**Bridgend Social Services and Well-being Directorate Staff Charter**

**Social Work and Occupational Therapy Teams**

**Our Aims**

We aim for all staff in the Social Services and Wellbeing Directorate to understand our purpose, vision and principles.

This charter is specifically for our workforce in social work and occupational therapy teams in Bridgend County Borough Council. There will be similar charters for the rest of our social services and well-being workforce.

We wish to promote an environment in which practice can thrive and in which our workforce feel safe in their practice, well supported and achieve consistently high standards.

We are committed to ensuring our culture, policies, procedures, and actions support our way of working.

We recognise that we are working toward achieving all the standards in this charter consistently and will hold ourselves to account as we aim to continuously improve the experience of all our workforce.

**Our purpose**

We exist to exercise our legal and moral duties to help those who need care and support in Bridgend to have the best possible life

**Our Vision**

*We aim for services and information which are less complex and better co-ordinated for the individual; close professional integration joint working, and information sharing between services and providers to avoid transitions between services which create uncertainty for the individual.*

*(from A Healthier Wales)*

*So we are* focussed on being:

* **Strength based**, understanding what is working well, strengths and capabilities;
* **Seamless** from the perspective of the people we work with and for – the joins between services and professionals should happen in a way which doesn’t feel disjointed to ‘the Joneses’;
* **Joined up**, working closely with other primary and community health, social care, education, early help, prevention and wellbeing services;
* **Relationship based**, taking the time to build trust and confidence with people we work with and for;
* **Preventative**, supporting people to manage their own health and wellbeing and mitigate escalation of their needs;
* **Enabling**, so people can live as independently as possible, live well and be connected to others and their community;
* Optimal in our **use of technologies** to support independent living;
* **Holistic** in our assessments and the ways we meet need even when there are several professionals and partners involved;
* **Wrapped around the needs and preferences of the person**, based on ‘what matters’ so that it makes no difference who is providing individual services.

In addition, in children’s social care we are:

*Working together to enable better outcomes for children, young people and their families via strong relationships, effective practice and timely and responsive services, which support children and families to live together (wherever possible) work on difficulties and safeguard children from harm’*

Our Principles and Values

We:

* Hear, listen and act upon the voice of person in everything that we do;
* Respect for the inherent worth and dignity of all people;
* Promote social justice;
* Act with integrity;
* Ensure we understand and act upon ‘what matters’;
* Ensure people are safeguarded from harm;
* Treat all people with respect, compassion, empathy, care and kindness;
* Have open, transparent, respectful relationships with people.

We translate our values into the way we work by committing to:

* No wrong door into our services;
* Timely assessment and support;
* Reducing handoffs between teams and services so we minimise the number of times people tell their story;
* Preventing escalation of need by providing evidence based interventions;
* Strength based culture and models of practice: signs of safety in children’s social care and outcome focussed, strength based in adult social care.

We are on a journey to be the best we can be

We will support each other as we make changes for the better;

We will use data and evidence to understand how well we are doing and commit to continuously improve our practice;

We take shared responsibility for decision making, working collaboratively with partner agencies to creatively design interventions tailored to the unique needs of the people;

We will monitor and evaluate how well we are doing against the standards in this Charter.

We are committed to individual and collective learning and development

We will access the training we need and ensure we have time to reflect and develop our practice;

We evaluate training - what works well and what we could have done differently;

We will continuously develop a culture in our organisation which focusses upon positive relationships that inspire trust and confidence.

As a Council, BCBC is committed to

Compassionate leadership in which we recognise that everyone comes to work in social care to make a positive difference to people’s lives to do a good job;

Addressing systemic issues which can ‘get in the way’ of consistently achieving excellence;

Supporting and growing our permanent workforce to develop their careers through employment with BCBC;

Supporting our frontline staff through a management team who provide visible leadership and who listen and act on intelligence to improve the experience of working in Bridgend;

Giving our workforce the time to do their job well, ensuring there is protected time for reflection;

Manageable caseloads which support high quality standards of practice;

High quality regular supervision;

Flexible working and supporting a work life balance;

Creating a culture where wellbeing and self care is important, including making accessible a range of wellbeing support;

Implementing a zero tolerance policy to abuse of our workforce;

A rich skill mix in teams to ensure we are able to work at the level we are employed;

A rich training and development offer to ensure we can develop and apply our knowledge skills and experience;

Access to research and evidence to inform our practice;

Career development pathways which enable us to progress and develop our careers in Bridgend;

Access to evidence based services and interventions which support the best outcomes for the people we work with;

Coaching and mentoring when we need it to support our development;

Hybrid working between home and office in line with the needs of our service;

Communities of practice and action learning sets to support peer reflection;

Celebrating our achievements and what we do well.

By working in this way we aim to:

Retain our current workforce who feel safe in their practice, well supported and wanting to develop their careers in Bridgend;

Recruit to vacancies in our teams as by enhancing Bridgend’s reputation as an excellent place to work where social worker and occupational therapists are valued and feel safe in our practice;

Support workforce satisfaction and workforce wellbeing, skills and confidence;

Ensure all our workforce feel supported by our managers, colleagues and the Council;

Demonstrate positive outcomes for the people we work with and for.