

RICHMOND AND WANDSWORTH
ADULT SOCIAL CARE
AND PUBLIC HEALTH
PRINCIPAL SOCIAL WORKER
ANNUAL REPORT
2022 - 2023



ADULT SOCIAL CARE ACADEMY
Growing, nurturing, supporting and inspiring

Contents

1	Executive summary	3
2	Background	3
3	Academy highlights for 2022-23	4
4	Awards Celebration Event	5
5	National Health Check	6
6	Equalities Diversity and Inclusion work	6
7	Leadership Week	7
8	World Social Work Day	8
9	Adult Social Care Academy	9
10	Quality assurance and workforce	9
11	Looking forward to 2023-24	12



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1 Executive summary

Welcome to the sixth 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 in 22/23.

The PSW annual report is an opportunity to reflect and look back over the past 12 months leading on the development of social work practice in partnership with colleagues to deliver excellence in Adult Social Care and Public Health services across Richmond and Wandsworth. This report includes a section which addresses the training and continual development programme and opportunities for social workers, Occupational Therapists and Rehabilitation officers Visual Impairment (ROVIs). This report acknowledges the distinct professional disciplines and training and standards for Public Health colleagues which are not covered by this report.

Highlights include the developing partnership work with Public Health, joining the Developing Together Social Work Teaching Partnership as a primary partner, expanding the staff group in the Adult Social Care Academy including welcoming a graduate for 6 months and the new Change and Development manager post and an additional Assessed and Supported year in Employment (ASYE) manager to support the expansion of the ASYE programme to 18 Newly Qualified social workers.

The Adult Social Care Academy Professional Standards team has continued to grow and innovate in delivery on quality assurance including supporting staff to prepare for the peer review held in February this year.

Finally, it was really positive to see the National health check results this year where Richmond and Wandsworth scored highly and in the top category across all eight standards.

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 Academy highlights 2022-23

- Safeguarding Young People - reflections and learning from Safeguarding Adult Reviews (SARs) joint conference held with Wandsworth Children's services in October 2022
- Expanded Assessed and Supported Year in Employment programme for Newly Qualified social workers
- National Health check results for 2022-2023
- Awards Celebration Event in December 2022
- Webinar Program for 2022-2023 to support best practice
- Serious Success Resources to support best practice
- Academy Graduate joined the team for 6 months and delivered recruitment and retention work programme including locum to permanent event and recruitment fair
- Training compliance with safeguarding competency framework
- Leadership Week
- World Social Work Day event

4 Awards Celebration Event

Jeremy DeSouza, Director Adult Social Care and Public Health hosted the Academy Awards celebration event held on 1st December 2022. This event was held to celebrate staff achievements since the start of the pandemic.

We were delighted to welcome 50 attendees, with 38 certificates awarded for 15 different qualifications. The qualifications included Safeguarding Adults at Risk, Institute of Leadership and Management, ASYE, Certificate in Coaching & Mentoring, Diploma in Social Work with the Open University, Developing Professional Specialist Practice and Approved Mental Health Practitioner Training. Post Graduate Diplomas and certificates were presented at the event attended by senior leaders, managers, awardees and Academy staff.

The event received very positive feedback and comments from those who attended:

“Fabulous afternoon/evening celebrating amazing colleagues. The event was well run, well led and a great opportunity to share in colleague success.”

“It was nice to be acknowledged and entertaining.”

“This should be considered as a yearly event.”

“The event was well organised and for the purpose intended.”

“It was excellent!”

“It was a lovely opportunity to catch up with people I haven’t seen for years and to celebrate each other’s accomplishments”.

“Really good inclusive and a great way to celebrate”.



5 The National Employer Standards Health Check report for Social Workers 2022-23

The National Health Check was commissioned by the Local Government Association and conducted by Kinetiq on their behalf in January 2023. 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 outcome (75-100 good outcome, top of range) in all of the standards.

The report has identified the highest performing standards were a strong and clear social work framework, supervision and strategic partnerships.

The lowest performing standards were professional registration, wellbeing and continuing professional development although all three still in the green and scored above 75.

6 Equalities, Diversity and Inclusion Work

As PSW, I was delighted to be asked to contribute to the Race Equality Network (REN) 21-day challenge for Black history month and I spoke to Obioma Ugoala's How to be an Ally piece and the Adult Social Care Academy library was enriched with copies of recommendations from Obioma Ugoala which are available for all staff.

