

Livewell Southwest

Reference Policy

Version No 3

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Notice to employees using a paper copy of this guidance.

The policies and procedures page of intranet holds the most recent version of this guidance. Employees must ensure they are using the most recent guidance.

Author: People and Professionalism

Asset Number: 943

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Document review history

Version no.	Type of change	Date	Originator of change	Description of change
1	New Document	December 2016	HR Policy Group	Development of New Policy.
1.1	Review	October 2017 and May 2018	HR Policy Group	Minor Amendment – updated reference request template.
1.2	Minor Update	August 2018	HR Advisor	Minor amendment – typo in template documents.
1.3	Minor update	February 2018	Assistant HR Administrator	Addition of GDPR
1.4	Minor update	March 2019	Assistant HR Administrator	Update to references for NHS staff
1.5	Extended	April 2021	HR Administrator	Extended
1.6	Extended	November 2021	Associate Director of HR & Engagement	Extended
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2.1	Minor Update	August 2024	People Advisor	Amendments to 7.10 regarding DBS guidance. Links added in contents page
3	Review	August 2025	People Manager	Appendices updated, reference to legislation, grammar updated, time period aligned to 3 years

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Reference Policy

1 Introduction

- 1.1 Livewell Southwest is committed to fairness and equity and values diversity in all aspects of its work as a provider of health and social care services and as an employer of people. We constantly strive to build a workforce that is representative of the community it serves.
- 1.2 Livewell Southwest is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage / civil partnership, pregnancy maternity, race, religion or belief, sex and sexual orientation in the provision of our services and in recruitment and employment. This enables an environment that is characterised by dignity and respect which is free from harassment, bullying and victimisation.
- 1.3 The organisation is committed to the application of fair and consistent procedures for the requesting and processing of references. This policy aims to provide all employees with frameworks for requesting references for new employees and current employees moving into new roles, along with the provision of references, including employment references, character references, and other references.

2 Purpose

- 2.1 The purpose of references is to obtain information, in confidence, from a third party to provide a factual check on a candidate's employment history, qualifications, experience and/or an assessment of the candidate's suitability for the post in question. The information sought usually includes length of employment, job title, brief details of responsibilities, reasons for leaving etc.
- 2.2 Livewell Southwest has a duty of care to the employee/former employee and the prospective employer in preparing a reference. This is to ensure that either the individual or prospective employer does not suffer a loss as a result of inaccuracies in a carelessly drafted reference. For this reason, it is therefore essential that all references are:
 - True, fair, factual
 - Does not give a misleading impression overall
 - Does not unfairly present a poor image of the individual

Therefore, references should be prepared with reasonable care. For further advice, please contact the HR People Team.

- 2.3 This policy applies to all employees of Livewell Southwest. It is important to ensure the application of the most appropriate policy given the historical employment record of the employee concerned, particularly as specific contractual policy arrangements may apply following transfer processes, Transfer of Undertakings (Protection of Employment) Regulations, known as TUPE.

3 Definitions

- 3.1 **References** are defined as information provided to a prospective employer relating to the employment history of a current or former employee including positive or negative factual comments about an employee's job performance. Also, employment history and salary confirmation details provided for mortgages, rental arrangements, etc. There are usually two forms of references – employment reference and/or personal character reference.
- 3.2 **Employees** are any individual working under a contract of employment for Livewell Southwest. For the purposes of requesting and providing a reference, this includes volunteers who have a signed Volunteer Agreement with Livewell Southwest.
- 3.3 **Referee** is the person preparing the reference.

4 Policy statement

- 4.1 Livewell Southwest is a social enterprise and as such recognises its responsibilities towards all sections of the community. Livewell Southwest is committed to:
- Promoting Livewell Southwest as an employer of choice
 - Ensuring that the recruitment and selection procedure promotes a positive image of the Organisation
 - Recruiting skilled people to enable Livewell Southwest to achieve its aims and objectives
 - Promoting objective, fair and transparent recruitment practices throughout Livewell Southwest
 - Ensuring that selection decisions are based on objective and justifiable criteria
 - Ensuring recruitment methods including references are cost effective and efficient
 - Ensuring that we follow the most up to date Safer NHS Recruitment/ documentation standards as instructed by NHS Employers, NHS England, The Home Office and Counter Fraud.
- 4.2 Livewell Southwest aims to design and implement policies that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the Equality Act 2010.

