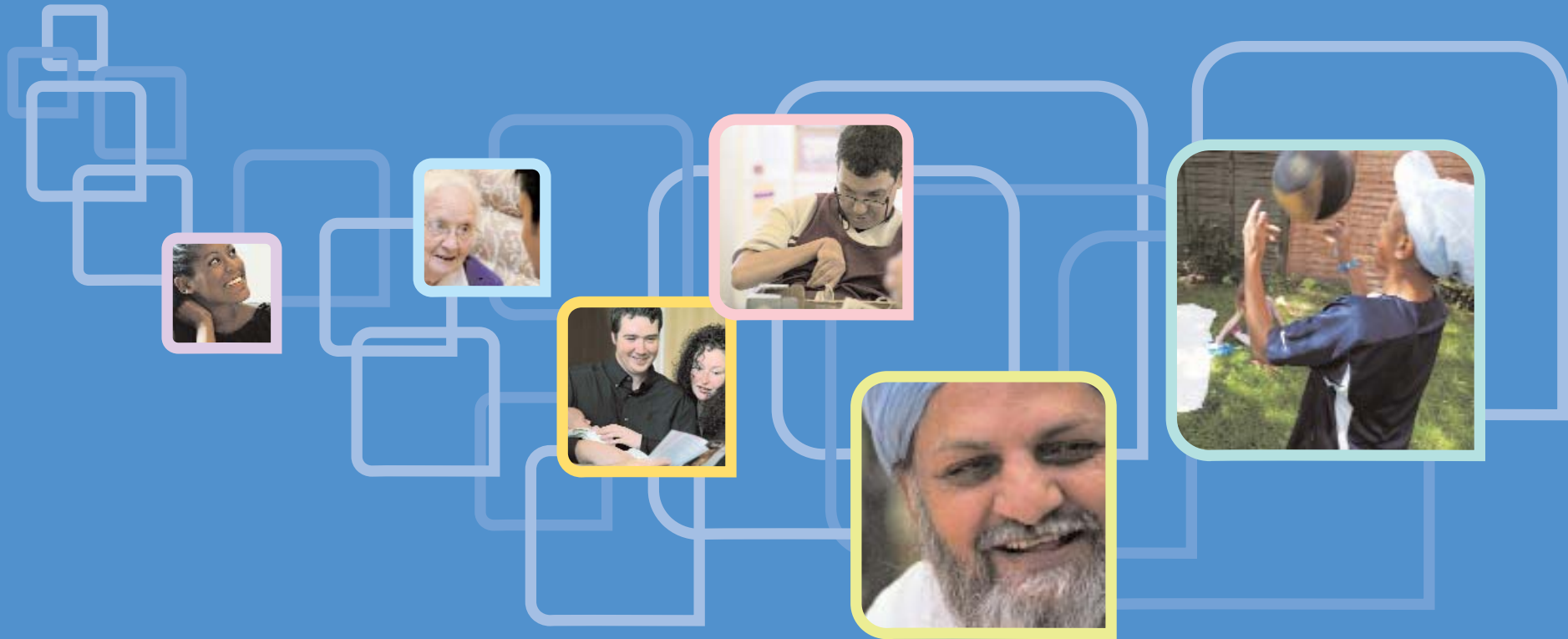


# Better knowledge for better care



# About SCIE

SCIE's aim is to improve social care services. We do this by developing, promoting and sharing knowledge about good practice, supporting those working in social care and empowering service users and carers.

We work with people and organisations throughout the social care sector to identify good practice – that is, practice that helps to create good outcomes for service users and carers.

Using information that we gather from many sources – including research and literature, practice examples, and the views of social care practitioners, managers, service users and carers – we produce free resources which draw out key messages for good practice.

SCIE's work covers the breadth of social care, including:

- adults' services
- children's and families' services
- stakeholder participation
- people management
- knowledge management
- using knowledge in social care
- social work education
- e-learning.

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# Overview

The Social Care Institute for Excellence (SCIE) has established itself as an authoritative source of knowledge on good practice in social care. In 2005/06, twice as many people ordered our products or visited our website as the previous year. More importantly, more people are seeing the benefits of putting that knowledge into practice.

We have forged strong relationships and key partnerships with the Commission for Social Care Inspection (CSCI) and the Care Services Improvement Partnership (CSIP) in England, with the Welsh Assembly Government and with the Department of Health, Social Services and Public Safety in Northern Ireland. Our work with these partners has focused on developing outcomes-based inspection standards, a common assessment framework and social care governance. We have formed a Northern Ireland reference group and appointed an experienced Welsh practice development manager, on a secondment basis, to inform and support our work in these countries. In Scotland, we work

with the Scottish Institute for Excellence in Social Work Education to maintain a database for social work professionals in Scotland – reSearchWeb – on behalf of the Scottish Executive.

As part of our work in communicating with stakeholders we have also conducted recognition and impact surveys of SCIE resources on practice. Results are positive but indicate that we must do more work, especially with the private sector. We are using the results of these surveys to inform our future activities.

We have also helped to inform government policy by coordinating a sector-wide consultation on the adult care green paper. The resulting white paper, *Our health, our care, our say*, sets out key roles for SCIE in the implementation of changes.

As our corporate plan for 2006–09 shows, we will continue to work closely with stakeholders to produce and promote resources, but we will also devote more time and resources to working with our partners to promote practice change.

Many of the big issues of the day – an ageing population, social inclusion and regeneration – are intricately linked with social care. How our society deals with these issues will be directly affected by how we deal with social care. SCIE will continue to work with our partners to demonstrate and engage social care's contribution to these issues.

Finally, we would like to thank our sponsors, partners, Board and staff for their ongoing commitment and support. Thanks to their efforts, SCIE has a strong basis on which to move forward and to continue to support improvements in care.



**Allan Bowman**  
Chair



**Bill Kilgallon OBE**  
Chief Executive

## Facts and figures 2005/06

**97,000** publications were distributed – twice as many as in 2004/05

**540,000** people visited SCIE's website – more than twice as many as in 2004/05

**76,000** people visited the website in March 2006 – up from 30,000 in March 2005

**1,400** people were registered for SCIE email alerts in March 2006, up from 300 in March 2005 and 2,900 people were registered at end of September 2006

**1,450** stakeholders were represented on SCIE's four key networks

**77** external social care networks include representation from SCIE



Bill Kilgallon OBE

Allan Bowman

# Adults' services



## South Gloucestershire Council

**Mike Hatch**, Joint Commissioning Officer and Carers Lead, South Gloucestershire Council

"I have been working on carers' issues since 1990. We estimate that there are at least 30,000 carers in south Gloucestershire. More than 4,000 carers care for more than 35 hours per week and more than 2,000 provide care for between 20 and 35 hours per week, so caring is a big issue for us and it is essential that we have reliable information on good practice with carers.

