Working Draft Outcome Statements for NQSW (Adults)
January 2009

Outcome Statement 1   -   Referral

Collect, accurately record and critically analyse all relevant information at the point of referral or when you are responsible or share responsibility for safeguarding and well being of specific individuals[1], families, carers, groups and communities making appropriate actions that fulfil the responsibilities of the organisation[2] in which you are working

Outcome Statement 2   -   Assessment

Identify your role and responsibilities within assessment and self-assessment processes, access relevant information required to work with individuals, families, carers, groups and communities (directly, alongside others and through others[3]) to produce personalised[4] assessments with maximum participation[5], respond to any current or emerging safeguarding issues. act as an advocate and broker[6] if necessary, and comply with statutory, organisational and local multi-agency requirements.

Outcome Statement 3   -   Planning and intervention

Plan, deliver, manage and commission person centred interventions at different levels of complexity[7] (directly with, alongside others and through others) to encourage self-directed care, maximise participation and control of individuals over their lives, and ensure the focus is on the individual's wishes and preferences whilst taking into account those of their families and carers.

Outcome Statement 4   -   Review

Working within organisational and local multi-agency requirements, critically review and evaluate the achievements and outcomes of plans with individuals, families, carers, groups and communities (directly, alongside others and through others), ensuring the focus is on the individual's wishes and preferred outcomes, securing the full participation of all, identifying and agreeing changes and responsibilities for implementation, and acting as an advocate and broker, if necessary.

Outcome Statement 5   -   Safeguarding

Work with individuals (both adults and children), families and carers to identify those at risk of, or subject to, and in need of protection from, abuse, neglect, exploitation or significant harm, safeguarding and managing risks whilst balancing the needs of and risks to all involved

Outcome Statement 6   -   Relationships

Create and maintain effective relationships with individuals, families, carers, groups, communities and organisations, to identify and manage risks, build safe and supportive networks that meet the individual's self care, social and psychological needs, and comply with organisational and local multi-agency requirements.

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[1] Numbers following words indicate that the words that have been defined in the Glossary at the end of the Statements

Outcome Statement 7   -   Communication

Work with individuals, families, carers, groups and communities (directly, alongside others and through others) to identify their information and communication needs, support individuals to access information to manage their self care, use appropriate communication methods and techniques to interact with the individual and support them to express their views, choices and preferences, and overcome any communication difficulties.

Outcome Statement 8   -   Recording and sharing information

Access and use management information systems effectively to record, report, communicate and share accurate, up-to-date, evidenced based information; which identifies the views, choices and preference of individuals, families, carers, groups and communities; differentiates between fact, views of those involved and professional judgements; uses accessible formats and complies with statutory, organisational and local multi-agency requirements including confidentiality, data access and protection, and other issues

Outcome Statement 9   -   Service development

Involve and work with individuals, families and carers (directly, alongside and through others) in the development of services, practice, training, recruitment and commissioning, ensuring that their views and concerns are accurately and timely represented in discussion and decision making meetings. This may include acting as an advocate and broker on behalf of the individuals, families and carers in expressing their views.

Outcome Statement 10   -   Multi-Agency Working

Working across organisational boundaries, contribute to the work of multi-agency teams, applying your skills, knowledge and professional judgement within organisational and local multi-agency requirements, seeking appropriate direction from line managers/supervisors in situations of uncertainty and complexity, and helping to ensure seamless service responses to individuals with multiple needs.

Outcome Statement 11 - Community capacity-building

Work with individuals, families, carers, groups and communities (directly, alongside and through others) to promote social inclusion and participation in civil society, tackle exclusion and build community capacity to support people from diverse and disadvantaged communities to maximise independence and self care, promote safety, manage risks, improve life experiences and opportunities in the context of organisational and local multi-agency requirements.

Outcome Statement 12 - Professional Development and Accountability

Use self reflection, supervision and development activities to improve your social work skills and knowledge. Be accountable for your behaviour and the quality of your work ensuring that you comply with the GSCC Codes of Practice and CPD requirements for maintaining registration, and your employer's expectations for conduct, performance and behaviour.

Glossary of terms

Acting as an advocate and broker is when you as a social worker work on behalf of individuals, families, carers, groups and communities to represent their views, choices and preferences

Directly, alongside others and through others requires that you:

- work directly with individuals, families and carers, balancing their needs and managing risks
- share responsibilities with more experienced workers or workers with different skills and expertise
- have identified specific tasks and responsibilities that will be carried out by others workers in your own or another organisation but where you remain accountable for the quality of their work
- agree with carers their contribution when supporting individuals

Individual has been used throughout this document to refer to the adult requiring services, supported, where appropriate, by their designated advocate or independent representative

Levels of complexity can be seen as being divided into three levels:

- **High complexity** where the interaction of a number of key factors create instability and unpredictability that cannot be sustainably supported by family and social networks. Highly complex cases will always have a high risk factor and the need to safeguard the person, family, carer or others

- **Medium complexity** with an area(s) of stability but where high risk factors remain that require the continued supervision of a professional who must remain accountable for the management of the risk and the safeguarding of person, family, carer or others. Where workers have a high level of expertise in a specific area and can better support people because of their, and/or their organisation's knowledge of particular conditions, needs and circumstances, highly complex cases, in stable periods, may be passed on to specialist organisations to implement, monitor and review on a day-to-day basis. When changes occur that make the case unstable or where signs of imminent or longer term risk have been detected the professionally qualified person or the appropriate person within the mixed skills team with overall responsibility would be informed to enable them to revisit the initial assessment

- **Low complexity** where cases have stability as long the care plan is being implemented with regular reviews to identify whether it needs to be changed in any way. The aim being to return people to universal services, try to maintain people's present levels or to support gradually deteriorating levels of dependence.

  Scoping Report: The development of new support roles in social services: roles, functions and deployment
  (LMG Associates Ltd., March 2008)

Participation is where the voice of the individual, their views, choices and preferences are heard or accurately communicated using external advocates, independent representation and alternative forms of communication in all aspects of their care and support including in assessments, plans, meetings, decision making forums and reviews

Personalised (assessments, planning and interventions) requires social workers to enable every person across the spectrum of need, to have choice and control over the shape of his or her support in the most appropriate setting, ensuring that the support fits into his or her life. For some, exercising choice and control will require a significant level of assistance either through professionals or through independent

advocates (adapted from LAC (DH) (2008) 1 Transforming Social Care, 17 January 2008).

The organisation is the establishment in which you are working as a full time or part time employee, a seconded employee or are contracted as an agency or self employed worker