

Merton Mencap

**Recruitment
Policy and Procedure**

July 2013

Merton Mencap

RECRUITMENT POLICY & PROCEDURE

This policy and procedure has been adopted by Merton Mencap through its Executive Committee which remains responsible for its review.

Original signed version is kept in the Merton Mencap office.

Signed: _____ Date: _____

Name: _____

Chair of Executive Committee

Signed: _____ Date: _____

Name: _____

Chief Executive

Record of adoption and review of this policy and procedure:-

Adopted:	16 September 2009
Reviewed:	2 June 2011
Reviewed:	16 July 2013

Merton Mencap

RECRUITMENT POLICY & PROCEDURE

1. Introduction

Staff and staff member includes Merton Mencap employees, bank workers and volunteers.

Merton Mencap recognises that a robust recruitment process contributes directly to safeguarding children and vulnerable adults.

This policy and procedure sets out how the charity should recruit staff and in a fair, timely and cost-effective way, while safeguarding and promoting the safety and welfare of children and vulnerable adults.

It is the responsibility of the board of trustees to ensure that this document is updated to comply with all relevant legislation and the responsibility of the Chief Executive to ensure procedures stated within this document are followed.

2. Policy statement

Merton Mencap is committed to treating people fairly at all stages of recruitment and selection for paid staff and volunteers, and recognises the provisions set out in the *Equality Act 2010*. Merton Mencap will not treat people less favourably due a *protected characteristic* (ref: *Equality Act 2010*), which includes:

- age
- sex
- race (including ethnic or national origins, colour and nationality)
- disability
- religion or belief (including lack of belief)
- marriage and civil partnership (including marital status)
- gender reassignment
- sexual orientation
- pregnancy and maternity
- trade union membership

Merton Mencap will not treat people less favourably because of the fixed term nature of their contract of employment, or the part time nature of their hours or on the grounds of trade union membership.

3. Positive About Disabled People kitemark



In 2013, the *Jobcentre Plus* agreed to Merton Mencap's continual use of the *Positive About Disabled People* kitemark. This reflects Merton Mencap's commitment to treating people fairly, including when recruiting paid staff.

The charity is committed to the following:-

- Interviewing all applicants with a disability who meet the minimum criteria for a job vacancy and to consider them on their abilities
- Ensuring there is a mechanism in place to discuss, at any time, but at least once a year, with disabled staff what can be done to make sure they can develop and use their abilities
- If staff become disabled, making to make every effort to make sure they stay in employment at Merton Mencap
- Taking action to ensure all staff develop the appropriate level of disability awareness needed to make these commitments work
- Each year, to reviewing these commitments and plan ways to improve on them

4. Recruitment, selection and appointment

4.1. Vacancies

Paid positions

1) The occurrence of a vacancy is an opportunity for the charity to review the necessity for the post and its duties, responsibilities and grade. Where the duties of the post have changed significantly, the Chief Executive may make a proposal to the Board of Trustees for the post to be changed, which can be done with the Board's approval.

2) As a new vacancy arises, consideration will be given, prior to advertising, to any staff for whom redeployment is being sought, due to redundancy or disability. Those returning from maternity leave, where their job no longer exists, will have priority over all other employees when allocating jobs.

Voluntary positions

Merton Mencap may seek volunteers to support the charity's business, for example, by being a member of the Executive Committee or to help run an activity. The extent and nature of volunteer support needed will be decided by Chief Executive and the Executive Committee.

4.2. Job/role descriptions and person specifications

Paid positions

1) A job description and person specification will be in place before any recruitment steps are taken.