I believe that SCIE's guide on carers is already having an impact on practice. I have used information from the guide to support changes in procedures at south Gloucestershire, particularly information about involving carers – there's a very useful checklist of good practice points in the guide; the role of the carers' lead; multi-agency working; and communicating with carers. The emphasis on the importance of personal face-to-face contact with the carer is also very helpful; for carers the assessment process and the chance to talk with someone can be the service itself.

I think that the guide is also accessible to carers and I would recommend it to any carer wanting to know more about the Carers Act. SCIE's practice guide is written in clear language and has practice examples, which are very helpful to carers.

I also work with black and minority ethnic communities and disabled parents and have found useful information on the SCIE website about both of these subjects. I have the website on my favourites list and visit it first for information about social care."

**An ageing population and the integration of health and social care implies major change for adult care. We provide practical, accessible assistance to help manage the changes.**

In 2005/06 SCIE produced 11 publications on adults' services – a substantial increase on 2004/05. Most of these were practice guides and resources guides, designed specifically as easy-to-use tools for practitioners. Our increased output in this area reflected the additional resources we invested in this theme of work.

Our work on adults' services in 2005/06 focused on providing practical assistance to social care workers in an accessible way. Three of our major publications centred on addressing emerging areas of social care that practitioners have found difficult to implement: direct payments, adult placements and carer assessments.

*Resource guide 05: Direct payments: answering frequently asked questions* provides information about how the legislation on direct payments can successfully be applied to achieve positive

outcomes for a wide range of service users, including black and minority ethnic groups.

Adult placements have suffered from limited application and SCIE's *Practice guide 04: Adult placements and person-centred approaches for people with learning disabilities* has sought to address this by providing information and practical ideas for implementation.

Similarly, *Practice guide 05: Implementing the Carers (Equal Opportunities) Act 2004* also aims to assist practitioners, strategic planners and commissioners by providing practical information about how the Act can be applied in local settings.

SCIE also published a number of other resources and began work on eight more during this period. Subjects were as varied as fathering a child with disabilities, making referrals to the Protection of Vulnerable Adults list and the mental health needs of older people.

A major joint project on dementia care with the National Institute for Health and Clinical Excellence (NICE) was progressed in the year. The resulting joint health and social care guidelines were published in late 2006.



The white paper *Our health, our care, our say: a new direction for community services* (January 2005) has major implications for SCIE's future work on adults' services. The paper sets out specific responsibilities for SCIE including key roles in a new National Reference Group for Health and Well-being; the development of the Quality and Outcomes Framework, providing expert advice to NHS and social care employers; and advising the new Patient and Public Involvement resource centre on effective engagement with stakeholders.

SCIE also involved itself in the human rights debate. In March we hosted a prestigious event, along with the Disability Rights Commission, British Institute for Human Rights and Doughty Street Chambers on the relationship between human rights and independent living in the context of service users' rights to a private, family and home life. Our interest in human rights is related to our belief that service should be based on what service users want and on their basic rights as human beings.

A significant programme of work is planned for adults' services 2006/07 which will further expand our growing sources of information on this area of social care.



## NAAPS

**Siân Lockwood**, Chief Executive, the National Association of Adult Placement Services (NAAPS)


"I've been working with SCIE for some years. We share a commitment to ensuring that people who use adult placement services are offered the very highest standard of support.

NAAPS offers membership to all those involved in adult placement. It has two main aims – to represent members effectively

and to promote good practice in adult placement. We need research to back up any good practice that we promote and SCIE is helping us to achieve this through its work on adult placements. Until now, there has been very little evaluation of adult placement services; people involved in adult placement passionately believe that they are doing a very good job, but we need evidence to back up this belief.

SCIE consulted closely with NAAPS in the work resulting in SCIE's two practice guides on adult placements. Although adult placements schemes often run very successfully, there are challenges. This work has enabled us to identify those challenges. We have discovered that there is a lack of knowledge or a misunderstanding of the model. So often it's not offered as a choice to people. Also, some commissioning practice is unhelpful and actually acts as a barrier to the person-centred approach. It has been very useful for us to be able to sit back and reflect on these clearly identified challenges in order to find ways to improve what we do."





Three of our major publications centred on emerging areas of social care that practitioners have found difficult to implement: direct payments, adult placements and carer assessments.

# Children's and families' services



## Extern, Belfast

**Angela Devlin**, Programme Manager for Children and Family Services, Extern, Newtownabbey, Northern Ireland

“My first contact with SCIE was at a workshop at VOYPIC (Voice of Young People in Care) in Belfast to discuss SCIE's research proposal on residential care for children and young people, focusing mainly on Northern Ireland. Following the workshop, I agreed to sit on the tender board for the project.

I had a lot of homework because all of the proposals had to be read so that I could properly assess them and give my opinion, but I thought that the process was very thorough and fair. I thought it was a good idea that SCIE invited professionals from other organisations to join the tender board and that the offer included people working in Northern Ireland. I am still involved in the project because I am now on the Advisory group.

I think that there is room for improvement in residential services. This project will identify interventions for staff working with children and young people with challenging behaviour and show how additional services can be involved for extra support when necessary.

I have been very impressed by my experience of participating in SCIE's research process. SCIE's work is outcome-focused and I think that is really helpful to those working in residential services.”

**Good services and good practice are constantly evolving. We are building our knowledge of children and families so that our guidance is based on the best and most up-to-date information.**

Much of our work on children's and families' services in 2005/06 focused on developing social care's pool of knowledge which will serve as the basis for future practice publications.

Following the division of adults' and children's services in English local authorities, our role in promoting good working between these services has become increasingly important. Our work has focused on the whole family and on the interfaces between children's and adults' services. For example, our practice guide on working with disabled parents and their children is being developed for both adults' and children's workers.

Our pioneering work on managing risk and minimising mistakes in services to children and families was a focal point during this period. Our report – the first ever to collect data about near

misses – argues that a 'risk management' approach should be developed within children's services. We have started work on the next stage: looking at what risk management strategies are in place, how they are evaluated and how service users are involved in setting up or evaluating such strategies. Our guidance on the use of parenting programmes, developed with NICE is a significant contribution to building knowledge about preventive interventions. We are following this up with a resource guide to help disseminate the findings more widely.

We are working with NICE to produce guidelines on working with parents with mental health problems. This has developed from our innovative work, including the Parental Mental Health and Child Welfare Network, which has over 850 members.

Other recent work includes knowledge reviews on providing support for disabled parents and parents with additional support needs; the social care needs of children with complex health problems and their families; and meeting children's emotional needs in residential care.

