

Wednesday 11th December 2024

1. Social Care Market Updates
2. E-Brokerage Implementation
3. The International Recruitment Fund at North Yorkshire Council
4. Dates for Diary

CQC Action Alert: Message for Care Connected

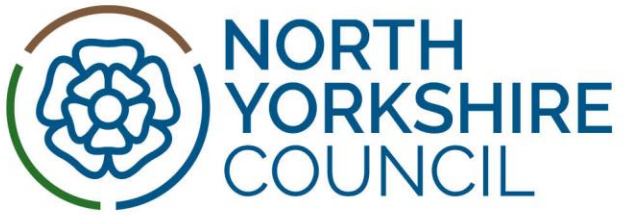
Message on behalf of North Yorkshire Council's Health and Adult Services Leadership Team following the Care Connected session:

North Yorkshire Council have received notification from CQC that our Assurance Assessment will take place within the next 6 months.

In the meantime, we have been set deadlines for data/key contacts and evidence submission (including our self-assessment) by the 16th of December 2024 and the 10th of January 2025 respectively.

We will be in touch with more information in the new year and we thank you for being an important part of our improvement journey.





eBrokerage Implementation

Care Connected

11th December, 2024

eBrokerage

From April 2025 NYC will be implementing an eBrokerage solution to replace the current process

This will be launched in a phased way across service types and localities

This approach will require change but will bring many benefits to both providers and NYC

Why are we making this change?

Our current system relies on large numbers of emails and phone calls to source individual packages of care.

This approach is disjointed, time consuming and doesn't provide a single, accurate audit trail around which packages have been offered to which providers and who has responded

Moving to a system based approach will create a more consistent, timely and transparent process for sourcing care

What is eBrokerage

We will be utilising the System C 'Marketplace' module which is part of the Liquid Logic family of products – the same systems which NYC use for case management

All providers will receive a login to the web based system to access new package requests and respond

The process

1. Brokerage receive a request for a care package from social work teams
2. Brokers input all relevant information into the system to populate the package
3. The system determines which providers this package information should be sent to based on the existing APL information
4. All relevant providers receive package information simultaneously with a defined window for response (not first come, first served)
5. All providers complete the response form within the system
6. Brokerage collate responses and, utilising the existing 'best value, best match' process determine who to award the package to
7. All providers, successful and unsuccessful, receive simultaneous notifications of the outcome
8. Brokers will contact successful provider, contracts will continue to be sent in the usual way

Purpose and Benefits of E-Brokerage

- **Improved** efficiency in processes for both NYC and APL Providers – due to elements becoming more automated and clear time parameters set for sourcing options to be gathered
- **Improved** end to end transaction speed and efficiency
- **Improved** data accuracy and transparency in approaches to market
- **Improved** reporting and monitoring. E-Brokerage module allows for better reporting and has the capability to produce both routine and ad hoc reports – allowing for thorough service planning and market development
- **Streamlining and consistency** of internal end to end brokerage process, due to elements becoming consistent countywide and automated via the module
- **Robust** tools for consistent decision making and accessibility to information – E-Brokerage module can set a clear and robust scoring system, ensuring the most appropriate potential package offers are considered on a ‘even playing field’ and no provider that can potentially meet assessed need is precluded from offering on the package/placement
- **Enhanced** Market Intelligence data for both NYC and APL Providers

Timeline

Phase 1 – Home Based Support, including in house provision

April 2025 – Scarborough, Whitby, Ryedale

May 2025 – Harrogate and Craven

June 2025 – Hambleton, Richmondshire, Selby

Phase 2 – Bed Based Services

To be rolled out in phased approach from Winter 2025

Phase 3 – Supported Living and Community Based Support

2026 onwards



Next steps for Providers

On boarding to begin the new year – more information to follow

Provider webinars to be held in February

Training videos and information being finalised

Partnered with Go 4 Growth to support providers

FAQs further information to be provided on an ongoing basis

Regular updates via Care Connected



Contact

- Outlook Inbox has been set up to direct all E-Brokerage query / email traffic in and out of NYC.

ebrokerageimplementation@northyorks.gov.uk



The International Recruitment Fund at North Yorkshire Council

Keeley Metcalfe- Talent Acquisition Manager
keeley.metcalfe@northyorks.gov.uk

Inés Antunes- Graduate International Recruitment Officer
Ines.Antunes@northyorks.gov.uk



An introduction to the International Recruitment Fund

£15M International Recruitment fund for Adult Social Care

The government's aim is to provide employers with a range of support mechanisms so that they are able to take advantage of the benefits presented by international recruitment. It is also designed to help ensure an ethical approach to recruitment and employment practice and that international recruits are provided with a range of support to help them make an effective transition to working in England.

