

# **Social Care Workforce Development Local Plan for Wrexham 2023 / 2024**

## **HR & OD Service Workforce Development**

**This document is available in Welsh**



## The Social Care Workforce Development Partnership (SCWDP)

The Council has established a joint Social Care Workforce Development Partnership whose membership and function is identified in our communication plan:

[Workforce development | Wrexham County Borough Council](#)

The Partnership is structured without formal representation as it is open to all registered providers in Wrexham.

The overarching priorities of the partnership are:

*“To work together in partnership in order to provide high quality, care sector services for the people of Wrexham.”*

The key objectives are:

- To raise the profile of the care sector, internally and externally.
- To co-ordinate training and development opportunities.
- To share good practice e.g. around recruitment and retention.
- To increase access to training funds.
- To identify the specific workforce issues for Wrexham – short/medium and long term.
- To share information/provide co-ordinated response to consultation papers.
- To respond to National, Regional and Local workforce initiatives.

The Partnership continue to identify access to qualifications, short courses and eLearning as a priority. We will continue to invest in the provision of training and Health and Social Care qualifications to support the sector.

## Social Care Workforce Development Plan

The local plan has been developed using the information gathered from annual Training Needs Analysis (TNA) from the Partnership. We have established relationships with local providers and gathered information via our Contracts and Commissioning Team.

Please see Appendix A (Adults) and Appendix B (Children’s) for planned training.

The Plan is published on the website: [Workforce development | Wrexham County Borough Council](#)

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## Resources

The Council has a Workforce Development Service for its social services function. The delivery of the SCWDP is part of the remit for this service. Wrexham County Borough Council continues to invest in the training and development of the workforce as they see this as a priority area. This links to the ‘Organisation’ element of the Council Plan “to build an efficient and effective organisation that can best support local well-being”.

The indicative training support programme from Social Care Wales is **£472,012**. Wrexham is one of the few Local Authorities who continue to invest additional resources to support the grant over and above its mandatory 30%.

## Strategic Direction and Local Priorities

- Align workforce development with **A Healthier Wales – workforce strategy for health and social care**, working with partners to coproduce implementation/delivery plans designed around the key themes.
  - Build a digitally ready workforce
  - Excellent education and learning
  - Provision of qualifying and post qualifying social work training
  - Leadership and succession
  - Workforce shape and supply
- **The Regulation and Inspection of Social Care (Wales) Act 2016** – We will continue to support registered providers to increase levels of qualified staff by offering training and assessment opportunities.
- We will continue to support the implementation of the **Health and Social Care All Wales Induction Framework**.
- Respond to **CIW feedback** and provide training on prevention, outcome focused and strengths based practice.
- Training on **carer** assessments and review our offer of training available for unpaid carers.
- Social Care Wales has allocated funding for Local Authorities to increase their numbers of sponsored social work students, supporting the “**Grow your own**” scheme. In Wrexham we are significantly increasing our offer from 2 OU social work students per year to 8 and for the first time offering Occupational Therapy traineeships in Partnership with Glyndŵr University.
- The regional approach to learning outcomes to support the **first three years in practice** will continue to be delivered locally.
- We will continue to support staff in **Social Care Assessor** roles to gain the appropriate and recommended qualification.
- We will implement the **National Safeguarding Training Framework** for Wales and deliver training to support this.
- We will support the sector with **recruitment and retention** including Job Fairs.
- We will maintain the links to the **well-being outcomes in the Council Plan** and the priorities in the Organisational Development Workforce Strategy (ODWS).
- Deliver the Regional Rolling Action Plan.
- Deliver training to support the implementation of **Liberty Protection Safeguards (LPS)** which are planned to come into force in 2023.
- Promote and support opportunities for employees to achieve specialist **Mental Health** qualifications.
- To continue to monitor progress of the Social Services Practitioner qualification and invest in **K102 and KZW123**.
- Respond to development needs linking to the social care team based at HMP Berwyn.
- To strengthen the use of management oversight; use of chronologies; assessment; working with parents; and child-focused outcomes in response to inspection reports.
- Support the development of family group meetings.
- To strengthen the use of **reflection in supervision** in response to inspection reports.
- To promote e-Learning and other **digital methods** as a blended approach to workforce development.
- Continue to invest in training on **Positive Behaviour Support (PBS)** and **Non-restrictive practice** for provider services.