In 2005/06 we also published a number of research briefings, including two on deliberate self-harm among children and adolescents and

Our work has focused on the whole family and on the interfaces between children's services and services for adults.



one on the impact of environmental housing conditions on children.

We also published *Practice guide 06: Involving children and young people in developing social care*. This provides guidance on how to initiate and sustain the participation of children and young people in developing their services. It proposes that organisations adopt a whole-systems approach to participation.

In supporting the implementation of good practice, we have held fostering workshops around England, Wales and Northern Ireland in conjunction with Research in Practice, the Fostering Network, the Department for Education and Skills and the Looked After Children Taskforce. We have also started work with the Welsh Assembly to pilot a common assessment framework in children's services.

In 2005/06 we piloted the collaboratives model, which involves working with frontline workers and their organisations on a particular area, and encourages the measurement of outcomes by users. The pilot, which focused on fostering contact services, was widely welcomed and will be used to develop future guides.



## Fostering Network NI

**Kate Lewis**, Director, Fostering Network NI

“As an organisation we have used SCIE’s evidence-based resources around fostering to inform and improve our practices, have quoted the resources as evidence to support funding applications and also to inform our lobbying work and our regional strategy for fostering. The outcomes in our region have been very clear – we have secured an increased investment in fostering from the local government.

SCIE’s fantastic resources have helped us to shape the services that we offer through highlighting key practice issues. They are great as they cover the whole issue – not just outcomes for children but also families and carers.

It is crucial for practitioners to have access to clearly signposted examples of best, evidence-based practice covering children and family services, in order to help us to formulate policy, inform practice and to add value to the services that we deliver to children, their families and carers. SCIE’s practice guides are the ideal resources for professionals, allowing us to dip into information where and when needed – they are clear and accessible and most importantly very informative. SCIE, through its work, also provides a platform for the sharing of knowledge and practice experiences which is of great value to busy practitioners.

SCIE helps to broaden and inform the interests of practitioners and contributes to improvements in practice in children and family services through its evidence-based resources. SCIE’s resources connect research and practice, making research and findings accessible to a non-academic audience”



# Stakeholder participation



## New Dimensions

**Simon Cramp**, Freelance consultant, Simon Cramp Associates and Board member of New Dimensions, an organisation offering support services for people with learning disabilities

“For me, SCIE’s report on service user involvement and the benefits system is like Valuing People – which is our bible in a sense. It’s probably the best one-stop guide, pulling together all the real issues relating to payment for services. I’ve lost track of how many times I’ve used it.

Consultants get paid for their time and work, and people with learning disabilities such as myself should be treated no differently. At the moment there is no structured pay scale – it’s quite complicated, especially with regards to the benefits system. The report shows up some of the difficulties of the current system and gives service users an idea of some of the practicalities. I’ve lost count of the number of people I’ve sent the link to.

Government documents can be heavy going. They should be in nice, simple, accessible language. SCIE’s practice guide on making referrals to the Protection of Vulnerable Adults (POVA) list puts the information in one place. The average support worker, the home manager, doesn’t have time for the donkey work. All information can be available but a SCIE report reduces the need for the legwork. It’s free and accessible and comes from a reputable organisation.”

**Stakeholder participation isn’t an abstract, unworkable idea. It’s real to us and we’re trying to make it real for others too.**

In keeping with our belief that it is only through involving service users and carers in developing social care that services can be outcomes-focused and person-centred, SCIE has been extremely active in this theme of work in 2005/06.

We continue to consult with our own stakeholder groups – the Partners’ Council, reference groups and quality assurance groups – and we are evaluating how well the Partners’ Council is functioning and its effectiveness in influencing SCIE’s work.

Two key areas of stakeholder participation that we have focused on during the year have been race equality and service user payments.

In July 2005, SCIE held a race equality seminar to consider diversity within organisations, the social care needs of refugees and asylum seekers, and direct payments for black and minority ethnic service users. Following discussions at the seminar, we revised and published three earlier discussion papers on these issues.

We also published *Report 08: Contributing on equal terms: service user involvement and the benefits system*. This report found that the government's commitments to social inclusion, active citizenship and the increased involvement of service users are being undermined by the operation of the benefits system, which makes payments to service users difficult and sometimes impossible. It calls for a review of the benefits system to enable service users to contribute to their communities and to the improvement of the services they use.

Because of the potential impact of service users payments on the benefits they receive, SCIE also worked with the Commission for Social Care Inspection and the Practice Learning Taskforce on establishing a telephone helpline to advise service users working with these organisations on the receipt of payments and their potential impact on benefits. The helpline is now operational.

Early in the year, SCIE completed several consultation responses for the government green paper, *Independence, well-being and choice: our vision for the future of social care for adults in England*. In preparing these responses SCIE consulted widely with adults' services stakeholders, making a special effort to include service users who are seldom heard or whom agencies find hard to reach.



Many other projects were also underway during this period, including a position paper on carer participation in England, Wales and Northern Ireland and practice guides on involving children and young people and involving adults in developing social care.

SCIE also supported Shaping Our Lives in the establishment of a network of service users' organisations which will enable them to network with each other and for SCIE to consult and work with them.

A further project worked on during this time focuses on the participation of services users who are seldom heard, including barriers to participation and the advantages and disadvantages of different models of participation.

These projects and publications are due for completion in 2006/07.



## Care Council for Wales

**Gayle Hudson and Mared Llwyd,**  
Development Officers – Participation,  
Care Council for Wales

“The Care Council for Wales is the regulatory body for social care workers in Wales. Our role is to embed user and carer participation across all areas of the Council's work.

For the last 18 months we have been involved with SCIE's participation team through a formal mentoring agreement.

SCIE's participation team has a wealth of experience and expertise, which proved of great value to us during the development work for our participation strategy. SCIE has an excellent range of resources which are easy to read and practical.

There are common themes for participation across the whole of the UK so it is important to learn from each other and share best practice. It is also essential that those who use social care services have the opportunity to influence how we regulate the social care sector. By being involved in the planning, the final outcomes will be focused on the service users' and carers' needs and priorities.

SCIE's resources have helped to ground our participation strategy in best practice. We have used SCIE for signposting good practice to which we can refer colleagues looking for guidance on best, evidence-based practice.”





# People management



## Carewatch

**Andrew Wilson**, Managing Director, and **Kathleen Murray-Ure**, Operations Manager, Carewatch Care Services Ltd, a domiciliary care franchise business

“At Carewatch we strive for continual improvement and we have found SCIE’s resources invaluable. We are able to gather information from SCIE online 24/7. It’s valuable back-up support for all our franchisees. The information is up to date, comprehensive and reflects a wide range of views.

