



Merthyr Tydfil
Social Care Workforce
Development Partnership

End of Year Monitoring Report
2013/2014



September 2014

2013-14 End of Year Monitoring Proforma

A. Summary of Progress over the year – identifying specific issues not reported or omitted from the Mid Year Progress Report.

Overall progress against the objectives of the 5 year learning and development strategy is illustrated in section B with the key achievements of 2013/2014 illustrated below:

- Continued progress has been made against all targets within the National Minimum Standards (NMS) in Local Authority services. Resources have continued to be allocated to the achievement of the relevant QCF awards for staff within Day Services which has seen a significant increase in its qualified profile. All regulated services are above minimum benchmark in the local authority as indicated below and indeed protected against any significant turnover of qualified staff. 12/13 figures are in brackets

Domiciliary Care Managers	100% (100%)
Domiciliary Care Workers	100% (97%)
Residential Care Homes for Adults Managers	100% (100%)
Residential Care Homes for Adults Care Workers	97% (91%)
Foster Carers	51% (42%)
Day Service Workers	100% (89%)

- During 2013/2014, 11 Local Authority based staff achieved a QCF award relevant to their post, across regulated and non regulated services.
- During 2013/2014, three members of the partnership graduated from the social work degree and 2 secured employment within social work teams of Merthyr Tydfil County Borough Council. The remaining graduate had been sponsored from the wider partnership and was successful in obtaining a post with Bridgend. In addition 3 hosted students were offered positions in social work teams in Merthyr Tydfil County Borough Council.
- During 2013/2014, 8 social workers successfully completed a post qualifying award
- A training needs analysis was conducted across the whole of the partnership. This involved a series of face-to-face meetings across the whole partnership to establish exactly what the training needs were for the forthcoming year to which a 100% response was achieved. The partnership has offered 3856 training places during the 2013/2014 training year. The training calendar that is in place for the first six months of the 2014/2015 training year is once again a reflection of the training needs analysis process.
- Workforce information was collected across the sector in 2013/2014 and for the fifth year running a 100% return was achieved on all commissioned services. This has facilitated the planning processes for the partnership and has contributed to the first all Wales collection process via the Local Government Data Unit. The Chair of the Partnership was the South East Wales representative on the all Wales group that led the design and implementation of the all Wales tool.
- A service user and carer training and development programme was devised and resources ring fenced to ensure delivery. A training needs analysis has been conducted in March 2014 and an appropriate level of funding ring fenced for a 2014/2015 programme. This included a range of training events aimed at young carers.
- The partnership has continued undertaking impact evaluations for learning events which is aimed at establishing the impact that learning and development has had 6 months on from the original event.

