



Supporting and developing staff

Linked to Regulations 36 of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017

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Scope of this Policy

This policy applies to all staff of all levels working within the children's residential service. This policy is to support regulation 36 of the **Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017**.

When agency staff are used an introduction to the service is provided which includes, but is not limited to: the statement of purpose; core policies and procedures; and management and supervision arrangements.

Purpose

The purpose of this policy is to:

- Ensure that all staff understand how we support their training and development needs through a thorough induction, supervision and appraisal
- Deliver a service with a staff team that has the skills, knowledge and competence to support high quality care and are given support and assistance to do this
- Support staff to develop their own skills, knowledge and experience through core training and specialist training as required
- Be able to plan for changes in young persons needs
- Identify possible shortfalls of skills in the service, company and sector and maintain their own registration with regulatory bodies/organisations
- Ensure that all staff have the necessary skills, knowledge and experience to undertake their role and know their responsibilities and that of others.

Underpinning legislation

Immigration and Asylum Act 2016

The Rehabilitation of Offenders Act 1974

Employment Rights Act 1996

Equality Act 2010

The Health and Social Care Act 2008

(Regulated Activities) Regulations 2014

The Health and Social Care Act 2008

(Regulated Activities) (Amendment)

Regulations 2012

General Data Protection Regulation 2016

The Employment Relations Act 1999 (Blacklists) Regulations 2010.

The Social Services and Wellbeing Act (Wales) 2014

Regulation and Inspection of Social Care (Wales) Act 2016

Introduction

Our staff are our most valuable resource. In order to create the right environment for the care of young people, we need the right staff. We will achieve this by recruiting, selecting and developing staff in order to provide a range of qualifications, experiences, personal attributes and skills. We take active steps to retain our staff by encouraging development of knowledge and skills by the provision of quality training and supervision.

Many staff will be supported to achieve a recognised qualification in the work they do. The general principle will be to ensure all staff acquire certain core skills upon appointment or within 12 months. Thereafter, we would expect staff to enhance their skills and develop differing levels of expertise, interest and qualifications by pursuing External Awards, which in turn, should lead to greater levels of responsibility.

A 'Personal Development Plan' listing all training offered, compulsory and optional will be produced to support staff to develop their learning and skills. All staff will keep a record of the training and the awards and qualifications they obtain; this forms an integral part of the staff appraisal and development system. This should be held on the Performance Management system as a central record.

Training Programmes and Attendance

An email setting out the dates, times and venues for all training will be circulated to staff members which will highlight when training is booked. The managers and workforce team will work together to ensure that staff have the opportunity to attend courses needed.

All care staff must attend compulsory training and count it as part of their working hours unless agreed with their Line Manager beforehand. Staff must ensure they inform managers if they are unable to attend within 24 hours prior to the scheduled training. Staff who do not attend without consulting their Line Manager beforehand may be subject to disciplinary action. Staff must arrive in time for the session to start as programmed. If they are unable to do so, they must contact their Line Manager in advance or facilitator on the day.

Induction and Training

Although this process is concerned primarily with the effective induction of new staff after appointment, it is important to regard the induction process as commencing with the initial contact between Merthyr Tydfil children's residential services and the prospective employee established during the recruitment process. It is during this period that prospective staff form initial impressions about us and it is crucial that they are positive. Prior to and upon commencement of employment, candidates are provided with comprehensive and clear documentation detailing terms and conditions of employment, employee handbook, health and safety handbook, policies and procedures etc. All staff are expected to attend the compulsory

Corporate Induction within the first two months of employment unless extenuating factors prohibit them from doing so. This should be discussed with their Line Manager and alternative arrangements should be made. In addition to this, all staff are required to complete Level 1 Safeguarding and VAWDASV (Violence Against Women, Domestic Abuse and Sexual Violence) training within the first six weeks of commencing employment.

All staff are provided with the opportunity to develop their skills and are enrolled onto courses/qualifications, as required:

Pre-Employment

Welsh Level 1. All employees of MTCBC are required to complete the basic Level 1 Welsh course and must do so in order to adhere to the Council's employment checks.

