

<b>Report for:</b>	<b>Children and Young People's Scrutiny Panel</b>	<b>Item Number:</b>	
<b>Title:</b>	<b>Social Work Learning and Development</b>		
<b>Report Authorised by:</b>	<b>Marion Wheeler, Assistant Director, Children and Families</b>		
<b>Lead Officer:</b>	<b>Philippa Morris, Corporate Head of Organisational Development (OD)</b>		
<b>Ward(s) affected:</b>	<b>All</b>	<b>Report:</b>	<b>for information</b>

## 1 DESCRIBE THE ISSUES UNDER CONSIDERATION

This report:

- Outlines the council's approach to developing the professional skills and knowledge of its children's social work practitioners including a short summary of our major learning and development programmes and progress against each. The report also outlines proposals to undertake a skills audit against the key requirements of the newly introduced Professional Capabilities Framework for Social Workers.
- The information provided in this report relates to professional social work learning and development undertaken during the last eighteen months.

## 2 RECOMMENDATIONS:

Members are asked to note:

- 1 progress in the delivery of the 2012/13 social work professional learning and development programmes
- 2 the positive levels of attendance and evaluations for Children's Learning and Development (L&D) activity (outlined at Appendix A)
- 3 The range of learning and development currently on offer to children's social work practitioners at all stages of their career
- 4 Proposals to build on the success of the Assessed and Supported Year in Employment programme for newly qualified social workers and use the new Professional Capabilities framework to support a skills audit and inform future priorities for the 2013/14 professional learning and development programmes.

## 3 BACKGROUND

The OD and change service works closely with social work managers and practitioners to

understand, assess and meet the learning and development needs of the social work practitioners.

### 3.1 Our Approach to Learning and Development

In 2012/13 we offered training and development opportunities to entry level, newly qualified and post qualified levels of social work providing structured development opportunities to staff at all stages of their career. All social work staff are entitled to up to 12 days of learning and development per year. This includes participating in training courses, shadowing colleagues, reflective supervision and time to read about best practice.

### 3.2 Short Course Training programme

We ran a variety of training courses in 2012/13, including professional and more general programmes to help social workers and their managers develop their skills in a range of areas. The training programme was designed to address a wide range of professional development needs and national guidance in relation to social work reform; the development of the Professional Capabilities Framework (PCF); and areas for development as identified by our learning needs review. As a result of this review eight areas of learning and development were identified:

<b>Area 1</b>	Ensuring that the concepts of authoritative practice, evidence-informed practice, critical analysis and reflective practice underpin social work intervention
<b>Area 2</b>	Develop an approach to supervision that supports the above and reflects the Employer Standards
<b>Area 3</b>	Provide a structured programme to support the ASYE year
<b>Area 4</b>	Ensure quality of assessments, care-plans and recording match best practice.
<b>Area 5</b>	Ensure that the needs of disabled children are explicitly addressed within the learning and development programme
<b>Area 6</b>	Develop the expertise of practitioners in relation to specialist areas, e.g. parental mental health, drugs and alcohol misuse, domestic abuse, direct work with children
<b>Area 7</b>	Ensure that the learning and development programme is aligned with the PCF and the emerging requirements for Continuing Professional Development (CPD)
<b>Area 8</b>	Briefing and support for managers in relation to social work reform and the implications for practice

The council's Children's OD and Learning officer commissioned over 40 course titles and other developmental activities (ie Action learning Sets; e-learning; workshops and briefing sessions) to make up the Children's Social Work L&D programme for 2011/12. All planned development and learning activities were mapped against the new Professional Capabilities framework for Social Workers, and targeted to relevant groups of staff. Some of this training was multi – agency and delivered in partnership with the LSCB. The majority of the courses were commissioned from a number of external specialist training providers following a competitive tendering process.

The following courses were identified as priority development areas for social workers and their managers:

- **Assessment Skills and Care Planning**
  - Four x two days courses on 'Putting Analysis into Assessments'. This was attended by some 35 staff.
  - Three x two day courses on 'Assessing Emotional Abuse'. This was attended by 30 staff.
  - Four x two day courses on 'Assessment and Review' for those working with Looked After Children'. This was attended by 26 staff.
  
- **Recording:**
  - Two one day courses on Record keeping for Social Workers attended by 34 staff

- Plus two courses on Effective recording Practice and How to write an effective Chronology.
- **Reflective Supervision training** (in partnership with the Children's Workforce Development Council): more than 40 managers attended a one or two day course in support of the 4x4x4 integrated supervision model for social work. This has a strong focus on reflective practice.
- **Authoritative practice** – including critical thinking skills, reflective skills and skills of inquisitive enquiry
- **Managing Risk** and the risk assessment model

In partnership with Waltham Forest council we also jointly commissioned and delivered a **number of specialist courses** for more experienced practitioners: we wouldn't have had sufficient numbers of staff to run these courses on our own.

