

Shropshire Council Children's Services

Residential Training Plan 2021 - 2023

This training programme sets out the training that is required to be completed by all staff that work with children as an employed member of staff, as a care worker, shift leader, Deputy or Residential Manager.

If you are joining Shropshire Council as new member of staff, you will be required to complete a full induction and the induction work book. Details of the Mandatory Training that is carried out by all staff is detailed below, alongside the plan for inducting new staff.

This training is a priority for all new staff and should be completed ideally within the first 6 months, but at the latest within the first 12 months of employment, and the Core Mandatory Training should be completed before any staff would undertake a full shift (that isn't shadowed). All staff are also expected to hold a minimum of a level 3 Diploma in residential child care. If they do not hold this prior to employment they are supported to complete the Level 4 Children, Young People and Families Practitioner – [see here for more information](#). Managers, alongside Deputies and those aspirational for these roles are also supported in the Level 5 Children, Young People and Families Manager – [see here for more information](#).

To reflect this learning programme, we are currently developing a Residential Career Matrix. This will recognise the skills, knowledge, behaviours and experience required to progress through the Residential Career Pathway. From Residential Care worker through to Residential Manager.

For any additional questions or queries please email; Lewis.Dunhill-Pool@Shropshire.gov.uk or Suzanne.davies@shropshire.gov.uk

Mandatory Training

All training is delivered in accordance with the wider learning and development team. This is sometimes specific to the residential teams, but sometimes together with wider Children's Services or other local agencies.

The residential training approach is underpinned by our 3-pillar approach – consisting of Restorative Approach, Solihull Approach and Team Teach. This underpins all of our training and provides a context for the staff to support all children in a supportive, caring, nurturing and safe way. Restorative Approach is delivered by our partners L30 who have delivered their Restorative Practice training to all members of Shropshire Council Children's Services since 2019. Solihull Approach is delivered in house by trained Solihull Approach trainers, and regularly complete this with families and parents. This is delivered across Children's Services also. Team Teach is residential services positive behaviour management approach. All staff within residential care receive 2-day intermediate team teach training that is delivered by qualified in house training so that we can ensure quality training whilst also being able to deliver context and relevance to their work. Team Teach ethos is based around communication and verbal de-escalation, and this should support 95%

of interventions. However, to ensure safety to children, young people and employees, physical intervention is occasionally necessary and therefore Team Teach physical intervention approaches are also taught within this 2-day training. Refreshers are completed every year (over and above Team Teach's own expectations) due to the importance we place on this. In some cases, Intermediate training is not always able to keep young people safe, so in a few small examples, we also provide Advanced Team Teach training for staff supporting specific individuals who have been thoroughly risk assessed to require Advanced techniques. Again, this is delivered by qualified in house trainers – who are already very experienced Team Teach intermediate trainers.

The training approach is mixed between Face-to-Face training, Virtual Training and eLearning. Due to the Covid pandemic, face to face training was paused across a certain amount of training (although Team Teach and First Aid were continued face to face wherever possible), but due to restrictions becoming less stringent, many courses are gradually returning to being face to face where possible.

Training is dependent on the level of new staff coming in, and therefore is often planned according to need – either highlighted by managers or staff or required by refreshers or new staff. A training plan is kept with all training completed to ensure that all mandatory training is completed and refreshed within time.

Mandatory Training is as follows. Some homes may require additional training due to need in those homes, or additional needs for specific children.

Core Mandatory Training to be refreshed		Refresher
COSHH (eLearning)	E-Learning (Leap)	3 years
Cyber Security	E-Learning (Leap)	Annually
Data Protection	E-Learning (Leap)	Annually
Driver Assessment	Course (F2F)	2 years
Display Screen Equipment	E-Learning (Leap)	3 years
Effective Risk Assessment	E-Learning (Cardinus)	3 years
Fire Safety	Course (F2F - ERP)	3 years
Fire Extinguisher	Course (F2F - ERP)	3 years
Fire Safety (eLearning)	E-Learning (Training Hub)	Annually
First Aid	Course (F2F)	3 years
Food Hygiene	E-Learning (Training Hub)	3 years
Fraud Prevention	E-Learning (Leap)	Annually
Manual Handling Plus	E-Learning (Training Hub)	3 years
Medication	E-Learning (Training Hub)	2 years
Medication Assessment	In House Assessment	Annually
Prevent	E-Learning (Leap)	2 years
Safeguarding	Course (various)	2 years
Team Teach	Course (F2F)	Annually

Shropshire Council Induction

Welcome to Shropshire Council	E-Learning (Leap)	n/a
IT Literacy Level 1	E-Learning (Leap)	n/a
Equality, Diversity & Social Inclusion	E-Learning (Leap)	n/a
Introduction to Customer Service	E-Learning (Leap)	n/a
Introduction to Health & Safety	E-Learning (Leap)	n/a