In order to help our managers and care coordinators, to have a better understanding of the middle and junior management role, our franchisees have tapped into SCIE’s leading practice development programme and many have been using it for training and development.

SCIE’s resources, including the people management website, have helped us to improve our people management practice. The work has really impacted on our field care supervisors in particular. I see that role as career progressive and development orientated now – there is greater opportunity for them to move forward in the business. SCIE’s resources have enabled us to recognise and enable support leadership and responsibility at all levels in our organisation.

SCIE is an independent, fair organisation striving to bring best practice into the whole industry sector. It is very professional and also a listening organisation.

SCIE could be the glue that brings us together to speak with one voice to get one solution to social care.”

**Good people management is critical to responding to the significant challenges ahead. We’re working with organisations to take the first steps.**

As part of our role in promoting good practice in social care, SCIE is concerned with ensuring a well-trained, competent workforce. We consider it our role to assist social care providers – in particular smaller providers that do not employ human resource professionals – in improving recruitment, job satisfaction and retention as a means to improving services for the people who use them.

In September 2005, SCIE launched the People Management website, in English and Welsh. Consisting of a number of audits to allow organisations to assess their own performance – from recruitment to the end of employment – the website now attracts 6,000 visitors a month. We have received positive feedback from employers who value the site’s ability to provide tailored people management information. Since the launch we have added information on regulation in Northern Ireland and on international recruitment.

During this year, we also launched the People Management Network which complements the website. The network puts people in contact with other members and encourages the sharing of ideas, problems and examples of good practice through a regular newsletter and events. More than 680 organisations have already joined.

Other achievements included the launch of the Social Care Leadership Development Programme and the continuation of the Social Care Futures Programme. These programmes reflect our belief in developing strong leaders in the social care sector.

The Social Care Leadership Development Programme, is designed for senior leaders and potential leaders. It focuses on three key elements: planning and delivering clear outcomes for social care to ensure measurable benefits for individuals and communities; leadership which empowers and inspires others and; 'whole systems' partnerships which strengthen local engagement and build community capacity. Initial feedback from participants has been positive and we have now begun developing and expanding the programme.

The Social Care Futures Programme, supported by SCIE and delivered by the Improvement and Development Agency, aims to develop middle managers from black and minority ethnic backgrounds in the social care, education, housing



and health sectors. It focuses on all areas of leadership and is designed to attract organisations that also wish to explore a wider race equality strategy. This is a well-established and respected programme which continues to offer a sound development opportunity to its participants.

Other work nearing completion in this year included a resource guide on social care governance and a knowledge review on improvement methods in social care and health. Additionally, SCIE has contributed to the Options for Excellence review of the workforce with the Department for Education and Skills and the Department of Health.

Existing people management publications proved very popular, with *Learning organisations: a self-assessment resource pack* and *Leading practice development: a first-line managers programme* topping the publications ordered from SCIE in 2005/06. Nearly 14,000 copies were distributed through requests and thousands more were distributed at events around the UK.



## SACCS


**Patrick Tomlinson**, Strategic Development Director, SACCS

“As a director, I felt motivated to take part in the Social Care Leadership Development Programme as I believe strong and dynamic leadership is essential to delivering any outcome focused service and also crucial to the delivery of the challenging vision set by *Every child matters* and *Independence, wellbeing and choice*.”

The programme is cutting edge, relevant and at the forefront of where we need to be in terms of social care leadership training. It is innovative and provides opportunity for people and organisations from the very diverse social care sector to work together, understand each others input into the sector and learn from each other in order to achieve better outcomes for the people who use social care services.

On a personal level I found the Social Care Leadership Development Programme of great value. It consolidated my knowledge and skills around the dynamics of leadership in a clear, practical and relevant way. The programme also made me a more confident leader and most importantly enabled me to focus on separating processes from outcomes for the children and young people who use our services.

The way the programme is set up is also very impressive, bringing together expertise from the King's Fund, the Tavistock Institute, the University of Birmingham and SCIE. I look forward to using SCIE's resources in the future to support us in further developing best, evidence-based practice.”



SCIE People Management website, launched in January 2005, consists of audits to allow social care organisations to assess their performance

# Knowledge management



## Birmingham City Council

**Wemi Agboaye**, Senior Social Worker, Children's and Adolescents' Mental Health Service (CAMHS), Birmingham City Council and practice teacher in Birmingham

"I've been a practice teacher for four years and I really enjoy it – you can learn a lot yourself. The SCIE website is an important element in my teaching – instead of having to go to original sources, the research is already there – you just have to read it. Some students are overwhelmed by

information, so by introducing them to SCIE materials, they can be helped to cope with the workload. I also encourage my students to use the website so that they can build up an evidence-based approach to their work. I particularly recommend that they read SCIE's *Knowledge review 03: Types and quality of knowledge in social care*, which clearly explains the evidence-based approach to social care research. I also find *Learning organisations: a self-assessment resource pack* very useful.

SCIE brings a fresh impetus to social workers and other professionals working in multi-disciplinary settings like CAMHS, in that we're not only guided by National Institute of Health and Clinical Excellence guidelines but also by SCIE guidelines, so the 'social care' in health and social care integrated approach is not lost."

**Information comes from many sources. We work hard to find and present this information in a way that people can retrieve and use it.**

In May 2005 SCIE launched Social Care Online – the UK's biggest database of social care information. The launch was accompanied by a national advertising campaign and a series of training events around England, Wales and Northern Ireland. Since then, additional features have been added such as automatic email updates and the site now attracts over 31,000 visitors a month.

SCIE has also carried out a range of work on 'systematic reviews', with a view to improving the way in which we and the wider social care sector gather the evidence used to inform good practice. Systematic reviews are reviews of all the literature available on any given topic which researchers use to extract common knowledge and findings. The programme of work has included piloting 'systematic mapping', testing the inclusion of qualitative research in systematic reviews, involving service users and carers in the systematic review process, and developing a tool

for assessing the quality of information included in a systematic review.

SCIE will use the results of this work to improve its own systematic reviewing processes, which it uses as the basis of all its knowledge reviews.

We have also supported the development of the National Research Register for Social Care (NRRSC). The NRRSC will eventually record all verified social care research undertaken within local authorities in the UK. The aim of the register is to build a more thorough picture of what social care research exists in the UK, with the goals of sharing research findings, preventing duplication of effort and highlighting areas of need.

We also commissioned and delivered five research briefings (part of an ongoing series) which provide 'bite-sized' summaries of research on an area at the interface of health and social care.

During this time SCIE also supported several not-for-profit organisations by building and maintaining their websites and working with them to develop ideas for managing information in their organisations.



