Have we got what it takes?

The Sector Skills Assessment for the social service workforce in Scotland, 2010/11

Scottish Social Services Council

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Foreword

High quality care services, provided by high calibre, skilled workers are a must, not an optional extra, as the demand for social services continues to grow.

This vital work is carried out every day by nearly 200,000 social service workers in Scotland who provide care services from early years to older people. Our assessment shows that people who use services want more choice, with more services delivered in their own homes and communities. Self-directed support is already starting to have an impact on the skills requirements for our workforce and present challenges for employers and service providers as well as people who use services and carers.

As the workforce regulator and the Scottish partner in Skills for Care and Development, the Scottish Social Services Council is committed to driving up the quality of care that the people of Scotland receive from their social services. That cannot be done without sound workforce development and planning. Our sector skills assessment provides the information to help us to do exactly that. It provides a picture of this growing sector, the facts and figures about how it shapes up so that we can understand the factors driving skills demands now and for the future.

The assessment was carried out during this period of intense change for all public services across the UK nations, much of the impact of which is still to be felt. Services in Scotland are changing and as citizens we are already seeing the impact. The workforce and employers need to be ready to seize the opportunities that presents as well as addressing the challenges. The social service workforce will look very different in the coming years as the sector develops to recognise changing demographics, changing public expectations and a very different financial climate.

Less money means tough decisions but the overwhelming need to change and challenge, to do things differently, to encourage creativity and stimulate productivity means that having the right people with the right skills in place to do the job is a must. Workforce development and planning becomes even more crucial to the success of our communities and our economy.

We will be working closely with employers and partners to address the challenges ahead and I want to hear your views and ideas on how we do this so please get in touch with me directly at anna.fowlie@sssc.uk.com

Anna Fowlie

Chief Executive
Scottish Social Services Council, part of Skills for Care and Development, the sector skills council for the social work, social care, children and young people's workforce.

Executive Summary

This Sector Skills Assessment has been developed by the Scottish Social Services Council (SSSC) in its role as part of Skills for Care and Development. Skills for Care and Development (SfC&D) is the Sector Skills Council for the 1.4 million people working in the social services in the UK (Skills for Care and Development, 2010). It is an alliance of six organisations including the SSSC.

The Scottish Parliament has devolved responsibilities for the social services sector in Scotland and these functions are located within several departments of Scottish Government. The SSSC is responsible for the registration of the social services workforce in Scotland, the regulation of social work education and the production of workforce data. There are approximately 196,970 workers in the workforce as at December 2008 and over 41,000 workers have registered with the SSSC as of 2010. It should be noted that not all social services workers are required to register with the SSSC. Further information about registration is available from the SSSC's website, www.sssc.uk.com

This Assessment contains four key sections. A brief summary of each section follows:

Section one: Introduction, data sources and the social services workforce in Scotland

l The social services sector employs approximately 196,970 workers in Scotland.
l The private sector has recently become the biggest employer, closely followed by the public sector. Care home for adult services (often referred to as adult residential care) are now predominantly delivered by the private sector, while offender accommodation services are predominantly delivered by the voluntary sector. There are some services (including residential child care) where there is a more even split across the public, private and voluntary sector.
l The changes in workforce provision have been caused by a rapid growth in the numbers of private sector and voluntary sector workers rather than a decline in the number of public sector employees.
l The number of vacancies in the sector has fallen considerably in recent years.
l The complexity of using various data sources make it difficult to make definitive statements about some workforce issues, but it does appear that a substantial proportion of the sector remains part-time.
l The sector remains predominantly female although the number of males employed in social services has increased considerably during the past decade. Some areas (including early years and childcare) remain a predominantly female workforce and the need to encourage more males to consider a career in this sector has been noted extensively by Scottish Government and others.
l The limited evidence (at UK level rather than Scotland) suggests that the social services sector appears to have greater numbers of non-white and disabled people than that found in other sectors.

l The number of migrant workers in the Scottish social services workforce is lower than the overall Scottish workforce or the equivalent care workforce in parts of England.

l There have been substantial increases in the numbers of individuals undertaking vocational qualifications in recent years. The introduction of registration requirements may have played a key role in this growth, as many workers have been required to obtain a relevant qualification.   The numbers of registrations for SVQs and HNCs has remained steady in the short-term period. The past year has also seen increased level of interest in studying social work degrees and a growth in the number of young people admitted to undergraduate courses. The extent to which this increased level of interest is specific to social work degrees (or a function of the wider economic environment) is unclear.

Section two: What drives skills demand in the Scottish social services workforce?

l Demography is a key driver of skills demand in the Scottish social services workforce. The anticipated increase in the numbers of older people highlight the need to transform the way many services are delivered. There will be a need for more people to receive care at home and for carers to continue playing a key role. Many workers will have to develop new or specialist skills to deliver these objectives. The growth in the numbers of people with dementia will also highlight particular workforce development challenges.

l The Early Years Framework is just one of the documents which highlights the need for many workers working with children to develop a range of skills. Many workers will have to develop the skills required to maintain a focus on children and young people in the delivery of services and to support the empowerment of children, families and communities. An ongoing Scottish Government consultation (due to conclude in June 2011) is examining the common core of skills, knowledge and values that are required by the wide range of workers who have a role to play in the development of children.

l The registration agenda continues to be a key driver of skills demand. Many workers will be required to attain a qualification (typically an SVQ Level 2, 3 or 4) to meet registration requirements. Some workers (including managers of day care of children services) will be required to obtain a degree level award. Many workers will also be required to evidence their Post Registration Training and Learning after they have obtained a qualification for registration.

l The cost of training may not be a key driver of skills demand but it plays a vital role in determining the capacity of services to upskill the workforce. Many employers in the sector are noting the impact of the current economic climate as a key barrier hindering workforce development. The commissioning processes

(where providers have to tender for the right to deliver services) are also cited as a key barrier affecting workforce development in the social services sector.

I Standards and expectations are a key driver of skills demand in the social services. The Codes of Practice developed by the SSSC (in conjunction with the sector) reinforce the need for many social services workers to update their skills and to take learning and development opportunities. The preferences of people who receive services also continue to play a key role. For example, the drive to ensure more older people live at home for longer will impact upon the skills required by the workforce, while the growth of people with personal budgets to determine their own care may also ensure that they have more input into the skills held by their workers.

I Finally (and related to the previous point) the growth in personalisation and choice has a key role to play. The growth in initiatives such as self directed support, co-production, reablement and Citizen Leadership will all play a vital role in determining the skills required by many workers now and in future.

Section three: Current skills needs

I Current skills needs identified for the social services workforce in Scotland include:
I registration requirements
I other obligatory training demands (including health and safety)
I soft skills
I skills needs arising from service redesign
I commissioning and contracting or tendering skills
I skills in partnership working
I service user specific skills (including the skills required to support people with dementia)
I leadership and management skills

The skills needs have been identified using a range of methods. These include engagement with the sector and a literature review. Findings from inspection reports published by the Care Commission and the Social Work Inspectorate Agency (SWIA) have played a key role in identifying the skills needs of the workforce.

This section also identifies the skills needs of the unpaid carer workforce. Finally, the section briefly compares the skills needs of the Scottish social services workforce with the equivalent workforce in the UK, the wider Scottish workforce and nations beyond the UK.

Section four: Anticipating what lies ahead – future skills needs

This section contains a brief summary of many of the issues already identified, including the impact of the future economic environment, the future of regulation and the anticipated growth in Self-Directed Support.
The Assessment contains two appendices and a bibliography.

Section one: introduction, data sources and the social services workforce in Scotland

1.1 Introduction

This Sector Skills Assessment[1] has been developed by the Scottish Social Services Council in its role as part of Skills for Care and Development. Skills for Care and Development (SfC&D) is the Sector Skills Council for the 1.87 million people working in the social care, children and young people's sector in the UK (Skills for Care and Development, 2009). It is an alliance of six organisations:

l   Care Council for Wales (CCW)
l   Children's Workforce Development Council (CWDC)
l   General Social Care Council (GSCC)
l   Northern Ireland Social Care Council (NISCC)
l   Scottish Social Services Council (SSSC)
l   Skills for Care (SFC)

The Scottish Parliament has devolved responsibilities for the social services sector in Scotland and these functions are located within several departments of Scottish Government. The Scottish Parliament can introduce legislation which will have an impact on the skills required within the social services workforce. A recent example is the Adult Support and Protection (Scotland) Act 2007.

The SSSC is responsible for registration of the social work, social care and early education and child care workforce in Scotland. Registration of the social services workforce in Scotland is a key driver for skills demand and is explored in more detail in section 2.8.

In addition to its role in the registration and regulation of the workforce, the SSSC has workforce planning and development responsibilities as delegated by Scottish Ministers under Section 58 of the Regulation of Care (Scotland) Act 2001.

The SSSC also has responsibilities relating to the approval of courses for social workers and social services workers as defined within Section 54 of the same legislation. The functions of Skills for Care and Development fit particularly well with the SSSC's delegated workforce development responsibilities.

The Regulation of Care (Scotland) Act 2001 also led to the establishment of the Scottish Commission for the Regulation of Care (the Care Commission) which regulates providers of care services as defined under Section 2 of that Act.

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[1] Referred to in this text as "The Sector Skills Assessment" or "The Assessment"

1.2 The social services sector and the Sector Skills Assessment

In Scotland, the sector that Skills for Care and Development (SfC&D) represents is referred to as the social services sector. This is in line with the terminology used in the Regulation of Care (Scotland) Act 2001. The terminology used to refer to the sector in the rest of the UK varies as a result of the legislative and governance differences.

In Scotland the main sub-sectors within social services include:

l adult day care
l care home services for adults
l care at home services
l criminal justice social work services
l day care for children
l housing support
l local authority fieldwork (includes local authority social work services that are not registered with the Care Commission)
l residential child care

This footprint is very similar, but not identical, to other parts of the UK. The main difference lies in the positioning of criminal justice social work services. In Scotland, staff within local authority social work services has responsibility for probation and parole services. The staff who supervises such work is required to be qualified social workers. This is also the case in Northern Ireland but not in England and Wales.

In addition, the Skills for Care and Development footprint includes:

l childminders
l personal assistants employed by individuals in receipt of Self Directed Support. Self Directed Support (SDS) "provides individual budgets for people to buy their own support packages to meet their assessed personal, social and healthcare needs" (Scottish Government, 2009). It should be noted that not every worker involved in the delivery of Self Directed Support will be a personal assistant funded by these individual budgets. In some instances individuals may use their budgets to purchase support from another employer.

As data on the numbers of people using services is gathered on a service to service basis, double counting does take place. However, Scottish Government data indicates that those who currently or recently receive social services include:

l A total of 15,892 children being looked after by local authorities in March 2010 (Scottish Government, 2011). This number is 4% higher than the equivalent figure for March 2009. The number of children has increased every year since 2001 and is now at the highest point since 1982.
l A total of 201,180 children attending childcare centres during census week in 2010, and 28,640 looked after by childminders (Scottish Government, 2010).

It should be noted that there is likely to be substantial levels of double-counting in this figure.

l A total of 1,422 registered care homes providing 43,894 places to 38,240 residents as at March 2009 (Scottish Government, 2010).

l Approximately 68,334 home care clients as at March 2009 (Scottish Government, 2009).

l Approximately 3,678 people in receipt of Self Directed Support (SDS) in March 2010, an increase of 22% on the 2009 figure (Scottish Government, 2010).

This list is by no means definitive, but illustrates the number of people using some of the social services in Scotland. It should be noted that there will be some double counting within the above figures as some people access more than one service. It should also be noted that an increase in service users using one form of provision could impact upon another.

Carers play a vital role in the delivery of social services. There are approximately 657,000 carers in Scotland, approximately one-eighth of the overall population (Scottish Government, 2010). This Assessment does not focus primarily on the skills needs of carers, although many of the skills issues and challenges identified in this document are as relevant to these individuals as they are to the paid workforce. The Carers Strategy highlights the need for carers to access training in the key demands of caring, such as "moving and handling, managing medication, managing carers' own health and well-being, and personal development" (Scottish Government, 2010). These skills needs are relatively similar to those identified for the paid workforce. The Carers Strategy highlights the need for social services workers to appreciate the role of carers (including young carers) and to work as equal partners on the design and delivery of services. The skills needs for workers arising from the Carers Strategy are explored further in section 3.10 of this Assessment.

1.3 Methodology and structure of Assessment

This Sector Skills Assessment was revised and updated through a combination of a literature review and discussions with the sector. The literature review in sections 2 and 3 of this Assessment focuses primarily on the policy and strategy documents published during 2010 and identify skills issues for part or the entire Scottish social services workforce. The latest workforce data is also included which examines the size and nature of the social services workforce as at December 2008 and includes (for the first time) a detailed breakdown of the workforce by sub sector and employer type. Section one of the Assessment also contains data on specific areas of the workforce including Mental Health Officers.

New sections have been incorporated into this Assessment since the previous edition published in early 2010. This Assessment includes further information on joint working with health, telehealthcare and the impact of the current economic climate. This Assessment includes data from the draft Labour Market Intelligence (LMI) Profile for Skills for Care and Development in Scotland, published in March 2011. The data in the LMI profile is predominantly taken from the Scottish Employers Skills Survey 2010. The profile for individual Sector Skills Councils are in draft as of March 2011

although the report's tables and findings are unlikely to change. A report examining key messages at national level was published by the Scottish Government in March 2011 (Scottish Government Social Research, 2011).

The engagement process for the revision of this Assessment consisted of three stages:
1) A presentation and facilitated discussion at a series of events in the public, private and voluntary sector.

2) Individual meetings or telephone discussion with a series of key stakeholders.

3) A questionnaire on the SSSC website. The questionnaire invited stakeholders to identify current drivers of skills demand, current skills needs and future issues which will create skills issues for the social services workforce.

Individual submissions were also received from some stakeholders. In total, approximately 150 individuals contributed to the development of this Assessment. This figure does not include internal contributions from the SSSC and Skills for Care and Development. A list of many stakeholders that contributed to the development of this Assessment is contained in Appendix one.

Stakeholders' views are sought regularly through other areas of the SSSC (and Skills for Care and Development's) work. For example, in 2010 the SSSC consulted the sector on a wide range of topics, including registration requirements for the care at home workforce, leadership issues and the effectiveness of Recognising Prior Learning (RPL) materials. These findings contribute to the SSSC's work and ultimately (directly or indirectly) contribute to the development of the sector skills Assessment. In 2011 the SSSC (as part of Skills for Care and Development) will be consulting on revisions to National Occupational Standards (NOS).

This version of the Sector Skills Assessment aims to focus on key requirements outlined with the UK Commission for Employment and Skill's LMI Framework and will be available from the SSSC's website. Themed summaries focusing on some of the key issues identified in this Assessment will also be developed. The main audience for these summary documents will be key stakeholders in the sector, including employers and employer representative bodies.

The subsequent sections of this Assessment examine:

- drivers of skills demand in the sector (section two)
- current skills needs for social services workforce (section three)
- future for the social services workforce and associated skills issues (section four)

1.4 The social services workforce, key developments (2010/11)

This Assessment now briefly highlights some of the key developments since the publication of the Sector Skills Assessment 2010/11:

- The size of the Scottish social services sector workforce has remained stable over the past 12 months. The latest data suggests that the workforce employed 196,970 people in Scotland as at December 2008. The latest information provides a new level of workforce data. For example, it is now possible to provide greater detail on numbers of workers within some services and the percentages working in the public, private and voluntary sectors. The December 2009 data should be available in summer 2011 while the current intention is to publish the December 2010 data in winter 2011.

- The date for required registration passed for some social services workers in 2009. For example, all residential child care workers were required to be registered with the SSSC by 30 September 2009. Many workers will be registered with a condition on their registration, such as the requirement that they obtain a relevant qualification. Current registrants who do not meet the condition on their registration at the end of the relevant period will have their suitability for continued registration scrutinised. Managers of housing support services and managers of care at home services have registered with the SSSC since December 2010. There is no date of required registration for these workers yet. The role of registration as a driver of skills demand is explored in more detail in section 2.8.

- Social Care and Social Work Improvement Scotland (SCSWIS) began operations in April 2011. This body will be the independent regulator for social care and social work services across Scotland. The body replaces the functions previously undertaken by the Care Commission and the Social Work Inspection Agency (SWIA).

