00:00:05:17 - 00:00:08:05

We've been on quite a

journey in Neath Port Talbot.

00:00:08:05 - 00:00:11:15

We started looking into outcome-focussed practice.

00:00:11:15 - 00:00:14:18

It took us back to why

we became social workers, I guess.

00:00:14:18 - 00:00:21:09

And that's what we wanted to do

is to get to a place where we were working

00:00:21:09 - 00:00:25:16

in a way that we wanted to

be working rather than being

00:00:25:16 - 00:00:29:05

service-led and paperwork-led.

00:00:29:05 - 00:00:33:11

We were trying instead to

move towards a situation where

00:00:33:11 - 00:00:36:14

we're thinking about the people first

and putting the people first.

00:00:36:14 - 00:00:41:00

I think what we did as well is mirror

that within our authority.

00:00:41:00 - 00:00:44:22

So that was how we were working out

there on the front line with people.

00:00:44:22 - 00:00:45:16

But it was also

00:00:45:16 - 00:00:49:13

how we started to work with each

other within the authority as well.

00:00:49:13 - 00:00:52:03

And it gave people a chance to sort of really

00:00:52:03 - 00:00:55:15

think for themselves rather

than following the paperwork,

00:00:55:15 - 00:00:59:15

following a process all the time.

And for me, that's what the culture is.

00:00:59:15 - 00:01:03:00

It's about us all listening to

one another, understanding

00:01:03:00 - 00:01:07:07

one another, and really thinking

00:01:07:07 - 00:01:10:12

where do we want to get to

and what are the steps to get there.

00:01:10:22 - 00:01:15:05

It hasn't always been a smooth journey,

there have been difficulties along the way.

00:01:15:05 - 00:01:16:17

There's been challenges.

00:01:16:17 - 00:01:19:10

But I think because we've adopted the culture,

00:01:19:10 - 00:01:23:07

not only with the families we're

working with, but within our own

00:01:23:07 - 00:01:26:21

management structure as well it

means that when we have come across

00:01:26:21 - 00:01:30:06

those difficulties, we've been able

to learn from them and we've been able to

00:01:30:06 - 00:01:34:00

to develop better plans

going forward, you know,

00:01:34:00 - 00:01:36:01

and how can we work with that.

00:01:36:01 - 00:01:37:06

It has kept me in the job.

00:01:37:06 - 00:01:43:06

Before the shift in our way of working,

I was very seriously contemplating

00:01:43:06 - 00:01:47:06

leaving, certainly leaving the authority,

if not social care completely

00:01:47:06 - 00:01:51:07

because the idea of of carrying on

working with that amount of pressure

00:01:51:07 - 00:01:52:20

and stress was really hard.

00:01:52:20 - 00:01:58:05

If you're doing a job that you enjoy

and that you want to do and you're enjoying

00:01:58:05 - 00:02:01:02

and you're getting something out of,

00:02:01:02 - 00:02:03:03

and you feel like you're

making a difference,

00:02:03:03 - 00:02:06:17

then people are going

to stay in a role a lot longer

00:02:06:17 - 00:02:10:14

than if you're constantly feeling

like you're not getting anywhere.