# Using knowledge in social care



## King's College London

**Professor Alan Gomersall**, Associate Director, UK Centre for Evidence Based Policy and Practice, King's College London

“The workshops we run on searching social care literature, including Social Care Online, are a very good way of reaching out to the social care community. We work with all parts of that community – social work, social policy, voluntary and independent – and many suffer from a lack of support and training to meet their information needs. Now SCIE is filling the gap.”

I feel very strongly that SCIE has a very important role and that Social Care Online is the major resource, particularly for social care practitioners. A specialist resource is vital.

Social Care Online is the most comprehensive online resource in the UK for social care, social policy and to some extent health policy and healthcare. It is providing the social care practitioner with a reliable and comprehensive resource for the first time.

The database is the only one in the social sciences that provides extended abstracts, usually two or three pages long, on major systematic reviews, the majority produced by academic researchers. These abstracts are very important as they present the findings from research in clear and accessible language and thus provide a vital link between the research community and the frontline social care practitioner.”

**Good knowledge about what works in social care has a significant role to play in delivering good services. We make it meaningful for practice.**

SCIE ensures that the information we collect and the way we collect it is rigorous and trustworthy. We are equally rigorous in ensuring that the knowledge we produce is meaningful for practice. Throughout the year, we held workshops across the country to help practitioners to find and use social care knowledge and research.

In 2005/06 we began looking at new ways in which we could make our knowledge meaningful for practice. To this end, SCIE has begun working with the Commission for Social Care Inspection on developing outcomes-based inspection standards based on the recommendations and practice points in SCIE's practice guides.

We also believe that, as intermediaries between research and practice knowledge, we have a role to play in ensuring that the research underpinning social care is dependable.

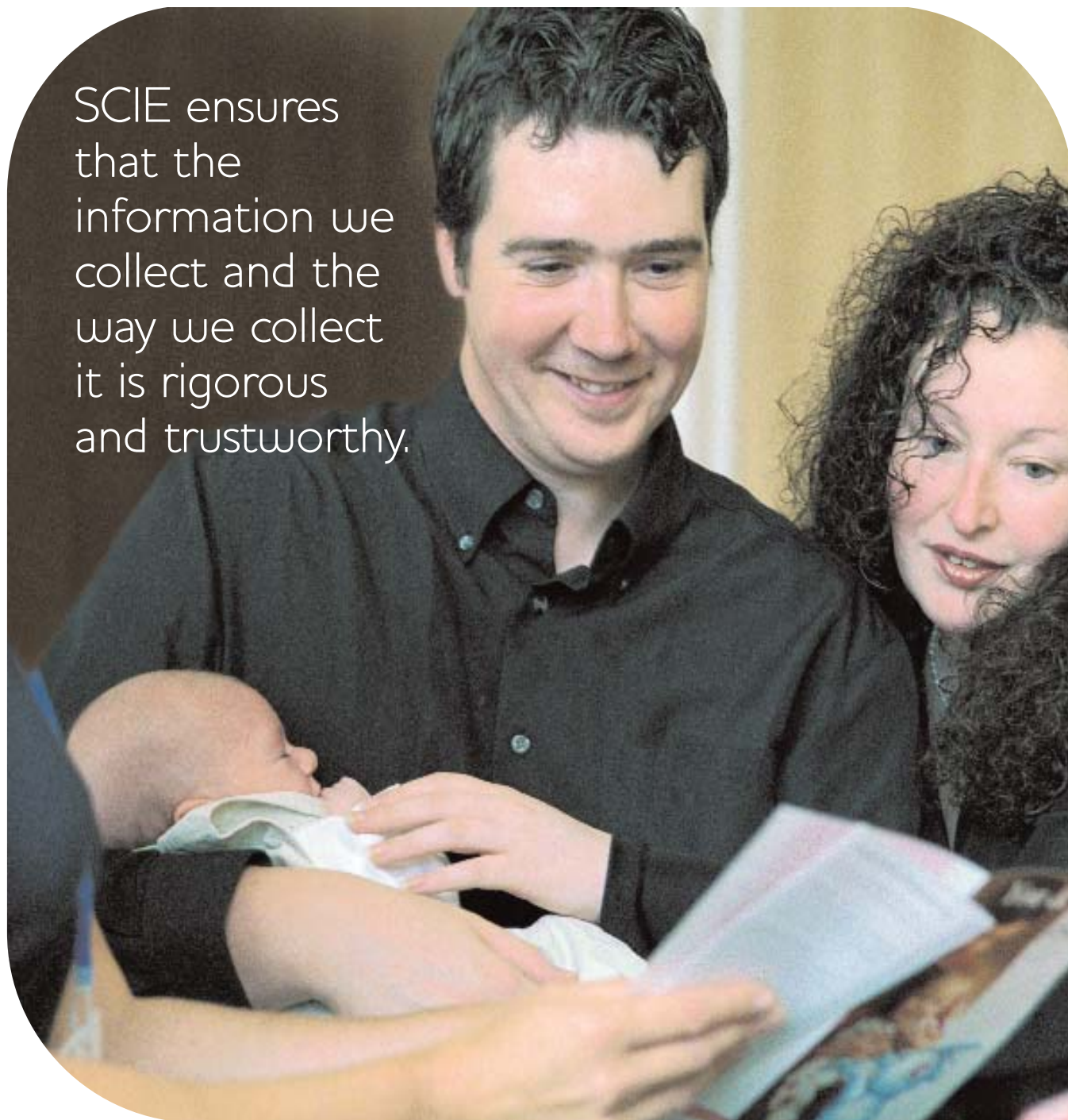


During the year we worked with the Joint Universities Council's Social Work Education Committee looking at developing ways of assessing the quality of different kinds of social work research.

We also undertook a project with the Economic and Social Research Council and the Scottish Institute for Excellence in Social Work Education about alternative approaches to assessing quality in the social sciences. Other work with the Race Equality Unit looked at how we could encourage black and minority ethnic perspectives in social care research.

*Report 10: Developing the evidence base in social work and social care practice*, which was published during this period, compared the research infrastructure supporting social care – which is not robust – with that of health and recommended ways of strengthening the evidence base in social care.

SCIE ensures  
that the  
information we  
collect and the  
way we collect  
it is rigorous  
and trustworthy.



# Social work education



## Social work student

**Esther Foster**, social work student,  
Greenwich University and placement  
at Bromley Social Services

“For me, SCIE and Social Care Online are very important resources. As a student, you sit in class being taught and some of what you learn is very theoretical. SCIE creates a bridge between the theoretical and the practical because the website offers real examples of practice from people experienced in social work.