- To support developments with the National Fostering Framework Post Approval Learning and Development for **Foster Carers** both to enhance social workers' skills in supporting this and direct work with foster carers.
- To promote the importance of **Life Story Work** and **Trauma Informed** practice to enhance self-esteem in our Looked after Children.
- We are working with the North Wales Safeguarding Board to build social workers' capacity to work alongside the Police in **Achieving Best Evidence (ABE)** and **Joint Investigation Training (JIT)**.
- Support our career-progression framework for social workers alongside HROD and senior managers as part of our wider recruitment and retention strategy.
- To continue to develop understanding of risk and analysis when making decisions to **safeguard children**.
- Arrange joint training to support the implementation of the reviewed **Continuing Healthcare (CHC)** Framework.
- To increase capacity for specialist assessments in Harmful Sexual Behaviour and parenting capacity of those with a recognised learning disability through use of Parent Assessment Manual Software (PAMS).
- **Welsh Language Provision** – will continue to be a priority in Wrexham. We have provided training on the "More than just words" strategic framework for Welsh language services in Health & Social Care and specific Welsh language skills training for direct care staff. We work in partnership with our Local FE College to deliver Welsh Language training. We strive to develop Welsh language skills in the workforce via formal and online learning.
- Work with providers to embed **single handed care** in relation to moving and handling training. Support the sector to continue the key trainer model.
- To support the involvement of key people to support learners undertaking **vocational qualifications**, by providing workshops on reflective practice, mentoring and the role of the expert witness.
- To offer Core Health & Social Care Qualification workshops to the wider Social Care sector, as a route to refresher training and to promote peer learning.
- Explore and embed a new **Social Work model** within Children's Social Care based on Trauma informed / strengthen families approach.
- Continue to develop our Adults Social Work model embedding an outcome focussed, strengths based approach.
- **Care Closer to Home** - we are opening three new Children's Homes to support looked after children in Wrexham. This will require a specialist training plan, including mentors within teams.
- Continue to support the implementation of the **Autism** training framework and code of practice. We will also host the Autism Bus in Wrexham.

## Occupational Therapist Training

The Occupational Therapy (OT) team will have access to a range of professional courses.

We will be exploring and delivering a 'Grow our Own' OT qualification programme this year in partnership with Glyndŵr University.

Training for the OT team will include:

- Moving & Handling Passport and Key Trainers
- Complex Paediatric Seating
- Complex Paediatric Moving and Handling Training
- Trusted Assessor or BTEC in provision of community equipment
- Single Handed Care/Care with Dignity
- Adaptations Training

- Coaching and Mentoring
- Health and Social Care qualifications
- Training to enable a career pathway
- Challenging Behaviour/Breakaway Training

**Management training / qualifications** – We will continue to offer management development to the social care sector based on compassionate and collaborative leadership.

**Team Manager Development Programme (TMDP) and Middle Manager Development Programme (MMDP)** – We continue to invest in this qualification for operational managers and need to monitor retention in this area.

## Social Work Qualifying Training – Social Work Degree – Supported Employees

**Grow Your Own Programme:** We continue to sponsor and support three existing employees/students with their second and third years of study via the Open University Social Work Degree. A further six employees are beginning the OU Degree in Social Work this year following a very successful recruitment process.

We meet regularly with all sponsored employees to offer support and to enable the employees to gain peer support whilst they complete their studies. We also arrange and coordinate Practice Learning Opportunity placements for the second and third year students.

## Other Social Work Degree training – “Hosted” Students and Practice Learning

The Council continues to be committed to high quality Practice Learning Opportunities for Social Work students, and continues to support up to 45 “hosted” students across each level of training under partnership arrangements with Glyndŵr University. Despite the challenges experienced by the workforce this year, interest in relevant Practice Assessment qualifications has increased. These all contribute to the range and breadth of learning opportunities available for students.