- ✚ Work continued in developing and sustaining partnership working with other local authorities around the provision of practice learning opportunities. Joint working arrangements have been maintained with Powys, and Rhondda, Cynon, Taff. In addition, work has continued with the Third Sector within Merthyr Tydfil to create quality practice learning opportunities. This has helped resolve some of the pressure in finding practice placement opportunities that the department faces.
- ✚ The partnership continued to be actively involved in the management of both the degree programmes it has partnership agreements with i.e. University of Glamorgan and The Open University, including attendance at programme management committees, recruitment and selection events, practice assessment panels and a contribution to the lecturing and teaching elements of the programme. The partnership has successfully supported and hosted 20 social work degree students during 2013 /2014.
- ✚ The partnership currently provides the co-chairs for the practice assessment panel of the Open University and provides the vice chair of the practice assessment panel of the University of Glamorgan. The partnership also sits on the UK programme management committee of the Open University and the Chair of the Partnership is the Vice Chair of the Wales programme committee in Wales.
- ✚ Extensive work has been undertaken in developing a PQ consolidation programme across the 10 south east Wales local authorities and Cardiff Metropolitan University and the University of South Wales. The first cohorts onto this programme enrolled in September 2013.
- ✚ The partnership provides the Chair for the Consolidation Practice Assessment Panel and is a member of the All Wales Practice Learning group with the Open University
- ✚ Continued support has been provided to partner agencies in accessing the degree and also in terms of building up assessment capacity to support the provision of practice learning opportunities, with one member of the Third Sector graduating in January 2014 and securing a post within a social work team in the borough of Bridgend. This is the third person from the Third Sector to have graduated from the sponsorship programme in the last 6 years.
- ✚ Work has continued to maintain meaningful partnership with other local agencies and other local authorities in developing joint solutions to learning and development needs. The partnership has worked with RCT, Blaenau Gwent, Torfaen, Newport, Monmouth, and Caerphilly in developing and accessing joint training programmes and events.
- ✚ A joint calendar has been developed with RCT and Cwm Taf LHB to deliver a range of safeguarding children training for a second year.
- ✚ The Chair of the Partnership is Vice Chair of the Cwm Taf Children's Safeguarding Board Training Sub Group.
- ✚ The partnership has funded and delivered a series of dementia drop in sessions within community settings aimed at raising awareness of the general public.
- ✚ The partnership ran a series of events in Carers week.
- ✚ The partnership has continued its links with the family support service, early years and child care to ensure overlaps in training are reduced and greater efficiency is achieved through collaborative working.
- ✚ Support has continued to be given to the Local Voluntary Council in developing and delivering training programmes to support the management of volunteers.
- ✚ The partnership has been represented on a national group which developed a system for the collection of national core data sets on the social care workforce.
- ✚ A training framework was introduced in April 2013 as a preferred provider list for all core training in line with state aid requirements in terms of testing the market.
- ✚ The partnership sits on the training sub group of a Cwm Taf Carers Measure group.
- ✚ The partnership has begun the process of rolling out its online booking system.
- ✚ The partnership has funded a series of places on the regional Public Law Outline training programme.

B. Details of any significant events identified or occurring during the year – progress against planned achievements.

Progress against the Aims and Objectives from the 5 Year Learning and Development Strategy

Aim 1: We will achieve a coordinated approach to the collection and analysis of the social care workforce within both individual organisations and across the partnership.			
Objective	Target	Progress 13/14	Target 14/15
1.1 Enable partners to utilise electronic systems for workforce data	100% of services trained	4 services (13%) accessed the on line service	100% in 2014/2015
1.2 Provide systems support to all partner agencies on an ongoing basis	100% return of workforce information on an annual basis	100% return achieved	100%
1.3 Individual organisations utilise electronic MIS system to identify own workforce needs	100% of partners using reports function	4 services (13%) accessed the on line service	100% in 2014/2015
1.4 To electronically collect workforce information annually	100% return from all partner agencies and services annually	Target date of Jan 2015	Annually from Jan 2015
1.5 Analyse and report on workforce data	Twice yearly analysis report produced	Achieved	March 2015
1.6 Distribute workforce information amongst SCWDP	100% of services receive report	Achieved	May 2015
1.7 Review support service needs after implementation of electronic data collection methods	Produce a needs analysis and annually thereafter	Achieved	Upon completion of full rollout

Aim 2: Merthyr Tydfil will exceed all current regulatory targets for the social care workforce			
Objective	Target	Progress 13/14	Target 14/15
2.1 Ensure provision of relevant work based qualifications for regulated service:	Domiciliary care to increase from 69% to 82% by 2016 Foster Carers from 29% to 38% by 2016 Residential Care Workers from 74% to 89% by 2016	Domiciliary Care 100% Foster Care 51% Residential Care Workers 97%	NA 55% NA
2.2 Encourage take up of work based qualifications to meet local need in non regulatory provision	Meet 100% demand for work based qualifications based on agreed outcome of annual training needs analysis Annually report on uptake of work based qualifications by partners	100% achieved	100%
2.3 Provide a route to professional qualifications for those within the social care sector within the borough	A maximum of 3 sponsored places per year	1 sponsored place offered	2 places
2.4 Ensure the provision of post qualifying learning and development opportunities	Achievement of a maximum of 3 post qualifying awards per year	8 PQ awards achieved	18 PQ awards

