

Norfolk and Waveney 
Mental Health Partnership
NHS Trust

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To whom it may concern - ref: Miles France

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I write in support of Miles France, who is seeking to procure the Advanced Award in Social Work. I was his C.M.H.T. Manager during 1997 to 2001 and have been aware of the significant service development role he has undertaken within the past three years.

Miles is a very positive, hard working individual, who is highly regarded by his peers and other managers. He has more than 20 years experience of working predominantly across the range of adult social work disciplines, which he utilises to good effect when dealing with difficult and contentious issues. He is forward thinking and also takes account of strategic concerns/developments, in such matters. For example, he took the lead in discretely raising awareness of child protection issues within a private learning disability hospital in the locality, after undertaking three of the four formal assessments which gave cause for concern. His knowledge of the A.D.S.S. and Trust structures, his clear and concise reports and his succinct evidence to the strategy meeting at County Hall ensured that timely and effective decisions were taken; his sensitivity to matters in hand helped ensure that sufficient evidence was gathered for the Health Care Commission to partially de-register the said hospital.

Following the R.K. inquiry, I have been involved in a number of discussions about shaping and improving A.S.W. practice. Trust managers now have an active role in the delivery of the A.S.W. service and I was struck by reports about the lack of robust policies and procedures, which could have left the organisation in an invidious situation. Miles was tenacious in meticulously researching relevant legislation, case law (including the impact of decisions made by higher courts and the European Court of Human Rights), as he cohesively put together his idea of an A.S.W. Practice Manual. This A5 size folder covers all of the key contentious areas and will be supplied to all A.S.W.s and key managerial colleagues during early 2007; it is very user-friendly and weaves together all of the necessary policies, procedures and inter-agency protocols, with simple up-to-date referencing and further reading materials. It will provide a timely, significant boost to A.S.W.s confidence to practice and Miles' wide-ranging consultations have ensured that it will be well received and regularly updated. This is an excellent example of service development originating from front line staff.

I would also wish to commend Miles' social work practice, which is innovative, very sound and wholly supportive. He has a particular flair for engaging higher risk patients in the care planning and risk assessment process, which has been used to positive effect in shaping the (C.M.H.T.) team's attitudes towards positive risk taking. I warmly recommend him to you.

Yours faithfully,



Sarah Robson
Deputy Director of Nursing and Education



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