


Unable To Obtain References

September 2025



Unable to get references – Reg32(7) appendix

- 32 (7) The registered person may permit an individual to start work at the home despite the fact that the requirement in paragraph (3)(d) has not been met if-
- (a) the registered person has taken all reasonable steps to obtain full information about each of the matters in Schedule 2 in respect of the individual, but the enquiries in relation to any of the matters in paragraphs 3 to 6 of Schedule 2 are incomplete;

- Set out how you've "taken all reasonable steps":
 - Information in their application forms
 - Information from more recent employers about their checks
 - Additional character references
 - Confirmation of dates from payslips or bank statements
 - Contact with the LADO from the area(s) where they worked explaining you've been unable to get a reference and whether they have any information from a safeguarding point of view you should be aware of
 - What else can you do?
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(b) full and satisfactory information in respect of the individual has been obtained in relation to the matters in paragraphs 1 and 2 of Schedule 2;

- Confirm that you have a suitable photo and DBS check



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(c) the registered person considers that the circumstances are exceptional; and

Set out why this is exceptional;



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(d) the registered person ensures that the individual is appropriately supervised while carrying out the individual's duties, pending receipt of any outstanding information on the matters in paragraphs 3 to 6 of Schedule 2, which is then considered satisfactory by the registered person.

You'll need to set out the rationale for going no further
Sign off Schedule 2 checks at RI level as an exception.

