



Building an effective Bank workforce post Covid 19

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Introductions



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Who we are and what we do: Recruitment & Workforce Solutions

Campaign Management

Complete Outsourced
Recruitment

Early Talent Recruitment
(Graduate/ Apprenticeship and
other)

Bank Management

Exit & Retention Interviews

Contingent Recruitment
(Individual vacancies)

Care Character
Psychometric Assessments

Pre-Employment & On-boarding

Research & Audits

Mandatory Vaccinations causing discord and contributing to increased need

Increasing cost of attraction, specifically removal of free postings on Indeed which has been the largest source of applications for some time

Declining applications

Less willingness of existing staff to pick up additional shifts

Rising agency use, rising agency rates due to staff shortages

Rising turnover due to the internal environment: tired staff/ overworked managers/ inability to be flexible

**Current Candidate Landscape
Social Care**

General exhaustion due to COVID-19

Under-representation of Gen Z in the workforce

BREXIT: Shortages in other sectors causing pay increases that care can't match

Where is the recognition from the government? A fed up workforce!

Vacancy Levels & Agency Use

- On average in 2020/2021 there have been 105,000 vacancies advertised.
- 2208: The number of Bank roles advertised on Indeed a couple of days ago.
- Agencies are increasing their rates due to market pressure

Top Tip

Bank's can be used to nurture interest from under-represented groups
They can offer flexibility both for new and existing staff
They can act as a pipeline for future talent

Let's look at the Money!

Temp Agency
Worker
£9.50

On-cost of £12.26

Agency Margin 20%
+ VAT 20%

Total Hourly Cost
= £17.66

Bank Worker
£9.50

On-Cost of £12.26

No agency margin.
No VAT.

Total Hourly Cost
= £12.26

£210,600

Re energise our nurses with flexible working

Nurses are vital to our healthcare system - read my thoughts on the importance of providing flexibility to give them all the support they need as we look to the future.

What does flexibility mean to you?

There's a wave of interest to join the NHS and we need to ride that wave to help support the continued response to COVID-19 and the recovery.

Four London trusts join together for region-focused staff bank platform



Four London NHS trusts have joined together to create a region-focused staff bank powered by technology.

The North West London Collaborative Staff Bank is a shared pool of available clinicians who can fill shift vacancies across the four trusts.

Bank HCA (healthcare assistant)

☆ watch

Announcements



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1 2 3 4 ⋮



Dreamer

Badges: 17



Rep: ■■



★ Thread starter

Report 9 years ago #1

So I've got a summer job as a bank hca, and am hoping to pick up as many shifts as possible this summer to make money, as well as nab experience in hospitals cos im a med student as well....

I was just wondering if anyone who has had this job before can give me some tips on what to do, how to get organised, their own experiences etc....also anyways in which to get the most out of this job, I love the idea of being in charge of basic patient care, but the med student within me would love to see some interesting clinical cases as well...

I havent done this job before or anything quite like it so any tips at all would be sooo much appreciated

Job Adverts

Bank Staff vacancies

All applicants must have NVQ level 2 or 3/Health & Social Care level 2 or 3.

Permanent positions. To undertake duties under direction and guidance of senior staff in accordance with agreed programmes of care.

Wage to be discussed at interview.

Job Type: Part-time

Experience: Social work: 1 year (Preferred)

What are bank leavers telling us?

"Would be nice and helpful to have the option of weekly payment instead of monthly"

"I loved my job but the pay wasn't great"

"It feels like bank workers get forgotten about, especially with training"

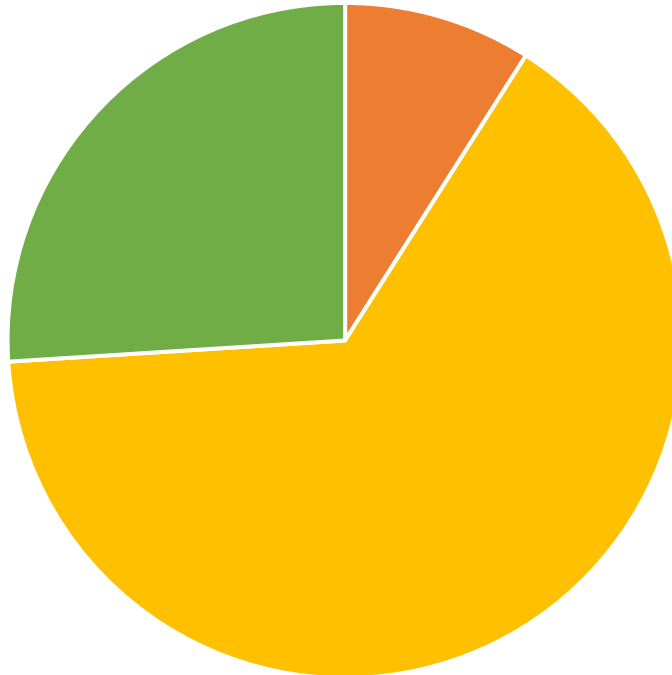
"I never saw or spoke to my manager as I worked night but no efforts to contact me were made."

"At least I expected 3-4 shifts per month. I was only getting about one shift per month."