Post-Employment

The induction process will be monitored and supported by the line manager. Unqualified staff only must complete the Written Induction Framework work pack. With this document a schedule of completion will be given and monitored by your line manager. This must be completed within six months of the start date of employment.

The integration of new staff is critically affected by the quality of induction to their immediate working environment. Induction at this level must be carefully structured and should aim to put the new member of staff at ease. (It may be useful to use the new staff checklist so both Line Managers and Staff are aware of what the expectations are - <https://intranet.mtcbc.local/intranet/managers-hub/guidance-on-processes/new-starter-managers-process/>)

The new staff member's immediate manager, when planning staff induction at a face to face service level, must take into account the following:

- Making arrangements to welcome a new member of staff;
- Ensuring that immediate and long term practical needs relating to the new member of staff are identified and arranged;
- Clarifying roles and expectations;
- Familiarising him or her with the specific aims, practices and ethos of the service;
- Arranging for an experienced colleague to help the staff member settle in and adjust to their new working environment.

Managers are responsible for ensuring that new staff have the facilities and support that they need to do their job effectively. Specifically immediate managers should conduct regular, constructive reviews of performance during the staff member's

induction and probation period (supervisions carried out every two weeks during 6 month probationary period) and identify initial training and development needs with the new member of staff.

The Induction Checklist needs to be completed by the immediate manager, although some items may be delegated to any colleagues helping the new staff member settle in. Staff Induction Checklists should be revisited as part of the first probationary review (at three months of employment) and any outstanding development needs discussed and documented.

During the first three months of employment, new staff are required to undertake:

- Monthly Supervisions;
- 3 Month Probationary Review

Other than our in-house training we currently support staff who are interested in acquiring new skills from recognised establishments. This will be discussed within the supervision and probations periods during employment and recorded in the employee's PDP.

All unqualified staff are required to embark on their Level 3 QCF following completion of their six month probation period. Staff may wish to pursue training, interests or skills relevant to their position, which are not covered within the programmed training. In these cases staff need to discuss this with their manager and the proposed costing and timescales. A decision will be made and related back from the workforce service. Any training must be enhancing to the organisation/ young people.

Management Training

Managers will be encouraged to undertake training as identified in their Personal Development Plan. In-house training such as the Managers Induction and other relevant managerial courses offered will respond to needs on Supervision, dealing with behaviour that challenges and other online courses. Managers will be encouraged to pursue relevant Post Qualification courses when applicable.

The Probation Period

Each member of staff, regardless of role has a six-month probation period. This must be recorded on the relevant performance management system. The staff will have a meeting after three months from their start date to measure their progress against their objectives. An initial meeting will take place during the formal induction to establish the objectives for the staff member depending on their role. Any training and development must be reviewed at the three month stage of the probationary period. A probation review will also take place after six months. At this stage, the employee's appointment will either be confirmed or the probationary period will be extended for a maximum of three months.

All staff must have a clear development plan as part of their probation assessment. If a staff member is not meeting their objectives, there must be a clear explanations of

the issues faced and there must be a plan of how the line manager will support the employee to the level required. Upon successful completion of the probationary period an employee’s appointment will be confirmed; currently this is through E performance. If any employee has their probationary period extended then a letter of confirmation must be sent to the employee via HR.

Feedback Form			
Name of Policy:			
Please insert identifying details from ‘Document History’ from the front cover			
Version Number:		Status: (draft/final)	
Date Written:		Date of Issue for consultation	
<p>The Policy Development Group would value your suggestions and comments for consideration for the next Review. We would really like your feedback on this document and would welcome your views on what should be added, taken away, or changed. We would also like to be advised of:</p> <ul style="list-style-type: none"> • Related evidence based practice or training issues • Any areas of practice which would benefit service user care by being added to the document, or any other aspects of practice which should be included here • Any factual errors or inaccuracies in the document • Other related issues which would help inform the Policy. <p>Please use the space below and overleaf for your comments.</p>			

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