

GREATER LONDON AUTHORITY

By email

Our Ref: **MGLA160317-5906**

10 April 2017

Dear [REDACTED]

Thank you for your request for information which the GLA received on 16 March 2017. Your request has been dealt with under the Freedom of Information Act 2000.

Our response to your request is as follows:

1) Do you request references for all of your new applicants or just for certain posts? If only certain posts, please can you confirm the job roles in which you do not need references for?

The GLA requests references for all new starters appointed into GLA staff vacancies.

2) If you need references for a new applicant, how many do you require, or how far back (in years) do you seek references for?

We ask applicants to provide the names of two people who can act as referees; one of these must be their present or most recent employer. Final acceptance depends on these reference checks being satisfactory to the GLA.

3) When a reference is received, do you verify its origin to ensure that it is real?

References are requested and returned via the GLA's online recruitment system and sent to work email addresses. The GLA only accepts reference from work email addresses of line managers and/or Human Resources departments. References which are completed and submitted outside of the GLA's online recruitment system are only acceptable if they are on headed paper. If necessary, follow ups are conducted via the online system or via telephone.

4) If yes to the above, how is verification undertaken?

See above

5) Where verification is carried out, how long can this take? (an average per reference is sufficient. A min – max time is also sufficient)

We do not record this information.

6) If a fake reference is discovered prior to the applicant beginning a role, would the application be terminated?

The offer remains conditional until reference checks are confirmed as satisfactory. An applicant cannot start employment with the GLA until all pre-employment checks are completed.

7) What would happen if a reference was discovered to be fake after the person had started their job? Would this be a legal issue, or dealt with via your in-house procedures?

If the GLA discovered a non-genuine reference after the applicant started in their role, this would be dealt with via our in house procedures.

8) Have you received a fake reference in the last 2 years?

No

9) What is the name and email address of your Head/Director of Human Resources? (or equivalent Head of the department that deals with Workforce, Recruitment or People Services)

Juliette Carter – Assistant Director, Human Resources and Organisational Development. Emails can be sent to mayor@london.gov.uk

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely

Andrew Baxter
Resourcing Manager

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:
<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>