5 Duties & Responsibilities

- 5.1 The **Chief Executive** is responsible for the content of all policies, implementation and review.
- 5.2 Line Managers are responsible for:

- Ensuring that this policy is adhered to within their specified area and should take consideration of it when processing reference requests.
- Ensuring that employees are made aware of this policy and understand their responsibilities in relation to it.
- Providing a reference which is in substance true, accurate and fair with consideration to the mutual trust and confidence. The reference must not give an unfair or misleading impression overall, even if its discrete components are factually correct.

The Organisation may be liable to a claim of negligence if the employee suffers loss as a result of a manager failing to exercise reasonable care in the preparation of a reference.

5.3 Employees must:

- All employees have a responsibility to familiarise themselves with this and other relevant policies and procedures.
- All employees must inform their line manager immediately if approached for a reference which they are not authorised or in a position to provide on behalf of the organisation.
- Employees should ensure they provide external recruitment representatives with accurate contact details of their line manager to ensure their reference request is processed in timely manner.
- As a matter of professional courtesy, all employees are expected to inform their line manager if they are applying for any position, either internally or externally, which requires a reference from their employer.

5.4 Legal Obligation

5.4.1 There is no legal obligation on an employer to provide a reference for an existing or former employee. However, refusal to provide a reference can be interpreted negatively by the prospective employer and may be perceived by the individual as victimisation amounting to direct or indirect discrimination.

5.4.2 Refusal to supply a reference should only be exercised in limited circumstances e.g., where an employee is currently bringing a claim against the Organisation, or where the individual left prior to the formation of the new company on the 1 October 2011. Please discuss this with a member of the HR People Team.

5.5 Inaccurate References

5.5.1 An employee or former employee could bring an action against their employer for libel or defamation of character, if they consider the reference to be inaccurate. It is essential therefore that all information provided can be substantiated with factual evidence, if challenged at a later date. Referees must avoid using vague statements that could be misleading or open to interpretation.

- 5.5.2 An employee or ex-employee can bring a claim for unlawful discrimination where the employer or the individual who provided the reference has provided an adverse reference for a reason linked to one of the protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation).

6 Requesting References

- 6.1 Once a candidate has been interviewed and considered suitable for appointment, a conditional offer of employment can be made subject to all of the pre-employment checks being successful as detailed in the Recruitment and Selection Policy. This includes reference requests for all external appointments.
- 6.2 External candidates shall require a minimum of two references, of which one must be from the current, or last, line manager/employer/employers HR People Team. External candidates who are currently employed with an NHS organisation will require a minimum of one reference from their current NHS employer(s). Livewell Southwest may decide to obtain additional references covering a longer period where this is relevant and likely to add value in confirming a recruitment decision.
- 6.3 Requests for references will be issued to the referees detailed on the relevant section of the successful candidate's application form or via the information provided on NHS jobs. Where full and relevant referee details have not been provided, candidates will be asked to confirm this information to the Recruitment Team, including referee contact details.

Requests for references will be issued by the Recruitment Team within 5 calendar days of the appointing manager confirming the outcome of recruitment and selection processes. In the event that the candidate has not indicated their permission to contact their referees the Recruitment Team representative shall contact the candidate to advise them of the date references will be issued.

External References

- 6.4 All external referees will be provided with the Livewell Southwest standard reference request form for completion and return to the Recruitment Team (Appendix 1). Or via the electronic request via NHS jobs. (Appendix 2) However, the Organisation recognises that some external organisations may use a reference pro-forma of their own.
- 6.5 However in exceptional cases where timescale pressures prevent this it may be appropriate for the Recruitment Team representative to obtain a telephone (verbal) reference. A record of the telephone reference should be retained, (Appendix 3).
- 6.6 External appointments shall require a minimum two references and must cover the last three consecutive years of work and/or training history to date, explaining any gaps in employment/training with a Personal Statement (see Appendix 4) in accordance with NHS Employer requirements. The number of

references may differ for each applicant, depending on how many episodes of employment/training they may have had in the last three years prior to making their application. Any gaps in employment history may be explored with the applicant for clarification by the recruitment representative via the aforesaid Personal Statement. *Please note there are different validation requirements for board member appointments.

