

# Survey of NCF Membership – Snapshot of Workforce Challenges

31 August 21

# NCF survey background

- Conducted over 13 day period 18-31 August 2021
- Covers the period from April 2021 – 31 Aug 2021
- Response from not-for-profit member organisations who:
  - Support approximately **95,000 people**
  - Operate approximately **2,000 services**
  - Employ over **53,500 staff**
- Our members provide a wide range of care and support services including:
  - dementia care and residential and nursing care for older people, specialist support and care for people with learning disabilities and complex needs, specialist mental health services, home care, housing with care, day care, intermediate care, outreach, and a wide range of specialist provision for adults in terms of care and support

# Key messages

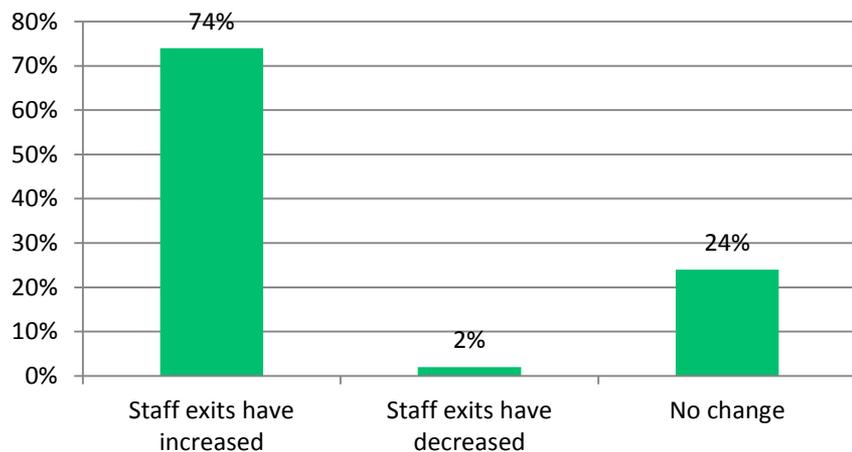
## **Workforce pressures are real and increasing**

Since April 2021, the survey reports:

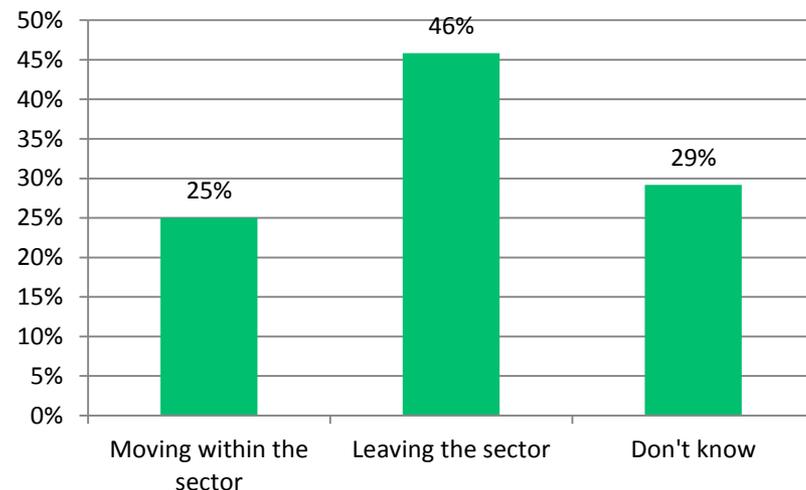
- **74% seeing an increase in staff exits**
- Reasons for leaving – 50% due to stress/ wanting an easier job; 44% finding better pay elsewhere
- Huge recruitment competition from health (71%) and hospitality (58%) sectors
- **Front line care staff roles & nursing roles** are particularly hard to fill
- **All providers** are concerned about winter – the majority are highly concerned (79%)
- Real impacts on services now/ in the near future - 81% say it is difficult to maintain their current services and 64% say it is difficult to respond to new customers/ demand

# Easing of lockdown measures has seen increased exits from staff of care providers, many are leaving the sector

Has there been any change in the numbers of staff leaving your organisation since lockdown measures were eased in April this year?