- There are likely to be significant changes to the social services workforce development landscape during 2011/12. The Scottish Government will not be funding the Learning Networks from June 2011. The Voluntary Sector Social Services Workforce Unit ended their operations in March 2011 and the Private Care Sector Workforce Initiative has received a short extension to their funding. In 2011/12. The SSSC will receive additional funding to meet a series of outcomes. These outcomes will include identifying ways to share best practice solutions and to build local engagement and partnerships.

- There is evidence that some employers are redesigning services, with a need to cut costs and free up social workers from administrative tasks cited as two of the reasons behind this approach. For example, Glasgow City Council offered an early retirement package to many staff in the social work department and is currently developing a new call centre to provide administrative support to frontline workers[2]. Similar call centres are under development in England.

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[2] Community Care, 07/06/10: Experienced social work staff to be replaced by call centres: http://www.communitycare.co.uk/Articles/2010/06/07/114653/experienced-social-work-staff-to-be-replaced-by-call-centres.htm

l The Scottish Government has been exploring new methods for the future delivery of older people's care. A recent consultation (entitled Reshaping Care for Older People) aimed to consider a wide range of issues, including the impact of demographic change and the expansion of telecare. In February 2011 the Scottish Government announced plans to integrate health and social care services for adults. The new proposals advocate more collaboration between local authorities and health boards under a "lead commissioning" model[3]. The potential skills demands that this may place on the social services workforce are briefly examined in section 2.3. The future delivery of older people's care (and indeed many of the other initiatives outlined in this Assessment) should become clearer after the May 2011 Scottish Parliament elections.

l The Christie Commission was established by the Scottish Government in November 2010 to develop recommendations for the future delivery of public services. The Commission is due to report its recommendations by the end of June 2011. Implications for the social services sector and the workforce should become clearer in due course.

l Scotland's first Dementia Strategy was published in June 2010. The strategy reinforces the need for a workforce that is able to support people with dementia and their carers. The skills issues and future issues arising from this agenda are explored in section 3.11.

l In November 2010 the Scottish Government published the Self Directed Support (SDS) Strategy (Scottish Government, 2010). The strategy defines SDS as "the support individuals and families have after making an informed choice on how their individual budget is used to meet the outcomes they have agreed" (Scottish Government, 2010). The strategy notes that less than half of all personal assistants currently employed as part of the delivery of SDS receive any training. There will be a need for a range of people to receive training as part of the delivery of SDS, including commissioners of services and frontline workers. Some workers will require training in the principles and values of SDS (Scottish Government, 2010). The Scottish Government has also held a consultation on proposals for a new Self Directed Support Bill. This legislation would formalise the role of SDS in service delivery and potentially address some of the current eligibility gaps. In December 2010 the Scottish Government began a consultation of the draft Self-Directed Support Bill. These issues are explored further in section 1.25.

l In June 2010 The Scottish Government commissioned Susan Deacon (former Scottish Executive Health Minister) to undertake a wide-ranging independent review on how to improve children's early years of life. The report was

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[3] Scottish Government, 02/02/11, Plan for Health and Social Care:
http://www.scotland.gov.uk/News/Releases/2011/02/02104243

published in March 2011 and acknowledges the need for qualified and trained staff in child care and early years. The report also focuses on the vital role that volunteers and the wider role the community plays in the development of children (Deacon, 2011).

l   In March 2011 the Scottish Government published a consultation paper on the common core of skills, knowledge & understanding and values for the Children's Workforce in Scotland. The consultation examines these issues across all workers involved in the development of children, including social services, education, justice and community services. The purpose of the consultation is to determine the accuracy and appropriateness of the skills, knowledge and understanding identified in the proposed common core and to explore the implementation of the common core (Scottish Government, 2011). The Scottish Government is seeking responses to this consultation by June 2011.

l   There has been work undertaken following the publication of National Residential Child Care Initiative (NRCCI) reports in December 2009. The NRCCI Workforce report included a recommendation stating that the Scottish Government should undertake further work to "analyse skills and skills gaps across the children and young people's workforce." This work would include workers in health, education and social services (Davidson et al, 2009). Work is currently underway to identify the looked after children workforce. This workforce covers looked after children who are supported by local authorities and those who are looked after at home or by relatives. In February 2011 the Scottish Government announced that a new Centre for Excellence to improve the lives and futures of looked after children will be established from April 2011. Future information is included in section 3.8 of this Assessment.

l   There is evidence to suggest that the number of applications for some social work degrees (and similar courses which do not result in the individual becoming a qualified social worker) are increasing. The University and Colleges Admission Services (UCAS) indicated that there had been 60,000 applications for full-time social work undergraduate degrees in the UK in 2010/11, compared with 37,000 applications in the previous year. These figures include all related degrees such as those in care and community studies. It is difficult to read too much into these figures because individuals often apply for more than one degree course but they do suggest an increased level of interest in studying these subjects. The UCAS figures indicate that social work is now the ninth most popular subject studied at UK universities[4]. In March 2011 the SSSC published a report which indicates that the numbers of applications to social work degrees (undergraduate and postgraduate) in Scotland is increasing. The report also indicates the percentage of young people (16-24)

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[4] Community Care, June 2010: Social work degree applications soar:
http://www.communitycare.co.uk/Articles/2010/07/19/114931/social-work-degree-applications-soar.htm

admitted to social work degrees are also on the rise (SSSC, 2011). Further information on these figures can be found in section 1.26.4.

I There have been a series of initiatives in recent years which have been designed to help people enter the care sector. These include:

  I The Care First Careers Initiative, which aimed to help thousands of young people unemployed for more than six months to obtain experience in working in the adult social care sector.

  I The Future Jobs Fund, which aimed to help thousands of young long-term unemployed individuals to find short-term work in the sector. The first tranche of the Future Jobs Fund was expected to create nearly three thousand jobs in Scotland, approximately a third of which were to be in social care or community based work[5].

  I The Scottish Government's budget for 2011/12 contains a package of 25,000 new Modern Apprenticeships and 7,000 flexible training opportunities for SMEs.[6] At the time of writing (March 2011) it is unclear how many of these Modern Apprenticeships will be open to social service employers and workers.

I The social services sector continues to work closely with colleagues in health. For example, the Scottish Social Services Council (SSSC) works with colleagues at NHS Education Scotland (NES) on various projects. This work currently includes projects to develop a generic support worker which could work across the health and social services sector. The SSSC and NES are also working together on the development of a Senior Support Worker role in Children's services. Joint work between health and social services in relation to workforce development is explored further in section 2.4.

I The SSSC has continued to develop a range of resources which support employers to manage the workforce development and registration agenda in the social services sector. In April 2010 the SSSC launched the Workforce Solutions Portal, a new website which provides employers and employees with the tools required to undertake workforce development.

I The Scottish Government and the Joint Improvement Team (JIT) have continued to promote the development of reablement services. The JIT is part of the Directorate for Health and Social Care Integration within Scottish Government. The Sector Skills Assessment 2009/10 noted the development of

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[5] Scotland Office, 29/07/09: Future Jobs Fund to create almost 3,000 jobs in Scotland: http://www.scotlandoffice.gov.uk/scotlandoffice/12423.html
[6] Scottish Government website, 17/02/11: Apprenticeship opportunities: http://www.scotland.gov.uk/News/Releases/2011/02/17164344

reablement initiatives, which are designed to provide intensive support to help individuals to maintain their independence and to remain in their homes. In 2010 the JIT were working with local partnerships and local authorities to support the development of further reablement services. Reablement is explored further in section 2.11 of this Assessment.

l The SSSC has been working with the Scottish Social Services Learning Networks to develop an action plan for leadership in the sector. The action plan sets out a new strategic approach to developing effective leadership in the social services sector. In 2010/11 the SSSC undertook research to determine the key skills needs in this area of work. This research involved a scoping exercise to identify current work in this area and an engagement exercise to determine what else is required by employers. Leadership and Management skills are explored further in section 3.5 of this Assessment. The LNs will not receive funding from Scottish Government as of June 2011.

l The Scottish Government and the Joint Improvement Team (JIT) have developed guidance for procuring social care services in Scotland. The guidance identifies a series of guiding principles for the procurement of staff. These principles include the need for local authorities to ensure that staff adhere to the Codes of Practice for Social Services Workers and receive opportunities to develop their skills (Scottish Government, 2010).

l Skills for Care and Development are currently updating the Sector Qualifications and Learning Strategy for the social services workforce in Scotland. The strategy aims to reflect the skills needs of the workforce, employer needs from their workforce, the qualifications required to meet these needs and what employers would hope training providers can do to support this.

l In 2011 Skills for Care and Development will be undertaking a review of the National Occupational Standards in Social Work, Health and Social Care and Children's Care Learning and Development.

l Finally, there will be Scottish Parliament elections in May 2011. The implications for social services will become clearer in due course.

1.5 Data Sources

This section of the paper looks at each of the key sources of workforce data available to the SSSC / Skills for Care and Development, identifying their strengths and weaknesses and the ways in which they can be of use. The discussion begins with data gathered by the Scottish Government and Care Commission[7], before progressing to look at UK-wide data.

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[7] Social Care and Social Work Improvement Scotland (SCSWIS) took on the functions of the Care Commission and the Social Work Inspection Agency from April 2011.

1.6 Care Commission Annual Returns and the Annual Survey of Scottish Local Authority Social Work Services

The Care Commission gathers data annually from every registered care service in Scotland (as defined by Section 2 of the Regulation of Care (Scotland) Act 2001). It therefore does not, of itself, give a full picture of the sector as it does not cover the social work services currently regulated by the Social Work Inspection Agency (SWIA).

The data gathered by the Commission is based on the Core Minimum Data Set (CMDS) which collects detailed information on each employee, their employer, unit and post. Therefore, it can provide a more detailed breakdown of the sector's workforce than that provided by the ABI or LFS. The SSSC has analysed the Care Commission's annual returns which provide a snapshot of the workforce at December 2008.

There are a substantial number of employers (see 'social services employers' later in this section) which provide more than one service. Each of these services is required to register with the Care Commission.

The Care Commission does not currently produce "national statistics" as defined by the UK Statistics Authority but SCSWIS may do so in future. It currently has robust data gathering processes and data from the Care Commission has been used by the then Scottish Executive to provide a picture of the sector (Scottish Executive, 2006). The high response rates from registered services also add validity to the findings. There have also been concerns that because the Care Commission's data is collected from each registered service that people working in more than one service will be double-counted in any headcount figure. The Care Commission believes that up to 2% of the headcount figure is people who have been double counted. The Care Commission has in place processes to check and clean the data as well as online completion options for the vast majority of service providers.

In addition to the Care Commission's data there is also that gathered by Scottish Government, in particular the annual census of local authority social work services staff. This data is produced in accordance with the UK Statistics Authority's Code of Practice. While the annual census does not provide a picture of the whole sector it does cover local authority services inspected by SWIA. It therefore complements the data gathered by the Commission, although there is also some overlap. The census also uses the CMDS and therefore gathers data that can be meaningfully compared with that gathered by the Care Commission.

These two data sets are thought to cover all but a small proportion of people working in the social services sector. Combining the data from the Care Commission's annual returns with elements of the annual survey of local authority social work services provides the best indication of the total size and nature of the social services workforce in Scotland. The SSSC has recently published a report which contains a snapshot of the workforce at December 2008 (SSSC, 2011).

The social services workforce is believed to employ approximately 196,970 individuals as at December 2008. This figure suggests that the workforce remained relatively constant since December 2007, although there have been amendments to the

methodology this year. For example, the most recent figure does not include childminders that have been declared as inactive, while it also removes some of the double-counting that is a consequence of some services providing housing support and care at home. These methodological changes ensure that it is advisable to avoid direct comparisons of 2008 data with 2007 data.

1.7 The Labour Force Survey (LFS) and the Annual Business Inquiry (ABI)

The official sources of labour market information in the UK are the Labour Force Survey (LFS), the Annual Population Survey (APS) and the Annual Business Inquiry (ABI). They are all recognised as "national statistics" which means that they are produced in accordance with the Code of Practice for statistics from the UK Statistics Authority.

The ABI, LFS and the APS define sectors of the UK economy using the Standard Industrial Classification (SIC) coding system. The SIC system is linked to European and wider classification codes. The coding system does not always define sectors clearly. A new coding system was introduced in 2007 and will be used in future to report on workforce figures. The table below retains the old coding system to ensure consistency between the ABI and LFS figures:

Figure 1: The social services workforce (SIC Codes 85.3), 2008

ABI	132,000
LFS	162,000

(ONS and NOMIS, 2008)

The ABI 2008 figure highlights a key issue about using these figures to estimate the size of the social services workforce in Scotland. The ABI figure above uses the existing SIC Code (85.3) and produces a total social services workforce figure of 132,000. The LFS uses the same SIC code to establish a figure of 162,000. The SIC codes have recently been revised and the social services sector is now split across two codes, namely 87 and 88. Using these new codes for the ABI produces an alternative figure in 2008 of 149,000 for the Scottish social services workforce.

The new SIC Codes have not been incorporated into the LFS yet. It would appear from this that the new coding appears to provide a better picture of the social services than the previous one did. The new SIC Codes (87+88) are believed to provide a more accurate and detailed representation of the sector. It will be interesting to see next year whether the LFS figure (using new SIC Codes) is larger than the 162,000 figure developed this year, although there are other factors which will determine the size of the workforce twelve months hence. As before it should be noted that this is a survey so there is a possibility of errors creeping in, particularly among smaller parts of the sector.

The data from the LFS and ABI is useful because they allow comparisons to be made between social services and other sectors. They do not, however, provide an accurate picture of the social services sector. These figures are unlikely to include all workers in the sector, such as childminders or personal assistants. These mapping issues

affect the old SIC Code (85.3) and the new SIC Codes (87+88) although the revised ABI figure would suggest that there are now more workers included in this definition.

In addition to concerns about the reliability of the SIC Coding system, there are also issues about the relevance of the Standard Occupational Classification (SOC) codes. The SOC codes provide a standard classification of jobs in terms of their content and skills levels. There have been concerns raised about the reliability of these codes for the social services sector. For example, the use of the SOC Code suggests that there are some social workers within the LFS figures that have a qualification at NVQ Level 3 or below. Social workers are required to have either a degree or a diploma (at NVQ Level 4 or above) which suggests that this system also fails to correctly classify these workers (Migration Advisory Committee, 2009).

There are, therefore, issues with the reliability of the figures contained within the LFS and the ABI. The SSSC believes that information from the Care Commission's annual returns and the Scottish Government's annual census of local authority social work services provides the best data for understanding the size and nature of the social services workforce in Scotland. Most of the workforce data in this section uses these two sources.

It is worth repeating again that the Care Commission and SWIA were replaced by Social Work and Social Care Improvement Scotland (SCSWIS) in April 2011. The new body intends to continue collecting data on the workforce. There are some workers which are not included in the data collected by the Care Commission and Scottish Government census of local authorities. The main exceptions are:

- l   some administrative workers in the voluntary and private sector
- l   some workers involved in the delivery of Self Directed Support

For the latter, a substantial proportion of these workers are personal assistants employed by individuals who have taken control of their budget. It is difficult to quantify how many personal assistants there are within this workforce. The Scottish Government recently conducted a survey of these workers and the findings are referred to throughout this Assessment (Reid Howie, 2010). Some tentative estimates suggest that there are 1,500 personal assistants working with individuals in receipt of Self Directed Support at present, but the actual figure could be much greater. Some individuals employ more than one personal assistant to deliver their care. There are ongoing challenges relating to how this data is collected in future.

1.8 Summary of workforce figures

In summary, this Assessment has outlined three methods for calculating the size of the Scottish social services workforce, and provides three estimates for the size of the workforce in 2008:

Figure 2: The Scottish Social Services Workforce (2008)

Care Commission Annual Returns + non-registered staff within Staff of Local Authority Social Work Services(SLASWS) survey	196,970
Annual Business Inquiry (ABI) – social work activities (85.3)	132,000

Labour Force Survey (LFS) – social work activities (85.3)	162,000

<div align="center">(ONS, NOMIS, Scottish Government and Care Commission, 2008)</div>

It is important to bear in mind the earlier appraisal of these sources. None of these surveys capture data on every worker in the Scottish social services workforce. The figure developed by combining the annual returns with elements from the Staff of Local Authority Social Work Survey does not include central or strategic staff working within many voluntary or private sector providers, nor does it include personal assistants employed by individuals in receipt of Self Directed Support.