2) The job description will include:-

- the job title and salary/pay details of the post
- the location of the post
- the title of the line manager to whom the postholder will be responsible
- details of any posts reporting to the postholder
- the main purpose of the post
- the main duties and responsibilities of the post
- any special working conditions (e.g. evening or weekend work)
- an indication that the postholder may be required to carry out any other duties within the broad scope and purpose of the job, as requested by the line manager
- a requirement for applicants to be committed to Merton Mencap's policies and procedures

3) The person specification will include the skills, experience and knowledge required to do the job, specifying which are essential and which are desirable. The person specification will be specific, related to the job, and not unnecessarily restrictive – for example, only qualifications strictly needed to do the job will be specified. Where qualifications are deemed essential, these will reflect the minimum requirements necessary to carry out the job to an acceptable standard.

Included in all person specifications will be a requirement for applicants to demonstrate the following:-

- an awareness of and commitment to safeguarding and to keeping children and/or vulnerable adults safe

- a commitment to excellent health and safety practice
- a commitment to equal opportunities

4) The *Equalities Act 2010* will be referred to in cases when physical requirements are included in the person specification. Any physical requirement will be stated in terms of the job that needs to be done. For example, a job which requires the postholder to work at several premises may say, 'must be able to travel to a number of different locations' rather than 'must be a car owner/driver'.

Voluntary positions

1) A role description and person specification will be in place for voluntary positions.

2) The role description will include:-

- the title and location of the voluntary position
- the duration of the voluntary position
- the details of the person who the volunteer will be responsible to
- the main purpose of the voluntary position
- any special conditions (e.g. a requirement for availability during the evening or weekend)
- a requirement for volunteers to be committed to Merton Mencap's policies and procedures

3) The person specification will include any skills, experience or knowledge necessary for the volunteer to carry out the role. Included in all person specifications will be the requirement for volunteers to have the following:-

- an awareness of and commitment to safeguarding and to keeping children and/or vulnerable adults safe
- a commitment to excellent health and safety practice
- a commitment to equal opportunities

4.3 Publicising the vacancy

Paid positions

1) All posts will be advertised internally and externally, unless the post has been designated as particularly suitable for a person for whom the charity is seeking redeployment. In the case of short term vacancies, such as cover for sickness absence or maternity leave or for a short-term project or service, the charity may not advertise the vacancy but, instead, may seek to appoint a current member of staff or organise cover with an agency worker.

2) In exceptional circumstances, the charity may make an appointment without advertising the vacant position. In such cases, there should be clear reasons for making such an appointment (e.g. to ensure continuity of service), and the matter will have been agreed by the Chief Executive and Chair of Trustees.

3) A closing date of at least **two weeks** will be applied following placement of the advertisement. All advertisements will include:

- brief information about Merton Mencap, the address and registered charity details
- the job title, salary and grade of the post
- the location of the post
- a main purpose of the post
- any special working conditions
- information that the post is subject to a clear enhanced DBS disclosure, conducted by Merton Mencap
- the closing date
- the interview date(s), if this has been set
- details of how to obtain an information pack and apply for the post
- Disability kite mark

4) Applicants will have the choice to request an application pack by telephone, email or by downloading directly from the Merton Mencap website.

The application pack will include:

- the Merton Mencap Application Form, Equal Opportunities Monitoring Form and DBS Self-Disclosure Form
- guidance notes
- the job description and person specification of the post

The application pack may also include further information relevant to the particular post, e.g. an organisational structure chart.

Voluntary positions

1) Depending on the nature of the voluntary position, it may be necessary to advertise the role, for example, for a Chair of Trustees. In other cases, voluntary positions may not be advertised but may be created in response to an approach from an individual wishing to volunteer or our contact with a prospective volunteer.

2) In cases where Merton Mencap feels it is necessary to advertise a voluntary position, the advertisement will include:-

- brief information about Merton Mencap, the address and registered charity details
- the title, main purpose and location of the voluntary position
- the duration of the voluntary position
- any special conditions (e.g. a requirement for availability during the evening or weekend)
- information that the post is subject to a clear enhanced CRB disclosure, conducted by Merton Mencap
- the closing date (if any)
- the interview date(s) (if this has been set)
- details of how to obtain an information pack and apply for the voluntary position

3) People interested in volunteering for Merton Mencap, whether responding to an advertisement for a volunteer or otherwise, will be required to complete a Merton Mencap Volunteer Application Form, Equal Opportunities Monitoring Form and DBS self-disclosure.

