

## Category information sheet

### **Secrets of success – Best retention and recruitment approaches**

This award recognises employers who stand out from crowd in the way they retain their staff and attract, recruit and support new people.

#### **About this award**

We're looking for employers who do all this well and can provide evidence that their unique approach really makes a difference.

Those entering will need to evidence the impact their initiatives have had on the quality of the service and the benefits for the people they support.

**Who should enter:** adult social care providing organisations across all sectors or individual employers in England.

#### **How to enter**

The Accolades awards are free to enter.

We've prepared this category information sheet to help you put your entry together.

Look too at our entry guide for tips and rules of entry.

Online entries open on Tuesday 7 May 2019.

The closing date for entries is 21 June 2019.

[www.skillsforcare.org.uk/accolades](http://www.skillsforcare.org.uk/accolades)

<b>Entry questions (350 word limit)</b>		<b>You may include reference to:</b>	<b>Criteria</b>
1.	What is your current vacancy and turnover rate in the last 12 months and what methods do you employ to ensure your low turnover rates? (What are your secrets of success)?	<ul style="list-style-type: none"> <li>▪ Secrets of success less than 10% turnover</li> <li>▪ Succession planning</li> <li>▪ Workforce planning</li> <li>▪ Workforce diversity</li> </ul>	Turnover rates
2.	How you do reach out to your community and attract a diverse range of talented people to work for you?	<ul style="list-style-type: none"> <li>▪ Methods of promoting vacancies and engaging with potential new applicants</li> <li>▪ how applicants are encouraged to reflect the needs of the people being supported</li> <li>▪ working in partnership with others</li> <li>▪ Using I Care...Ambassadors.</li> <li>▪ Recruiting for values and behaviours</li> <li>▪ Recruiting people that may be currently under represented in their workforce e.g. disabled people</li> <li>▪ Could be culture, good rewards and incentives, forums.</li> </ul>	Attracting talent

3.	How do you select the best people with the right values to work for you?	<ul style="list-style-type: none"> <li>▪ recruiting for values and behaviours</li> <li>▪ involving people who need care and support, and their families, friends or advocates.</li> </ul>	Recruiting for values
4.	How do people apply for vacancies and how can they be sure they are suitable for the role before they apply?	<ul style="list-style-type: none"> <li>▪ the different ways people can apply</li> <li>▪ open days</li> <li>▪ taster days</li> <li>▪ volunteering</li> </ul>	Applying for roles
5.	How do you ensure new starters are well supported, particularly in the first few months?	<ul style="list-style-type: none"> <li>▪ induction</li> <li>▪ mentoring and coaching</li> <li>▪ peer support /buddying</li> <li>▪ identifying learning and development needs</li> <li>▪ supervision and appraisal</li> <li>▪ incentives and rewards.</li> </ul>	Support for new starters

<b>Entry questions (500 word limit)</b>		<b>You may include reference to:</b>	<b>Criteria</b>
6.	How has your success in recruiting and retaining quality staff impacted upon the people that use your services?	<ul style="list-style-type: none"> <li>▪ feedback from people who need care and support, and their families</li> <li>▪ feedback from staff</li> <li>▪ staff retention</li> <li>▪ I Care Ambassador reports</li> <li>▪ Care Quality Commission reports</li> </ul>	The difference being made to the people who need care and support