Where it may be difficult to obtain references and all avenues have been explored by the Recruitment Team it may be a requirement for an OCA41 form to be requested by the candidate from HMRC.

Character references

If an applicant has only worked or studied with one employer or educational institution in the past three years, a character reference will be required. The referee must be on the NHS Employers/UK Governments list of recommended persons of some standing in the community (See Appendix 7). The character referee will need to have known the person for 3 years and can comment on the candidate's honesty, reliability and trustworthiness. The reference will be requested using the character reference template.

Self-employment reference

For periods of self-employment, references should be sought to confirm that the individual's business was properly conducted. This may include seeking information from customers or clients, bankers, accountants, HM Revenue and Customs, or Companies House.

Armed forces references

Applicants from the armed forces should possess a Certificate of Service under cover of an official letter. Where the individual can present this, employers may accept this instead of needing to request a separate factual reference. Certificates of service contain security marks such as holograms and therefore employers should verify

- 6.7 It is recognised that defining a "satisfactory" reference is very subjective and the decision ultimately lies with the recruitment team with the support of the appointing line manager. Line managers may review the reference documents by contacting the Recruitment Team to arrange an appointment.
- 6.8 If when conducting employment checks a reference comes back that is not considered satisfactory, in the opinion of the Recruitment Team and liaising with the HR People Team, then the offer of employment can be legitimately withdrawn. This may include circumstances where no references are obtained or where a reference is incomplete, unsatisfactory (i.e. poor, previously dismissed (dependant on legislation i.e. Equality Act 2010), etc.), or gives limited assurance.
- 6.9 The Recruitment Team and appointing managers should however take

reasonable care not to jump to conclusions about what has been said or not said in a reference. If anything is vague the Recruitment Team should contact the referee for clarification and carefully record the outcome.

General Principles

- 6.10 Completed references shall be stored on the personnel file within the People and Professionalism Directorate in accordance with the Organisations document management protocols for the retention and destruction of sensitive personal information.
- 6.11 Returned references shall be reviewed by a representative of the recruitment team with the support of the appointing manager. The Recruitment Team representative shall be responsible for reviewing and considering the appropriateness of the reference and shall mark the outcome on the reference paperwork.
- 6.12 In accordance with current legislation, candidates may request to review any reference received. The Organisation shall seek the permission of the referee where possible prior to release however page 1 of the reference can be released immediately and page 2 requires permission from the person who has supplied the reference. If the referee has used their own format for the reference, permission to release the information will be required.
- 6.13 Where an offer of employment has been withdrawn due to the reference information received, the recruitment paperwork shall be stored within the People and Professionalism Directorate in accordance with the Organisations document management protocols for the retention and destruction of sensitive personal information.

7 Provision of References

- 7.1 Line managers should prepare and supply references in consultation with the HR People Team.
- 7.2 Where there has been a change of management and the individual's current manager is not suitably familiar with their work, then the approved manager must liaise with the previous manager and incorporate their comments into the reference accordingly. Where the previous manager is either no longer employed by Livewell Southwest or unavailable at the time, then this must be communicated to the person requesting the reference and the reference will be passed to the Assistant Director to allocate the most appropriate person to complete in the absence of the named manager.
- 7.3 Requests to Livewell Southwest to provide an employment reference must be received on the headed notepaper of the company/organisation making the request. Some organisations, such as the NHS may request references as part of an automated process by e-mail which can be easily verified by contacting the company/organisation. If this is not possible, please refer to the HR People Team for advice.