There may also be some double counting within the Care Commission / Scottish Government figure. For example, an individual could be working for a service that is registered with the Care Commission and hold a non-registered position within local authority social work services. That caveat aside, the figures from the Care Commission / Scottish Government undoubtedly provide the best information for understanding the size and nature of the social services workforce in Scotland. This Assessment now provides a more detailed breakdown of the data on the social services workforce. Where possible the Assessment uses data from the annual returns and the Staff of Scottish Local Authority Social Work Services Survey. The Staff of Local Authority Social Work Services 2008 survey is used in this Assessment to ensure the workforce data is taken from the same twelve month period as these two data sources covers a similar collection period. Where data is unavailable from the 2008 annual returns the Assessment uses data from the 2009 local authority survey to provide an updated picture. Other sources are also used where relevant, including data gathered by the SSSC as part of registration and the Scottish Employers Skills Survey.

This Assessment does not contain information on absence data. The SSSC does not currently gather this although some information may be collected from the Care Commission's Annual Returns. It may be possible to produce data in this area in future if this was something that employers express an interest in. The first table (developed using the Annual Returns and the annual survey of Scottish local authority social work services) outlines the size of the workforce by sub-sector.

Figure 3: the social services workforce by sub-sector, 2008

Sub-sector	Headcount	Percentage of sector
Adoption Service	400	0.2
Adult Day Care	9,720	4.9
Adult Placement Service	160	0.1
Care Homes for Adults	53,970	27.4
Child Care Agency	510	0.3
Childminders	5,580	2.8
Day Care Services for Children	31,190	15.8
Fostering Service	830	0.3
Housing Support/Care at Home	63,140	32.1
Nurse Agency	3,280	1.7
Offender Accommodation Service	120	0.1
Residential Child Care	6,910	3.5

School Care Accommodation	1,220	0.6
LA Central and Strategic Staff*	4,190	2.1
LA Fieldwork Service (Adults)*	4,850	2.5
LA Fieldwork Service (Children)*	5,530	2.8
LA Fieldwork Service (Generic)*	3,370	1.7
LA Fieldwork Service (Offenders)*	1,960	1.0
Total	**196,970**	**100%**

(SSSC, 2011)

The table shows that most service types are quite small with only three having more than 5% each of the sector's workforce. Of these, the joint Housing Support/Care at Home sub-sector, with almost one-third of the sector's workforce is clearly the largest in terms of workforce numbers. The second is Care Homes for Adults which employs 27% of the sector's workforce and these two sub-sectors along with Adult Day Care services make up most of what are often referred to as "Community Care" services. Combined they account for 65% or just over 126,000 of the sector's employees. It is this part of the sector's workforce that works primarily, although not solely, with older people.

Services for adults, children, families and Generic LA Fieldwork services are also thought to mainly operate in community care related functions. The third largest sub-sector is Day Care Services for Children which has over 31,000 staff with a further five thousand working as Childminders. The Day Care Services for Children figure includes staff working in out of school care services, many of whom are part of a shared footprint with Skills Active.

The local authority services that are not required to register with the Care Commission are inspected by the Social Work Inspection Agency (SWIA) and they account for just over 10% of the sector's total workforce.

As has been previously indicated, there are some groups of the workforce that are not captured within the above data. These include personal assistants employed as part of Self Directed Support and strategic and administrative staff within private and voluntary sector providers.

The next table divides the total workforce by employer type:

Figure 4: Social services workforce split by employer type, 2008
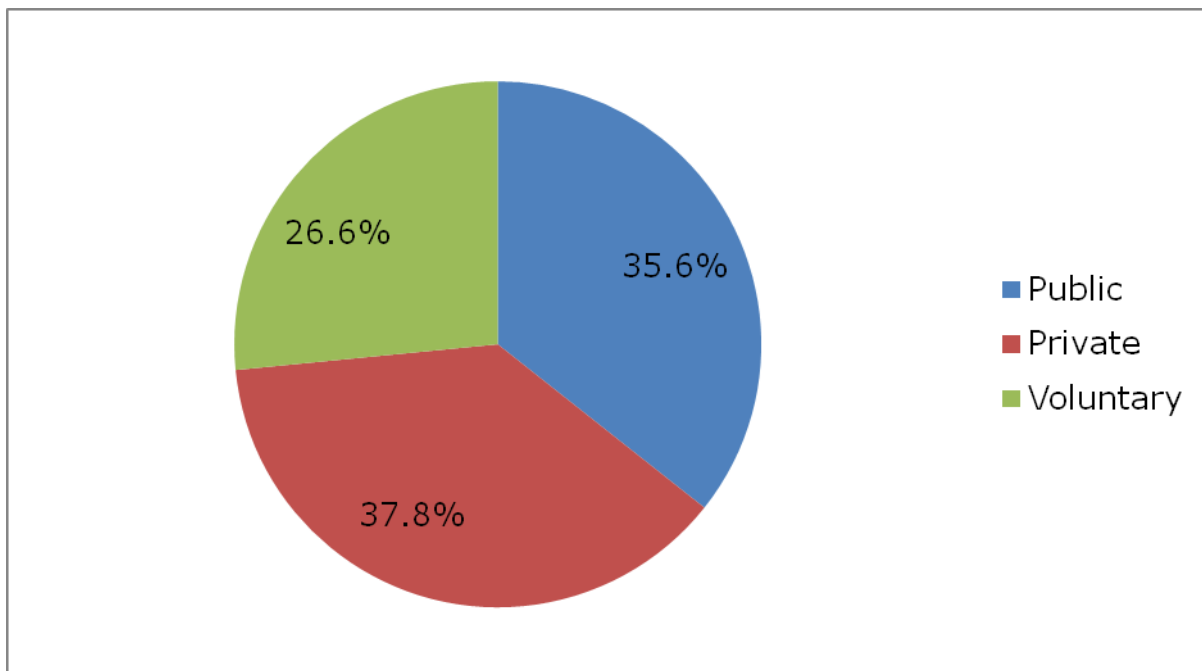
Note that percentages add up to just over a 100% due to rounding. The social services workforce in Scotland is employed by a mix of private, public and voluntary providers. The private sector (including childminders) has recently overtaken local authorities as the biggest employer.

This is a different position to that identified in the Scottish Executive's second Social Services Labour Market report (Scottish Executive, 2006). The data used within that report to identify the share of employment between the three employer types is not directly comparable with that used in this present report as it was gathered prior to the development of the CMDS. Notwithstanding this, the growth in the private sector was part of a trend highlighted in the 2006 report, which suggested that local authority employment as a share of the sector's total was declining. That report showed a reduction in the proportion of the sector's workforce employed by local authorities from around 60% of the workforce in 1994 to around 42% of the workforce in 2004.

The main reason for the apparent reduction in the proportion of the sector's workforce employed by local authorities is not that the public sector workforce has reduced in recent years but that the social services sector has seen greater growth in provision by private and voluntary service providers. This seems clear from two pieces of evidence. One is data from the Scottish Government's annual census of local authority social work services staff. The following Table sets out the headcount data taken from the annual census over the decade up to 2008. While there are some issues with the data gathered in individual years which can make detailed comparisons problematic, the overall trend during that period is clear, namely, increasing numbers of individuals working in local authority social work services (NB this period just predates the impact of the financial downturn).

Figure 5: Social services workforce split by employer type, 2008

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
HC	45104	44809	45721	47446	50119	52376	54008	53776	56837	56881

(Source: Scottish Government Annual census of local authority social work services 2008)

The second piece of evidence comes from time series data on the sector's workforce. While time series data are not currently available for the whole sector using the Core Minimum Dataset[8] (as it has only been in use the last two to three years) data is available from the Labour Force Survey (LFS) and the Annual Population Survey (APS) which are produced by the Office for National Statistics (ONS). The data is not directly comparable with the CMDS data as a different definition of the sector is used by the ONS. The LFS relies on the Standard Industrial Classification (SIC) code system which has a definition of the social services sector that excludes parts of the workforce as defined above (e.g. childminders; children's day care staff working in nurseries). The data from the LFS suggests that the social services workforce grew by approximately 51% from 1999 – 2008. These factors suggest that much of the growth in the sector can be attributed to the private and voluntary sector.

Figure 6: Social services sector by sub-sector and employer type, 2008
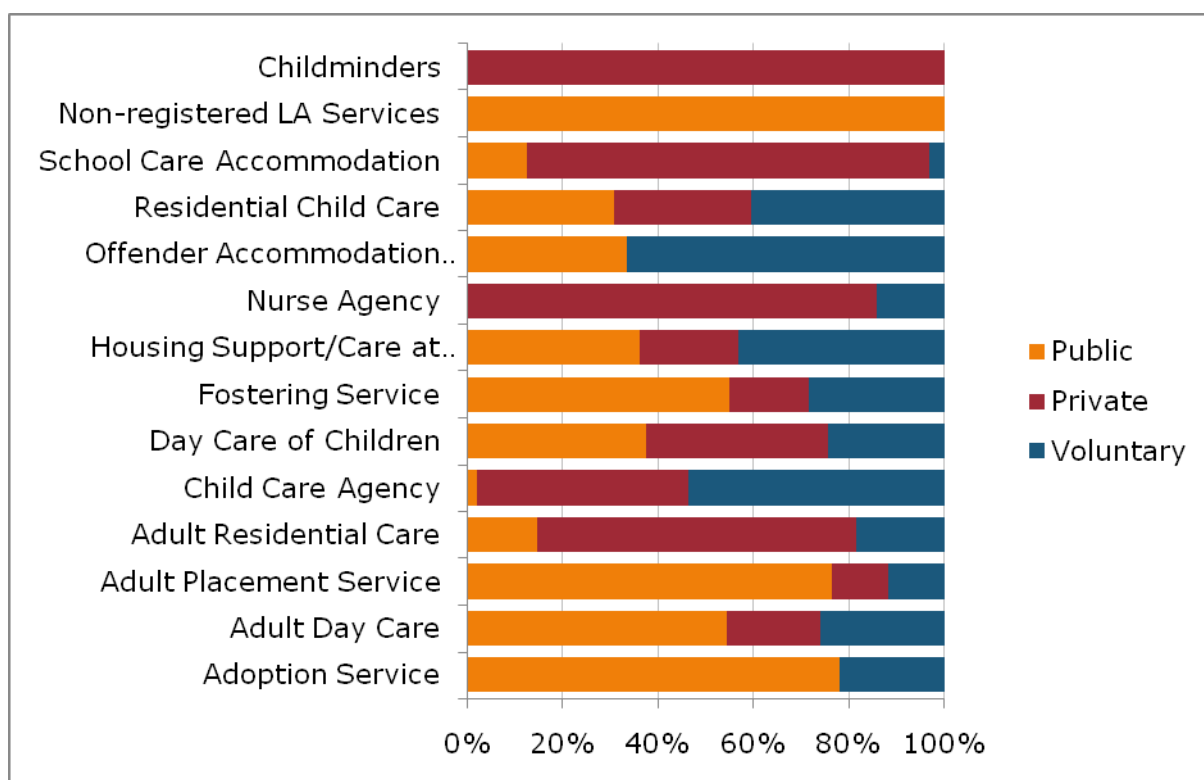
(SSSC, 2011)

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8 The Core Minimum Dataset (CMDS) is the dataset which forms the basis for collecting data for the annual returns and annual survey of local authority social work services.

A key point to note is that most of the sub-sectors employ only a small number of workers. It should also be noted that many sub-sectors have a dominant employer type. For example:

l   adult placement services are predominantly delivered by the public sector
l   adult residential care services / care home for adult services are predominantly delivered by the private sector
l   offender accommodation services are predominantly delivered by the voluntary sector.

The exceptions to this rule are residential child care, housing support / care at home and day care services for children, where there is a relatively even split among employer types. There are some services which fit exclusively within one category. For example, only the public sector employs staff in local authority non-registered services, while all childminders are defined as private sector workers.

The growth of private and voluntary sector provision (often referred to collectively as the independent sector) is not unique to Scotland. Most social services in the UK are now delivered by the private or voluntary sector (Skills for Care and Development, 2010). The breakdown of service provision will be presented differently in each country to reflect local differences. For example, Scotland tends to use the categories listed above which incorporates services registered (and those that are not registered) with the Care Commission.

1.9 Social service employers

In 2008 there were approximately 14,274 care services registered with the Care Commission. Nearly half of this total was based in the public sector while the remainder was split between the public and voluntary sector:

Figure 7: Numbers of Care Commission registered services by employer type and sub-sector (with median staffing values in brackets)

Sub-sector	Public	Private	Voluntary	Total services
Adoption Service	32 (9)	0 (-)	7 (11)	39
Adult Day Care	343 (11)	85 (12)	214 (11)	642
Adult Placement Service	24 (3)	0 (-)	6 (3)	30
Care Homes for Adults	227 (35)	761 (43)	437 (15)	1,425
Child Care Agency	1 (12)	17 (11)	17 (13)	35
Day Care of Children	1,825 (4)	1,088 (10)	1,274 (4)	4,184
Childminders	0 (-)	5,580 (1)	0 (-)	5,580

Fostering Service	32 (12)	6 (7)	25 (7)	63
Housing Support/Care at Home	354 (21)	389 (24)	1,174 (17)	1,917
Nurse Agency	0 (-)	62 (29)	3 (50)	65
Offender Accommodation Service	3 (14)	0 (-)	8 (10)	11
Residential Child Care	119 (16)	61 (15)	72 (22)	252
School Care Accommodation	8 (14)	21 (10)	2 (30)	31
Total	**2,992**	**8,091**	**3,191**	**14,274**

(SSSC, 2011)

The following figure uses data from the Inter-Departmental Business Register (March 2009) to compare the Scottish social services workforce with the wider Scottish workforce:

Figure 8: Size of workplaces: Skills for Care and Development and all industries (Scotland)
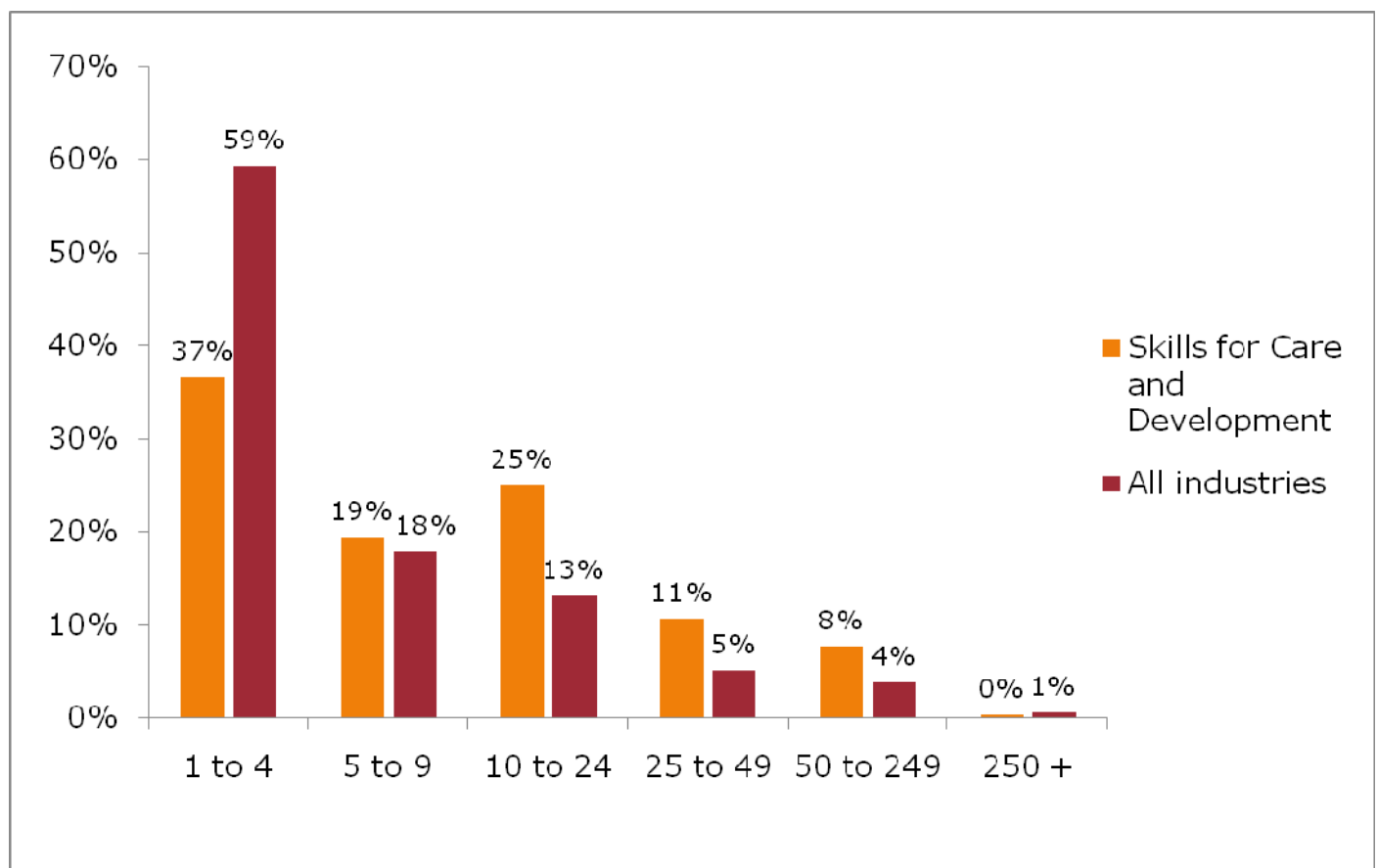
1.10 Growth of the social services sector workforce

As this is the second year of analysing the Care Commission's annual return data it is not yet possible to use this source (combined with elements of the annual survey of Scottish Local Authority Social Work Services) to draw conclusions about the growth of the social services workforce in the recent past or over a longer future period. For the past two years a total workforce figure has been developed by these two data sources. In 2008 the sources produced a total workforce figure of 196,970. This very slight reduction on the equivalent figure for 2007 is a consequence of improved data analysis rather than a slight drop in the size of this workforce. For example, the 2008 figure does not include childminders that been declared as "inactive" during this year, while the 2007 figure did include these individuals.

