



WM SOCIAL CARE

• International Recruitment Hub •

West Midlands Social Care International Audit Tool

Part 2 – Independent Care Providers Guidance Notes



This guidance and audit tool has been designed to enable you to ask questions of Agency Workforce Suppliers, and ensure you are collaboratively working together to ensure Ethical Recruitment Standards are upheld in line with The Code of Practice.

Part 2: Is for Independent Care Providers to cross reference answers in line with Legislation, Policy, Safer Recruitment and Best Practice, in support of welcoming overseas workers into your team.

Part 2 – Considerations

- **Supplier Information**
- **Services and Sourcing**
- **Training**
- **Legislation Best Practice and Safeguarding**
- **Ethical Recruitment E Booklet**

Supplier Information

No.	Questions	Yes/No	Please provide details
1	Name of managed service provider / agency supplier		<p>CHECK they are approved on The NHS Ethical Recruiters LIST</p> <p>Health and social care employing organisations (including the NHS and private providers of health and social care services) are urged to only use recruitment organisations, agencies or collaborations which appear on the NHS ethical recruitment list.</p> <p>Please note that inclusion on the list does not imply that they belong to a group that are either preferred suppliers or recommended by NHS Employers or the Department of Health and Social Care.</p> <p>This list is updated Monthly. Ethical Recruiters List NHS Employers</p>
2	Name of person completing and position in organisation		This is important as you need to establish that this person will have access to the information you require and be able to provide you with any evidence you need.
3	Agency standards		Employment Agency Standards Inspectorate - GOV.UK (www.gov.uk)
	Accreditations / certificates / memberships		<p>Agencies can demonstrate “best practice” by investing in memberships / certificates / accreditations. Ask your supplier about these.</p> <ul style="list-style-type: none"> • REC: Recruitment and Employment confederation supports suppliers with a range of services to support best practice and awards best practice • The Care Certificate Standards : Care Certificate (skillsforcare.org.uk) • Investors in People Workplace Accreditations to #MakeWorkBetter Investors in People:
4	Location / offices / other branches / partners abroad		<p>Where are they based?</p> <p>Will this potentially impact on the success of recruiting internationally?</p> <p>Can they offer a Service locally? WEST MIDLANDS</p> <p>Do they have organisations that are based abroad that can support international recruitment to the UK? (Ensure the countries they are partnered with are on the GREEN LIST)</p>
5	Are you on the ethical recruiters list set by the NHS?		<p>This is essential and ICP needs to check that the agency is valid.</p> <p>The NHS Ethical Recruiters list is updated monthly. It is essential to have a process in place to monitor this within your organisation monthly.</p> <p>If an organisation is removed from the list this will have an impact on you working within the Code of Practice set out for international recruitment.</p> <p>It would be beneficial to build this into contracts /agreements.</p>

No.	Questions	Yes/No	Please provide details
	What process do you have in place to ensure you are maintaining expected standards?		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
6	Has you been audited by the NHS framework ?		<p>The NHS will audit suppliers and each supplier will have a record of this and what their scoring was.</p> <p>Ask if this audit has affected their “approval” to be on the list.</p> <p>Have they been asked to take action?</p> <p>What is it?</p> <p>What is the time for them to complete?</p> <p>You will need to know if they are removed from List</p>
	If so, when?		
	What was your % scoring?		
7	What date was that valid from?		<p>Check the date the agency first registered and was approved for the NHS ethical Recruiters list. Each organisation is sent an approval letter following a test with a pass grade.</p> <p>If the supplier has failed there is a 3-month period before they can re-apply.</p>
8	Have you kept all documents up to date to remain valid?		How do they ensure they are up to date with documentation needed?.
9	Have you ever been taken of the list yourself?		It would be beneficial to build a request into agreements /contracts for the supplier to report changes to you as the client in respect of this as it will affect adhering to The Code of Practice
	Why?		
10	Do you hold a sponsorship licence as an organisation to recruit directly for international recruits?		<p>This may be an option for you to explore if the agency has a sponsor licence to recruit.</p> <p>You would need to do background checks on the licence’s validation and type.</p> <p>You would need to understand what costs are involved if they are supporting you with this.</p>
	What does that licence cover? <ul style="list-style-type: none"> • Roles • Countries • Levels 		Please check your agency has the correct licences to fill roles and are recruiting from the Green list countries

No.	Questions	Yes/No	Please provide details
11	Do you recruit internationally in support of other organisations?		This is important to know where else and who else the agency has supported in international recruitment. It may demonstrate their level of experience, credibility, and reputation. You could ask for testimonials /case studies evidence to back this up.
	Who?		You could approach other organisations for a testimonial in respect of their experiences with the organisation
	Would you agree for us to contact them?		
12	What recruitment campaigns do you run?		Knowing what and how the agency campaigns are rolled out, what are their methods, and where do they advertise will enable you to understand the “reach” and how and where they target prospective candidates. Are they tailoring this to your organisation’s needs? Have you had input into adverts and campaigns? Have you agreed level of communication and feedback with them?
	What platforms do you reach?		
	What methods of recruitment are you using?		
13	Do you support Local Authorities to recruit internationally?		This may support you collecting information around internationally recruiting. Link in with Local Authorities/Organisation who may have best practice information to share with you. Knowledge of international recruits /displaced workers/ refugees locally.
	Do you support other Adult Care providers with international recruitment?		
	Who / type?		

