

ANNUAL REPORT OF THE ADULTS PRINCIPAL SOCIAL WORKER 2019/20 KEY ACHIEVEMENTS AND DEVELOPMENTS

This graphic describes the work of the Adults Principal Social Worker (PSW) Andrew Errington for Coventry City Council during 2019/20

What is PSW?

Care Act 2014 states a PSW should:

- be visible across the organization
- support and develop effective conditions for practice
- oversee quality and improvement of practice
- have direct contact with the Adults Director and front-line practice

The PSW for Adults, Andrew Errington commenced in post in July 2016 and is the Head of Safeguarding and Practice Development. Andrew reports to the Director of Adult Services Pete Fahy.

Workforce Development

Member of the Adult Services Workforce Development Board, championing and raising the profile of social work

Updated the Learning and Development portfolio for Adult Services, ensuring access to a range of relevant and current training opportunities

33 training events relevant to Social Work attended by 560 staff

8 staff qualified as Deafblind Assessors, including 5 Social Workers

Commenced a pilot in the use of 'Digital Dictation'

Hosted a 3rd annual practice week with the Children's PSW providing access to a week of practice focused events

Social Work Education

Embedding and growing links with our local Higher Education Institutions Coventry and Warwick Universities and supporting the West Midlands Social Work Teaching Partnership

Practitioners supporting teaching on the Adults Module at Coventry University

Supporting new routes into Social Work, including the new Degree Level Social Work apprenticeships

2 members of staff started the new Degree Level SW apprenticeship in 2019, 2 further places planned for 2020

Meeting Standards

Training for practice supervisors (in line with the post qualifying standards for SW Practice Supervisors) to support reflective supervision

Supporting team leaders and supervisors to develop peer/group supervision. PSW also started peer and group supervision with Team Leaders/supervisors in summer 2019

Purchased reflective, theory and self-cards practice for every supervisor to use

Supporting staff to ensure aware of the requirements of the new Social Work regulator via team briefings and workshops*

<https://socialworkengland.org.uk/>

Strength Based Approaches

Strength-based Practice Framework and Toolkit published. Identifies the tools, techniques and practice conditions to enable strength-based practice – including Motivational Interviewing (MI strength-based conversations), Risk Enablement Panels and Family Group Conferencing (FGC) or family led meetings*

www.coventry.gov.uk/downloads/file/30455/adult_social_care_practice_framework

Documentation redesigned to be less prescriptive and bureaucratic. Forms codesigned with practitioners, launched, with guidance and training in July 2019

Assessment form reduced from 182 questions to 42 - 'Easier, simpler and better to navigate during conversations'

4 training sessions in MI, over 90 staff attended – 'This is so relevant to my role. I'm really looking forward to putting it into practice'

6 in depth Risk Enablement Panel discussions and 4 FGCs

Produced an internal evaluation of strength-based practice approaches

Practice Development Roles

SW Practice Development roles are supporting newly qualified Social Workers, promoting Practice Education and providing practice support to front line staff and managers. In conjunction with Public Health supporting initiatives such as 'Making Every Contact Count'. Delivering team training and producing supportive toolkits

www.coventry.gov.uk/info/190/health_and_wellbeing/2051/making_every_contact_count_mecc

Supported 11 new ASYEs

Offered 11 placements for Social Workers

6 new SW Practice Educators trained

Commenced 'light bite' training sessions including modern slavery, supervision and Mental Health Act

Practice Quality

Practice Quality Assurance Framework with new simplified audit system. Includes observation of practice, practice and supervision audits*

157 audits undertaken in 19/20 (as of Feb 20)

'enables more in depth and reflective case discussions with the practitioner'

Commenced 2 Thematic Reviews (exploring the quality of practice relating to a specific area) into the application of mental capacity assessments and safeguarding enquiry reports

Undertook a 2nd Organisational Health Check surveying practice conditions

86% know and recognise the Adults PSW

95% of staff have sufficient autonomy to practice creatively with people

www.coventry.gov.uk/info/192/adult_social_care_strategies_policies_and_plans/3460/adult_social_care_organisational_health_check

Caseload and workload audit - caseloads levels appear 'fair and reasonable and this is felt and expressed by practitioners'

Professional Curiosity

Ensuring practice informed by evidence and curiosity, raising the profile of our subscription to Research in Practice for Adults, 'Care Knowledge', helping staff to stay up to date on the latest expert information and legislation to help day to day practice

Commenced a new subscription for 'Social Work Connect' an online tool providing support to apply SW theory in practice

129 staff are now using Care Knowledge

66 staff now accessing SW Connect

9 in 10 staff said 'I have access to best practice, research and evidence materials'

Policy and Best Practice Guidance

Chairing the Adult Services Policy Group, making sure policy and public information are accessible to all relevant staff and up to date. Group also ensures adult social care takes account of NICE National Guidelines*

www.nice.org.uk/sharedlearning/ng86-walking-in-the-shoes-of-adult-social-care-service-users-reframing-our-services-with-new-eyes

Commenced work to review, update and produce a new suite of public information

Practice Leadership

Chair of the West Midlands Adults Principal Social Worker Network since January 2017. In 2019 the network held its second annual conference with a focus on strength-based practice and safeguarding in the West Midlands

www.westmidlandsiep.gov.uk/info/30/principal-social-workers

Attended by over 90 social workers from across all 14 Local Authorities

PSW network linked with WM ADASS Branch and supporting a regional evaluation of strength-based practice with the University of Birmingham

Undertakes regional 'practice reviews' prior to Peer Challenges

Safeguarding Adults

Supporting the work of the Safeguarding Board through chairing the Workforce Development and Policy subgroups. In 2019 the Board held a series of multi-agency learning events on hot topics, these included Advocacy, Financial Scamming and Fraud and Modern Slavery

www.coventry.gov.uk/workforcedevelopment

92 people attended the Financial Scamming session - 'A very good and eye-opening session'

Engaging and Coproducing

Co-chair of the Adult Social Care 'Stakeholder Group' working to support coproduction

Leading on the production of Coventry's 'Local Account', an annual report reflecting on the work of Adult Services

www.coventry.gov.uk/downloads/file/31240/adult_social_care_annual_report_201819

Established a new 'real time' experience survey to seek feedback from people, identify areas for improvement and to ask people if they want to get involved

www.coventry.gov.uk/info/194/health_and_social_care_-_having_your_say_and_getting_involved/3203/getting_involved_in_adult_social_care

Celebrating and Connecting with Practice

Networks and forums in place for staff engagement continue

Celebrating and raising the profile of Social Work by World Social Work Day and by encouraging staff to talk about their roles and the work that they do with an online 'storybook' to capture stories of difference

<https://myaccount.coventry.gov.uk/service/storyboard>

Keeping in touch with staff via the Adult Services E Bulletin and 'Adult Principal Social Worker News'

*denotes identified priority for 2018/19

PRIORITIES FOR 2020/21

- To embed strength-based tools and techniques in practice and ensure they are translating into strength-based conversations, recording and positive outcomes for people
- To fully embed Practice Quality Assurance and improvement mechanisms
- To prepare practitioners for the first renewal with their Social Work Regulator 'Social Work England'