

Bridging the Gap: The Role of the Independent Social Worker

Event Information Pack

Everything you need to know about the event
and our speakers

Introduction

We are delighted to welcome you to this session, “Bridging the Gap: The Role of the Independent Social Worker” featuring Susan Carol, Independent Social Worker with nearly 30 years’ experience across adult social care, capacity assessment, and complex casework.

In today’s webinar, Susan draws on extensive frontline experience to explore how independent social work operates alongside statutory services, and where it can provide vital support in practice.

The session examines the growing pressures within adult social care, the gaps created by eligibility thresholds and delayed provision, and the practical challenges professionals face when navigating complex cases.

Ideal for those working in deputyship, Court of Protection, and adult care, this session offers a grounded, experience-led perspective to help strengthen decision-making, improve oversight, and support better outcomes for the individuals we represent.



Dave Lockwood
Senior Public Sector Client Relationship Manager
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Our Chosen Charities for 2026

Finders International is proud to support Vision21 and The Silver Line as our chosen charities for the year. Please help us in supporting our charities by making a donation at the food stations.



Did you know? As part of our ISO 14001 sustainability commitment, we are offsetting the carbon footprint of this event via a tree planting initiative, minimising the environmental impact of this event for all involved today.

Meet our speaker



Susan Carol
Independent Social Worker



SUSAN CAROL
Independent Social Work Services

Susan Carol is an award-winning, experienced independent social worker with specialist expertise in Mental Health and Mental Capacity.

Qualified in 1996, she has worked across all areas of social care and held senior roles, including Principal Social Worker and Approved Mental Health Professional (AMHP) Lead, where she influenced practice and contributed to national agendas.

Susan provides confidential, professional advice and support to individuals and organisations, including mental capacity assessments for the Court of Protection, social work supervision, and guidance on complex social care matters.

Her calm, empathetic approach and extensive experience enable her to identify key issues and deliver practical, problem-solving solutions.

Accredited learning, designed for practice

You're engaging with this event because it delivers relevant, professional insight-grounded in real-world practice and designed to support your role.

As a **CPD-accredited provider**, our sessions are independently assessed to meet recognised standards for continuing professional development.

Our CPD membership reflects how we build our content:

- Focused on practical application, not theory alone
- Structured with clear learning value
- Aligned with the needs of legal & public sector professionals



Continue your professional development

Access the Finders Development Hub and continue to earn CPD points via diving into our accredited, on-demand content library.

Visit the Hub at: www.findersdevelopmenthub.com

Court of Protection Services

We provide a one-stop shop when applying to the Court of Protection, ensuring you perform your duties effectively and efficiently.

Deputyship Applications

We support your pre-Deputyship application by professionally tracing and contacting the P's family, friends, and neighbours—helping you fulfil the Court's requirements with accuracy and confidence.

Administrator search

If P passes away with no known next of kin, we can trace surviving kin and identify a potential administrator. We then put your firm in touch with the prospective administrator to move forward with the estate administration.

Statutory Will Applications

We support Statutory Will applications by constructing P's family tree in a sensitive and discreet manner to confirm next of kin — wherever they are in the world. Our report provides full family contact details, enabling you to contact them directly regarding the application.

Unoccupied Property Insurance

- Available for Probate, long-term care, Deputyship, and Attorney-managed matters.
- Up to £1m buildings reinstatement cost.
- Low deposit premium secures cover for up to a year, and the remainder is payable at case conclusion.
- Underwritten by AXA UK plc.
- Same-day cover via simple email application form.

Need assistance with your Court of Protection matter?

Email us at quotes@findersinternational.com for expert advice.

Court of Protection Services

Testimonial

“We have instructed the team on several Court of Protection matters and have always found their work to be thorough, timely, and professionally delivered. Their reports provide clear support for our applications and help us progress cases efficiently.”

Court of Protection
Solicitor, UK

Case Study

At the point of our instruction, the only information held was that P had a deceased partner and one living cousin. Our research first confirmed that P did not have any children and was an only child. Extensive research using all available genealogical resources confirmed that P had no living paternal family, however we confirmed that P's maternal family was larger than expected.