In one of my placements I was working with a single mum who had five children, all with difficult and challenging behaviour. I visited the SCIE website to see how I could support them. I looked at the SCIE/NICE guidelines on parent-training/education programmes in the management of children with conduct disorders and found them very helpful. I recommended to the family's social worker that the mum should be offered parental training classes and that therapeutic work should be done with the children to help them with their behaviour.

It is very important that SCIE and NICE are working together. Closer links between social care and health will improve policies and services for service users and society in general.

I also find SCIE and Social Care Online very useful for resources for carrying out research for projects. The other students on my course all use it as well. I think that SCIE needs to reach as many students as possible so that they can all start using the resources right from the beginning of their careers.”

## Good practice is founded on good training and education. Our resources support educators and students.

In 2005/06 SCIE took its work directly to 13,000 social work students in England, Wales and Northern Ireland. All students enrolled on the social work qualifying course received a SCIE information pack, including a CD of our resources, distributed via their lecturers. The information packs were enormously popular, leading to 12 per cent of students registering with SCIE for updates and information via our website. We are now updating these students about new developments in good practice on a regular basis, and a further campaign is planned for first-year students in 2006/07.

In developing our resources we worked closely with educators via a number of channels, including the Joint Universities Council's Social Work Education Committee.

These new resources, which are part of a series of work SCIE is undertaking, focus on the core competencies social work students are required to demonstrate. During this time we published

six resources looking at the teaching, learning and assessment of communication skills, law, assessment (of service users' and carers' needs), partnership work and communicating with children.

We also worked to improve service user involvement in social work education. A project with the national user organisation Shaping Our Lives focused on building the capacity of service user and carer organisations to participate in the undergraduate and postgraduate social work degree. A further project focused specifically on citizen involvement in social work education in Northern Ireland.

All social work students in England, Wales and Northern Ireland received a SCIE information pack, including a CD of our resources.



# E-learning



## TIZARD Centre

**Alisoun Milne**, Senior Lecturer in Social Gerontology, TIZARD Centre, University of Kent

“I have worked with SCIE on various projects over the years, including contributing extensively to *Practice guide 02: Assessing the mental health needs of older people*. More recently I have been involved in developing SCIE’s e-learning materials on mental health and older people.

E-learning is a very important way forward for educating and training the large, fragmented and diverse workforce in the social care sector. It is an excellent medium for reaching this disparate population and engaging a variety of care staff and practitioners working at a number of levels in a variety of settings

SCIE’s soon to be launched e-learning objects in assessment of law in social work as well as those for mental health and older people will be of great value to students, lecturers and the social care workforce; they provide synthesised, integrated and applied learning materials, based on, and supported by, evidence-based practice and research. They have a particular role in facilitating learning, supporting training and enhancing the quality of care practice and services.

SCIE works hard to ensure that all its materials are relevant to as many members of the social care workforce as possible.”

**Our research and products will provide managers, workers and trainers with the tools to take advantage of e-learning in social care.**

At SCIE, we take a broad view of e-learning. To us, it means someone learning in a way that uses information and communication technologies as part of their learning. It is an area that is still in its very early stages in the social care sector. SCIE’s role in developing the infrastructure for e-learning is timely and complex.

During 2005/06, we commissioned MORI to undertake a national survey of the English social care sector’s readiness for e-learning. One of the interesting findings of the report was that social care employers said they are not yet e-ready and doubt their staff’s readiness, whereas their employees said they were largely e-ready.

Also during this period we commissioned the development of a suite of e-learning tools for the higher education sector, based on existing SCIE resources and other topics identified by an advisory group. These tools will be used by social

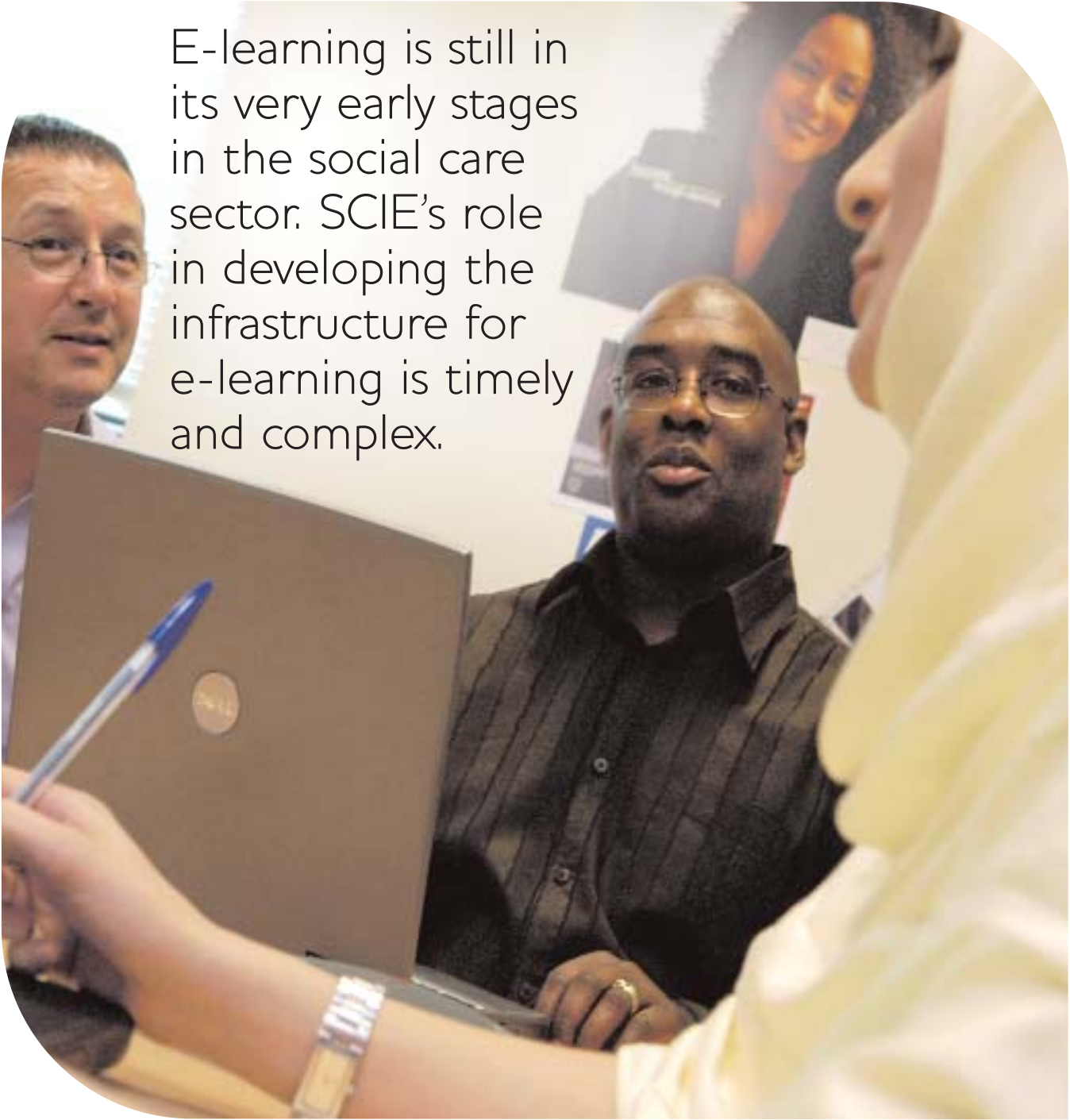
care educators and training providers as part of their teaching programme.