4.4 Processing applications

Paid positions

1) Merton Mencap will take care to process all applications in the same way and will provide all applicants with the same opportunities during the application process, e.g. invitations to visit the charity, informal meetings to discuss the vacancy or additional background information. The confidentiality of applicants will be observed and respected by all Merton Mencap staff involved in the recruitment process.

2) The senior person involved with the recruitment process (e.g. the Projects Manager) is responsible for identifying the staff who will be involved in the shortlisting, interview and selection process which, at each stage, will be formed of at least two people.

3) After the closing date has passed, applicants will be individually assessed using the criteria included in the person specification to determine whether applicants have demonstrated the essential requirements of the job. Shortlisting decisions will be based on whether the applicant has met the requirements of the person specification, and will be recorded on the relevant short-listing form.

4) Original application forms from all applicants, together with completed shortlisting forms, showing reasons for shortlisting or rejection, will be retained securely in the Merton Mencap office. All photocopies of completed application forms will be shredded. Applicants who are not shortlisted for interview will be formally notified in writing (email or letter).

Voluntary positions

1) Applications for volunteering will usually be managed by the Operations Manager, other manager or trustee with responsibility for recruiting volunteers. The applicant will be invited to discuss the matter further with the relevant person at an interview or meeting.

4.5 Arrangements for interviews

Paid positions and voluntary positions

The most senior person involved in recruitment is responsible for identifying who at Merton Mencap will conduct the interviews (the *interview panel*). Where possible, the panel should include a service user of the service or activity to which the vacancy relates to be on the interview panel. Interviews will be scheduled as soon after the closing date as reasonably possible. In order to schedule interviews, applicants may be contacted to discuss interview times but a written confirmation of all interviews, either by posted letter or email, will be sent to all shortlisted applicants, which should include:

- the date, time and location of their interview

- a request that they contact Merton Mencap if they require any special requirements in relation to the interview, such as access to the premises or any other need related to a disability
- if appropriate, details of any test or preparation they are required to do, or anything they should bring with them (e.g. proof of qualification)

4.6 Interviewing

Paid positions and voluntary positions

1) The structure of interviews will be decided by the interview panel in advance, by determining which areas of questioning are necessary to cover relevant aspects of the person specification and job/role description. Care will be taken to avoid question overlap or repetition. Interview questions will aim to seek evidence of how the applicant meets the criteria on the person specification.

2) All interviews for paid positions will include Merton Mencap's standard questions relating to safeguarding, health and safety and equal opportunities

3) The panel will discuss the following with each applicant:

- The charity's commitment to safeguarding children and vulnerable adults and to providing safe services and activities
- The charity's commitment to providing staff with an induction, appropriate training (including health and safety and safeguarding) and to providing all staff and volunteers their own set of Merton Mencap's policies and procedures
- The charity's commitment to equal opportunities and to supporting people with a disability

4) The same areas of questioning will be covered with all applicants. The interview panel will take care to avoid questions which could be construed as discriminatory or inappropriate, e.g. questions about personal circumstances which are unrelated to the job.

5) Merton Mencap recognises that interview panels are accountable for their recruitment decisions. Interview notes will be made by panel members to ensure an informed decision is made based on the content of the interviews. Such notes will relate to how candidates demonstrate their knowledge, skills, and experience in relation to the person specification, which will be recorded on the relevant form. Interview panels should bear in mind that such notes may be required to be disclosed.

