



SUMMARY OF THE CONSULTATION PROCESS

Introduction

The Continuous Learning Framework (CLF) was developed by the Scottish Social Services Council (SSSC) and the Institute for Research and innovation in Social Services (IRISS) through a process of engagement, involvement and robust consultation with the social services sector.

Consultation process

The SSSC and IRISS worked with a 'reference pool' of people from the across the social services sector to develop a first draft of the Continuous Learning Framework for extensive consultation.

During the consultation process, we held five consultation events across, Scotland, conducted an on-line questionnaire and 'tested out' the Framework in practice through nine trials which reflected the diversity of both service areas and geography. The Framework was welcomed overall and we are grateful to the many individuals and organisations who contributed so constructively to this process. The feedback from the five consultation events and from the on-line consultation was analysed independently for us by George Street Research.

Click **here** for the Analysis of consultation responses

Click **here** for the Summary of reports from consultation events

Our response to the consultation feedback

We worked with the people in our reference pool to redraft the Framework following the analysis of the consultation feedback. The main changes we made in response to the comments and suggestions made during the consultation period and the learning from the trials were:

- We made the language more accessible and included a glossary of key terms.
- We improved the links between the four areas of the Framework.
- We strengthened the involvement of people who use services and their carers at earlier stages of progression in the organisational capabilities.
- We strengthened cultural awareness and inclusion in both the personal and organisational capabilities in consultation with black and minority ethnic staff.
- We added an additional organisational capability which is 'treating others with dignity and respect'.
- We reduced the number of personal capabilities from 17 to 13 by combining some of them, e.g. we introduced a new personal capability of 'professional autonomy' which incorporates judgement and initiative; motivating and leading others and teamwork were joined; and developing others and lifelong learning were brought together.
- We changed the order of the personal capabilities and added brief definitions of each of them.
- We used examples from the trials to illustrate various ways the Framework can be used in practice.
- We made it clear that decisions about the use of the capabilities are at the discretion of social service employers and workers.
- We put the fictional scenarios in an appendix and re-wrote these to address all four areas of the Framework.