

Head of Adult Services—Jim Robb

Service Manager Mental Health—Allen Stevenson

Area Manager Mental Health OLI & MAKI - Louise MacKenzie; B&C & H&L—Chris Goan; Argyll & Bute Hospital— Karen Gray

Principal Officer Substance Misuse—Cath Cakebread

Service Manager Learning Disability—Adrian Patterson.

Area Manager OLI & MAKI— Ian Weddle

B&C & H&L—Laura Porter.

Service Manager Community Care (Resources) - Anne Austin.

Area Manager (Resources) MAKI—Alison Hunter; OLI—Elizabeth Little; B&C—Cath McLoone; H&L— Dougie Hunter

Physical Disability Manager — Shirley McHugh

Service Manager Community Care (Operations) -Joanna Hynd.

Area Manager (Operations) MAKI—Vacant; OLI—Janet Buchanan; B&C—Kenny Wallace; H&L— David Moffat



Douglas Dunlop

Head of Service—Children & Families

Kilmory

Lochgilphed

PA31 8RT

Tel: 01546 604256

dougie.dunlop@argyll-bute.gov.uk



Argyll & Bute Council

**Chief Social Work Officer
Newsletter**

Issue 6—July 2008

Vision Moments—what they are and why they matter

It seems these days that no self respecting organisation can get by without having an 'organisational vision'. The Council has one—'to be the leading rural area'; and the Social Work Service has one—it is in the front of all service plans and should be pinned to your office wall. It starts off—'We are committed to working with our communities to develop and improve quality of life and opportunity.....'. Jim and I are both aware that these kinds of statements can seem a bit distant from day to day duties of staff. However we also believe that they can serve a useful purpose and at their best they provide an underpinning ethical and value based foundation to all of our activities. In fact the So-

cial Work vision statement goes on to lay out what we see as some of our core values as a service.

The question seems to be how to ensure that the vision statement has a genuine connection to day to day staff activity. The answer perhaps surprisingly lies in 'vision moments'.

Jim and I both know about the range of good work undertaken by staff every day and I am often delighted to hear about some of the really significant achievements attained by staff whether it is about success in individual cases or in systemic issues such as delayed discharge or SCRA report figures. As an organisation we should learn to celebrate these moments and not as so often

happens simply shrug diffidently and move on to the next task.

These achievements are not only important in themselves but they are also important because they represent 'vision moments'. They are examples of day to day practice changing people's lives in a way that mirrors the vision for the service. I was recently outlining these thoughts to a group of first line managers and was delighted to receive a few days later an e-mail from a Team Leader headed 'vision moment'. In this e-mail the Team Leader outlined how his team had undertaken a prolonged and complex support task for a needy girl and that this work had successfully maintained the girl in the community in the face of some formidable difficulties. The Team Leader made the connection between the work carried out by his team and the service's vision, but also had the know how to realise that this should be celebrated. I subsequently received a number of other e-mails in a similar vein, including a very

pleasing one about the success of two of our residents in one of our children's homes.

Our success should, in fact must, be celebrated. We frequently make a real and enduring difference to people's lives, and every success in supporting our most vulnerable members of society represents the attainment of a 'vision moment'. These can range from helping an elderly resident with dementia settle into one of our residential homes, through helping an adult with learning difficulties master independent living skills, to protecting and safeguarding children at risk.

I know that there are examples of 'vision moments' taking place across the authority in all areas of our practice, and we must be more ready to acknowledge and recognise them. Please speak to your Team Leader, Senior Care Worker or Area Manager and pick what you think is an example of a vision moment in your area of practice and send it through to me. This can be good work on an individual case that has led to a successful outcome or it can be

the consistent achievement of a particular target—recruitment of foster carers or completion of single shared assessments are two examples of these that spring to mind.

I will group these together and highlight them in my next newsletter to make sure that, as a service, we celebrate our 'vision moments'.

SWIA Update

As you will know much good work is continuing in respect of key tasks within the inspection improvement plan and we had a chance recently to highlight some of these to SWIA during their visit in June. This visit was a six month follow up from the adoption of the improvement plan and we expect to get more detailed feedback about the visit at some point during August.

Up to date staff list

Head of Children & Families—Dougie Dunlop.

Service Manager Children & Families (Operations) - Alex Taylor.

Area Children's Managers: OLI—Janice Frank; MAKI—Donna Carvill; B&C—John Duncan; H&L—Joy Daniels.

Service Manager Children & Families (Standards) - Mark Lines.

Child Protection Lead Officer—Liz Strang;

Children Affected By Disability Principal Officer—Liling Payne.

Integrated Children's Services Lead Officer—Gordon Higgins

Early Years Principal Officer—Alison MacKenzie

Service Manager Resources—Rodger Wilson

Children's Placement Manager—Billy Moore

Criminal Justice Partnership Manager—Jon Belton