6) Merton Mencap recognises that, under the *Equality Act 2010*, it is unlawful to ask any applicant about their health or disability unless and until the applicant has been offered a position. Merton Mencap recognises that questions about previous

sickness absence also count as questions about health and disability under the Act and will not be asked or discussed unless the applicant raises the matter. Therefore, the interview panel will not ask questions of this nature unless specific circumstances apply, as follows:-

- to determine whether any reasonable adjustments need to be made to enable a disabled person to participate in an assessment during the recruitment process
- to establish whether the applicant can take part in an assessment to determine their suitability for the job (e.g. an assessment to test computer skills for an office job)
- to find out whether a job applicant would be able to undertake a function that is intrinsic to the job
- to monitor diversity among job applicants (e.g. via an equal opportunities monitoring form)
- to support “positive action” in employment for disabled people
- if there is an occupational requirement for the person to be disabled

7) If a disabled candidate best meets the person specification, the Chief Executive will consider any adjustments which need to be made to accommodate the needs of the person in question. If the Chief Executive considers the adaptations needed would not be deemed to be reasonable under the *Equality Act 2010*, the Chief Executive will write a letter to the applicant explaining why the adaptations cannot be made. Reasons for not making adjustments to the working environment must be both material and substantial, and will be documented by the Chief Executive.

4.7 Interview decisions and feedback to applicants

Paid positions and voluntary positions

1) The interview panel will make recruitment decisions based on the information stated on the application form, the outcome of the interview and any selection tests relating to the requirements of the person specification. Following the interviews, the interview panel may either decide to shortlist further and arrange another interview/meeting with the applicant(s), or appoint an applicant or make no appointment.

2) The interview panel will use the scoring system stated on the relevant interview form to measure the competency of the applicant in relation to each question. When the interview has finished and the applicant has left, the panel will discuss the answers the applicant has provided and agree a score for each answer, calculating a total score for all answers. Applicants cannot be appointed or shortlisted further unless their total score exceeds 66% of the total score available. Providing this is the case, applicants with the highest score will be appointed or, in some cases, shortlisted further.

3) In the case of unsuccessful applicants, the original application form, the interview form and any other notes from interview panel members are collated and stored securely in the Merton Mencap office, for a minimum of six months after the interviews. Unsuccessful applicants will receive a letter to advise them of the decision. If the applicant requests further feedback, the Chief Executive will ensure that any feedback is specific to the information recorded on the interview forms.

4) In the case of a successful appointment, the Chief Executive or relevant Projects Manager will contact the applicant to advise them of the offer of paid or voluntary work, subject to a clear enhanced DBS disclosure and two satisfactory references. The original application form, the interview form and any other notes from the interview panel members are collated and kept in the applicant's personnel file, stored securely in the Merton Mencap office.

5) Interview proceedings are confidential and members of the interview panel are only permitted to divulge the recruitment decision reached once the appointee has accepted the post.

6) As stated on the Merton Mencap application form, references will be sought in confidence, In the case of paid positions, one referee should have experience of the applicant's work, education or training, for example a current or previous employer.

5. Proof of right to work in the UK

Paid positions and voluntary positions

1) Merton Mencap recognises that it is a criminal offence to employ a person who does not have the permission to work in the UK. Therefore, the Chief Executive requires all external candidates to provide proof of citizenship, through a document showing the person's name and NI number. e.g. p45, a payslip, P60, an NI card, a passport or birth certificate.

2) Merton Mencap acknowledges that it is unlawful to only carry out checks on potential employees who, by their appearance or accent, may appear to be other than British. Therefore, such checks will be carried out on all external applicants.

6. Recruiting to a post requiring a DBS (Disclosure and Barring Service) disclosure

Paid positions and voluntary positions

1) It is the policy of Merton Mencap to enhanced DBS disclosures for all Merton Mencap paid staff and volunteers. It is also the policy to renew Merton Mencap CRB disclosures every three years. DBS disclosures are processed through Royal Mencap Society, to which Merton Mencap is affiliated.

2) DBS disclosures can only be administered by a nominated person at Merton Mencap. The nominated person is confirmed in writing by national Mencap.

