

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

Delegates were asked ‘What do you think are the key messages from *Changing Lives?*’

Listed below are the delegate responses:

- ‘Freeing up’ social workers to do their job, through personalisation etc
- Valuing social work as a profession
- Personalisation
- Solutions are not always services
- Workforce Development gatekeepers to enablers
- Local solutions for local people
- Improved access to social work – longer opening hours
- Creative, personalised services are here to stay
- A client centred service where what the client wants is the focus rather than what people think they need
- Personalisation of arranged services
- Key message about personalisation – freeing up social workers to do what they trained to do
- Professionalisation of workforce
- Everyone in the workforce should be encouraged to be all they can be
- Changing views/attitudes
- Professionalising workforce
- Stakeholder input
- Participation
- Service users won’t change
- Personalisation of services
- Importance of service user involvement in producing personalised services
- The need for more innovative joined up working
- Accessibility
- That frontline workers/service users can impact on how services are provided
- Changing Lives is again solely dependent on resources and funding
- Government must listen to workers
- Early intervention preventative work very important
- Promote service user choice and involvement in all aspects of the organisation’s practice
- Choice and empowerment!
- Validates role of social worker eg safeguards CSWO
- Can’t keep going the way we are
- Its important to define reserved functions of social worker especially within CHPs
- Value, build on expertise of social workers, confidence and competence
- Bring concept of community development back in to social work
- Changing perceptions of social work
- More of same won’t do/building capacity (not solely social work role to ‘do’)
- Developing accountable and autonomous workers
- Staff retention is important
- More trust – trust practitioners, trust service providers, trust service users
- Key message of Changing Lives was para professionals input but where has this got to?
- Overarching corporate vision
- Professionalism and autonomy of well trained workforce

- Frontline workers can and should have a say
- Clarity of roles ie social workers, social work assistants etc
- More of the same won't work – are we any clearer yet?
- Change requires risk!
- 3 key messages:
 - Strategic leadership and commitment (Directorate)
 - Delivering an empowered workforce and empowered service users/carers
 - Creating the framework for consulting, involving and engaging staff and service users in the change process
 - Engaging all above will enable the development of process to realise aspirations
- Flexible services driven by service users and practitioners
- Shift of power to communities and those needing support 'citizen governance'
- Social work profession still needs professionals – other professions are much clearer on role/boundaries
- Early intervention work is essential
- Products – Individualised
- Creative and courageous practitioners that are supported to take risks
- Practitioner autonomy and accountability
- Individual at centre
- Including practitioners from voluntary sector