

Business plan 2019-20

Get, keep and develop a quality workforce



Introduction

This summary of our business plan sets out the activity Skills for Care will undertake in 2019-20.

Skills for Care's strategic aims are to:

- support social care employers to recruit and retain sufficiency of a caring, skilled, competent and values led workforce
- use data, workforce intelligence and our unique employer engagement to support development of a workforce that is effective in meeting citizens' needs
- model being a learning organisation and actively promote learning and development, including achievement of qualifications, to enhance provision responding to citizens' needs
- promote practice through all of our resources and activity that keeps people safe and that innovates to support new ways of working
- develop compassionate leaders at every level to ensure citizen focused services are well-led
- maximise investment into leadership and workforce development through our social enterprise.



We ensure each part of our business plan supports these aims.

All our activity supports our purpose of social care supporting people to lead the lives they want to and we achieve this by employing talented people to work in partnership with employers and other organisations.

We value very highly our role as the delivery partner for the Department of Health and Social Care (DHSC) on leadership and workforce in social care. Throughout 2019-20 we will continue to work collaboratively with other key national organisations, employers of all shapes and sizes, registered managers and people who use care and support, their families and carers.

A handwritten signature in black ink, which appears to read 'Sharon Allen'. The signature is fluid and cursive.

Sharon Allen OBE

1. Recruitment and retention



1.1 Improve recruitment practices and retention of a quality workforce including regulated professionals

Key areas of activity:

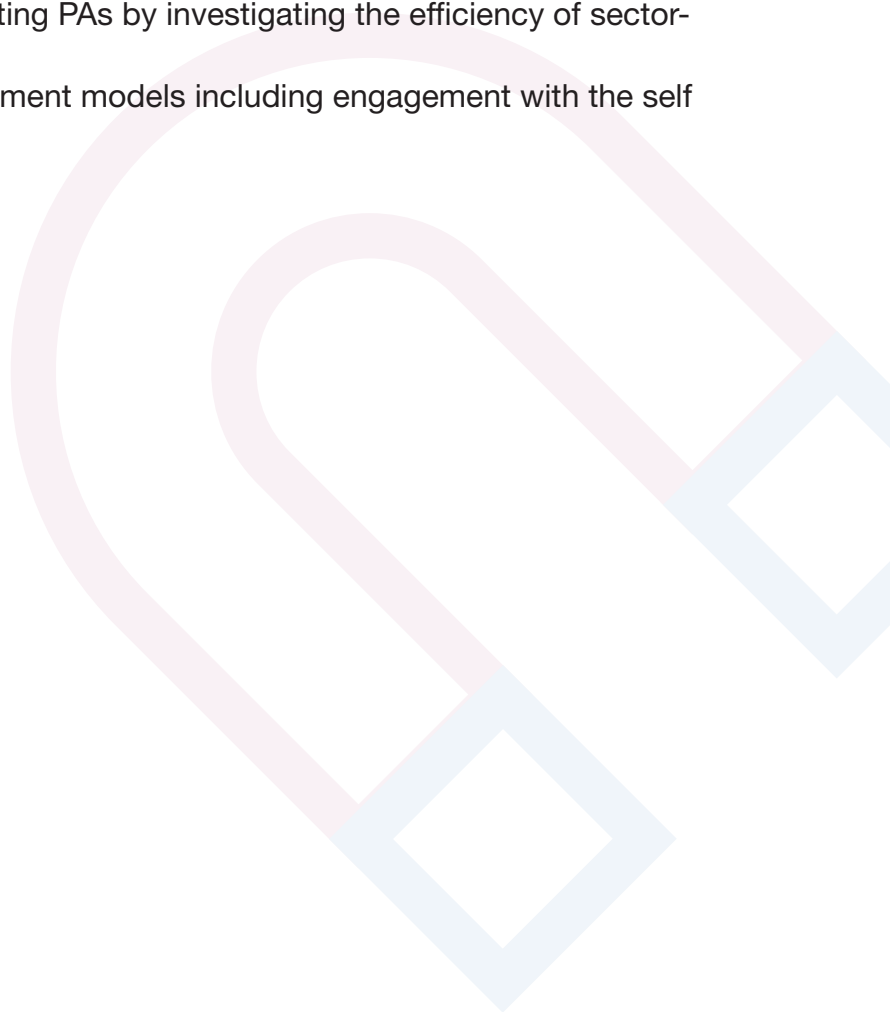
- integrated *I Care...Ambassador* initiative and careers
- focus on the potential of people from under-represented groups
- recruiting for values and behaviours
- supporting the DHSC national recruitment campaign.

1.2 Regulated professional workforce

Build on strategic relationships to continue to influence regulated and integrated workforce needs including social workers, nurses and occupational therapists.

1.3 Support individual employers and develop the personal assistant (PA) workforce by implementing the PA Framework

- Focus on attracting and recruiting PAs by investigating the efficiency of sector-based work academies.
- Broaden support to all employment models including engagement with the self employed PA workforce.



