



# **Royal Borough of Kingston upon Thames**

**Standards for Employers of Social Workers and Supervision framework**

## **Adult Services Action plan**

**2012-14**

The action plan for the Standards for Employers of Social Workers and Supervision Framework has been developed following an audit of the standards undertaken during November 2012.

It summarises the actions that will be taken and their priority, and links to the service objectives. Each action has an identified lead responsible for implementing that particular standard with specific timescales.

There is also an overarching statement of commitment which reinforces Adults Services commitment to implementing and upholding the standards.

The action plan will be reviewed at regular intervals via internal management structures and as part of internal quality assurance frameworks.

Managers will be expected to discuss the action plan with their social work teams, either in supervision or in team meetings so that Social Workers can understand the role that they have in upholding the standards.

The action plan will be published on the internet and shared with service users, carers and partner organisations, to demonstrate the organisations commitment to maintaining high standards of Social Work practice.

**Standard 1:** Have in place a social work accountability framework informed by knowledge of good social work practice and the experience and expertise of service users, carers and practitioners.

Description	Link to service plan	Timescales	Priority	Lead	Update
Ensure that Social work practice contributes to good outcomes for service users and carers through use of evidence based systems and based on service user feedback	Outcome 1 service plan 2012-13  1-4 and 7-9	June 2013	H	DS/ Team leaders/ strategic business partners	-National Adult Social care Survey and Carers Survey completed  -Personal Budget questionnaire survey completed June 2013, currently being analysed (August). Follow up discovery themed interviews October 2013.  -Service user feedback/ measuring outcomes working group set up July 2013. Adult Social Care taking part in the development of the ASCOT tool led by the LSE and University of Kent
Develop a CPD framework for Social workers at all levels up to Service manager	Links to OD service plan and outcome 6 in Adults Services service plan 2012-13	April 2013	H	KO/ DS	-CPD framework launched April 2013 with briefings for staff on purpose of framework and CPD tools. -Social Worker CPD Portfolio Building lunch time seminar with the College of Social Work 13 <sup>th</sup> September 2013. -Planned DMT session end of September 2013 to discuss CPD framework for strategic manager level. -Planned review of CPD framework with team leaders/ social workers in October 2013 to review CPD framework and tools -Review of CPD framework to interface to with HCPC CPD standards October/November -Planned review of CPD framework to interface with the development of career progression framework

**Standard 2:** Use effective workforce planning systems to make sure that the right number of social workers, with the right level of skills and experience, are available to meet current and future service demands.

Description	Link to service plan	Timescales	Priority	Lead	Update
Develop opportunities for Qualified Social Work staff in non Social Work roles to maintain their Social Work CPD.	outcome 6 in Adults Services service plan 2012-13	Oct 2013	M	DS	-CPD opportunities offered on the basis of job role and Personal Development Plan.  -Discussion at Adult Workforce Board October 2013 to explore whether additional Social Work CPD opportunities could be offered.
Develop and implement a workforce strategy that takes into account current and future workforce need. Need to discuss at the Workforce Board and agree short and long term priorities in terms of the need for social workers given the current and future direction of the service	outcome 6 in Adults Services service plan 2012-13	September 2013	H	JJ/ Workforce Board	-Workforce strategy reviewed and minor amendments made for 2013/14  -Planned discussion at ASC workforce Board re work force planning tools and NMDS in October  -Planned further discussion regarding an approach to qualified social workers in unqualified posts at ASC workforce Board in October 2013
Maintain partnerships with local HEI's to support CPD for Social Workers	outcome 6 in Adults Services service plan 2012-13	April 2013	H	KO	-Regular meetings with HEIs through the Social Work Alliance Partnerships meetings. Funding through Skills for used to develop knowledge of the PCF and reflective supervision skills  -Further exploration of seminars/ workshops on PCF with partner universities October 2013

**Standard 3:** Implement transparent systems to manage workload and case allocation in order to protect service users and practitioners.

Description	Link to service plan	Timescales	Priority	Lead	Update
<p>To develop an effective workload approaches that can be used to allocate resources, as well as provide management information that will inform service priorities</p> <p>Need effective case load analysis systems :</p>	<p>Outcome 6 in Adults Services service plan 2012-13</p>	<p>April 2014</p>	<p><b>H</b></p>	<p>DS/ JB Newton Europe</p>	<ul style="list-style-type: none"> <li>-Pilot workload management tool being trialled in targeted review team</li> <li>-IAS and allocation workload management tool developed</li> <li>-Working group set up September 2013 with Team leaders to refine and develop a robust and practical management tool</li> <li>-Pilot case load tool agreed September 2103 and testing to take place within teams (September to December 2013)</li> <li>-Ongoing monthly review with team leaders and senior managers to monitor feedback and gather learning</li> <li>-Follow up analysis to compare team workloads against workforce resources to be scheduled in 6 months time</li> </ul>

**Standard 4:** Make sure that social workers can do their jobs safely and have the practical tools and resources they need to practise effectively. Assess risks and take action to minimise and prevent them.

