



### Dear Colleagues

Welcome to the third News Update from me in my role as Dundee's Chief Social Work Officer (CSWO).

I am delighted that Iona Colvin, the new Chief Social Work Adviser (CSWA) to the Scottish Government, has sent a message to the social work and social care workforce in Dundee (this is published below). I look forward to working with Iona in her new role.

Iona takes over from Alan Baird who retired from the post in April completing a four year secondment. Alan's career spanned 42 years in Social Work and included 19 years with Dundee City Council (12 years as Director of Social Work).

In his farewell blog (<https://talkingsocialservices.wordpress.com/>) marking his retirement Alan acknowledges his time with Dundee City Council and the opportunity the last four years has given him to, "further influence, advise and help develop the 203,000 strong sector in Scotland."



On behalf of our staff here in Dundee (past and present) I wish Alan all the best in retirement and success in any future endeavours he may get involved in.

In this issue of CSWO News Update I focus on current trends and issues affecting social work services and practice which I hope you find useful. I am very keen to get your feedback around social work issues and ideas as we go forward.

*Jane Martin, CSWO.*

### Iona Colvin, Chief Social Work Adviser to the Scottish Government



*"Hello, my name is Iona Colvin and I am the new Chief Social Work Adviser for the Scottish Government. Over the next twelve months or so I hope to get out and about Scotland and meet as many of the people who work in Social Care as possible.*

*"Many thanks to Jane Martin CSWO in Dundee for giving me an opportunity to talk directly to staff about my role and to say a bit about my impressions over the first six weeks of being in post and outline some of the challenges and opportunities we face within social care and social work.*

*"So a bit about myself – I have worked in Social Work and in Local Government for more than thirty years – mostly in Glasgow City, and for the last seven years in North Ayrshire. I had the privilege of being Director of Social Work and CSWO for North Ayrshire before being appointed as their Director of Health and Social Care and IJB Chief Officer in 2013.*

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*“I have a history of leading the integration of health and social care, having had two previous integration posts in Glasgow and believe firmly that working with other colleagues and partners gives us the opportunity to improve our practice and deliver better joined up services to the citizens of Scotland.*

*“The first six weeks as CSWA – It has been a busy few weeks getting to know people in the Government and meeting people from across social work and social care. In the last three weeks I have met with third sector colleagues in CCPS talking about workforce challenges; newly qualified social workers and social work students talking about care standards; and Team Managers and Senior Practitioners talking about the importance of supervision. These are just the events I have managed to get along to – there is certainly a lot going on across our sector.*

*“The challenges and opportunities to come are significant – in Health and Social Care we move forward with the implementation of integrated services and multi-disciplinary working.*

*“In Children’s services we will work together to deliver the recommendations of the Child Protection Review and await the outcome of the First Minister’s review of Care. And in Criminal Justice we have new arrangements around Community Justice and look forward to a new strategy for Justice in Scotland. What all of these initiatives have in common is the need to deal with inequalities and the impact of inequalities, particularly on vulnerable people, groups and communities.*

*“It’s an exciting time with much to think about and discuss about how we approach these challenges and make the best impact we can – that is after all why most of us work in social work, social care and health – because we want to make a difference to people’s lives.*

*“Finally, I look forward to meeting as many of you as I can and hearing your views and ideas for the future.”*

**Regards**  
**Iona Colvin**

## NEWS & UPDATES .....

### Scottish Child Abuse Inquiry

The Inquiry was set-up to raise awareness of the abuse of children in care and provide an opportunity to acknowledge the suffering caused. The Inquiry covers the period which is in living memory up to 17 December 2014 and is expected to report within 4 years.

The Inquiry has started to request documents and take statements from survivors. To date they have identified 50 establishments that they intend to investigate, 2 of which were located within Dundee (Roseangle Orphanage and Balgowan List D School) and they will soon take evidence from expert witnesses.

There are a number of implications for the Council, as providers and purchasers of care services which include ensuring timely provision of records; managing the potential impact of media coverage; supporting staff (including former staff) who may be called to give evidence; ensuring adequate support is available to adult survivors; and responding to the implications of any evidence relating to abuse in care settings that continue to operate.

The Child Protection Committee (CPC) will take a lead role in developing appropriate responses to the Inquiry and as Chief Social Work Officer I chair a multi-agency sub-group which oversees the emerging issues. Initial actions include:

- ensuring linkage with Social Work Scotland to establish a clearer picture of how the Inquiry is likely to progress;
- linking with Tayside wide partners to explore potential for consistent and / or shared responses;
- taking steps to prevent the destruction of relevant records / evidence;
- maintaining an overview of Subject Access Requests and any emerging historic practice issues; and,
- collating information regarding residential care provision within Dundee.

Full details of the Inquiry can be found at [www.gov.scot/historicalchildabuse](http://www.gov.scot/historicalchildabuse).



## Mosaic

Mosaic case management went live in November 2016, and around 500 people now use the system daily. In April 2017 we went live with Children's Finance and we are now working towards Adult's Finance go live in October 2017.

