

Recruitment issues in bereavement services

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A perfect storm?

- Impact of covid and unpredictable demand
- Rapidly rising costs
- Public/private sector pay gap
- Cost of dying pressures
- Sustainability pressures
- Disrupted business models

Recruitment and retention issues

- Economy wide skills shortages
 - Covid
 - Brexit
 - And now war
- Lack of agility in public sector pay setting
- Changing work and employment patterns

Solutions

- Interim management
- Market supplements
- Revise recruitment practice
- Invest in labour saving technology
- Grow your own
- Collaborative approaches
- New business models

Interim Management

- Major area of demand for APSE Interim Solutions
 - Specialist bereavement managers
 - Technicians
- Short term answer
- Increasingly difficult to meet demand
- Costly

Market supplements

- Must be evidenced
- Subject to review
- Caution required

Revise (Improve!!) recruitment and retention practice

- Council processes often long winded and onerous
- Poor marketing of sector
- Create better career paths
- Modernise management styles
- Actively improve work systems and environment

Invest in labour saving technology

- Reduced staffing requirement
- Cost savings
- Increase resilience
- Free up resources for workforce development

Grow your own

- Apprenticeships
- Internal recruitment
- Create a compelling offer
 - Career development paths
 - Coaching and support
 - Workforce development
 - Local terms and conditions

Collaborative approaches

- Pooled purchasing power
- Industry wide recruitment drives
- How can APSE Solutions help?
 - Using our recruitment experience
 - Individual permanent recruitments
 - National drive for key skills
 - Information and feedback

New business models?

- In 2014 we said the industry was ripe for disruption
- It is now being actively disrupted
- Not too late for council providers to shape rather than respond

Contact details

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