

ROTHERHAM BOROUGH COUNCIL - REPORT TO MEMBERS

1	Meeting:	Cabinet Member for Adult Social Care
2	Date:	14th January, 2013
3	Title:	Workforce Development: Support for Providers
4	Directorate:	Neighbourhoods and Adult Services

5 Summary

This paper responds to a request from the Contracting for Care Forum for a report on training available to providers. The paper sets out the workforce development support arrangements within the Council and the range of support activities offered and their uptake. Approval from Cabinet Member is sought and then to the Contracting for Care Forum.

6 Recommendations

- **Cabinet Member approves this paper and then to the Contracting for Care Forum.**

7 Proposals and details

7.1 Background

7.1.1 The Contracting for Care Forum meeting of 10th October 2012, resolved that the Learning and Development Manager submit a report to its February 2013, meeting 'on the training available for providers and what take up there had been' and the manager be invited to future meetings.

7.2 The Learning and Development Team

7.2.1 Neighbourhoods and Adult Services Directorate has a permanent Learning and Development Team that comprises a Learning and Development Manager (37 hours per week); a Learning and Development Officer (29.60 hours per week), and a Learning and Development Officer – Practice Learning and Post Qualification (37 hours per week). The team has until March 2013 a temporary post of Safeguarding Adults and Mental Capacity Act Training Manager (37 hours per week) that is vacant.

7.2.2 This team collectively aims to provide an affordable and flexible learning and development service that equips the workforce with the right skills to meet customer needs and outcomes. This includes providers in the independent, private and voluntary sectors. The intended outcome of all workforce development activities is a more confident and competent workforce with increasingly sophisticated skills and knowledge to effectively respond to customer needs.

7.3 Workforce Development Support and take up

7.3.1 The team is responsible for commissioning and contracting training and development activities. This includes a range of core support for providers:

- Training Courses
- Qualification Programmes
- Workforce Development Funding application scheme
- On-line learning resources
- Distance learning
- Performance Development Coaching
- Workforce Development Forum meetings.

7.3.2 In addition to this core offer, workforce planning advice and guidance; training information, guidance and signposting; funding for external conferences, seminars, and workshops are available. Further, support is available to more specialised providers regarding practice learning opportunities for the social work degree and continuing professional development for social workers. The team also represent the general interests of

providers at Skills for Care meetings and events and act as a conduit to disseminate information. The Team will also form partnerships to enable providers to claim monies such as the Skills for Care's Workforce Development Fund which in 2011/12 attracted £3,672 of income for providers in Rotherham. In contrast, take up of the Skills for Care's Workforce Development fund has been poor so far in 2012/13.

7.3.3 The Team undertake development work locally *with* providers on their training requirements. Examples of co-production of learning pathways include the Dementia and End of Life Bronze to Platinum training programmes. A key feature of a pathway is the combination of e-learning, distance learning, QCF certificates, and taught training programmes from basic awareness to complex work. Providers in Rotherham benefit from support at QCF certificate level, where many local authorities only support QCF, lower level, awards. The Dementia pathway has been featured as an exemplar training pathway in a Skills for Care dementia publication. The Team also undertake work regionally to the benefit of providers via the ADASS Workforce Programme Board.

7.3.4 The Team engage with providers at a provider Workforce Development Forum that runs 4 to 5 times per year that was co-designed with providers; attendance at commissioning provider forum meetings; and by convening focus group meetings including annual events to identify training needs and conduct a training needs analysis. In addition, the Team will visit providers by request to offer one-to-one based support and telephone support is available daily.

7.3.5 The main focus of the support offered to providers for training is courses and qualifications recommended by Skills for Care to meet the Care Quality Commission's *Essential Standards of Quality and Safety* and the Skills for Care's Workforce Development Strategy for Adult Social Care.

7.3.6 Appendix A provides an overview of the range of training courses, qualifications and on-line support offered to providers. Overall, take up of training by providers is positive with the most popular training typically achieving per year:

- Safeguarding adults with over 1,000 learners
- Advanced dementia with over 50 learners
- Health and safety related with over 500 learners
- Food and nutrition with over with over 200 learners
- Distance learning with over 100 learners
- Challenging Behaviour with over 60 learners
- Leadership and Management Qualifications with over 25 learners
- QCF certificates with over 200 learners
- British Sign Language with over 30 learners.

7.3.7 The Team is innovative. It brought to Rotherham the first national dedicated e-learning zone for health and social care with Learning Pool and also pioneered the coaching at work scheme and the workforce development funding application scheme that are not available in most other local authorities. The funding scheme offers resources to support more advanced or specialist workforce development activities that providers base budgets for training are unlikely to finance. The take up of the funding application scheme remains positive with 15 providers being supported in 2012/13. The coaching scheme helps a worker at a one-to-one level to be supported to identify and define their specific goals and determine how these can then be realised to improve their performance at work. Take up of coaching has been slow, however, with only 8 learners taking up the opportunity in 2010/11 and 2 in 2012/13. Coaching has however been described by one individual as, 'It was one of the best things I have ever participated in'.

7.3.8 The team mainly promotes training opportunities using a learning and development calendar and course flyers by e-mail, and also during its engagement activities detailed at 7.3.4.

8 Finance

8.1 Workforce development support for providers is fully funded by the Neighbourhoods and Adult Services Directorate and all training offered is 'free' to access. The budget is set each year as part of the annual budget round. No show and cancellation charges are applied on behalf of the Safeguarding Adults Board for its Safeguarding Adults training programmes only.

9 Risks and Uncertainties

9.1 Failure to invest in and uptake in available workforce development support may result in a workforce that is not equipped with the knowledge, skills or confidence to deliver and maintain high quality services to customers.

10 Policy and Performance Agenda Implications

10.1 With the publication of *Caring for our future: reforming care and support* (HM Government, 2012) the vision of the workforce is again under the spotlight. The White paper makes clear the commitment to raise the quality of social care provision, the standards of those who are providing social care, and to ensure that better skills and training are an important part of raising overall standards.

10.2 The learning and development service ensures that the Director of Adult Social Services is strategically supported to meet their obligation to ensure that the social care workforce in both local authority and

independent sector have the required competencies to deliver services to both national and local standards.

11 Background Papers and Consultation

11.1 There are no background papers or consultation conducted as part of this report.

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Appendix A

Training Courses

- Movement and handling
- First aid
- Fire safety
- Health and safety
- Safeguarding Adults
- Mental Capacity Act
- Dementia
- End of Life Care
- Food hygiene and nutrition
- Bite size 'soft skills' programme
- Challenging behaviour

QCF Certificates

- Supporting individuals with Learning Disabilities
- Activity Provision
- Working in community mental health care
- Dementia awareness
- End of life care

Distance Learning

- Prevention and Control of Infection
- Safe Handling of Medication
- Provision of Activities in a Care Setting
- Working with People with Mental health issues
- Nutrition and Health
- Diabetes Awareness
- Equality & Diversity
- Dementia
- End of life care

QCF Diplomas

- Health and Social Care
- Leadership for Health and Social Care Adults

E-learning

- Dementia
- End of Life
- Safeguarding
- Personal Development
- Common Induction Standards
- Specialist modules
- Common induction standards

Online

- Social Care Information Learning System
- Pilot CIS Assessment