We are also supporting educators and training providers through our work with the Joint Information Systems Committee to increase knowledge and awareness of e-learning tools and resources and how they can support social care teaching and learning activities in higher education.

Other work has focused on assisting employers through information and communications technology. Together with Skills for Care and the South East England Development Agency, we are developing a tool that will assist employers in identifying skills gaps during the induction process.

Further work has been undertaken on the European project – Process-Oriented Learning and Information Exchange (Prolix) – which is looking at how to align learning with business processes.

Our work on these projects will continue in 2006/07.

A photograph showing a group of people in a professional setting. In the foreground, a person wearing a white lab coat is looking at a laptop screen. Behind them, a man with glasses and a dark shirt is also looking at the screen. To the left, another man with glasses is visible. In the background, a woman is smiling. The scene suggests a collaborative work environment focused on technology or education.

E-learning is still in its very early stages in the social care sector. SCIE's role in developing the infrastructure for e-learning is timely and complex.

# Income and expenditure

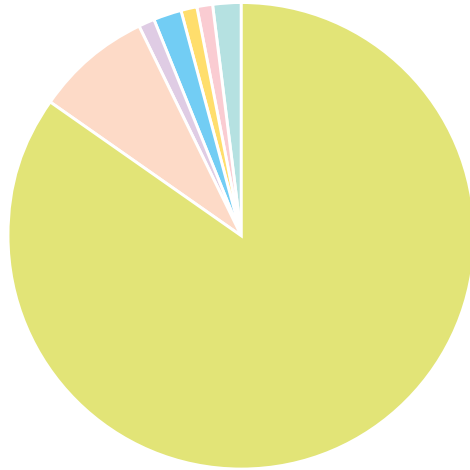
## Income and expenditure account for the year ended 31 March 2006

<b>Income</b>	£
Contracts, grants and service agreements	7,233,200
Interest	187,525
Miscellaneous income	58,157
	<hr/>
	7,478,882
	<hr/>
<b>Expenditure</b>	
Delivering SCIE's objectives	6,541,843
Governance costs	190,281
	<hr/>
	6,732,124
	<hr/>
Surplus for the year	746,758
Actuarial gain on pension scheme	104,000
	<hr/>
Net movement in funds	850,758
Balance brought forward	4,113,692
	<hr/>
Balance carried forward	4,964,450
	<hr/>

# Balance sheet

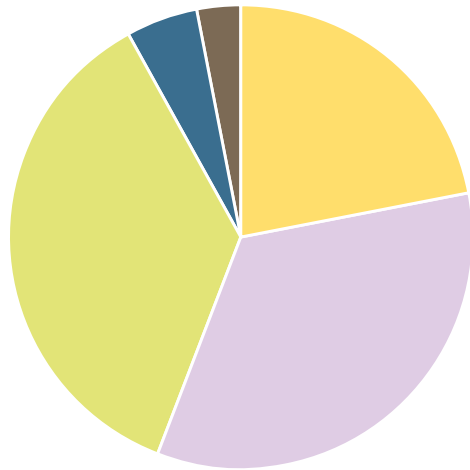
## Balance sheet as at 31 March 2006

	£	£
Tangible fixed assets		107,235
<b>Current assets</b>		
Debtors	164,087	
Short-term deposits	5,600,000	
Cash at bank and in hand	10,575	
	<u>5,774,662</u>	
<b>Creditors</b>		
Amounts falling due within one year	<u>(539,447)</u>	
<b>Net current assets</b>		<u>5,235,215</u>
Total net assets excluding pension liability		5,342,450
Pension liability		<u>(378,000)</u>
<b>Total net assets including pension liability</b>		<u>4,964,450</u>
<b>Represented by</b>		
Restricted funds		3,276,461
Unrestricted funds		
- General fund (free reserve)		510,650
- Pension reserve		(378,000)
- Tangible fixed assets fund		104,593
- Designated funds		1,450,746
		<u>4,964,450</u>



Where we got our money from

		£
Department of Health	<b>84%</b>	6,225,950
Welsh Assembly Government	<b>8%</b>	600,000
Scottish Executive	<b>1%</b>	50,000
DHSSPS Northern Ireland	<b>2%</b>	147,519
IMC Information	<b>1%</b>	100,031
Other grants	<b>1%</b>	109,700
Other income	<b>3%</b>	245,682
	<b>100%</b>	<u>7,478,882</u>



What we spent our money on

		£
Collating the knowledge base	<b>22%</b>	1,495,323
Translating the knowledge base	<b>34%</b>	2,252,801
Promoting guidance	<b>36%</b>	2,446,033
Developing social care services	<b>5%</b>	347,686
Governance	<b>3%</b>	190,281
	<b>100%</b>	<u>6,732,124</u>



## Statement by the trustees

The financial information given here on pages 28 to 30 is an accurate summary of data extracted from the charity's Report and Accounts which were approved by the trustees on 14 September 2006 and on which our auditors gave an unqualified opinion. These summarised accounts may not contain sufficient information to enable a full understanding of the results and financial affairs of the charity. Please contact the Secretary for a copy of the full financial statements, which have been submitted to the Charity Commission.

## Auditors' Statement to the Trustees of Social Care Institute for Excellence

### Independent auditors' statement to the members of the Social Care Institute for Excellence

We have examined the summarised accounts of the Social Care Institute for Excellence.

### Respective responsibilities of the Institute and auditors

The trustees are responsible for the summarised accounts in accordance with the recommendations of the charities SORP. Our responsibility is to report to you our opinion on the consistency of the summarised accounts with the full accounts and trustees' report. We also read the other information contained in the summarised annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised accounts.

### Basis of opinion

We conducted our work in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board for use in the United Kingdom.

### Opinion

In our opinion, the summarised accounts are consistent with the full accounts and the trustees' report for the Social Care Institute for Excellence for the year ended 31 March 2006.

