

# SOCIAL WORK QUALITY ASSURANCE PRACTICE STANDARDS BENCHMARKING TOOLKIT



***"Making it Real is not just another thing for organisations to do. It is a vision, inspiration and a guide that, if used in the way intended, will help people to lead their lives to the fullest".*** Sally Percival, National Co-production Advisory Group



### TLAP “I statements”



**The benchmarking tool is balanced between the BASW Ethical Framework for Social Work and the TLAP “Making It Real” statements.**



The rationale for designing this tool is to ensure we can benchmark whether our social work practitioners are delivering ‘**Fit for Purpose**’ and ‘**Right First Time**’ high quality social work services.

The purpose of the tool is to support Organisations with defining what “good social work” looks like, how it can be measured, and how it can be improved. The tool has been designed to be used in conjunction with and to support organisations using local Social Work Quality Assurance and Practice Improvement frameworks.

**Quality:** can be defined as how good or bad something is and can be measured by auditing our performance, standards, and delivery of services.

**Assurance:** is the confidence or certainty we have in our abilities to deliver the best possible Social Work Service to our citizens, by ensuring we provide the highest quality support and training to our practitioners

## Social Work Quality Standards Benchmarking Tool

### 1. Respect - Every person, their human rights, choices, safety, and dignity matter

We will: Our Values	That means: Evidence of Good Practice	So that citizens can: Outcomes
<ul style="list-style-type: none"> <li>• Provide people with the opportunity to express their views on matters that affect their care and support</li> <li>• Respect people's personal choices as much as possible, while considering and communicating the implications of those choices</li> <li>• Keep people as informed as possible of what is happening or what is expected to happen in any given circumstance</li> <li>• Where a person may lack capacity, make sure that a person's best interests and support needs are considered by those who are responsible</li> <li>• Strive to support people to get what they are entitled to, subject to available resources, ensuring that</li> </ul>	<ul style="list-style-type: none"> <li>• We have conversations with people to discover what they want from life and the care, support and housing that will enable this, without restricting solutions to formal services</li> <li>• We work with people to make sure that their personal plans promote wellbeing and enable them to be as independent as possible</li> <li>• We work with people to manage risks by thinking creatively about options for safe solutions that enable people to do things that matter to them</li> <li>• We know it can be helpful for people to share experiences, so we encourage specialised support, peer support, self-help, and self-advocacy groups</li> <li>• We welcome ideas about using personal budgets flexibly and creatively</li> <li>• We look for ways to involve people in their communities where they feel included and valued for their contribution</li> </ul>	<ul style="list-style-type: none"> <li>• I can live the life I want and do the things that are important to me as independently as possible</li> <li>• I am treated with respect and dignity</li> <li>• I feel safe and am supported to understand and manage any risks</li> <li>• I am supported to manage my care and health in a way that makes sense to me</li> <li>• I have people in my life who care about me – family, friends, and people in my community</li> <li>• I am valued for the contribution that I make to my community</li> <li>• I have a place I can call home, not just a 'bed' or somewhere that provides me with care</li> </ul>

<p>there is a fairness in any decisions made on prioritisation</p> <ul style="list-style-type: none"> <li>• Work in partnership with our colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• We make sure people feel safe and comfortable in their own home, which is accessible, with appropriate aids, adaptations, technology, and medical equipment</li> <li>• We know that the place where people live, the people they live with, and the support they get, are important to their wellbeing and often interlinked</li> </ul>	<ul style="list-style-type: none"> <li>• I live in a home which is accessible and designed so that I can be as independent as possible</li> </ul>
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## 2. Fair - Our decisions are rational, fair, and practical, follow appropriate processes, available evidence and have a clear justification

<b>We will: Our Values</b>	<b>That means: Evidence of Good Practice</b>	<b>So that citizens can: Outcomes</b>
<ul style="list-style-type: none"> <li>• Make sure the decision made is practical with a realistic chance of working</li> <li>• Base decisions on the evidence and information that is available at the time, being conscious of known risks and benefits that might be experienced</li> <li>• Consider alternative options and ways of thinking, being conscious of diverse views from cultures and communities</li> <li>• Use a clear, fair decision-making process which is appropriate for the time and context a decision must be made in, and allows for contributions to be considered seriously</li> <li>• Be transparent in our decision making and learn when we can do things better</li> </ul>	<ul style="list-style-type: none"> <li>• We provide accurate and up-to-date information and advice in formats that we tailor to individual needs, face to face if necessary</li> <li>• We talk to people to find out how much information they want and follow up to find out if they want more detail</li> <li>• We provide information and advice about social care and housing which is tailored to a person's situation without limiting their options and choices</li> <li>• We provide information and advice that reflects relevant law and guidance</li> <li>• We provide information to make sure people know how to navigate the local health, care and housing system, including how to get more information or advice if needed</li> <li>• We make sure people know their legal rights and responsibilities</li> <li>• We work with people to plan and share their support and make sure that they have the information, advice, and support to think through what will work best for them</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure my Voice is heard and I am listened to</li> <li>• I am supported to plan ahead for important changes in life that I can anticipate</li> <li>• If I move from my home to another place, the people who are important to me are respected, listened to, supported, and involved in decisions</li> <li>• I can plan ahead and stay in control in emergencies. I know who to contact and how to contact them and people follow my advance wishes and decisions as much as possible</li> <li>• I know what to do and who I can contact when I realise that things might be at risk of going wrong or my health condition may be worsening</li> </ul>

