

**CABINET RESPONSE TO ADULT SOCIAL CARE SELECT COMMITTEE
RECRUITMENT, RETENTION AND INTRODUCTION TO WORKFORCE STRATEGY
(considered by ASC Select Committee on 5 September 2014)**

SELECT COMMITTEE RECOMMENDATION:

The Committee recommends that the Leader of the Council and the Cabinet concentrate on urgently finding ways to recruit to the (currently) 95 key frontline vacancies that exist across the Adult Social Care Directorate.

RESPONSE

I welcome the Adult Social Care Select Committee raising this issue. Your question is appropriate and the Service is well aware of the issues that not having the full complement of staff has on both the service users and the staff. In response to your question, current action being followed by the Service is outlined below:

- Adult Social Care continues to try and recruit to all vacancies in a variety of ways. To support this we currently:
- Continue to run a centralised recruitment process to ensure a streamlined approach and to release the managers time from the day to day recruitment processes.
- Continue to actively recruit to all posts via permanent adverts on our website and various other media.
- We actively engage with 20+ permanent recruitment agencies to source the best possible candidates for a variety of roles.
- We are working closely with Manpower to improve our success in recruiting suitable locum candidates. This includes better communication between Surrey County Council, Manpower and the panel vendors. It also includes bench marking our locum pay rates with our competitors.
- We are looking at alternative options of recruiting locums i.e. what options are available to us if Manpower are unable to fill a vacancy.
- We have piloted and are now implementing a full four week induction for all new starters into Adult Social Care. We hope this will help improve the quality, confidence and competence of our new recruits as well as investing in them to try and improve our retention of staff.
- We are exploring options with regards to recruiting overseas workers. We actively encourage our managers to use our current bank staff to fill temporary vacancies.
- We are working closely with Ken Akers' team, in the Human Resources and Organisational Development Service, to devise and implement a recruitment and retention strategy.
- We have streamlined our appointment process to support local managers and also to improve the "candidate experience".

**Mel Few
Cabinet Member for Adult Social Care
23 September 2014**

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