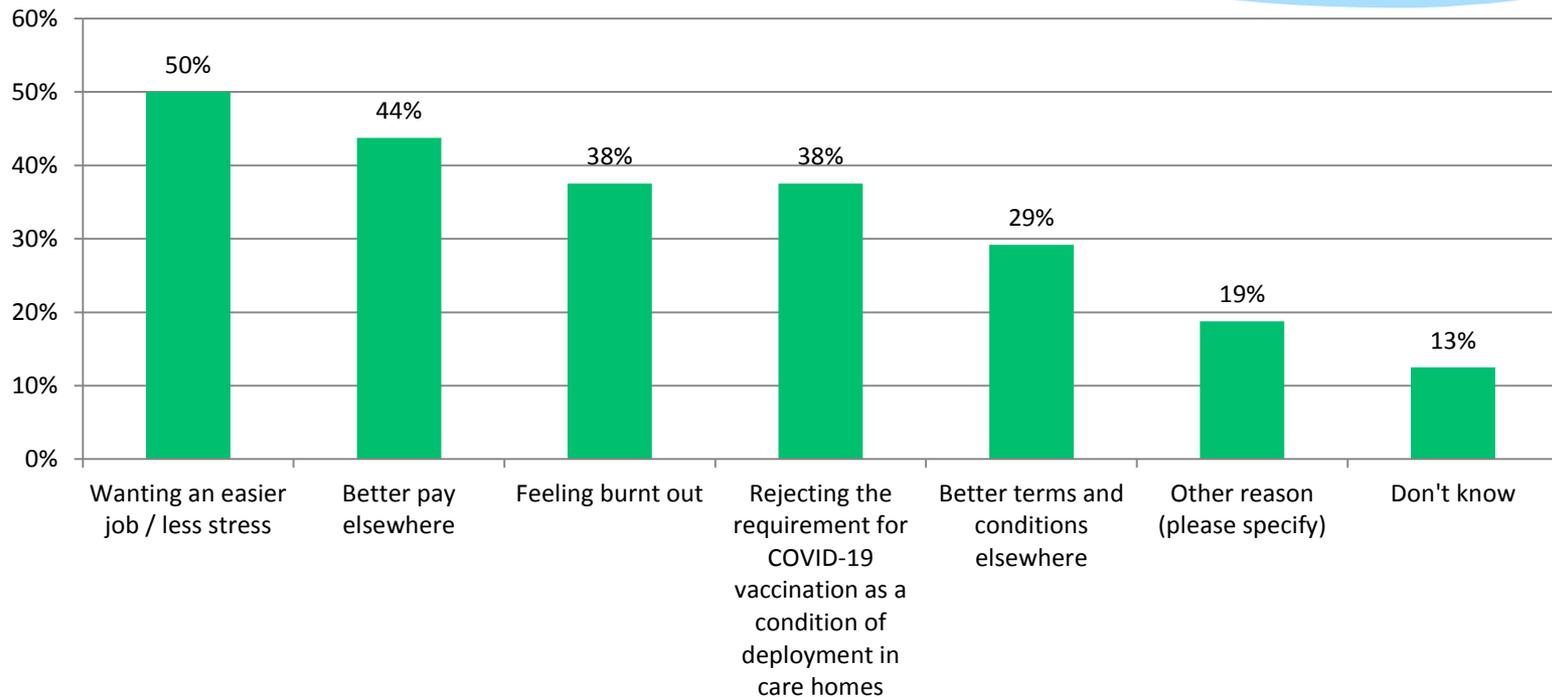


Are staff who leave their jobs mostly moving within the care sector or are they leaving the sector?



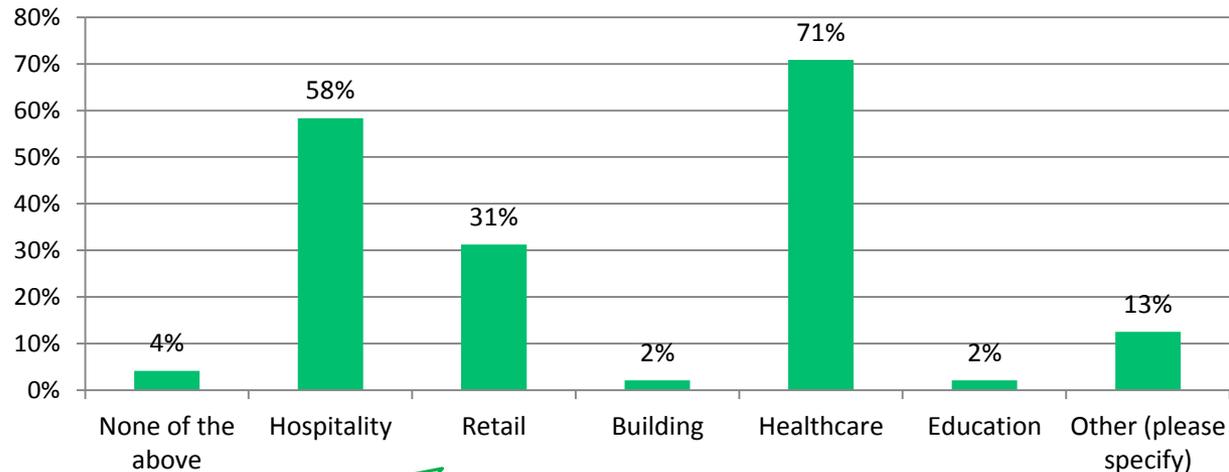
# Stress/burnout and poor pay are important drivers of staff losses at this time