### 3.4 Assessed and Support Year in Employment Programme

Haringey takes its responsibility for developing newly qualified social workers (NQSWs) seriously. We recognise that NQSWs come with enthusiasm and potential: senior managers have endorsed and supported the development of the programme of Assessed and Supported Year in Employment (ASYE) to ensure that our NQSWs are well supported during their first year of practice.

. We currently have 15 NQSWs who have started or are due to shortly start the ASYE programme. A second ASYE cohort will commence in February 2013 and will consist of 8 NQSWs. Our ASYE programme offers each student with a clear learning agreement and an individual Personal Development Plan (PDP) plus:

- Supervision – weekly for the first six weeks; fortnightly from week seven to the six-monthly review; monthly thereafter
- Reduced caseload
- A dedicated (two days per week) coordinator who understands practice issues and practice standards
- Development time and a range of courses some of which are delivered in partnership with other boroughs
- Six weekly action learning sets
- Review of progress at three-monthly intervals

Our NQSWs are required to produce a critical incident analysis for their 3, 6, and 9 month reviews; attend all mandatory courses and action learning sets; and maintain an action learning log. Our ASYE programme is both interesting and robust and we have had good feedback from both practitioners and their managers about the programme

### 3.5 Social Work Practice Placements

We are working in partnership with the University of Middlesex and have offered a number of social work practice placements to students over the last 18 months. The council's Practice Learning Lead has supported placements in order to maximise their success including

- Producing a guidance document, which sets out the roles and responsibilities for all parties
- Working closely with the Practice Learning Coordinator at the university in matching students to placements
- Training practice educators on the 4x4x4 model of supervision
- Facilitating support groups for practice educators and for students

A total of sixteen placements have been provided in this academic year:

- Adoption 2 Children in Care 7
- Children with Disabilities 1 First Response 4
- Youth Offending 1

Students who come to the service on practice placements are a good source of future social worker recruits.

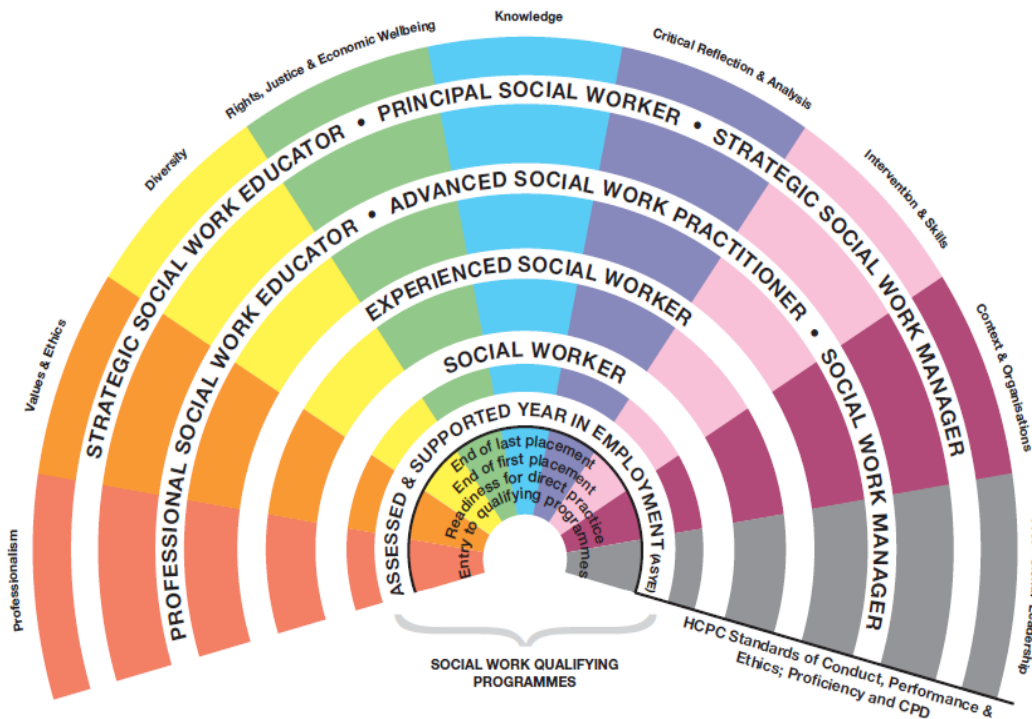
### 3.6 Post Qualifying Training and Research Seminars

As well as short course and e-learning, social workers also participated in a wide range of targeted development programmes from professional and academic institutions. In 2011/12 we supported over 30 social work practitioners to study for Post Qualifying Awards in subjects such as SW Policy and Practice, Young People and Mental health; Advanced Social Work Management; and Practice Teaching. Through our links with Making Research Count, over 150 social work staff attended seminars covering developments in social work practice: subjects included the latest research into subjects such as Domestic Violence, Child Protection, Critical Analysis in Practice, and Gangs.

### 4. Skills Audit against the new Professional Capabilities Framework

In November 2012 the service agreed to proposals to undertake a Skills Audit against the capabilities described in the Professional Capabilities Framework for Social Workers. Following discussion with Skills for Care who are developing a 360 degree feedback tool to support the process, we intend to undertake a skills audit of both our social work/experienced social work practitioners. We will use the skills audit and inform future priorities for the 2013/14 professional learning and development programmes and to support activity to drive up the quality of practice.

