

<p>Title of your good practice/case study (one short line what it is about)</p> <p>Evaluation and feedback on the ASYE experience from the newly qualified social worker (NQSW) practice assessor and work-based supervisor.</p>
<p>More detail of your good practice/case study</p> <p>If your good practice is about a person/people please share more about them and what they've done. If your practice is about an activity(s) or process please tell us more about this activity(s)/ process and what it involved. What difficulties (if any) did you overcome and how did you do this?</p> <p>Good practice example:</p> <p>The purpose of the Wokingham ASYE evaluation forms is to seek feedback about the ASYE experience from newly qualified social workers their practice assessors and work based supervisors. The practice development team send out evaluation forms for completion at the end of the ASYE period. Initially the evaluation forms were in a word format and emailed out for staff to complete, however we have recently created Office forms accessed by a link that makes the completion, reviewing and monitoring data easier.</p> <p>Feedback is also obtained throughout the year from the six weekly ASYE support and learning group sessions and the practice educator and work-base supervisor support groups which are held quarterly. The end of year evaluation form was initially for NQSWs only; however on reflection we felt holistic feedback from all involved in the ASYE would be far more beneficial to the ongoing development of the programme.</p> <p>This multi-perspective feedback is used to ensure the ASYE programme is providing all the elements which are required for a successful experience. It identifies areas for improvement and ensure that NQSWs are well-supported in their professional development and in meeting the ASYE criteria to successfully complete the programme. The feedback also supports the organisation to continually improve the ASYE and ensure it remains a high-quality induction programme for all future newly qualified social workers.</p> <p>The evaluation process provides the opportunity for assessors and work-based supervisors to be included in the development of the programme, and it is essential in helping the organisation evaluate the effectiveness of the ASYE programme. It provides insights into what is working well and what challenges have been experienced by those involved and how we can support improvement.</p>
<p>What has been the positive impact of this for the ASYE programme, NQSWs, assessors, wider workforce, your organisation, or people who draw on care and support?</p>

The purpose of our ASYE evaluation forms and the regular feedback mechanisms built into the programme have had a positive impact, particularly in relation to the following areas:

- Identifies that NQSWs, assessors, and supervisors all have a clear understanding of the requirements and aims of the ASYE programme.
- Supports in highlighting what is working well in the ASYE structure and where improvement is required.
- Well-being and workload management support is a priority for all NQSWs and those in supporting roles.
- Creates a supportive environment where constructive feedback is normalised, leading to timely modifications and continuous improvement.
- Promotes a culture of openness, where learning from feedback is valued and acted upon.
- Helps identify challenges faced by NQSWs or gaps in supervision or learning provision, enabling individual intervention and support.
- Provides NQSWs, assessors and work-based supervisors with a sense of being heard and supported collectively and individually, which enhances engagement in the process and job satisfaction.
- Identifies any additional support required for assessors and or work -based supervisors.
- Supports practice standards by supporting and embedding reflection and quality assurance in practice.
- The feedback has promoted positive changes and programme development including communication and engagement with the Higher Education Institution (HEI) supporting the ASYE workshops.
- A good ASYE experience supports good practice standards and better outcomes for our customers.

The evaluation feedback ensures that NQSWs are not only supported in their development but are also empowered to contribute to shaping and improving the programme for future NQSW undertaking the ASYE programme with Wokingham. Including the feedback from assessors (including external assessors) and work-based supervisors supports a full comprehensive approach to developing and improving the programme for all involved and for the organisation.

- **Supporting quote(s) (Please add quotes from members of your team/people who you support about this person/activity/process)**

NQSW quotes:

“Yes my PE knew what I had to achieve for the ASYE programme and was always very helpful when I asked him questions regarding it”

“My WBS was always on hand to support and listen and never seemed hurried or rushed”

“I found my PE very helpful at supporting me with my portfolio and linking my work to PCF and PQS requirements”

“I will always remember from my PE, was the emotional support provided from him. I always felt supported to express my opinions freely without feeling judged”

“Being aware that my journey has not been very easy, I would say that my PE worked really hard motivating me, supporting me emotionally to continue working hard and to believe in myself that I will complete successfully”

“My supervisor offered constructive criticism throughout my ASYE which has furthered my learning”

“I would have found it more beneficial to have a practice educator who was more experienced in adult and mental health social work”

“My personal well-being was always discussed, and I was discouraged from working early/late and to not take my laptop home”

“The support group was very important as by sharing our opinions about ASYE, it helps us to know that we are not alone in this journey”

“The support received from the practice consultant has been excellent as during the ASYE meetings, I always felt supported and open to express any concern if there would be one”

“Workload has been very well managed”

“The HEI lecturers were very knowledgeable on their theories and models. Lecturers were very clear regarding assignments and learning outcomes”

“I have found WBC very friendly, approachable and professional. I have no desire to look at another LA”

Assessor and WBS quotes:

“The NQSW had a good range of cases that provided an excellent variety of learning opportunities”

“The NQSW received constructive feedback from the work-based supervisor and myself, and responded well to it”

“The NQSW was extremely reliable with meetings and in submitting evidence for deadlines”

“The NQSW always came prepared for her supervision sessions and was able to use this time constructively to reflect on case work, her practice and any legislation or theory relevant”

“It might have been useful for the NQSW to have seen an exemplar portfolio before starting”

“The practice consultant and the Practice Development Team are always available and respond to queries or comments extremely promptly”

“The support groups provide an extremely valuable forum for the airing of concerns and comments, and for learning from the experience of the other supervisors/practice educators”

“It might be useful to have sight of the HEI workshop programme”

“The support from the Practice Consultant was of a particularly high standard, augmented by support from peers through the Wokingham WBS and Practice Educator Support Group”

“The NQSWs presentation was of a very high standard, and I enjoyed being there to see how far she had developed”

“It has been a very personally and professionally rewarding experience, especially as the NQSW was so committed to the programme”

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