Further Mandatory Training

Health & Safety	Course (F2F - ERP)	via TM
Liquid Logic	Course (Virtual/F2F)	n/a
COSHH	Course (F2F - ERP)	n/a
Solihull - Understanding Your Child	Course (Virtual/F2F/eLearning)	n/a
Solihull - Brain Development	Course/eLearning Module (Solihull)	n/a
Solihull - Attachment	Course/eLearning Module (Solihull)	n/a
Solihull - Trauma	Course/eLearning Module (Solihull)	n/a
Learning Disability Awareness	Course (Virtual/F2F/Voiced PowerPoint)	n/a
Ligature	E-Learning (Training Hub)	n/a
Restorative Approach	Course (3days) (Virtual/F2F)	n/a
Recording	Course (eLearning/Virtual/F2F)	n/a
Self Harm	Course (F2F/eLearning)	n/a

Role Specific Training

IOSH	Course (F2F - ERP)	n/a
Protection Information Level 2	E-Learning (Leap)	Annually
Medication Assessor	Course (Various - OPUS/SPIC)	2 years
Supervision	Course (F2F)	n/a

Safeguarding

Raising Awareness of Safeguarding	Course (Virtual/F2F)
County Lines - CYP	Course (Virtual/F2F)
Behaviour Management - CYP	Course (Virtual/F2F)

All staff require safeguarding training every 2 years.

New Staff – Induction

Activity	Signed by Worker	Comments
Week 1		

Welcome, introduction to young people, staff and tour of home		
Discuss your roles and responsibilities		
Introduction to learning and development, training and eLearning platforms		
Discuss working patterns and rotas within your role		
<u>Security</u> <ul style="list-style-type: none"> • Procedures to follow • Visitors • Telephone calls 		
<u>IT</u> <ul style="list-style-type: none"> • Access to your account • Emails • H Drive/SharePoint • Intranet • Teams • ERP/Business World 		
<u>Health and Safety in the home</u> <ul style="list-style-type: none"> • What to do in an emergency • Procedures • Where relevant things are kept: <ul style="list-style-type: none"> ○ First Aid Box, Medication, Locked items 		
<u>FIRE SAFETY IN THE HOME</u> <ul style="list-style-type: none"> • Evacuation Role and Procedure • Where fire alarms are • Where fire extinguishers are 		
<u>ACCIDENT & INCIDENT REPORTING PROCEDURES</u> <ul style="list-style-type: none"> • Employee incidents • Work related incidents – children & young people • Non-work-related incidents for non-employees • Use of Accident Reporting System forms 		
Complete Shropshire Council induction e-learning (p11)		
Start your Induction Workbook (from p14)		
By the end of Week 1, you can expect to have received/discussed:		
▪ Your ID Card		
▪ IT Access		
▪ Statement of Purpose and Young Persons Guide		
▪ An introduction to Learning and Development		
▪ Your roles and responsibilities around the importance of health and safety		
Relevant Reading	Signed by Worker	Comments
<ul style="list-style-type: none"> ▪ Health and Safety Policies ▪ Fire Safety Policy 		

<ul style="list-style-type: none"> ▪ Smoking Policy ▪ Accident and near miss reporting procedure ▪ Sickness ▪ Logging in to ERP (Business World) ▪ ERP (Business World) 		
Week 2		
<p>Introduced to the various Young Person documentation (it's purpose, who updates them, and when it should be used):</p> <ul style="list-style-type: none"> • Placement Plans • Young Person Journey Books • Risk Assessments • PHPs • Behaviour Management Plan • Daily Log • Incident Recording involving young people • Other documentation dependant on home and role 		
Discuss Whistleblowing - ‘Speaking up about Wrongdoing’		
Spend some time with experienced staff and young people		
Discuss timings of meetings within the home		
Discuss the different Roles and Responsibilities in the home – e.g. key worker, shift leader		
Discuss the different Risk Assessments used in the homes		
Mentor to discuss MISSING procedure.		
End of week review with Registered Manager/Deputy Manager		
By the end of Week 2, you can expect to have discussed:		
<ul style="list-style-type: none"> ▪ Line of Accountability discuss the reporting lines and procedures to be followed in relation to: - emergencies, lone working, health & safety, safeguarding and child protection and notification of incidents 		
Relevant Reading	Signed by New Worker	Comments
<ul style="list-style-type: none"> ▪ Absent and Missing Child Policy ▪ Medication Policy & Appendices ▪ Drivers Policy ▪ Lone Working Arrangement ▪ Guidance for safer working practice for those working with children and young people ▪ Added Addendum on the above 		
Week 3		
Visit to Children’s Placement Service, Mount McKinley Building		

Book in to visit other homes – to see how they work and understand their Statement of Purpose		
Discuss Supervision with your supervisor and what will be discussed. See Supervision Policy		
Learning Log – have an understanding of its purpose		
Read and understood the Guidance for safer working practice for those working with children and young people and its most recent added addendum during Covid-19		
Continue with Induction Standards		

Confirmation of completing the 3-week checklist. Signed Worker: Signed: Registered Manager		Date:
Your comments on your first weeks of learning & development:		