Social Care Learning and Development

‘Tell Us What You Think’ Survey Report

SCLD 2015
## Content

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>Pg 2-5</td>
</tr>
<tr>
<td>Aims</td>
<td>Pg 5</td>
</tr>
<tr>
<td>Method</td>
<td>Pg 6-7</td>
</tr>
<tr>
<td>Results</td>
<td>Pg 8-15</td>
</tr>
<tr>
<td>Findings Summary</td>
<td>Pg 16-18</td>
</tr>
<tr>
<td>Recommendations</td>
<td>Pg 19-20</td>
</tr>
<tr>
<td>Conclusion</td>
<td>Pg 20</td>
</tr>
<tr>
<td>Appendix 1 (The Questionnaire)</td>
<td>Pg 21-22</td>
</tr>
<tr>
<td>Appendix 2 (Free Text feedback)</td>
<td>Pg 23-27</td>
</tr>
<tr>
<td>Resources</td>
<td>Pg 27</td>
</tr>
</tbody>
</table>
Introduction

Cornwall Council's Social Care Learning and Development Team (SCLD) transferred into the new Education Health & Social Care directorate in August 2014 from People and Organisational Development.

SCLD designs, delivers and commissions specialist learning and development to meet the needs of Education, Health & Social Care (Adults); a previous Service Level Agreement provides a framework for this relationship although the imminent review will fundamentally redefine and reshape SCLD function and form. Private, independent, voluntary and public sector organisations, as well as personal assistants/carers, who provide social care or support to adults in Cornwall, continue to be included and offered learning support.

In August 2014, SCLD maintained their Excellence Provider status awarded by the National Skills Academy. ‘Providers who become Centres of Excellence demonstrate exemplary commitment to meeting the needs of learners in adult social care’.

Together with the Excellence Award SCLD achieved the Matrix Quality Standard for Information Advice and Guidance services in March 2014. The Matrix Quality Standard is ‘A unique quality framework for the effective delivery of information, advice and/or guidance that supports individuals in their choice of career, learning, work and life goals. It promotes the delivery of high quality information, advice and/or guidance by ensuring organisations review, evaluate and develop their service and that they encourage both the take up of professionally recognised qualifications and the continuous professional development of their staff’.

So what makes high quality information, advice and guidance? The Matrix standard defines it as:

- The service is defined so that clients are clear about what they might expect
• The service is delivered effectively to meet its aims and objectives
• The service provided is impartial and objective
• Clients are given appropriate options to explore and understand that they are responsible for making their own decisions
• When exploring options, clients are provided with and supported to use appropriate resources including access to technology
• Clients benefit from signposting and referral to other appropriate agencies or organisations

To maximise the delivery of high quality information, advice and guidance the SCLD team have invested in the Learning Support Co-ordinators achieving the Level 3 Certificate in Advice and Guidance with the Learning Support Lead achieving the ILM Level 5 Coaching and Mentoring. The Advanced Practitioners (Continuing Professional Development), Service Improvement Officers and Staff Development Officers have achieved a range of qualification levels in Coaching and Mentoring from ILM level 5, Post Graduate and Masters Level. However, a reduced staff complement has inevitably challenged the delivery of the service in some respects.

In December 2013, SCLD devised a survey to evaluate the IAG service that they offer. This survey was sent to all those working in Education Health & Social Care (Adults) and all organisations on SCLD’s sector wide distribution list. The responses from the survey informed the following recommendations that continue to be fulfilled throughout 2014/15:

• To develop a comprehensive communications plan;
  - Make the availability of social care learning and development opportunities more inclusive to hard to reach areas of the Health, private, independent and voluntary sectors. **Fulfilled:** Weekly ‘Social Care Learning & Development Training Available’ email sent to the wider sector, Education Health & Social Care directorate including Public Health distribution list. Support Team & Workforce Development Officers – update distribution list regularly with new contacts
  - Improve the identity and profile of SCLD, working with other Cornwall Council teams to clarify each aspect of the whole learning and development offering. **SCLD branding achieved.**
Communicating with Corporate Learning & Development to improve internal communications to make accessing learning & development easier

- Improve the clarity of how to access each learning and development opportunity, i.e. e-learning platform, SDMS, ERP, contact for administration and support, also opportunity for advanced IAG through follow up contact/meetings or coaching/mentoring. SCLD Newsletter Articles to clarify how and who to access for Learning & Development, SCLD Leaf on Learning Pool, ERP updated regularly for EHSC (adults) Learning & Development. SCLD Course brochure produced.