3) The nominated person at Merton Mencap will verify the identity of the individual requiring the DBS disclosure by requesting to see the required original documents, in the presence of the individual. The nominated person is responsible for ensuring the correct completion of the DBS application form, which is then passed to Royal Mencap Society for processing.

4) Merton Mencap will keep a record of all enhanced DBS disclosures processed and received, which ensures a clear reference of the DBS status. This record will show the name of individual, the date the DBS disclosure was sent and clearance received, date of renewal and CRB certificate number. This DBS record is part of Merton Mencap's *Single Central Record*.

5) At the time of writing (July 2013), Merton Mencap acknowledges that *The Safeguarding Vulnerable Groups Act 2006* is referred to as setting out a framework for the scope and operation of the vetting and barring scheme.

Merton Mencap recognises, under these regulations, that it is unlawful to employ a person, in a paid capacity or as a volunteer, who has been barred by the *Independent Safeguarding Authority (ISA)* from working with children or vulnerable adults. Merton Mencap also recognises it is unlawful for a person who is barred by the ISA to work or volunteer, or to try to work or volunteer, with children or vulnerable adults.

Therefore, Merton Mencap will conduct *enhanced* DBS disclosures, as opposed to *standard* DBS disclosures, for all staff and volunteers working with children and vulnerable adults, for the following reasons:-

- an enhanced DBS disclosure includes a check against the *Independent Safeguarding Authority (ISA) barred list*, which contains information about people barred from working with children and vulnerable adults (as formally contained in the POCA (*Protection of Children Act*) and POVA (*Protection of Vulnerable Adults*))
- an enhanced CRB disclosure includes a check to *list 99*, which contains information held about people barred from working with children by the Department of Education and Skills
- an enhanced CRB disclosure includes *additional* checks carried out by the police which may be relevant – e.g. an investigation which has not led to a criminal conviction

6) Merton Mencap acknowledges its responsibility to advise the DBS in the following cases:-

- if Merton Mencap dismisses or removes a member of staff because they have harmed a child or vulnerable adult or there is a risk of harm, or Merton Mencap would have done so if that person had not left
- while processing an enhanced DBS disclosure, Merton Mencap is made aware of a person who is barred by the ISA from working with children or vulnerable adults, and this person has applied to work or volunteer with those groups at Merton Mencap

7) The exception to clause 6(1), above, is in the event that the applicant (new or current employee/volunteer) has subscribed to the Update Service of the Disclosure and Barring Service. This service allows the individual's DBS certificate to be kept updated and can be viewed by organisations, with the applicant's consent.

In cases where an applicant has subscribed to the Update Service, Merton Mencap will undertake an on-line check of the status of the applicant's DBS certificate, subject to the applicant's written consent and the correct DBS reference number, which will be kept on file. In this instance, providing Merton Mencap receives proof of the applicant's identity, their DBS certificate is transferable and can be accepted in place of a new DBS certificate.

7. Starting employment without a DBS disclosure

Paid positions and voluntary positions

All offers of work, whether in paid or voluntary, are subject to a Merton Mencap enhanced DBS disclosure (or verification of DBS certificate through the DBS Update Service) and two satisfactory references. In exceptional circumstances, the Chief Executive may decide that an applicant may start work before a Merton Mencap enhanced DBS disclosure is received.

In such cases, the Chief Executive will ensure the following:-

- the applicant has completed the relevant Merton Mencap application form, including the equal opportunities monitoring form and DBS self-disclosure form
- the applicant has completed a Merton Mencap DBS application form, the appropriate identification documents have been checked and verified by the nominated person at Merton Mencap and this DBS application form has been passed to Royal Mencap Society for processing an enhanced DBS disclosure
- two satisfactory references have been received

- the applicant signs the relevant Annual Staff Declaration Form which is completed annually thereafter
- the applicant is provided with a full set of Merton Mencap's policies and procedures and the applicant signs the Staff Code of Conduct
- a senior manager at Merton Mencap has completed a risk assessment to show the control measures in place to ensure the applicant will not have any unsupervised access to children and vulnerable adults
- the line manager of the applicant and relevant staff are made aware of the situation

8. Probationary period

Paid positions and voluntary positions

All paid staff and volunteers working for Merton Mencap are subject to a probationary period, the nature of which depends upon the circumstances of each arrangement and will be notified to individuals at the time of recruitment.

