COMMISSIONING A WORKFORCE FOR HIGH QUALITY SOCIAL CARE

Association of
Directors of Adult
Social Services

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L.B. Greenwich Council
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Greenwich Council

CONTEXT

- Largest Sector Workforce – 1.5m employees
- 24,000 employers + personal assistants
- 60,000 Direct Payments
- Public image and perception
- Remuneration and Expectations
- Over two-thirds in the independent sector

LONDON CONTEXT

- Approx. 200,000 employees/3,000 employees
- Turnover rate for all roles – 12.7%
  - 8.7% Managers/Supervisors
  - 14.5% Direct Care Workers
- Average Annual Salary for Managers £31k
- Average London Rate for Care Workers £6.45p per hour
- Cost of Living/Mobility/Migration

Policy Drivers for Commissioning

- Outcome –driven/person - centred services
- Promote choice and control
- Social models to achieve aspirations
- Personalised approaches, not just stock services
- From provision into the mainstream
- Power – sharing but clear accountability

COMMISSIONING LEVELS

- Individual – diversification, advocacy, brokerage,
  – individual budgets, self – directed support
  – co-production, user – led organisations
- Locality/Community of Interest – Gap analysis, local
  - development, joint
  - commissioning
- Strategic – JSNA, capacity building, NMDS, market
  - development, partnerships InLAWS

COMMISSIONING INFLUENCES

- Individual – quality, skills & outcome – based contracts
  - flexible/person to person, delegated budgets
  - self – funders
- Locality - user input, feedback on quality, community
  - engagement, qualification & training
  - requirements
- Strategic - forecasting demands & expectations,

STRENGTHENING COMMISSIONING

- Skills, knowledge & capacity building
- Better engagement with providers
- More responsive knowledge management
- Linked approaches – dignity in care, safeguarding, mental
  - capacity, dementia care &
  - personalisation
- Service user engagement & co-production
- Sector skills councils/common core principles

CAPACITY BUILDING

- Apprenticeships ‘New opportunities = fair changes for the future’
- Carefirst – DH initiative
- Pre-employment training (PET) Jobcentre Plus
- Care ambassadors – Skills for Care
- Society, Health & Development Diploma (14-19)
- Qualifications & credits framework

RETENTION & QUALITY

- Reward and recognition
- Continuous professional development
- GSCC registration
- Career structures & pathways
- Independent safeguarding authority
- Regulation & CQC
- National Skills Academy for Social Care