

1000 Voices Questionnaire

Dear Colleague

As Chair of Skills for Care I am personally inviting you to join in our 1000 Voices project which aims to make sure the voice of 35,000 adult social care employers and 1.5 million workers are heard in the government's Big Care Debate.

This is our response to the Big Care Debate launched by the Government to find out what the adult social care sector really thinks about the 'Shaping the Future of Care Together' Green Paper announced in July.

Skills for Care has decided to launch the 1000 Voices project so we can find what employers have to say about the Green Paper, and your response will inform our response to that document which we will be submitting in November.

There are a number of questions to answer and I hope you take a few minutes to answer as many of them as you can or feel you have an opinion about.

There is no doubt in my mind that this Green Paper is a hugely significant document for our sector and we want to make absolutely sure your voice is heard in our submission.

We need your response back by **Thursday 22 October** to give us time to collate your contributions.

I fully realise you are busy but this is a major opportunity to influence government thinking about the shape and funding of adult social care in the future.

I would urge you to support our response to the Big Care Debate by filling in this [1000 Voices questionnaire](#)

Yours truly,

A handwritten signature in black ink, which appears to read 'David Croisdale-Appleby', written over a horizontal line.

David Croisdale-Appleby
Chair, Skills for Care

1000 Voices Questionnaire

Name of organisation:

Size of organisation:

Location/region:

- | | | |
|--|--|---|
| <input type="checkbox"/> North East | <input type="checkbox"/> North West | <input type="checkbox"/> Yorkshire and Humber |
| <input type="checkbox"/> East Midlands | <input type="checkbox"/> West Midlands | <input type="checkbox"/> Eastern |
| <input type="checkbox"/> London | <input type="checkbox"/> South East | <input type="checkbox"/> South West |

Services provided:

Types of service users:

- Older people with dementia
- Older people with mental disorders or infirmities, excluding learning disability or dementia
- Older people not in above categories
- Adults with physical disabilities
- Adults with learning disabilities
- Adults with mental health needs
- Adults with sensory impairments
- Adults who misuse alcohol/drugs
- Other adults

- Children and young people with emotional or behavioural difficulties
- Children and young people with physical disabilities
- Children and young people with learning disabilities
- Children and young people with mental health needs
- Children and young people with sensory impairments
- Children and young people who misuse alcohol/drugs
- Other children and young people
- Families
- Carers of older people
- Carers of adults
- Carers of children and young people
- Other service users

Sector:

- Statutory local authority (adult services)
- Statutory local authority (children's services)
- Statutory local authority (generic or other services)
- Statutory local authority owned
- Statutory health
- Private sector
- Voluntary or third sector
- Other

Introduction

The social care sector is at a crossroads. Growing pressures from increasing life expectancy and changing demographics means that reforms are needed if we are going to be able to provide the highest quality care. In response to these challenges the proposals outlined in the Government's Social Care Green Paper: "Shaping the Future of Care Together" could see the biggest changes in our sector for generations.

Skills for Care is therefore launching a major consultation to coincide with the Government's Green Paper consultation, to ensure that the views of employers are heard loud and clear across Government. The 'Big Care Debate' is a vital opportunity for social care service providers to shape the future of social care, which is why we are looking to bring together as many views as possible from across the sector.

This is YOUR chance to influence the debate and we look forward to being able to present YOUR VIEWS to Ministers and officials in Government.

Working together with others

As a social care provider you may be required to work alongside a number of different partner organisations, including the National Health Service, housing associations, local authorities and the benefits system. Users often have to navigate a disjointed system, which can often be frustrating, and expensive. There are also differences in how health and care services work together across England. Local authorities, as the main commissioners of care services are often placed in a position which allows them to drive the market, however this may also mean commissioning can be conducted in an ad-hoc and uncoordinated way. It is important that social care providers continue to improve the ways it works with other organisations to create a better environment for service users and the social care workforce.

Skills for Care would like to hear your views and experience of working with other organisations:

1. To what extent do you work with other organisations?

2. What is your experience of working with other organisations? For example, can you give examples of where it works well, and where it works badly?

3. What problems do you experience working with other organisations like the NHS, housing, transport providers?

4. What is usually the cause when these problems occur?

5. What do you think would make joint working with the NHS, local authorities and other organisations easier?

6. Does commissioning need to change in order to improve joined up working and to achieve better quality services? If so how would you like to see commissioning work?

Providing a wider range of care and support services

The social care sector has grown rapidly since the establishment of a care and support system in the 1940s. The public now have a greater awareness of the types of services available to them and want more choice and control over the services they receive. Changing demand will also have a huge impact on the kind of services commissioned by local authorities.

We would like to hear your views on the proposals outlined in “Shaping the Future of Care Together” to widen the range of care and support services available:

7. Do you agree that a greater range of more personalised services will need to be provided in the future?

8. What is your organisation currently doing to provide a greater range of personalised services?

9. What more would you like to/could you do if resources were unlimited?

10. Can you be specific about anything that might stop your business/organisation from providing a greater range of more personalised services? (For example, uncertainty about what services will be needed, lack of resources, staff training etc)

11. What additional training would your staff require in order to provide a greater range of personalised services?

Delivering more innovative, and better quality services

With high public expectation, comes the need for a better trained, better resourced and a more flexible workforce. This could mean raising the standard of the workforce, by providing them with opportunities for development. The public need to know that when they require support and care for either themselves or their family, they will be getting the best possible quality of care, and that they will be treated with dignity. We also know that for care providing businesses and local authorities, this must be cost effective.

We would like to hear your views on the training and development of the workforce:

12. What are the main issues affecting recruitment and retention of key workers for your organisation/business? (For example, the lack of a clear career framework, levels of support)

13. How do you try to overcome these problems?

14. What are the barriers to increasing quality and innovation amongst your workforce?
(For example, lack of resources, inadequate training)

15. Do the sector organisations that support your work (Skills for Care, Social Care Institute of Excellence (SCIE), Care Quality Commission (CQC), and General Social Care Council) provide effective leadership for the sector? What do you think could be done to strengthen leadership of the sector?

National or local funding

The Green Paper puts forward the Government's vision for a new system of funding, which would mean that everyone who qualifies for care and support has a right to help from the state to access the care that they need. In order to make this vision a reality, difficult decisions will have to be made. The Government engaged with hundreds of people during the first consultation process, and they are now in a position whereby they want to consult further on how the funding should be distributed.

National funding

There is a growing concern amongst service users that the current system is unfair; people think that it is unfair that people with the same needs can get different amounts of care and support in different parts of England. This system often restricts the choices of service users, and can inhibit their quality of life.

Under a national funding structure, Government would decide how much funding people receive, ensuring that no matter where the service user resides in England, they would receive the same level of funding as everyone else. This system would be easily understood and people would therefore be able to plan for the future. However, this system would also mean that levels of care and support would differ between areas, as services in one region may be more expensive than in another.

Part-national, part-local system:

During the consultation period, there were a large number of responses which indicated that different areas of the country had different needs, for example the needs of a rural area, will be different from those in inner-cities. Greater local flexibility would ensure that service users are offered services which reflect their needs, depending on their location, but which would ultimately enable them to achieve the same outcomes as those on a national scale.

Under a part-national, part-local system, people would know that they were entitled to have their needs, and a proportion of their support and care package met. However, local authorities would ultimately be given the responsibility of deciding how much a service user should be given to spend on overall care and support. The disadvantage of this funding scheme is that the amount of funding people receive, would differ across the country, which may be perceived as unfair.

16. In your view, which of the two funding systems described above would be more effective in helping you improve services? Why do you think so?