

RICHMOND AND WANDSWORTH
ADULT SOCIAL CARE
AND PUBLIC HEALTH
PRINCIPAL SOCIAL WORKER
ANNUAL REPORT
2021 - 2022



ADULT SOCIAL CARE ACADEMY
Growing, nurturing, supporting and inspiring

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1 Executive summary

Welcome to the fifth annual Principal Social Work (PSW) report for Richmond and Wandsworth Adult Social Care and Public Health. This report highlights the role of the Principal Social Worker (PSW) in promoting excellence in social work and the achievements of the PSW in partnership with colleagues for 2021/22.

The PSW annual report is an opportunity to reflect and look back over the past 12 months which has been another tumultuous year with ongoing challenges for Adult Social Care and Public Health. This report details the work of the PSW over the past 12 months during the second year of the Covid-19 pandemic and highlights some of the wonderful work that is being carried out by social workers across the SSA protecting and promoting people's opportunities to lead the best possible lives, grappling with the 'new normal' and consolidating where there have been positive developments that have arisen such as use of technology and agile working. Adult social care has seen reform with two significant white papers People at the Heart of Care

<https://www.gov.uk/government/publications/people-at-the-heart-of-care-adult-social-care-reform-white-paper>

and Joining up Care for People Places and Populations

<https://www.gov.uk/government/publications/health-and-social-care-integration-joining-up-care-for-people-places-and-populations>

and going forward we will be working with staff to develop this ever-greater integration of health and social care for the benefit of the local population.

2 Background

It is a statutory requirement to have a "qualified and registered social work professional practice lead in place" Care Act guidance, section 1.27.

The Care and Support Statutory Guidance defines the role of the Principal Social Worker for Adults, functioning at the strategic level of the Professional Capabilities Framework (PCF) the Principal Social Worker role includes:

- Being visible across the organisation (from elected members, senior management, frontline social workers, and those who use our services)
- Having a broad knowledge base on safeguarding and Making Safeguarding Personal
- Leading and overseeing excellent social work practice
- Supporting and developing arrangements for excellent practice
- Leading the career development of Social Workers
- Supporting effective Social Work supervision and decision making
- Overseeing quality assurance and improvement of Social Work practice

3 Key highlights for 2021-22

- Annual Social Work Health Check
- Equalities, Diversity and Inclusion work
- Workforce Race Equality Standard in Social Care
- Let's Talk about Race and Culture sessions
- Safeguarding and Young People conference for senior managers
- World Social Work-Day March 2022
- Launch of monthly Webinar programme to support best practice
- Serious Success Resources
- Assessed and Supported Year in Employment programme for Newly Qualified Social Workers
- Quality Assurance work

4 National Health Check

The National health check was commissioned by the Local Government Association and conducted by Kinetiq on their behalf in December 2021. The results were collated examining the health of the social work profession across England in relation to 8 employer standards.

At a headline level, Richmond and Wandsworth results were a sea of green which means we secured a good result and came out as good (top of range) in all of the standards which is a very creditable achievement.

The report has identified a number of key drivers that are very potent in both motivating people in the workplace to give of their best and to increase the propensity for people to stay.

Motivating people...

They are:

- *I feel cared for by my managers and/or supervisor*
- *My organisation promotes a working environment that upholds ethical practice and quality standards*
- *Through my organisation, I can access the post qualifying training and development support I need to do my role and keep progressing*

The survey suggests that if we attend to these as a priority and keep these in good order, that they are very potent in both motivating people in the workplace and encouraging them to give of their best.

In terms of propensity to want to stay, the following factors are the key drivers

- *I feel cared for by my managers and/or supervisor*
- *I identify my learning needs and access professional development opportunities and training through supervision*
- *My organisation supports me in keeping my CPD record up to date on the Social Work England website*

The survey suggests that if we attend to these as a priority and keep these in good order, that they are very potent in increasing people's propensity to stay.

