

Suffolk Care Market Update

20th February 2025

Issue 287

Updates for this week

- Adult Care Providers requesting support for a Certificate of Sponsorship Licence, from Suffolk County Council
- Deprivation of Liberty Safeguards (DoLS) – Important Message!
- Invitation to Join Our 'Caring Companies' Workshop - Supporting Unpaid Carers in the Workforce
- Modern Day Slavery and Scam Awareness Webinars

Adult Care Providers requesting support for a Certificate of Sponsorship Licence, from Suffolk County Council

Information provided by ASC

Local authorities may support a care provider directly, with their certificate of sponsorship (COS) application to UKVI or for extensions to existing IR visas, by a letter from Suffolk County Council.

The reason behind this is that many local authorities have a framework approach rather than a specified number of hours or value of contract with care providers which makes it more difficult for the provider to meet the criteria for the COS.

To consider supplying a supporting letter, information is needed from the care provider, for example - regarding number of individuals previously supported with care packages; size and structure of their organisation and type of contracts being delivered.

This information then needs to be verified by the contract manager and approved by senior managers within the council. If approved the letter will be sent directly to UKVI and if not approved the care provider will be notified.

Please allow at least 10 days for this process to be completed.

If you require a letter of support please discuss with your contract manager or contact the ACS Helpdesk directly at ACSContractsHelpdesk@suffolk.gov.uk

Deprivation of Liberty Safeguards (DoLS) – Important Message!

Information provided by ASC

Preventing Data Breaches: When referring into the Suffolk County Council (SCC) portal could we remind care home staff to only use their work email address. The use of a personal email address creates a data breach for both the care home and SCC. When such breaches occur, SCC have a duty to report all incidents to the Information Commissioner's Office (ICO). This is in line with The Data Protection Act 2018 and the UK GDPR. The ICO will determine the action to be taken on a case-by-case basis. Thank you for your cooperation in ensuring we safeguard everybody's data.

Invitation to Join Our 'Caring Companies' Workshop - Supporting Unpaid Carers in the Workforce

Information provided by ASC

Dear Provider

Suffolk County Council is committed to improving support for unpaid carers in our community. As part of this commitment, the **Suffolk All Age Carers' Strategy 2022-2027** ([View Here](#)) sets out several strategic objectives, including the recruitment and retention of unpaid carers in the workforce.

To further this goal, we are introducing a new **3-tiered program** called '**Caring Companies**'. This program offers organisations the opportunity to earn recognition at **Bronze, Silver, and Gold** levels, based on the support organisations embed within their practices and policies towards unpaid carers within their workforce.

In support of this initiative, **Suffolk Family Carers** and **Suffolk County Council** will be hosting two free-to-access sessions for the provider market, focusing on:

- Strategies for retaining unpaid carers in the workforce
- Best practices for recruiting unpaid carers
- Enhancing the workplace experience for unpaid carers
- Recognising the valuable contributions of unpaid carers to your organisation

Event Details:

- **In-Person Event**

Date: 24th April 2025

Time: 9:30 AM – 12:00 PM

Location: Kesgrave Conference Centre

To attend, please book your free ticket [here](#)

Note: Places are limited to 2 attendees per organisation.

- **Online Session**

Date: 8th May 2025

Time: 10:00 AM – 12:00 PM

For those unable to attend in person, the online session can be accessed by registering [here](#)

We encourage you to attend one of these sessions and take the first step toward becoming a '**Caring Company.**'

Training & Development Opportunities

Please visit our website for all upcoming training and development opportunities for Suffolk Care Providers: [Suffolk Providers Handbook - Suffolk County Council](#)

Modern Day Slavery and Scam Awareness Webinars

Update supplied by ASC

Here are details of the first date for the Modern-Day Slavery and Scam Awareness webinars, these are being offered through the International Recruitment East Partnership, but the dates are quite close so please book quickly.

Modern Day Slavery (delivered by Unseen)

26th February – Understanding Modern Day Slavery and Exploitation

<https://events.teams.microsoft.com/event/50bf6367-44d2-4dfb-bd2c-42e254867334@78812ee1-fe89-477c-a6f9-3a84a8db10b4>

Scam Awareness

19th March - 2nd Scam Awareness Webinar for Social Care Workforce:

<https://www.communities1st.org.uk/civicrm/event/info?reset=1&id=5783>