The LFS data suggests that the workforce employs approximately 162,000 individuals as of 2008. This Assessment has already noted (in section 1.8) LFS data which indicates that from 1998 – 2008 the social services workforce grew by around 51%. The LFS data is not believed to provide as accurate a picture of the workforce as other data sources, but does provide a method for understanding how the workforce may have grown over the past decade. It also illustrates how the social services workforce has grown in comparison with other sectors.

The impact of the economic climate on the workforce is something that will become clearer by examining future tranches of data from the annual returns and survey of Scottish local authorities.

It is not possible to examine data from the Care Commission's annual returns (December 2009) yet, but it is possible to examine updated data on the local authority social work services workforce. This Assessment uses data primarily from the Staff of Scottish Local Authority Social Work Services 2008 as it provides a snapshot of the workforce at a similar time to the annual returns. The next survey has been completed and will be merged with the next tranche of annual return data to provide a picture of the workforce at December 2009. It is possible to examine the data from that survey of the local authority social work services workforce to preview some of the issues that may emerge from the next study of the workforce. That survey (at October 2009) suggests that there has been a slight decrease in the number of whole time equivalent staff employed by local authorities. It also suggests that there has been an increase of 3% in the number of qualified social workers (Scottish Government, 2010). It would be difficult to speculate on the reason behind these changes to the figures or what they indicate about the current economic climate.

The Information Services Division within NHS National Services indicates that the total number of staff employed by NHS Scotland[9] as at 30 September 2010 is 168,051. This figure does not include independent healthcare workers. The Justice Sector is believed to employ approximately 56,000 people in Scotland as of 2009. This figure is based on LFS estimates (Skills for Justice, 2010).

There is some recent evidence which suggests that there will be some substantial changes ahead in the Scottish social services workforce, partly brought about by economic reasons and decisions to redesign services. For example, in early 2010

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[9] http://www.isdscotland.org/isd/5247.html#Overall_staff, accessed 24 January 2011

Glasgow City Council offered early retirement to many workers over 50 years of age. There were some groups of workers excluded from the early retirement programme, such as social workers and workers in children's homes. Despite these exclusions the offer was initially taken by 820 staff in the social work department, a sixth of the department's overall workforce[10]. This decrease in the size of Glasgow City Council's workforce will be partly offset by the employment of a hundred social work trainees. Glasgow City Council will also be introducing a call centre where social work staff will undertake administrative tasks to support frontline workers. Glasgow City Council has indicated that the call centres would "allow qualified staff to be involved in the first point of telephone contact and assist with initial assessments. It will free up staff who had previously fielded calls to undertake such tasks.

It is unclear at this stage whether other Scottish local authorities will be following similar approaches as that taken by Glasgow City Council. Glasgow City Council is the largest local authority in Scotland and what works for Glasgow may not necessarily work for smaller local authorities. It is clear, however, that some local authorities in England are adopting similar approaches in terms of redesigning services and cutting numbers of staff in their social work department. Some Scottish local authorities are also re-designing their care at home services and are replacing them with reablement services. These initiatives are explored in more detail in section 2.11 of this Assessment.

During the development of this Assessment a substantial number of representatives from the voluntary and private sector expressed concerns about the ability of their workforce to grow or (in some instances) to be maintained at existing levels. Many providers indicate that they are also in the process of restructuring their organisations, primarily as a response to the current economic climate. Some services have expressed concerns about the impact of the current economic climate on their workforce; these issues are briefly explored in section 2.9. Some stakeholders and employers have indicated that they expect to see their workforce grow as some services will require new employees to meet demand. For example, some stakeholders indicated a view that some childminders are recruiting assistants to increase service capacity. Some changes to services are focused on responding to the current economic climate, demography or ensuring services meet the needs of people who use them. Changes to service provision are explored further in section two.

1.11 Staff Turnover

The previous Sector Skills Assessment noted research by Futureskills Scotland that suggested the staff turnover ratio in the social services sector (in 2007) was about 19%. This ratio was slightly lower than that experienced by the rest of the economy which was 22%. In this survey Futureskills Scotland defined labour market turnover as a "measure of churn in the workforce" (Futureskills Scotland, 2007). This turnover figure remains the most up-to-date figure for the social services workforce. Turnover ratios have rarely been identified as a key concern in social services.

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[10] Community Care, Experienced social work staff to be replaced by call centres, Community Care, 07/06/10:
http://www.communitycare.co.uk/Articles/2010/06/07/114653/experienced-social-work-staff-to-be-replaced-by-call-centres.htm

Employers have typically highlighted issues around ensuring continuity of care when a person leaves the post but concerns about high turnover levels are rarely expressed in workforce studies. When turnover issues are highlighted by the sector it is usually as part of a discussion around movement of staff. For example, private and voluntary sector providers point to a scenario where staff move to local authorities because they can attain higher levels of pay.

Turnover figures may not be entirely helpful as they do not provide an indication of the percentage of workers who stay in the sector or move to other sub-sectors of the social services workforce. They also provide no information about the destination of workers exiting the sector. There are, however, questions about whether employers would find them useful in terms of the workforce planning and it may be possible to generate figures using the annual returns. Anecdotal evidence suggests that workers who leave a role in social services are moving to similar roles in the same sector.

1.12 Vacancies

The Care Commission's annual return data does not provide estimates on vacancy levels in the sector. The main source of data on this is from the annual survey of Scottish local authority social work services. As there is no data on vacancies available from the Care Commission's annual returns, the annual survey of local authority social work services 2009 is used here to highlight vacancy rates in this workforce.

- l It is estimated that there were approximately 2,473 whole time equivalent vacancies in Scottish local authority social work services in October 2009. This represents 7.1% of all posts (Scottish Government, 2010). Approximately 7.9% of all posts were vacant during the previous year (Scottish Government, 2009).
- l Of the 2,473 vacancies, 324 WTE vacancies were for qualified social work staff. This represents 5.8% of all social worker posts that were vacant as at October 2009 (Scottish Government, 2010). Approximately 7% of social worker posts were vacant during the previous year (Scottish Government, 2009).

(Scottish Government, 2010)

These figures should be treated with caution, as neither of Scotland's largest local authorities (Glasgow and Edinburgh) provided estimates on the numbers of vacancies within their social work departments for this survey. These two local authorities typically make up a large proportion of the overall vacancy figure. That caveat aside, these figures (when combined with data earlier in this Assessment) suggest that the numbers of social workers employed by local authorities is growing at a time when vacancy rates may have fallen slightly.

A questionnaire undertaken in 2010 to update the Sector Skills Assessment asked social services employers to indicate whether they have found it difficult to fill vacancies during the past year. The vast majority of respondents (78%) indicated that they had not experienced difficulties during this time.

Other data sources suggest a slightly different picture to the one developed by respondents to the Sector Skills Assessment questionnaire. The Scottish Employers Skills Survey 2010 suggests that the social services sector in Scotland is characterised by a higher proportion of vacancies as a percentage of all employment than other sectors. That data indicates that vacancies form 3% of all employment in the social services sector, compared to a 2% average across all industries. This survey also suggests that the social services sector can find it more difficult to fill some vacancies than other sectors. The Skills for Care and Development sector in Scotland reported approximately 1% of hard to fill vacancies as a percentage of total employment[11]. This is similar to the average across all Scottish industries of 1% (IFF Research, 2011).

1.13 Skills Shortages

Following on from the previous section on vacancies, skills shortages are characterised as a specific type of hard-to-fill vacancy that occurs when an employer cannot find applicants with the skills, qualifications or experience to do the job. The findings from the Scottish Employers Skills Survey (SESS) in 2009 and 2010 may provide some clues about the impact of recent changes in the economic climate. For example, the data from the SESS 2009 indicates that skill shortages affected about 9% of all employers in Scotland that year, although there were a smaller proportion of skills shortages with the Scottish social services sector (Alliance of Sector Skills Councils, 2009). The data from the SESS 2010 suggests that employers are having fewer problems in this area. Overall, skills shortages now affect about 3% of employers in Scotland and 4% of employers within the social services sector (IFF Research, 2011). It should be noted that there are methodological caveats to take into account when comparing the 2009 and 2010 surveys, but they do suggest a slight change in these levels.

Employers have been able to resolve skills shortages in the past by recruiting workers from out with the European Economic Area. These issues are briefly explored in section 1.21 of this Assessment.

1.14 Skills Gaps

Skills gaps (where an employer believes that a worker does not have the skills required to perform their job) are believed to be common in social services. The data from the Scottish Employers Skill Survey 2009 indicates that skills gaps are believed to affect about 20% of all Scottish social service employers, a ratio that is line with the Scottish average (Alliance of Sector Skills Councils, 2009). Twelve months later and the picture appear to have improved slightly. The Scottish Employers Skills Survey 2010 reports that skills gaps affect about 15% of all Scottish employers but still trouble 18% of all Scottish social service organisations (IFF Research, 2011). Again, it should be noted that a change in methodology means that caution should be advised when comparing the 2009 and 2010 figures.

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[11] The Scottish Government has subsequently advised that some caution should be applied when referring to this estimate.

Social service employers have cited particular concerns about a lack of team working and planning skills. The particular skills needs and issues for the social services sector in Scotland are outlined in section three of this Assessment.

This Assessment now examines the data on the numbers of full-time and part-time workers in the social services sector.

1.15 Full-time and part-time workers

Using multiple data sources to report on the status of the workforce presents a series of challenges and contradictions. These issues are demonstrated when examining the nature of full-time and part-time provision in the Scottish social services sector. The differing definitions for "full-time" and "part-time" may play a role here. The flexibility of social services employment (including seasonal contracts, zero hour contracts and other options) may also further complicate this picture.

The Labour Force Survey suggests that Scotland's social services are increasingly delivered by full-time workers. In 1998 the number of part-time workers in the sector's workforce accounted for 41% of the total, by 2007 that figure had fallen to approximately 36%. The 2008 data from the LFS suggests there has been little change in the percentage of part-time jobs in the social services sector during the past twelve months. Data from the LFS suggests that the longer-term trends are largely the result of an increased numbers of full-time posts in the sector (Skills for Care and Development / SSSC, 2006).

Figure 9: Percentage of part-time and full-time workers in the Scottish workforce / Scottish social services workforce, 2008
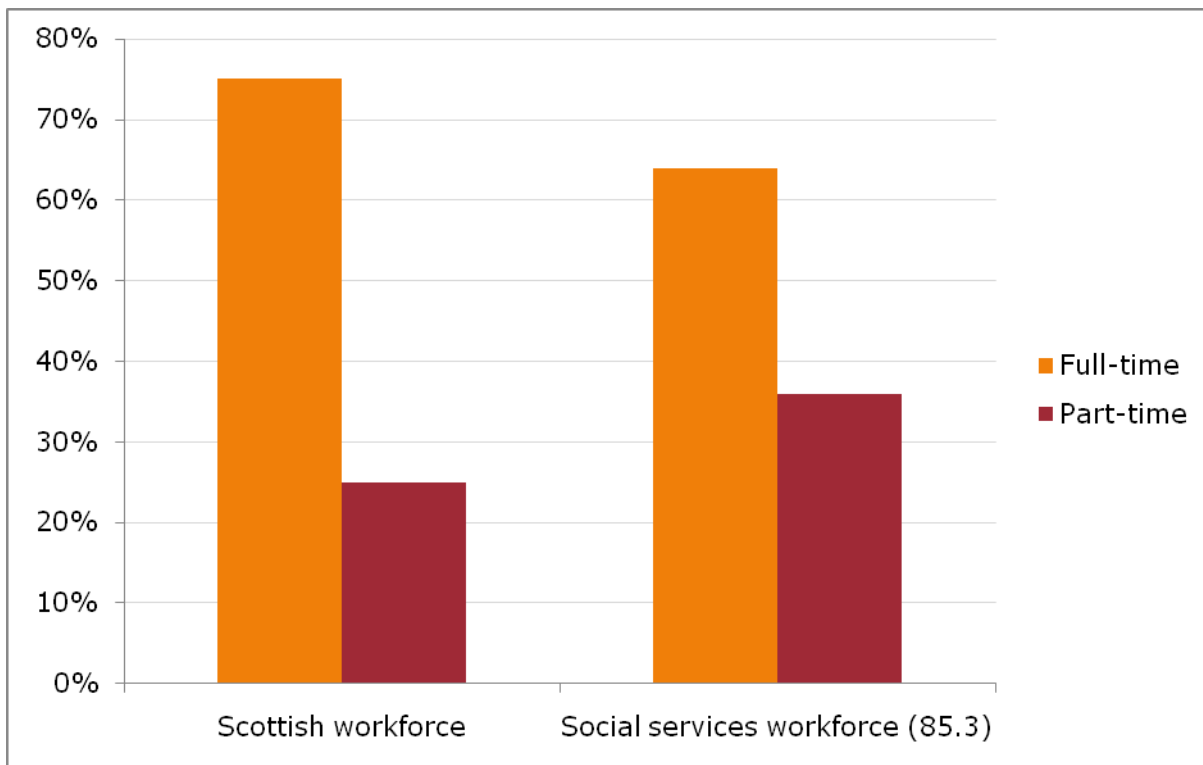
(Source: Labour Force Survey, 2008)

The LFS data in this figure suggests that less than 40% of the Scottish social services workforce is part-time. This data differs from the Annual Business Inquiry, which suggests that the social services sector has a higher percentage of part-time employees at 51%. The ABI figure for the Scottish social services workforce is similar to evidence from other parts of the UK. As of March 2009 approximately 58% of Welsh social services staff was believed to be part-time (Skills for Care and Development, 2010).

The Care Commission's Annual Returns do not currently provide a picture of the percentage of part-time and full-time workers in the social services workforce. It should be possible to provide this information in future. It may be possible to include this information within the December 2009 report which is due to be published in Summer 2011.

This Assessment has already indicated that the LFS appears to provide a better picture of the workforce than the ABI. For example, the LFS provides a total workforce figure that is closer to the figure developed by the Care Commission and Scottish Government (section 1.6). It appears unlikely, however, that social services in Scotland are (as suggested by the LFS data in the previous figure) increasingly delivered by full-time workers. The data from the ABI which suggesting a fifty-fifty split in the number of full-time and part-time workers appears closer to the figures reported elsewhere. It may not be possible to use data from the Annual Returns to evidence this but it is possible to use the annual survey of Scottish local authorities to

examine the workforce. In 2009 just over half of Scottish local authority social work services staff were part-time (Scottish Government, 2010).

There are also surveys which provide a snapshot for part of the workforce. In some instances these statistics provide information on contract type. For example, the Scottish Government's statistics for pre-school and childcare workforce indicated that (in January 2010) there were 26,000 paid staff working directly with children in childcare centres, of which 85% were on permanent contracts and 50% were part time (Scottish Government, 2010).

Collectively these reports would seem to suggest that at least half of the Scottish social services workforce is working part-time. Data from the Scottish Employers Skills Survey 2010 indicates that the Scottish social services sector is characterised by a higher percentage of part-time jobs than the average across all Scottish employers (IFF Research, 2011). It seems reasonable to anticipate that the current economic climate and cuts to public expenditure may present a scenario where the proportion of part-time workers in the sector increases. This scenario is based on anecdotal evidence suggesting that employers are being forced to make changes to their terms and conditions rather than any evidence confirming the numbers of part-time posts are increasing.