Some examples of statistics from the survey:

- 92% of Adult Social Workers who responded to the Health Check agreed or strongly agreed that they feel a sense of pride about their job
- 83% of Adult Social Workers who responded to the Health Check agreed or strongly agreed that they would recommend their employer to a friend.

5 Equalities Diversity and Inclusion (ED and I) work

Workforce Race Equality Standard in Social Care

Richmond and Wandsworth Adults in partnership with Kingston Achieving for Children and Wandsworth Children's services were chosen as one of 17 sites by the DHSC and the Office of the Chief Social Worker who together designed and commissioned the Test Phase for the Social Care Workforce Race Equality Standard (WRES in social care).

The WRES is an initiative adopted by the NHS to address disproportionate outcomes for staff from Black, Asian and minority ethnic backgrounds.

The aim of the WRES in social care is to collect data and evidence about the experience and treatment of staff from Black, Asian and minority ethnic backgrounds and other marginalised communities, compared with staff from a White background.

This year we have worked in partnership to collect data around the 9 metrics of the WRES in social care measuring career opportunities, training and treatment at work and analysing the data to identify where action is required.

An action plan was produced working in partnership with Adults, Children's services in Wandsworth and Achieving for Children in Kingston and submitted to the DHSC in autumn 2021. These action plans have short term and long-term actions, and we are engaging with staff at all levels to ensure our staff voice is included and involved. The action plans are available on the public website for both Councils.

Examples of action plan work included the launch of the Let's Talk about Race and Culture sessions, developing Safe Space sessions with staff and senior leaders and an ED and I forum to widen participation and be a critical friend to the ED and I Board.

6 Safeguarding Young Adults leadership event

The Safeguarding Young Adults leadership event held in March 2022 in partnership with Wandsworth Children's colleagues aimed at bringing senior leaders together to innovate services and improve outcomes for young people 16-25.

The event had an inspirational guest speaker in Dez Holmes, Research in Practice Director. Dez spoke to us about transitional safeguarding and a principles led approach to policy and practice being developed in different ways according to local circumstances.

7 World Social Work day

World Social Work day was held on 15th March 2022 and the theme was Co-Building a New Eco-Social World: leaving No-one behind.

To celebrate we hosted an immersive, exciting, and interactive event with Acting Out theatre company. The focus was on transition to adulthood and the theatre company performed a piece to show how best practice can impact positively upon a person's life.

The event was open to all Adult Social Care and Public Health staff and our colleagues from Wandsworth Children's services also attended the event.

8 Adult Social Care Academy

Assessed and Supported Year in Employment (ASYE) for Newly Qualified Social Workers (NQSWS) activity

In the past 4 years the Adult Social Care Academy has supported over 40 Newly Qualified Social Workers (NQSWS) through their first year post qualifying. The Assessed and Supported Year in Employment (ASYE) Programme in Richmond and Wandsworth is held in high esteem by both managers and NQSWS.

Initiatives during the pandemic include developing a virtual ASYE Programme for NQSWS in partnership with colleagues from the Safeguarding team, Mental Health, Deprivation of Liberty Safeguards (DoLS) team and as well as co-ordinating and delivering Action learning sets for NQSWS which form part of the ongoing offer.

The ASYE manager, Dijana Derakovic-Hodzic has a real passion for supporting newly qualified social workers to ensure that they can flourish and develop into the best possible professionals. Her thoughtful support and insights are valued by the NQSW's and their managers. Since 2019 the ASYE Programme has expanded to include Think Ahead students from both the Mental Health and the Learning Disability service.

The Department of Adult Social Care and Public Health through the Adult Social Care Academy participates in a Teaching Partnership with Kingston University alongside several other London Boroughs. Kingston University provides a range of post qualifying social work courses. Two of these courses are the ASYE and the Practice Educator qualification and Richmond and Wandsworth also participate in the Social Work Apprenticeship scheme.

8 Adult Social Care Academy (continued)

During 2021 Danasa Powell, Senior Social Worker, successfully completed her final year of the Practice Educator training while supporting Anita Brown, newly qualified social worker, to successfully undertake her ASYE Programme at Kingston University. Both are members of the Richmond and Barnes Locality Team.