No.	Questions	Yes/No	Please provide details
14	Do you support independent care providers to recruit internationally?		<p>This is essential that agencies have experience and an understanding of the different roles that may be required across the sector and that are specific to your needs.</p> <p>Ask questions around when, where, and are the recruits still in place?</p> <p>Ask for an introduction or testimonial from their clients to seek out other experiences.</p> <p>There is sometimes evidence of this on agency websites that demonstrates good practice</p>
15	Have you case studies / testimonials to share?		<p>Seek these out.</p> <p>Look on agency websites.</p> <p>Ask for information to be sent, so you have a broader picture of how the agency supports International Recruits and other providers.</p>

Services and Sourcing

No	Questions	Yes/No	Please provide details
16	Do you have a dedicated worker / team for international recruitment?		This could support smooth end to end processes. It could also demonstrate their commitment to international recruitment as an organisation. Ensure communication is consistent and timely.
	How do they keep in touch with candidates / recruits?		
17	How do you match candidates to roles?		Having the right candidate to match the job role /skills you require is important. Clear requirements of the qualifications /experience/skills and knowledge should be agreed and made clear to the supplier and potential candidates. Transparency in salaries/hours/benefits/training should be in place. International recruits should NOT BE CHARGED any fees by suppliers.
18	Do you hold face to face interviews?		This will enable you to understand recruitment/screening/onboarding processes
	How?		
19	How do you ensure you keep candidates interested?		Suppliers should be having regular contact with candidates. Having a key contact is “best practice” this will ensure communication is clear for the candidate, and for you as the client
20	Do you have international partnerships in place in certain countries?		This can help with supply and may demonstrate the level of experience an organisation has in international recruitment and accelerate finding candidates. Some agencies have partner companies or branches abroad that specialise in certain roles/sectors.
21	What countries?		Ensure these are in the GREEN LISTED countries set out within The Code of Practice 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#annex-b-green-countries-with-government-to-government-agreement-in-place-with-the-uk
22	Do you support student		It is important that you know the status of your recruits/employees.

No	Questions	Yes/No	Please provide details
	international recruits?		There are different requirements for students/graduates in respect of working in the UK Visas. Work in the UK - GOV.UK (www.gov.uk)
23	How do you support student international recruits?		Check Visa types are correct as student entry is different to Care workers and professional students' entry requirements. It is important that you know the status of your recruits/employees. YOU MAY ALREADY HAVE International Recruitment Employees that you are unaware of.
	What are your processes to ensure visas/documentation is correct for students?		There are different requirements for students/graduates in respect of working in the UK Visas. Work in the UK - GOV.UK (www.gov.uk)
24	Are you actively recruiting NOW date >>>>>October 2023?		Some suppliers state they can support international recruitment it is important to seek evidence of this. If they have recently recruited or have in the past 0 to 12 months this may support your understanding of their experience and commitment to recruit internationally
25	When was the last time you recruited internationally?		As above
26	Do you specialise in Health Care and Social Worker recruits? please list types of roles		As the need for ICP is to recruit to health care and social worker posts primarily, working with a supplier that understands the market will support the end-to-end process in recruiting internally. Asking for the types of organisations they have recruited to will support your knowledge about the supplier's experience in the sector. You may need Nurses or Occupational Health care workers ask what their range of roles are.
27	Do you recruit skilled workers?		.uk skilled worker - Search - GOV.UK (www.gov.uk) Ensure MSP/Agency has a sound understanding of the compliance and entry requirements needed. E.g., professional registrations.
28	Do recruit unskilled workers?		.uk skilled worker - Search - GOV.UK (www.gov.uk) Ensure MSP/Agency has a sound understanding of the compliance and entry requirements needed.
29	Do you support recruits with professional registrations process?		Roles you are recruiting to may require professional registration. Please cross reference with the UK regulated professions and their regulators list. UK regulated professions and their regulators - GOV.UK (www.gov.uk)

No	Questions	Yes/No	Please provide details
30	Please list compliance checks you undertake for International recruitment.		If agencies are following best practice, they will have a set of compliance checks in place.
31	Are you actively recruiting in the West Midlands?		Having knowledge of the West Midlands would benefit the recruit and you as an organisation as the agency will be able to share information and local knowledge
32	Can you recruit to the West Midlands?		Many suppliers recruit globally or nationally. Having local knowledge is best practice. Some agencies have a dedicated worker or team for an area, this will can support communication and bring together IR networks.
33	How many candidates do you have available for international recruitment vacancies?		This may demonstrate how active the supplier is and how established they are in the market. It will enable you to have CVs to look at immediately.

