

Our Ref: CTFOI-726

**Quality and Governance Service**

Wirral Community NHS Trust

Wing 5, 1<sup>st</sup> Floor

St Catherine's Health Centre

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Birkenhead

Wirral

CH42 0LQ

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10<sup>th</sup> April 2017

**Re: Freedom of Information Request**

**Original Request**

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

**Our Response**

- 1) We request references for all posts including internal moves.
- 2) We usually request a minimum of 2 and these are required to cover 3 years employment.
- 3) We only request and accept references from business email accounts or on official letter head if paper versions. On the rare occasion we accept personal email address if it can be verified and there is no alternative email address. Phone calls can also be made to check on authenticity of referees.
- 4) If a private email is only available then we search for verification e.g. business website which shows the private email address is attached to the company (usually found in the 'contact us' section of their site). Alternatively a phone call to the business can be made to speak to a senior member of staff.
- 5) 5 minutes unless complex.
- 6) Yes, offer would be withdrawn.
- 7) Instigate internal trust disciplinary procedures (serious dishonesty).
- 8) Yes
- 9) Martin Godfrey, Head of Human Resources (Workforce Planning and Resourcing).

I trust this satisfies your request for information under the Freedom of Information Act.

Yours Sincerely

Karen Howell  
Chief Executive



Rated as good by:



Wirral Community NHS Foundation Trust

Acting Chairman: Chris Allen  
Chief Executive: Karen Howell