Some stakeholders contributing to the development of this Sector Skills Assessment referred to the particular challenges faced by a workforce that contains a large number of part-time and female workers. The ability of many of these workers to undertake essential training as part of their job was highlighted. The challenges that these workers face in relation to undertaking training are not unique. Studies have highlighted the particular challenges faced by Scottish care home night-shift workers in relation to undertaking training and personal development (Kerr, Wilkinson, & Cunningham, 2008).

1.16 Rural and Urban Workforce

In 2010 the SSSC began using the data from the Care Commission's annual returns and the annual survey of local authority social work services to examine the similarities and differences between the rural and urban workforce. The data examines the workforce at local authority level, and suggests that the workforce in rural areas is relatively similar to that in urban areas. There are some major differences. For example, the proportion of workers employed by the public sector is relatively greater in many rural areas, including Orkney, Shetland and Eilean Siar. There is also evidence to suggest people in rural areas (such as Scottish Borders) are more likely to be in receipt of Self Directed Support (Scottish Government, 2010). The age profile of the rural and urban workforce was relatively similar. The data from the Care Commission's annual returns and survey of local authority social work services did suggest that there was a slightly higher ratio of male workers in some rural services, such as school care accommodation and nursing agencies (SSSC, 2011).

1.17 Pay and earnings

The annual survey of local authority social work services and the Care Commission's annual returns do not gather data on the pay or earnings of the social services workforce in Scotland.
The annual Low Pay Commission study of the UK workforce notes:

- Only 5% of social care jobs in the UK are minimum wage jobs. The proportion of jobs in childcare paid at the adult minimum wage currently stands at just under 5%.
- Social care posts constitute approximately 6% of the total number of minimum wage jobs in the UK.
- The number of social care jobs paid at the minimum wage has fallen in recent years. Social Care is one of the few sectors to have experienced a fall in the proportion of jobs on the minimum wage. The Childcare sector has recently experienced a slight increase in the proportion of jobs on the minimum wage.

(Low Pay Commission, 2010)

The first major study of personal assistants and other workers involved in the delivery of Self Directed Support did contain figures for the pay levels in this workforce. This study noted that there was some variance in the levels of hourly pay received by workers and that none of these individuals were paid below minimum wage (Reid Howie, 2010).

1.18 Age profile

The following table uses data from the Care Commission's Annual Returns and the Annual Survey of Local Authority Social Work Services to present data on the workforce by age:

Figure 10: Workforce median age by sub-sector and employment type (2008)

Sub-sector	Public	Private	Voluntary
Adoption Service	50	-	53
Adult Day Care	48	45	45
Adult Placement Service	49	-	45
Care Homes for Adults	48	42	45
Child Care Agency	44	25	37
Childminders	-	42	-
Day Care of Children	43	28	37
Fostering Service	50	45	47
Housing Support/Care at Home	48	43	44
Nurse Agency	-	43	46
Offender Accommodation Service	46	-	42
Residential Child Care	45	40	42

School Care Accommodation	48	46	48
LA Central and Strategic Staff	44	-	-
LA Fieldwork Service (Adults)	47	-	-
LA Fieldwork Service (Children)	44	-	-
LA Fieldwork Service (Generic)	44	-	-
LA Fieldwork Service (Offenders)	45	-	-

(SSSC, 2011)

The median is the middle value of any sample or distribution. This means that it is the mid-point, the point where 50% of the population sampled is below that value and 50% are above. For example, in the case of local authority School Care Accommodation services 50% of the staff are under 48 years old and 50% are above 48.

In all but one of the sub-sectors within which local authorities operate, the public sector workforce has the highest median age (the exception is Adoption Services). Private providers, on the other hand, have the youngest workforce (relative to the other two employer types) in all but one of the service types they operate (the exception being Adult Day Care where they have the same median age as Voluntary providers). The most noticeable differences between the service types in terms of the age of their respective workforces can be seen in day care services for children (DCSC). The DCSC workforce has the youngest median age of all the social services sub-sectors. Despite this there are still considerable differences in that sub-sector between the three employer types with the median age of private sector staff being 9 and 15 years respectively lower than for the voluntary and local authority staff in Day Care Services for Children.

The average age of a personal assistant involved in the delivery of Self Directed Support is just under 40 (Reid Howie, 2010).

The data from the Annual Population Survey 2009 in the following figure indicates that the Scottish social services workforce:

l   employs a smaller proportion of workers between 16-24 than the Scottish average
l   employs a greater proportion of workers aged 45+ than the Scottish average.

(IFF Research, 2011)

Figure 11: Age profile in Employment: Skills for Care and Development (UK) and all Scottish industries, 2009
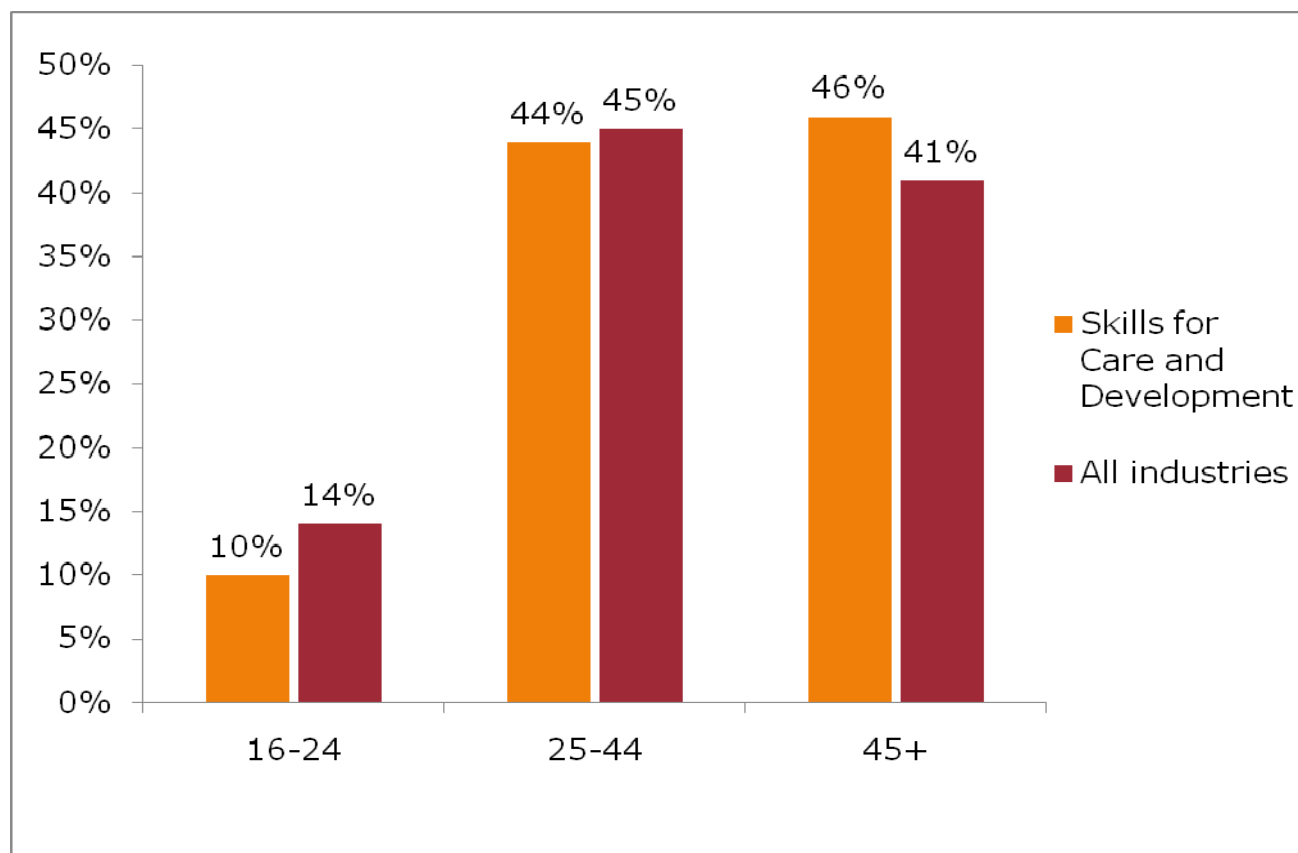
This picture varies slightly from the picture reported in the UK Sector Skills Assessment, which notes that the UK social care workforce includes a higher proportion of workers aged 45 to 59 than the average across all sectors but contains almost no workers aged 18 or less (Skills for Care and Development, 2010).

1.19 Gender

The following table uses the data from the Annual Returns and the Survey of Local Authority Social Work services to report on the proportions of male and female workers in the Scottish social services workforce:

Figure 12: Percentage of staff by gender and sub-sector (2008)

Sub-sector	Female	Male	Not reported
Adoption Service	91	8	1
Adult Day Care	78	22	0
Adult Placement Service	71	28	1
Care Homes for Adults	85	14	0
Child Care Agency	95	5	0
Childminders	99	1	0
Day Care of Children	96	3	1

Fostering Service	89	11	1
Housing Support/Care at Home	80	20	0
Nurse Agency	87	13	0
Offender Accommodation Service	68	32	0
Residential Child Care	64	35	0
School Care Accommodation	62	38	0
LA Central and Strategic Staff	76	24	0
Fieldwork Service (Adults)	80	20	0
Fieldwork Service (Children)	82	18	0
Fieldwork Service (Generic)	79	21	0
Fieldwork Service (Offenders)	64	36	0
Total	**84**	**15**	**1**

(SSSC, 2011)

The figures confirm that the sector continues to be one with a very high proportion of female staff. The figure of an 84% female workforce is broadly in line with findings from other surveys. The Annual Population Survey 2009 suggests that 81% of the UK social services workforce is female, compared to a Scottish-wide workforce which is 52% male and 48% female (IFF Research, 2011). This figure of 19% for the male social services workforce is similar to the one contained in the Labour Force Survey 2008.

Male staff may constitute between 16% - 19% of the social services workforce although they do have a higher level of representation in some areas, most noticeably in services to offenders and in residential child care and school care accommodation where they make up more than one-third of the staff. However, other children's services such as childminders and day care of children, which provide services mainly to pre-school children, have the lowest proportion of male staff members in the sector.

The need to encourage more males to consider a career in childcare has been identified as a key challenge for the sector (Deacon, 2011). The relatively low proportion of males in services for children and young people was also identified as a key concern by some stakeholders during the development of this Assessment. There have been some initiatives which have worked to address this in recent years, including the Kibble Men Can Care project (Smith, MacLeod, & Mercadante, 2006).

The recent Scottish Government survey suggests that the emerging personal assistant workforce supporting individuals in receipt of Self Directed Support is predominantly female. Approximately 86% of respondents to the survey were female (Reid Howie, 2010).

The gender ratios in Scotland are very similar to those in the overall UK social care workforce (Skills for Care and Development, 2010).

1.20 Ethnicity

The Core Minimum Dataset (CMDS – used as the basis for the annual returns and the annual survey of local authority social work services) uses 19 different categories to

classify ethnicity data. For the purposes of this report these categories have been consolidated into six main categories.

Figure 13: Ethnicity of workforce by employer type

Sub-sector	White	Mixed	Asian	Black	Other ethnic group	Not known/ disclosed
Public	78	0	1	0	0	21
Private	74	0	3	2	1	20
Voluntary	74	0	1	1	0	23

(SSSC, 2011)

One of the difficulties in interpreting the above data is the relatively high level of non-responses received. However, on the basis of those responses that did disclose ethnicity it seems that private sector employers employ the largest proportion of people from ethnic minorities at 6% of the workforce. The voluntary sector draws 2% of its workforce from ethnic minorities and the local authorities 1%. A "White Other" category (incorporated into a combined "White" category in the table above) covers individuals from outwith the UK or Ireland and as such includes ethnic minorities. 1% of staff in local authorities identified themselves as "White Other", compared with 2% in the private sector and 1% in the voluntary sector.

The proportion of people within the Scottish population who come from ethnic minorities was identified in the Scottish Executive's (2004b) report on the 2001 census. This has of course been overtaken by the high levels of migration which began around 2005 but is still the most up to date analysis available. The census found 2.0% of the population came from a non-white ethnic background and 1.5% came from "any other white background".

Figure 14: Ethnicity of workforce by sub-sector

Sub-sector	White	Mixed	Asian	Black	Other ethnic group	Not known/ disclosed
Adoption Service	81	0	0	0	1	19
Adult Day Care	79	0	1	0	0	19
Adult Placement Service	86	0	2	0	0	13
Care Homes for Adults	74	0	3	2	1	19
Child Care Agency	69	1	2	0	0	27
Day Care of Children	83	0	1	0	0	15
Fostering Service	84	0	0	1	0	15
Housing Support/ Care at	69	0	1	1	0	29

Home						
Nurse Agency	60	1	2	4	0	34
Offender Accommodation Service	59	0	1	0	1	39
Residential Child Care	66	0	0	0	0	33
School Care Accommodation	70	0	1	0	0	29
Childminders	91	0	0	0	0	9
LA Central and Strategic Staff	85	0	1	0	0	14
Fieldwork Service (Adults)	82	0	1	0	0	17
Fieldwork Service (Children)	79	0	1	0	0	20
Fieldwork Service (Generic)	84	0	1	0	1	15
Fieldwork Service (Offenders)	78	0	0	0	0	21

(SSSC, 2011)

As the above table shows, there are quite large differences in non-response rates across each of the sector's sub-sectors. For example 91% of childminders had provided a response on ethnicity compared with just 61% of employees in Offender Accommodation Services. Based on those who identified themselves as coming from an ethnic minority, the care homes for adults and nurse agency sub-sectors are the ones with the highest proportions of people from non-white ethnic minorities, at 6% and 7% respectively.

Respondents to the survey of personal assistants involved in the delivery of Self Directed Support were predominantly white, nearly 97% (Reid Howie, 2010).

The proportion of workers from a non-white ethnic or national group in the overall UK social services workforce is slightly more than the national average at just over 10%. The proportion of workers from a non-white ethnic/national group in the UK social services sector is estimated to have increased by approximately 76% between 2002 and 2008 (Skills for Care and Development, 2010).

1.21 Migrant Workers

The SSSC has conducted research into the percentage of migrant workers in the Scottish social services workforce. A survey of 600 employers suggests that 3% of the Scottish social services workforce are migrant workers, although the evidence indicates that this may be as high as 5% for care home for adult services (SSSC /

Skills for Care and Development, 2009). These figures are considerably lower than the 11% of migrant workers believed to be working in the overall UK workforce in 2007 (Centre on Migration, Policy and Society, 2007).

Approximately 15% of respondents to the recent Sector Skills Assessment questionnaire indicated that their employer had recruited workers from outside the European Union during the past 12 months.

The Migration Advisory Committee (MAC) recognised two occupations where there was a shortage of skilled workers in the UK and European Economic Area (EEA):

- social workers working in children and families services
- skilled senior social care worker

(Migration Advisory Committee, 2009)

In 2010 the Migration Advisory Committee revised the threshold for recruiting workers from outside the EEA. This meant that employers were no longer able to use the shortage occupation list to justify recruiting skilled senior social care workers from outside the EEA. At present employers can continue to recruit social workers working with children and families services from outside the EEA but this picture may change after an existing MAC consultation which is due to conclude in June 2011. Approximately 6% of respondents to the Self Directed Support survey indicated that they had been born outwith the UK, although it should be noted that constituted a response rate of 29 PAs (Scottish Government, 2009). This survey did not ask individuals to differentiate between whether they were or were not born within the EEA. It seems reasonable to conclude that this workforce is not over reliant on workers from outwith the EEA.

The percentage of migrant workers in the Scottish social services workforce may change considerably over the next few years. Various reasons could be cited for this, ranging from current economic climate (in UK or elsewhere) to the impact of the UK Government's immigration policy.

1.22 Disability

It is not possible at present to use annual return data (combined with data from the annual survey of local authorities) to develop a profile of the percentage of social services workers with a disability. For that reason the latest survey of local authorities social work staff (at 2009, published in 2010) is used to provide a picture of this workforce. The survey suggests that approximately 2% of the local authority social work workforce had declared a disability in 2009. It should be noted that a further 24% were either not known about or chose not to disclose whether they had a disability. The percentage of workers who declared a disability was highest among support staff, at just over 3%. This category includes staff working in administration, research, finance and human resources (Scottish Government, 2010).

The survey of personal assistants involved in the delivery of Self Directed Support did not ask personal assistants to identify whether they considered themselves disabled (Reid Howie, 2010).