Anita was nominated for the ASYE of the Year Award alongside 26 other ASYE students from other South West London Local Authorities. The ceremony was held on 9th December 2021 and Anita was announced as the winner of the Adults ASYE of the Year. Congratulations to Anita and to her practice supervisor Danasa. We are proud of their achievements and how they have both demonstrated high standards of practice and professionalism for our residents.

Apprenticeship programme for social workers and occupational therapists

Our Apprenticeship programme now has 7 members of staff currently undertaking their Social Work Degree Apprenticeship and 1 member of staff undertaking their Occupational Therapist Degree Apprenticeship. Creating exciting career pathways and opportunities to qualification for unqualified staff is another key element of our retention strategy.

Serious Success resource

Our Professional Standards officer developed the Academy SharePoint site with a resource to share best practice across a range of practice issues e.g., Carers' support, Mental Capacity Assessments and Professional curiosity.

New "Elevenses" Webinar programme

The Adult Social Care Academy "Elevenses" webinar programme was launched in Sept 2021.

This offers a monthly hourly spotlight on an area of practice for all staff with guest speakers.

The following are a list of areas that the Academy have delivered on including - :

Focus on Mental Capacity Assessment, Focus on Safeguarding Adults Reviews, Consent on Data Protection, Hoarding and Self-Neglect, Carers Assessments, Tackling Racism

Complaints training for managers

Our Complaints training programme for managers was refreshed and developed and rolled out in Nov-Dec 2021. These sessions for managers have been well attended and evaluated.

Ongoing work is underway to identify themes from complaints we receive from residents and continue to develop skills of managers to listen to feedback and learn from complaints to develop practice and our service to residents.

8 Adult Social Care Academy (continued)

Recruitment and Retention Strategy and action plan

The PSW had a key role in leading the recruitment and retention Task and Finish group as part of the Council's Transforming the Future programme and produced a recruitment and retention plan which was presented to our Senior Management Team in January 2022. This included developing a range of initiatives to retain and recruit social work staff and ensure we are competitive in the market for high quality social workers.

Carers sessions

The development and roll out of carer support workshops in partnership with carer champions has been very well received. These bespoke sessions have been developed by the Professional Standards officer with carers champions and rolled out on monthly basis to increase take up of our offer to carers.

Quality Assurance

Quality assurance has remained a high priority this year. As reported in last year's PSW report we developed a hybrid model for Quality Assurance including both the peer audit and we have also continued with an annual audit by Professional Standards officer and Specialist Safeguarding Professional Advisors to ensure consistency of approach across services.

The PSW and Professional Standards officer have continued to work in partnership with managers embedding learning from audit to drive forward practice improvements. This has been achieved by engaging managers in workshops and webinars to encourage and support them to consistently lead and set clear expectations regarding practice standards.

There have been significant pieces of audit work undertaken this year including supervision audit, safeguarding peer audit and a comprehensive action plan based on a targeted practice review of work undertaken which was carried out in June – July 2021.

Audit activity is overseen by the SSA Care Governance Board.

9 Looking forward to 2022-23

- Expanding the Assessed and Supported Year in Employment for Newly Qualified Social workers (NQSWs) offer to 18 NQSWs and recruiting an additional ASYE Manager to support this initiative
- Recruit to the Adult Social Care Academy the Change and Practice Development manager to support practice improvement
- Continue the focus on transition for Young People and deliver a Safeguarding and Young people joint webinar for Adults and Children's services
- WRES in social care– integrated action plan including delivering Safe Space sessions
- Inaugural Equalities Diversity and Inclusion biannual forum for all staff
- Adult Social Care Academy Celebration event for staff
- Developing our Digital capability
- Support redesign of our Front Door to residents
- Training for providers and Adult Social Care and Public Health staff on gender identity
- Jointly develop Diabetes training for adult social care staff with Public Health colleagues



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