	<ul style="list-style-type: none"> <li>We always include a contact name, telephone number and email address when giving advice or information electronically</li> </ul>	
<b>3. Inclusive - People are given fair opportunity to understand situations, be included in decisions that affect them, challenge, and offer their views, and our actions and decisions should minimise inequalities</b>		
<b>We will: Our Values</b>	<b>That means: Evidence of Good Practice</b>	<b>So that citizens can: Outcomes</b>
<ul style="list-style-type: none"> <li>Involve people in plans that affect them, their care and treatment, and their communities</li> <li>Involve families and carers in plans that affect them</li> <li>Make sure that no person or group is excluded from becoming involved</li> <li>Consider any disproportionate impacts of a decision on particular people or groups</li> <li>Provide appropriate communications and use a range of communication methods and formats needed to reach different people and communities</li> <li>Demonstrate fairness, be transparent and have a clear justification when it is decided to treat a person or group in a different manner than others</li> </ul>	<ul style="list-style-type: none"> <li>We support people to plan for important life changes, so they can have enough time to make informed decisions about their future</li> <li>We talk to people during and after significant changes to find out if their requirements for care, support and housing have changed and to review their aspirations</li> <li>We make sure that any people or animals that depend on the person are looked after and supported properly</li> <li>We make sure that people, and those closest to them, know what to do and who to contact if their health condition, support arrangements or housing conditions are deteriorating, and a crisis could develop</li> <li>We respond quickly to anyone raising concerns</li> <li>We want people to be as involved as possible in creating their personalised care and support plans.</li> <li>We tell people about their rights to advocacy and representation and make sure these services are available</li> </ul>	<ul style="list-style-type: none"> <li>I can get information and advice that that is accurate, up to date and provided in a way that I can understand and helps me think about and plan my life and how I can be as well as possible, physically, mentally, and emotionally</li> <li>I am supported to plan ahead for important changes in life that I can anticipate</li> <li>When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place before change happens</li> </ul>
<b>4. Accountable - Holding people, and ourselves, to account for how and which decisions are made, when we make decisions, the support is proportionate to the needs of people and the benefits and risks are identified through decision making processes</b>		

<b>We will: Our Values</b>	<b>That means: Evidence of Good Practice</b>	<b>So that citizens can: Outcomes</b>
<ul style="list-style-type: none"> <li>• Act on and deliver the outcomes required by our responsibilities and duties to individuals, their families and carers, and staff</li> <li>• Adhere to official guidance, statutory duties, and professional regulations</li> <li>• Be transparent about how and which decisions need to be made and why</li> <li>• Be prepared to justify which decisions are made and why, ensuring that appropriate records are kept</li> <li>• Support others to take responsibility for their decisions and actions</li> <li>• Assist people with care and support needs as far as possible</li> <li>• Act on statutory and specific responsibilities</li> <li>• Provide support for those who have extra or new responsibilities to care for others</li> <li>• Provide support for those who are asked to take increased risks or face increased burdens, while attempting to minimise these as far as possible</li> </ul>	<ul style="list-style-type: none"> <li>• We support people to plan for important life changes, so they can have enough time to make informed decisions about their future</li> <li>• We make sure that staff understand people's care, treatment and support requirements and work in a person-centred way</li> <li>• We talk to people during and after significant changes to find out if their requirements for care, support and housing have changed and to review their aspirations</li> <li>• We talk through changes with people, seeing people holistically in the context of their life</li> <li>• We work with people to create a plan for emergencies and make sure that everyone involved in supporting the person knows what to do and who to contact in a health or social care emergency</li> <li>• We make sure we share information about what we do and how people can access our service with other relevant organisations so we can all work more effectively</li> <li>• We tell people about their rights to see their health and social care records and to ask for any mistakes to be put right</li> <li>• We get permission before sharing personal information</li> <li>• We make sure that our organisational policies and procedures reflect the duties and spirit of the law and do not inadvertently restrict people's choice and control</li> <li>• We will ensure there is a clear audit trail of evidence to support decision making and professional accountability</li> </ul>	<ul style="list-style-type: none"> <li>• I know what my rights are and can get information and advice on all the options for my health, care, and housing</li> <li>• I know how to access my health and care records and decide which personal information can be shared with other people, including my family, care staff, school, or college</li> <li>• I know about the activities, social groups, leisure, and learning opportunities in my community, as well as health and care services</li> <li>• I have a co-produced personal plan that sets out how I can be as active and involved in my community as possible</li> <li>• I am supported by people who see me as a unique person with strengths, abilities, and aspirations</li> <li>• I am supported by people who listen carefully, so they know what matters to me and how to support me to live the life I want</li> <li>• I am supported to make decisions by people who see things from my point of view, with concern for what matters to me, my wellbeing and health</li> <li>• I have considerate support delivered by competent people.</li> </ul>

