

# changing lives



## eBulletin – August 2008

### National Practitioners Conference 2008

The 3rd National Practitioners Conference was held at the Carnegie Conference Centre, Halbeath, Dunfermline, on 25 June. The agenda was designed to give delegates the opportunity to hear about and contribute to the developing work of *Changing Lives*, and in particular the personalisation agenda, one of the key themes of *Changing Lives*.

The morning session set the scene, with input on progress against the key aspirations of *Changing Lives* and the theme of personalisation in particular. The session also focused on the key challenges for all parties in delivering transformational change for social work services.

The afternoon session centred around a number of discussion workshops, where delegates were able to find out more about specific topics, engage in a wide range of debate and discussion and raise any issues important to them, and was closed with a rousing address by the President of ADSW, Alan Baird.

The event was filmed, and clips from the day will be available online at [www.socialworkscotland.org.uk](http://www.socialworkscotland.org.uk) and on DVD in late August.

### The Core Products – A Timeline

The March 2008 eBulletin and the Spring/Summer 2008 *Changing Lives* Newsletter highlighted the changing relationship between central and local government, the intention of the 5 Change Programmes to focus on national and strategic work to help support local delivery of *Changing Lives*, and illustrated diagrams detailing the core products (available on our website at <http://www.socialworkscotland.org.uk/programmesN.php>).

To support this, the *Changing Lives* team have put together brief descriptions of the purpose of each of the core products along with an **indicative** timeline for delivery in 2008. These have already been circulated to local practitioner forums and will shortly be published on our website [www.socialworkscotland.org.uk](http://www.socialworkscotland.org.uk):

- **SWIA Self-evaluation Guide** - the Guide will be based on the established Performance Inspection Model and will assist local authorities to evaluate how their service is performing across a range of areas. The intention here is to create a culture of continuous performance improvement, with local authorities constantly striving to improve and develop the services they provide. The Guide is currently being piloted by 5 local authorities with the intention of being distributed to all local authorities by Early 2009.
- **“Shared Understanding of Personalisation” paper** – this provides a definition and understanding of what Personalisation means in social care from views widely

canvassed from within and outwith Scottish Government. Its purpose is to raise awareness and promote reflection on current practice against this. It can be accessed by following the link below

<http://www.socialworkscotland.org.uk/resources/private/Personalisation.pdf>

- **Practice Case Studies** – the Service Development group has been looking at evidenced approaches /techniques that assist the shift towards more proactive and preventative work which delivers personalised services and help overcome barriers and constraints. The Service Development Group is currently considering how best to share this knowledge.
- **Principles & Standards of Citizen Leadership** - developing a shared understanding of the concept of Citizen Leadership and how it can be embedded, as well as encouraging the development of structures and processes for users and carers to have a positive input into the planning, design and delivery of social work services. This work has been led by the User and Carer Forum, facilitated by SCLD, and the paper was published in April 08. It can be accessed by following the link below:  
<http://www.socialworkscotland.org.uk/resources/pub/CitizenLeadershipPrinciples&StandardsPaper.pdf>
- **Continuous Learning Framework** - the Continuous Learning Framework describes what people need in order to be able to do their job now and into the future. It also outlines what employers need to do to support their staff. The Framework is being developed by IRISS and SSSC and a number of consultation events have been held. Further information on the Framework and its development, including the consultation document, can be accessed by following either of the links below:  
<http://www.iriss.ac.uk/clf>  
<http://www.sssc.uk.com/Education+and+training/Continuous+Learning+Framework/Continuous+Learning+Framework.htm>  
It is intended to launch the Framework in November 08.
- **Practice Governance Framework** – this will set out governance arrangements that ensure and support the delivery of safe and effective practice and that allow professionals to deliver services in an innovative, responsible and accountable way. We are looking to produce a draft for discussion by Early 09.
- **Leadership and Management Framework** – this is a dynamic model that provides a set of diagnostic tools which allow users to reflect on, and assess, where they are as an individual, as a team, as an organisation, and/or as a social services community. It will also include a toolkit, which will provide a range of practical tools that will assist leaders - at all levels - in meeting their development needs. The Framework is a live document under constant development. It can be accessed on the Social Services Knowledge Scotland portal by following the link below:  
<http://www.sks.org.uk/topics/leadership.aspx>
- **Guidance on the Role of the Chief Social Work Officer** - this aims to strengthen the governance and leadership roles of the CSWO, and bring consistency across Scotland, through clarification of the role and function; scope, rights and responsibilities; and accountability and reporting arrangements. The draft guidance has now been completed and we expect to be going out to formal consultation in October 08. Work is also ongoing on a paper on the **Reserved Functions of a Social Worker**.
- **Research & Development Strategy** - the strategy is being developed by the Institute for Research and Innovation in Social Services (IRISS) and will aim to: increase the knowledge and evidence base for social services; build the capacity for research, not just

in the academic community but across the social services community; and build the capability for the wider workforce to engage with the evidence. IRISS will be launching its engagement strategy in late 08/early 09.