## Social Work Post Qualifying Training

**Practice Educating Awards** – We have funding available to train Social Workers employed by either the Local Authority or other Social Work/Social Care agencies, to undertake Practice Education Qualifications. We have invested heavily in this training this year, which has supported us to meet our partnership responsibilities.

**Consolidation/First 3 Years in Practice** – The Council has formalised the process for access to consolidation awards, in line with Social Care Wales (SCW) “First 3 Years in Practice” document. In order to support the newly qualified workforce with the challenges of this year, our “1<sup>st</sup> year in Practice” Group continues to meet regularly.

**The “Porth Agored” Graduate Certificate in Consolidation of Social Work Practice** – Developed with the University of Wales Trinity St David’s, has been available since May 2013. Partners have been made aware of the formal link with Registration. There are currently over 30 Social Workers engaged with the programme.

**Mental Health and Best Interest Assessor (BIA)** – The Council continues to engage with the Cheshire Approved Mental Health Practitioner (AMHP) Partnership for the Mental Health Award at Chester University.

*The plan is available on the Internet at: [Workforce development | Wrexham County Borough Council](#)*

## Appendices

**Appendix A: Calendar (Adults) 2023/24**

**Appendix B: Calendar (Children’s) 2023/24**

## WREXHAM SCWWDP Local plan

### Rolling Action Plan – 2023/24

**Table 1 - PRIORITY: Build a digitally ready workforce (actions 15-17)**

Actions	Planned Outcomes / Impact	Partners Involved	Progress (mid-year report only)	Outcomes (end of year report only)
Continue to develop a range of e-Learning modules (adding to the Social Care catalogue from Learning Pool).	Easily accessible learning sector wide Can develop to meet changing need.	BCUHB Other LA's Independent and 3rd sector.	Measure completions. Survey to sector.	To be assessed
Continue to deliver interactive sessions via Zoom, Skype and Teams across the workforce.	Easily accessible learning sector wide.	SCW Commissioned Trainers FE, HIE	To be assessed	To be assessed
Explore WULF Funding and share access to digital skills learning	Improve digital skills.	Unions	To be assessed	To be assessed
Work with Digital Communities Wales to deliver learning.	Easily accessible learning sector wide. Improve skills	To be assessed	To be assessed	To be assessed
Meet learners using digital platforms. Deliver qualifications/training via digital platforms.	Improve digital literacy. MWOW	Sector wide.	Evaluation. Completion stats.	To be assessed

**Table 2 - PRIORITY: Excellent education and learning (actions 18-24)**

<b>Actions</b>	<b>Planned Outcomes / Impact</b>	<b>Partners Involved</b>	<b>Progress (mid-year report only)</b>	<b>Outcomes (end of year report only)</b>
Continue to develop a range of e-Learning modules (adding to the Social Care catalogue from Learning Pool).	Accessible, flexible learning.	Other LA, wider sector.	To be assessed	To be assessed
Calendar of Training events including Safeguarding, Health & Safety, skills development and specialisms.	Improve knowledge & skills. Support qualifications.	SCW Local Training Providers FE, HIE	To be assessed	To be assessed
Collaboration with Health (training brochures and accessing training as/when required).	Improve knowledge on health conditions.	BCUHB Wider sector	To be assessed	To be assessed
Promote SCW Resources via the Local Partnership.	Embed consistent approach/trusted resources.	To be assessed	To be assessed	To be assessed
CHC – collaborative working. Co-deliver training Health & Social Care.	To be assessed	BCUHB & LA	To be assessed	To be assessed
LPS – Deliver training ahead of 2023 implementation.	To be assessed	Commissioned	To be assessed	To be assessed
Embed PBS training and practice within in-house providers.	Improves skills and confidence of workforce supporting people with complex needs.	To be assessed	To be assessed	To be assessed
Develop a training plan for the new LA Children's Homes.	Support CCTH. Ensure staff teams can meet complex needs of LAC.	Other LA Commissioned Trainers Health HOS/Commissioners	To be assessed	To be assessed
Facilitate AWIF training for Managers and Senior Support Staff. Qualifications: <ul style="list-style-type: none"> <li>Core - Predicted completions 42</li> <li>Practice 2 - Predicted completions 18</li> <li>Practice 3 - Predicted completions 16</li> <li>Level 4 - Predicted completions 5</li> </ul>	To be assessed	To be assessed	To be assessed	To be assessed
Deliver: <ul style="list-style-type: none"> <li>Introduction to Training Award.</li> <li>TAQA.</li> <li>Learning and Development Rep programme.</li> </ul>	To be assessed	To be assessed	To be assessed	To be assessed

