

From: [Keeler Steve \(Mr SJ\)](#)
To: ["anactor@beeb.net";](mailto:anactor@beeb.net)
CC: [Neil Pat \(Miss PM\); Vas Norah \(Miss N\); Thorpe John \(Mr JA\);](#)
Subject: Hidden Faces/West1 Casting
Date: Monday, February 13, 2006 10:52:47 AM
Attachments:

Dear Mr Hurst

I am writing to inform you that we have carried out our inspection at West 1 Promotions and Hidden Faces, regarding your complaints.

When we visited the premises we met with Erik Chandler, who acts as Manager for both Hidden Faces and West 1 Promotions. Seth McDonald is no longer associated with either West 1 Promotions or Hidden Faces. I understand he has resigned as a director of West 1 Casting Limited. Whether or not this has yet been actioned by Companies House is not a matter for the Employment Agency Standards (EAS) Inspectorate.

West 1 Casting Limited is a completely separate limited company from Hidden Faces Limited with separate directors responsible for the running of either company. They do share premises but have separate sections within the premises to run their businesses.

Mr Chandler is 'associated' with both companies in so far he acts as Manager for both companies. Although regulation 2 of the Conduct Regulations, defines the meaning of 'connected' within the provisions of the Conduct Regulations, I do not believe Mr Chandler's association with both limited companies means that the two companies are connected within the meaning of the Conduct Regulations. I will verify this with our solicitors in due course.

Although the limited company for West 1 Promotions was only set up recently, I understand that the one remaining director (Rebecca Moore) has been involved in management companies for models for over 10 years. I understand complainants have informed you that they have been advised by West 1 Promotions that the company has been in business for a decade and that you

have also complained to the ASA about this statement, which appears in their literature. Although this is an issue, which is not specifically covered by the Employment Agencies Act 1973, I have asked Ms Moore to consider amending their literature accordingly to ensure that work-seekers using the services provided by West 1 Promotions are not misled.

As you know, from information that has already been provided to you from other sources, West 1 Promotions hold open days in hotels around the country. I understand that persons registering with West 1 Promotions are charged a fee of £179.00 to have their photographs taken, from which they select 6 photographs of their choice, and the selected photographs are sent by CD to another employment agency. The agency is selected by West 1 Promotions as being the most suitable for that person (in the opinion of West 1 Promotions). There is no evidence that West 1 Promotions either send details of workers photographs to Hidden Faces or that they only send the photographs to just Regardez Model Agency.

The person registering with West 1 Promotions also receives a copy of the CD containing their pictures. We cannot comment on the quality of any photographs as this is issue that is not covered by the employment agency legislation. In any event any decision on the standard or quality of a photograph is very subjective and is a personal opinion, which can vary from one person to another.

There is no evidence of any other fee being charged to workers by West 1 Promotions. Moreover, there is no evidence to suggest that West 1 Promotions and Regardez are connected. They are two separate limited companies and controlled by different personnel. The appearance of a business agreement between the two parties does not make them connected.

We have emailed the 'complainants' that wrote to you but very few of them have contacted EAS, with any complaint. None of the complainants who attended the Norwich casting and who emailed you have responded to us. Having read the contents of their emails to you they do not appear to have any specific complaint about the services they received from West 1 Promotions that relate to any breach of the employment agency legislation.

Where necessary, we have dealt with other issues that had been raised by other people and we have written to those people directly.

We also discussed the operation of Hidden Faces with Mr Chandler. You pointed out that the Hidden Faces website still states that they find work for workers on EastEnders. I have not as yet seen this but have asked Mr Chandler to remove it if it exists.

There are no further outstanding issues as far the employment agency standards legislation is concerned in relation to your dissatisfaction about the way in which West 1 Promotions or Hidden Faces operates. We have no powers to recover money that people have paid to either West 1 Promotions or Hidden Faces for services that they have supplied. If complainants are coming to you seeking a refund you can of course forward them to EAS. I should explain however, that if they do seek a refund they would have to seek their own legal advice.

Steve Keeler
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www.dti.gov.uk/er/agency.htm

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