Funding for Yorkshire and Humber

Allocation for 24/25
£1.505M

Sponsorship Licence
57 Revocations and 21
Suspensions

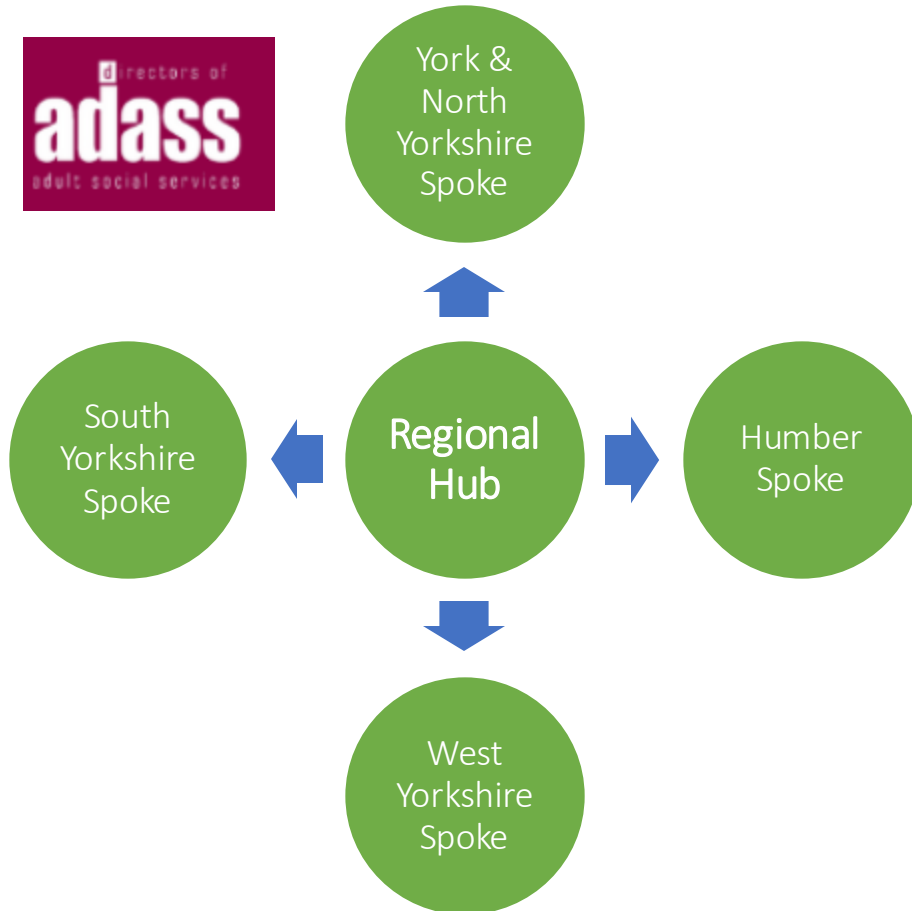
Year 2

5,400 workers in Yorkshire and Humber

The primary activity should be to facilitate in-country matching of overseas recruits, displaced by unethical practices or by sponsorship revocation where they are left without employment.



Structure of the Project



1 Regional Hub- Based in Leeds, ADASS.

Coordinates and manages a regional inbox.

Offer project management and infrastructure support.

Coordinate strategic communications and training/support/advice.

4 Sub regional spokes

Oversee localised matching activity.

Signpost to localised support and pastoral care.

Develop market capacity by working with providers.

Feed in reports and impact assessments to the Regional Hub.



Progress so far in York and North Yorkshire...



Over 50 care providers identified as having a sponsorship licence

Over 130 Care Providers contacted to discuss sponsorship opportunities

Over 50 displaced workers supported by the IR team at NYC, including employability guidance, and pastoral help.