## Professional Capabilities Framework for Social Workers



In addition to the above social work staff also attended a number of programmes and courses on the council's Learning and development programmes. These courses are open to anyone who works for the council who can demonstrate that they have a learning need and will benefit.

**Appendix A** of this report details the numbers of C&F staff attending the courses on the Children's Short Course programme

## Appendix A: Summary Information:

### Social Worker Short Courses

#### April 2011 to December 2012

Total number of course attendees: **996**  
 Total number of course titles: **46**

*Across the Children's Social Work Programme, participants rated the courses as Good or Excellent as follows:*

Rated the value of the Course/Event to Your Work as Good or Excellent	91%
Rated the Effectiveness of the Trainer as Good or Excellent	87%
Rated the Degree to which Learning Objectives Met as Good or Excellent	91%
Rated the Pace of the Course/Event as Good or Excellent	91%
Rated the Length of the Course/Event as Good or Excellent	87%

#### Children's Social Worker Short Course titles

3-Day Intro-Behaviour Support-Restraint	Parental Social History taking
ABE refresher	Planning For and Supporting-WFC
Agency in Adolescence	Practice Educator Support Group
Analy.& Critical Thinking in Complex Assess	Preparing For Court
Assessing Emotional Abuse	Preparing for Court Using the PLO
Assessment & Review Looked After Children	Professional Capabilities Framework
ASYE Action Learning Set	Putting Analysis into Assessment level 1
ASYE Briefing for Managers	Putting Analysis into Assessment Level 2
ASYE Briefing for NQSWs	Record Keeping for Social Workers
Bespoke training for Screening Team	Report Writing for Social Workers
Birth Fathers-WFC	Research in Practice Re Launch
Child Protection Awareness for Managers	Safeguarding BME Children & Families
Child Sexual Abuse	Special Guardianship-WFC
Court Skills	Supervising Complex Risk
CWDC Supervisor Training	The Challenges of Case Reviews(WFC)
Dev. Comm. for Mums & Kids after DV(WFC)	The Changing Face of Law & Practice(WFC)
Developing Authoritative Relationship	Thresholds, Risk Assem & Decison Making
Developing Reflection & Analysis in Sup	Total Respect
Diffusing Aggression	Understanding the Legal Framework
Direct Work with Disabled Children	Using The Law to Promote Ethics(WFC)
Domestic Violence-WFC	Work.with child. Who have been trafficked
Effective Recording Practice	Working with Children & YP Gangs (W
Enhanced Competency Training	
Essential Best Practice in Court	
Follow up Supervision Group 1	
Follow up Supervision Group 2	
Getting most from Supervision	
How to write an effective chronology	
Life Story with Traumatized Children	
Manag.Emot.Abuse&Negl.AbusFamilies	
Managing Self Workshop	
Multiple Exclusion Homelessness(WFC)	
No Recourse to Public Fund	

### Adults Short Courses attended by Children's SW

#### April 2011 to December 2012

Total number of course attendees: 77

Total number of course titles: 19

#### Adults Social Care Programme titles

AHMP Refresher

Autism Spell

Challenging Behaviour - Mental Health

Challenging Behaviour-COHORT

Communication Awareness - L.D.

End Of Life Care

Fire Safety Awareness

First Aid (3 day course) (x 6 courses)

First Aid- Emergency aid at work (x 5 courses)

First Aid Mental Health

First Aid-Re-Qualification

Food Safety in Catering

Health & Safety in the Workplace

Infection Control

Makaton-Supp. People With Learning Diff

Medication Awareness

Risk Assessment and Management - Level 2

Safe Moving and Handling - Refresher

Substance Misuse

### Generic Training attended by Children's SW and Supporting Staff

#### April 2011 to December 2012

Total number of course attendees: 38

Total number of course titles: 388

20:5 Programme

MS Excel 2003 (Advanced)

MS Excel 2003 (Basic)

MS Excel 2003 (Intermediate)

MS Excel 2007 (Intermediate)

MS PowerPoint (Basic)

MS Project 2003 (Basic)

MS Project 2003 (Intermediate)

MS Word 2003 (Basic)

Web Content Management

Achieving Equalities & Valuing Diversity

Coaching for Results

Corporate Induction (7x half days)

CV & Interview Skills

Effective comms and presentation skills

Effective Report Writing

Effective Writing Skills

Financial Management For Budget Holders

Getting the Most from Meetings

Intro to Effective Project Mgmt

Introduction to Mentoring For Mentees

Introduction To Mentoring For Mentors

Introduction to Project Management

Investigating Complaints

Leadership Exchange

Maintaining Resilience

Managing People & Performance

Managing the Stress of Others

Managing Your Career

Managing your time Effectively

Manual Handling

Pathway to Management

Planning for Retirement

Pre-Retirement Follow Up (One-to-Ones)

Responding to Complaints

Solving Problems & Making Decisions

Whole Systems Thinking

Work. Successfully at the Political Interface