



Skills Support for the Workforce Local Response Fund

LRF- Sector Skills GAP Group
Skills Gap Report

Sector: Health & Social Care



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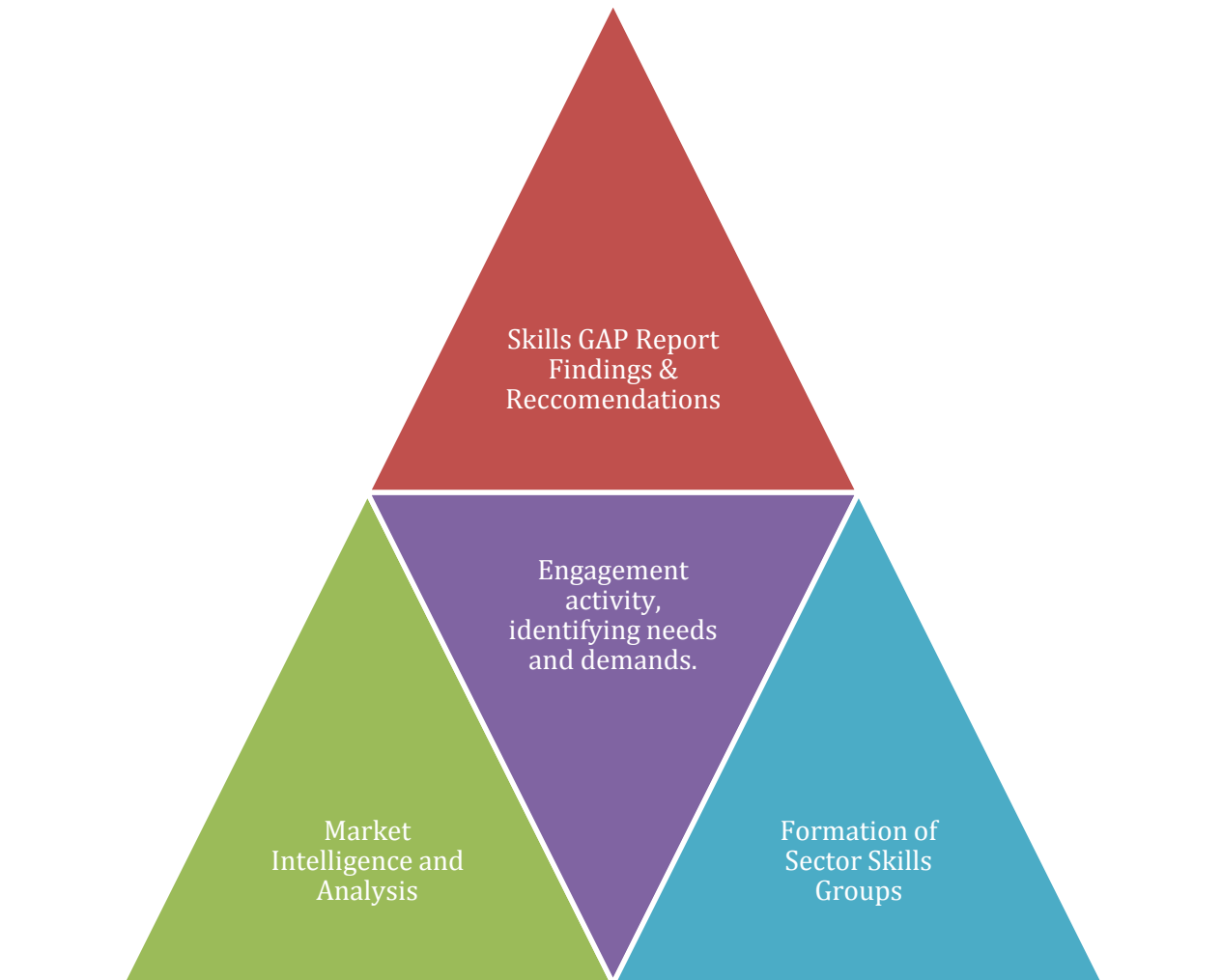
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*1 submission is required per sector if you represent multiple sectors.

