

Quality Improvement How do we keep this going?

Paula Quinn Scottish Social Services Council





Registration

Fitness to practice

Workforce development



The social services workforce in Scotland

- 206,000 workers
- More than 160,000 are registered with the SSSC
- More than 2,500 employers
- 12,500 services
- Statutory, voluntary, private sectors
- Supporting adults, children and families in a range of services
- 78% of employers have less than 50 staff
- Work collaboratively with other sectors



SSSC

Quality Improvement – your next steps



- Reflect on your learning from the Near Me work
- Involve others
- Share experiences and network
- Good ideas can come from anywhere
- Recognise & develop skills
- Evidence the improvements you make
- Embrace that it's ok when things don't work (in fact it's great learning)

Logic model

Enablers of good leadership

Strengthening leadership in

social services

#lead4all

Strategic vision and expectations are clear and communicated well; people feel supported, valued and respected; atmosphere of openness, trust and good relationships; work and achievements are acknowledged; levels of pay are sufficient to recruit and retain good staff; people have a voice and are treated fairly; responsibility is shared; people are self-aware and there is a culture of reflection, learning and development.

#lead4all

What difference What are the What do good How do good How do people What do good What do good does it make? outcomes? leaders need? leaders bring? leaders do? leaders engage? respond? Honesty, openness Foster shared Appreciate the People feel valued Roles and A workforce Support purpose and importance of responsibilities that is trusted. and authenticity set direction relationships are clear skilled, confident Challenge People feel and continually Self-awareness motivated, Make decisions Are approachable empowered and People are well improving Time to reflect informed and develop Resilience and responsive have trust in those Manage change around them Services that are and risk Model good practice People know responsive and Clear communication Courage and that provide people vulnerability People feel safe what support Influence Support, coach and confident to they will receive with good support **Enabling** culture Adaptability and mentor raise issues or Motivate, develop give feedback Partners have There is an open and **Recognition and** and empower Are active and mutual respect, transparent culture understanding Knowledge, skills where feedback and and experience purposeful Partners engage share common Communicate well across boundaries purpose and dialogue are valued value each other's Readiness to Value diversity and work **Build trust** together towards contribution keep learning shared goals Build and sustain Curiosity and relationships creativity Understand and learn

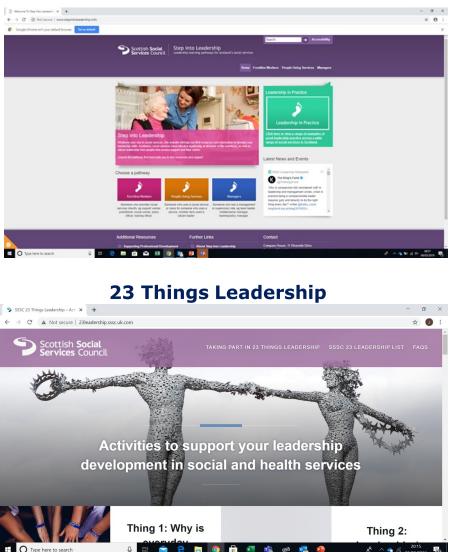
Risks or barriers to good leadership

Lack of time for reflection and development; lack of parity and fair terms and conditions; excessive workloads; change fatigue; poor communication; negative or 'blame' cultures; micro management; poor systems and processes; social care devalued in society; lack of vision and direction.



Leadership Resources

Step into Leadership



Leadership Capability Feedback Tool

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Frontline Worker Leadership Capability Feedback Tool

The Frontline Worker Leadership Capability Feedback tool is designed to help frontline workers in social services and other public services, such as health, reflect on their leadership capability and identify strengths and areas for development.

This 360 degree assessment is a process in which you rate your own leadership performance, and ask people who know you well in a work capacity to rate your performance too. Feedback from a number of people builds a richer and more complete picture than can be given from any single individual.

To start using this tool, click on the self-assessment button to rate your own leadership performance. Once you have completed this, click on the feedback button to invite others who know you in a work capacity to provide feedback to you.

Guidance on how to use the tool is provided throughout.

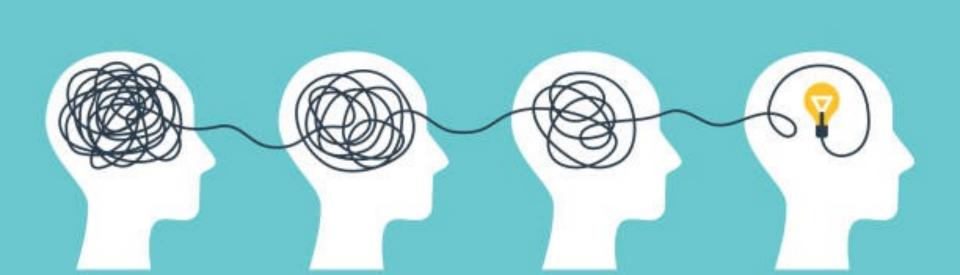
The data submitted in this tool is for your personal use. For more information read our Privacy Statement.

Self-assessment		Feedba	ick			Rep	orts
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Formal and Informal Learning

- NHS Education for Scotland SIFS, SCLIP, SCiL
- The ihub (Healthcare Improvement Scotland)
- Local Training

- Sharing experiences
- Find others locally & join or set up a Network
- National Forums
- Twitter





THANK YOU

To link with the SSSC on QI Networking and Learning please email: <u>paula.quinn@sssc.uk.com</u>

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