Current Workforce

Age

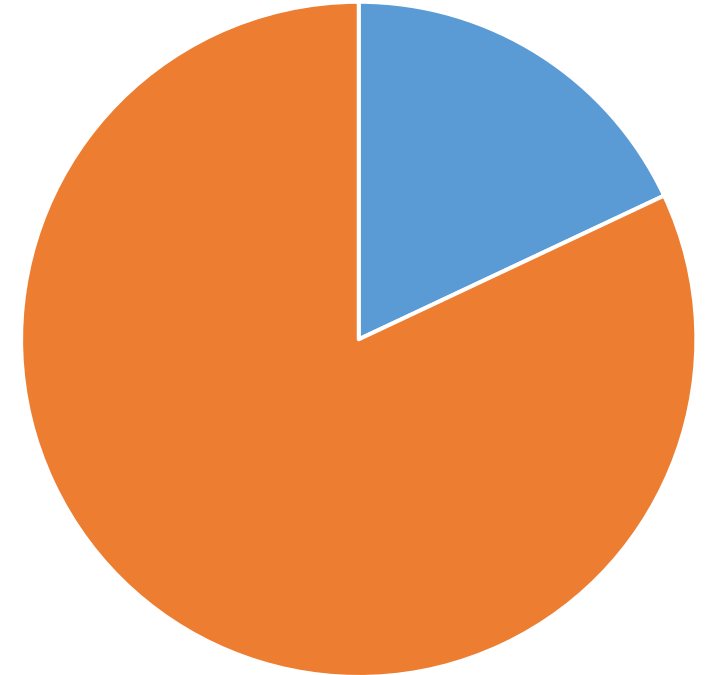
Under 25 – 9%
25-54 – 65%
55 – 26%



Under 25 25 - 54 55 and over

Gender

Female – 82%
Male – 18%



Male Female

Youth Unemployment

Insight Days

Work experience

Part time jobs

Prince's Trust

Care Leavers'
Covenant

School outreach

Local colleges

Care Home Open
Week

In Summary

- Covid reduced agency spend, but it's on the rise now!
- Not much has changed, and there is a danger things will get worse as agency costs rise
- There is little collaboration or innovation around social care banks.

Top Tips

FLEXIBILITY

Communication

Training & Support

Build a process that works for everyone

Under-represented groups



Avante Care & Support: Bank Case Study

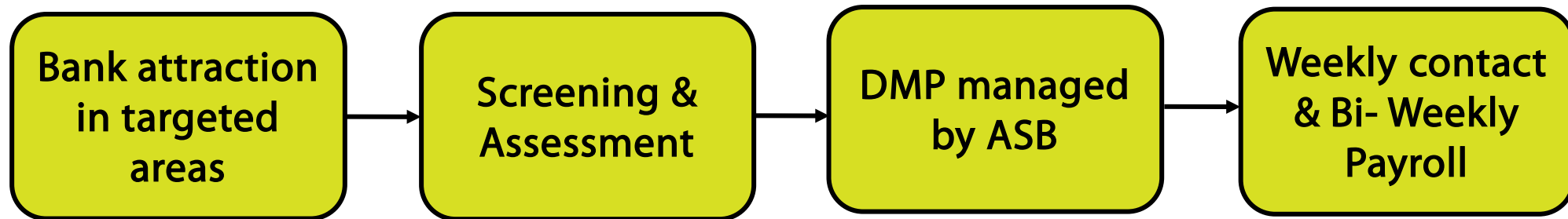
Project Overview

- Avante staff bank was started in January 2012. Throughout the years ASB has grown and at some points has helped supply up to 3000 hours per week.
- Before the bank was set up each individual home was responsible for their agency use. Hours ranged from **1700 hours** to **3800 hours** per week.
- Originally the bank was for Care Service Assistants only but now covers Team Leaders, Kitchen assistant and Domestic. It is also used as a recruitment stepping stone.

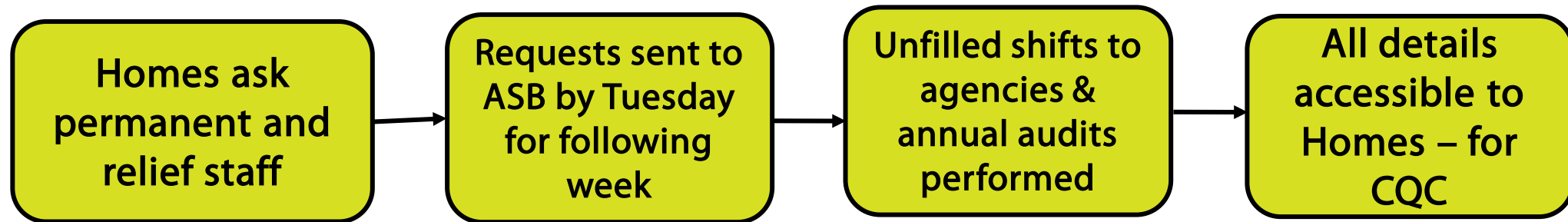
Project Overview

Year	Agency hours	ASB hours	Average Saving
2018	58,316	91,497	£315,341
2019	53,102	100,479	£329,471
2020	68,649	34,571	£200,000

The Bank Process - Candidate



The Bank Process – Hiring Manager



Key Facts

Good tenure of
bank workers.
Some from as long
ago as 2013!

Currently 66
active workers in
the bank

Out of Hours staff
cover 6.30 AM-
9.00am & 5 PM to
9.30 PM

Bank Workers
averaging 20
hours a week

Now a team of 4

Often a stepping
stone to permanent
employment

Flexibility offered
for perm staff that
want to reduce
hours too

Using Staffplan
technology

Challenges, Learns & Plans

- **Covid! An extremely challenging time for everyone!** More Dom Care staff were lost than Care Home Staff. Turnover higher in the last two years than previously.
- **Less hours for bank workers due to Covid:** Unsurprisingly due to restriction of movement
- Can sometimes lose dozens of staff in a year to a home that offers them permanent roles. This then impacts on the ability to fill shifts and increases agency use while more bank staff are hired.
- Geographic footprint has big impact. Urban V Rural
- Big campaign coming to increase bank staff available – Rebuild ahead of future growth!

And now for a plug!



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