at the homes. Inspectors may ask to see the evidence you have used to make your decision.

2.8 Prospective Staff Spending Time in the Home



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As part of your recruitment process, you may invite prospective employees to do a short 'shadow shift'. This is so that they can experience what working in the home may be like and meet your young people. Ofsted would expect you to manage this carefully and sensitively so that it is not overwhelming or unsettling for young people and fits into the routine of the home. The prospective employee cannot be counted in staffing numbers during the 'shadow shift.'

The prospective employee must be supervised at all times during the shift because they are not yet employed by you, so the relevant regulations do not apply to them. You may introduce them to the young people, but they should not have access to their detailed personal information. Prior to this 'shadowing shift' being carried out, the Manager must have discussed this with the Nominated Individual, and have a Risk Assessment in place for it.

2.9 Carrying Out Interviews

If you carry out interviews for prospective employees at the setting, candidates must be supervised.

3. Post Appointment

The Registered Service Manager must:

- Ensure that each employee completes an appropriate induction.
- Ensure that each permanent appointment of an employee is subject to the satisfactory completion of a period of probation; and
- Provide each employee with a job description outlining the employee's responsibilities.

The Registered Service Manager must ensure that all employees:

- Undertake appropriate continuing professional development;



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- Receive practice-related supervision by a person with appropriate experience; and
- Have their performance and fitness to perform their roles appraised at least once every year.

See also **Staff Supervision and Appraisal Policy**.

4. Disciplinary Policy

The registered person must operate a disciplinary procedure which, in particular:

- Provides for the suspension from work of an employee if necessary, in the interests of the safety or welfare of children; and
- Provides that the failure on the part of an employee to report an incident of abuse, or suspected abuse, whether past or present, in relation to a child to the appropriate person (the registered person, an officer of Ofsted, an officer of the local authority in whose area the home is located or a police officer) is a ground on which disciplinary proceedings may be instituted.

5. Safer Recruitment Policy

[DONCASTER safer Recruitment policy](#)

6. Recruitment Records

Guidance: Supported Accommodation – Recruiting Staff (Ofsted) provides that if you do not keep full recruitment records at the Home, inspectors will look at your list of staff or electronic records that summarise the vetting and recruitment checks. They will discuss with you how you have satisfied yourself that all staff working at the Home are fit to do so and that your recruitment arrangements comply with the regulations. These records could be maintained in checklist or spreadsheet formats.



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An inspector may ask you to provide a small sample of full recruitment records, even if they are not held at the Home.