Spring 2026

Flourish

Milton Keynes

Social care training and workforce support report

Understanding local workforce pressures and funded care training opportunities

Prepared for adult social care providers



Powered by ClickLEARNING

Funding available for adult social care training in Milton Keynes – but providers are missing out

Milton Keynes City Council has partnered with Flourish to help eligible adult social care providers access high-quality online training through Click Learning.

Local funding access snapshot

Through Local Authority (LA) funding, Milton Keynes adult social care providers receive a 60% reduction in the cost of training, bringing the cost down to just £1.50 per user, per month.

This includes access to 180+ eLearning courses, including mandatory training and the Care Certificate. It also includes Flourish Wellbeing and Flourish Rewards to support care workers' wellbeing and cost-of-living needs, plus Click Pulse workforce sentiment surveys to help providers better understand workforce experience.

Funded care training snapshot

23
Registered providers using funding

2.1K
Active learners

16K
Course completions in the last year

77%
Care workers still missing out on LA-funded training

With workforce pressures continuing, this funding can help providers reduce training costs, strengthen compliance and offer wider workforce support – yet the data shows many providers are still missing out.

Why this report matters



"The adult social care sector continues to face real challenges – from recruitment and retention to training, progression, pay and wellbeing. While these pressures are complex, we believe care providers can benefit from the funding and support already available to help strengthen their teams and support the people delivering care every day.

At Flourish, we're proud to partner with local authorities to make high-quality training more accessible through Click Learning, our eLearning platform. Every Click Learning subscription also includes free access to Flourish Wellbeing, Flourish Rewards and Click Pulse – helping providers support wellbeing, offer cost-of-living support and better understand workforce sentiment through real-time feedback." – **Eammon Price, Flourish CEO**

Where the data comes from

Skills for Care
The state of the adult social care sector and workforce in England, 2025

Skills for Care
My local area Milton Keynes 2024/25

Flourish platform data
Local customer and learner activity on Click Learning

Click Pulse
Workforce insights platform, insights from 200k+ surveys

This report brings together public sector workforce intelligence and Flourish platform data, turning it into practical insights and actions for local care providers.

Why the data matters now

Turnover is still a major issue
workforce stability remains under pressure

Core training gaps need action
especially around induction and mandatory learning

Care workers want to grow
but need clearer development opportunities

Funding is available
yet many providers are not making the most of it

This is not just a training challenge. Skills, recruitment and retention, job satisfaction, wellbeing and financial pressures are all part of the same picture – so care providers need joined-up support, not isolated solutions.

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Take a close look at Milton Keynes

Training & development

55%
hold a qualification relevant to social care

National benchmark 45%
above the national average

Care Certificate progress

37% not started
14% in progress
49% completed

National benchmark 45% completed
above the national average

This suggests many staff are still at an early stage in their learning journey. Providers may need a faster, more structured route to induction, compliance and mandatory training.

Recruitment & retention

23.1%
turnover rate
Equivalent to around 1,900 leavers

National benchmark 23.1%
in line with the national average

242 CQC-regulated establishments
10,500 total posts
650 vacant posts
9,700 filled posts

This points to ongoing workforce pressure in Milton Keynes. Providers may need to strengthen retention, progression and support for people entering the care workforce.

Workforce demographics

44.9
Average worker age

4% under 25
33% aged 25-39
38% aged 40-54
25% aged 55+

This suggests a workforce with significant experience, but also highlights the importance of long-term workforce planning. Milton Keynes care providers may need to focus on retaining experienced staff, while also creating clear, attractive pathways for younger people to enter and progress in the sector.

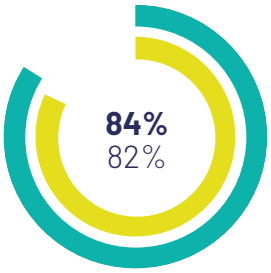
Click Pulse insights for Milton Keynes

Click Pulse gives care workers a voice by allowing them to share anonymous, real-time feedback on the realities of working in social care. Developed in partnership with The Care Workers' Charity, the questionnaire asks care workers to rate a series of statements about their experience of working in the sector.

Values & motivation

How care workers feel about their role, their motivation and the sense of purpose they get from their work.

"I feel motivated to come to work most days."

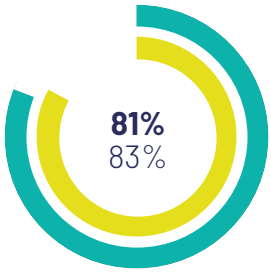


Milton Keynes 84%
(national benchmark 82%)

Workforce stability

Care workers' intentions to remain in their current role and continue working in the social care sector.

"I intend to remain in my current role over the next 3 months."



Milton Keynes 81%
(national benchmark 83%)

Leadership & culture

The support care workers receive from leaders and teams, including communication, trust and feeling valued at work.

"I'm supported by my immediate team in delivering high -quality care."

