

Skills for Care

Valuing staff NCA 2017





About us

- We help create a well-led, skilled and valued adult social care workforce.
 - We support employers to deliver what the people they support need and what commissioners and regulators expect.
 - We're a trusted independent charity with over 18 years' experience in workforce development.
 - We work with related services such as health and housing.
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Our offer

- Our practical support helps leaders and managers **retain and recruit, develop and lead** their staff.
 - Our local area teams provide information on our tools, offer tailored support and can put you in touch with local networks, initiatives, and opportunities.
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The state of the adult social care sector and workforce in England, 2017

- 1.58 million jobs
- Turnover rate 27.8%
- Vacancy rate 6.6%
- 83% British with 95,000 staff EU and 127,000 non-EU
- Anticipated demand to 2030 – Between 350,000 and 700,000 new jobs

There are approximately 90,000 vacancies at any given time.



People that leave the sector

32.6% Leave their post within the first twelve months

- We know that around two thirds of these leavers **remain in the sector**
- Leavers tend to leave **employers** not job roles
- Experience is retained within the sector

Why is this and what needs to be done?



Varying practices across the sector...

- Inappropriate people can be recruited from the start
 - Quality of workforce planning
 - Immediate pressure to fill vacancies – Constant cycle
 - Expectations of the job role do not match perceptions of new entrants
 - Quality of induction/ support in the first few weeks
 - Pay/ incentive differentiations
 - Organisational cultures
 - Quality of leaders and managers
 - Opportunities for learning and development
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Support from Skills for Care

- Supporting employers at different levels to consider and adopt a values-based approach to recruitment and retention
- *I Care... Ambassadors* to help raise the understanding of the sector, its job roles and opportunities
- Work to recruit underrepresented people
- A partner to the (Brexit) Cavendish coalition – focus on recruiting domestic supplies
- Research and intelligence, for example, “Secrets of Success”
- Registered Managers network of support
- Partnership working with DWP/JCP to upskill advisors and support joint working initiatives (national, area, local)



What works well?

26% of employers have a turnover rate of less than 10%

Whilst not making light on the enduring pressures to recruit and retain good people, we know that some employers report very low turnover and vacancy rates.

Our focus is to understand more about why this is, to share good practice, develop resources based on evidence and to work with other employers that want support to implement change

“Secrets of Success”

<http://www.skillsforcare.org.uk/Documents/Recruitment-and-retention/Secrets-of-success/Recruitment-and-retention-secrets-of-success-report.pdf>



Finding and keeping workers

Download practical resources to support your recruitment and retention at:

www.skillsforcare.org.uk/finderkeepers

Finding and keeping workers

Helping you to recruit and retain the right people

Finding and keeping workers supports health and social care providers of all sizes with their recruitment and retention challenges.

It aims to be the first place you visit for recruitment and retention information and includes a range of useful videos, case studies and websites.

Click the titles below to get started

Watch this short video to find out how finding and keeping workers can help you.

Click on 'Choose captions (CC)' icon in the bottom right corner to turn on subtitles

<h3>Attract more people</h3> <p>Find out how you can attract people of all ages and backgrounds</p> <p>Find resources to help</p>	<h3>Take on the right people</h3> <p>Find people with the right values and behaviours to work in social care</p> <p>Find resources to help</p>	<h3>Develop talent and skills</h3> <p>Provide effective induction, training and career progression for your people</p> <p>Find resources to help</p>	<h3>Keep your people</h3> <p>Keep the best people by offering fair terms and conditions</p> <p>Find resources to help</p>
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New resources and updates [Our resource library](#)



Develop

Those working in adult social care need the right skills and knowledge to provide high quality care

- **Care Certificate** - resources you can use to shape the induction of new care workers
 - **Qualifications and apprenticeships** – developed to reflect what workers should 'know' and 'do'
 - **Funding for training** to develop staff beyond induction
 - **Resources on a range of specific topics** - safeguarding, the Mental Capacity Act, dignity, dementia and social work.
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Develop

- **Endorse learning providers** – and online directory of providers and courses that we see as the best
 - **Tailored support** – available to help you identify workforce development needs
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Lead

High quality care and skilled, confident leaders and managers go hand in hand.

- **Manager Induction Standards** – what new and aspiring managers need to know and understand
 - **Leadership development programmes** to support you with improving skills and meeting others
 - **‘People performance management toolkit’** and **‘Effective supervision’** – guides to help you get the best out of your staff
 - **Care Quality Commission (CQC) regulated services** – practical tools, resources and guidance to support you
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Lead

- **Membership for registered managers**, - gives you access to exclusive resources, support and discounts
 - **Registered manager networks** – led by registered managers, so the topics discussed are always relevant.
 - **Commissioners of care and support services** - practical resources and information
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Social care insight

- We provide robust data, intelligence and insight to help people make plans based on hard facts
 - Our National Minimum Data Set for Social Care (NMDS-SC) is the leading source of workforce intelligence for the adult social care sector in England
 - NMDS-SC account - record information about your workers, track training records, plan how many workers you need and use it to compare
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How Skills for Care can help you

Take a look at our website where you'll find information on everything that can support the development of your workforce:

www.skillsforcare.org.uk

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