

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

Delegates were asked ‘What do you think is the single most important thing for *Changing Lives* to achieve?’

Listed below are the delegate responses:

- Change
- Hear the voice of the grass roots worker – include us
- We want to be involved in: strategy in local authorities & change programmes (practitioners)
- Focus
- Be given permission to allow time to think
- We need to see people ‘feeling’ changing lives
- Change language – use more positive language in our organisations
- Local for a needs leadership from CSWO/Directors of Social Work – protected time to attend
- Important thing – involving everyone
- Perception of social work to be changed – in a positive way
- Plans being actually implemented
- Integrity of policy between GIRFEC and changing lives
- Role of CSWO urgently needs clarified in Departments joint with eg Education, Housing
- Partnership working to respect the Social Work workforce and what it does
- Changing Lives has affirmed our knowledge etc but not delivered on pay, workforce development, reserved function of social worker
- Empowerment of service users, families and frontline staff
- What happened to autonomous social worker concept? Account – ability issues in child protection etc need resolved
- Actually work to implement the plan
- Being proactive and motivated
- To genuinely enthuse the workforce
- Shift from blame culture to learning culture
- Better understanding of how universal services can contribute
- Better outcomes for clients
- Ownership at all levels professionalism of service
- Including the voluntary sector
- Motivation for change in social work
- Better public understanding of what social work does
- Tangible outcomes for frontline staff
- Achieve – happier workforce & recruitment and retention resolved, especially in child care
- More face to face contact
- Take the social care workforce, service users and carers along with the agenda – recognising that much is already fitting with the agenda but called a variety of different things
- All the workforce need to feel involved in the process
- Allow service users to live lives while respective care/control needs. It must feel ok to be involved with social work staff
- Changing views of other professionals. Define role of social worker evidence of change
- Clarity of roles – social worker – other agencies
- Evidence of a more valued workforce

- Evidence of more valued carers
- More meaningful user/carer involvement in decision making
- Face to face contact is imperative to enable Changing Lives. This has now been eroded as social workers now spending hours with admin tasks
- Better, easier access to social work services
- Meaningful involvement of frontline staff who provide services
- Everyone to be knowledgeable and involved
- Communication bottom up and top down involving variety of partners
- Service users are getting the best possible service from social workers working in partnership
- Less paperwork
- More one to one work
- Middle management engaging and supporting practitioners to implement change
- Transparent system for the allocation of resources
- Practitioners forums need to be run by practitioners and supported by management
- Need to address 'default' position of social work (eg no recourse to public funds and all these related issues)
- Single most important achievement – service user involvement and participation
- Tangible evidence of impact for frontline social workers
- Devolved funding to individuals
- Shift responsibility more power and control to individual