



North Wales **Together**
Gogledd Cymru **Gyda'n Gilydd**

Seamless services for people with Learning Disabilities
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Values Based Recruitment in Action at Wrexham Council!

Wrexham Council had a number of vacancies for support workers to be based within the Community Living Service (CLS) and Recovery service which supports people with enhanced complex needs and mental ill health.

Kim Thomas, Team Manager told me they decided to change things for this piece of recruitment and have looked at a new way of recruitment working in collaboration with people they support, the Standards of Wrexham Service group, and Denbighshire County Council.

The Standards of Wrexham's Services, shortened to the SWS group is a group co-ordinated by Wrexham Council's person centred planning coordinators, Debbie and Nicole and is made up of a group of individuals with disabilities. The main focus of the group is to look at improving services and standards in Wrexham for people with learning and other disabilities.

There was a long lead in the recruitment process with attendance at various events to try and engage potential applicants, with the main recruitment event at the end of October booked in and communicated to potential applicants well in advance. The team looked at different ways to reach out to potential applicants by going to places where you are likely to find the qualities you are looking for, for example attending an open mike social event in Wrexham. They booked a stall to give information to candidates, with people they support and staff attending. This served as inspiration to people and the teams were able to see potential candidates interacting with people naturally, outside of a formal process, and subsequently recruited one gentleman who on that night dedicated time learning a song on his guitar to enable a supported person to sing. The teams also recruited a lady who had on that night came away from the stall to join everyone, and showed great qualities.

In order to make the recruitment process more accessible and easier, applicants were not required to complete application forms via the recruitment system in advance. After having numerous opportunities to engage with the team about what the role involves, they simply had to register and turn up to the planned recruitment day.

Applicants were supported on the day to complete application forms to simplify the process, as well as undertaking online tests via Social Care Wales. Short one to one interviews took place with staff from the CLS service and Recovery Service, with a workshop designed and delivered by the SWS group as part of their "my staff my say" work.

Members of the group volunteer and are paid in time credits. As well as providing an opportunity for the members to network and make friends, they also have the opportunity to contribute to improving the lives of others who are living with disabilities in the Wrexham area.

Applicants had to work with members of the SWS group, as well as citizens from the CLS and Recovery services, doing various exercises, giving members of the group an opportunity to learn a bit about the person and how they interacted with them.

The first exercise involved supporting an individual to “make a cup of tea” for the applicants. This is testing the applicant’s ability to ask questions about what support is required to complete the task and allows assessors to see whether candidates were simply “doing it for” or “doing it with”. This lead nicely into the next task which involved the applicant producing a one page profile and then having a good chat with a member of the SWS group about their one page profile, allowing team members to get a good opinion about what the person was like and how they interacted with them as well as getting to know them a bit better.



The final exercise involved applicants working with team members to build a bridge with spaghetti and marshmallows. Again it gives assessors the opportunity to see how the applicants supported individuals and how they interacted with them first hand.



Nicole took pictures of all the candidates, which were used as part of the evaluation panel when the group got together to score the candidates after the workshop.



A values based approach to recruitment involves establishing workplace values and ensuring the workforce matches them. It is an approach to help attract and recruit prospective employees whose personal values and behaviours align with that of the organisation.

Getting the right people in first time contributes significantly to overall retention and ensures organisations have people with the kind of values that make the difference in the delivery of care and support services. Recruiting people with the right values from the start, who will not just do the right thing but do it in the right way, so that you can deliver truly person-centred services.

There was a really positive outcome from this recruitment where the services recruited some excellent candidates to all of their 9 vacancies, as well as 7 relief pool staff.

It was great to go down and be part of this recruitment event. Staff from Wrexham Council, people they support and the SWS group all worked together to ensure a holistic approach took place to recruit the right sort of people.

Well done Kim, and the rest of the team!

If you want more information, please email Kim at Kim.Thomas@wrexham.gov.uk