During our research, we identified six maternal aunts and uncles who left descendants, identifying a number of living cousins. As part of our verification process, we obtained birth, marriage and death certificates, and identified current addresses for all P's next of kin.

At the Deputy's request, no contact was made with the family prior to our report being submitted. This information was provided to the Deputy in an easily digestible family tree and report, with appropriate supporting documentation.

Our involvement was key as we identified a further nine family members in addition to the already known cousin. This full picture enabled the Deputy to proceed with the Statutory Will application and notify all the correct next of kin.



Has someone died?
Loss affects us...
We're here to help.



Search **ataloss.org**
for information and services right for you.

Ata**Loss**

Helping **bereaved** people
find **support & wellbeing**



AtaLoss is the Secretariat
for the newly established
All Party Parliamentary Group on
Grief Support and the Impact of Death on Society.

The purpose of the **APPG** is to bring together bereavement services, charities, faith communities, health professionals, public sector organisations and bereaved individuals to:

- raise awareness across Parliament of the impact of bereavement on adults and children
- recognise grief support as a public health issue
- campaign for change for the wellbeing of bereaved people across the UK

You can read more by following the QR code



AtaLoss

Helping **bereaved** people
find **support & wellbeing**

Help us create a fair and sustainable future for Gloucestershire

A local charity working to make Gloucestershire communities more sustainable, robust, and resilient

Vision 21 is a small, yet highly active sustainability charity with 29 years of impact. Operating across Gloucestershire, our projects focus on enhancing health, well-being and the environment. Working with local authorities, businesses and community organisations, all of our projects involve voluntary opportunities.

Our work concerns the Climate Emergency, specifically about how we can help mitigate climate change and assist our society, communities, families and individuals to adapt to living in a warmer world.

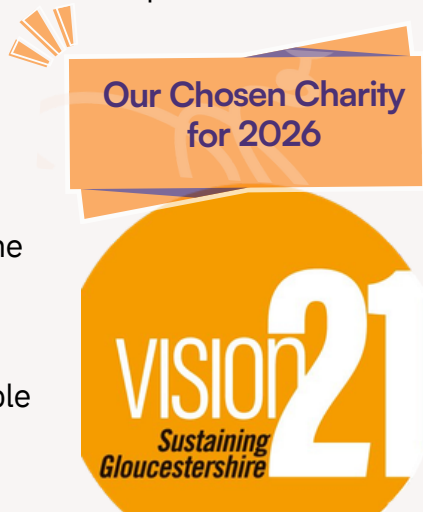
By encouraging people to think and act in favour of the climate and their community, we can all assist the planet's recovery as well as improve our local environment and living spaces. In this way, we hope to make our communities better able to cope with the crisis.

We have five main initiatives:

- CheltenhamZero
- Planet Cheltenham
- Repair Café and Network
- Reclaim furniture recycling scheme
- Planted

All of which contributes towards meeting the United Nations Sustainable Development Goals.

www.vision21.org.uk



The Silver Line

helpline for older people

0800 4 70 80 90

Our Chosen Charity
for 2026

We offer friendship, conversation, and support to older people aged 55 and over. Whatever the day or time, you can pick up the phone and speak to one of our friendly Silver Line team members.

Whether you'd like to exchange a quick "good morning" with someone, fancy a chat about how your day has gone, or need a trusted listening ear to share your thoughts and feelings with, we're here to talk.

Our team is also here for you if you have any worries or questions. Depending on what kind of support you need, we can direct you to certain services, groups or resources that may help.

And remember, we're here for you 24 hours a day, 7 days a week.

Even if you're in touch with family and friends, it may not be possible to reach out to them when it's very late at night or very early in the morning.

But The Silver Line Helpline is here to talk.

www.thesilverline.org.uk | Call us free on 0800 4 70 80 90

**Age UK's Silver Line
is a free, 24-hour
telephone service
for older people**





Leave us feedback
on this event



Contact the organisers

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Development Hub