The Adult Social Care Academy continued to roll out the Let's Talk about Race and Culture sessions for all staff.

The Social Care – Workforce Race Equality Standard (SC-WRES) work continued in 2022-23 embedding the SC-WRES data collection and action plan into the ongoing work of the Adult Social Care and Public Health (ASCPH) Equalities Diversity and Inclusion (ED and I) Board.

This resulted in the inaugural ED and I forum for staff being held in October 2022. This aim of this forum is for all staff to come together as a large group to discuss Equalities Diversity & Inclusion issues and to inform and give feedback on the work programme of the ASCPH Equalities Diversity and Inclusion Board.

The forum demonstrates an ongoing commitment to the conscious inclusion of all staff. The aim of the group is to ensure that everyone working in Richmond and Wandsworth can be their best self at work and feel valued and respected by all every day.

Another important action from the SC-WRES was the Safe Space work carried out in 2022-23.

The development of the Safe Space sessions with staff and senior leaders resulted in an action plan and also very importantly contributed to participants expressing how important the learning and experience had been for each individual involved.

Colleagues presented the draft proposed actions from the Safe Space work to the Corporate ED and I Board in March 2023, and the PSW held a meeting with Corporate; Equalities, Diversity and Inclusion Lead to progress the actions. As a result, a key action from the Safe Space sessions will be piloted as part of the Corporate ED and I action plan which is an extremely positive development.

7 Leadership Week

Leadership week took place in March 2023 to celebrate international leadership week - an opportunity to unite a global community of people who are passionate about raising the standards of leadership practice for themselves and others.

The Adult Social Care Academy in partnership with Wandsworth Children's services celebrated by hosting a series of webinars each day throughout the week with virtual guest speakers including Lynn Romeo, Chief Social Worker for Adults; Clare Chamberlain, Interim Executive Director Community and Children's services City of London and esteemed internal managers including Rasheed Pendry, Deputy Director Children's services and Nana Bonsu Head of Clinical services Children's together with Principal Social workers from both Adults and Children's services.

Comments from those who attended the webinars were very positive:

"Really enjoyed this, very refreshing and inspirational". "Many thanks!"

"I really resonate with this discussion and the thought of values matching management or leadership styles - thank you for sharing".

"Excellent event! I salute my social work colleagues for their great work!"

"Thank you very much this was such an interesting and inspiring session."

8 World Social Work Day

World Social Work Day was held on 21st March 2023 with the theme Reflecting Diversity through Joint Social Action.

To celebrate this year, we invited social workers to drop in and join the Adult Social Care and Public health senior leadership team at both sites across the council – Wandsworth Town Hall extension and Civic Centre Twickenham- for refreshments throughout the middle of the day.

Staff heard from the Principal Social Worker who shared information on recent initiatives and joint action taken by various staff members and teams to develop our Equalities, Diversity and Inclusion policies including the newly developed transgender recording policy; updated supervision policy and highlighted work of members of the mental health team in developing the unreasonable customer behaviour policy to support staff in their role.

The Adult Social Care Academy team were available to showcase the Adult Social Care Academy SharePoint site and resources available to support staff including Research in Practice and Institute in leadership and management resources.



9 Adult Social Care Academy

Service development and practice development took on a number of different forms throughout the year:-

- The Safeguarding Young People: Reflections and learning from Safeguarding Adult reviews (SARS) leadership event was held in October 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.
- Staff development days and away days were held across the service areas. This collaboration is key to ensuring a consistent and high standard of practice across statutory services and enables us to be assured of this across services.
- Recruitment and retention remain a focus throughout the year with oversight of the recruitment fair activity by Academy graduate, locum to permanent recruitment drive and agreement to pilot international recruitment programme which is currently underway.

10 Quality Assurance and Workforce

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.

Audit activity is overseen by the SSA Care Governance Board.

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

The ASYE programme expanded in 2022 with the addition of a second ASYE manager to support the progression of 18 Newly Qualified social workers.

This additional resource has allowed capacity to explore more fully issues about how to improve retention of NQSWs.

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. At the end of March 2023, it was decided to rejoin the Teaching Partnership as a primary partner providing access to a range of post qualifying social work courses and the Early Professional Development programme for Newly Qualified Social Workers.