The Sector Skills GAP Report Model



Background

Hull College has secured a contract for £3.5 million with an additional £1 million to deliver the Skills Support for the Workforce (SSW) and Local Response Fund (LRF). The project is funded by the European Social Fund ESF. The focus for the funding will be to deliver workplace learning courses across the Humber region to meet individual, employer and regional needs by up skilling the workforce.

The project is being delivered in partnership with Bishop Burton College, East Riding College, Grimsby Institute, North Lindsey College and a the Humber EBP as a sector representative to engage with learners and key employment sectors as identified by the Humber Local Enterprise Partnership LEP.

The contract started in July 2013 and will run until July 2015. The programme is aimed at supporting employed individuals aged 19 and over in a small medium enterprise (SME). It will enhance their skills and career prospects to reduce the risk of long term unemployment and welfare dependency.

Sources

- Yorkshire & Humber Regional Skills Report, Skills for Care, 2012
- Regional Econometric Model, 2013
- Working Futures, UKCES, 2012
- UK Commission's Employer Skills Survey (UKCESS) 2013
- Office for National Statistics, 2014
- Humber LEP Lifting the Lid, 2013
- Nomis (Jan-Dec 2013)
- East Riding of Yorkshire Council, Positive about Life: Strategy for Older people 2010 – 2015
- Skills for Care – care sector and workforce in Yorkshire and Humber January 2015
- Information gathered through face to face meetings and telephone conversations and attendance at networking events
- Questionnaire sent via EBP and Chamber of Commerce

Sources correct at time of writing April 2015

Market Intelligence

The health and social care sector is essential to the economy. It is a major sector employing around four million people which represents 13 per cent of all employment in the UK (Wilson and Homenidou, 2011). This makes health and social care the UK's largest sector in employment terms.

Locally the care sector employs 9.5% of the total workforce equating to around 44,000 people.

This breaks down as follows into local authority areas:

- East Riding of Yorkshire - 16,500 employed in sector equating to 10.4% of total workforce.
- Kingston upon Hull – 11,400 employed in sector equating to 9.8% of total workforce.
- North East Lincolnshire – 8,300 employed in sector equating to 12% of total workforce.
- North Lincolnshire – 7,700 employed in sector equating to 10% of total workforce.

According to the Office of National Statistics (ONS) mid-year estimates for 2008 East Riding of Yorkshire has a larger than average number of residents aged 60 and above. 24% of the population is of pensionable age and the 80+ population of the East Riding has grown by 2.31%, which is a higher rate of growth than for the East Riding population as a whole. This gives some indication as to why the number of people in the care sector in the East Riding is higher than other local authority areas in the Humber Sub region.

We have an ageing population in the UK and as a result the social care sector is one of the fastest growing sectors in the UK. Only 12% of workers in social care are under 25 years old (in Yorkshire and the Humber); retirement of experienced workers is an important issue and large numbers of new people entering the sector will be required to meet the demand in the Humber.