<b>5. Community - Support one another and strengthen our communities to the best of our ability</b>		
<b>We will: Our Values</b>	<b>That means: Evidence of Good Practice</b>	<b>So that citizens can: Outcomes</b>
<ul style="list-style-type: none"> <li>• Work with and support one another</li> <li>• Support our networks and communities to strengthen their response and meet needs that arise, for example by helping and caring for neighbours, friends, and family</li> <li>• <i>Work</i> with the communities to support the development of resources to support your community network</li> </ul>	<ul style="list-style-type: none"> <li>• We make sure that people can keep in touch and meet up with their family, friends and people in the community who are important to them</li> <li>• We make sure that people have opportunities to make new friends and build relationships with other people who share their interests, culture, and identity</li> <li>• We work in partnership with others to make our local area welcoming, supportive, and inclusive for everyone</li> <li>• We work in partnership with others to create opportunities for people to work, both paid and voluntary, and to learn</li> <li>• We make sure that personalised care and support plans are co-designed and set out how people can be as active and involved in their community as possible, doing things that are important to them</li> <li>• We know how to have conversations with people that explore what matters most to them – how they can achieve their goals, where and how they live, and how they can manage their health, keep safe and be part of the local community</li> <li>• We talk with people to find out what matters most to them, their strengths and what they want to achieve and build these into their personalised care and support plans</li> <li>• We keep up to date with local activities, events, groups, and learning opportunities and share this knowledge so that people have the chance to be part of the local community</li> </ul>	<ul style="list-style-type: none"> <li>• I have people who support me, such as family, friends, and people in my community</li> <li>• I can meet people who share my interests and can join and participate in a range of groups</li> <li>• I feel welcome and safe in my local community and can join in community life and activities that are important to me</li> <li>• I have opportunities to learn, volunteer and work and can-do things that match my interests, skills, and abilities</li> <li>• I can keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity, and culture</li> </ul>

	<ul style="list-style-type: none"> <li>• We work in partnership with others to make sure that all our services work seamlessly together from the perspective of the person accessing services</li> <li>• We make sure that people can rely on and build relationships with the people who work with them and get consistent support at times that make sense for them</li> <li>• We review people's personalised care and support plans with them regularly, focusing on whether they are doing the things they identified as important to them</li> </ul>	
<b>6. Workforce - Provide support to our staff that is proportionate to their needs and abilities</b>		
<b>We will: Our Values</b>	<b>That means: Evidence of Good Practice</b>	<b>So that citizens can: Outcomes</b>
<ul style="list-style-type: none"> <li>• Provide appropriate support and communications to staff who may experience unexpected or new pressures</li> <li>• Be conscious of own behaviour and decisions, and how this may impact on others</li> <li>• Share learning from own experiences that may help others</li> <li>• Ensure there is continuous learning and development to staff who are working with you</li> <li>• In order to support independence and wellbeing</li> <li>• We will measure the difference we make in people's lives</li> </ul>	<ul style="list-style-type: none"> <li>• We work in partnership with others to make sure that all our services work seamlessly together from the perspective of the person accessing services</li> <li>• We work with people as equal partners and combine our respective knowledge and experience to support joint decision-making</li> <li>• We make sure that people can rely on and build relationships with the people who work with them and get consistent support at times that make sense for them</li> <li>• We review people's personalised care and support plans with them regularly, focusing on whether they are doing the things they identified as important to them</li> <li>• We work flexibly to meet people's fluctuating requirements for care and support, enabling the flexible use of personal budgets over time and with minimal restrictions</li> <li>• We have a clear picture of all the community groups and resources in our area and use this when supporting people and planning services</li> </ul>	<ul style="list-style-type: none"> <li>• I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths, and personal goals</li> <li>• I am in control of planning my care and support. If I need help with this, people who know and care about me are involved</li> <li>• I know how much money is available to meet my care and support needs. I can decide how it's used – whether it's my own money, a health or social care personal budget, or a budget managed on my behalf</li> <li>• I have care and support that is coordinated, and everyone works well together and with me</li> <li>• I can choose who supports me, and how, when and where my care and support is provided</li> </ul>

	<ul style="list-style-type: none"> <li>• We invest in community groups, supporting them with resources – not necessarily through funding – but with things like a place to meet or by sharing learning, knowledge, or skills</li> <li>• We don't make assumptions about what people can or cannot do and don't limit or restrict people's options</li> <li>• We have a 'can do' approach which focuses on what matters to people and we think and act creatively to make things happen for them</li> </ul>	<ul style="list-style-type: none"> <li>• I can get skilled advice and support to understand how my care and support budgets work and enable me to make the best use of the money available</li> <li>• I can get skilled advice and support to recruit and manage my personal assistants, whether I employ them, or an organisation does</li> </ul>
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Contribution to the development and design:

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## Appendix:



NWADASS Social  
Work Quality Audit

Audit tool template