

DRAFT 3 - Blaenau Gwent Caerphilly Workforce Development Team (WDT) - New Service Specification

1. What is the New Service going to Provide?

Aim of the Workforce Development & Planning Service:

- To provide workforce development (WD) and workforce planning (WP) services that ensures that all social work and social care staff employed in both Blaenau Gwent and Caerphilly Social Services are fully trained and qualified to discharge their duties.
- To assist the whole social care sector across Blaenau Gwent and Caerphilly to train, develop, and qualify their staff to provide excellent service for its service users.
- To provide this on the basis of identified needs
- To meet the requirements of the Social Care Workforce Development Programme (SCWDP) circular.

Who is the service for:

- For social work and social care staff working for Blaenau Gwent and Caerphilly Social Services Departments and Partnership organisations.

How will the customers hear about the service:

- Through the online event finder / booking system, the WDT service website, and regular or specials communication by email and meetings / events.

How will customers be consulted / influence what is provided

- Through consultation about the new service specification and its approval by senior management, the annual training needs analysis process, regular meetings with Divisional Services Management, Partnership Management Board, Qualification Credit Framework (QCF) Management Board, and the WDT responding to urgent identified needs.

How will the service be delivered:

- Services will be either provided by staff from the WDT, or services will be commissioned by the WDT, in line with the available budget and contract standing orders.
- This will normally be provided during Monday – Friday, except when specific need requires provision outside those days, and local area delivery will be arranged where necessary.

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How will the service be managed and funded:

- Blaenau Gwent Local Authority will have lead responsibility for managing the service, but both Local Authorities will monitor and evaluate the effectiveness of the service provided.
- The service will have a permanent joint team structure lead by and managed by a team manager reporting to a Service Manager in Blaenau Gwent.
- A SCWDP plan and grant application will be produced and submitted for approval by the Senior Management Teams of Blaenau Gwent and Caerphilly Social Services Departments, the Partnership and Welsh Government (WG).
- A separate Practice Learning Opportunity Fund (PLOF) plan for the provision of Practice Learning Opportunities (PLOs) for social work students from Higher Education Institute (HEI) partnerships programmes will be submitted to the Care Council for Wales (CCfW) on an annual basis.
- Mid and Year End SCWDP reports will be submitted to the Welsh Government (WG), and year end PLOF report to the CCfW.
- An annual WDT Business Plan will be produced to include agreed outcomes, deliverables, targets, and quality standards
- Money from WG (SCWDP grant), CCfW (PLOF grant), Blaenau Gwent Social Services, and Caerphilly Social Services (SCWDP matched funding) plus additional Local Authority contributions will be needed to fund the service.

Aim of the Specific Service Activity Areas: *(each area to develop)*

- What will be provided?
- Who is it for (end customer)?
- Required Outcomes
- What quality level/standard is required?

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2. Draft 3 New Service Specification