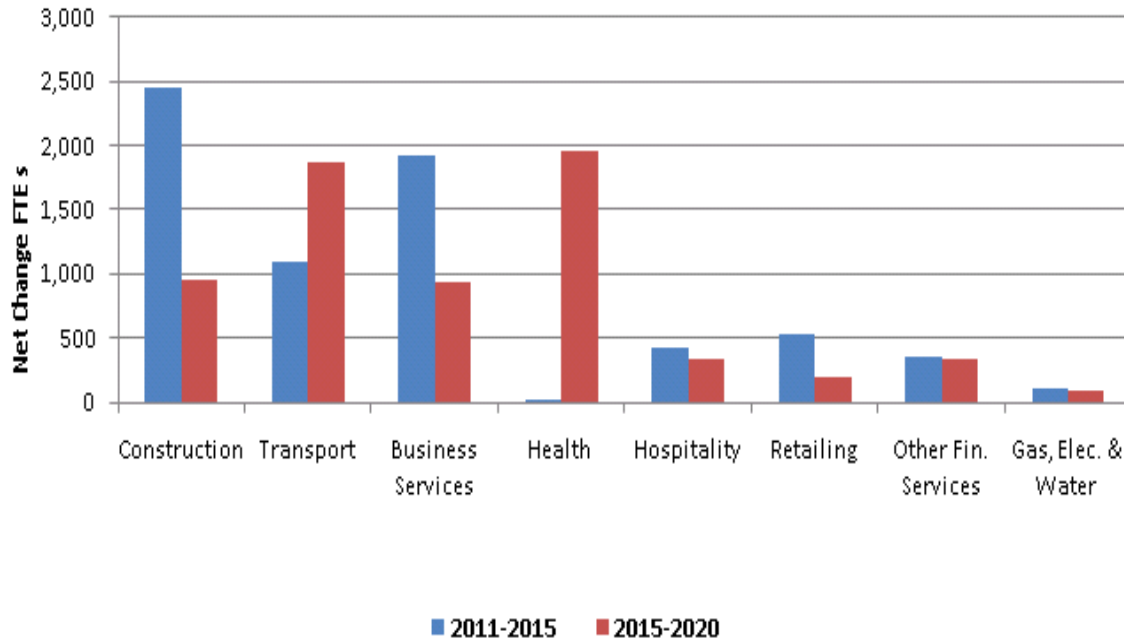
- The NHS is the biggest employer in the UK and locally, despite the current cuts in Government spending; there will continue to be a need to recruit staff.
- 9.5% of employment in the Humber Region is in the care sector.
- Employment is predicted to increase by 9% by 2025
- With more services being delivered by private and charitable organisations, there will be an increasing number of jobs in health and social care outside the public sector.
- 84% of people working in this sector are women. More male employees are required.
- Self employment in this sector is relatively low but volunteering is high in contrast to other sectors.

The size of the regional economy is £80.1 billion (gross value added, GVA). The Humber accounts for £13.4bn. The Health & Social Care including public administration accounts for 22% GVA in the Humber.

The number of Health & Social Care jobs is predicated to grow to around 2.6million by 2025 this will mean an increase or around 3% for the Humber Region. (skills for care)

Humber LEP, sectors forecast to grow - by total net FTE change 2011-2020

Source: Regional Economic Intelligence Unit, 2012



SME Skills GAP Groups

Rather than setting up a new forum for such a large sector I have linked with existing networks representing Skills Support for the Workforce.

The East Riding Care Sector Forum is an established network for the care sector, we have attended 5 of these meetings during the lifetime of this project to promote SSW and engaged with local businesses. This group is attended by approximately 70 organisations from the East Riding the majority falling into the SME category and employing between 10 and 50 staff.

Humber EBP attended the annual 2 day Childcare Conference 7th & 8th November 2014 as an exhibitor promoting SSW. The event was attended by over 200 delegates across the 2 days and was a huge success in terms of referrals.

In addition to this we have engaged with approximately 193 businesses on a one to one basis and an additional 500 businesses have been contacted through our Humber wide database.

Humber EBP Work Experience Placement Officers have been promoting SSW to employers that fall within the key priority sectors whilst out visiting businesses to carry out Health & Safety checks.

193 Health & Social Care businesses have had one to one engagement to talk about the SSW training offer and of that 22% have been referred to HCUK Training. Approximately 82 employers and 600 employees have received training under SSW. This equates to approximately 7% of Health & Social Care Businesses in the Humber Sub Region.