For staff who have left your organisation since April this year, can you tell us the key reasons for leaving? (Please tick all that apply)



# Competition for staff is chiefly from the health and hospitality sectors

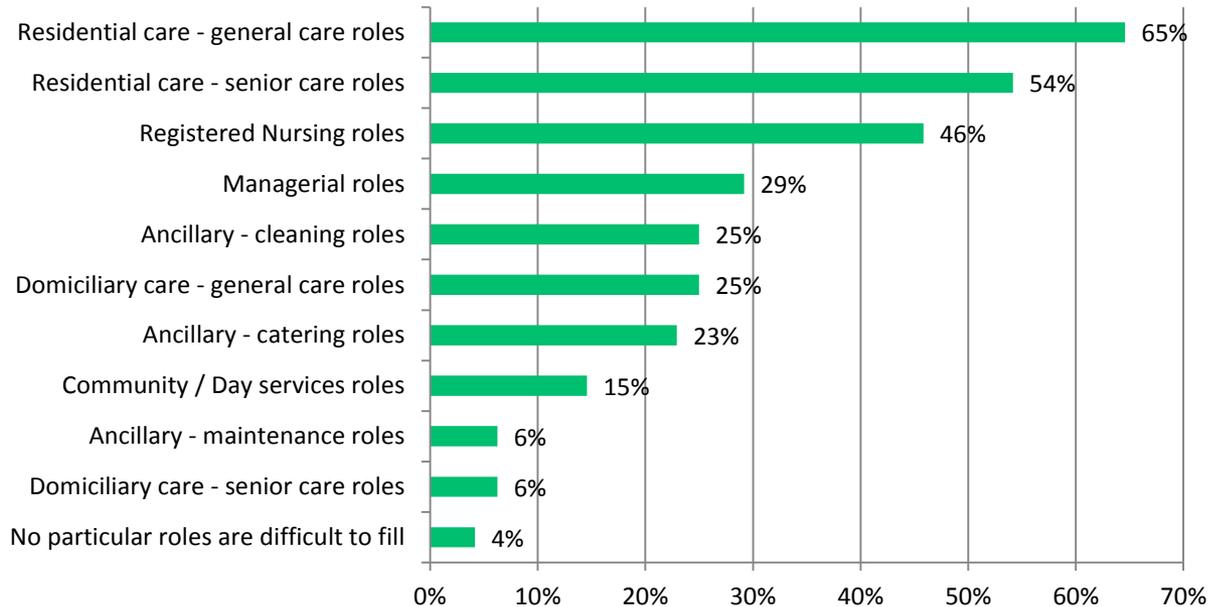
In your opinion, which if any of the following sectors are your biggest competitors for staff at this time?  
(Please tick all that apply)



*'With the national level of vacancies, potential recruits have more choice and other sectors are able/willing to pay more. If there's a further wave of the pandemic those already worn down may chose to leave and we will lose some colleagues due to mandatory vaccination.'*

# Roles that are especially difficult to fill are frontline roles in residential care

Are any particular types of role more difficult to fill at this time? (Please tick ALL that apply)



*'Registered Nurses are difficult to recruit at the best of times, those who are not willing to be vaccinated can transfer into the NHS with little difficulty.'*

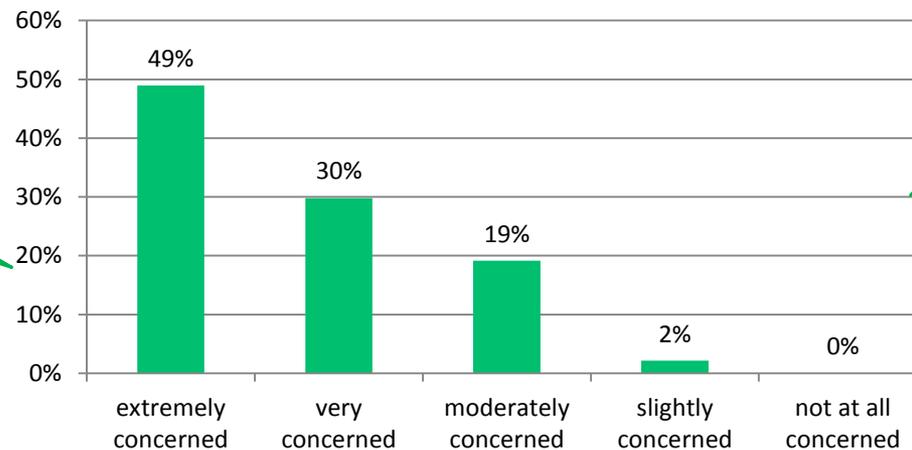
*'We are not getting the same response to care or nurse vacancies that we used to get'*