The UK social services sector is believed to have a higher proportion of workers with a disability than the average across all sectors. The LFS data for 2008/09 indicated that the social services workforce across the UK includes approximately 7.5% of workers who consider themselves disabled, compared with an average across all sectors of 5.2% (Skills for Care and Development, 2010). That data from the Annual Population Survey 2009 suggests that 16% of Scottish social services workers have reported a disability while 13% of the overall Scottish workforce is disabled (IFF Research, 2011).

This study of the workforce now contains a brief summary of the key workforce data on social workers, mental health officers and workers involved in the delivery of Self Directed Support.

1.23 Social workers

The SSSC's Registry data indicates that there are approximately 10,000 registered social workers. More than half of social workers registered with the SSSC are employed by Scottish Local authorities. Some of these individuals may not be working in the sector but may have elected to stay on the SSSC's social work register. Other workers in the sector cannot do this as their part of the register is function based.

This Sector Skills Assessment uses data from the annual survey of Scottish Local Authority Social Work Services 2008 as this information provides a direct comparison with the latest Care Commission Annual Returns. However, this section of the Assessment refers to a more recent survey of local authority social work services which suggests that the numbers of social workers employed by Scottish local authorities increased to approximately 5,000 in 2009, an increase of 3% on the previous year (Scottish Government, 2010).

1.24 Mental Health Officers

The Scottish Government publishes an annual survey of the numbers of local authority Mental Health Officers. A Mental Health Officer (MHO) is:

l   A qualified Social Worker with at least 2 years experience and has completed a further years study on Mental Disorder and the related Law to achieve accreditation. They will work for a local authority social work service or department.
l   Has a range of statutory duties under the Criminal Procedure (Consequential Provisions) (Scotland) Act 1995, the Adults with Incapacity (Scotland) Act 2000 and the Mental Health (Care and Treatment) (Scotland) Act 2003.

- Can work as either part of a specialist mental health team, or are integrated into a multidisciplinary (non-mental health specialist) teams. MHOs are responsible for making decisions about admissions to hospital for people who, in their judgment, pose a risk to themselves or others.

(Scottish Government, 2010)

The survey indicates:

- The number of practicing MHOs has increased from 682 on 31st March 2009 to 726 on the 31st March 2010. An increase of 6.5% from 2009.
- Just 1% of the MHO workforce was from an ethnic minority on 31st March 2010.
- At the 31st March 2010, 72.5% of MHOs were aged 45 and over.

(Scottish Government, 2010)

1.25 Self Directed Support

Self Directed Support (SDS) is about providing people with flexibility and choice about the care they receive. This process often involves providing a person with a funding package (often referred to as a direct payment) which they then use to make decisions about the care they receive. In some instances it is possible for guardians or nominated individuals to access SDS on behalf of individuals where they are unable to provide their own consent. Direct Payments are often used to employ someone to provide care or to purchase support from a service provider.

The numbers of people in receipt of SDS (Direct Payments) increased from 207 in 2001 to 3,678 by the end of March 2010 (Scottish Government, 2010). Approximately 44% of SDS packages involve a personal assistant contract, a further 27% involve services purchased from a service provider while 6% involve other approaches (Scottish Government, 2010). It is unclear how many personal assistants there are in Scotland. It is known that some individuals employ more than one personal assistant.

The Scottish Government recently held a public consultation on plans for new legislation on SDS. The legislation included a proposal to introduce an 'opt out' whereby SDS would become the default option for individuals assessed as requiring care or support. This scenario would be the reverse of the current situation, where individuals are required to 'opt in' to receive SDS. The Scottish Government indicated that the consultation responses contained a "predominant view...of qualified support for Self Directed Support to be the new default" (Scottish Government, 2010). A continued growth in the numbers of individuals accessing SDS (and an increase in the numbers of personal assistants or other workers involved in the delivery of these services) would create skills implications for the social services workforce. The Scottish Government has recently held a consultation on the SDS Bill. Responses were required by March 2011.

In 2010 the Scottish Government published a study of the workforce and employment issues surrounding Self Directed Support (SDS). These issues focus primarily on the issues for personal assistants (PAs) who have been employed by people in receipt of SDS, but also include workers employed by organisations to provide support to individuals. Some individuals use a budget to employ a PA, others to purchase services from providers. As the work that individuals are involved in is often driven by the people receiving SDS it means the PA's role can be much wider than care tasks. For example, it can include domestic activities. This Assessment focuses on the care element of their work.

The skills needs identified for PAs do not vary significantly from those of other workers in social services. For example, the survey indicated that employers and PAs believe that workers in this role require assessment skills. Most PAs believed that access to some form of training was necessary, and cited examples including "food hygiene, first aid, moving and assisting, health and safety, and providing personal care with dignity". Employers and PAs also highlighted a need for staff to receive training and knowledge of "independent living, disability rights, or at least disability awareness" (Reid Howie, 2010).

There appears to be some accessibility issues for PA training. Just over half of PAs had received some form of training that was relevant to this role but these opportunities were often accessed through other relevant employment. The three most common forms of training were:

- moving and handling
- induction
- personal care skills

Many PAs indicated that training received in another role had been relevant to their work as a PA. There was some evidence that a small number of PAs had undertaken an SVQ during this employment, while there was also some awareness of the Continuous Learning Framework (CLF) and the role it could play in supporting development workers (Reid Howie, 2010). The CLF is a framework which helps employers and employees alike to focus on the qualifications, knowledge, skills, values, personal capabilities and organisational capabilities required to improve the quality of outcomes for people who use social services (SSSC/IRISS, 2008). The CLF is available from the SSSC's website, www.sssc.uk.com

The findings from this survey suggest that the skills issues and needs for individuals involved in the delivery of SDS are similar to those for the rest of the social services workforce (identified in section three of this Assessment). The main issue for personal assistants may centre on the ability to access training. The SSSC (as part of Skills for Care and Development) has been working with stakeholders to promote information on resources which can be used to support workers in this area. A rapid growth in numbers of people accessing SDS (and the numbers of personal assistants) could highlight further skills issues or needs for this workforce.

1.26 Training and qualifications

It is anticipated that the decision by Scottish Ministers to introduce required registration for some groups of social services workers (see section two) will result in substantial increases in qualification levels. Therefore the registration agenda ensures that the sector is increasingly likely to require specific qualifications from new and existing employees. Data drawn from the Scottish Employers Skills Survey 2009 suggests that approximately 64% of Scottish social services employers that recruited new employees during the past three years sought applicants with a particular qualification, compared to a Scottish industry-wide average of 37% (Alliance of Sector Skills Councils, 2009).

Twelve months on from the Scottish Employers Skills Survey 2009 and the picture has changed slightly. Data drawn from the Scottish Employers Skill Survey 2010 suggests that approximately 55% of Scottish social services employers that recruited new employees during the past three years sought applicants with a particular qualification[12], compared to an unchanged Scottish industry-wide average of 37% (IFF Research, 2011). Again, caution should be noted when comparing the 2009 and 2010 figures.

There is evidence suggesting that some parts of the workforce are becoming increasingly qualified. This includes workers who are not currently required to register with the SSSC. For example, the latest statistics on the early years and childcare workforce indicate that the percentage of childminders with a childcare qualification at SVQ Level 3 or above has increased by 2% to 27% during the past twelve months (Scottish Government, 2010).

The 2010 study of the early years and childcare workforce also indicated:

l   84% of the workforce hold a childcare qualification
l   82% hold a childcare qualification at SVQ Level 2 or above
l   74% hold a childcare qualification at SVQ Level 3 or above

(Scottish Government, 2010)

The above figures are very similar to the 2009 data. A recent survey of the Day Care for Children/Nursery sector also presented a picture of a workforce that is becoming increasingly qualified:

l   Just under half of respondents report that more than 80% of their workforce is registered with the Scottish Social Services Council (SSSC), which is highly positive as currently the only immediate deadline for registration is for managers.
l   Just over half of respondents said a member of their staff was undertaking the Childhood Practice Degree at Level 9.

(National Day Nurseries Assocation Scotland, 2010)

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[12] The Scottish Government has subsequently advised that some caution should be applied when referring to this estimate.

The following figures are drawn from SSSC data and:

l   Illustrate the short-term trends in the numbers and levels of SVQ registrations and certifications.

l   Outline the breakdown of SVQ registrations / certifications at 2009.

1.26.1 SVQ registrations

The following table outlines the total numbers of registrations for Care Scotland awards from 2006-2009. These include Health and Social Care (HSC) and Children's Care Learning and Development (CCLD) awards. The pie chart illustrates the breakdown for 2009.

Figure 15: SVQ registrations (HSC and CCLD), 2006-2009

Type	Registration				
Sum of Count					
SVQ Level	**2006**	**2007**	**2008**	**2009**	**Grand Total**
2	4680	6944	5185	6157	22966
3	6371	5923	4845	5116	22255
4	1345	1527	1347	1010	5229
Grand Total	**12396**	**14394**	**11377**	**12283**	**50450**

Figure 16: SVQ registrations 2009
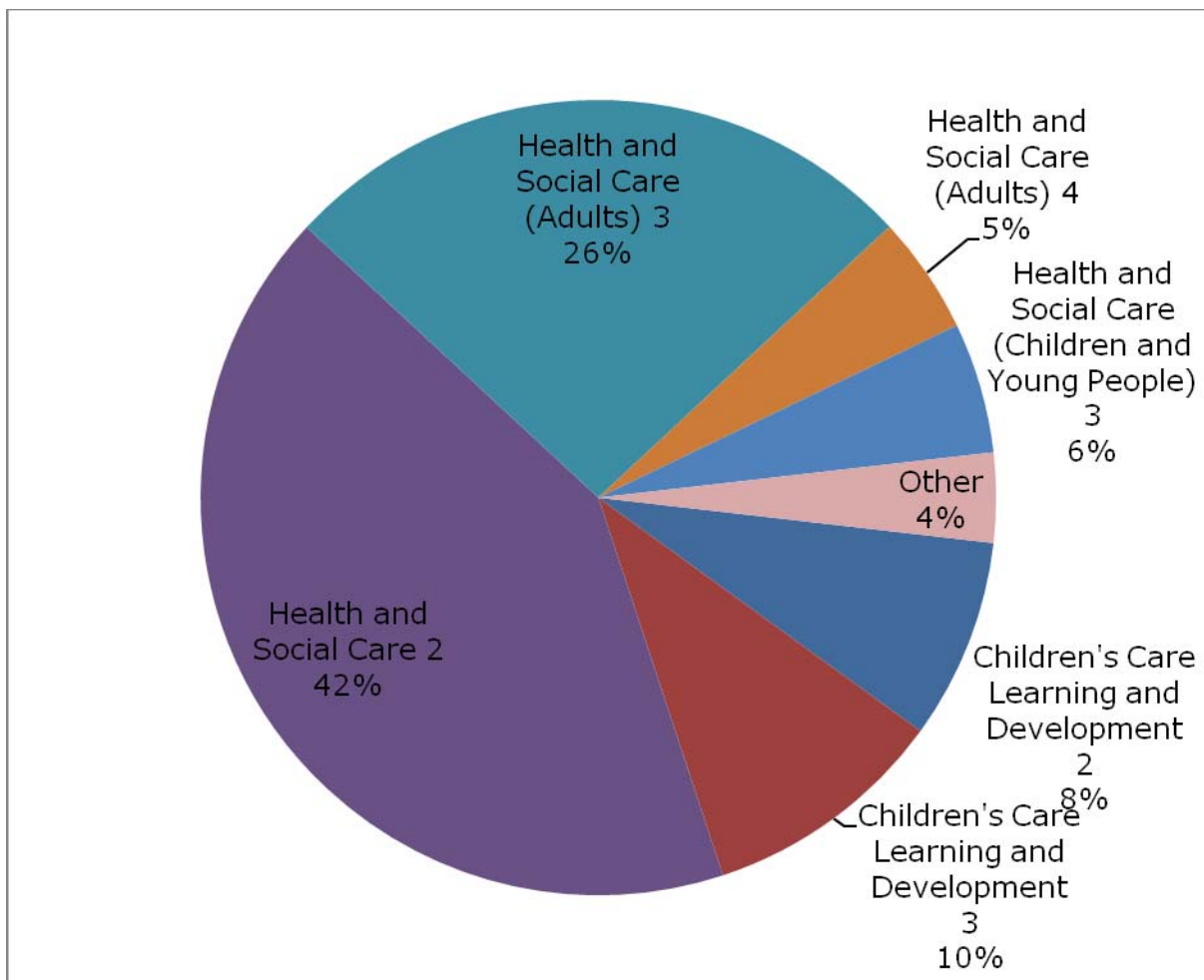
1.26.2 SVQ certifications

The following table outlines the total numbers of certifications for Care Scotland awards from 2006-2009. These include Health and Social Care (HSC) and Children's Care Learning and Development (CCLD). The pie chart illustrates the breakdown for 2009.

Figure 17: SVQ registrations (HSC and CCLD), 2006-2009

Type	Certificate				
Sum of Count					
SVQ Level	**2006**	**2007**	**2008**	**2009**	**Grand Total**
2	3748	4782	4496	5012	18038
3	5359	5204	4704	4141	19408
4	1058	1217	1119	981	4375
Grand Total	**10165**	**11203**	**10319**	**10134**	**41821**

Figure 18: SVQ certifications, 2009
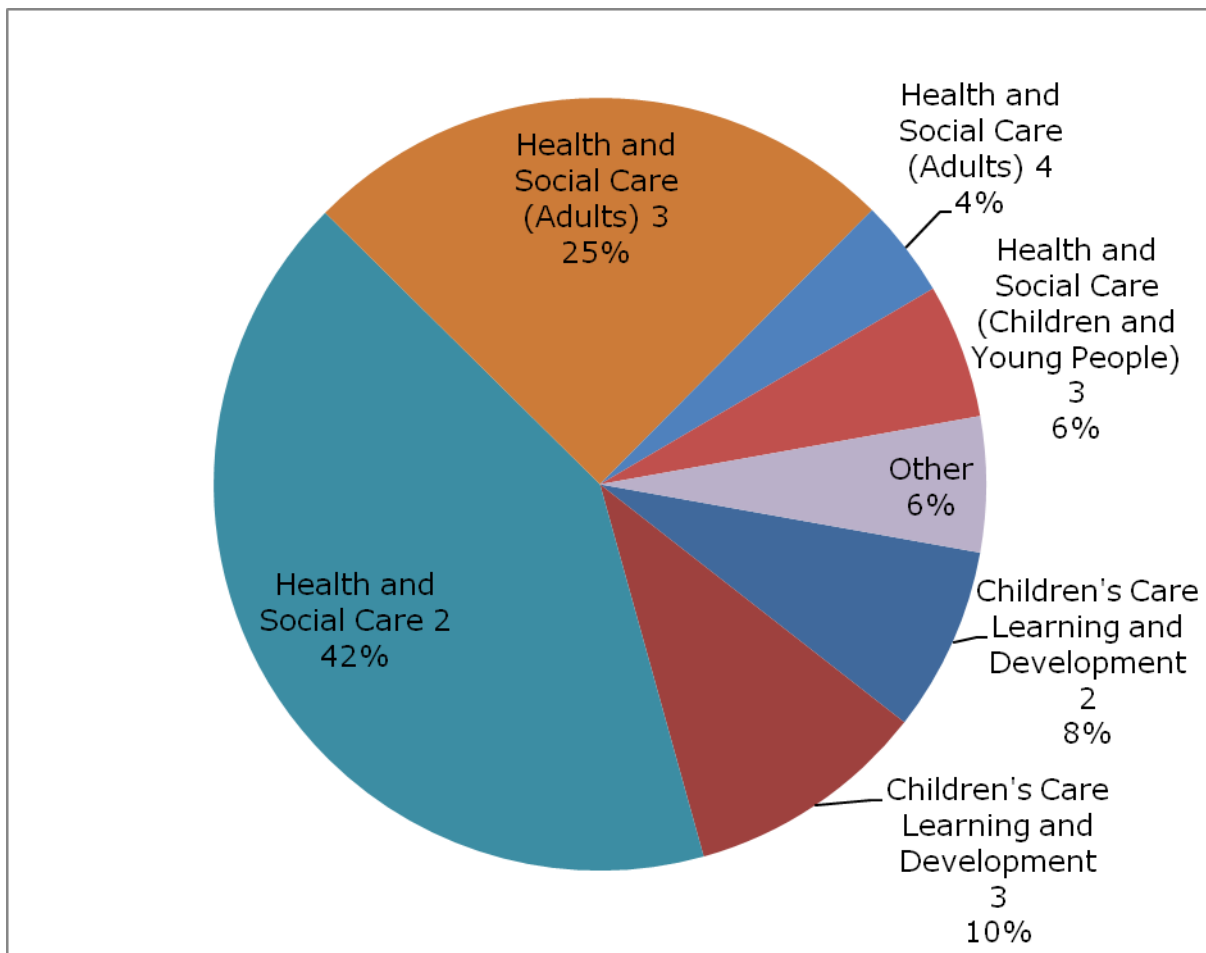
In 2009 the total numbers of SVQ registrations and certificates for social care qualifications changed by 8% and -2% respectively on the 2008 figures. By Level, registrations grew at Levels 2 and 3, while they fell at Level 4, but certificates grew only at Level 2, falling at Levels 3 and 4. Both registrations and certificates are most numerous at Level 2, at around 50% of the total.