Findings

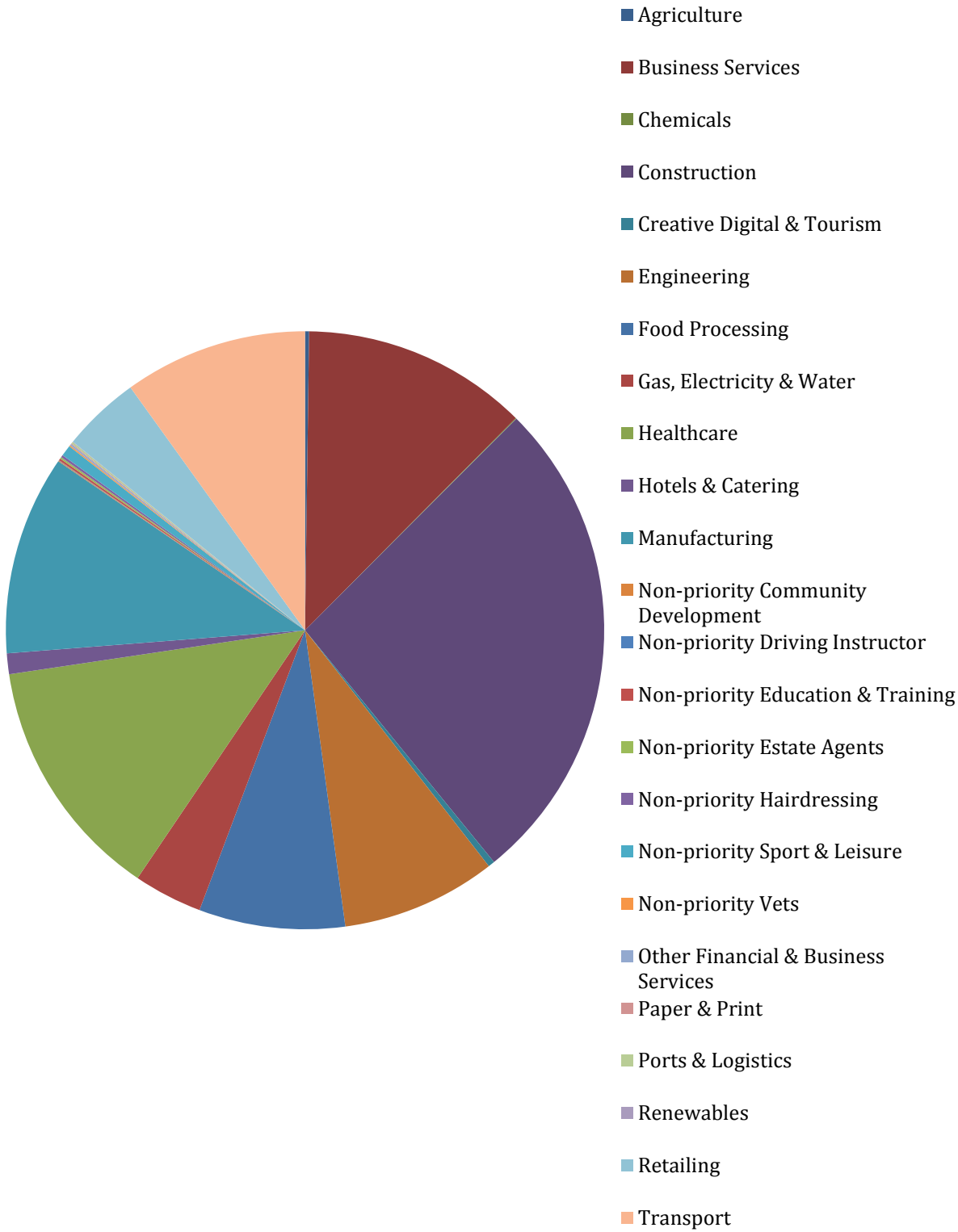
In general the Health & Social Care sector finds it difficult to recruit the skills needed in the sector and are training staff on the job which puts a drain on resources and time and means that business expansion is limited as they cannot act quickly enough to meet demands. There is also an aging workforce in the sector and difficulty recruiting under 25s into the sector is a national as well as local problem.

Within the Health & Social Care sector the top training needs identified to date include:

- Moving & Handling
- Health & Safety
- Safeguarding Adults
- Food Safety
- Medication Safe Handling & Awareness
- First Aid
- Dementia
- Infection Control

Approximately 82 employers and 600 employees have received training under SSW. This equates to approximately 7% of Health & Social Care Business in the Humber Sub Region.

% of Delivery



Skills GAP Report Findings/ Recommendations

There was a higher demand for low level courses such as Dementia Care, End of Life and Moving & Handling training. Unfortunately the funding for the lower level training ran out early in the project leaving a gap of provision for the Health & Social Care businesses.

It has come to light that there are no minimum qualifications required to enter the care sector. However once people are recruited into the sector there is a strong emphasis on on-the-job training. As a consequence there are a number of skills gaps in the sector the main one highlighted so far is dementia care and end of life training this is as a result of the aging population.

A number of residential home businesses have reported that it is difficult to recruit RGN Nurses due to the negative image of the sector. They also have difficulty in recruiting younger people into the sector.

