



Proposal for HSCPs and Scottish Government

The Continuous Provision of Consistent and Uninterrupted Care



Netli is seeking to engage with Health and Social Care Partnerships throughout Scotland to help with the continuous provision of consistent and uninterrupted care.

The SSSC predicts that the care workforce must grow by 2.2% per year to keep up with the ageing population¹. However, with 14,000 vacancies and growth at just 1.2%, care provision has reached crisis point². Scottish Government acknowledges that “recruitment and retention of staff working in the social services sector has long been seen as key to improving service provision, standards and outcomes”³.

Even the highest performing HSCPs struggle to plan to meet Scotland’s needs when the care sector is impacted by instability, inconsistency and interruption. In partnership with HSCPs, Netli proposes to address these problems by delivering in four key areas:

Data: Having continual access to workforce data

Recruitment: Attracting applicants to the care sector

Retention: Improving staff retention and building upon care as a career

Risk: Mitigating the risk of provider failure, lost revenue and unmet needs

We invite Government and HSCPs to open communications with us to discuss how we may address this challenge together.



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1: Source: SSSC “[The economic value of adult social care](#)”

2: Source: SSSC “[Report on 2018 workforce data](#)”

3: Source: [Scottish Government](#)

How many of these questions can you answer?

- › What is the workforce growth rate in your local area?
- › How many care workers are needed to fill unmet care needs?
- › How many care vacancies are available within your local area?
- › What is the workforce capacity of your care providers?
- › How do rates of pay affect recruitment in care?
- › How many care workers will retain their right to work after Brexit?
- › What are the demographics of the care workforce in your local area?
- › What are the average contracted hours of a care worker?
- › What is the average length of service of care workers?
- › What are the staff turnover rates across your care providers?
- › How long does it take a care provider to hire care workers?
- › How does the local care workforce compare against other regions?

Netli's proposal enables you to get answers to these questions (and many more) within a matter of seconds.

Providing HSCPs with continual access to workforce data

Gathering workforce data across the local health and social care sector is a notoriously difficult challenge¹ for HSCPs.

Netli proposes a software system to be utilised by care providers which actively gathers workforce data for HSCPs on a local, regional and national level.

This data is available to HSCPs via a real-time dashboard and a detailed monthly report, helping with:

Current and future workforce planning

Identifying risks and threats within the industry

Comparing and benchmarking against regional and national data

Identifying the necessary supports for care providers

Our software has been developed over the course of 5 years in conjunction with advice and consultation from multiple industry organisations, such as the Care Inspectorate, Scottish Care, Disclosure Scotland, SSSC, COSLA and various local authorities throughout the UK.

1: Source: Unison Scotland "[National health and social care workforce planning](#)"

Our software has been split across 3 integrated solutions to cover the entire lifecycle of the care workforce:

Carejob.co

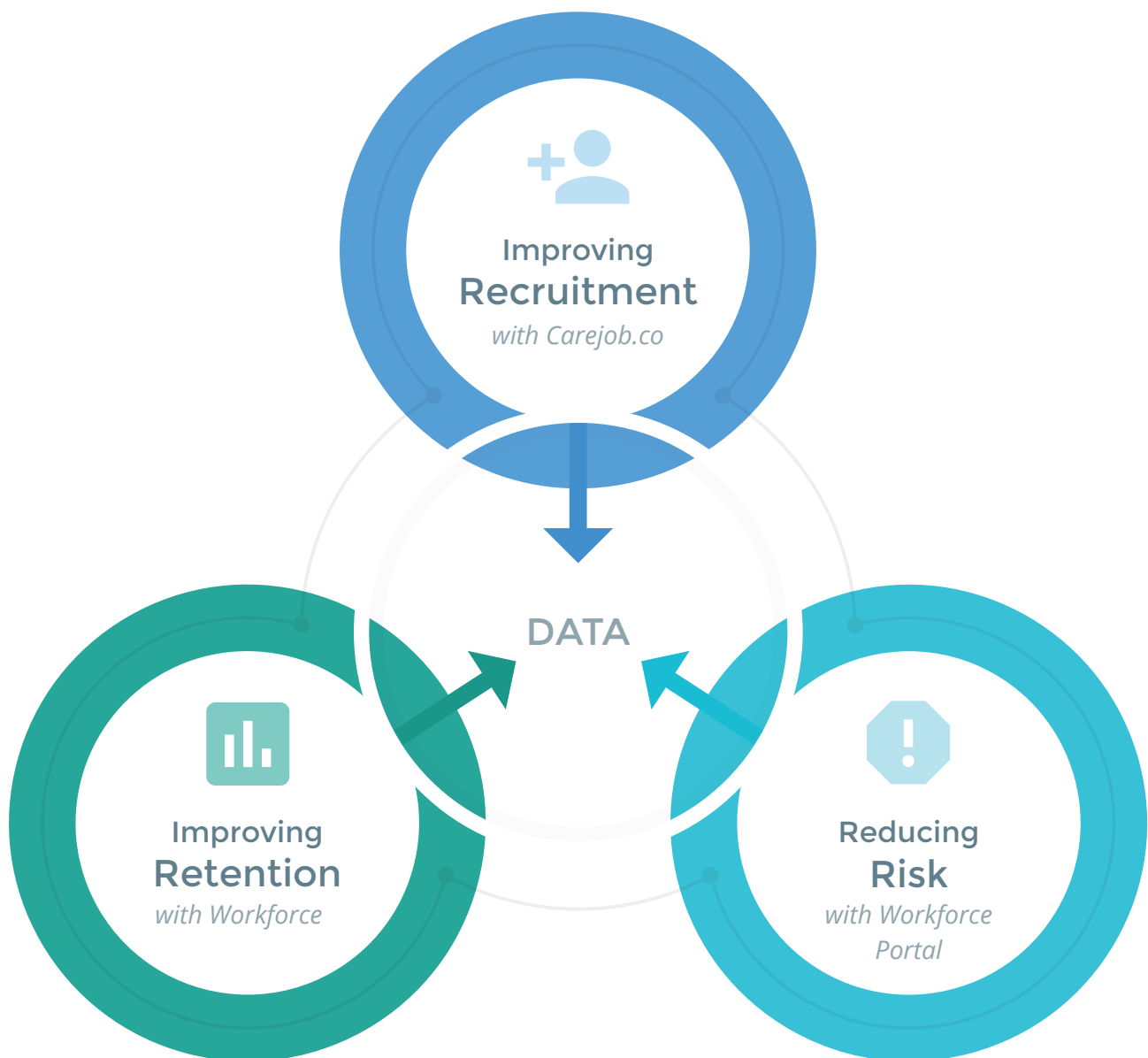
A job board specific to vacancies in care, which works as a marketing tool to drive applicants into the sector.

Workforce

An end-to-end recruitment and HR system built specifically to improve staff recruitment and retention for care providers.

Workforce Portal

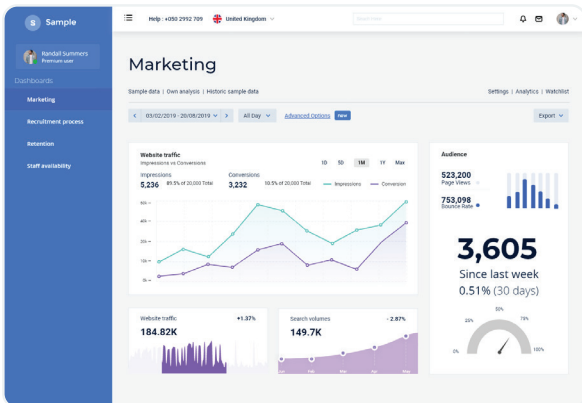
A database of available care workers, giving care providers 24/7 access to a permanent pool of staff to reduce the risk of staff shortage.



DATA

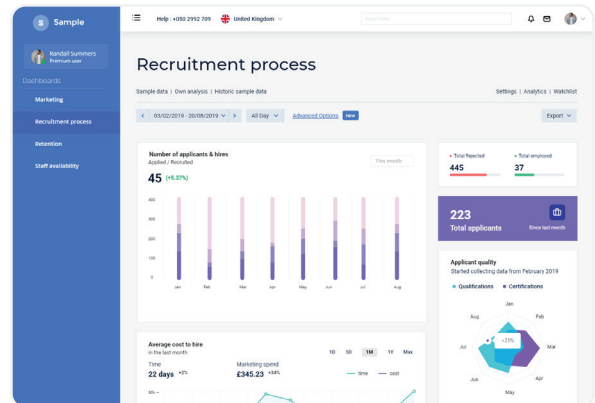
Example data sets

Bespoke sets of local, regional and national data can be made available to HSCPs and government through a real-time dashboard and a monthly detailed report. Examples of how this data can be reported are below:



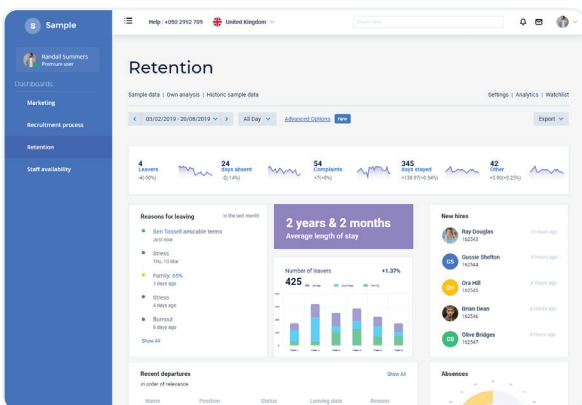
Marketing

Audience size
Impressions
Search volumes
Website traffic



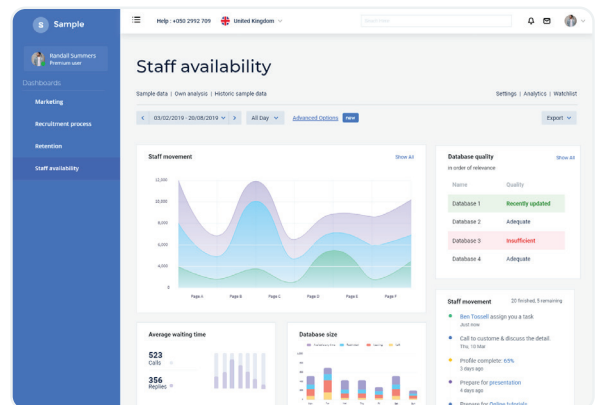
Recruitment process

Number of applicants
Number of hires
Applicant quality
Average time to hire
Demographics
Rejection reasons



Retention

Number of staff
Absences
Number of leavers
Reason for leaving
Average length of stay



Staff availability

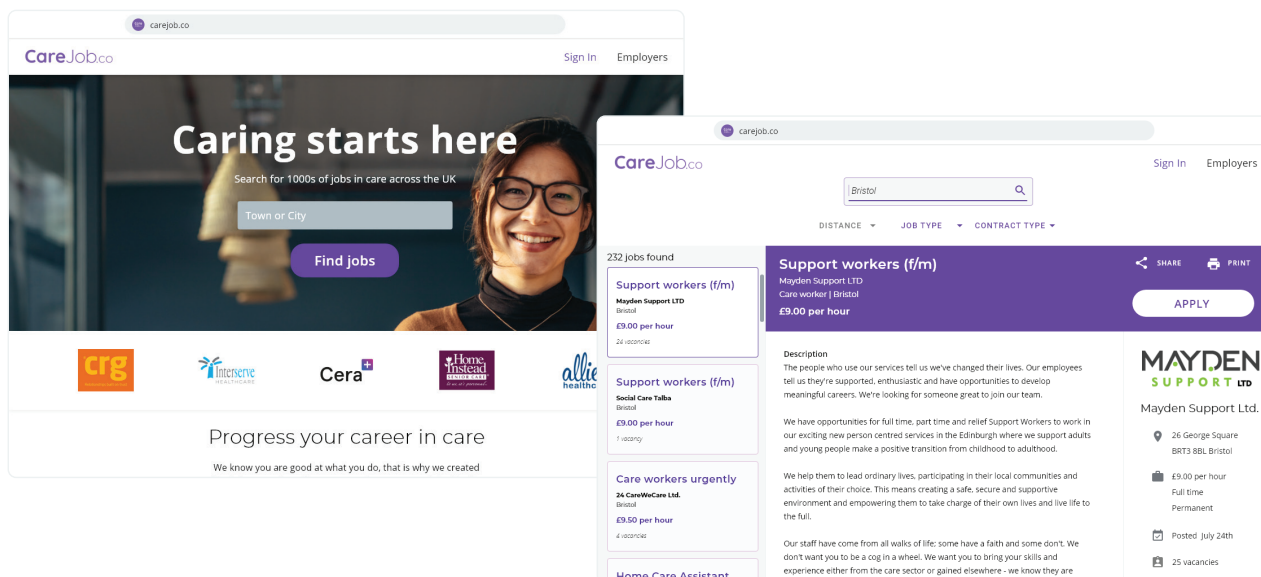
Staff movement
Database size
Database quality
Average waiting time

Attracting applicants to the care sector

Within Scotland, one of the most difficult challenges faced by care providers is with attracting new staff to maintain a healthy workforce¹.

Netli's CareJob.co is a job board specific to the care sector, creating the opportunity to promote careers in care to a local, regional or national audience and drive a steady flow of applicants directly to care providers. This allows HSCPs to easily maintain the recruitment activity within their local area and enables government to integrate CareJob.co with their existing campaigns.

CareJob.co sets itself apart from traditional job boards by promoting job vacancies based on the values and culture of an organisation rather than the hourly rate of pay, which ensures that care providers no longer need to compete for staff based on the highest pay and can instead focus on improving their working culture and environment.



