Manager

All Social Workers

Department for Education

Internal LA services

External services

Non DfE funded services

Colleagues

Colleagues

Facts and context info

Painpoints

Positives

last updated 24/05/2023

Version tracker

v0.2 Updated to new template

v0.1 Team workshop to map Discovery, Alpha and Beta findings from research to a detailed user journey, with

Stages	Consider developing skills			Making a decision on the right development opportunity	Undertaking training & development		
Activity	Triggers	Asking people	Desk research	Comparing development opportunities	Arranging training	Udertaking training	After completing the training
User and actor actions		Asks direct supervisor for support Asks colleagues for support Asks workforce development team for support	Looks for development opportunities on local authority website Searches for external training on the internet Review emails sent by workforce development teams on upcoming training opportunities		Requests direct supervisee for accomodations and in some cases permission to undertake training opportunity		Records training on Social Work England
	Suggest exploring development opportunities to direct reports during reflective supervision	Directs social workers to specific opportunities	Looks for development opportunities for direct reports on local authority website Searches for external training on the internet for direct reports Promote DfE funded development programmes		Reviews training request from direct report Rejects training request from direct report due to schedule clashes and service delivery priorities Advises on more suitable training opportunities Accepts training requests from direct reports and rearranges schedule/ workload to support		
Touchpoints, processes, services and enablers		Recommendations from colleagues	Emails/ newsletters from PSW, Workforce development team, Direct supervisor Social Work England Website NSPCC website Barnardos website University websites Research in practice website Community care website Emails from subscriptions to extenal providers / newsletters Frontline website UPON website Search engines				
Findings and insights	Social workers are too busy so training is for many an afterthought that has to fit with their work priorities rather than something they plan for.	When looking for training Social Workers will try to look for opportunities internally within their local authorities first. Social workers are dependant on supervisors who are instrumental to identifying their next steps to progression and providing opportunities to act on them. Percieved limited access to opportunities: - especially for more senior SW, live (not remote) traning - actual on-the-job training Managers and supervisors are responsible for supporting their social workers' development, but in doing so they are restricted by the capabilities of their team. What is beneficial for an individual SW's career progression may be at odds with the Manager's retention and performance goals	Lack of time to proactively look for something particular. Multitiude of different and conflicting sources to navigate between The DfE do not have a platform to promote DfE funded development programmes	Social workers look embed training opportunities within their current day to day activities first this includes: - Covering for managers - Taking on additional responsibilities Social workers will then look to arrange on-the-job training: - Secondments - Shadowing colleagues 33% say that they were not able to access the right learning and development opportunities when they neede to (wave 4)	Managers and supervisors are responsible for supporting their social workers' development, but in doing so they are restricted by the capabilities of their team. What is beneficial for an individual SW's career progression may be at odds with the Manager's retention and performance goals		
User needs							
Opportunities			A single central point that helps orient users and quickly discover suitable development opportunities A website to showcase DfE funded development programmes	Recommend training and support opportunities based on individual needs Direct users to shadowing opportunities			