Description/Action	Link to Service plan	Timescales	Priority	lead	Update
<ul style="list-style-type: none"> <li>-Ensure that health and safety policy supports good and safe social work practice</li> <li>-Ensure that team managers are aware of the H/S policy @ work</li> <li>-Assess whether existing systems enable managers to record /log risk</li> <li>-Explore ways to make more effective use of caution before</li> </ul>	Links to Strategic Business Service plan Outcome 8-10	December 2013	H	JC/ LM	<ul style="list-style-type: none"> <li>-Review of current health and safety policies to ensure that good and safe social work practice is maintained. To be completed by strategic lead</li> <li>-Refresh to team leaders and managers once review is complete</li> <li>-Review of existing systems to enable managers to record risk to be reviewed</li> <li>-Review of the use of caution before contact to be undertaken</li> </ul>
<p>To ensure that Social Workers have the appropriate space for supervision, and have access to the right tools, policies and procedures to do the job.</p> <p>Conduct regular supervision audits</p>	outcome 6 in Adults Services service plan 2012-13 and OD strategy	<p>April 2013</p> <p>Already taking place</p>	H	DS	<ul style="list-style-type: none"> <li>-Supervision policy in place in line with best practice</li> <li>-Supervision survey completed</li> <li>-Quarterly supervision audit taking place to monitor and drive up quality</li> <li>- Further supervision training needs analysis to be undertaken end of year</li> </ul>
Update the Lone Working policy and associated H/S policies that impact upon Social Workers practice	Links to Strategic Business Service plan outcome 8-10	September 2013	H	JC/LM	-Update to be completed

**Standard 5:** Ensure that social workers have regular and appropriate social work supervision.

Description	Link to Service plan	Timescales	Priority	lead	Update
<p>Embed reflective supervision as part of the supervision framework. Guidance to be provided to staff and managers as part of implementing CPD framework</p>	<p>outcome 6 in Adults Services service plan 2012-13</p>	<p>June 2013</p>	<p>H</p>	<p>DS/KO</p>	<p>-Reflective supervision training completed  -Revision of supervision template to include reflective practice completed  - Link to CPD framework to be completed</p>
<p>Develop and implement group supervision and mentoring to as part of RBK commitment to maintaining high standards of practice.</p>	<p>outcome 6 in Adults Services service plan 2012-13</p>	<p>April 2014</p>	<p>M</p>	<p>DS</p>	<p>-Group supervision not progressed  -Mentoring to be explored as an option to staff to maintain high practice standards to be considered</p>

**Standard 6:** Provide opportunities for continuing professional development, as well as access to research and practice guidance.

Description	Link to service plan	Timescales	Priority	lead	Update
Develop and implement a CPD framework for Social Workers that enables Social Workers to develop the PCF and maintain the HCPC Standards of Proficiency.	outcome 6 in Adults Services service plan 2012-13	April 2013	H	KO/DS	-CPD framework launched. Review in October 2013. -Provide learning opportunities to embed PCF to be completed by April 2014
To provide learning opportunities across the service/borough to enable Social Workers to develop their competencies and knowledge	outcome 6 in Adults Services service plan 2012-13	April 2014	H	JJ/KO/ DS	-Pilot Action Learning sets taken place and evaluation being completed to identify value across the service of group learning and to complement supervision methods  -Managers and aspiring social work managers to take part in Skills for Care 360 programme September 2013  -Developing Practice Experts Scheme open to social workers to progress service objectives and own continuing professional development  -Social Work forum to be set up Autumn 2013



**Standard 7:** Ensure social workers can maintain their professional registration.

Designated social work posts should only be filled by suitably qualified and registered social workers. Existing guidelines for employers and social workers demonstrate their mutual responsibilities for maintaining professional registration, re registration, and regulation of the profession.

Description	Link to service plan	Timescales	Priority	lead	Update
Develop and implement a CPD framework for social workers in line with the PCF	outcome 6 in Adults Services service plan 2012-13	April 2013	H	KO/DS	-As above -ASYE programme developed and in place with internal and external QA. Second cohort currently undertaking programme. Review and evaluation of programme to be completed following second cohort completion.
To produce a statement of commitment and action plan in relation to the standards for employers of social workers and supervision framework.	outcome 6 in Adults Services service plan 2012-13	April 2013	H	SP	-Completed
To develop clear roles and responsibilities with regards to conduct issues in line with the HCPC framework	outcome 6 in Adults Services service plan 2012-13	December 2013	H	DS/KO /AF	-To be completed
To ensure that when engaging agency social workers that the employing agency is able to demonstrate compliance with the standards for employers of social workers	outcome 6 in Adults Services service plan 2012-13	December 2013	H	DS/KO /AF	-To be completed

**Standard 8:** Establish effective partnerships with higher education Institutions and other organisations to support the delivery of social work education and continuing professional development.

Description	Link to service plan	Timescales	Priority	lead	Update
Develop a formal partnership with local HEI's through a partnership agreement that supports our commitment to practice learning, developing CPD for Social workers and support with developing CPD programmes	outcome 6 in Adults Services service plan 2012-13	In place	H	KO/JJ	-Formal partnership in place as part of the South West London Social Work Alliance  -Further discussions of further learning and development opportunities to support embedding the PCF and CPD framework
Develop and implement a framework that embeds the Practice Educator Professional Standards	outcome 6 in Adults Services service plan 2012-13	In place	H	KO/JJ	-Practice Education being managed and potential new practice educators recruited  Practice Educator Framework to be revised