# All providers are concerned about winter – most are extremely or very concerned

*'... a perfect storm this winter of increased demand for our services, increased dependency with a limited workforce to meet these peoples needs safely.'*

*'The mandatory vaccination and the Brexit Right to Work have both had their impact, on the back of 18 months of absolute disarray it will not take much to tip us over.'*

How concerned do you feel about workforce pressure for your organisation this coming winter? (Please tick ONE answer that best applies)

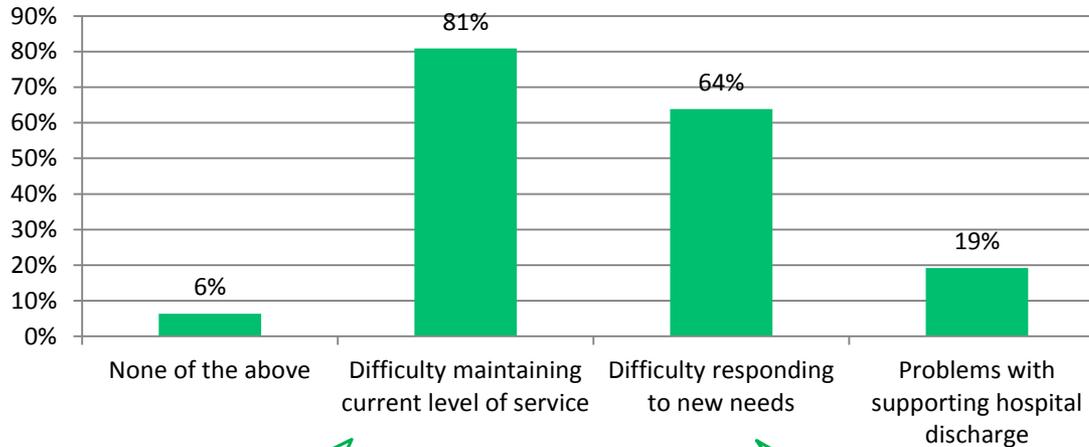


*'I've been in this job for 32 years, and 25 of those as a manager, and this is the worst its ever been for staffing.'*

*'I don't think we have ever felt so unloved or felt the lack of respect or support as much as we currently feel.'*

# Impacts on services from staffing pressure are happening now or expected in the near future

Please tell us which, if any, of the following impacts you are experiencing now, or expect to see in the near future, as a result of workforce pressures. (Please tick ALL that apply).



*'Workforce pressures are impacting on our ability to take on new customers.'*

*'...Like a lot of other providers we are reviewing the services we deliver to understand if they will continue to be viable into the future. This is especially true of our care homes.'*

*'We are having to cap the occupancy in a number of homes due to staffing challenges - as above plus staff on summer leave.'*

*'We are considering reducing occupancy levels due to staffing pressures.'*

# Key actions that DHSC can take now in the Winter Plan to help

**Recognise the frontline realities - the care workforce is exhausted and has spent 18 months on the frontline battling COVID:**

- ✓ **pay a retention bonus to care staff** which is not taxed and not subject to Universal Credit rules. Scotland and Wales have done something similar already
- ✓ **Increase and extend the Infection Control and Rapid Testing Fund** to the end of March 2022
- ✓ **Delay the implementation date for mandatory vaccination** for care home staff
- ✓ **Create a wholly flexible Workforce Capacity Fund now** to support immediate recruitment & retention challenges & upskilling/ training
- ✓ **Help local areas create staffing contingency & mutual aid plans**
- ✓ **Reframe a more effective national recruitment campaign** to inspire people to join the care workforce
- ✓ **Add care workers to the shortage occupation list now**
- ✓ **Make Kickstart & apprenticeships work NOW for social care**

# Remember the wider context – social care workforce

- **Social Care workforce vacancies pre pandemic = 112,000 in 2020**
- **Social Care Nursing in crisis - a 33% decline since 2012/ 13 – down 17,000 from 51,000 to 34,000 today**
- **£7k pay gap for care workers with the same skills and accountabilities to those in equivalent roles in health & education: see the [Unfair to Care report](#)**
- **No workforce strategy since 2009**
- **Care staff do not enjoy the same pay & reward as health care staff**
- **Care staff have been on the frontline of COVID for 18 months now, facing illness, death, burnout and stress**

# Remember the wider context - Vaccines

- **Healthcare staff are not having the vaccine mandated for them**
- **Vaccine rates are going up steadily amongst the care workforce**
- **Care workers are people – their concerns and anxieties about the vaccine reflect those of the wider population**
- **The Govt consultation on this policy proposal found that 57% of respondents overall opposed the proposal, with 62% of service users & families opposed to the proposal and 77% of the public opposed to it.**



# Keep in touch!

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