

# Annex B: Surrey Adult Social Care Joint Workforce Strategy 2015 – 2019

Our shared vision for Surrey is that adult social care workers and volunteers have the skills and support they need , are proud of their role and respected for their contribution to the community.

We work together as a set of partners to develop a sustainable, knowledgeable and skilled workforce that provides care and support to residents, vulnerable adults and their carers with compassion and respect to deliver high quality outcomes.

A **workforce strategy** is a document which sets out the future picture for a service or organisation. It is based on an analysis of information to help us understand what the future demand for our services will be.

When we have this, we can look at our current workforce and see how it fits with the workforce we need for the future.

Using this information, we can create a **workforce plan**. This is a list of the things we are going to do to support and shape our current workforce to equip them with the skills, knowledge and behaviours they will need to deliver our services in the future.

## Who is part of our workforce?

When we talk about our workforce in this document, we mean all the people who deliver adult social care services. This includes council employees, our providers, carers, volunteers and the voluntary sector.

## What we know about the environment we work in...

There are things that are happening or will happen in the next few years that will affect how we deliver Health and Social Care services to the residents of Surrey.

Things like:

- Changes in the law that tell us the type of services we need to deliver.
- Changes the government want in how we work.
- Changes in how much money we will have to provide our services.
- Changes in how many people want to access our services.

When we look at all these things it helps us understand how our services might look different in the future.

For example, we know that we want to support more people to stay in their homes and avoid them needing to go to hospital.

We know that there are more people who are living longer. We know that as we get older we are more likely to need health and social care help and to have more complex needs.

We know the number of people who have dementia is going to increase and the number of these people who do not have an identified carer is also likely to increase.

The number of people who have a physical or learning disability that we help is getting bigger and their needs are getting more complicated. We expect this to continue.

## Annex B: Surrey Adult Social Care Joint Workforce Strategy 2015 – 2019

We know that we need to provide more services with less money to pay for them. This means we need to do things in different ways.

### What we know about our workforce...

Around 10% of people who are working in Surrey are employed in health and social care services. 15% of them are employed by a local authority.

As demand for services grows, we know that the demand for adult social care jobs is also going to increase.

The number of people leaving the social care workforce in Surrey is close to the national average however we know there are some areas where turnover is much higher, such as in domiciliary care.

81% of the social care workforce in Surrey is female compared to 51% of the population. There are fewer young people than any other age group.

Half of the social care workforce has been employed for less than 5 years.

Most of the social care workforce live near to their place of work and over 30% work part time.

### Voluntary, Community and Faith sector

As well as people paid by the council and health, there are nearly 6000 other organisations that support vulnerable adults in Surrey. They support people by providing;

- Information, advice and guidance
- Emotional or physical support
- Welfare and social care support
- Preventative services

They make an essential contribution and they too expect the demand for their

services to increase as the population changes.

There are more, older volunteers than younger volunteers. As they grow older, they may not be able to continue volunteering so we need to recruit more, younger people.

### Who has been involved?

A lot of different people and organisations who have a role in supporting vulnerable adults in Surrey have contributed to creating the future picture of our services and the workforce we need. These include;

- People who use our services
- People who care for someone
- People who live in Surrey
- People who work in adult social care in the council
- People who deliver training in social care
- Other people we work with, including people who work in health services

### What do they think?

- We need to make social care jobs more appealing to people looking for work, especially young people.
- Our workforce needs to have lots of different skills to support people with more complex needs.
- Carers and staff need more basic core training.
- People who work in adult social care should be recruited based on their values as well as their skills.

### How will we measure the success of this strategy?

This strategy must deliver improvements for the people who use these services in Surrey.

# Annex B: Surrey Adult Social Care Joint Workforce Strategy 2015 – 2019

'Think Local Act Personal' are a national partnership of more than 50 organisations committed to transforming health and care through personalisation and community-based support.

They developed a set of 'I' statements from people who use care and support telling us what they would expect, see and experience if personalisation is real and working well in an organisation.

I have good information and advice on the range of options for choosing my support staff.

I have considerate support delivered by competent people.

I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers.

I am supported by people who help me to make links in my local community.

I want friendly staff who smile at me, understand my role as a carer and listen to me.

We are going to use these statements to measure how successful this strategy is.

We will review them every year with people who use our services, carers, residents and feedback from our providers.

## Our future workforce

All this information allows us to predict how many people are going to want to access particular services in the future.

We can use this knowledge to think about how we can provide these services with the money we have.

This includes looking at the kind of workforce we will need to meet this demand and how this is different from our current workforce.

Using all this information, we have agreed 4 priority areas for our workforce. These are the areas we are going to concentrate on to ensure the future workforce is able to deliver the services we believe are going to be needed in the next 5 years.

### Community resources and carers

- We want people who support others in the community to have the confidence and skills to help others and prevent them needing social care support.

### Leadership and service integration

- We want to support the people who lead and buy services for vulnerable adults to work together more closely to make services more effective, even when they are provided by different people.

### Career and skills development

- We want to make sure all social care workers have the skills to do their job effectively, work well with each other and have a career with us.

### Image and workforce supply

- We want to make social care jobs appealing to more people so we can recruit the right people to deliver our services who want to stay with us.

We have a workforce group who are monitoring the workforce plan which will help us deliver against these priorities. For more information, you can email [alex.mackay@surreycc.gov.uk](mailto:alex.mackay@surreycc.gov.uk).

This page is intentionally left blank