9. Induction and training

Paid positions and voluntary positions

All paid staff and volunteers working for Merton Mencap will be provided with an induction relevant to their role, which will include health and safety and safeguarding matters and the use of the policies and procedures in these areas.

10. Cautions or convictions disclosed on DBS self-disclosure form, Annual (employee/ volunteer) Declaration form, or at any other time

Paid positions and voluntary positions

1) If a new or existing member of paid staff or volunteer discloses a caution or offence, either when completing the DBS self-disclosure, annual staff/volunteer declaration form or at any other time, the Chief Executive will investigate the matter. The Chief Executive will discuss the matter with the member of paid staff or volunteer concerned and may process an enhanced DBS disclosure to obtain further information (irrespective of whether the person has subscribed to the DBS Update Service).

2) In the case of an existing member of paid staff or volunteer, the Chief Executive and the board of trustees may feel it is necessary to suspend the member of staff from working for Merton Mencap while the Chief Executive investigates the matter fully. Regardless of whether the matter relates to a caution or conviction, the Chief

Executive will follow the procedures stated in section 13, below, *Factors to consider when making a decision*.

11. DBS disclosures showing offences

Paid positions and voluntary positions

1) If a DBS disclosure reveals any information, the Chief Executive will first check whether the individual has previously disclosed details of any cautions or convictions on, for example, the application form or DBS self-disclosure form. The Chief Executive will discuss the information disclosed with the individual to confirm that they acknowledge the caution or conviction disclosed relates to them. Merton Mencap recognises that existing employees and volunteers have the right to be accompanied by either a Trade Union representative or work colleague at this meeting.

2) If the individual has not disclosed the caution or conviction, for example on an application form or DBS self-disclosure form, in the case of an existing employee or volunteer, to their manager soon after the offence took place, the Chief Executive will ascertain why the individual has not done so. The Chief Executive will be concerned about any applicant or employee who has failed to provide information regarding cautions or convictions when they were required to do so or has provided false information.

3) If an individual denies that the convictions relate to them a further investigation must take place. This must be done by the individual, who should contact the DBS directly and advise them that there is a dispute on the evidence submitted. The DBS will then undertake an investigation.

12. Additional information

Paid positions and voluntary positions

There may be occasions when *additional information* is supplied to Merton Mencap with the DBS disclosure information. This additional information may reflect concerns held by the police regarding an individual, which has not been proven or is currently under investigation, and these details are given entirely at the discretion of the Chief Police Officer. The Chief Executive will ensure that this additional information is treated with care when considering a decision about progressing with an appointment or furthering an employment contract.

Merton Mencap recognises that any *additional information* does not appear in the individual's DBS disclosure information and will **not** be revealed to the individual by Merton Mencap under any circumstances. Merton Mencap understands that it is a criminal offence to do so.

13. Factors to consider when making a decision

1) If it is established that the caution(s) or conviction(s) relates to an individual, the Chief Executive will explore with them the circumstances surrounding the offence(s) and when they took place. An individual's criminal record will be assessed in relation to the tasks they will be required to perform and the circumstances in which the work is to be carried out.