- To develop this survey into a more comprehensive customer satisfaction assessment of SCLD on an annual basis. This to include:
  1. Revision of questions for clarity of role types, professional qualification holders etc.
  2. A longer return window for the questionnaire to be completed – the whole of December through to the start of January, promoting the survey more effectively through newsletters, networks and events.
  3. Invitation for feedback on learning, training and development experiences and the effect this has had on practice and organisational performance.
  4. An element of learning needs analysis to inform future planning

- To produce a straightforward ‘Comments, Complaints and Compliments’ process which will provide continuous access for learners to feedback through an accessible facility Web form launched in May 2014 http://www.cornwall.gov.uk/health-and-social-care/social-care-learning-and-development/comments-compliments-and-complaints/

- Learning and Development Support Team development – Information/knowledge shared. Recording tool monitored and
developed and used to contribute to performance management and reporting. Support team share knowledge at regular meetings. Support team folder devised – to produce sustainability in the support team i.e. covering in each other’s absence, more rounded IAG provided by all members. SCLD recording tool in use.

• Incorporate recommendations as measurable actions in SCLD 2014-15 Plan and report on progress annually, as required under the terms of the Service Level Agreement.

From the second recommendation the IAG survey has been amended to an overall customer satisfaction survey and this was made available for responses from 1st December 2014 – 16th January 2015.

Aims

1. To evaluate the overall service that SCLD provides the Education Health & Social Care directorate and the wider sector to inform any recommendations for improvement, and whether they meet their One Stop Shop aims:

   Our dedicated team will:

   • Listen carefully to your requirements
   • Provide straightforward access to training needed for your role
   • Signpost you or your organisation appropriately to other useful support
   • Help you explore possible career choices and meet your development goals

2. To respond positively to identified needs with a clear improvement plan.

3. To evaluate how the learning & development opportunities attended have affected respondees working practice
Method

The 2013 IAG questionnaire was reviewed and amended to include recommendations from previous survey i.e.

**Question 1** - To include ‘Any Support Role’ in the job roles replying

**Question 2** – ‘Do you hold a Social Care qualification’ replaced ‘Professional qualification’ – to be inclusive of vocational qualifications

**Question 11**: ‘What were enquiries regarding’ – to include Corporate Learning & Development as an option – to evaluate SCLD’s identity within the Council.

**Question 16** – ‘Please tell us about how your learning has affected your work or helped your team/organisation’ – to further evaluate the effectiveness of the Learning & Development opportunities attended to peoples working practice.

**Question 18** - Are you aware of the Social Care Learning and Development online Comments, compliments and complaints form? – this aimed to evaluate the visibility and advertising of the web form.

The ‘Tell us what you think’ survey was sent to the Statutory, Private, Independent and Voluntary sectors and Carers/Personal Assistants of people needing care. To view the questionnaire - see Appendix 1. This used the ‘Survey Monkey’ tool for maximum circulation, whilst also offering alternative formats – none of these were requested.

**Questions 1-5** were to ascertain where people who contact SCLD were working geographically, which sector and what service they provide and the role type they are in. This was to see whether there was a correlation of the distribution of staff who access SCLD with the distribution of staff within the Health and Social Care sector.

**Questions 7-8** were to determine how those respondents had contacted SCLD in 2014 i.e. email, telephone etc and to ascertain whether it was
straight forward to make contact. This would evaluate the different ways of contacting and what methods were preferable.

Questions 9 – 10 evaluated whether respondents were responded to in good time, and whether they were satisfied with the quality of the response, with comments being gathered. These questions also aimed to determine whether there are efficiency improvements required and to performance manage the information, advice and guidance being delivered.

Question 11 was to analyse what was the nature of people’s reason for contacting, so that SCLD can ascertain the flow of enquiries and where there may be knowledge gaps around the different enquiries that come in.

Questions 12 – 15 were to specifically analyse aspects of effective information, advice and guidance, such as active listening, giving information in a clear, understandable format that is relevant to the individual, or signposting to other areas as required therefore ensuring the individual’s query is resolved to their satisfaction whilst further exploring any developmental areas.

Questions 16-19 were free text questions to give respondents the opportunity to feedback specific comments about how their learning has affected their working practice or helped their organisation, and whether they felt there were aspects that weren’t explored in the service provided by SCLD which they would have liked to discuss. Were they aware of the Comments, compliments and complaints web form – this is to ascertain if it has been advertised enough. And they were given an opportunity to identify areas for improvement to inform SCLD’s recommendations to develop the service provided by SCLD.

