



**Expert Service, Award-winning Staff**

## **WwY Candidate Quality Policy Statement**

1. WwY carry out rigorous recruitment and vetting checks on all candidates applying to for work. Compliance is at the heart of WwY's day to day operations and the quality of our candidates is critical to our reputation.
2. WwY will therefore carry our regular quality monitoring of placed temporary candidates. Generally we will expect to ask for specific feedback from the first two clients where a candidate is booked to work, then clients can give us feedback at any time either by phone or by using the survey monkey link on our emails. We will also regularly conduct customer satisfaction surveys.
3. It is difficult to have absolute standards that are applied across the board as every client has different requirements and the culture and ethos of the client impact on the style of person they prefer. However, where a pattern emerges of poor performance, WwY will ensure that this is addressed.
4. In spite of WwY's rigorous recruitment and vetting processes, occasionally difficult or sensitive issues arise. If there are concerns about a WwY temporary candidate's work, WwY will ask for details from the client and may then discuss this feedback with the candidate and offer training and support if appropriate.
5. If WwY receive or obtain information during the course of an assignment that gives us reasonable grounds to believe that a candidate supplied to a client is unsuitable to continue to carry out work, we will inform the client without delay and end the assignment.
6. If the information indicates that a candidate may be unsuitable to carry out work but is insufficient to give WwY reasonable grounds to believe that they are in fact unsuitable, WwY will carry out such enquiries as are reasonably practicable and inform the client that the candidate is being temporarily removed from WwY's active candidate database, pending the outcome of an investigation into their suitability. If as a result of those enquiries WwY have reasonable grounds to believe they are unsuitable WwY will then without delay inform the client and end the assignment.
7. Information that might indicate a candidate is unsuitable will depend on individual circumstances but will generally be information that would mean WwY would not have put the candidate forward in the first place.

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8. If there is an allegation involving issues concerning Child Protection/Adult Safeguarding in relation to a WwY candidate, WwY will immediately temporarily remove that candidate from WwY's active candidate database, pending the outcome of any investigation (by WwY and/or the client and/or any other regulatory/disciplinary body), and will inform the candidate of this removal.
9. WwY may also contact other agencies the candidate is registered with to inform them there has been an allegation. The candidate is informed of their entitlement to representation in this process.
10. WwY will co-operate with any client and/or any other regulatory/disciplinary body based investigation, and will seek representation by a senior member of the WwY team at any safeguarding/strategy meeting with the police, representatives from social services, and managers from the client where the allegation originated and/or regulatory/disciplinary body.
11. If the case is then referred to the police, WwY will await the outcome of the police investigation before taking any other action.
12. WwY and/or the client may refer the matter to the Disclosure & Barring Service (DBS) and/or any other regulatory/disciplinary body for their consideration. In this case, the candidate will not be permitted to work for WwY until the DBS and /or the regulatory/disciplinary body have made their decision.
13. If the matter is not referred to the police, DBS and/or regulatory/disciplinary body, then following the conclusion of any client based investigation, WwY will conduct an investigation and take any appropriate disciplinary action required. The candidate will be invited in writing to attend an investigatory disciplinary meeting where they will be told the nature of the allegations and have an opportunity to answer these.
14. At the conclusion of WwY's investigation, WwY may look at any possible areas of training, advice or support needed for the candidate. WwY may refer the candidate to other agencies to provide support during this process.
15. WwY may, after thorough consideration, also determine that we are unable to offer the candidate future work at all. The outcome will depend on each individual case.

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16. If WwY introduce a permanent candidate to a client and within three months of the date of introduction/commencement date, WwY receive or obtain information which indicates that the permanent candidate is or may be unsuitable for that position WwY will inform the client without delay i.e. on the same day or the next business day if that is not reasonably practicable.

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