Due to the nature of the job it is difficult for staff to have time away from the business to attend off site training. Requests from business have been for a more flexible approach to learning to include:

- On line training
- Distance learning books
- Short courses delivered on site to a number of staff on a rota basis

Some of the more rural businesses have highlighted an issue with travel to training as a high percentage of their staff does not drive.

Preschools are reporting they are finding it difficult to recruit qualified people into the sector due to the working hours. People interested in the sector are reluctant to enter as they will have to gain a level 2 qualifications to stay in employment.

Skills and qualities lacking among applicants are:

1. Reliability
2. Technical, Practical and Job Specific
3. Customer Care
4. Oral Communication
5. Willingness to learn
6. Commitment
7. Problem Solving

Only a small number of employers have been visited to date so findings are limited but to date the training required in the sector includes:

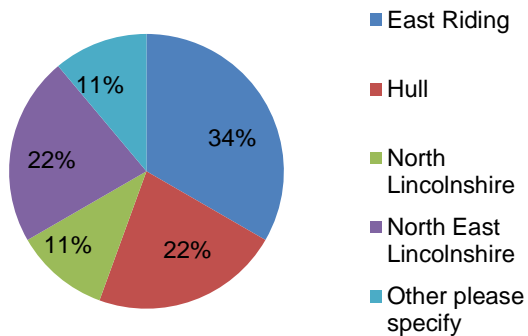
- Moving & Handling
- Health & Safety
- Safeguarding Adults
- Food Safety
- Medication Safe Handling & Awareness
- First Aid
- Dementia
- Infection Control

- Level 2 Childcare qualifications

Training in the Sector will enable employers to have an experienced and skilled workforce that is able to meet increasing demands and to grow the business leading to more employment in the sector.

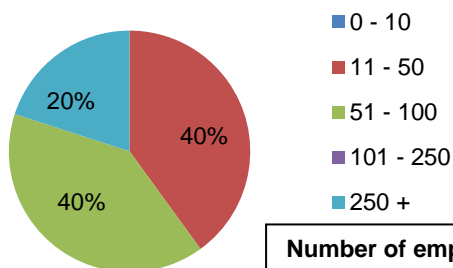
Results from survey sent to over 500 Health & Social Cares businesses in Humber Sub Region

Respondants by Local Authority Area



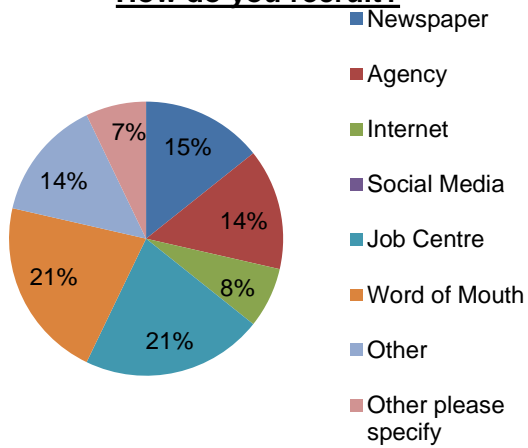
Area	Count	Percentage
East Riding	3	34%
Hull	2	22%
North Lincolnshire	1	11%
North East Lincolnshire	2	22%
Other please specify	1	11%

Size of business by number of employees



Number of employees	Count	Percentage
0 - 10	0	0%
11 - 50	2	40%
51 - 100	2	40%
101 - 250	0	0%
250+	1	20%

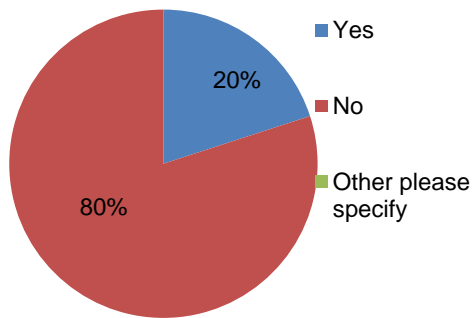
How do you recruit?



How do you recruit?