Question 20 was to determine the overall satisfaction of the respondents experience after having contacted SCLD to determine whether SCLD was providing an effective and efficient service.
Results

The survey was sent to approximately 1100 members of staff within Adult Care Health and Wellbeing and 500 sector organisations across Cornwall. The number of returned questionnaires was 74, making a return rate of around 4.6%, a reduced return rate compared to the survey of 2013. Of this number 85% of the respondents said they have contacted SCLD during 2014, the majority of 83% contacting via email, with 56% contacting by telephone and a smaller 27% making face to face contact; this was not an either/or question so there could be some overlap of contact routes.

The proportion of services provided by staff who have responded can be seen in the graph below, this is in line with the distribution of staff within the services of EHSC (Adults), with the majority of staff working in the Older People and Physical Disability service. This proportion would also be reflected within the wider sector organisations.

Q3 Please indicate the type of service offered by you or your team/organisation (choose all that apply):

Answered: 73  Skipped: 1
The distribution of responses for sector type is reflected in the responses in the graph below with over 85% of respondents coming from the Statutory sector i.e. Local Authority and Health. This was to be expected because SCLD contact distribution list for the Local Authority contains each staff members email address, whereas the Private, Independent & Voluntary sector contains 1-2 email addresses per organisation, so not necessarily available to all people accessing SCLD. Comparing this to the distribution of the workforce within the South West it is a very different picture; with the majority (79%) of establishments in the South West being in the independent sector, with local authorities making up only 7% of the establishments with the rest (14%) from “other” sectors. The distribution of responses geographically was fairly evenly spread across the county.

Of the responses 47% were front line workers, 27% managers, 19% in a support role and 7% managers of managers; this is an expected proportion of role responses. Compared to last year’s survey no one skipped this question due to the inclusion of ‘Any Support role’ as an option based on feedback from the 2013 survey of: ‘Survey not appropriate for my role - Operations and Customer Support - why was it sent?’

As the 2013 survey was not inclusive of vocational qualifications the amended question was ‘Do you hold a social care qualification with 63% of respondents responding ‘Yes’. Cited in the Skills for Care NMDS regional
Report: ‘Within the South West, Skills for Care estimates 55% of all adult social care workers have a social care qualification (57% in England). This is therefore an 8% increase above the regional average. Perhaps this could be attributable to the audience responding – i.e. the majority coming from the statutory sector.

Of the responses to this survey 63% were initially enquiries about training provided by corporate learning & development; this would only have been internal staff to the directorate making these enquiries. This issue is something SCLD is very aware of i.e. the confusion of which Learning & Development team to contact. The number of respondents relating to e-learning, online booking or any other IT related query reduced by 20% from the 2013 survey – illustrating that people are better accustomed to using these systems. The percentage of people requesting individual funding has reduced by around 14% from 2013, which was to be expected because SCLD no longer offers additional funding opportunities to the sector. Again the number requesting coaching & mentoring is very low at 1.7%, which will inform a recommendation to increase the profile of the coaching/mentoring service that SCLD provide.

Q11 What was the nature of your enquiry (please choose all that apply)?

Answered: 59  Skipped: 15

- Training provided by the Corporate learning and development team
- E-learning, online booking or any other IT related query
- Availability of training opportunities
- Bespoke training for you, your organisation or team
- Individual funding
- Information about qualifications or career progression
- Request for coaching and/or mentoring
- Other (please specify)
The respondents enquiring about ‘other’ reasons stated it was for; ‘cancelling training & info to promote SCLD, new courses, etc. for newsletter’.

93% of the people that contacted SCLD in 2014 found it straight forward to make contact. The feedback responses about making contact vary from

- ‘My experience has been a confusing one as the training is divided and some is on ERP, in email form and apparently 2 x difference organisations which is confusing, plus passwords to be used – all time consuming’
- ‘Information and advice required supplied straight away’
- ‘Once I realised the ‘system’, and had my password etc. yes, it was very easy’

(See Appendix 2 for all responses)

90% of people contacting SCLD in 2014 said they received a timely response to their query, which is a 4% reduction from the 2013 respondents. Feedback responses were of the nature

- ‘I have always received responses in a timely fashion’
- ‘As I was in the middle of a training module they were very swift with the response and direction’.

10% of respondents were dissatisfied with the time of the response, with feedback showing some areas for improvement that will inform recommendations:

- ‘Was put on hold. Person responsible for relevant information could not be found. Had to contact on different day when person was at work’
- ‘3 follow up emails over 2 week period to gain a response ’

When respondents were asked if they were satisfied with the quality of the response, the level of detail, practical application and usefulness of the information; 95% said they were satisfied, a 3% increase from the 2013 survey, with comments ranging from

- ‘Very fulfilling information learning source’
- ‘Ambiguous guidance’
90% of respondents contacting SCLD said that SCLD listened to their requirements carefully, with 63% saying that SCLD gave straightforward access to training needed for their role; this percentage has been lowered because 23% of the respondents said that giving access to training was not applicable. So of those to whom it was applicable 82% of people said that straightforward access to training was given.