**Buzzacott Chartered Accountants  
and Registered Auditors  
12 New Fetter Lane  
London EC4A 1AG  
6 October 2006**

# SCIE management and trustees

**SCIE is managed by a team of executives and governed by a board of 13 trustees who guide its work and ensure its independence.**

## Executive management team

### **Bill Kilgallon OBE**

Chief Executive

### **Amanda Edwards**

Head of Knowledge Services

### **Victoria McNeill**

Head of Corporate Services  
(to July 2006)

## Trustees

### **Allan Bowman**

Chair from 1 April 2006

Allan is a former social worker and was Director of Social Services in Fife and Brighton and Hove. Allan was Head of Programmes with the Neighbourhood Renewal Unit at the former Office of the Deputy Prime Minister.

### **Dame Jane Campbell DBE**

Chair until 31 March 2006

Jane is a Disability Rights Commissioner and co-founder of the National Centre for Independent Living. She stepped down as Chair at the end of March 2006.

### **Ziggi Alexander CBE**

An independent management consultant, Ziggi has worked with a number of organisations in the health and social care field. She is a Board member of Nestor Healthcare plc.

### **Shokat Babul**

Nominated to the Board by the Welsh Assembly Government, Shokat is Chief Executive of Plasgeller Nursing Homes and is Chair of Care Forum Wales.

### **Professor Peter Beresford**

Peter is Professor of Social Policy and Director of the Centre for Citizen Participation at Brunel University. He is Chair of the national user-controlled organisation, Shaping Our Lives.

### **Ratna Dutt OBE**

Ratna is Director of the Race Equality Foundation and a qualified social worker.

### **John Fenton**

Nominated to the Board by the Department of Health, Social Services and Public Safety in Northern Ireland, John is Principal Social Worker (Children's Services) at the Northern Health and Social Services Board.

### **Dr Jon Glasby**

Jon is Director of Academic Programmes at the School of Public Policy at Birmingham University, where he is also Reader in Health and Social Care at the Health Services Management Centre. Jon is an author and a qualified social worker.

### **Dr Janet Lewis**

(until 30 September 2006)

Janet, a former research director at the Joseph Rowntree Foundation, is a trustee of the Thomas Pocklington Trust and is on the editorial board of the Journal for Integrated Care.

### **Professor Geraldine Macdonald**

Formerly Business Director for Information and Knowledge Management at the Commission for Social Care Inspection, Geraldine is now Professor of Social Work at the Queen's University of Belfast.

### **Diana McNeish**

Diana is an independent policy and research consultant with DMSS Research, Evaluation and Consultancy, and a former Director of Policy and Research at Barnardo's. She is also a qualified social worker with experience and a special interest in the participation of children and young people in decision making.

### **Terry Philpot**

Terry is a writer and journalist on social policy and was formerly editor of *Community Care* magazine. He is a trustee of Rainer and the Centre for Policy on Ageing, and is editorial consultant on *YoungMinds* magazine.

### **Roy Taylor CBE**

Roy is Director of Community Services at the Royal Borough of Kingston-upon-Thames and a former president of the Association of Directors of Social Services.

### **Gail Tucker**

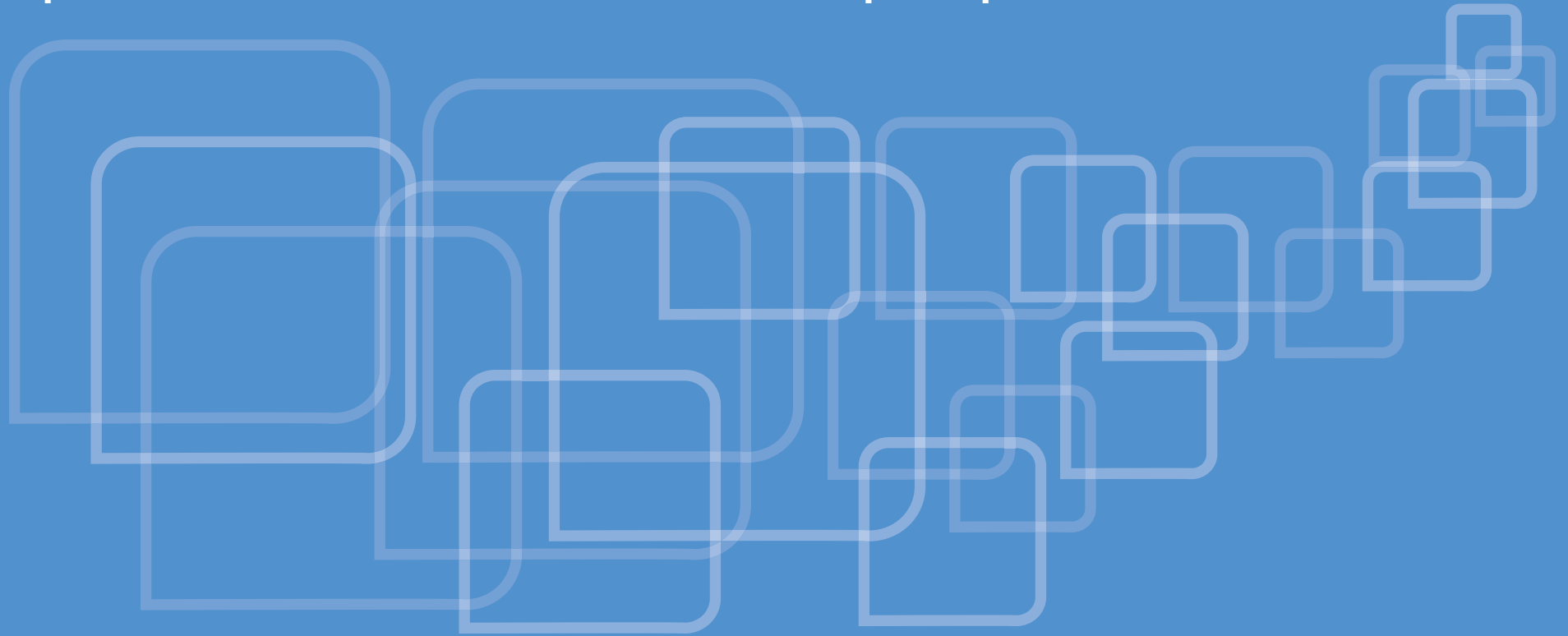
Gail runs her own independent social work consultancy and is Co-chair of the British Association of Social Workers' Independents' Forum.

# Better knowledge for better care

SCIE's aim is to improve social care services. We do this by developing, promoting and sharing knowledge about good practice, supporting those working in social care and empowering service users and carers.

To keep up with SCIE's activities and services, register for email updates at [www.scie.org.uk](http://www.scie.org.uk)

**This publication is available in an alternative format upon request.**



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