

## North West Streamlining Success Stories

- **Workstream:** Core: Recruitment
- **Sub Region:** Cheshire & Merseyside

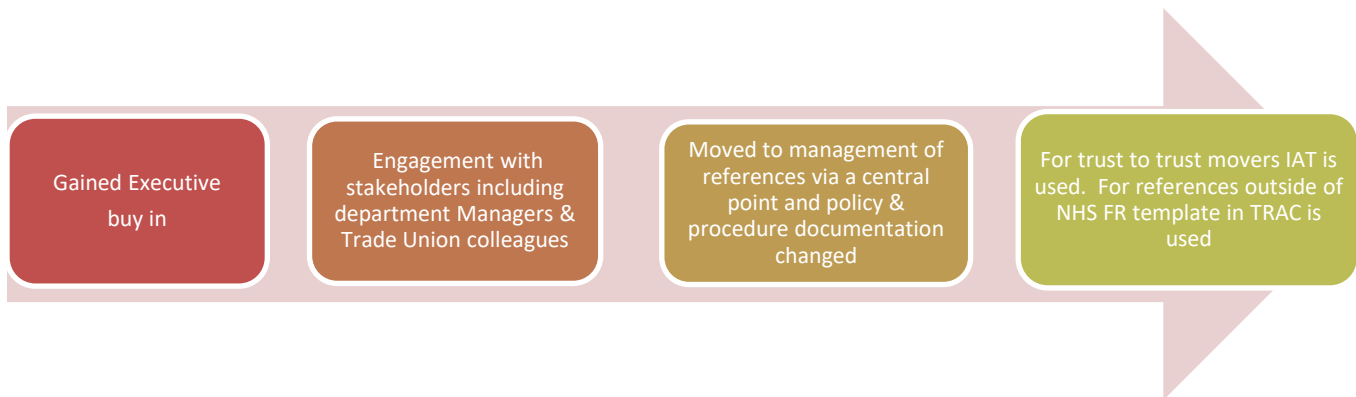


## North West Boroughs Healthcare – Factual References

### What was the challenge?

A core deliverable of the North West Streamlining programme is to introduce Factual References as part of the Recruitment process and we needed to make changes to achieve this.

### What did we do?



### What are the benefits?

- **Focus on Values Based Recruitment, backed up with factual information – not relying on the views of someone else!** - The introduction of Factual References has reinforced the benefit of a robust Values Based Recruitment process as the recruiting manager's get as much information out of the interview process, from their own judgement of the prospective employee, rather than relying on the subjective information given by a previous employer. By having this reliance on the recruitment process, it ensures that the organisation employs people who seem to be a good fit for their own organisation.
- **Simplified process and format saves time both completing and reviewing** - The move for references to a central point gives clinicians/department leaders time back to either spend with patients or ensuring their department is being well led. Both clinicians and department leads have welcomed this move due to the benefits it brings for them.
- **Help new starters into their new roles quicker** - When clinicians had the responsibility of completing references, pressures on time and reduced access to systems to complete the process, meant that the ability to complete references was compromised which led to delays. The time to hire has reduced with the introduction of FR as the references are now approved centrally and closely monitored. We have reduced the time to obtain references on average by 4 days.
- **Objective approach will reduce disputes, grievances and proceedings** - The risk has been minimised as the trust is now ensuring that only factual information is being given to a member of staff's potential future employer. There is now a consistent approach and information provided.

#### Other benefits include:

- Improved wellbeing of staff left to cover vacancies for a shorter time
- Reduced spend on Bank and Agency Staff

### Want to find out more?

Jenny Richards, Resourcing Manager, North West Boroughs Healthcare NHS Foundation Trust  
T: 01925 664 441 E: jenny.richards@nwbh.nhs.uk

