



# WM SOCIAL CARE

• International Recruitment •

## International Recruitment Bulletin

Issue Number: 2

### What's new?

Welcome to our monthly E-Bulletin. This edition covers the months of February – April. We have chosen to combine these months to ensure more comprehensive coverage about the support available and shine a spotlight on some of the small projects that are currently underway.

We are delighted to let you know the International Recruitment Hub has been updated with more information about the local projects and resources to support International Recruitment.

All CQC Registered Adult Care Providers and Local Authorities across the West Midlands can access this guidance to support:

- Ethical international recruitment
- Diversity across the workforce
- Efforts to attract a set of skills that enhance the care sector
- Efforts to maintain high standards of care across the West Midlands



**Access the IR Hub**

## FREE LEGAL HELPLINE

The FREE legal & HR helpline is available until the end of June 2024.

All CQC Registered Independent Adult Social Care Providers, across the West Midlands, are entitled to 30 minutes free legal advice.

Helpline: 01202 786 107

Email: [WMIRHelpline@la-law.com](mailto:WMIRHelpline@la-law.com)

[More information can be found via the WM International Recruitment Hub here.](#)

## International Recruitment E-Booklet

Recruiting from overseas can be challenging. Using a recruitment agency that is experienced and specialises in International Recruitment can cut down on time, costs and support ethical recruitment.

WME has created free audit tools and developed a FREE E-Booklet, containing Top-Tips, which can be accessed via the IR Hub. This also includes a checklist, which you can use when speaking with Managed Service Providers and Agencies, to help you ask the right questions and make a more informed decision.

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## Small Grants

The Department of Health & Social Care (DHSC) international recruitment funding has been made available for a Small Grants Programme.

WM-ADASS have put a programme in place across the West Midlands. This supports local grant initiatives that are being undertaken by West Midlands councils and care providers – working in partnership to provide local support for international recruitment.



The aim of these small projects is to strengthen the community care providers but also collaborate at regional and local levels with partners across the West Midlands, such as care associations, West Midlands Employers and Citizens Advice Bureau.

Extending collaboration is one of the West Midlands ADASS building blocks for resilience in adult social care and has been a principle used within the International Recruitment Project. It is through collaboration that some significant work to create an International Recruitment infrastructure across West Midlands has been achieved.

### Local projects include

- **Staffordshire & Stoke on Trent Local Authorities:** Pastoral support and culturally sensitive and formal training.
- **Shropshire and Telford & Wrekin Local Authorities:** Support for displaced international recruits due to sponsor licence revocation collaborating with Partners in Care Association and Citizens Advice Bureau (CAB).
- **Herefordshire Local Authority:** Training and support for ASC providers on international recruitment.
- **West Midlands Care Association (WMCA) & Herefordshire & Worcestershire Care Association:** A buddying scheme launched across seven Local Authority areas.
- **Coventry & Warwickshire Local Authorities:** Support for displaced international recruits due to sponsor licence revocation and for refugee employment into adult social care.
- **Solihull Local Authority:** Pastoral care and resources for international recruits.
- **WMCA:** Supporting communications in conjunction with other West Midlands based care associations and WMCA will also be supporting re-employment for displaced international recruits.
- **WMCA:** Established a service to pay and organise DBS checks for new International Recruits. The funding will provide approx. 1,000 searches for providers based within West Midlands, Herefordshire, Worcestershire and Warwickshire.

We will be shining a spotlight on one of the small projects, in our E-Bulletins – this month we focus on Coventry & Warwickshire Local Authorities. Please visit the IR Hub for more information about what support is available in your area.



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# Collaborative efforts in supporting care providers & international recruits in Coventry and Warwickshire



Coventry and Warwickshire Local Authorities joined forces to tackle the challenges facing care providers and international recruits within the region. They are using the small grant funding specifically to provide support for:

- Displaced international recruits due to sponsor licence revocation.
- Refugee employment into adult social care.

