

Human Resources

External Reference Requests Policy



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1. Background and Purpose

- 1.1 This policy is intended to ensure a consistent approach to reference requests across Chelmsford City Council (CCC) that are received from external companies or organisations.
- 1.2 This policy sets out who should respond to reference requests when they are received at CCC.

2. Employment Reference Requests

- 2.1 For current or former employees requests that are received should be responded to by either the Line Manager or via the HR team.
 - 2.1.1 As a Council we will only provide factual information regarding an employee's employment. All requests and responses will be stored on the employee's record.
 - 2.1.2 If the reference request asks for information relating to the behaviour, attitude or any other information that can be classed as the opinion of the person completing the reference then this can be completed by the Line Manager, however, this should be classed as a **personal reference** and should not be detailed on CCC headed paper.

A line manager may, if asked to present such information, pass the request to the HR team for a standard reference request response.
 - 2.1.3 Any reference request received in HR will be responded to via a standard reference response as per 2.1.1.
- 2.2 All requests should be submitted in writing; under **no circumstances should information be given via the telephone** other than to confirm that the individual worked for CCC. All requests should be directed to the Line manager or the HR team.
- 2.3 All staff giving written references have a duty of care to the employee and to the prospective employer to provide an honest and accurate reference.
- 2.2 The HR team will confirm factual references detailing:
 - Name
 - Dates of Employment
 - Job Title
 - Reason for Leaving
 - Level of Sickness in last 12 months of Employment (if requested)

The Council will not disclose any further information relating to disciplinary and grievance issues, although this can be disclosed if agreed with the former/current employee.

- 2.3 Any references completed by the HR team will be stored on the employees file.
- 2.4 In some exceptional circumstances there may be an existing separate agreement that has been made between the former employee and the Council on the reference that we provide.

3. Mortgage / Tenancy Requests

- 3.1 All reference requests relating to Mortgage or Tenancies should be directed to the HR team.
- 3.2 The employee will be asked to give their consent before any information is released.
- 3.3 Copies of all information provided will be stored on the employees file.

4. Other Requests

- 4.1 Any other requests will be dealt with by the HR team, unless it is confirmed with the HR Business Partner that it is more appropriate for a line manager to complete.
- 4.2 Requests received for Agency Staff should be completed by the Employing Recruitment Agency and not by CCC. Line managers may give a personal reference, but this should not be detailed on CCC headed paper and should clearly indicate that the worker was not an employee of CCC.

5. Help or Advice

- 5.1 If you require Help or Advice please contact the HR Business Partner for your service area.

Version Number	Creation Date	Changes Made	Changes Made By:	Authorised/Checked?	Date of Changes
1.3	July 2010	Replaced two ticks with disability confident	HR Team	Y	October 2016
1.2	July 2010	2.1/2.2 items	HR Team	Y	March 2016

		made bold			
I.I	July 2010	Rebranded to City	HR Team	Y	Sept 2012