Aim 3: A learning and development framework will be developed which will identify the needs of the individual, the service/departments and organisations and any inspection or report outcomes			
Objective	Target	Progress 13/14	Target 14/15
3.1 Undertake an annual training needs analysis with social care workforce.	100% return from all partner agencies and services	100% achieved	100%
3.2 Consult on the needs of the services, with managers, to establish priority areas for learning and development	100% of services/organisations consulted	100%	100%
3.3 Analyse consultation information and report on the outcome priorities	Evaluation report	Completed and reflected in grant submission	Include in grant submission
3.4 Provide a learning and development programme reflective of identified need	Twice a year programme published Annually meeting 85% of needs identified Annually meeting 100% of service priorities	2 programmes produced and delivered 91% of need met 100%	Twice annually 85% 100%
3.5 Reduce non attendance at learning and development events	At least 3% decrease annually	Non attendance increased by 4%	5%

Aim 3: A learning and development framework will be developed which will identify the needs of the individual, the service/departments and organisations and any inspection or report outcomes			
Objective	Target	Progress 13/14	Target 14/15
3.6 Evaluate the impact of learning and development programmes provided	At least 95% evaluation of all events as satisfactory or above All services/organisations to contribute to impact assessments in relation to learning and development opportunities accessed	97% In place since May 2011	95% Continue to evaluate impact of learning and development events
3.7 Provide reliable management information on learning and development activities	Twice a year report on learning and development activities	2 reports completed and circulated	Twice annually

Aim 4: To ensure the provision of a needs based learning and development framework for Service Users and Carers across Merthyr

Objective	Target	Progress 13/14	Target 14/15
4.1 Undertake an annual training needs analysis for service users and carers.	100% return from all service user and carers groups	100%	Annually from 2014
4.2 Provide a learning and development programme reflective of identified need for service users and carers	Twice a year programme published 12 courses for users and carers annually (120 people) Meeting at least 85 % of needs identified	Two programme produced and delivered 26 courses delivered (213 people) 91% of need met	Twice annually 12 courses for users and carers annually (120 people) Meeting at least 85 % of needs identified
4.3 Evaluate the impact of the learning and development programmes for service users and carers	At least 95% evaluation of all events as satisfactory or above Impact assessment on 25% of all participants	99% Not implemented	95% 25%
4.4 Provide reliable management information on learning and development activities	Twice a year report on learning and development activities	2 reports completed and circulated	Twice annually

Aim 5: To evaluate the efficiency and effectiveness of all learning and development services provided

Objective	Target	Progress 13/14	Target 14/15
5.1 Explore, develop and implement collaborative approaches to learning and development.	Deliver collaborative services with a minimum of 5 other local authorities and 3 other agencies on annual basis supporting a minimum of 50 shared training courses per year	65 course delivered with 6 other local authorities and 5 other organisations	50 courses with 5 other local authorities and 3 other organisations
5.2 To identify social care workforce learning and development requirements within the CTSCB and LSAB agenda	Evaluation Report	Achieved	Built into grant submission

Aim 6: An holistic quality framework will be designed and implemented to ensure learning and development makes a positive contribution to service improvement including local regional and national initiatives			
Objective	Target	Progress 13/14	Target 14/15
6.1 To review inspections, assessments and serious case reviews	100% of reports reviewed, learning and development implications identified and reported to director of Community Services	100%	100%
6.2 To respond to the social care learning and development needs identified within ACRF review	100% of critical social care learning and development needs identified in ACRF are met	100%	100%
6.3 Merthyr Tydfil to contribute towards the national development of strategic policies	100% of policy documents responded to within given timescales and distributed	CPEL consultation via Network Meetings	100%