The team have been working closely with WM-ADASS, using the International Recruitment Dashboard, to identify care providers at risk of revocation of sponsorship and understand how many international recruits may need support.



They have created a programme of activity to support international recruits who are at risk in securing new employment post-revocation of sponsorship by their respective organisations. Recognising the urgency of the situation, initiatives have been implemented to facilitate quick placement into roles, thereby mitigating housing risks associated with unemployment.



"The collaborative endeavours of Coventry and Warwickshire Local Authorities are having a positive impact on international recruits, refugees and care providers.

"Through continued partnership and shared learning, the region remains ready to overcome challenges and emerge stronger together."

**Simon Veasey, Commissioning Officer, Adult Strategic Commissioning at Coventry City Council**

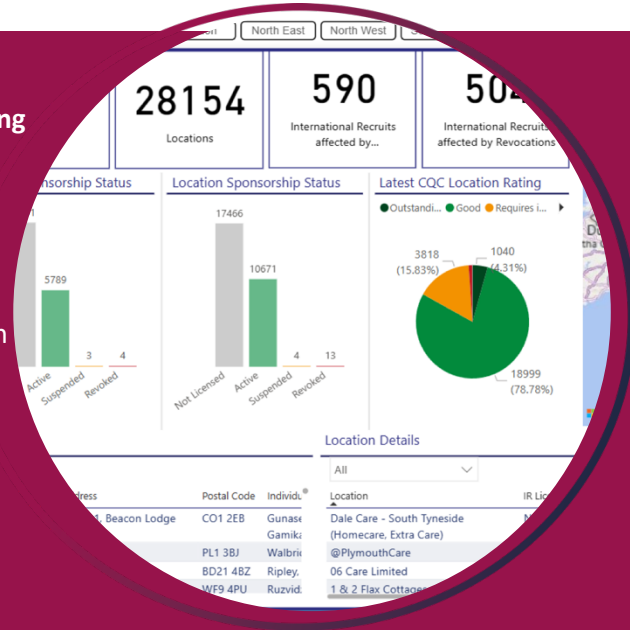
# The importance of data and insight

Lynn Bassett, Manager – Learning and Development Partnership, at Warwickshire County Council and Simon Veasey, Commissioning Officer, Adult Strategic Commissioning at Coventry City Council stresses the important role data and insight has played in informing their activity.

Coventry & Warwickshire Local Authorities used the WM-ADASS Dashboard and their own provider survey and consultations, which were created to understand:

- How many licenses they had available across the region.
- How many jobs were available for international recruits.
- What challenges care providers face.

It's this data-driven approach that enables local authorities to pinpoint areas requiring additional support and allocate resources accordingly.



They set up a local Steering Group, which included their modern slavery leads, adult social care from both local authorities, their migration refugee team and children's services. Simon said, "This was crucial in making sure we tapped into the support already available and didn't miss anything."

Activities include:

- Engaging with voluntary and community organisations to ensure international recruits know where they can go for support.
- Targeted events, such as speed dating type sessions with Job Centre Plus designed to help match international recruits and refugees with available jobs. These have proved incredibly successful in connecting both migrants and refugees with care providers, fostering meaningful dialogue and potential employment opportunities.
- There has also been a strong emphasis on supporting employers. By bringing together responsive employers and assessing available licenses in the region, a supportive network is being cultivated to aid organisations seeking sponsorship for international recruits.
- The third prong of the strategy involves bolstering the local care market through proactive commissioning and contingency planning. Events and sessions are organised to engage providers to ensure they are prepared for potential disruptions in international recruitment against the national landscape.

By identifying and addressing risks, such as over-reliance on international staff, steps are taken towards stabilising the care market and promoting the upskilling of the local workforce.

The collaborative approach Coventry City Council and Warwickshire County Council means international recruits, refugees and care providers have access to much more support.



