Detailed AS-IS experience for Developing skills/ experience in child & family social work

Key

- Manager
- All Social Workers
- Department for Education
- Internal LA services
- External services
- DfE funded services
- Non DfE public bodies
- Colleagues
- Facts and context info
- Painpoints
- Positives
- Assumtptions

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
- Exploring ways to develop skills and experience
- 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

- Starts new role
- Makes a case for promotion
- Looks to apply to a new role
- Comes across an issue with a case outside of current expertise
- Takes part in reflective supervision
- 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
- Local Authority Intranet/ Portal
- 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