

Cabinet Member with Responsibility (CMR)

Response to a Scrutiny Report

Summary of Report details:

Title of Scrutiny Report: Care work as a Career

Lead Member of the Task Group: Councillor Liz Tucker

Relevant CMR: Councillor Adrian Hardman, CMR for Adult Social Care

Date of Overview and Scrutiny Performance Board approval: 22 June 2020

Date of Cabinet: 25 June 2020

Purpose of the Scrutiny Task Group - led by Councillor Liz Tucker

To investigate:

- How the Council can promote and develop care work as a career
- How the existing care workforce can be better supported and celebrated

General comments from the CMR on the Report:

I wish to thank the Task Group led by Cllr Tucker for their comprehensive work on this very important matter. As you know it is Carers Week this week (8th June) and COVID19 has highlighted the immensely valuable work that our carers do; both those who have caring as a career and those who are unpaid carers for their family and friends.

Recommendations to Cabinet

Promotion of the Care Worker role

Recommendation 1: The Task Group recommends that resources be identified to prioritise a publicity campaign aimed at promoting the work of Care Workers and increasing public understanding of the crucial role they carry out.

CMR Response to recommendation: *Please tick ✓ as appropriate*

- | | | |
|----|----------------------------------------|--------------------------|
| 1. | Accept recommendation in full | <input type="checkbox"/> |
| 2. | Accept recommendation <u>in part</u> * | <input type="checkbox"/> |
| 3. | Decline recommendation* | <input type="checkbox"/> |

**Where the recommendation has been accepted in part (number 2 above) or declined (number 3 above) an explanation of the reasons why and alternative wording should be provided below:*

Recommendation 2: The Task Group recommends that the Council should sign up to the 'I Care Ambassador' Scheme as an employer. The Council should then encourage and enable a minimum of six Council employees (one from each of the six district areas) to be supported to carry out the 'I Care Ambassador' role.

CMR Response to recommendation: Please tick ✓ as appropriate

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|----|----------------------------------------|-----------------------------------------------|---|
| 1. | Accept recommendation in full | <table border="1"><tr><td>Y</td></tr></table> | Y |
| Y | | | |
| 2. | Accept recommendation <u>in part</u> * | <table border="1"><tr><td> </td></tr></table> | |
| | | | |
| 3. | Decline recommendation* | <table border="1"><tr><td> </td></tr></table> | |
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Ambitions for the future which should be revisited once we have implemented our Recovery/Restoration plans

Recommendation 3: The Task Group recommends that the Council should seek to build a closer working relationship with Skills for Care and develop networking opportunities for the mutual benefit of both organisations.

CMR Response to recommendation: Please tick ✓ as appropriate

- | | | | |
|----|----------------------------------------|-----------------------------------------------|---|
| 1. | Accept recommendation in full | <table border="1"><tr><td>Y</td></tr></table> | Y |
| Y | | | |
| 2. | Accept recommendation <u>in part</u> * | <table border="1"><tr><td> </td></tr></table> | |
| | | | |
| 3. | Decline recommendation* | <table border="1"><tr><td> </td></tr></table> | |
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**Where the recommendation has been accepted in part (number 2 above) or declined (number 3 above) an explanation of the reasons why and alternative wording should be provided below:*

Recruitment and Retention of Care Work Staff

Recommendation 4: Whilst understanding the budgetary conditions faced by the Council, the Task Group recommends that the Cabinet Member with responsibility for Adult Social Care explores what influence the Council is able to have to enhance the terms and conditions of Care Workers through its commissioning process.

CMR Response to recommendation: Please tick ✓ as appropriate

- | | | | |
|----|----------------------------------------|-----------------------------------------------|---|
| 1. | Accept recommendation in full | <table border="1"><tr><td>Y</td></tr></table> | Y |
| Y | | | |
| 2. | Accept recommendation <u>in part</u> * | <table border="1"><tr><td> </td></tr></table> | |
| | | | |
| 3. | Decline recommendation* | <table border="1"><tr><td> </td></tr></table> | |
| | | | |

**Where the recommendation has been accepted in part (number 2 above) or declined (number 3 above) an explanation of the reasons why and alternative wording should be provided below:*

Recommendation 5: The Task Group recommends that the Council considers introducing an employee referral scheme to incentivise staff to recommend friends or family for roles in social care.

