

CL:NSWSF/6Feb07/02

**CHANGING LIVES: NATIONAL SOCIAL WORK SERVICES FORUM
6 FEBRUARY 2007 – AT RADISSON HOTEL, HIGH ST, EDINBURGH**

National Social Work Services Forum

Minutes of meeting

5 December 2006
CR2, Victoria Quay
Leith
Edinburgh

Robert Brown, Deputy Minister for Education - chair

Sandy Cameron – Scottish Executive – Chair of the Performance Improvement Group

Brian Corrigan - Social Care Association

Annie Gunner - Community Care Providers Scotland

Len Hammersley - Association of Scotland's Colleges

Pauline Innes - Communities Scotland

Alexis Jay - Social Work Inspection Agency

Andrew Lowe – Scottish Borders – Chair of the Practice Governance Group

Gail MacNamara - College of Occupational Therapists

Catriona Renfrew - Health Board Chief Executives

Jacque Roberts - Care Commission

Stephen Smellie- UNISON

Ruth Stark - British Association of Social Workers

Carole Wilkinson - Scottish Social Services Council – Chair of Workforce
Development Group

Tommy Williams - Convention of Scottish Local Authorities

Bryan Williams - Scottish Institute for Excellence in Social Work Education

Scottish Executive representatives

Val Cox – Head of Division SWSPD

Laura Dolan – Housing and Regeneration (for Mike Nielson)

Karen Lax – SWSPD

Valerie Macniven – Justice Department

Catherine Rainey – SWSPD

Adam Rennie – Health (for Paul Gray)

David Robb- Public Service Reform

Elaine Martay - SWSPD (minutes)

Apologies:

SOLACE

Janet Birks – Falkirk – co-chair of the Service Development Change Programme

David Crawford - Association of Directors of Social Work – Chair of Leadership &
Management Group

EM – SWSPD

Jan 2007

Norma Graham - Association of Chief Police Officers Scotland
Christine Hallett - University Principals /Universities Scotland
Peter Hay - Society of Personnel Directors
Nigel Henderson – Penumbra – co-chair of the Service Development Change Programme
Alison Horner – National Practitioners Forum
Jane Kennedy – CoSLA
Ronnie O'Connor - Association of Directors of Education Scotland

SE Representatives:

Paul Gray – Health (represented by Adam Rennie)
Colin MacLean – Group Head – Children, Young People and Social Care
Colin McKay – Public Services Reform
Mike Nielson – Development Department, Housing and Regeneration (represented by Laura Dolan)
Ruth Parsons – Public Services Reform Group (represented by David Robb)

Welcome and Introduction

1. The apologies of Hugh Henry, the new Minister for Education were conveyed to the members by Robert Brown. He indicated that the Minister was committed to the Changing Lives agenda, and was looking forward to engaging with the group.
2. **Minutes of the meeting** held on 26 September 2006 were approved as accurate.
3. **Matters Arising** None

National Priorities – paper and report back from the workshop

4. Val Cox reported that the National Priorities paper presented to the morning workshop had been well received, and that there had been consensus in favour of model 4 outlined in the annex. This model seemed to offer the best prospect for embracing all the principles that had been identified and for having demonstrable connection with the 5 Change Programmes and recommendations of the review. It had been agreed that the National Priorities should have resonance for front-line staff. They should give direction for travel but be flexible enough for appropriate local development. It was also agreed that model 4 should be simplified for ease of understanding and presentation
5. Discussion followed:
 - The National Priorities should be able to be translated into local priorities using results of the self-assessment returns, SWIA reports etc as the evidence-base for establishing these.

- Communication with front-line staff needs to be further developed. SWSPD were meeting with BASW, UNISON and COT to consider ways to do this.
 - Early intervention versus crisis management were examples of the kinds of tensions organisations/practitioners grappled with.
 - Commissioning and contracting will also be key areas in developing the role of social work services.
6. Robert Brown reiterated the importance of making the relevant linkages across other relevant agendas. He recognised there could be tensions across policies and that this was a complex area. He emphasised the importance to work through these tensions and complexities to ensure that all this work, not just within Changing Lives agenda, progressed in the same direction. He confirmed that the Cabinet Delivery Group valued the views of the NSWSF, and other groups, which could help inform their deliberations and decisions.