- 7.4 Any requests for a reference received should be passed to the line manager as soon as reasonably possible to ensure it can be processed in a timely manner. Livewell Southwest aims to process all reference requests within 14 calendar days of receipt.
- 7.5 Due to the complex nature of the Organisation, line managers must ensure the employee (or former employee) is eligible for an employer reference from Livewell Southwest by considering the historical employment record of the individual.
- 7.6 Any uncertainty regarding the provision of references should be clarified with the HR People Team who will provide advice and guidance on the provision of references.
- 7.7 Where possible the person dealing with the reference request should seek confirmation from the employee to check it is a genuine request. If the person dealing with the request has any doubts about whether or not the individual has given his/her consent in line with GDPR and/or the accuracy of any statement made, they should contact the individual to for clarification and check whether or not he/she wants still wishes for a reference to be provided.
- 7.8 Any employment references provided must be in writing using the Organisation's standard pro forma (Appendix 8) to ensure consistent information. This will be supported by a covering letter (Appendix 9) which should explain that it is the policy of Livewell Southwest to respond to requests for information in a standard format.
- 7.9 There is an implied duty of mutual trust and confidence between the referee and the employee. Where a manager supplies factual information that concerns a shortfall in the ability of the employee/former employee, this must only be included if the shortcomings have previously been brought to the individual's attention such as performance, timekeeping or attendance for example. In these cases an appropriate discussion has taken place and a record of that discussion has been documented. Where there are issues that the employee has not formally been made aware of, these should not be included. Disciplinary or performances that that concluded some time ago should also not be included, particularly if that particular disciplinary process did not have a bearing on the individual's reasons for leaving their current employment.
- 7.10 Where a reference is requested for an employee who has been dismissed for gross misconduct or has been suspended or is subject to a current disciplinary investigation, guidance must be sought from a member of the HR People Team on how to respond this this circumstance. Where a DBS referral has been made by the Organisation in the employee's name and a reference is being sought, please contact the HR People Team for further guidance. Livewell Southwest will not provide details pertaining to an employee's sickness absence or health within a standard reference request. However, these details are shared via an NHS reference request.

- 7.11 The reference must not contain personal opinions about the individual's performance or conduct. It is the responsibility of the person preparing the reference to ensure that the information provided is true, accurate, fair and not misleading.
- 7.12 A disclaimer should be included in the reference making it clear that, while the information provided is, to the best of the Organisation's knowledge, completely accurate, Livewell Southwest cannot accept any liability for decisions based on it.
- 7.13 Once completed, the reference should be forwarded to the prospective employer. The reference should be marked "private and confidential" and "for the addressee only" and sent by post or secure email to the prospective employer.
- 7.14 If the person preparing the reference receives an enquiry from the prospective employer for clarification of information given in the reference, they must ensure that they do not go beyond the content of the reference in the information provided.
- 7.15 Any such enquiry should, where possible, be dealt with in writing to avoid any subsequent confusion. If the enquiry is dealt with over the telephone, a written record of the information provided must be made at the time of the conversation and stored within the personnel records of the employee whom the reference concerns.
- 7.16 A copy of the references documentation, and any subsequent enquiries, should be held securely within the line management records in accordance with the Livewell Southwest policies on record retention. Thereafter, the reference should be disposed of securely.

References Supplied Under a Settlement Agreement

- 7.17 References are often included as part of the negotiated terms of a Settlement Agreement (previously known as Compromise Agreements). This means that when reference requests are received in connection with an employee who left the Organisation under a Settlement Agreement, the individual providing the reference should seek advice from the HR People Team. It is possible that a reference format has been arranged as part of the Settlement Agreement and only this agreed reference should be supplied. If a reference has been pre-agreed, any references supplied must not deviate from these sets of words.

Personal Character References

- 7.18 From time to time representatives of the Organisation may be approached by current or past employees with a request for a personal character reference. Personal character references are personal opinions of a person's character and **must not** be written on behalf of Livewell Southwest. It is entirely at the discretion of the referee as to whether they provide this or not.
- 7.18.1 If agreeing to provide a personal reference the referee must make it clear that any statement made is their personal opinion and that any information provided

comes from them.

7.18.2 Personal references must be written on the referee's own stationery and sent as from their home address or personal e-mail address. They **must not** be written on headed paper nor sent from workplace e-mail addresses.

7.18.3 It is advisable, however, that the referee restrict their reference to factual information for which they can provide evidence if required to do so.

