

changing lives



Changing Lives

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So what is *changing lives*?

A transformational change
programme for
social work services

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Key Messages

- Social Work Services don't have all the answers – so we need to build capacity to deliver personalised services
- We don't make the best use of social work skills – so we need to build the capacity of the workforce
- Doing more of the same won't work – so we need to build capacity for sustainable change



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Key Outcomes

- Capacity to deliver personalised services
- Confident, competent, valued workforce

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Five change programmes, led by senior people in social work services

- **Performance Improvement** embedding a culture of continuous improvement in all services - to improve outcomes for the people who use them
- **Service Development** supporting organisations to transform services - so that they meet the needs and legitimate aspirations of individuals, families and communities and increase people's capacity to take control of their lives
- **Workforce Development** supporting the recruitment, retention and development of the workforce - so that the right number of practitioners have the skills, confidence and support to deliver complex services, in the right place, at the right time
- **Practice Governance** ensuring and supporting the delivery of safe and effective practice - allowing professionals to deliver services in an innovative, responsible and accountable way
- **Leadership and Management** ensuring leaders and managers have the courage, vision and skills to develop social work services fit to anticipate and respond to future needs

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What are the Change Groups doing?

- **Performance Improvement**
 - Guide to Self-evaluation
- **Service Development**
 - Agreeing a shared understanding of personalisation
 - Commissioning for personalisation
- **Workforce Development**
 - Continuous Learning Framework

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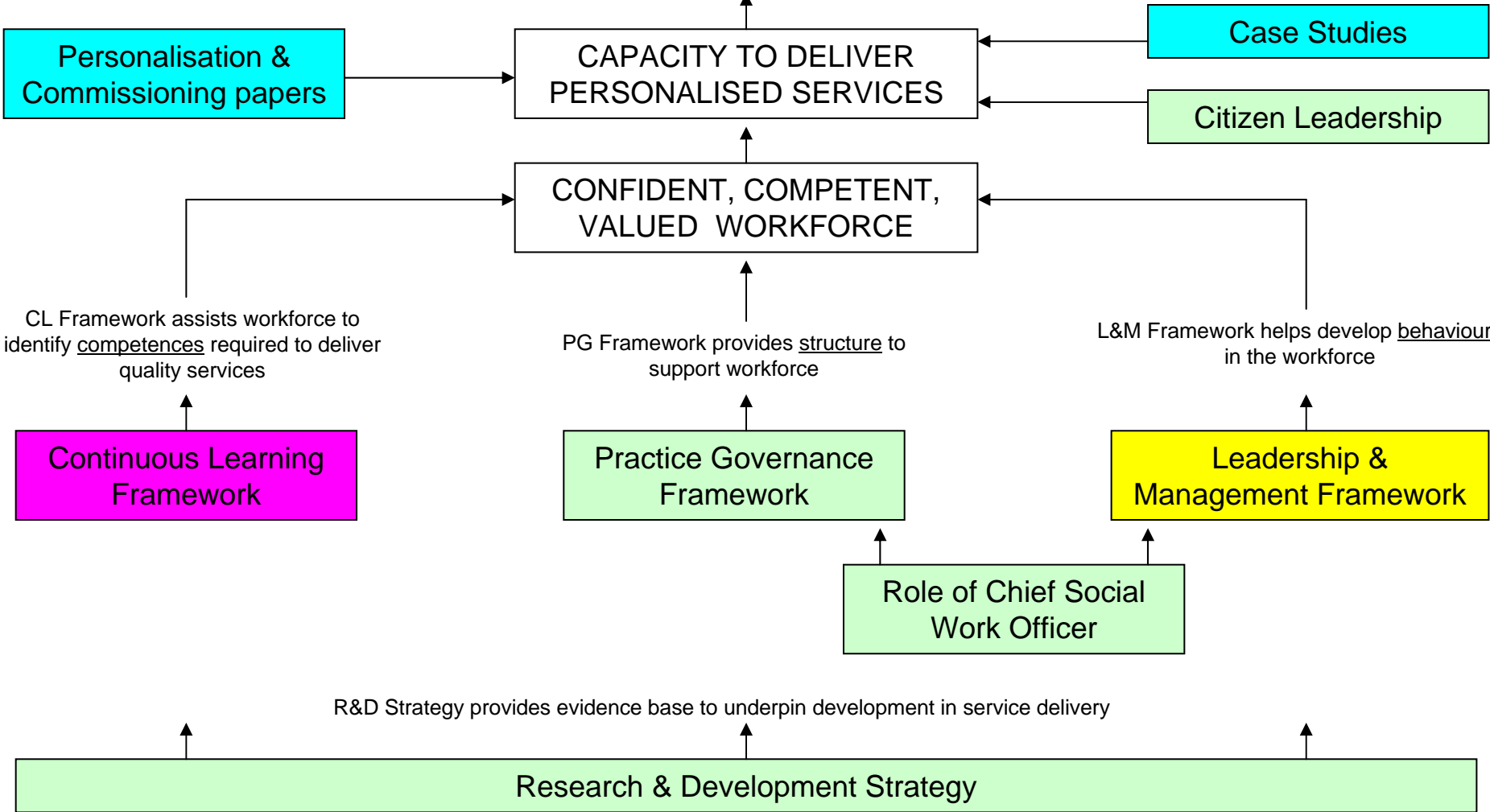
What are the Change Groups doing?

- **Practice Governance**
 - Role of Chief Social Work Officer
 - Reserved Functions of the Social Worker
 - Practice Governance Framework
 - Citizen Leadership
 - Research and Development strategy
- **Leadership & Management**
 - Leadership & Management Framework

Performance Improvement Framework

PI Framework encourages service providers to self-assess quality of services, as well as identifying those factors that need to be improved

IMPROVING OUTCOMES FOR INDIVIDUALS AND COMMUNITIES





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The Way Ahead

- Work of Change Groups focussed on providing frameworks and enablers for change

BUT

- Will only be successful if agenda is driven locally by the Social Work Services sector