Newspaper	2	15%
Agency	2	14%
Internet	1	8%
Social Media	0	0%
Job Centre	3	21%
Word of Mouth	3	21%
Other	2	14%
Other please specify	1	7%

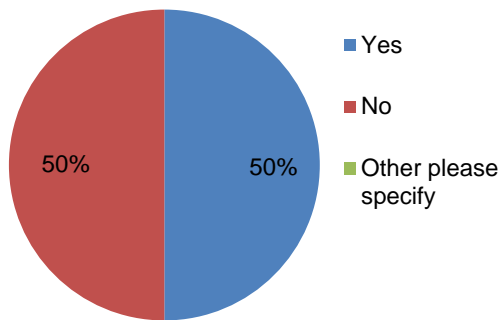
Do you have problems recruiting staff?



Do you have problems recruiting staff?

Yes	1	20%
No	4	80%
Other please Specify	0	0%

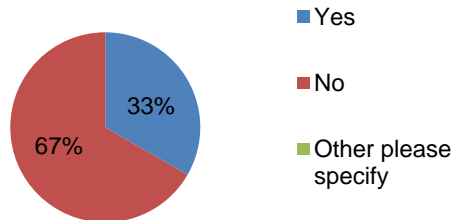
Are there any skills or jobs that are difficult to recruit?



Are there any skills or jobs that are difficult to recruit?

Yes	3	50%
No	3	50%
Other please Specify	0	0%

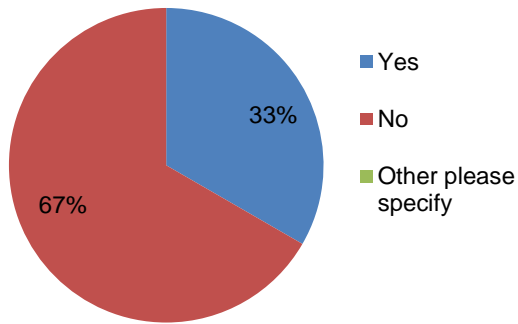
Does your organisation have any barriers to growth?



How do you recruit?

Yes	2	33%
No	4	67%
Other please Specify	0	0%

Do you feel your current employees have any skills gaps?



Do you feel your current employees have any skills gaps?

Yes	2	33%
No	4	67%
Other please Specify	0	0%

Main Causes of Skills Gaps

- Staff are new to the role 62%
- Training only partially complete 58%
- Staff Lack Motivation 41%
- Staff attended training but motivation not improved sufficiently 38%
- Introduction of new working practices 31%
- Staff have not received appropriate training 29%
- Unable to recruit staff with required skills 25%
- Introduction of new technology 20%
- Problems retaining staff 17%

(Identified by UKCES in their UK Employer Survey 2013)

There will be an increase in demand for higher level qualifications post-2015 linked to the projected increase in employment in the health sector.

Legacy

The Health & Social Care sector is a mature sector within the Humber Sub Region therefore no LRF funding was required to develop new training.

As a Sector Rep I have engaged with existing networks having found there was no need to establish new ones.


Case Studies – Claire sending through. Spoken to Claire regarding the gap in information around new qualifications and growth diversity development etc. and she advised that this would be completed centrally by HCUK.

There was a higher demand for low level courses such as Dementia Care, End of Life and Moving & Handling training. Unfortunately the funding for the lower level training ran out early in the project leaving a gap of provision for the Health & Social Care businesses. In spite of an up-skilling of the workforce, substantial numbers in the sector are in employment with qualifications below Level 2; suggesting that basic skills training will remain a priority for many years therefore additional funding to fill the need would benefit employers in the region.

The way that the Sector Rep role has been structured doesn't lend itself to have information on training that has undertaken once a company is referred in this has made it impossible to report on:

- What are the top 3 successes that have been achieved within the sector during the SSW Project period (July 2013 – July 2015) this might include case studies, network groups, and events.
- What is the measure of the business impact SSW has had on the sector? This will include growth/diversity/development/financial measurement.
- Have any new qualifications/curriculum or ways of working been developed for your sector through SSW and what impact has this had?
- Through your involvement in the project and knowledge of the sector what recommendations would you make to utilise future funding?

Sector Lead signature



Name _____Helen Wilson_____

Position General Manager – Humber EBP

Date _____8th April 2015_____

Hull College Acceptance Signature

Name _____

Position _____

Date _____