Communication Strategy - paper and report back from workshop

7. The Communication Strategy paper would be re-worked to include external contacts and stakeholders. There was a communication grid in the annex and members were asked to populate it.. It was felt that there was room for improvement in communicating the progress of implementation and the change programme. All members of the forum needed to engage proactively at all levels in their constituencies in order to effect change.
(Action – members to populate the Communication Strategy grid. All members to take responsibility to report back to their own constituencies)
8. It was noted that there was little evidence of local engagement. Val Cox agreed that the Local Practitioners' Forums had been disappointingly slow to get off the ground. She hoped that, with the support of more senior staff to give an injection of corporate approval, and the use of current arrangement/mechanisms already in place in some areas, more movement would be stimulated.
9. Discussion on Local Practitioners Forums followed:
- BASW and UNISON input would be helpful, but the SW workforce was diverse and difficult to reach. Champions were needed in local areas.
 - The unions might not represent all staff.
 - LAs needed to see the value of Local Practitioners Forums, with senior management buy-in.
 - Good practice taken from areas where enthusiasm existed needed to be developed and disseminated to less engaged areas.
 - An audit had been sent out to local authorities and the returns were due on 15 December. An analysis of these replies could indicate potential areas for action.
 - COT had surveyed all Occupational Therapists and the results should be available in February.
10. The Deputy Minister indicated he was keen to see local involvement in the programme and would be willing to help to stimulate that. For example, he

would be prepared to write to LAs if that would be helpful. It was agreed that further consideration would be given to this area once the returns of the audit had been gathered in and assessed.

Report from the Chair of the Workforce Development Change Programme – Carole Wilkinson

- Carole Wilkinson reported to the forum that the Workforce Development Group had met three times during October and early November and held a Development Day on 28 November. The Development Day was an opportunity to:
 - Take stock of the progress achieved
 - Establish the strategic ambitions of the Group
 - Review membership
 - Outline work plan for 2007
 - Agree Group's role in communicating, promoting and encouraging activity to implement the review.
11. The next meeting was scheduled for 29 January 2007 and will agree the work plan, targets and timescales for 2007. Attached at Annex A of briefing paper provided.

Report from the Users and Carers Forum – Andy Miller

12. The Users and Carers Forum had 12 members, 8 from the diverse users' communities, and 4 family carers. It had met 4 times, facilitated by the Scottish Consortium for Learning Disability.
13. What had been achieved to date?
- Produced principles and standards
 - Considered National Standards for community engagement
 - Prepared a presentation on the Users and carers Forum
 - Produced website information
14. Established remit for the Group:
- To monitor and influence the recommendations of "Changing Lives"
 - To influence service re-design
 - To champion Citizen Leadership
 - To develop Citizen Leadership
15. Citizen Leadership meant users having a bigger say about the services they use, having access to the people at the top, being listened to by social workers and making a difference to other people as well. This was still a working document at consultation stage.
16. Communication – Users and Carers were keen to engage. They made a special plea for **clear** communication.
17. Comments which followed this presentation were:

- The development of a Users and Carers Forum was very well received, and was viewed by all as an important development.
- The Deputy Minister indicated his approval of the work on Citizen Leadership particularly.

AOB

18. It was noted that 27 March 2007 was International Global Social Work Day, which presented an opportunity to raise awareness of Changing Lives issues.
19. Alexis Jay reported that she would be providing a summary of the findings of SWIA inspections to date to the CDG at the end of February.

Date and time of the next meeting

20. Next meeting was set for 6 February 2007 in the Dunedin Room, the Radisson Hotel, High Street, Edinburgh. The workshop will begin at 11am. The formal meeting will be at 2.00 – 3.30pm

SWSPD

December 2006

Report from SSSC

What has been achieved by the Workforce Development Group to date?

- Reviewed the milestones as set out in the Implementation Plan and identified the work in progress and the lead individuals/organisations. This piece of work identified the relevant Scottish Executive policy and the links to other Change Programmes. The work was being brought together in a document which will be published and available as part of communicating their work.
- Hosted a meeting with employers and key organisations to identify the progress achieved in relation to recruitment and retention and to identify priorities for 2007. This had been a really positive meeting and the proposals would be taken to the group on 29 January to be discussed and agreed. The group identified actions at local and national level which will form part of the strategy for 2007.
- Agreed the various strands of work to support academic leadership. This includes the Change Academy, evaluation of social work programmes, seminars to bring academic leaders and employers together – all designed to improve partnerships, locate teaching and learning within 21st Century Review and Scottish Executive policies.
- Held meetings with
 - Chairs of Learning Networks
 - Unison
 - Professor Maggie Nicholl, QMUC (to discuss OTs and contribution to Change Programme)
 - Care in Scotland Group
- Issued a questionnaire to employers asking for an update on the implementation of the National Workforce Strategy – Action Plan.

The Group is also looking at the evidence available from the Care Commission, Social Work Inspection Agency and Scottish Social Services Council to identify good practice and to support improvements.

A major concern was how to get front-line staff to see how the high level vision related to them.

SSSC
December 2006