Training

No.	Questions	Yes/No	Please provide details
34	Do you support recruits with English tests?		This is a requirement for international recruits to demonstrate a standard of English. Some suppliers support this or have links /signpost to the TEST required. Prove your English language abilities with a secure English language test (SELT) - GOV.UK (www.gov.uk)
35	What induction offer do you have for International Recruits?/recruitment ?		This will enable you to see if there are any gaps you may wish to include in your own Induction
36	What training / onboarding do provide specifically for IR?		As above. Is there anything you want the supplier to cover.?

Legislation Best Practice and Safeguarding

No	Questions	Yes/No	Please provide details
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37	Do you work within the code of practice set out for international recruitment?		This is essential to international recruitment. This should be evident on agencies websites/in their literature/agreements: 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
38	Do you have modern day slavery training as part of your mandatory training?		As a supplier this should be mandatory and in place with records of training and updates for workers in their organisations ICP should also attend this training and hold records of attendance. Information is available: Modern slavery - GOV.UK (www.gov.uk)
39	Do employees attend training in respect of anti-discrimination and unconscious bias training?		Ensure the agency has the appropriate level of awareness.
40	Do you have a modern day slavery policy?		This should be available from the supplier / stated on their website.
41	Do you have a safeguarding lead?		Understanding the organisations' structure if concerns need to be raised, escalated is important to ensure safeguarding is practiced for recruits/clients being cared for, and organisations working with suppliers
42	Do you have a safeguarding policy? When was it last reviewed?		All suppliers should have a policy in place and this should be available or found on their website. Policies should be reviewed annually or when there has been a change that effects policy .
43	Have you recruited refugees /displaced workers successfully?		If a supplier has experience of this, gathering information on how they went about this can be useful and what success rates were.
44	Do you have a process in place if suspect modern-day slavery / trafficking?		Gathering this information will allow you to see the processes in place if concerns are raised and to also see how they monitor their suppliers.
	What is it?		
45	Do you have a complaints / concerns / compliments procedure?		Knowing how to access e.g., is it an online form. What is the follow up /feedback process is. Clarity on expected time scales responses. Who will info be shared with /stored. Having clear expectations of communication is essential

46	Do you have information in other languages for recruits available?		<p>This may support the end-to-end process to successful recruitment.</p> <p>Is it literature? Is it through a translator person to person? Is this using APPS? Other</p>
	How is that shared?		
47	As an organisation do you audit your suppliers in respect of international recruitment?		<p>This is best practice and suppliers should audit any 2nd 3rd tier suppliers regularly and ensure action is taken where appropriate. Agencies should make you aware if they are using other suppliers. These suppliers should also be on the NHS Ethical Recruiters List. It would be down to the main supplier to check this regularly as part of their process.</p>
48	Are your suppliers listed within the NHS Ethical Recruiters List ?		All suppliers should be on the NHS Ethical Recruiters List who are recruiting internationally.
49	Do you check their status monthly against that list?		This is a key question for your supplier and should be an expectation.
	What process do you have in place to monitor this?		
50	What process do you have in place if they are removed from the NHS Ethical Recruiters list ?		<p>You should be aware that they are monitoring the 2nd 3rd Tier suppliers.</p> <p>They would need to inform you if things have changed as it could have an impact on you as an organisation and individual recruits</p>
51	Would you be willing to share your audit template?		Having sight of their audit process will enable you to see practices and match those against your expectations
52	Does your organisation have specialist teams that support International Recruitment compliance?		This can depend on the size of an organisation.
	Have you attended training in respect of fraudulent documentation in respect of international recruitment?		Some firms/organisations offer training on this subject.

53	Do you support recruits with relocation?		Some suppliers will support with relocation.
	If yes, please list what you offer		
54	Do you make any charges to recruits?		Suppliers should NOT be making any charges/FEES to the recruits.
	If yes list		
55	Do you support recruits with pastoral care?		This can vary from supplier to supplier so having a clear view will enable you to see if additional pastoral care is required by your organisation /partners/networks/community
	If yes, please list what you do		
56	Do you help recruiters with information regarding driving in UK and licences?		Recruits need to have information on driving in the UK and how to obtain a UK licence. Information can be signposted/shared. Buddy support Exchange a foreign driving licence - GOV.UK (www.gov.uk)
	How?		
57	What data do you collect? <ul style="list-style-type: none"> • Personal data • Recruitment rates • Retention rates • Pay rates • Sector type • Role type • EDI 		Understanding what data you need Having data sharing agreement in place Working in a respectful way in line with GDPR/Data protection policies Understanding obligations data protection - Search - GOV.UK (www.gov.uk)
	Will you share that?		

The questionnaire and reference document can support quality assurance and enable you to have a clear understanding of your requirements when choosing a supplier, it will work alongside

**Our Ethical Recruitment E Booklet:
Choosing an Ethical Agency Supplier:
“Making a Decision”**



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