Although we did experience some initial problems around downtime, system faults and user error we feel that, overall, our implementation of Mosaic has been very successful. Many staff have embraced the change and are seeing the great benefits Mosaic can bring to

their work. We are continuing to work with our supplier to ensure Mosaic adapts to our changing needs.

Mosaic is now our core information management system and we have to encourage and support staff to use it to full effect and not revert to old methods of working.

I would like to take this opportunity to thank staff for their patience during the change, particularly those who were heavily involved in the implementation. It is good that most teams are now fully utilising Mosaic.

## Working in localities

### **The Dundee Health and Social Care Partnership has appointed four new locality managers:**

Alexis Chappell, Arlene Mitchell, Beth Hamilton and Jenny Hill. Wendy Reid is the Lead Nurse Professional.

The role of the locality manager and lead nurse is crucial to the development of how health and social care services will look in Dundee.

New models and pathways are continuously being developed that show how the Health and Social Care Partnership is helping shift from institutional models of care, to community based models.

The locality manager's role will be to continue to support and develop models that evidence this shift. Engagement with staff and communities, co-production, and strong leadership will create the culture and approaches required to make these shifts a reality.

All of these things sit within the role of the locality manager and lead nurse who are tasked to support the transformation of the way that improved health and social care services are delivered across Dundee (and more broadly across NHS Tayside).

## SSSC Codes of Practice

A reminder to everyone that there have been recent changes made to the SSSC codes of practice for Social Service Workers and Employers. There is a useful video link to SSSC which covers the main changes and I would encourage workers to update themselves and have discussions in their team meetings. – <http://ssscnews.uk.com/2017/03/29/new-video-sssc-codes>

## Social Work Complaints

On 1st April 2017 Dundee City Council's Statutory Social Work Complaint Procedure was replaced by the new Social Work Model Complaints Handling Procedure. This happened across all Scottish Local Authorities and Health and Social Care Partnerships. It also coincided with the introduction of the new NHS Model Complaint Handling Procedure.

Complaints that were received before the 1st April 2017 are being handled using the previous Statutory Social Work complaint procedure, until they are resolved.

The new model complaint handling process focusses on frontline resolution. For issues that are straightforward and easily resolved, and that require little or no investigation, an "on the spot" apology and explanation can be made. Complaints can be addressed by any member of staff or alternatively be referred to the appropriate point for frontline resolution.

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## Next Steps

The Scottish Public Services Ombudsman (SPSO) has confirmed that the Children and Families and Dundee Health & Social Care Partnership (DHSCP) complaint procedures submitted to them follow their model complaint handling process, with only a few cosmetic changes required.

Once we have received our sign off by the SPSO the finalised complaint procedures will be distributed to staff.

There will also be organised briefing sessions for Social Work or Social Care from June onwards. Information around these sessions will be available soon.

In the meantime if you have any questions about the new complaint procedures please contact  
Clare Lewis-Robertson, Customer Care Governance Officer  
[clare.lewis-robertson@dundee.gov.uk](mailto:clare.lewis-robertson@dundee.gov.uk)

## Registration of Support Workers in Care at Home and Housing Support Workers

The Scottish Council for Social Services (SSSC) Register will open for social service workers in care at home services and housing support services on 2 October 2017.

### Definition of a worker in a care at home service

A support worker in a care at home service means a person (not being a manager of, or supervisor in, a care at home service) employed in the direct provision of a support service which provides care and support in a person's home.

### Definition of a worker in a housing support service

A support worker in a housing support service means a person (not being a manager of, or supervisor in, a housing support service) employed in the direct provision of a housing support service.

It is now a requirement that any new member of staff, for example, one who has never worked in the sector before, and is not registered with another regulatory body, must achieve registration within six months of starting employment. This will apply to any new member of staff, in care at home services and housing support services, who starts employment after 2 October 2017.

SSSC are developing various tools to help get staff registered including a special edition e-newsletter, a new Registration app, with more to follow over the next few months.

If you have any queries please contact the Registration Team on **0345 60 30 891** or email [registration@sssc.uk.com](mailto:registration@sssc.uk.com)

## About the Chief Social Work Officer

It is a legal requirement that every local authority has an appropriately qualified and experienced Chief Social Work Officer whose role is mainly to provide:

- strategic and professional leadership in relation to the delivery of social work services and,
- professional advice to senior officers and elected members across their local authority.

CSWO's have a particular role in assisting local authorities and partners understand the complexities and cross cutting nature of social work around issues such as corporate parenting, child and adult protection and the management of high risk offenders.

The CSWO also has specific responsibilities for a number of decisions which relate to the curtailment of individual freedom and the protection of both individuals and members of the public. This includes decisions about secure accommodation for children, acting as guardian to adults with incapacity and decisions around the management of drug treatment and testing orders.

It is a core responsibility that CSWOs promote values and standards of practice, ensure adherence to the Codes of Practice issued by the Scottish Social Services Council and work with Human Resources to ensure workers practice is in line with the SSSC's Code of Practice. If you would like more information about this role go to:

**[www.sssc.uk.com/about-the-sssc/codes-of-practice/what-are-the-codes-of-practice/](http://www.sssc.uk.com/about-the-sssc/codes-of-practice/what-are-the-codes-of-practice/)**



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