**Table 3 - PRIORITY: Provision of qualifying and post qualifying social work training**

<b>Actions</b>	<b>Planned Outcomes / Impact</b>	<b>Partners Involved</b>	<b>Progress (mid-year report only)</b>	<b>Outcomes (end of year report only)</b>
Continue to support: <ul style="list-style-type: none"> <li>• First Three Years in Practice.</li> <li>• AMHP.</li> <li>• PE Award.</li> <li>• Hosted students.</li> <li>• OU 'Grow your own'</li> <li>• Progression</li> </ul>	Support workers to qualify as Social Workers. Support and develop existing Social Workers.	SCW Glyndwr University Open University Chester University / Cheshire East Council Bangor University Denbighshire and Flintshire County Councils UWTSD	To be assessed	To be assessed

**Table 4 - PRIORITY: Leadership and succession (actions 25-27)**

<b>Actions</b>	<b>Planned Outcomes / Impact</b>	<b>Partners Involved</b>	<b>Progress (mid-year report only)</b>	<b>Outcomes (end of year report only)</b>
Deliver management qualifications in Health & Social Care.	Support wellbeing. Resilience and career progression. Peer support.	SCW, FE, HIE, Commissioned Local trainers	To be assessed	To be assessed
Access ILM management courses.	Support wellbeing. Resilience and career progression. Peer support.	SCW, FE, HIE, Commissioned Local trainers	To be assessed	To be assessed
Commission 15 month bespoke leadership Development Programme for HOS and TM within Social Care.	Support wellbeing. Resilience and career progression. Peer support.	SCW, FE, HIE, Commissioned Local trainers	To be assessed	To be assessed
Promote compassionate and collaborative leadership via SCW	Support wellbeing. Resilience and career progression. Peer support.	SCW, FE, HIE, Commissioned Local trainers	To be assessed	To be assessed
Offer Coaching and Mentoring training and qualifications.	Support wellbeing. Resilience and career progression. Peer support.	SCW, FE, HIE, Commissioned Local trainers	To be assessed	To be assessed
Embed SCW Managers Induction	Support wellbeing. Resilience and career progression. Peer support.	SCW, FE, HIE, Commissioned Local trainers	To be assessed	To be assessed



<b>Actions</b>	<b>Planned Outcomes / Impact</b>	<b>Partners Involved</b>	<b>Progress (mid-year report only)</b>	<b>Outcomes (end of year report only)</b>
RM Forums and peers support groups	Support wellbeing. Resilience and career progression. Peer support.	SCW, FE, HIE, Commissioned Local trainers	To be assessed	To be assessed

**Table 5 - PRIORITY: Workforce shape and supply (actions 28-32)**

<b>Actions</b>	<b>Planned Outcomes / Impact</b>	<b>Partners Involved</b>	<b>Progress (mid-year report only)</b>	<b>Outcomes (end of year report only)</b>
Promote Welsh language skills training.	Embed 'working Welsh'. Increase language skills. Active offer.	FE – Coleg Cambria	To be assessed	To be assessed
Support and make links to SCW Health & Social Care Wellbeing Strategy.	Consistent approach - Workforce Wellbeing	To be assessed	To be assessed	To be assessed
Unpaid Carers – access to training. Peer Support groups via MH and wellbeing Champion approach	Support carers to sustain role	AVOW	To be assessed	To be assessed
Support SCW annual data collection through maintained relationships with local partnership.	Assist workforce planning	Local Partnership Contracts / Commissioning	To be assessed	To be assessed

**Table 6 - PRIORITY: Attraction and Recruitment – Theme 2**

We Care -

Support Step Into Work Project. Support National Events.