Service Activity	Outcomes	Deliverables/Targets	Delivered by	Quality Standard
1. Strategic Direction, Welsh Government and All Wales links, Business Plans, Communication, Quality Assurance, Welsh Language	<ul style="list-style-type: none"> • Clear strategic direction for the Workforce Development service in both Blaenau Gwent and Caerphilly Social Services • Advise given to Senior Management on Workforce Development priorities and issues • Clear communication to staff working in the whole sector on how to access training and development opportunities • Quality Assured services • Contributing to the wider workforce development agenda both regionally and nationally • Contributing to Welsh Government thinking on workforce development issues • Welsh Language requirements are incorporated into the services provided 	<ul style="list-style-type: none"> • Agreed strategic direction for workforce development and planning across both Blaenau Gwent and Caerphilly Social Services • Clear and comprehensive advice provided to SS managers and staff • Implementation of clear communication strategies about the Workforce Development service to ensure equality of access • Quality Assurance and Welsh Language procedures in place that ensure that a quality Workforce Development service is being delivered across the sector on an equitable basis 	<ul style="list-style-type: none"> • WDT staff liaise with senior management in both Blaenau Gwent and Caerphilly to agree Workforce Development strategies and providing appropriate workforce development advice when appropriate • WDT to develop a Social Care Workforce Development Programme (SCWDP) and Business plans to meet required deadlines, and monitor performance of services delivered • WDT develop effective communication processes 	<ul style="list-style-type: none"> • Timely and robust advice • SCWDP and other plans submitted on time • Clear and efficient communication channels • Efficient use of WDT staff time • Satisfied customers
2. Partnership	<ul style="list-style-type: none"> • A support framework is in place that develops and maintains a one sector one workforce approach. • Partnership organisations are able to influence and contribute to the objectives of the local and 	<ul style="list-style-type: none"> • Partnership Support and Learning Events • Joint Awards Ceremonies • Promote the sector • Recruitment and Placement Initiatives • Identification of training needs and sector workforce data 	<ul style="list-style-type: none"> • WDT staff to coordinate and contribute to facilitation • Partnership staff to assist with specialist task and support orientated groups • Partnership involved with offering opportunities for employment and promoting the care sector 	<ul style="list-style-type: none"> • Cost effective and efficient use of WDT staff time • Partners feel supported and involved

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	<ul style="list-style-type: none"> regional partnerships Partnership staff are able to access training and development opportunities 	<ul style="list-style-type: none"> Support for the provision of staff training and development opportunities Support regular contact with LA commissioning teams Established links with local, regional and national bodies 		
3. Social Work (SW) Qualifying	<ul style="list-style-type: none"> All Social Work students receiving Practice Learning Opportunities (PLOs) and assessment in line with Higher Education Institute (HEIs) programmes and employer requirements A Blaenau Gwent and Caerphilly 'Grow Your Own' Social Worker programme in place 	<ul style="list-style-type: none"> To meet regional, Local Authority and HEI partnership commitments Provide required number of PLOs per year and ensure that Practice Assessors are identified Attend sufficient HEI meetings to support Social Work programmes Recruit trainees / secondees in line with service needs Contribute to regional Local Authority meetings and data collection Staff recruited to Social Work programmes 	<ul style="list-style-type: none"> HEIs provide academic teaching Social Work Teams, and Provider Services provide PAs for PLOs (supplemented by external practice assessors) – supported by the SCWDP grant plus Practice Learning Opportunity Fund (PLOF) WDT and Practice Learning Facilitator (PLF) support Practice Learning Opportunity assessments and coordinate Practice Assessors WDT organise PLOs WDT raise PLOF claims and report progress to the CCfW WDT support the operation of Social Work degree programmes 	<ul style="list-style-type: none"> PLOs on time Influence meetings Effective HEI and LA processes Efficient use of WDT staff time
4. Social Work Post Qualifying (PQ)	<ul style="list-style-type: none"> All Newly Qualified Social Workers able to access First Year in Practice support and ongoing to achieve PQ qualifications in line with the CCW Continuing Professional Education and Learning (CPEL) framework Private sector social workers also able to access these CPEL framework programmes 	<ul style="list-style-type: none"> Assess need and provide PQ programmes for post qualifying Social Worker staff Support the First Year in Practice Support development of programmes within the CPEL framework Continuous Professional Development (CPD) plans for all social workers working in Blaenau Gwent and Caerphilly Social Services, in line with the CPEL framework 	<ul style="list-style-type: none"> HEIs for academic input/teaching WDT coordinate applications and assessments Social Work Teams provide Practice Assessors (PAs) for Post Qualifying programmes WDT support the development of programmes in the CPEL framework 	<ul style="list-style-type: none"> SW staff meeting CPEL framework requirements Efficient use of WDT staff time Cost effective HEI programmes