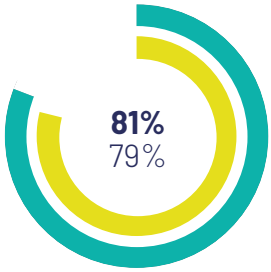


Milton Keynes 81%
(national benchmark 80%)

Learning & development

How induction, training, supervision and development support care workers' confidence and career progression.

"I am appropriately paid for the time I spend completing required training."

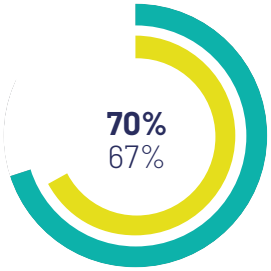


Milton Keynes 81%
(national benchmark 79%)

Recruitment & retention driver

How care workers feel about key factors that influence recruitment and retention, including pay, workload and the demands of the role.

"My pay fairly reflects the responsibilities and demands of my role."



Milton Keynes 70%
(national benchmark 67%)

Workforce wellbeing

Care workers' experiences of wellbeing at work, including mental health support, workload and work-life balance.

"My organisation supports my mental health and wellbeing.", "My workload is manageable within my contracted hours."



Milton Keynes 79%
(national benchmark 78%)

Flourish Wellbeing

Flourish Wellbeing is our built-in health and wellbeing platform for Click Learning users. It provides personalised wellbeing insights, practical tools and expert guidance.

The five evaluation pillars of Flourish Wellbeing

Emotional wellbeing	Physical wellbeing	Social wellbeing	Financial wellbeing	Career wellbeing
Score: 57/100	Score: 56/100	Score: 58/100	Score: 49/100	Score: 59/100

From the anonymous feedback we've collected, it's clear that care workers need more wellbeing support alongside their day-to-day work.

Wellbeing indicators

STRESS



Low risk = 55% | Medium risk = 44% | High risk = 1%

BURNOUT



Low risk = 53% | Medium risk = 45% | High risk = 2%

ANXIETY



Low risk = 73% | Medium risk = 26% | High risk = 1%

Flourish Wellbeing offers personalised support for care workers through simple daily check-ins. By understanding how users are feeling over time, the platform can spot patterns and triggers, suggest helpful actions and signpost the right support when it's needed most. All feedback is collected anonymously.

What should providers do next?

Strengthen induction and training

Support new starters with clear, consistent induction and role-specific training, including the Care Certificate.

Support staff beyond training

Look at the wider pressures staff face, including wellbeing, financial worries and day-to-day workload.

Make better use of funding

Use available funding to reduce cost barriers and invest in training that supports compliance, confidence and quality of care.

For just £1.50 per user, per month, eligible Milton Keynes providers can access funded online training through Click Learning, our eLearning platform. This includes 180+ adult social care courses, covering:



The Care Certificate



Moving & handling



Infection prevention & control



Fire safety awareness

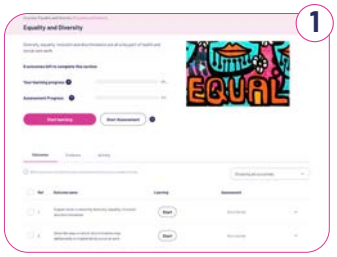


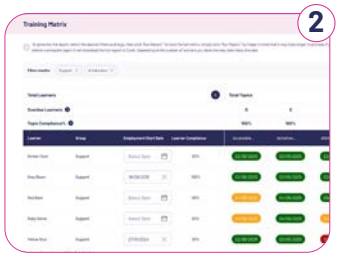
Safeguarding adults

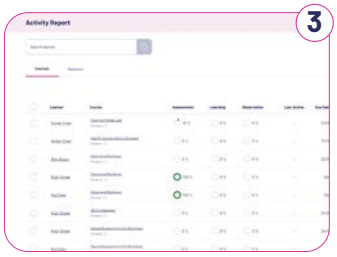


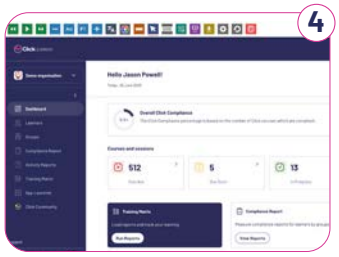
Medication: supporting and assisting

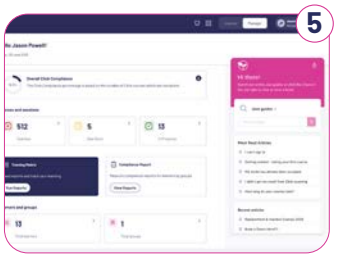
Click Learning helps providers manage and report on training compliance











REGISTER TO ACCESS FUNDED CLICK LEARNING

1 Person-centred learning

By assessing knowledge and prior learning first, you can focus development on where it matters most.