Continuing on the evaluation of the information, advice and guidance service provided for those that it was applicable to:

- 77% of respondents said that SCLD signposted them or their organisation appropriately to other support – This is a 5% reduction from the 2013 survey
- 52% of respondents said that SCLD helped them explore career choices and developmental goals – this is a 15% reduction from the 2013 survey
- Of all respondents 62% said that exploring their career choices and developmental goals was not applicable to their contacting SCLD. Therefore this was relevant to 38% of people accessing SCLD and SCLD helped explore careers choices and developmental goals with 52%

52% of respondents were aware of the SCLD Comments, Compliments & Complaints web form – this will inform a recommendation to increase awareness of the feedback form and to amend the question for the next survey – to include ‘would they consider using the web form’ – as it hasn’t been used since it was implemented in May 2014.

Responses when asked how learning has affected the delegates work or helped their team/organisation ranged from:

- ‘I’m growing in confidence learning all the info and knowing there is an independent team ready to support and guide me in the right direction’
Between 2011/2012 I completed several courses that were of a very high standard and well organised. This was so helpful to me as logistically I am a lone worker and training is a little tricky to fit in with other members of our organisation. I have now moved on in achieving a CHS Intermediate Apprenticeship Level 2. Certificate in Housing CIEH Level 2 NVQ in Housing, City and Guilds Level 1 and their Functional skills in English, Maths and ICT level 1 and feel that my initial training was a positive foundation to work from.’

‘Personal development and focus of practice development in my specialist area of practice has allowed me to cascade my learning to others through training and seminars. IT has supported me to develop a greater understanding of my own practice and has enhanced my confidence and in turn this improves my abilities to support service users, families and carers’

‘I cannot tell as I have had no training and so am unaware of the impact this is having, other than my lack of knowledge of escalation pathways and processes’. (See Appendix 2 for all responses)

Respondent’s comments for areas for improvement of the service provided by SCLD and anything they would have liked to have received further include:

‘More funding for training to be made available’

‘A lot of the training offered does not meet the needs of specialist social work practitioners, the level of the courses offered are at a level to entice workers and providers, however they show no reflection to the needs of the specialist social worker and the level of training required in their specialist role and to meet the requirements of the HCPC in line with the PCF’

‘Reach out more to disabled employees e.g. courses aren’t always able to be attended due to disability. It should be made obvious on all courses that 1:1 training is available for individuals and who to contact to arrange this. At present it feels a burden to ask for help when it would feel much better if it were advertised. Disabled
people are already disadvantaged it would be nice if this was recognised more so that disabled employees were considered in the planning and offered help rather than having to ask for it’

- ‘Knowing the whole team as we do we are confident that as soon as they are able to settle into a stable structure we will return to the first class service they have traditionally delivered. Our suggestion would be to senior managers and councillors to now confirm the managers post as permanent, leave the team alone and let them get on with what they do so well’. (See Appendix 2 for all responses).

- ‘It’s confusing about how to apply for training sometimes on ERP, and other times have to go through website. However, having the emails about training and links to how to access them is really useful’

Respondents were given the opportunity to free text their feedback on their experience of contacting SCLD, what else they would have liked SCLD to do i.e. signposting, referral, follow up and any suggestions on how SCLD could improve (see Appendix 2 Questions 16, 17 & 19). Respondents were then asked to rate their overall satisfaction with the service provided by SCLD, see table and graph below.

<table>
<thead>
<tr>
<th>Rating</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Unsatisfactory</td>
<td>3.03</td>
</tr>
<tr>
<td>2</td>
<td>1.52</td>
</tr>
<tr>
<td>3</td>
<td>10.61</td>
</tr>
<tr>
<td>4</td>
<td>25.76</td>
</tr>
<tr>
<td>5</td>
<td>39.39</td>
</tr>
<tr>
<td>6. Excellent</td>
<td>19.70</td>
</tr>
<tr>
<td>Average Rating</td>
<td>4.56</td>
</tr>
</tbody>
</table>

The average rating of the satisfaction of the service provided by SCLD was 4.56 on a scale of 1 to 6.

