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To: Personnel Committee **Date:** 12 June 2018

Subject: Recruitment pre-employment checks

Classification: **Unrestricted**

Summary: This report is brought at the request of Personnel Committee following discussion at the meeting of 20 April 2018 on pre-employment checks for senior management positions. It describes the current process and provides information about additional process that could be considered

1. **Current process**

1.1 The current procedure for pre-employment screening for senior roles is rigorous and includes:

- References from last 2 employers. These may initially be taken orally by executive search consultant or by email from KCC. References are signed off as satisfactory by Corporate Director Engagement Organisation Design and Development (EODD) and the relevant service Corporate Director.
- If required for the role, a Disclosure and Barring Service (DBS) check is cleared prior to the candidate's start date (including any overseas criminal records certificates applicable for last 5 years). The ID verification process also validates addresses for last 5 years and all names the individual has been known by.
- Original certificates are seen for mandatory qualifications/registrations and verified copies retained on file
- A Declaration of Interests form completed and recorded to monitor any conflict of interest.
- The Occupational Health Service, part of the Staff Care Services function in the Business Service Centre (BSC), is notified of the potential start. They contact the candidate who completes a health questionnaire. If required, Occupational Health arranges a medical appointment. KCC is notified when the candidate is cleared by Occupational health or contact if any health issues arise.

2. **CV Screening**

2.1 The BSC Employment Check team currently provides a CV verification service to schools as part of their recruitment offer.

- 2.2 Until the end of May 2018, this service was provided by **The CV Verification Co.** The CV Screening Service Level Agreement was for The CV Verification Company to provide the completed report in 10 working days
- 2.3 KCC provided the following:
- Signed authorisation form completed by individual/subject of the check
 - Application form or CV to be checked
- 2.4 The following checks were completed as part of the service:
- Confirmation of Identity – an enquiry is made through a credit reference agency (not credit reference check) to confirm name, current home address and date of birth.
 - Secondary and Tertiary education (schools / universities / Colleges attended, dates attended, types of classes and awards)
 - Current employer
 - Past employers – the four most recent employers will be contacted (verification of the employer, dates and positions)
 - CV screening will contact by telephone the employer/place of work of referees to request verbal confirmation of the applicants status and contact address
 - Gaps in employment were not verified
- 2.5 Written confirmation of information provided to CV Screening by third parties will be requested to be sent by email/fax or post
- 2.6 Requests for information are chased by CV Screening after 5 working days, then two further attempts to contact them are made. If still no response after three attempts this will be noted on the candidate's final report as "unverified"
- 2.7 The completed CV Verification Report was forwarded securely and in the strictest confidence.
- 2.8 The Business Service Centre is currently looking to procure a new supplier. The specification will be as outlined in paragraphs 2.3 to 2.7 above, but will include verification of gaps in employment and will look for the information to be returned within 15 days. It is anticipated that the cost per check will be circa £100 -£120.
- 2.9 There may be an impact on these services of the new GDPR. Due to the restrictions on the handling and retention of personal information it may become more difficult to verify some previous, older periods of employment.
- 2.10 As agreed at the Personnel Committee on 20 April 2018, all senior appointments will now include a CV verification check as a matter of routine.

3 Other enhanced personal checks

- 3.1 At its meeting on 20 April 2018, Personnel Committee asked for further information on companies who provide enhanced checks, including credit checks to organisations in the private sector, such as Experian.
- 3.2 There are companies which provide web-based solutions, providing an online identity verification tool. This approach would, using an Application Programming Interface (API), enable KCC to carry out identity checks and have returned a full response which will look to find as many data sources which match an individual's name, address and date of birth together, thus helping to confirm whether a person is who they say they are. To do this they use a variety of data sources, namely their credit bureau data, electoral roll and utilities information. However, they also look at "negative data" such as mortality files and public information, including County Court Judgements and bankruptcy.
- 3.3 This approach is used by a number of private and public sector companies for a variety of reasons, including recruitment.
- 3.4 This approach differs from the CV verification service in that it involves the payment of an annual license fee (probably circa £300 p.a.) and the purchase of credits, the cost of which are lower dependent on the usage. Unless the system is used routinely for all new appointees at all levels, it is doubtful that full value could be achieved from this approach. It is anticipated that likely year 1 costs of the system will be circa £1,700. This will include a one-off build fee. Subsequent annual costs would be circa £1,000 p.a.

4 Recommendations

It is recommended that Personnel Committee

- 4.1 Note and endorse the use of a CV verification service for all senior level appointments
- 4.2 Consider the use, in addition, of an online identity verification check system as described in section 3.

Report author:

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Background papers:

None