2 Training matrix

The Training Matrix gives managers a colour coded overview of their organisation's progress. This intuitive feature allows you to assign, track, and report on compliance.

3 Reporting tools

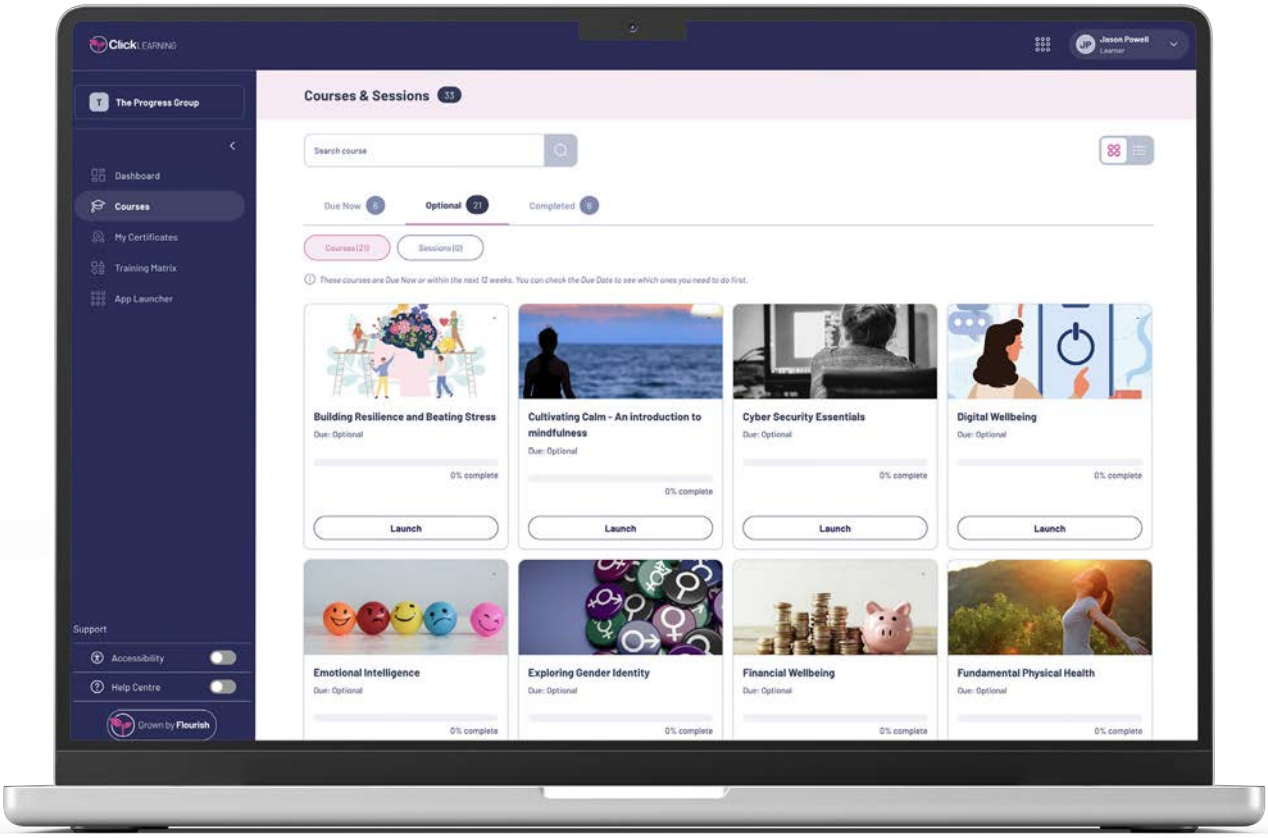
Our powerful reporting tools allow organisations to track and report on employee training activity, completion rates, assessment scores, refresher dates, and more.

4 Accessibility

We're proud to have an integrated accessibility tool. Learn in over 100 languages and make use of tools for the neurodivergent people, and those with visual or learning disabilities.

5 Support

Enjoy sector-leading assistance from our delightful support team. Our team continually improve our courses and platform to maintain the highest level of quality.



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Next step: Make the most of available funding in Milton Keynes

Milton Keynes City Council has partnered with Flourish to provide funded adult social care training for eligible providers across the region. For just £1.50 per user, per month, providers can access 180+ online courses covering:

- The Care Certificate
- Leadership & Management
- Mandatory & Statutory Training
- Workplace Essentials
- Care & Clinical
- Digital Skills
- Health & Safety
- Learning Disabilities & Neurodiversity
- Wellbeing
- Safeguarding

Providers also get free access to:

Flourish REWARDS

Our built-in discounts platform to help care workers save on everyday essentials, from groceries to holidays.

Flourish WELLBEING

Our all-in-one health and wellbeing platform – designed to support you day-to-day, in a way that's personal to you.

Register using the link or QR code to get started.

Flourish.co.uk/milton-keynes

Milton Keynes City Council