### **The 5 Change Programmes**

#### **Practice Governance**

The draft guidance on **the Role of the Chief Social Work Officer** has now been agreed with ADSW, COSLA, SOLACE and representatives of NHS Community Health Care Partnerships. The Group will shortly be seeking Ministerial and Cabinet approval to issue the guidance for formal consultation. A team of consultants have been commissioned to help develop a **Practice Governance Framework for Social Work Services**. Following an initial presentation to the Group, a revised specification setting out a clear vision of what the Framework should look like is being produced. Further work is currently being carried out on the **Reserved Functions of a Social Worker** paper. The **Principles and Standards of Citizen Leadership** was published in April.

Next Meeting of Practice Governance Group: 9 September

#### **Service Development**

Personalisation was the theme of the National Practitioners Conference, held in Dunfermline on 25 June. Co-chair Nigel Henderson presented a session highlighting successful approaches to personalised services and led a workshop session to discuss the principles of personalisation and the barriers that stood in the way. The Group will be seeking views from Local Authorities on how current activities contribute to advancing the principles of personalisation.

Next Meeting of Service Development Group: 25 August

#### **Performance Improvement**

The key product to emerge from the Performance Improvement Group will be SWIA's **Guide to Supported Self-Evaluation**. The Guide is currently being tested by 5 local authorities and will be ready for distribution early in 2009.

Next Meeting of Performance Improvement Group: 6 October

#### **Workforce**

The **Social Services Knowledge Scotland (SSKS)** portal is now live giving access to a vast range of bibliographic data, as well as allowing social networking (communities of practice/learning communities) and links to information and learning resources. It will also provide information for users and carers. The first phase went live in May. Ministers have since approved further resource to a second phase, enabling social services access through the portal to 5,000 full text journals and 5,000 full text books, providing significant evidence based social policy and practice resource.

The **Continuous Learning Framework** consultation exercise completed at the end of May with a lot of constructive comments offered from a range of stakeholders. SSSC and the Reference Group are now considering these with a view to launching the final Framework towards the end of 2008.

The **Change Academy** project has received very positive feedback and a positive formal evaluation. Scottish Government is working to build on the enthusiasm and momentum generated by the many engaged participants and to extend the project into another phase that will engage a wider range of key stakeholders.

Next Meeting of Workforce Group: 4 November

### **Leadership & Management**

The 4 Regional **Learning Networks** have worked with Scottish Government and the SSSC to agree a single Vision Statement for the Networks which will now inform their individual and collective objectives over 2008-2011.

The evaluation of the latest **Leading to Deliver** cohort will be published in late August.

### **Local Practitioner Forums**

On 11 June, the Scottish Government facilitated a meeting of local practitioner forums (LPFs) to discuss the first steps towards their future support and facilitation. Also present was Wendy Harrington, who set out ADSW's future proposals for LPFs.

At the National Practitioners Conference on 25 June ADSW President Alan Baird re-iterated ADSW's commitment to the *Changing Lives* agenda and LPFs in particular, and proposed a twice yearly meeting between LPF representatives (to be recognised as the National Practitioners Forum), ADSW and the Scottish Government. The first of these meetings has now been pencilled in for 11 September at Crieff Hydro.

The Scottish Government and ADSW are currently working towards clarifying and building on the discussions held. A number of actions resulted from the 11 June meeting and a note of the meeting is available on our website at <http://www.socialworkscotland.org.uk/forum2.php>, along with details of LPF contacts. A revised guidance (to replace the toolkit2) and LPF 'starter pack' will appear on the local practitioner forum pages in the near future.

### **The *Changing Lives* Newsletter**

Preparation for the Autumn/Winter newsletter will begin towards the end of September. If you would like to contribute an article to the newsletter, please contact Ben Coburn: Email [ben.coburn@scotland.gsi.gov.uk](mailto:ben.coburn@scotland.gsi.gov.uk) Tel 0131 244 7683.

For further information on *Changing Lives* please visit [www.socialworkscotland.org.uk](http://www.socialworkscotland.org.uk).