Aim 7: Merthyr Tydfil Social Care Workforce Development Partnership will actively manage the partnership agenda on learning and development			
Objective	Target	Progress 13/14	Target 14/15
7.1 Facilitate quarterly meetings of the SCWDP	2 meetings per year	Not achieved	2 meetings
7.2 Ensure social care partnership makes an effective contribution to the ACRF evaluation process	ACRF report reviewed and commented on by partners	Circulated to commissioner network for comment	Annually
7.3 To promote and develop best practice amongst providers,	At least 1 joint event annually	Dementia workshops held in community settings	Annually
7.4 To twice annually report to the partnership on progress against objectives	Twice Annual analysis /report on progress	2 reports completed and circulated	Annually
7.5 To monitor and review progress of the SCWDP Strategy	Annual Evaluation	Completed	Annually
	Mid Strategy Review of Objectives	Completed October 2013	Annually
	Production of joint Objectives for 2016 strategy	Consultation as part of the grant submission for 14/15	Annually
7.6 To annually report to SCWDP on the intended learning and development plan and associated spend allocation	The SCWDP to agree and endorse learning and development plan prior to submission to WAG	Draft submission circulated prior to sign off by the Director of Community Services	Annually

C. Details on wider authority pressures relating to social services or training and development

No undue resource pressures exist that affected the delivery of the targets within the SWCDP grant application.

D. Details of any changes/ deviations from SCWDP application, and reasons.

There has been no change or deviation from the original SCWDP application submitted in 2013.

E. Corrective action that has been taken.

Not applicable

F. Emerging Effective Practice

A summary of new practice resulting in improvements for the partnership, programme or funding – including areas such as the partnership, training participants, business governance, collaborative initiatives, efficiency savings etc. This will be collated and disseminated across Wales as an improvement tool.

- ✚ Continued progress has been made against all targets within the National Minimum Standards (NMS) in Local Authority services. Due to the high levels of qualified staff, it has had the net effect of less resources being allocated to NMS requirements allowing for funding to be redirected to more specialist, bespoke programmes
- ✚ Continued emphasis is being placed on qualifying and post qualifying training for social workers including opportunities being maintained for the wider with one third sector secondment having graduated in January 2014 and gaining employment in a south east Wales Local Authority almost immediately after graduating.
- ✚ Further strengthening of the first year in practice pathway especially in aligning this part of the pathway to the consolidation programme has taken place with plans to train a dedicated mentor for newly qualified social workers in place.
- ✚ The partnership has been an active partner in the development of the consolidation award which has been developed in collaboration with the other 9 local authorities in the South East Wales region, the University of South Wales and Cardiff Metropolitan University.
- ✚ The partnership has, for the fifth year running achieved a 100% return on both training needs analysis and workforce information collection.
- ✚ A service user and carer training and development programme was devised and resources ring fenced to ensure delivery. This included a range of training events aimed at young carers and dedicated community based drop in sessions to raise awareness on dementia. This approach will be continued in 2014/2015 linking in with the Council's dementia champion.
- ✚ Work continued in developing and sustaining partnership working with other local authorities around the provision of practice learning

opportunities. Joint working arrangements have been maintained with Powys, Monmouth and Rhondda, Cynon, Taff. In addition, work has continued with the voluntary sector within Merthyr Tydfil to create quality practice learning opportunities. This has helped resolve some of the pressure in finding practice placement opportunities that the department faces year on year.

- ✚ The partnership continues to provide excellent support to the governance of the various programme management committees and associated functions including chair and vice chairs positions, The partnership has also participated fully in the recruitment and selection process for the degree in Social Work.
- ✚ A joint learning and development calendar has been developed with RCT and Cwm Taf LHB to deliver a range of safeguarding children training across the region
- ✚ The partnership has developed stronger links with the family support service, early years and child care to ensure overlaps in training are reduced and greater efficiency is achieved through collaborative working
- ✚ Support has been given to the voluntary sector in developing training programmes to support the management of volunteers
- ✚ The partnership has implemented an online booking system for its learning and development events which then allows all services to update their workforce information on line. This will facilitate an easier approach to the annual collection of workforce information from those service areas.

G. If there is any under spend envisaged, and reasons why.

No under spend reported

H. Any other additional relevant information not covered above, and any included in the application, and was/ not achieved.

None to report

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