2) The Chief Executive will consider the following factors when making a decision:

- The circumstances leading up to the incident e.g. the influence of financial or domestic circumstances
- Whether the individual's circumstances have changed since the offence was committed, making re-offending less likely
- The degree of intent on behalf of the individual
- The damage caused
- Repeat offences i.e. was the offence a one-off or part of a history of offending
- The length of time since the offence took place
- The nature of the job i.e. does the nature of the job present any opportunities for the individual to re-offend in the course of their work
- The degree of risk that the offence suggests that the individual represents
- The extent of job supervision i.e. does the job involve one-to-one contact with children or other vulnerable groups and what level of supervision will the individual receive
- An individual's attempt to avoid re-offending
- The degree of remorse, or otherwise, expressed by the individual and their motivation to change
- Whether the offence has subsequently been decriminalised by Parliament
- Whether the conviction has previously been considered by the organisation and the individual has been cleared for employment, and this is already noted on the individual's personal file
- Whether the convictions/cautions/reprimand was disclosed on the application form/CRB self-disclosure form (or to the line manager for existing employees and volunteers) and if not, whether the reason given by the individual is acceptable to the line manager

3) The fact that an individual has a caution or conviction would not necessarily prevent them from taking up or continuing in a paid or voluntary capacity with the charity, although the Chief Executive will give serious consideration to the information that has been received before a decision is made. In reaching that decision, the Chief Executive will consider the above factors and whether there is a possibility of further incidents taking place, together with the possible implications, if any, for Merton Mencap employing the individual. An offer of employment or volunteering can only be withdrawn after the contents of the disclosure have been discussed with the individual.

Merton Mencap will be unlikely to offer a paid or voluntary position to anyone who has attempted to conceal or cover up a conviction or caution, or who is untruthful or inconsistent when offering reasons for not disclosing a prior conviction or caution.

4) All decisions about employing an individual with previous cautions or convictions should be made jointly by the Chief Executive and board of trustees and will be communicated to the individual in writing.

14. Handling and storage of disclosure information

Paid positions and voluntary positions

1) Recipients of disclosure information (including the Chief Executive, nominated person(s) and Office Manager) will ensure that disclosure information is not passed to persons not authorised to receive it, as unauthorised disclosure is an offence under section 124 of the Police Act.

2) The Chief Executive is responsible for ensuring that disclosures and the information they contain are securely stored and available only to those who need to have access in the course of their duties. These will be stored securely in the Merton Mencap office. Disclosures and records of disclosure information will not be kept or longer than is required for the particular purpose, as the DBS advises.

15. Independent Safeguarding Authority/Vetting and Barring Scheme

Paid positions and voluntary positions

Merton Mencap will review its recruitment, selection and vetting procedures as legislation is updated and announcements are made by government.

16. Exit interviews

Paid positions and voluntary positions

Merton Mencap will offer all leavers the opportunity to have an exit interview. Feedback from the exit interviews should be made to the Executive Committee of Merton Mencap and the meeting itself should be recorded using the relevant form.

Audit Guidance

Check	Evidence
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Do all our job vacancies include the information set out in section 4.3 above?	Ask to see copies of recent job adverts. Ask senior staff what should be included in job adverts.
Is the short-listing of candidates being completed fairly?	Check recent short-listing records. Speak to staff who recruit – check if they are dealing with people fairly.
Are interviews being conducted properly? Are service users included on interview panels? Are interview questions appropriate? Are recruitment decisions made fairly?	Check interview notes from recent interviews. Speak to Operations Manager about practice.
Do all staff/volunteers have an up-to-date DBS certificate?	See Single Central Record at the office. Ask Office Manager how renewals are done every 3 years.
Are offers of employment made subject to DBS certificates and references?	See copies of job offer letters. Look at personnel files to check 2 references on file. Speak to senior staff and check their knowledge of job offers
Are recruitment/staff/volunteer records stored securely?	Check paper copies are in locked cabinet. Check with details can be accessed by all staff.
Are exit interviews taking place and, if so, why are people leaving?	Ask CEO/Operations Manager for exit interview copies. Check reasons why staff are leaving. Are exit interviews being included on CEO report to Executive Committee?