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# Supporting International Recruits

## MY UK LIFE – a NEW prototype platform for International Recruits

As part of the International Recruitment Programme, across the West Midlands, Social Enterprise Bridgit Care has been developing a prototype online platform to support International Recruits. This is now live and is free for all international recruits, working in care, to use.

My UK Life uses new Generative AI technologies to provide a self-help portal and 24/7 virtual coaches that are powered with West Midlands knowledge base.

International Recruits, facilitating access to resources, events, community groups, and coaching. Available in multiple languages, it's designed to make an International Recruit's journey in the UK as smooth as possible.

This digital hub offers personalised advice on visa requirements, housing, local communities, and much more.

Please do share this with your West Midland's based International Recruits: <https://myuk.life/>



## Sometimes it is the little things that make all the difference

*Amidst the challenges and numerous negative stories showcased by the media over recent months, there are so many examples of good practice from care providers when it comes to ethical recruitment that offer a beacon of hope.*

Simon Veasey, Commissioning Officer, Adult Strategic Commissioning at Coventry City Council, shared a story about one international recruit whose performance was under question. His manager explained he appeared to be lethargic all of the time and lacked any get up and go.

By investing time to try and understand why this was the case it became apparent the employee was both starving and exhausted.

He was walking for hours to get to work, leaving his home between 3am and 4am for a 7am shift.

Once the care provider understood what was happening they were able to help. They bought the international recruit a bus pass and organise food parcels, connecting him to local community groups. When he is not working he also has the option to go into work to socialise and eat.

This demonstrates just how important it is to keep checking in with our international recruits to ensure they have the support they need to settle into the UK. It's this commitment to foster an inclusive and supportive work environment that is needed.



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# Free Legal Webinars

Our International Recruitment Legal Webinars are available for all CQC registered adult care providers in the West Midlands to attend.

We have included a list of the scheduled webinars below. Each webinar session will be taking place twice until the end of June 2024 and the recordings will be available upon request.

The webinars take place at 10am-11:15am and there will be the opportunity to ask questions at the end of each webinar.

## Register now

You can sign up to attend the webinars [here\\*](#) or find out more via the [International Recruitment Hub](#).

\*Please sign up by Wednesday at 5pm

Webinar	Session 1	Session 2
<b>Overview of international recruitment</b> <ul style="list-style-type: none"><li>An update of recent and upcoming changes to the rules for recruiting overseas staff.</li><li>An overview of the international recruitment sponsorship process.</li><li>Some tips around ethical recruitment.</li></ul>	22 <sup>nd</sup> February	9 <sup>th</sup> May
<b>Sponsorship management focus</b> <ul style="list-style-type: none"><li>Guidance on using the Sponsorship Management System, an online tool, to manage your sponsorship licence and certificates of sponsorship.</li><li>A review of Right to Work duties and discussion about what needs to be done when undertaking Right to Work checks.</li></ul>	7 <sup>th</sup> March	23 <sup>rd</sup> May
<b>Overseas recruitment – compliance focus</b>	14 <sup>th</sup> March	6 <sup>th</sup> June
<b>Managing and retaining overseas staff</b> <ul style="list-style-type: none"><li>An overview of duties as a sponsor after employment starts.</li><li>Tips on how to integrate overseas staff into organisations.</li><li>What costs can be recovered if an international recruit's employment ends.</li></ul>	11 <sup>th</sup> April	13 <sup>th</sup> June
<b>Managing unconscious bias in international recruitment</b> <ul style="list-style-type: none"><li>An overview of effective recruitment practices.</li><li>Tips and tricks for interviewing objectively.</li></ul>	25 <sup>th</sup> April	20 <sup>th</sup> June

Our next webinar is taking place on the 11<sup>th</sup> April 2024. The focus is **Managing and Retaining Overseas Staff** – our legal experts will provide:

- An overview of duties as a sponsor after employment status.
- Tips on how to integrate overseas staff into organisations
- Information about what costs can be recovered if an international recruit's employment ends.



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