Dear ████████ ,

Thank you for your information request of 10 March 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

1. Which department/person(s) deals with Employment References at your organisation and what is the name of the Head of Department?
HR & Customer Services – HR Service Centre would mainly undertake this task. However the Recruiting Manager has the option to take up references directly.

Ewan Sutherland, Head of HR & Customer Services

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?)
In the HR Service Centre this is a Support Assistant role (Grade 7) with an average hourly rate of £8.83.

Unable to provide an average hourly rate for a Recruiting Manager as this would vary across the Council.

3. How are Employment References requested for new starters? How are they chased up? (email/telephone/postal service/fax)
References are requested for preferred candidates prior to commencing. These can be requested by e-mail, telephone or post. They would be chased up (if required) by the same methods.

4. How are Employment References completed for ex-employees (email/telephone/postal service/fax)?
References for former employees would be passed to their line manager for completion. This is not normally undertaken within the HR service Centre, though we may confirm dates of employment for the HR system if requested (to the line manager).

5. How many hours (on average) does your company (or the outsourced company) spend, each month, requesting employment references for new candidates?
This information is not recorded. However, on average a reference request would take between 5 and 10 minutes to request, depending on the method of request e.g. e-mail, telephone or post.

In addition, some of our vacancies will require more than 1 reference per preferred candidate due to the nature of the role (Safer Recruitment). The number and types of these vacancies and therefore preferred candidates will vary on a month to month basis.

ACC is unable to provide you with information on **How many hours (on average) does your**

company (or the outsourced company) spend, each month, requesting employment references for new candidates as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

6. How many hours (on average) does your company (or the outsourced company) spend, each month, chasing up employment references for new candidates?
This information is not recorded. However, on average a reference request would take between 5 and 10 minutes to chase up depending on the method of request being chased up e.g. e-mail, telephone or post.

As above, the number of references requested, returned or requiring chase ups would vary from month to month.

ACC is unable to provide you with information on **How many hours (on average) does your company (or the outsourced company) spend, each month, chasing up employment references for new candidates** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

7. How many hours (on average) does your company spend (or the outsourced company), each month, completing employment references for former employees?
This information is not recorded. If we receive any reference requests for former employees, we check the system to see who their line manager was and forward the requests to them to respond. This would take a matter of minutes. We do not receive many requests like this as the majority are probably sent directly to the former line manager for completion.

ACC is unable to provide you with information on **How many hours (on average) does your company spend (or the outsourced company), each month, completing employment references for former employees** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

8. How many leavers (on average) does your company have per month?
There were 976 leavers in the 12 month period 01/03/16 – 28/02/17 giving an average of 81 leavers per month.

However this may vary year on year.

9. How many new starters (on average) does your company have per month?
There were 1325 new starters in the 12 month period 01/03/16 – 28/02/17 giving an average of 110 new starters per month.

However this may vary year on year.

10. How many staff does your organisation employ at the moment?
8678 head count (7089.5 fte)

We hope this helps with your request.

Yours sincerely,

Grant Webster
Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

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*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.
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