Receiving a Request for Other References

7.19 The Organisation often receives requests for additional references such as mortgage or rental references. It is the organisation's policy that references for mortgage or rental agencies may only be given by the payroll provider at Shared Business Services (SBS). No other person in the organisation is permitted to provide a written or verbal reference about current or former employees. Any requests for a reference should be made direct to Livewell.HR-Livewell@nhs.net from the Company seeking the reference and passed to SBS within 14 calendar days of receipt. The individual dealing with the reference request should ensure, where possible, that the employee whom the reference request relates, has given their consent in line with GDPR (preferably in writing) for a reference to be provided to the named Company requesting the reference.

References due to Home Office requirements/Visa needs should be sent direct to Livewell.HR-Livewell@nhs.net

References for Others

7.20 All requests for references for contractors, temporary workers, or employees from partnership agencies should be referred to Livewell.HR-Livewell@nhs.net who will respond on behalf of Livewell Southwest. It is the Organisation's policy not to provide professional references to employees of external organisations.

Reviewing the Reference Provided

7.21 Employees may request to review a copy of the reference documentation by contacting their line manager in writing. The line manager will reasonably consider the request.

7.21.1 Current employees who are not satisfied with the reference documentation provided may wish to discuss the situation with their line manager. Alternatively they may refer to the Grievance Policy where appropriate.

7.21.2 Former employees who are not satisfied with the reference documentation provided may wish to refer to the Compliments, Concerns & Complaints Policy.

8 Training implications

The HR People Team provides advice, policy awareness raising and coaching to managers as and when required. Training will be provided to Managers, as required, on their duties in relation to this policy.

9 Monitoring compliance

Failure to comply with the contents of this policy may result in disciplinary action. Please refer to the Disciplinary Policy for further details.

All policies are required to be electronically signed by the Lead Director. Proof of the electronic signature is stored in the policies database.

The Lead Director approves this document and any attached appendices. For operational policies this will be the Head of Service.

The Executive signature is subject to the understanding that the policy owner has followed the organisation process for policy Ratification.

Signed: Director of People and Professionalism

Date: 10th March 2026

Appendix 1 – External Applicant Reference Request Offline Request

<DATE>

PRIVATE AND CONFIDENTIAL

<NAME>

<ADDRESS>

<ADDRESS>

<CITY>

<POSTCODE>

Dear <NAME of REFEREE>,

We have recently interviewed for the post of for Livewell Southwest. The application for is being pursued and has given your name as a referee.

Due to Livewell Southwest Recruitment Standards, we are required to request references from individual's employment/academic/volunteer history up to five years ago. We would be grateful if you could complete the reference form attached or if this is a Character reference you may wish to complete the reference on an additional sheet.

By statutory requirement, the post applied for is exempt from the Rehabilitation of Offenders Act 1974 by its Exception Order of 1975 and 2013. You are, therefore, asked to disclose all cautions and convictions known to you which may be relevant to the applicant's suitability for employment and are appropriate to disclose given the Exception Order of 2013. Any information disclosed will be kept strictly confidential.

Please note that if requested by the applicant, a copy of the response in sections 1-5 will be given to the applicant. However, the information given for sections 6-10 will only be provided to the applicant with your consent.

I would be grateful if you could reply by email, using your organisational email address only, as soon as possible.

Thank you in advance for your cooperation.

Yours sincerely,

<NAME>

<ROLE TITLE>

Recruitment Team

Reference Request

Name of Referee		For Office Use Only	
1. Organisation/institute		Name of Applicant	
Email address		Job Reference	
Contact number		Locality	
Relationship with applicant		Job Title	
2. Start date of applicant's employment/study		Date checked	
End date of applicant's employment/study		Comments	
3. Job Role of applicant/subject studying			
Reason for leaving if relevant			
4. How many days and how many occasions has the applicant been absent from work due to illness over the past 2 years?			
	Number of occasions	Dates	
Within previous 12 months			
Previous 12-24 months			
5. During the past 2 years has there been any reason to counsel the applicant under your disciplinary or performance procedure? (If so, please give details and expand as necessary)			
6. If relevant, are you completely satisfied that the candidate is suitable to work with children? (If not please give details and expand as necessary)			