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5. QCF Qualifications	<ul style="list-style-type: none"> Social Services care staff and foster carers qualified Whole sector partners encouraged and supported to work towards all staff qualified Accredited training and assessed modules that support service delivery, made available to staff 	<ul style="list-style-type: none"> Provide QCF diplomas in Care to Social Services staff and foster carers from both Blaenau Gwent and Caerphilly Social Services Departments in line with operational needs Assist partners to achieve QCF diplomas in Care Provide standalone QCF units in line with operational needs 	<ul style="list-style-type: none"> WDT run Assessment Centre Internal WDT QCF Assessors External QCF providers and assessment centres WDT lead Partnership QCF support group and other sector initiatives 	<ul style="list-style-type: none"> Efficient systems and use of WDT staff time Cost effective and timely delivery of QCF diplomas and units
6. Training Delivery, Workforce Development Support, and Evaluation	<ul style="list-style-type: none"> Provide a Business Partner approach across the service areas and the Partnership Provide training to meet statutory and other training requirement needs for Social Services staff and that delivers effective outcomes Assist partners to do the same, within the constraints of available SCWDP grant funding Provide funding for appropriate Social Services staff to undertake qualifications 	<ul style="list-style-type: none"> Carry out an annual training needs analysis for Blaenau Gwent and Caerphilly Social Services Departments and the whole sector Provide sufficient mandatory and service required training courses organised to meet the needs of Social Services staff and the requests from the whole sector. Deliver training on a regular basis but meeting the timescales and local delivery requirements needed by the services Respond to specific training and development requests when these arise Offer other qualifications to staff who need to be qualified or as part of role/career development 	<ul style="list-style-type: none"> WDT staff provide Business Partner approach and undertake an annual Training Needs Analysis Service Area Business Partners provide information and feedback to help the WDT to deliver effective services WDT deliver training programmes in line with their areas of expertise WDT commission specialist training from external independent training providers on the preferred Blaenau Gwent or Caerphilly provider list in line with contract standing orders. HEIs, operational managers, other statutory agencies, and partners, provide training depending upon volume, skills and expertise required WDT carry out a range of evaluation processes to assess effectiveness of training and workforce development support 	<ul style="list-style-type: none"> High quality training and qualifications Cost effective delivery Efficient systems and use of WDT staff time
7. Manual Handling Training and	<ul style="list-style-type: none"> Provide Manual Handling (MH) training for care staff in Blaenau Gwent and Caerphilly Social 	<ul style="list-style-type: none"> Agree a common MH training policy including refresher periods Provide MH 2-day passport courses to meet operational needs 	<ul style="list-style-type: none"> WDT staff deliver some training and provide specialist support WDT commission additional MH training from external providers 	<ul style="list-style-type: none"> High quality, cost effective and timely training courses to