CMR Response to recommendation: Please tick ✓ as appropriate

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|----|----------------------------------------|--------------------------|
| 1. | Accept recommendation in full | <input type="checkbox"/> |
| 2. | Accept recommendation <u>in part</u> * | <input type="checkbox"/> |
| 3. | Decline recommendation* | <input type="checkbox"/> |

**Where the recommendation has been accepted in part (number 2 above) or declined (number 3 above) an explanation of the reasons why and alternative wording should be provided below:*

Development of the Care Worker role

Recommendation 6: The Task Group urges the Cabinet Members with Responsibility for Transformation and Commissioning and Adult Social Care to consider scaling up the provision of care worker apprentices to flow into adult social care. This could be achieved with the development of a structured rolling programme of apprenticeships of 18 month's duration commencing every 6 months, centrally managed and coordinated. Care Worker apprentices would be of considerable benefit to social care teams by providing a regular source of newly qualified apprentices and would also help to make effective use of the Apprenticeship Levy.

CMR Response to recommendation: Please tick ✓ as appropriate

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|----|----------------------------------------|--------------------------|
| 1. | Accept recommendation in full | <input type="checkbox"/> |
| 2. | Accept recommendation <u>in part</u> * | <input type="checkbox"/> |
| 3. | Decline recommendation* | <input type="checkbox"/> |

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Recommendation 7: The Task Group recommends that in developing its best practice and aiming to be an exemplar of a care work employer, the Council should consider whether there would be economies of scale, by extending its existing training offer to preferred providers, to ensure standards and consistency.

CMR Response to recommendation: Please tick ✓ as appropriate

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|----|----------------------------------------|--------------------------|
| 1. | Accept recommendation in full | <input type="checkbox"/> |
| 2. | Accept recommendation <u>in part</u> * | <input type="checkbox"/> |
| 3. | Decline recommendation* | <input type="checkbox"/> |

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Supporting and Celebrating the Existing Workforce

Recommendation 8: The Task Group recommends that the Council considers developing a package of measures to recognise, reward and celebrate the work of Care Workers, under the strap line of 'Worcestershire Cares'.

CMR Response to recommendation: *Please tick ✓ as appropriate*

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|----|----------------------------------------|------------------------------------|
| 1. | Accept recommendation in full | <input type="checkbox"/> |
| 2. | Accept recommendation <u>in part</u> * | <input type="checkbox" value="Y"/> |
| 3. | Decline recommendation* | <input type="checkbox"/> |

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We will explore this but seek to work in unison and complement what already exists. Any scheme would need to be considered in light of the Council's requirement for equal pay for all its workforce and as such reward incentives may not be by means of additional financial recompense.

Liaison with education and training providers

Recommendation 9: The Task Group recommends that the Council should develop a plan to co-ordinate and strengthen its relationships with education and training providers in the County.

CMR Response to recommendation: *Please tick ✓ as appropriate*

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|----|----------------------------------------|------------------------------------|
| 1. | Accept recommendation in full | <input type="checkbox" value="Y"/> |
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| 3. | Decline recommendation* | <input type="checkbox"/> |

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Evidence of what works well elsewhere

Recommendation 10: The Task Group urges the Council representatives to keep abreast of the Bridge Project at Shropshire Council. This Project uses sophisticated primary data from local sources to predict future service need aiding early intervention alongside more clearly defining the commissioning need. The Task Group feel that there are opportunities for collaborative working and for savings to be made to help Worcestershire's care sector.

CMR Response to recommendation: Please tick ✓ as appropriate

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|----|----------------------------------------|--------------------------|
| 1. | Accept recommendation in full | <input type="checkbox"/> |
| 2. | Accept recommendation <u>in part</u> * | <input type="checkbox"/> |
| 3. | Decline recommendation* | <input type="checkbox"/> |

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Recommendation 11: The Task Group recommends that the Cabinet Member with Responsibility for Adult Social Care considers facilitating a County-wide body to represent care providers across the social care sector.

CMR Response to recommendation: Please tick ✓ as appropriate

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|----|----------------------------------------|--------------------------|
| 1. | Accept recommendation in full | <input type="checkbox"/> |
| 2. | Accept recommendation <u>in part</u> * | <input type="checkbox"/> |
| 3. | Decline recommendation* | <input type="checkbox"/> |

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Care providers have multiple trade associations and bodies which already represent them

Recommendation 12: The Task Group requests that the Cabinet Members with responsibility for Transformation and Commissioning and Adult Social Care report back to the OSPB in January/February 2021 to provide details of progress made on this Report's recommendations.

CMR Response to recommendation: Please tick ✓ as appropriate

- | | | |
|----|----------------------------------------|--------------------------|
| 1. | Accept recommendation in full | <input type="checkbox"/> |
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