

# External Requests for Employee Information



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## 1 Scope

- 1.1 This policy is intended to ensure that a consistent approach is applied across the Council to employment reference and mortgage/tenancy requests that are received from external companies or organisations.
- 1.2 This policy sets out who should respond to requests when they are received and how.
- 1.3 Chelmsford City Council (CCC) have a duty of care to the employee and to the reference recipient to provide an honest and accurate response to the request, in line with the guidance in the policy.
- 1.4 These principles of this policy will also be followed for requests relating to casual workers.

## 2 Employment Reference Requests

- 2.1 All requests for a current or former employee's employment details must be sent (or forwarded if received by line manager) to [HRSupport@chelmsford.gov.uk](mailto:HRSupport@chelmsford.gov.uk)
- 2.2 All requests must be submitted in writing via letter or email; under no circumstances should information be given via the telephone even if just to confirm that the individual worked (or not) for CCC.

2.3 HR will respond to requests with a standard response. Only factual information will be provided regarding an employee's employment (or dates for the period of assignments commenced if for a casual worker). This will include the following details for the individual:

- Name
- Most recent job title (or job titles if more than one)
- Dates of employment

If safeguarding related questions are asked a response to these will also be provided. This information will be obtained in discussion with the individual's line manager.

2.4 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.

2.5 The Council will only provide a standard reference by email or post. Every effort will be made to return the completed reference to the requesting organisation, However, if the requesting organisation does not provide a return address or an email address that accepts incoming emails, we will be unable to provide the completed reference.

2.6 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. Please see section 3 for guidance.

2.7 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, in which case this reference will be used in place of the standard response letter.

2.8 Requests will usually be responded to within 5 working days.

### 3 Personal Reference Requests

3.1 A line manager may complete a reference request for an employee if they wish to do so, however this must be provided as a personal reference.

- 3.2 A personal reference request must be sent to the line manager's personal email or a non CCC related postal address.
- 3.3 A response to a personal reference request must be sent from a personal email or a non CCC related postal address and must not be supplied on headed paper.
- 3.4 The wording in the reference must state the reference is being provided as a personal reference and reflects the opinion of the individual completing the form. The response must not include any reference to CCC such as work locations, job titles etc.

## 4 References for Agency Workers / Contractors

- 4.1 Any reference requests for agency workers, contractors, locums or any other persons not directly employed by the council, must be referred to the supplying company or agency.
- 4.2 Managers may complete a personal reference if they would like to do so as per the guidance in section 3 of this policy.

## 5 Mortgage / Tenancy Requests

- 5.1 All mortgage / tenancy requests must be sent (or forwarded if received by line manager) to [HRSupport@chelmsford.gov.uk](mailto:HRSupport@chelmsford.gov.uk).
- 5.2 The employee will be required to provide signed consent before any information is released.
- 5.3 The following employee information will be provided:
- Full name
  - Current address
  - Most recent job title (or job titles if more than one)
  - Annual salary
  - Employment basis (i.e permanent, fixed term contract)
  - Confirmation of probation status

## 6 Confirmation of Continuous Service Requests

- 6.1 Any request for confirmation of continuous service details must be sent (or forwarded if received by line manager) to [HRSupport@chelmsford.gov.uk](mailto:HRSupport@chelmsford.gov.uk) or to the Civic Centre marked FAO HR Support, for a response.
- 6.2 The following information will be provided

- Name of employee
- Most recent job title
- Continuous service start date (this may be the same as the CCC start date if no previous continuous service)
- Last date of employment (if a resignation has been confirmed at time of request)

## 7 Other Requests

7.1 Any other requests will be dealt with by the HR team.

| Version Number | Creation Date | Changes Made                                 | Changes Made By: | Authorised/Checked? | Date of Changes |
|----------------|---------------|--|------------------|---------------------|-----------------|
| 1.4            | July 2010     | Policy re-written                            | HR Team          | Y                   | January 2023    |
| 1.3            | July 2010     | Replaced two ticks with disability confident | HR Team          | Y                   | October 2016    |
| 1.2            | July 2010     | 2.1/2.2 items made bold                      | HR Team          | Y                   | March 2016      |
| 1.1            | July 2010     | Rebranded to City                            | HR Team          | Y                   | Sept 2012       |