The growth in Level 2 qualifications may be representative of the widening of the scope of registration although would conflict with much of the anecdotal evidence which suggests most posts require a Level 3 qualification.

1.26.3 HNC and HND Enrolments

The following table outlines the numbers of HNC and HND enrolments in relevant courses during 2009:

Figure 19: HNC and HND enrolments, 2009

Sum of Enroll			
	Child Care Services	Social Care/Social Work Skills	Grand Total
HNC or Equivalent	1127	1766	2893
HND or Equivalent	11	29	40
Grand Total	**1138**	**1795**	**2933**

In these subjects there have been slight decreases in the numbers of HNC (or equivalent) enrolments and slight increases in the numbers of HND (or equivalent) enrolments during the past twelve months.

- The number of HNC (or equivalent) enrolments in childcare services has dropped from 1,368 to 1,127 during this period.
- The number of social care / social work skills HNC enrolments during this same period has fallen from 1,892 to 1,766.
- The number of HND (or equivalent) enrolments in childcare services has increased from 11 to 50 over this period.
- The number of HND or (equivalent) enrolments in social care / social work skills has increased from 29 to 129 over the same period.

(SSSC / Skills for Care and Development, 2010)

The 2010 data for SVQ Registrations / Certifications and HNC / HND Enrolments may provide further evidence of the impact of the current economic climate. These issues are briefly explored in section 2.9.

1.26.4 Social Work undergraduate and postgraduate degree programmes

In March 2011 the SSSC published a report examining the first seven years of the social work undergraduate and postgraduate schemes. There are currently eight Higher Education Institutions delivering 17 social work programmes in Scotland: 11 undergraduate and six postgraduate schemes. The report notes that there 4,192 applications made to social work degree courses in 2009/10, compared to 3,765 in the previous year. There were 701 actual admissions in 2009/10, slightly higher than the target of 642. The number of young people (aged 16-24) admitted to social work degree courses is increasing (SSSC, 2011). The extent to which the current economic climate is playing a role in the increasing numbers of applications for social work degrees is unclear.

1.26.5 Modern Apprenticeships

The Scottish Employers Skills Survey 2010 contains (for the first time) information on Modern Apprenticeships. The data indicates that employers in the Scottish social services workforce are more likely to be aware of MAs (67%) than Scottish employers overall (52%). Employers in the Scottish social services sector are also more likely to have staff undertaking MAs (7% of employers) than the Scottish average of 5%.

1.26.6 Merging SVQs

In early 2011 the SSSC commissioned a feasibility study into the merging of the SVQ levels 3 and 4 in Health and Social Care (HSC) (Children and Young People) and Children's Care Learning and Development (CCLD) into single Working with Children and Young People SVQs at levels 3 and 4.

At the time of the study the SSSC considered that the merging of the qualifications would support better integration across the children's workforce, more effective and earlier interventions through efficient information sharing and more flexibility for workers; including clearer career pathways.

The consultation had two main focus areas; to explore how a merged qualification structure might support, or not, workforce flexibility, integration and career pathways and to examine how feasible it is to merge the qualifications. Respondents looked in detail at possible qualification structures and considered how they may work in practice. Further information about this work will be available in due course.

1.27 Summary of section one

l   There are various surveys which capture data on the Scottish social services workforce, including the Labour Force Survey (LFS) and the Annual Business Inquiry (ABI). The SSSC believes that the information the Care Commission's Annual Returns and the annual survey of Scottish local authority social work services provides the best data for understanding the size and nature of the workforce. This data is the primary source in this Assessment.

l   The Scottish social services sector employed 196,970 workers as at December 2008. Updated information will be available in due course. The SSSC intends to publish data on the workforce (at December 2009) in summer 2011. The data on the workforce at December 2010 should be available by winter 2011.

l   The workforce has grown steadily in recent years although services are now predominantly delivered by the private and voluntary sector. There has also been a modest but steadily increase in the numbers of people accessing Self Directed Support. Many of these individuals will employ personal assistants to provide their care.

I A substantial proportion of the sector (possibly as much as half) is working part-time. The majority of the sector is female although the number of male social services workers has continued to increase.

I The social services workforce has a higher average age than the Scottish workforce as a whole.

I There has been a steady increase in the numbers of individuals undertaking SVQs, HNCs and HNDs in recent years. The numbers of SVQ registrations and certifications remained steady between 2006 - 2009. There has also been a substantial increase in the numbers of individuals applying to study Social Work at undergraduate and postgraduate level. The number of young people admitted to social work courses has increased considerably during the past year.

Section two: What drives skills demand in the Scottish social services workforce?

2.1 Introduction

This section of the Assessment examines the key drivers of skills demand for the Scottish social services workforce, including:

Demography	Reshaping Care for Older People agenda	Shifting the Balance of Care / Working in partnership with health
Getting It Right For Every Child (GIRFEC)	Registration of the social services workforce	Cost, Resources and capacity
Standards and Expectations	Personalisation and choice	Self Directed Support
Reablement	Co-production	Support for carers
Supporting individuals to make informed choices about care		

Section 1.10 of this Assessment highlighted the major growth of the Scottish social services workforce over the past decade. Section two explores the reasons behind this growth and factors that drive skills demand in the sector.

2.2 Demography

The impact of demographic change has been cited as one of the major reasons why Scotland has to alter the way it delivers care for older people. A report published as part of the "Reshaping Care for older People" agenda notes that:

l the population aged 65 and over is estimated to increase by 21% between 2006 and 2016, and will have increased by 60% by 2031

l the population aged 85 and over is estimated to increase by 38% between 2006 and 2016, and will have increased by 144% by 2031.

(Scottish Government, 2010)

In recent years there has been an improved understanding of the growth in the numbers of older people, as outlined by Lord Sutherland in a recent review of free personal care:

"Between 1998 and 2006 projections of the number of Scots who would be aged 65 to 69 between 2006 and 2031 hardly changed. However, with older age groups, the projections changed dramatically. A principal cause of this change was the 2001 census finding that life expectancy had been increasing in Scotland much faster than

had been anticipated. The net result was that for those aged 90 and above in 2031, the 2006 projection was almost 70% higher than the 1998 projection" (Sutherland, 2008).

The conclusion, therefore, is that changing demographics play a significant role in determining workers required providing services and, as a consequence the skills required. The evidence above suggests, however, that demographic projections can vary over a period of years.

The changing demographic picture creates implications for the workforce providing care for adults and older people, and has consequences for the early years and child care workforce (the latter issues are explored briefly in section 2.7).

Most Sector Skills Councils identified demographic issues as a key challenge for the workforce. Demographic issues were identified as a key theme in almost all of the first tranche of Scottish Sector Skills Assessments (Alliance of Sector Skills Councils Scotland, 2010). The evidence from the Care Commission's annual returns and the annual survey of local authority social work services suggests that the Scottish social services workforce tends to be older than the average for the overall workforce, with some notable exceptions such as childcare. That point aside, stakeholders in the social services sector have not identified the existence of an older than average workforce as a primary issue in relation to skills demand. A small number of stakeholders indicated that there are particular challenges in relation to ensuring older workers meet the requirements of registration or succession planning, but these issues have not been the key focus as part of discussions about workforce planning or updating the Sector Skills Assessment. Neither the age of the workforce nor the loss of managerial and technical skills upon retirement has been identified as a key theme by a significant number of stakeholders.

2.3 Reshaping Care for Older People

The Scottish Government has recently undertaken a major review of reshaping care for older people services. The Reshaping Care for Older People programme is partly about testing out emerging ideas on how people receive care. It is also about exploring how people reduce their reliance on formal care services and options for funding care (Scottish Government, 2010).

A recent document produced as part of the Reshaping Care for Older People agenda suggested that Scotland is currently providing care to approximately 90,000 older people, and would (if trends continue) have to support a further 23,000 people by 2016. That document also indicated that only 3,000 over 65 year olds receive more than 20 hours of care per week, and that there are over 40,000 over 65 years providing more than 20 hours of unpaid care per week (Scottish Government, 2010). The Reshaping Care for Older People agenda suggests that new approaches to service delivery will be required. This agenda projects a future where people are increasingly supported to live in their own home.

Many drivers identified by the Reshaping Care for Older People agenda (including demography, Telehealthcare and public expenditure) are highlighted in this Assessment as they all have implications for skills demand. One consequence of the Reshaping Care for Older People agenda may be a need for more workers to have the

specific skills required to help people continue to live and/or receive care in their home. Workers will therefore increasingly be required to:

l   Provide care at home. The skills needs for this were highlighted in a recent study of this workforce (Scottish Care at Home, 2008).

l   Deliver services such as reablement which are designed to help people maintain or rediscover their sense of independence. The skills required to provide such services are explored in section 2.11.

l   Develop the skills required to install, maintain and make use of assistive technology and telecare. The skills required by this workforce are highlighted later in section 2.13.

In February 2011 the Scottish Government announced a new plan to integrate health and social care for adult services. The proposals include a plan for local authorities and health boards to work together closely under a "lead commissioning" model[13]. Changes to the future delivery of care for older people should become clearer after the elections to the Scottish Parliament in May 2011.

The Scottish Government's Reshaping Care for Older People booklet also contained statistics on levels of health and social care spending. These figures and their impact on skills demand are briefly explored in section 2.16.

2.4 Shifting the Balance of Care / working in partnership with health

The Shifting the Balance of Care (SBC) initiative is an NHS initiative which is about "improving the health and wellbeing of Scotland by increasing our emphasis on health improvement and anticipatory care, providing more continuous care and more support closer to home" (NHS Scotland, 2009).
Shifting the Balance aims to:

l   move towards prevention by increasing the rate of health improvement
l   develop partnerships which ensure that the individual is not viewed as a "passive recipient" – rather, "as a full partner in improving their health and managing their conditions."
l   improve access to care and treatment though changes in the location of services, and maximising the use of technology to deliver services

(NHS Scotland, 2009)

These objectives have implications for the skills needs of the social services and health workforce. This agenda explores practical methods of achieving these aims, such as making more effective use of the resources required to deliver services.
On a similar theme, the SSSC is working with the NHS Education Scotland (NES) on projects which are designed to make better use of resources. This Assessment

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[13] Scottish Government, February 2011: Plan for Health and Social Care:
http://www.scotland.gov.uk/News/Releases/2011/02/02104243

provides a brief summary of some of the joint working underway in relation to services for adults and children.

Children: The SSSC is working with NES to develop an award at Level 7 and 8 for senior support workers in children's services. The main focus of this has been to support health care professionals in acute services and in schools. The project has also ensured that there is a linkage between the new awards that are to be offered and existing awards which allow pathways into the children's social care sector. This work is partly driven by the Early Years Framework, which focused on the need to provide children with the best possible start in life (Scottish Government / COSLA, 2008). The debate about the impact of demographic change on the social services workforce has largely focused on consequences for care of older people, as outlined in section 2.3. The implications of demographic challenge for early years and childcare services were briefly considered in a review of this workforce in 2006. The review noted the need to deliver integrated children's services and to ensure that "qualifications and training support transfer between different types of provision with the sector" (Scottish Executive, 2006).

2.5. The Early Years Framework

The Early Years Framework was published in 2008 and outlined a new approach towards early intervention for children and young people. The framework highlighted the vision of a workforce that is "highly skilled, well trained, appropriately rewarded, well supported, and highly valued by all with attractive career paths." The Framework noted the need for those who work with children and young people to have strong interpersonal skills, an understanding of relationships and to have a clear focus on the engagement and empowerment of children, families and communities. The need for services to take a more "strategic view of where workers with broader skills can add value to existing services" was also highlighted. The Framework reinforced the need for those who work with children and families to be committed to their own continuous professional development (Scottish Government / COSLA, 2008). The development of a senior support worker role and the work with health in other areas is largely driven by the Early Years Framework.

Adults: The SSSC is working with the Remote and Rural Healthcare Educational Alliance (RRHEAL) within NES to develop the educational resources required for a joint health and social care support worker role. Work is currently underway to develop this support worker role where this already exists in health and social care, with a particular focus on the impact and potential of these workers in rural areas. One example that has been cited is in Shetland, where support workers undertake a variety of tasks, including:

- supporting individuals with self care
- delivering heath promotion sessions
- supporting early discharge from hospital
- supporting young families to develop domestic and parenting skills
- undertaking basic medical tests or screening processes.

(Scottish Government, 2010)

NHS Education Scotland and the SSSC are currently undertaking work to develop a better understanding of where this role exists in Scotland. The development (in conjunction with health) of new roles for supporting children or adults could be a key driver of skills demand in future.

2.6 Getting It Right For Every Child/Early Years

Getting It Right For Every Child (GIRFEC) is a programme that aims to improve outcomes for children and young people. This programme is also a driver of skills demand for the children's workforce. For example, the GIRFEC principles and values highlight the need to put children at the centre of decision making, to recognise children's wider environment, to work in partnership with their families[14] and to collaborate across agency boundaries. Some workers may require to further develop skills to ensure these values are maintained. Guidance for the implementation of GIRFEC refers to the need to ensure staff receive opportunities to access training, good supervision, support and peer mentoring (Scottish Government, 2010).
An independent review exploring how to ensure a better start for Scotland's children was published in March 2011. The report recognises the role of a qualified early years and child care workforce (Deacon, 2011). In March 2011 the Scottish Government announced a new £6.8 million Early Years Action Fund. The fund is designed to support national voluntary services to undertake a variety of functions, including the provision of early support to families and looked after children[15].

2.7 Demographic implications for early years services

The changing demographic picture has implications for the delivery of services for older people. The growing numbers of older people suggest that services have to change and workers may have to develop new skills to support more people at home or to provide personalised care. The skills implications for early years and child care workforce arising from demographic change is not as obvious but no less important. The changing dependency ratio (the ratio of people who are dependent compared to those of working age) will ultimately lead to a position where the ratio of pensioners to working people will rise from approximately one in five to two in five (General Register Office for Scotland, 2009). These projections may ultimately lead to a scenario where there is more competition for workers and could create recruitment and retention issues for early years and child care (and indeed the whole social services) workforce. A Toolkit developed by COSLA suggests a typology for understanding how demographic challenges will vary for local authorities. At one extreme are the local authorities who anticipate an increase in their population over the next decade and an increase in the proportion of working age people in the overall population. These local authorities are seen as the ones in the best position. At the

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[14] Scottish Government, Getting It Right For Every Child, Values and Principles: http://www.scotland.gov.uk/Topics/People/Young-People/childrensservices/girfec/Practitioners/PrinciplesandValues/Q/editmode/on/force update/on
[15] Scottish Government, Early Years and Early Action Fund, 8th March 2011: http://www.scotland.gov.uk/News/Releases/2011/03/08105456

opposite end of the spectrum are local authorities who anticipate a drop in their overall population and a fall in the proportion of working age people in the overall population. These local authorities are seen to be the ones with the most challenges ahead in terms of social services provision (COSLA, 2010).

It is unclear to what extent the changes to Government policy to respond to the challenges of an ageing population will have a substantial impact on the provision of services for early years.

