

OVERVIEW AND SCRUTINY PERFORMANCE BOARD 29 JANUARY 2020

UPDATE REPORT: CARE WORK AS A CAREER SCRUTINY TASK GROUP

Summary

1. The Overview and Scrutiny Performance Board (OSPB) is asked to consider and approve the attached update report of the Care Work as a Career Scrutiny Task Group and the proposed recommendations.

Background

2. In a notice of motion agreed at Council in February 2019, Council recognised that it was important to try to boost the self-worth of care workers and emphasise the importance of care workers' roles. Council wished to break down the negative perception of care workers as being low paid, unskilled with limited career opportunities and promote care work as a career with justifiable rewards. They were informed that a recent survey of care workers indicated that whilst they were proud of their work and found it rewarding, they had concerns about a lack of support from employers and heavy workloads.
3. As a result of the concerns expressed by Council a Scrutiny Task Group was established led by Mrs E Tucker, Vice-Chairman of the Adult Care and Well-being Overview and Scrutiny Panel.

Terms of Reference

4. The purpose of this Task Group was to scrutinise the following:
 - a. How the Council can promote and develop care work as a career
 - b. How the existing care workforce can be better supported and celebrated
5. The **scope** of the Task Group's work was agreed as follows:
 - What roles are classed as care work?
 - What can the Council do to promote and develop care work as a career?
 - How can the existing care workforce be better supported and celebrated?
 - What are the issues with recruitment and retention of care workers and how can the Council and partners improve this?
 - How the Council liaises with education and training providers to develop skills and promote care work as a career?
 - How agencies support care workers in particular those used by the Council?

- What has worked well elsewhere? For example, use of social media, creation of homecare co-operatives, links with education and training providers, value-based recruitment and saturation marketing, use of apprenticeships, establishment of a social work/carers academy

Progress to date

6. The work of the Task Group is nearing completion and it has met with the Cabinet Member with Responsibility for Adult Social Care and the Interim Strategic Director for People to share its emerging themes. Owing to the timings of the Council's budgetary process, the Task Group wishes to make two recommendations as detailed in the attached update report in Appendix 1 for consideration in advance of its final report.

Next Steps

7. If the Board is content with the recommendations, it is suggested that they are presented to Cabinet on 30 January 2020 as part of the OSPB's Budget Scrutiny proposals and comments.

8. The Scrutiny Task Group will continue its work and the Group's final report will be considered by OSPB and Cabinet in March 2020 in the usual way.

OSPB's Role

9. One of the OSPB's roles is to monitor the quality of scrutinies that are carried out to ensure that scrutiny reports are robust and evidence based, and that they follow the terms of reference agreed by the OSPB.

10. To help with this, the Task Group's lead has provided the OSPB with regular verbal updates on the progress of the scrutiny.

Purpose of the Meeting

11. The OSPB is now invited to:

- Consider and comment on the attached update report;
- agree that the suggested recommendations be presented for consideration by Cabinet on 30 January 2020 as part of the OSPB's Budget Scrutiny proposals and comments.

Supporting Information

Appendix 1- Draft Update Scrutiny Report – Care Work as a Career Scrutiny Task Group

Contact Point for the Report

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Background Papers

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance) the following are the background papers relating to the subject matter of this report:

- Agenda and minutes of the meeting of Council on 14 February 2019
- Agenda and minutes of the OSPB meetings on 28 March, 24 July, 30 September and 10 December 2019

[All agendas and minutes are available on the Council's website here.](#)