--

7. If relevant, would you re-employ? (please give reasons and expand as necessary)

--

8. Does the applicant have any cautions or convictions to your knowledge? (please give details and expand as necessary)

--

9. Please mark with an "X"	Poor	Satisfactory	Very good	Excellent
Communication skills				
Please give details				
Responsibility				
Please give details				
Punctuality				
Please give details				
Team work				
Please give details				
Reliability				
Please give details				
Attendance at work				
Please give details				
Overall job performance				
Please give details				

10. Please provide any additional information which you believe to be relevant to the applicant's suitability for this position (expand as necessary)

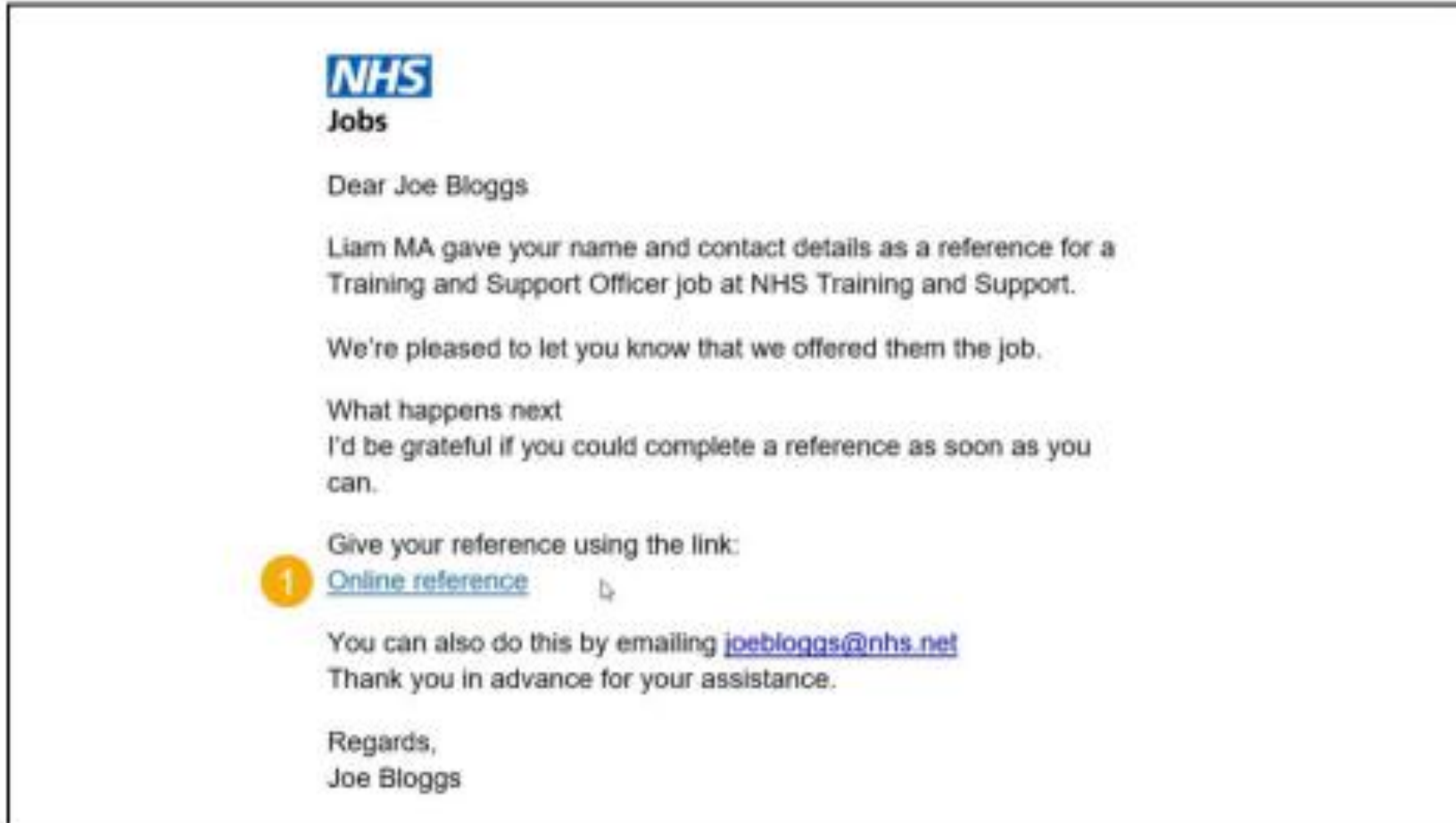
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Do you give your permission for the applicant to view the information in sections 6-10?	Yes/No
---	--------