1: Source: SSSC ["Staff vacancies in care services"](#)

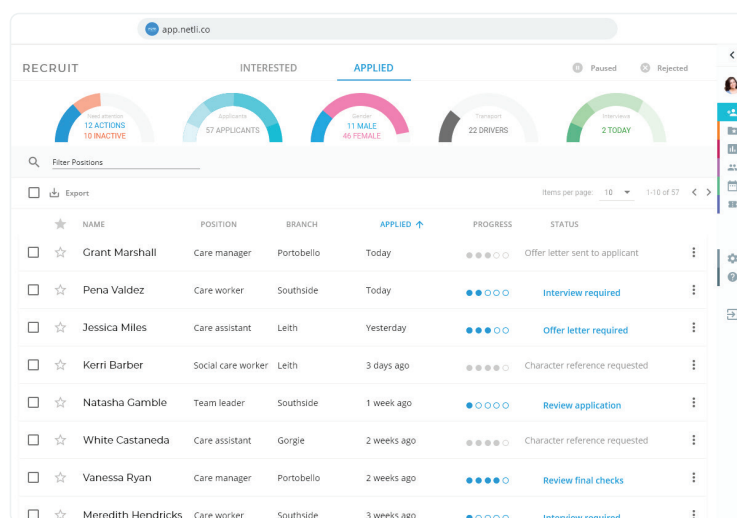
Improving the rates of staff retention for care providers

Beyond recruitment, care providers throughout the UK face notorious challenges with staff retention, with turnover rates as high as 44%¹ versus 15% in other sectors².

NHS Employers recommends that employers should use data to inform and formulate their retention strategies and that a high standard of recruitment process can reduce the turnover of newly employed staff³.

Netli's Workforce is an end-to-end recruitment and HR system built specifically for health and social care providers. The software helps care providers to recruit high quality staff, efficiently manage their workforce and gain access to crucial workforce analytics.

Workforce's built-in recruitment process ensures that retention is improved across newly employed staff, while data is captured across every stage of the employee's lifecycle with the company, allowing care providers to quickly and easily see where retention issues may occur before they happen. This data can also help to inform HSCPs on areas for improvement and support across their care providers.



1: Source: [Skills for Care](#)

2: Source: [Monster Jobs](#)

3: Source: NHS Employers ["Improving staff retention"](#)

RISK

Reducing the risk of staff shortages

Care providers face the on-going risk of staff shortages which can place enormous pressures on the sector, with Scottish Government stating that “providers apparently indicated that the pressures in relation to recruitment were starting to have an impact on service delivery”¹.

Netli's Workforce Portal is a searchable database of applicants which is accessible 24/7 to care providers allowing for quick searching of candidates who are available to work. The database consists of applicant profiles that have been created through CareJob.co and which have not yet found work.

Having a pool of readily available staff can help to reduce the risks of care providers being under-resourced and unable to deliver care, enabling HSCPs to maintain consistency in care provision all year round.

1,091 profiles found near Edinburgh

Full-time Part-time Zero-hour Permanent Fixed-term Edinburgh (7)

NAME	LOCATION	DESIRED CRITERIA	MATCH	JOINED
Grant Marshall	Edinburgh EH3	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	2 months ago
Pena Valdez	Kirkcaldy KY1	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	Today
Jessica Miles	Edinburgh EH8	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	Yesterday
Kerri Barber	Livingston EH47	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	3 days ago
Natasha Gamble	Edinburgh EH13	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	1 week ago
Michelle Castaneda	Livingston EH47	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	2 weeks ago
Ryan O'Hara	Edinburgh EH3	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	2 weeks ago
Meredith Hendricks	Kirkcaldy KY1	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	3 weeks ago
Carol Kelly	Edinburgh EH8	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	1 month ago
Barrera Ramsey	Livingston EH47	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	2 months ago
Jules Petersen	Edinburgh EH13	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	Today
Holman Valencia	Livingston EH47	Car & driving licence, Disclosure Barring (DBS), Right to work in the UK	100%	Yesterday

Jessica Miles
Edinburgh EH3

INVITE TO APPLY

Car & driving licence
Disclosure Barring (DBS)
Right to work in the UK

3 years work experience in care

Care worker (P/T) Manager
Care Service 365
Feb 2010 - May 2013

Responsibilities
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Care related qualification
CERTIFICATE OF HIGHER EDUCATION

1: Source: Scottish Government “[The position on recruitment and retention](#)” (page 13)

SUMMARY

Netli's software provides a solution for the workforce challenges faced by care providers and the challenges of obtaining accurate, real-time workforce data faced by HSCPs.



Our complete solution covers the entire workforce lifecycle within the health and social care sector, helping HSCPs and government to deliver the continuous provision of consistent and uninterrupted care.



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