Table 1. Compares at a quick glance (question by question), the ‘SCLD service delivered’ evaluating questions from the 2013 survey to the 2014
survey, this will inform the conclusion if SCLD have improved their service or if there are areas that still require improvement:

<table>
<thead>
<tr>
<th>Question</th>
<th>Answered</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did you find it straightforward to make contact with SCLD</td>
<td>93%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Did you receive a timely response</td>
<td>94%</td>
<td>90%</td>
<td></td>
</tr>
<tr>
<td>Were you satisfied with the quality of response, the level of detail,</td>
<td>92%</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>practical application and usefulness of the information?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did we listen carefully to your requirements</td>
<td>93%</td>
<td>90%</td>
<td></td>
</tr>
<tr>
<td>Did we provide straightforward access to training needed for your role</td>
<td>86%</td>
<td>82%</td>
<td></td>
</tr>
<tr>
<td>Did we signpost you or your organisation appropriately to other useful</td>
<td>82%</td>
<td>77%</td>
<td></td>
</tr>
<tr>
<td>support?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did we help you explore possible career choices and meet your</td>
<td>67%</td>
<td>52%</td>
<td></td>
</tr>
<tr>
<td>development goals?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 1. Comparing service delivery responses from 2013 & 2014

Table 2. Compares the overall satisfaction rating of the SCLD service provided for 2013 and 2014 to see if there is an improvement in service or continual areas for improvement.

<table>
<thead>
<tr>
<th>Rating</th>
<th>% 2014</th>
<th>% 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsatisfactory</td>
<td>3.03</td>
<td>2.56</td>
</tr>
<tr>
<td>2.</td>
<td>1.52</td>
<td>0.85</td>
</tr>
<tr>
<td>3.</td>
<td>10.61</td>
<td>6.84</td>
</tr>
<tr>
<td>4.</td>
<td>25.76</td>
<td>23.08</td>
</tr>
<tr>
<td>5.</td>
<td>39.39</td>
<td>40.17</td>
</tr>
<tr>
<td>6. Excellent</td>
<td>19.70</td>
<td>26.50</td>
</tr>
<tr>
<td>Average Rating</td>
<td>4.56</td>
<td>4.77</td>
</tr>
</tbody>
</table>

Table 2. Comparing overall satisfaction rating of SCLD service from 2013 & 2014
Findings Summary

The response rate of the questionnaire was just under 5% return level, with the recognised 10% deemed as an acceptable return rate this is a low return and greatly reduced from the 2013 survey. This could be attributable to Education, Health & Social Care undergoing a restructure and the fallout of this would have been around the release of the survey, so staff’s priorities were elsewhere. Another significant feature of the last year has been a reduction in SCLD team capacity of approximately 16% across a range of roles due to unfilled vacancies and secondments. The distribution of respondents within sector, service, role type and geographical area correlated with the distribution of the whole sector across the county and the inclusion of ‘Any Support role’ avoided confusion and recognised the inclusion of these roles as per the recommendation from the 2013 survey.

The nature of enquiries to SCLD highlighted the consistent problem faced by internal staff regarding confusion of which Learning & Development team to contact; the majority of initial enquiries to SCLD (from respondents) were regarding Corporate Learning & Development. The remainder of the responses relevant to SCLD were in ratios that were expected, i.e. availability of training opportunities being most frequent; e-learning and online booking enquiries having reduced from the previous year – highlighting the increase in ability to use these systems, with a small number querying about coaching and mentoring available to them.

The impact of the SCLD Learning & Development on people’s working practice and on their team/organisation has mainly been very positive, with people detailing how they have improved their practice and cascaded the information back to their colleagues.

The quality of the service provided by SCLD overall is of a high standard with an average rating of 4.56 with a score of 6 being excellent, however this is a 0.21 drop from the previous year’s survey. When breaking this
down the efficiency of response is still of a very high standard and the level of straightforwardness of how to make contact with SCLD was again high at 93% both the same as the previous year’s survey. Comments of confusion about the distinction between the different learning and development teams and the number of different platforms and access routes for different learning and development opportunities still remains an issue for some. However, the introduction of a weekly SCLD email has provided some clarity based on the feedback: ‘It’s confusing about how to apply for training sometimes on ERP, and other times have to go through website. However, having the emails about training and links to how to access them is really useful’.

Comparing evaluation responses between the 2013/2014 surveys, the quality of service still remains high in the 90 percentile. However there are still areas for improvement in providing straightforward access to training relevant to their role, and signposting to relevant colleagues/organisations etc. as well as discussing possible career choices; however this area is not relevant to all people who access SCLD.

There has been an improvement on levels of enquiries around how to access the different IT systems – so people have become more accustomed on how to access, it just needs more clarification for some on what to access and this will continue to inform a recommendation.

