

changing

lives



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ISBN: 0-7559-4824-6

Scottish Executive  
St Andrew's House  
Edinburgh  
EH1 3DG

Produced for the Scottish Executive by Astron B43115 1/06

Published by the Scottish Executive

Further copies are available from  
Blackwell's Bookshop  
53 South Bridge  
Edinburgh  
EH1 1YS

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# Changing Lives foreword



William Roe – Chair

I am delighted to present *Changing Lives*. This report is the culmination of 12 months of intensive work which has taken us across the length and breadth of Scotland. The range of opinion and evidence we've needed to consider has been vast. I would like to record my warmest thanks and appreciation to everyone who helped us in our work.

We have listened to the views of people who use and deliver social work services and to many other professionals and organisations. We have seen examples of excellent practice as well as much that gives us cause for concern.

We've considered research, evidence of best practice and views from leading opinion makers, people who use services and their carers and from the general public. We have debated the big issues that affect not only social work, but all public services. We have considered the implications of a changing population, of changing expectations and of an increasingly fragmented society.

Throughout our work, the evidence we have considered has been remarkably consistent in its messages. We can therefore draw our conclusions, and the recommendations flowing from them, with confidence.

Our choice of *Changing Lives* as a title reflects the very strong and consistent messages of the need for transformational change. Social work is life-changing work. But now, at the start of the 21st century, social work itself needs to change so that it can match our country's expectations for high quality, accessible, responsive and personalised services. In the four decades since the present pattern of social work services was created, our society has changed out of all recognition. Looking forward 20 years, we see a Scotland that will change yet further and faster. Social work services will need to match that pace of change, in what they do, how they are led, organised and delivered, and how they contribute to improving the well-being of people and communities.

***Our lives are changing:*** we are becoming increasingly well informed and demanding consumers, yet our changing lives and circumstances present increasingly complex problems in a fragmented and ageing society.

***The lives of people who use services and their carers need to change,*** giving them a stronger role in the way services are designed and delivered. We will expect services which are personalised to meet our needs and

In the summer of 2004 I was handed a challenging brief by Scottish Ministers, to chair the 21st Century Social Work Review. The review group was asked to take a fundamental look at all aspects of social work and make recommendations on how services should be developed to meet the future needs of Scotland's people.

aspirations, where solutions to our problems are co-produced with professional workers.

**Partnerships between social work services and other public, private and voluntary agencies need to change:** Social work services alone cannot solve society's problems. We need to harness all our resources and expertise to design services around the needs of people, delivering the right outcomes for the people who use them. That means finding new ways of working that position social work services alongside the work of their partners in the public, voluntary and private sectors. Together we will need to shift the balance towards a much greater focus on preventing problems and intervening early to resolve them.

**Our workforce is changing:** The workforce of the future will need to work smarter, developing new roles and new ways of working, if it is to meet changing demands. Workers will need to be supported and developed by their employers to take on new responsibilities, to be innovative and to strive for excellence. We will need clear and visionary leadership at all levels to make sure that everyone's knowledge and skills are used effectively.

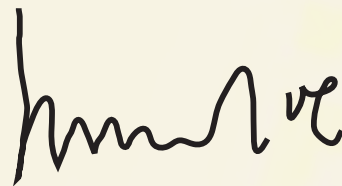
**Technology will change our lives:**

Technology is not a panacea for all our problems but it offers major opportunities to re-think how we organise and deliver services. 21st century social work services will need to be at the forefront of using technologies to support their life-changing work.

In *Changing Lives* we set out a new direction for social work services in Scotland based on the strong core values of inclusiveness and meeting the whole needs of individuals and families. We seek to equip social work services to rise to the challenge of supporting and protecting our most vulnerable people and communities in the early part of the 21st century.

Social work has a bright and exciting future. *Changing Lives* gives us a once in a generation opportunity to deliver the kind of social work services Scotland needs.

Putting our recommendations into practice will not be easy. It will require long term commitment and vision from the Scottish Executive, from the leaders of the profession, from all those who work in or with social work services and from the people who use services, either voluntarily or as a result of statutory orders. If fully implemented, they will change the way services are designed and delivered, enabling workers to make a fundamental difference to the lives of the individuals, families and communities they serve. They will deliver life changing services that are fit for the future. Services we can all be proud of.



William Roe – Chair  
21st Century Social Work Review

introduction for users and carers to

# changing lives

from the User and Carer Panel

## About this introduction

This introduction, for the report on the social work review, is written for users of social work services and family carers. It will explain where the review and report came from and why it is important to you. This is not a summary of the report. This introduction concentrates on some of the messages in the report that we think are important for you.

## Why was there a 21st Century Social Work Review?

The review of social work happened because people felt services weren't working well enough: Scotland has changed, and what people needed from services has changed as well. Also, there are fewer taxpayers and more people needing services, so there is not enough money to fund these services.

The purpose of the review was to find better ways of working for services and social workers, and to find ways of using resources better.

## Where does the report come from?

The report comes from the work done in the review on how social work services and social workers could give better services to people. Lots of people were asked about what they thought of social work services and social workers.

One of the key groups that worked with the review was a panel of people who use social work services and carers called the User and Carer Panel. This introduction has been written by the Panel.

## If you use services, or are a carer, this is what you can expect from services in future:

The report says that social work services have to be more responsible for the services they provide.

The person is at the heart of everything. This means that your service should start from where you are. It means services must see "service users" as people, and not just see their labels. Social workers need to think about what difference it makes to the person using services or carer.



























































































































































