Commissioning & Contracts Forums:

<b>Actions</b>	<b>Planned Outcomes / Impact</b>	<b>Partners Involved</b>	<b>Progress (mid-year report only)</b>	<b>Outcomes (end of year report only)</b>
Grow in-house Domiciliary Care.	To be assessed	To be assessed	To be assessed	To be assessed
Review application process and value based recruitment.	To be assessed	To be assessed	To be assessed	To be assessed
Integrated Health & Social Care Training and Recruitment.	To be assessed	To be assessed	To be assessed	To be assessed
Supporting Communication strategy press releases/posting on social media.	To be assessed	To be assessed	To be assessed	To be assessed
Sustainable and affordable care provision: Looking at commissioning practice.	To be assessed	To be assessed	To be assessed	To be assessed
Improving job retention.	To be assessed	To be assessed	To be assessed	To be assessed

<b>Actions</b>	<b>Planned Outcomes / Impact</b>	<b>Partners Involved</b>	<b>Progress (mid-year report only)</b>	<b>Outcomes (end of year report only)</b>
Coordinate targeted and ongoing marketing campaign.	To be assessed	To be assessed	To be assessed	To be assessed
Communities for work 'Induction to Social Care'.	To be assessed	To be assessed	To be assessed	To be assessed
Promote jobs portal <a href="#">Jobs - WeCare</a>	To be assessed	To be assessed	To be assessed	To be assessed

**Table 7 - PRIORITY: Increasing the number of sponsored social work students hosted by each local authority**

<b>Actions</b>	<b>Planned Outcomes / Impact</b>	<b>Partners Involved</b>	<b>Progress (mid-year report only)</b>	<b>Outcomes (end of year report only)</b>
Support 8 SW Students	Grow our Own to support with recruitment and retention Resilience within SW	Glyndwr OU Bangor University	To be assessed	To be assessed
Support 3 OT Students	Grow our Own to support with recruitment and retention Resilience within SW	Glyndwr OU Bangor University	To be assessed	To be assessed

## **APPEDIX A: CALENDAR (ADULTS) 2023/24**

### **Course Title/Area**

#### **SAFEGUARDING**

Safeguarding virtual Learning events (Children's & Adults) Groups A & B & C (E & F on SAM)  
Safeguarding Adults – Group B  
Safeguarding Adults @ Risk – Group C  
Role of Lead Practitioner – Group C  
Safeguarding for Managers and Safeguarding Leads – Group C  
MCA – Capacity and Consent – 2 hour workshop Group C  
Understanding Section 5 – Group C  
Modern Slavery Group C  
Violence Against Women, Domestic Abuse (VAWDASV) Ask & Act (Groups 2 and 3)  
Preparing for LPS (Liberty Protection Safeguards) – Assessing Mental Capacity & Best Interest in Practice

- Young People and the Mental Capacity Act Group C
- Deprivation of Liberty in children and Young people Group C

Operation Repeat – Training on Doorstep Crime & Scams Awareness Group B  
Gambling harm prevention for professionals Group B  
Drug & Alcohol (CAIS)

#### **GENERAL & SPECIALIST**

Reporting & Recording Skills / Making Effective Records  
Positive Behavioural Support (PBS) training and Btec qualification  
Autism Awareness  
Sensory Loss  
Mental Health Awareness  
Person Centred Dementia Care  
Mindfulness  
Safe handling of Medication  
Six Steps – End of Life Care  
Understanding Behaviour / Communication  
Mental Health First Aid  
Working with people who hoard  
Coaching skills  
Epilepsy Awareness (Health)  
Better Conversations  
Level 4 Preparing for Leadership and Management learning and development programme  
Core H&SC Qualification workshops

#### **SOCIAL WORK SPECIFIC**

Porth Agored – Consolidation Workshops  
AMHP  
AMHP Maintaining Competence  
Practice Educator Qualification  
Practice Educator Workshops  
Continuing Health Care (CHC)  
Reflective Supervision  
Community Care Inform (CCI) Licences  
Dealing with Conflict / difficult conversations