Analysing the key data of the SCLD service delivered has highlighted that it is of a good to high standard, with people feeling listened to and having their queries answered effectively and being signposted to appropriate individuals or organisations. However, based on comments (Appendix 2) and between 5-10% detailing that on some level they were not satisfied with either the timing of the response, or the degree of information, advice or guidance or signposting they were given there are developmental areas for SCLD. Compared to that of the 2013 survey there has been an increase in effectiveness of the information given. But there clearly is room for improvement based on some comments such as ‘Employ staff who have the answers regarding training available’.
A good level of responses regarding areas of improvement have been detailed (see Appendix 2) and these will be analysed - to inform recommendations, for example: the future inclusion of staff attending Learning & Development based on comments such as:

‘Reach out more to disabled employees e.g. courses aren’t always able to be attended due to disability. It should be made obvious on all courses that 1:1 training is available for individuals and who to contact to arrange this. At present it feels a burden to ask for help when it would feel much better if it were advertised. Disabled people are already disadvantaged it would be nice if this was recognised more so that disabled employees were considered in the planning and offered help rather than having to ask for it’.

And areas for improvement for individuals within the SCLD team based on comments such as:

‘Knowing the whole team as we do, we are confident that as soon as they are able to settle into a stable structure we will return to the first class service they have traditionally delivered. Our suggestion would be to senior managers and councillors to now confirm the managers post as permanent, leave the team alone and let them get on with what they do so well’ – Should the SCLD team let the review they are undergoing effect the service they deliver, is it appropriate that people know the senior managers post is not permanent as this has no bearing on service delivery.
Recommendations

• To continue to provide clarity on how to access learning & development and the process for applying for each learning and development opportunity including the need for line manager approval, through improved communications

• Enable construction of a single comprehensive web based platform to incorporate access to e-learning, SDMS, Webinars, Podcasts, Social media/Blogs, training videos etc. which is equally accessible to external learners.

• All of SCLD to share knowledge and information within the team i.e. covering in others absence

• To improve signposting by SCLD– amend questionnaire for 2015 survey – to ask what were the specific queries, SCLD can then investigate solutions for future cascading and signposting

• Opportunity for advanced IAG through follow up contact/meetings or coaching/mentoring – advertise further the coaching/mentoring facility in SCLD

• To develop this annual survey to include asking whether people would use the Comments, compliments and complaints web form if included in the SCLD newsletter

• Advertise the Comments, Compliments and Complaints web form at the bottom of the weekly SCLD email

• Increase visibility of the inclusiveness of staff with a disability on Learning & Development opportunities – investigate how this staff group can feel more included, perhaps through a focus group or corporate Staff Disability Forum? SCLD team to reference the CC
Code of Conduct Policy – to ensure professional practice is consistently promoted.

- SCLD to review level of training to meet specialist standards, for example Health and Care Professions Council requirements, Social Work Professional Capabilities Framework and National Occupational Standards

- Incorporate recommendations as measurable actions in SCLD 2015-16 Plan and report on progress.

**Conclusion**

Despite a reduction in SCLD capacity this year we have achieved Excellence status and the experience of learners’ contact is overwhelmingly positive. This survey, together with focused and in depth evaluation on specific projects, indicates that learning has been helpful and impacted on practice to the benefit of people who use services. Priorities for future development include the clarification of corporate and specialist social care training access, realising synergies with Children’s social care learning and promoting the use of a range of learning technologies.
Appendix 1:

The questionnaire asked the following:

1. Please indicate your role;
   - Front Line Worker
   - Any support role
   - Manager
   - Manager of Manager

2. Do you hold a social care Qualification?
   - Yes
   - No

3. Please indicate the type of service offered by you or your
   organisation (choose all that apply):
   - Supporting people with learning disabilities
   - Supporting older people
   - Supporting people with physical disabilities
   - Other Support

4. Please indicate the social care sector you work in
   - Statutory sector (e.g. Local Authority or Health)
   - Private or Independent sector
   - Voluntary sector

5. Please indicate the area in which you primarily work
   - West Cornwall
   - Mid Cornwall
   - East Cornwall

6. Have you contacted SCLD during 2014?
   - Yes
   - No

7. How did you make contact with SCLD (choose all that apply)?
   - Email
   - Telephone
   - Face to Face
   Comments:

8. Did you find it straightforward to make contact with SCLD?
   - Yes
   - No
   Comments:

9. Did you receive a timely response?
   - Yes
   - No
   Comments:
10. Were you satisfied with the quality of response, the level of detail, practical application and usefulness of the information?
   - Yes
   - No
   Comments:

