

1. Which department/person(s) deals with Employment References at your organisation and what is the name of the Head of Department?

Recruitment and On-boarding Team, Shared Services. Emma Hession is the head of this team.

2. What is the average hourly rate of the person(s) dealing with Job References? (If outsourced, how much do you pay annually for this service?)

This varies dependent on who deals with the reference. Freedom of Information applies to recorded information held. There is no recorded information held that relates to the average hourly rate

3. How are Employment References requested for new starters? How are they chased up? (email/telephone/postal service/fax)

We send reference requests via email and via post. It all depends on what information is given to us by the candidate. If a telephone number is provided, we will chase any references that has not been received after 1 week of sending out the initial request.

4. How are Employment References completed for ex-employees (email/telephone/postal service/fax)?

We receive requests via email or letter. References are provided as a signed letter, PDF form via email or by postal mail if requested.

5. How many hours (on average) does your company (or the outsourced company) spend, each month, requesting employment references for new candidates?

There is no recorded information held

6. How many hours (on average) does your company (or the outsourced company) spend, each month, chasing up employment references for new candidates?

There is no recorded information held

7. How many hours (on average) does your company spend (or the outsourced company), each month, completing employment references for former employees?

There is no recorded information held

8. How many leavers (on average) does your company have per month?

The average over the past 2 months = 65

9. How many new starters (on average) does your company have per month?

There is no recorded information held

10. How many staff does your organisation employ at the moment?

This information is available on the following website

<https://www.west-midlands.police.uk/keeping-you-safe/about-us/our-structure/index.aspx>