2. Prevention and well-being



2.1 Equip employers with practical, up-to-date support and guidance to help them make sound workforce development decisions

Key areas of activity:

- supporting employer quality and safety
- people, places and partnership support, for improved care and support outcomes in localities
- improving workforce commissioning
- developing the learning disability and autism competence and capability frameworks for employers.

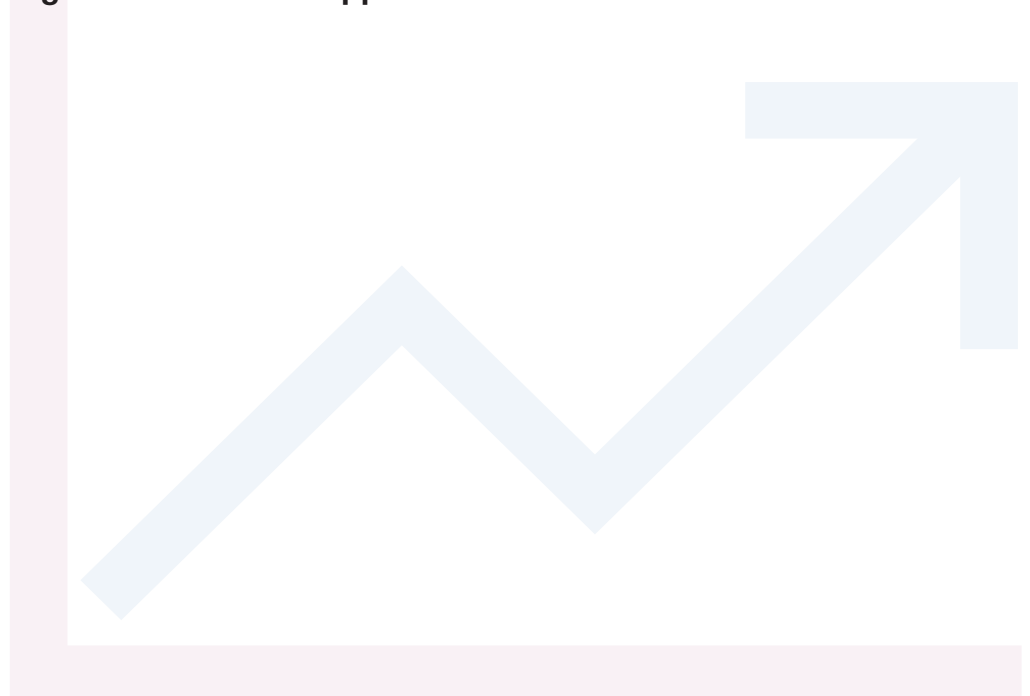
In 2019-20 Skills for Care will continue to offer bespoke development of learning programmes for license to awarding organisations, learning providers and others.

We also continue to offer bespoke support to organisations on use of data, including use of ASC-WDS and workforce intelligence analysis and reports (see page 7).

3. Improvement



- 3.1 Improve knowledge and skills levels of social care staff through investment in the Workforce Development Fund (WDF)**
- 3.2 Further embed the Assessed and Supported Year in Employment (ASYE) with social work employers and promote understanding and consistency in the knowledge and skills required to support and assess social workers and their supervisors**
- 3.3 Set out a long term vision for the learning and development needs of the care workforce. Work on endorsement of training providers to drive up the quality and supply of training within the sector and work with the sector on increasing the take-up of apprenticeships**
- 3.4 Continue with the analysis and reporting of workforce intelligence from NMDS-SC and transition this to the Adult Social Care Workforce Data Set (ASC-WDS) system that replaces it**
- 3.5 Deliver a portfolio of leadership programmes as part of our support and development offer to leaders and managers at all levels working in social care**
- 3.6 Cementing our position as the membership organisation for registered managers in England and supporting registered manager networks in every local authority area**
- 3.7 Provide advice and guidance for quality improvement for vulnerable providers and those delivering regulated care and support**



4. Workforce for integration



- 4.1 Continue working to ensure that social care workforce issues and the voice of social care is heard and listened and taken account of in integrated and workforce planning at local, regional and national levels
- 4.2 Support the mental health workforce in social care, as well as acknowledging the importance of mental health across all social care services
- 4.3 Focus on digital working, learning and information sharing in the adult social care workforce
- 4.4 Continue work on the integrated graduate management scheme

Business development

In addition to our agreed Work Programme with DHSC, Skills for Care will continue to offer our independent expertise to the sector and help it celebrate excellence. Activities include:

- Affina OD (part of the SfC group)
- Accolades awards
- management and delivery of ASYE programmes in child and family services for DFE.

ASC-WDS

The Adult Social Care Workforce Data Set (ASC-WDS) is the new name for our updated National Minimum Data Set for Social Care system.

The new service is currently in development and we're consulting with users of NMDS-SC very closely to ensure that it's fit for purpose.

The look will follow gov.uk websites, such as passport application or drivers licence renewal. The migration of all NMDS-SC accounts will take place around May 2019. Users' data will automatically be transferred to ASC-WDS.





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