11. What was the nature of your enquiry (please choose all that apply)?
   - E-learning, online booking or any other IT related query
   - Availability of training opportunities
   - Bespoke training for you, your organisation or your team
   - Individual funding
   - Information about qualifications or career progression
   - Request for coaching and/or mentoring
   - Other (please specify)

12. Did we listen carefully to your requirements?
   - Yes
   - No

13. Did we provide straightforward access to training needed for your role?
   - Yes
   - No
   - Not applicable

14. Did we signpost you or your organisation appropriately to other useful support?
   - Yes
   - No
   - Not applicable

15. Did we help you explore possible career choices and meet your development goals?
   - Yes
   - No
   - Not applicable

16. Please tell us about how your learning has affected your work or helped your team/organisation

17. Was there anything else you would have liked (e.g. signposting, referral, follow up, further options)

18. Are you aware of the Social Care Learning and Development online Comments, compliments and complaints form?

19. Do you have any suggestions for how to improve our service?

20. Overall, how would you rate your satisfaction with the information, advice and guidance received from SCLD?
   1. Unsatisfactory  2.  3.  4.  5.  6. Excellent
Appendix 2.

Free Text Feedback:

Question 8. Did you find it straightforward to make contact with SCLD?

- Always helpful and supportive
- I emailed SCLD and received a return email within minutes
- My experience has been a confusing one as the training is divided and some are on ERP and some in email format and apparently two different organisations which is confusing, plus passwords to be used etc. all time consuming
- Information and advice required supplied straight away
- Good dealt with my problem very quickly
- Helpful
- Assisted me in organising our staff on site
- I can never remember my log in details
- Due to the restructuring and uncertainty surrounding team structure it has been difficult to have effective engagement and progress things forward
- Replied to Lisa’s emails
- Once I realised the ‘system’ and had my password it was very easy
- Generally very good support and advice given re training needs and opportunities
- Everyone in the SCLD Team are always friendly, approachable and supportive
- Very positive
- The online booking system is not easy to access and not particularly user friendly. It always feels quite an effort to book a course and even more so to cancel if needed
- Arrangements for course bookings
- But sometimes the email is not responded to so you have to follow it up with a call

Question 9. Did you receive a timely response?

- As I was in the middle of a training module they were very swift with the response and direction
- No issues to report – very good and helpful
- Signposted accurately
- Emailed relating to QCF – delay in response
- Was put on hold. Person responsible for relevant information could not be found. Had to contact on different day when person was at work
- I have always received responses in a timely fashion
- Very good
- 3 follow up emails over 2 week period to gain a response
Question 10. Were you satisfied with the quality of response, the level of detail, practical application and usefulness of the information?

- Clear and appropriate
- Very fulfilling information learning source
- The lack of ability to progress things has clearly been beyond the team’s ability to control. The team are always professional, helpful and knowledgeable
- Always very helpful
- Was kept waiting for information for 4 days
- The information and support is always relevant and useful
- Always in time for us to use the service
- Ambiguous guidance

Question 16. Please tell us about how your learning has affected your work or helped your team/organisation

- It has helped us to expand skills as a team and therefore improve the support to our clients
- I’m growing in confidence learning all the info and knowing there is an independent team ready to support and guide me in the right direction
- Supported what I already know
- Very informative and valuable tools for day to day work
- All training is useful it all helps me within my job role
- When we can access training it is often hugely beneficial in strengthening our organisation. Training is often cost prohibitive for us though, even at 50% funded
- Personal development and focus of practice development in my specialist area of practice has allowed me to cascade my learning to others through training and seminars. It has supported me to develop a greater understanding of my own practice and has enhanced my confidence and in turn this improves my abilities to support service users, families and carers
- Improved my work
- Improves knowledge base, informs decision making
- It hasn’t as yet
- Helped to maintain competent practice for HCPC registration
- Between 2011/2012 I completed several courses that were of a very high standard and well organised. This was so helpful to me as logistically I am a lone worker and training is a little tricky to fit in with other members of our organisation. I have now moved on in achieving a CHS Intermediate Apprenticeship Level 2. Certificate in Housing CIEH Level 2 NVQ in Housing, City and Guilds Level 1 and their Functional skills in English, Maths and ICT level 1 and feel that my initial training was a positive foundation to work from
- Work in progress
- Good to be away from work place and mixing with other colleagues. Training improves the service I can offer customers
- Enhanced practice
- Linked to PDS and CPD
- I have gained professional and practical qualification and expertise to assist me to be more effective in my work
- I feel that my learning and development has not been really supported over the past 18 months. I completed BIA training in my own time after being told by my team that they could not support the training. I have also requested the start the Vulnerable Adults award, this has not yet been signed by my manager – however, I understand that the VA award is currently under review
- Increased knowledge and awareness
- Training has supported my work and made me more conversant with procedures and therefore more confident
- I found relevant information from intranet without SCLD intervention in the end
- Could do with more courses provided by practitioners
- As a team we share what we have learnt and gives you the tools we need to achieve the best outcomes
- I cannot tell as I have had no training and so am unaware of the impact this is having, other than my lack of knowledge of escalation pathways and processes
- Unsure as unable to get on the website most of the time
- Helped to improve the service provided to people using our service
- Very useful to talk to others re: common issues. Important to have time out of usual work routine. Important to feel part of a team
- Assist in administration as I use Excel programme a lot