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Support	<p>Services Departments and the Joint Social Care Partnership</p> <ul style="list-style-type: none"> • Provide support to key handlers in Caerphilly Social Services • Provide MH advice where required to Caerphilly Social Services • Provide high level specialist support to Caerphilly Social Services 	<ul style="list-style-type: none"> • Provide MH refresher courses in line with agreed recall timescales • Provide MH advice and specialist training for key handlers • Provide specialist support/advice 	<ul style="list-style-type: none"> • WDT provide specialist advice (including bespoke service user needs) in Caerphilly Social Services 	<p>ensure that care staff are compliant</p> <ul style="list-style-type: none"> • High quality MH support and advice to Caerphilly Social Services • Efficient use of WDT staff time
8. Course and Events Coordination and Management Reporting	<ul style="list-style-type: none"> • Staff from the whole sector able to access training courses through one point of access • Training courses administered through one system that captures all relevant training records 	<ul style="list-style-type: none"> • Develop and maintain a database that administers the booking and allocation of training places and provides accurate information on attendances, evaluations, and individual staff training records 	<ul style="list-style-type: none"> • WDT to identify database system requirements for effective operation • WDT maintain the database and produce regular reports • IT and Systems teams in Blaenau Gwent and Caerphilly provide support to ensure an efficient and reliable service 	<ul style="list-style-type: none"> • Easy to access system • Accurate and timely information and reports • Efficient use of WDT staff time
9. Workforce Information Records, including Data Collection, Workforce Planning, and Reporting	<ul style="list-style-type: none"> • Maintain accurate workforce information for staff in both Blaenau Gwent and Caerphilly Social Services • Collect workforce information from partners • The above being used for workforce planning and Welsh Government reporting 	<ul style="list-style-type: none"> • Develop and maintain databases to provide information on individuals, their training records and qualifications • Produce workforce planning information to help inform future workforce strategies • Provide WG reports 	<ul style="list-style-type: none"> • WDT to identify database system requirements for effective operation • WDT to collect workforce information, maintain databases and produce required reports • WDT to produce workforce planning, and staff data reports • Coordinate with Human Resources in Blaenau Gwent and Caerphilly • Partners provide information when requested • IT and Systems teams in Blaenau Gwent and Caerphilly provide support to ensure an efficient and 	<ul style="list-style-type: none"> • Accurate and timely information and reports • Efficient use of WDT staff time

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10. Financial Management	<ul style="list-style-type: none"> Orders placed for goods and services to support the delivery of the service Effective financial control and management to deliver the WD service within the agreed budget 	<ul style="list-style-type: none"> Orders placed on time and in compliance with Contract Standing Orders and contract control Accurate monitoring and reporting of expenditure Invoices processed in line with Blaenau Gwent (BG) corporate Finance standards 	reliable service <ul style="list-style-type: none"> WDT place orders through the Blaenau Gwent Purchasing system and budget monitoring spreadsheets WDT process and pay invoices Supported by Blaenau Gwent Finance team Audited by WG Audit Office 	<ul style="list-style-type: none"> Full utilisation of grant funding Accurate information and reporting No overspend of budgets Efficient use of WDT and Finance staff time
11. Service Users and Carers	<ul style="list-style-type: none"> Service Users and Carers are involved in contributing to the delivery of the service Service Users and Carers can access training that will be relevant to their specific caring development needs 	<ul style="list-style-type: none"> Service Users and Carers involved in design and delivery of training programmes Service Users and Carers to be involved in the Social Care Partnership 	<ul style="list-style-type: none"> WDT to support Service Users and Carers involvement Service Users and Carers to come forward and provide input 	<ul style="list-style-type: none"> Effective Service User and Carer involvement Enhanced services
12. Policies and Procedures	<ul style="list-style-type: none"> Documented procedures relating to workforce development and planning policies, developed and updated in line with new legislation and Blaenau Gwent and Caerphilly operational needs 	<ul style="list-style-type: none"> Common operational policies and procedures where possible, but respecting the individual needs of Blaenau Gwent and Caerphilly Social Services Contributing to the development of the sector 	<ul style="list-style-type: none"> WDT staff to develop and implement policies and procedures in line with the operation of the team, and individual Local Authority needs approved by Senior Management Supported by operational team managers and staff to implement these policies and procedures 	<ul style="list-style-type: none"> Efficient policies and procedures Easy to use and accessible by SS staff Efficient use of WDT staff time
13. Other: Locality based Services	<ul style="list-style-type: none"> Specialist locality based data collection Specialist locality based reports provided Other specialist services required 	<ul style="list-style-type: none"> Locally required services as agreed under the service level agreements (e.g. in Blaenau Gwent: Staff Identity badges, support for Flexi system, Sickness monitoring and absence management reporting, CYPP support for Education Directorate) 	<ul style="list-style-type: none"> WDT staff collect data and report as required WDT post part funded by Education or other departments 	<ul style="list-style-type: none"> Accurate data collation and timely reports Efficient use of WDT staff time

Draft 3, Alan Wilson, 24 May 2013