12 displaced workers have secured full-time roles with sponsorship



Compliance- Key Requirements

- Genuine Vacancy: specific job code/ business model/contracts / evidence (adverts/applicants)
- CQC registered
- Min. Salary £23,200 (£11.90 an hour)
- English Language- The worker must prove they can read, write, speak and understand English to at least level B1 on the [Common European Framework of Reference for Languages \(CEFR\) scale](#)
- Right to Work: Photo ID, National Insurance number,
Visa details
- DBS & Clearances
- Contract & Personnel File/Records
- Record Keeping: changes (Incl. organisational changes) absences, residence

Robust workforce
management



Supplementary Hours



- The Home Office has released new guidance on sponsored workers right to work supplementary hours.
- Any supplementary hours worked rely on valid sponsorship for their full-time established role.
- If the worker's sponsorship comes to an end due to licence revocation, the worker no longer has the legal ability to work supplementary hours.
- Providing supplementary additional hours to the worker would be illegal.
- If it is not possible for the employer providing supplementary hours to employ the worker on a new sponsorship, the employer must cease to employ them.

Main points:

- Supplementary 20 hours must be worked in a skill shortage occupation
- Maximum up to 20 hours
- Relies on sponsorship by core employer; requires ongoing vigilance



Illegal if not sponsored

Help for Employers

- **Employer Guide** available on the Make Care Matter website.
- Help sourcing suitable candidates for vacancies at your services.
- **Expedition process:** Local Authorities have permission to provide a 'letter of recommendation' to support a care providers' application for a Certificate of Sponsorship (CoS).

CAN QUICKEN UP COS APPLICATION PROCESS BY UP TO 8 WEEKS.

- **Self-Assessment tool:** Allows you to self-evaluate your compliance in relation to international recruitment. It includes all the requirements that will be checked by the Home Office, if they conduct an audit. Can be accessed via YHIR Website.
- **Regular Webinars** on sponsorship requirements and compliance.

Useful Links

[Home Page; Yorkshire and Humber Regional International Recruitment Hub > NY Resourcing](#)

[Help for workers whose employer has had their sponsorship licence revoked > NY Resourcing](#)

[Help for all sponsored workers in Adult Social Care > NY Resourcing](#)

[Help for Adult Social Care Employers – Sponsoring Workers > NY Resourcing](#)

[Sponsored Migrants – know your rights > Make Care Matter](#)

[Find out more about social care > Make Care Matter](#)

Ethical recruitment: [International recruitment toolkit for adult social care providers: a guide to good practice - GOV.UK \(www.gov.uk\)](#)

Government Guide [International recruitment toolkit for adult social care providers: a guide to good practice - GOV.UK \(www.gov.uk\)](#)

Code of Practice [Code of practice for the international recruitment of health and social care personnel in England - GOV.UK \(www.gov.uk\)](#)

Health and Social Care Visa [Health and Care Worker visa: Overview - GOV.UK \(www.gov.uk\)](#)

Skills for Care step by step guide sponsoring workers in care sector
<https://www.skillsforcare.org.uk/Recruitment-support/International-recruitment/International-recruitment.aspx> and full tool kit [International recruitment \(skillsforcare.org.uk\)](#)

Full guidance on sponsorship responsibilities
<https://www.gov.uk/government/collections/sponsorship-information-for-employers-and-educators>

Register of Sponsors: [Register of licensed sponsors: workers - GOV.UK \(www.gov.uk\)](#)

Ethical Recruiters List: <https://www.nhsemployers.org/articles/ethical-recruiters-list>

English Language Framework: <https://www.coe.int/en/web/common-european-framework-reference-languages/level-descriptions>



Humber and North Yorkshire Health and Wellbeing Newsletter Winter Edition

Please see the link to the latest Health and Wellbeing Newsletter from Humber and North Yorkshire Health and Care Partnership [Health and Wellbeing Newsletter - Winter edition 2025 – 1](#)

The Winter Edition covers topics including:

- Free virtual sessions available to all volunteers and staff working within Health and Social Care
- Winter Wellbeing – The impact that changing seasons may have upon an individual’s Mental Health
- Financial Wellbeing Support
- Up and Coming Events and Resources



**TRAINING
& LEARNING
SOLUTIONS**

“Those with dementia are still people and they still have stories, they still have character, they are all individuals, and they are all unique. And they just need to be interacted with on a human level.”

“While no one can change the outcome of dementia, with the right support you can change the journey.”

