

National Practitioners Conference 2008 – ‘Talk to the wall’ session

Delegates were asked ‘How can you make the aspirations of *Changing Lives* a reality?’

Listed below are the delegate responses:

- Positive attitudes and good publicity
- As individual and as worker, consistently support the rights of people who have support needs to have control over their lives
- I will make more of my impact!
- Two way communication and partnership working is important
- Use *Changing Lives*
- Working in a person centred approach providing choice, control and responsibility to the service user
- A modern, efficient, responsive social work service. Service user participation
- Get involved
- Stop apologising about reality – but be positive about what we can offer
- Set up a LPF
- Produce fantastic framework on time on budget
- Communication between workforce, local authority management and government
- Quicker and more effective feedback system to inform service users, carers, staff about developments
- Mandatory training for staff who are to be implementing a meaningful Changing Lives policy
- Ownership and involvement at all levels
- More support and papers on what Changing Lives is about and simple outlines
- Local Practitioner Forums need to continue and be supported at a higher level
- Be active
- Prevent crisis and statutory involvement
- Spread the word in a ‘human’ way
- Develop a LPF to support creative, imaginative practice & practitioners
- Inform colleagues and promote Changing Lives. Promote practitioner forums
- Input on skills mix/para professional work (Edinburgh C&F Department)
- Opportunities to explore Changing Lives with all sectors private, public
- Rewards – Financial. Single-status does not exist
- By having tools to do the job and some autonomy to be able to deliver services
- Value my workforce by responding to their ideas
- Willingness to be flexible and improve what I do
- Work round existing processes to achieve change
- Hold debates and discussions
- Promote practitioner forums
- Think differently
- Help get practitioner forum going in my area
- Make practitioner forum meaningful locally
- Participate/promote practitioner forum
- Participation in Change Academy project
- Supporting social work students to embrace Changing Lives agenda
- Listen more (mechanisms) to people who use our services
- Support voluntary sector workforce and be more competent, confident and valued
- Research and develop good practice guidelines on commissioning of social care services

- Regular involvement with service users and their families
- Convince government and local authorities to stop mass re-tendering of social care services – mitigates against objectives of Changing Lives
- Challenge middle managers complacency – some have not even read Changing Lives report
- Taking personalised approach to the next level
- Choosing benchmarks which are positive and not negative
- Continue to promote individuals directing their own support and lives (with a focus on real examples and people telling their own stories)
- Information: letting people know about it and ensuring they can understand and engage
- Increase my knowledge of the 5 Change Programmes
- Inform colleagues – information sharing in local teams
- Ensure I keep up to date with the developments from the 5 Change Programmes
- Attend LPF and promote shared understanding amongst all staff