**Question 17. Was there anything else you would have liked (e.g. signposting, referral, follow up, further options)**

- All these have been done, hence me doing this survey
- No
- I feel that what we are interested in is almost ring fenced to qualifications
- Funding opportunities for training
- More information about alternatives
- Follow up to know about individual training opportunities rather than those on social care online system
- CHC training please, this could save the council a significant amount of time
- More regular review meetings. Quarterly would be good, but these have been difficult to achieve this year because of CC’s challenges and staff restructuring
- No if we did not have what we needed we would ask
- I find it too complicated to know where to book training, sometimes it’s on SDMS, then ERP or neither and someone has to manually book it for you, accessing ILM Level 4 Management training has been impossible and staff on waiting list for 12+ months
- More funding for training to be made available
- I would like more training on assessing Mental Capacity and DOLS
- Information given to me when phone call made, not excuses
- No, if not we can always phone
- No everything was covered in the discussion with plenty of options given to me
- Make the website easier to access and use
- A better more comprehensive follow on for discussion about career progression

**Question 19. Do you have any suggestions for how to improve our service?**

- I’m not experienced enough, but have none anyway
- Make it all simpler to apply. I have applied for things only to be told that I need approval. However, if I wait for approval I can miss the opportunity. Maybe the application should be completed and be sent to our manager by training before we are offered the place but a provisional place is agreed
- No – very straightforward and easy to follow
- A lot of the training offered does not meet the needs of specialist social work practitioners, the level of the courses offered are at a level to entice workers and providers, however they show no reflection to the needs of the specialist social worker and the level of training required in their specialist role and to meet the requirements of the HCPC in line with the PCF
- A survey to ask staff what kind of training they want
- Reach out more to disabled employees e.g. courses aren’t always able to be attended due to disability. It should be made obvious on all courses that 1:1 training is available for individuals and who to contact to arrange this. At present it feels a burden to ask for help when it would feel much better if it were advertised. Disabled people are already disadvantaged it would be nice if this was recognised more so that disabled employees were considered in the planning and offered help rather than having to ask for it
- As I haven’t attended any of your courses recently I don’t feel I am in a position to contribute to this
- The introduction to training is very ‘samey’, new ways of warming a group up need to be investigated. Needs to be more practical examples used in training of understanding theory and putting learning into practice
- Easier to log into the training
- Knowing the whole team as we do we are confident that as soon as they are able to settle into a stable structure we will return to the first class service they have traditionally delivered. Our suggestion would be to senior managers and councillors to now confirm the managers post as permanent, leave the team alone and let them get on with what they do so well
- It’s confusing about how to apply for training sometimes on ERP, and other times have to go through website. However, having the emails about training and links to how to access them is really useful
- I think some people do e-learning to get a certificate and don’t necessarily learn from it. They go straight to the quiz
- Have all training available to book in one place
- Single point to book and record training. Confusing with intranet links, learning tree, ERP & SDMS
- More choice of possible training days/courses
- Employ staff who have the answers regarding training available
- Work in a more bespoke way to meet the needs of colleagues and those being supported. Learning & Development opportunities are
often really generic. In a wonderful world it would be great if the Council could find a way of funding or providing and meeting the more specific Learning & Development needs of colleagues; to ensure organisations are able to meet the needs of the people we support in a much more person centred way
- More courses run by practitioners
- May consider that staff who are attending staff training may have dyslexia

Resources
https://www.nsasocialcare.co.uk/training-providers/what-is-endorsement
http://matrixstandard.com/the-standard/the-standard/

Prepared by
Lisa Lepley
Learning Support Lead
Education, Health & Social Care
2015

If you would like this information in another format or language please contact:

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY

Telephone: 0300 1234 100

Email: enquiries@cornwall.gov.uk