Understanding Dementia Filling in the blanks

V1 Aug 2024



Future Available Dementia Care Training dates – NYC Training & Learning

Contact Dhiraj Mann – Dhiraj.Mann@northyorks.gov.uk Tel No: 01609 534695

Craven

Tue 17/12/24 - Belle Vue Suite, Skipton

Thu 16/01/25 - Staincliffe Suite, Skipton

Harrogate

Tue 21/01/25 – Civic Centre - Stray Room

Thu 30/01/25 – Civic Centre Fountains Room

Tue 04/02/25 – Civic Centre Fountains Room

Thu 06/02/25 – Civic Centre Stray Room

Wed 19/02/25 – Civic Centre Fountains Room

Hambleton / Richmondshire / Northallerton

18/12/24 – County Hall South Bk SB202

14/01/25 - County Hall – South Bk SB202

22/01/25 – County Hall Project Room B

29/01/25 – County Hall Project Room D

05/02/25 - County Hall South Bk SB201

Vale of York

Tue 28/01/25 – Selby Civic Centre, MR2

Wed 05/02/25 – Selby Civic Centre, MR2

Thu 13/03/25 – Selby Civic Centre, MR2

Mon 17/03/25 – Selby Civic Centre, MR2

Wed 19/03/25 – Selby Civic Centre, MR2

Dates for your Diary

1) First Care Connected Session in 2025 – Wednesday 8th January 2025, 10:30am – 11:30am

2) Skilled Care Worker Sponsorship: Supplementary Hours Webinars:

- Wednesday 8th January 2025, at 2pm
- Thursday 16th January 2025, at 10am
- Thursday 23rd January 2025, at 6pm

Please email Ines.Antunes@northyorks.gov.uk with the date they would like to attend, and a Teams invitation will be sent.



Key Contacts – North Yorkshire Council

North Yorkshire Council website [Home | North Yorkshire Council](#)

Quality Team: HASQuality@northyorks.gov.uk

NYV HAS Contract Team: HASContracting@northyorks.gov.uk

North Yorkshire Partnership website: [Care Connected | North Yorkshire Partnerships \(nypartnerships.org.uk\)](#)

NYC Approved Provider Lists for Adult Social Care – FAQs, Webinars can be found [here](#)

Public Health dph@northyorks.gov.uk

Service Development: HASservicedevelopment@northyorks.gov.uk

Jo Holland - joanne.holland@northyorks.gov.uk

Training available NYC, PHE & NYSAB:

<https://safeguardingadults.co.uk/> & <https://www.nypartnerships.org.uk/phtraining>

Workforce

Make Care Matter www.makecarematter.co.uk



Key Contacts and Information – City of York Council (CYC)

All Age Commissioning and Contracts team: AllAgeCommissioning@york.gov.uk

If you require further assistance, call: 01904 55 4661

Transformation and Service Improvement team: asctransformationteam@york.gov.uk

Adult Social Care Community Team:

Telephone: 01904 555111, Textphone: 07534 437804

Email: adult.socialsupport@york.gov.uk

CYC Adult Social Care information: <https://www.york.gov.uk/AdultSocialCare>

2023-25 Market Position Statement: <https://www.york.gov.uk/ShapingCare>



Key Contacts – Health and Adult Social Care

NHS Humber and North Yorkshire ICB: hnyicb-voy.yorkplacequalitynursingteam@nhs.net

iCG: John Pattinson johnpattinson@independentcaregroup.co.uk To join the iCG [click here](#)

Heather Bygrave- Relationship Team Manager Immedicare hbygrave@immedicare.co.uk

Dreams Team - dreamsteam@eastriding.gov.uk

Skills for Care: [Home - Skills for Care](#)

Training available

IPC [Home - Infection Prevention Control](#)

NHS Humber and North Yorkshire ICB- [Training and Development Opportunities](#)

Digital Update Newsletter sign up - [Newsletter Signup - Digital Social Care](#)

Workforce

Skills for Care <https://www.skillsforcare.org.uk/Recruitment-retention/Recruitment-and-retention.aspx>

Department of Health & Social Care <https://www.adultsocialcare.co.uk/home.aspx>

The DHSC social care reform [Homepage -](#)

Workforce wellbeing resource finder: [Wellbeing resource finder](#)