E-Signature	
Date	

Appendix 2

NHS jobs request



Information a referee will be provide following a request via NHS jobs:

- Most recent job title
- Reason for leaving
- Date Started
- Date ended
- Days of absence
- Episodes of absence
- Details of any warnings
- Details of any investigations
- Details of any DBS checks required.

Appendix 3 - Verbal Reference Record

LIVEWELL SOUTHWEST	
VERBAL REFERENCE	
PLEASE ENSURE THIS IS FOLLOWED UP BY EMAIL/LETTER IN CONFIRMATION	
CANDIDATES NAME	
JOB TITLE	JOB REFERENCE NO.
ASK THE REFEREE TO CONFIRM THE FOLLOWING INFORMATION:	
REFEREE'S NAME:	
REFEREE'S JOB TITLE:	
REFEREE'S COMPANY /ORGANISATION	
REFEREE'S PHONE NUMBER	REFEREE'S EMAIL ADDRESS
DATE AND TIME OF REFERENCE CHECK	NAME OF PERSON TAKING THE VERBAL REFERENCE
OTHER	

Appendix 4 – Personal Statement

PERSONAL STATEMENT	
To be completed by the APPLICANT and used to clarify any gaps in employment or training history.	
Name	
Reference number	
Dates the statement refers to	From: To:
<p>Please briefly describe what were you doing during the time this statement refers to [for example, caring for a family member; travelling; unemployed; looking for work]. If unemployed were any benefits received.</p> <p>Please let us know if there are any other GAPS in employment not mentioned on this statement.</p>	
<p>I can confirm that the information given above is accurate and true.</p> <p>Applicant name [print]:</p> <p>Signature: _____ Date: _____</p> <p>Email address: _____ Telephone no: _____</p>	
<p>Data Protection</p> <p>This form contains personal data as defined by the Data Protection Act 2018 [underpinned by the General Data Protection Regulation 2018]. This data has been requested by the Human Resources/Workforce department exclusively for the purpose of recruitment. The Human Resources/Workforce Department must protect any information disclosed within this form and ensure that it is not passed to anyone who is not authorised to have this information.</p>	
<p>Please note that we may require you to provide additional documentary evidence such as a passport or other travel documents, proof of seeking benefits (if unemployed) to further validate the information you have provided within this form.</p>	

Appendix 5 – Character Reference Request Email

Dear

Re: Character Reference

We have recently interviewed for the post of for Livewell Southwest. The application for is being pursued and they have given your name as a referee.

Could you please write to confirm the suitability of ***** to undertake this role for Livewell Southwest?

Please see the attached for an outline of what is required for a character reference.

Please complete the attached character reference pro-forma and return to us via email to livewell.prechecks@nhs.net.

We would be grateful if you would also supply a contact telephone number, as we may need to make a brief call to verify the reference you have supplied.

By statutory requirement, the post applied for is exempt from the Rehabilitation of Offenders Act 1974 by its Exception Order of 1975 and 2013. You are, therefore, asked to disclose all cautions and convictions known to you which may be relevant to the applicant's suitability for employment and are appropriate to disclose given the Exception Order of 2013. Any information disclosed will be kept strictly confidential.

Thank you for your help in this matter and I look forward to hearing from you in due course.

N.B. Please note that if the applicant requests it, a copy of the responses given will be given to the applicant unless you indicate otherwise.