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.

Annual Training report summary

The Academy continues to provide a comprehensive training offer for staff. 152 training events were delivered between April 2022 – March 2023. The training and development programme for staff is not static and increasingly responds to emerging needs. We are able in part to respond through our positive relationship with our core training provider.

We have undertaken several projects targeted at specific workforce requirements which have included:

- Enhancing Practice Standards through the delivery of Masterclasses.
- Strengthening prevention for Occupational Therapy assessments through Trusted Assessor Training with an agreed post training implementation plan.
- Taking advantage of funding obtained by our commissioning colleagues to provide an extensive Suicide Prevention programme.
- Provided relevant training to support emerging practices in areas such as such as Digital Technology, Gender Identity & Motivational Interviewing.
- Safeguarding Adults competency framework monitoring compliance through training audit.

The training provided is of high quality. Feedback from evaluations consistently indicates that the training delivered is consistently well rated by participants with maximum average scores against training objectives, the subject knowledge of the trainer and their responsiveness to the group. Training has continued to be provided virtually however as we emerge from the pandemic, in person training events have been reintroduced.

This year this year the Academy has undertaken specific projects to underpin practice standards and to support development areas within specific teams including:-

- Both Children's & Adults Social Care Academies have started to collect equalities data on funding applications for Post Qualifying modules demonstrating good representation from staff from Black, Asian and minority ethnic groups accessing Continuous Professional Development opportunities.

- Webinars were introduced as part of the Academy Offer in September 2021. The series of webinars known as 'Elevenses' offer staff across the department with the opportunity to take an hour out of their day and focus upon a topical practice development issue for social workers within Adult Social Care. Content is recorded and posted on the Adult Social Care Academy SharePoint site. These popular bitesize opportunities continue with the support of colleagues and external partner agencies to enhance the content and relevance for staff across DASCPH. The programme for 2022-23 was as follows:

Topic

Tackling Racism

Professional Resilience & Social Work

Continuing Healthcare

Impact of Covid upon the Workforce

Reflective Practice

Professional Registration for Social workers 2022 (Social Work England)

Gloria & Care Tech

Every decision about care is a decision about Housing

Morale & Mindfulness (Making Research Count)

February 2023 Elevenses Webinar Autism and Communication

- Learning from our Mistakes

International Leadership Week

Memberships and contracts

Memberships and contracts include:-

- Research in Practice for Adults (RiPFA)
- ILM Membership

Developing together – Social Work Teaching Partnership

We made the decision to rejoin Developing together - Social Work Teaching Partnership in March 2023. Led by Achieving for Children, this partnership of 8 Local Authority Social Care Departments, The NSPCC, Welcare and Kingston University offers an ambitious and comprehensive programme of education, training, support and professional development for Social Workers across the region. Membership in 2023 - 25 means that our Social Workers can now access a range of additional post qualifying opportunities.

Career progression

A key function of the Adult Social Care Academy continues to be supporting both newly recruited and existing staff. We are supporting apprentices towards becoming social workers and OTs through Degree apprenticeships and the ASYE Programme supports newly qualified social workers as well as providing continuing professional development opportunities for existing staff.

The Social Work Apprenticeship Programme and OT Apprenticeship Programme now have 8 candidates progressing through with the first of our 2 social work apprentices graduating in summer 2023.

We are exploring offering the Rehabilitation Officer Visual Impairment (ROVI) apprenticeship in 2023.

CPD opportunities for staff include: - Approved Mental Health Practitioner training; Practice Educator training (PEPS 1 and 2); Best Interest Assessor training; ILM training for managers (Level 3 and 5).

11 Looking forward to 2023-24

- Developing the Quality Assurance framework including service area focus.
- Preparation work for Care Quality Commission inspection.
- Delivery of 10,000 Black intern programme across ASC and PH including 2 interns in the Adult Social Care Academy.
- Introduce Family Group Conferencing pilot.
- Front line manager development programme.
- Recruitment and retention work including Great Employer work, strategic engagement with universities delivering OT and SW apprenticeship and degree courses and ROVI apprenticeship and an international recruitment drive.
- Developing our Digital capability.
- MCA as golden thread throughout the year.
- Procurement exercise for training provider in place March 2024.
- Strengths-based refresher training for Adult Social Care services.



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