## **HEALTH & SAFETY**

Moving & Handling Passport (2 day)  
Emergency First Aid at Work  
Moving and Handling Refresher (1 day)  
Food Safety (CIEH 1 day)  
NAPPI/PBS Levels 1-3 and train the trainer  
Moving & Handling Loads (e-Learning)  
Moving & Handling Key Trainer (3 day)  
Moving & Handling Key Trainer Refresher (1 day)  
Health & Safety Awareness  
Managing Health & Safety  
Moving & Handling (OT specific)  
Health & Safety including Infection Control (e-Learning)  
Accident Investigation, Risk Assessment & Monitoring  
Risk Assessment  
First Aid at Work (3 day qualifier)  
First Aid at Work (2 day re qualifier)  
Paediatric Emergency First Aid at Work  
Responsible officer (RO)  
Personal Safety (12 day awareness and full day – high risk)

## **APPEDIX B: CALENDAR (CHILDREN'S) 2023/24**

### **Course Title/Area**

#### **SAFEGUARDING**

Safeguarding training for partner agencies  
Safeguarding children with disabilities Group C  
Child Criminal Exploitation Group C (sexual exploitation/modern day slavery)  
Conferences & Core Groups Group C  
Safeguarding virtual Learning events (Children's & Adults) Groups A & B  
Safeguarding - provider Managers Group C  
Violence Against Women, Domestic Abuse (VAWDASV) Ask & Act (Group 2)  
Preparing for LPS (Liberty Protection Safeguards) – Assessing Mental Capacity & Best Interest in Practice  
Young People and the Mental Capacity Act Group C  
Deprivation of Liberty in children and Young people Group C  
Children Wales Act 2020 Abolition of Reasonable punishment  
Radicalisation of Children and Young People (PREVENT and CHANNEL)  
Section 5  
Transition Planning  
Managing allegations  
Child Practice Reviews / Lessons learned  
Child Practice Review Criteria

#### **GENERAL**

Working with parents who have learning difficulties  
Reporting & Recording Skills / making effective records  
Positive Behavioural Support (PBS) training and Btec qualification  
Autism Awareness  
Mindfulness  
Life Story Work  
MAKATON Beginners & MAKATON - intermediate  
Mental Capacity Act and LPS for young people  
Level 4 Preparing for Leadership and Management learning and development programme  
Trauma Informed Practice  
Core H&SC Qualification workshops  
Strengthen Families  
Autism: Working with young people with autistic traits

#### **SOCIAL WORK SPECIFIC**

PAMS – Assessing parents with learning difficulties  
AIMS – HSB Assessment  
Risk Assessment and Analysis for Social Workers  
Reflective Supervision – Coaching Conversations  
Risk Analysis for Managers  
Analytical Writing  
Chronologies and Recording Practice  
PLO Training  
Court Skills

## **COLLABORATIVE WORKING/NATIONAL & REGIONAL INITIATIVES**

- Joint Investigation Training
- Achieving Best Evidence
- Post Approval Learning & Development for Foster Carers

## **HEALTH & SAFETY (all e-Learning and class-based)**

- Administration and Safe Handling of Medication
- Food Safety
- Health & Safety Awareness/Infection Control
- Car Seat Safety training
- Personal Safety
- Paediatric Emergency First Aid at Work

## **FOSTERING SERVICE**

- Recording, presenting and information sharing (half day)
- Working with Birth Families and Contact
- Safeguarding including allegations
- Supporting Education and Development
- Paediatric Emergency First Aid at Work
- Trauma Informed
- Attachment
- 4 C's – How to write and request placements

## **INTEGRATED FAMILY SUPPORT SERVICE**

- Enhancing Motivation
- Goal Centred Interventions
- Engaging Behavioural Change

## **POST QUALIFYING SOCIAL WORKER**

- Porth Agored – Consolidation Workshops
- Practice Educator Qualification
- Practice Educator Workshops
- Continuing Health Care (CHC)
- Children Reflective Supervision
- Mental Capacity Act & LPS – Role of the AMCP

We have a range of e-Learning modules available to the whole social care sector, carers and volunteers. For more information please contact [workforcedevelopment@wrexham.gov.uk](mailto:workforcedevelopment@wrexham.gov.uk)