Appendix 6 Character Reference Template

Character Reference Pro Forma

Reference	
To be completed by the Referee and used to clarify any gaps in employment or training history.	
Name of Candidate:	
Referee Occupation:	
Dates the reference refers to	From: To:
<ol style="list-style-type: none"> 1) Please briefly describe how you know the applicant. 2) Your relationship with the applicant. 3) What skills/experience the individual has demonstrated that might be regarded as valuable attributes for the position they are applying for. 	
I can confirm that the information given above is accurate and true.	
Referee name (print):	
Signature:	Date:
Email address:	Landline Telephone no:
<p>Data Protection This form contains personal data as defined by the Data Protection Act 2018 (underpinned by the General Data Protection Regulation 2018). This data has been requested by the Human Resources/Workforce Department exclusively for the purpose of recruitment. The Human Resources/Workforce Department must protect any information disclosed within this form and ensure that it is not passed to anyone who is not authorised to have this information.</p>	

Appendix 7

List of occupations that can act as a referee for a CHARACTER reference

Character and personal references should be sought from personal acquaintances that are not related to the applicant, and who do not hold any financial arrangements with that individual.

They should be able to provide insight into their reliability, trust worthiness etc. They can also provide an independent perspective of a Candidate's skills/strengths and possibly their attitude.

They can give an insight into how they have approached situations and/or work in the past.

Example list

Accountant
Airline pilot
Articled clerk of a limited company
Assurance agent of a recognised company
Bank/building society official
Barrister
Chairman/director of limited company
Chiropodist
Commissioner of oaths
Councillor (local or county)
Civil servant (permanent) (excluding those who work for the HMPO)
Dentist

Director/manager/personnel officer of a VAT-registered company
Engineer (with professional qualifications)
Financial services intermediary (for example, a stockbroker or insurance broker)
Fire service official
Funeral director
Insurance agent (full time) of a recognised company
Journalist
Justice of the peace
Legal secretary (for example a fellow or associate member of the Institute of Legal Secretaries and Personal Assistants)
Licensee of a public house
Local government officer
Manager/personnel officer of a limited company
Member, associate or fellow of a professional body
Member of parliament
Merchant navy officer
Minister of a recognised religion, including Christian science
Nurse (RGN and RMN)
Officer of the armed services (active or retired)
Optician
Paralegal (certified paralegal, qualified paralegal or associate member of the Institute of Paralegals)
Person with honours (for example, OBE or MBE)
Pharmacist
Photographer (professional)
Police officer
Post Office official
President/secretary of a recognised organisation
Salvation Army officer
Social worker
Solicitor
Surveyor
Teacher/ lecturer
Trade union officer
Travel agent (qualified)
Valuer or auctioneer (fellows and associate members of the incorporated society)
Warrant officers and chief petty officers (excluding those who work for HMPO)

Appendix 8 – Proforma Current/Former Employee Reference
TO BE SENT VIA EMAIL WHERE POSSIBLE

Livewell Southwest,



Recruitment Team,
Admin Building
Mount Gould Hospital,
Plymouth, Devon,
PL4 7QD.

<DATE>

PRIVATE AND CONFIDENTIAL

<NAME>

<ADDRESS>

<ADDRESS>

<CITY>

<POSTCODE>

Dear <NAME of EMPLOYER>,

Following your recent reference request, I enclose a Livewell Southwest proforma reference with regard to <NAME of EMPLOYEE>, <ROLE TITLE>.

Our policy on providing references for present and previous employees is to use a proforma template of our own to ensure consistency of information.

I do hope the information provided is of use in your decision making process.

Should you have any queries please contact the HR People Team on Tel: 01752 435024 or Email: livewell.hr-livewell@nhs.net.

Yours sincerely

<NAME>

<ROLE TITLE>

Appendix 9

Reference for Current/Former Employee of Livewell Southwest				
Employee	Name:			
	Role:			
	Team:			
	Period of Employment:	Date From:	Date To:	
The skills used to perform this role were: (e.g. professional, technical, managerial)				
Reason given for leaving:				
Any Additional Relevant Information.				
Authorisation	<p><i>I declare that the information given in this reference is to the best of my knowledge complete and accurate.</i></p> <p><i>This reference is given in confidence, to the addressee only, and only for the purposes for which it was requested. The reference is given in good faith, based on the information available to the organisation at the date on which it is given.</i></p> <p><i>Neither the organisation, nor the author of the reference, accept any responsibility or liability for any loss or damage caused to the addressee or any other third party as a result of reliance being placed on it.</i></p>			
	Referee Signature:		Date:	
	Referee Name:		Organisation:	