

Co-producing Recruitment within Directly Provided Services



What?

- 1) We wanted to ensure people using a service had an equal say in recruitment as hirers. WSCC's Shared Lives scheme has begun this initiative way back in 2010, which was adopted/built upon by Adult Services, who recognised its importance and value

Why?

- 1) Because it embeds a sense of ownership, responsibility and pride in people on the panel, and gives candidates a true (and fun!) reflection of what to expect and our ethos too. It also allows people to see how a candidate communicates, whether they remember names, how warm they come across, all those social/non-vocal pointers that are so crucial in social care yet harder to judge in a formal interview.



How?



- 1) Jo Braine, Vanessa Keen and Keeley Wheatley spent a lot of time with people who use services, to agree a suite of meaningful, important questions, and accessible pictures to use as a prompt, or script, for those who don't read using words. These were trialled and refined until we got to a place that worked for all, and yet is always evolving

Challenges:

- 1) Covid! This meant that people (as we all did) were not allowed to interview face-to-face, however, we then worked with our people to get used to Zoom/Teams/Skype etc. It meant it was harder to get a true measure of communication skills, with challenges such as sound levels, turn-taking etc. But in time this became less of an issue as people became more used to it.
- 2) People needed time to understand this isn't about manners, you don't have to be positive about everyone.



Result and findings:

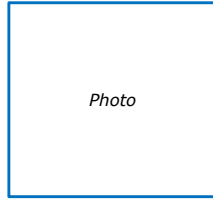
- 1) People on the panel would naturally begin to place their favourites in order.
- 2) People could ask what is important to them and judge how a candidate responds to those "unplanned interactions" that support work is almost entirely built upon.
- 3) Candidates were feeding back how much they enjoyed this part, or how much they were "grilled", yet always positively and recognising it's importance.
- 4) Final decisions are based on a third split: Application form scores, People Panel scores and formal interview score, which evidences that this isn't "tokenistic" or paying lip service.
- 5) The success and potential of this model is now being explored to support recruitment for social workers and various other partners/agencies within adult social care.



My 1-Page Profile



My Name: _____



Photo

What people like and
admire about me...

What is important to
me:

How best to support
me:

People Panel Questions

Name of Candidate: _____

Panel Members:

_____	_____
_____	_____
_____	_____



1 - Why do you want to work with me?

What we are looking for people to say:

I want to help and support you

I want to respect your choice to live the life you want

To help you to feel safe

To help you to try new things



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**2- What are your hobbies?
how would you help me with
mine?**



What we are looking for people to say:

Any sports or art/craft

Seeing friend/ family/ socialising, shopping

Walking or playing with a pet

*Ask about hobbies now and for the future? Where do I go? How do I
get there?*



**3- How would you help me to be part of
my community?**

What we are looking for people to say:

Go into town

Support me to join or use local services in surrounding area

Access the public buses

Voluntary or paid job, help others



4- How would you know if I was unhappy (how could you help?)



What we are looking for people to say:

*When working with you I would get to know you well
Talk to you ask you how you are, ask how I could help
Look in your support plan for ideas on how to help*



5- What place makes you feel happy and why?

What we are looking for people to say:

*Somewhere that brings them joy
Sharing a happy or fun memory/experience and saying why
Asking me about what makes me happy and why?*



6- Tell me 3 things you are good at and why?



What we are looking for people to say:

Being caring/kind
Good at computers, any sports/hobbies
Being helpful/supportive
Talking and involving people
Thinking of new things to do



7- Tell me something you would like to improve on and why?

What we are looking for people to say:

Confidence
believing in myself
eating less chocolate
Talking in big groups



8- How would you support me to live the life I want?



What we are looking for people to say:

Help us make our own choices

Support us to do things we want to do

Help me understand money

Make new friends

Person Centred Review of support



9- Describe yourself in one word

What we are looking for people to say:

Caring, Helpful, Funny, Energetic, Calm, Friendly, Kind, Happy,

Generous, Any other positive word








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People Panel - Scoring Sheet

Name of Candidate: _____ Date: _____

Person Completing this form: _____

	Yes  5 Points	OK  3 Points	No  1 Point
Were they friendly? 			
Did they listen to your questions and <i>answer</i> them? 			
Would they work as part of the team that supports you? 