2.8 Registration of the social services workforce

The registration agenda is a key driver for skills demand in the Scottish social services workforce. To register, a worker must satisfy the criteria for registration. This includes holding the appropriate qualifications for the job they do and being able to evidence good character.
The register has been opened to:

- social workers
- social work students
- Care Commission officers
- all residential child care staff
- managers of adult day care services
- managers of care home services for adults
- other staff in care home services for adults
- other staff in day care services for children

In some instances workers are already required to be registered or must ensure they have any required qualifications before a specific date. For example, all residential child care workers were required to be registered with the SSSC by September 2009 and are required by law to hold an appropriate qualification for their role by 2012. The SSSC has evidence which suggests that a substantial proportion of these workers are registered with a qualification condition that must be achieved within a pre-determined timescale. New recruits in some sectors of the workforce (residential childcare workers, managers of care home services for adults and managers of adult day care services) must "apply for registration as soon as possible on starting employment and should achieve registration within six months of taking up that employment or until your application for registration is determine, whichever is the shorter."[16]

In 2010, the register opened to further group of workers, including supervisors in school hostels and residential special schools. In January 2011 the register opened to managers of housing support services and managers of care at home services. In March 2011 Scottish Ministers instructed the SSSC to progress plans to register workers in housing support services and workers in care at home services. Registration of these workers will commence in 2014 and required registration will be in place by 2020.

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[16] SSSC, What required registration means for workers, www.sssc.uk.com (accessed 06/12/10)

Required registration means that staff must hold or be working towards the necessary qualification(s) to continue working in the sector. Not all groups of workers are required to register yet although there are some parts of the register where workers have been quick to register with the SSSC, such as practitioners of day care services for children.

Not all workers in the Skills for Care and Development footprint are required to register with the SSSC. For example, childminders and personal assistants involved in the delivery of Self Directed Support are not required to register with the SSSC, although the former register their service with the Care Commission (and are registered with Social Care and Social Work Improvement Scotland since April 2011). The numbers of SVQ registrations and certifications has fallen slightly in recent years but has still grown considerably over a longer-term period. The relatively sustained growth in the numbers of individuals undertaking qualifications such as SVQs is likely to be partly or predominantly driven by the requirement for many workers to undertake such a qualification as part of registration with the SSSC.

In some cases there have also been new awards developed which help individuals to develop their skills, understanding and abilities and to comply with the SSSC's registration requirements. For example, the Childhood Practice Degree will become the required qualification for individuals registering with the SSSC as managers of day care services for children from 2011 (SSSC, 2008).

The registration agenda is one of the key drivers of skills in the Scottish social services workforce at present. Ensuring workers meet registration requirements was one of the key themes identified during the meetings and discussions held with stakeholders during the development of the Sector Skills Assessment. The majority of respondents to the Sector Skills Assessment questionnaire identified registration as a key driver of skills demand. Registration was identified as a key skills need and a key future issue which will create skills implications for the workforce. The appearance of registration in each section of this Assessment reinforces the point that this agenda is at different stages throughout the sector. For example, social workers and residential child care workers were among the first individuals that were required to register with the SSSC. Some workers have yet to register and await confirmation of timescales. Care at Home and Housing Support providers have regularly expressed a need for clarity over timescales so many may welcome the announcements in March 2011 about registering these workers.

Registered workers are required to undertake Post Registration Training and Learning (PRTL) to ensure their continued suitability for registration. A registrant's PRTL can include attendance at training courses, seminars, self-study or work shadowing (SSSC, 2008). Registrants are required to report on their PRTL by completing a Record of Achievement (RoA). These RoAs are sampled by the SSSC.
The SSSC recently commissioned research which aimed to evaluate the Post Registration Training and Learning (PRTL) of Newly Qualified social workers. One of the key concerns that has been highlighted in this report and elsewhere centres around the number of submissions which focus on describing activities rather than reflecting on impact of practice (Skinner, Henery, Macrae, & Snowball, 2010).
The unpublished research also highlighted the point that there were very few examples of PRTL submissions which used research as a source of data to inform their practice, and that research was often confused with self-study or reading (Skinner, Henery, Macrae, & Snowball, 2010). This finding may tie in with the observations in

section three about the need for some workers to develop the skills required to undertake research. It should be noted however that the social services sector does not provide registrants with a definition of the term "research".

Registration has major skills implications for the social services sector.

- **l** Many employers need to prioritise their training resources and workforce plans to ensure that substantial numbers of their employees attain the relevant qualifications to comply with these requirements.

- **l** Many employees need to obtain qualifications and undertake Post Registration Training and Learning (PRTL) to ensure their continued suitability for registration.

It should be noted that some workers can complete qualifications quicker by using previous experience as evidence. The SSSC has developed a range of materials which help individuals to Recognise their Prior Learning (RPL) and potentially use this as credit towards an award.

2.9 Cost, resources and capacity

Access to finance or other resources remains a key issue for skills demand in the social services sector. Access to funding and other resources was repeatedly identified as an issue during the engagement process undertaken as part of the development of this Assessment. Access to funding was identified as the main issue by respondents to the Sector Skills Assessment questionnaire. Access to funding may not be a direct driver of skills demand but it does impact upon the capacity of services to upskill their workforce.

The Scottish Employers Skills Survey 2010 suggests that a greater percentage of employers in the Scottish social services sector are anticipating main challenges over the next twelve months than the average across all Scottish industries. Employers in Scottish social services are more concerned about issues such as cash flow, cuts to public spending, accessing funding from external sources and attracting appropriately skilled staff than the average across all Scottish industries (IFF Research, 2011).

Some stakeholders expressed concerns about the impact of changes to funding and qualifications. For example, a relatively small number of employers and training providers expressed concerns during the development of this Assessment about the phasing out of the Skillseekers programme for Children's Care, Learning and Development (CCLD) at SVQ Level 2 and point to the need for a Modern Apprenticeship Framework to replace it. The SSSC has responded by indicating that the vast majority of workers in the children's sector undertake job functions at SVQ Level 3. The CCLD Level 2 award is still available. A number of respondents to the Sector Skills Assessment questionnaire welcomed the move towards a degree-led children's workforce.

Employers also express concerns about the impact of the current economic climate on their ability to deliver services. The personalisation agenda (section 2.11) is focused on ensuring people who use services are at the heart of decision making about their

care, but some employers and stakeholders express concerns that this agenda could be driven primarily by a desire to cut costs of service delivery (Cunningham, I; Nickson, D, 2010).

There may be further potential for the sector to cut costs by exploring methods of sharing training and working in partnership with employers across the public, private and voluntary sector. Some stakeholders have indicated that there is a particular role for local authorities in supporting this agenda. For example, local authorities can ensure that spare capacity on their training courses are filled by voluntary and private sector employers or staff from neighbouring councils. The Scottish Social Services Learning Networks have been involved in the promotion of such approaches.

The social services workforce has grown rapidly and evolved in recent years, as outlined in section one of this Assessment. Studies which predate the current economic climate suggested a sector which has traditionally been buoyant about growth, such as the independent sector care home workforce (Scottish Care, 2007). One key issue that remains unclear is around whether this sense of buoyancy will continue for the foreseeable future. It appears clear that the recent rapid growth in the size of sector's workforce will not continue over the next few years. The methods of service delivery may change (for example, more people may receive care at home or use personal budgets to employ workers) but it does appear reasonable to conclude that the overall number of social service workers will either stabilise at existing levels or fall in the near future. The changing nature of service delivery (such as the steady increase in the numbers of personal assistants) will also play a role.

The inability to maintain the recent rapid growth in the numbers of social services workers highlights key challenges ahead for the sector and the workforce. Demand for many key services may continue to increase for the foreseeable future. The demographic challenges outlined in section 2.2 of this Assessment highlight a scenario where greater numbers of older people will require services. The first section of this Assessment highlighted the steady increase of demand for some services. For example, the numbers of looked after children has continued to grow over the past twelve months. Exploring the rationale behind increasing demands for many services would be a major study in itself. The key issues for this Assessment are around what these increases in service demand mean for employers and their ability to ensure that they have the required numbers of skilled staff.

The evidence from recent months suggests that there has not been much change to date in the numbers of social services workers in Scotland. A recent survey indicated that the percentage of whole time equivalent staff employed by Scottish local authority social work services in October 2009 had fallen by 0.2% on the October 2008 figure, although it should be noted that these figures exclude Glasgow City Council's home care workforce (Scottish Government, 2010). Approximately 60% of respondents to the Sector Skills Assessment questionnaire indicated that they expect the size of their overall workforce to grow or remain stable over the next five years. Some employers express concern about the future of their workforce. The majority of voluntary sector respondents (nearly 70%) to a recent survey by Community Care Providers Scotland (CCPS) indicated that they were less optimistic about the general business prospects for their organisation than they were three months previously (Community Care Providers Scotland, 2010). This survey (and a similar survey conducted by CCPS three months earlier) suggested that employers had experienced a drop in the size of their workforce during the preceding quarter (Community Care

Providers Scotland, 2010). Similarly, a recent survey of Scottish nurseries indicated that a third of providers believe the current economic climate is having a negative impact on the delivery of their services. A tenth of nurseries indicated that the current economic climate was having a positive effect on their service but they did not elaborate on the reasons for this (National Day Nurseries Assocation Scotland, 2010).

The latest findings from a survey by the Voluntary Sector Social Services Workforce Unit reinforce the point that some services in the voluntary sector have been experiencing difficulties over a longer period. Their argument could be presented as suggesting that the current economic climate reinforces or compounds existing financial difficulties rather than merely introducing them. The Unit's survey suggested that voluntary sector social service providers have been required to make significant changes over the past three years. The final findings are due to be published by CCPS in April 2011. The interim findings highlight recent decisions made by voluntary sector social service providers:

- 57% have implemented a pay freeze
- 78% have failed to award full cost of living increases on salaries
- 54% have made redundancies to line management roles
- 54% have reduced their annual training budget over the past three years
- 37% have increased the requirements of staff to undertake training in their own time
- 27% of respondents have reduced the training resources for care and support staff to the learning expected by the SSSC
- 54% of respondents plan to reduce the training budget further in the next two years.

The research reinforces the point that the challenges for some employers in the voluntary sector predate the current economic climate. Many voluntary sector employers were already reporting a decrease in their training budgets and a focus on compliance with legislative requirements. It seems reasonable to assume that there will be similar trends in the private sector. Recent anecdotal evidence from employers suggests that many commissioners are reducing the levels of funding they allow for training within contracts. The reduction or withdrawal of "management costs" from contracts is one of the key mechanisms that have been cited as a method for doing this. The need for commissioners to consider the financial implications for training has been noted extensively by Scottish Government and others over the last few years (Scottish Executive, 2005).

The reduction in training budgets highlights a potential supply side challenge to the sector. On the one hand employers may not be able to afford to send staff on courses. The flip side would be the closure or suspension of courses. These scenarios could affect everything from an HNC to an SVQ. Section 1.26 of this Assessment contains the latest data on SVQ certifications, registrations, HNDs, HNCs and the Social work programmes. The suggests a steady growth in the numbers of individuals undertaking many vocational awards during the 12 months up to and including 2009. There will be other factors to take into account. For example, the slight decline in the number of SVQ Level 4 certifications and registrations could be due to a policy of ensuring managers are among the first workers to obtain the required qualifications.

The Scottish Employers Skills Survey 2010 queried the impact of the economic downturn on training in the Scottish social services sector and across all Scottish employers. The survey data suggests that a substantial proportion of the Scottish social services sector has been able to maintain or increase expenditure on training per employee and retain a strong emphasis on informal learning. Interestingly the level of training which leads to a qualification has increased far greater within the Scottish social services workforce than it has across Scottish employers as a whole. These figures may reflect the requirement for many workers in social services to attain a qualification for registration. The data in the following figure could be interpreted in many ways. One view would be that it suggests the Scottish social services sector is maintaining a focus on training at a time when many workers require qualifications.

Figure 20: Impact of Economic Downturn on Training, 2010
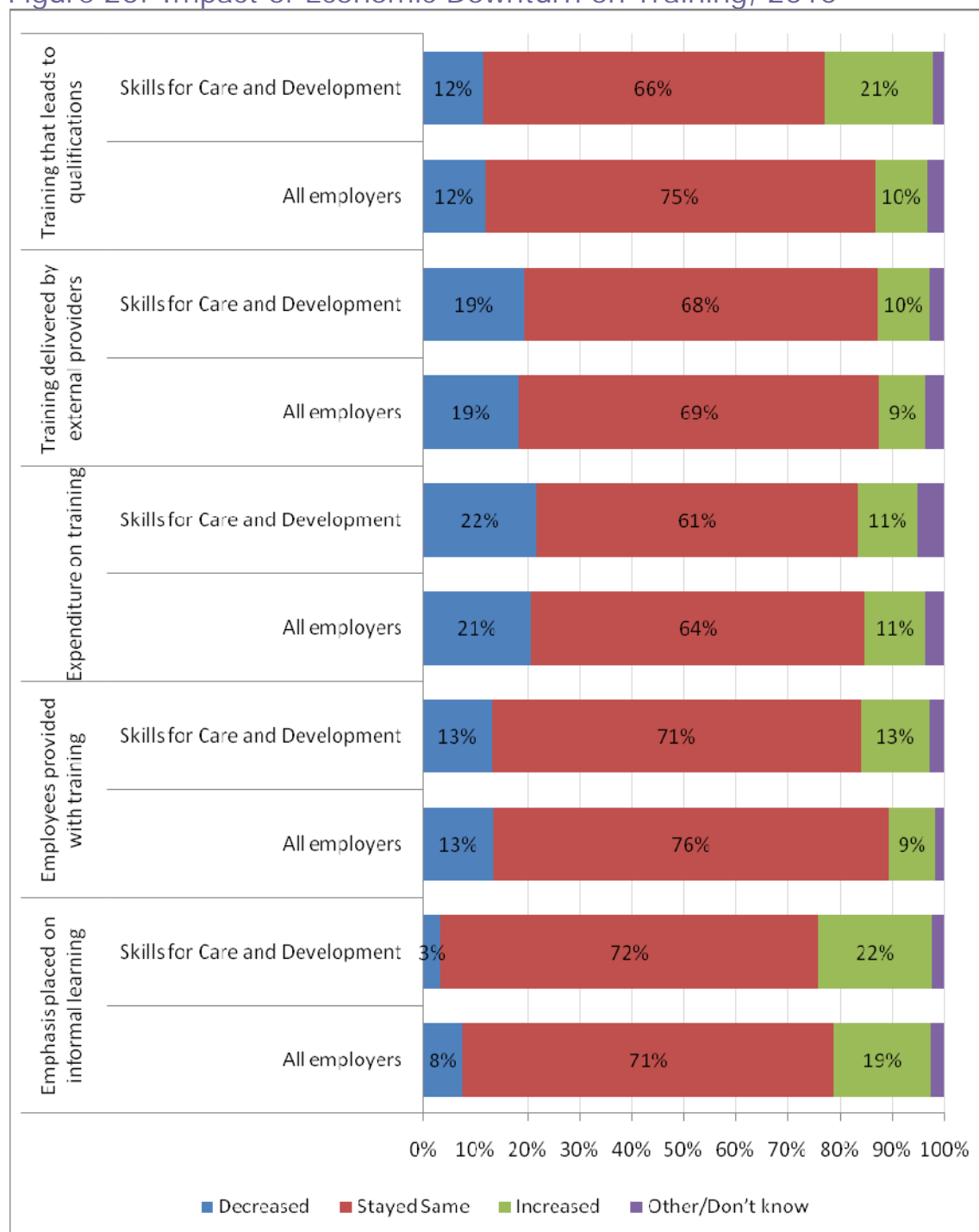
Due to the low response rate for some of these questions the data in figure 20 should be treated with caution.

Analysis by the Scottish Government at a broader industry level suggests that the "health and social work" is the one most likely to provide training to employees, with 88% of establishments in this sector offering training during 2010. The education sector (at 84%) is the only industry with a similarly high figure (Scottish Government Social Research, 2011).

It seems likely (from recent media reports) that the overall public sector workforce will decrease over the next few years, and it seems reasonable to conclude from this that the local authority social services workforce will decrease. The next survey of Scottish local authority social work services will clarify whether the size of this workforce has fallen during the 12 months until October 2010. The most recent survey of public sector employment (which does not detail the size of local authority social work services workforce) may provide a clue. That document suggests that there were 606,400 people employed in the public sector in Scotland during the second quarter of 2010, a 1.3% decrease on the equivalent figure for the second quarter of 2009 (Scottish Government, 2010).

These surveys highlight a key issue in terms of workforce planning in social services at present. It is difficult to project numbers of social services workers 12 months hence let alone five or ten years from now. A fall in the size of the local authority social work workforce may suggest that the overall workforce will employ less people, but it may mean that a greater proportion of staff are employed by the private or voluntary sector. It may also be a consequence of more individuals choosing to manage their individual budgets and employing personal assistants to provide their care. It is also clear that employers are already struggling to meet all of their workforce development needs. A lack of resources will inevitably impact upon the ability of services to train or recruit their staff, but it is not possible to be certain about whether there will be a significant drop in the total numbers of workers employed.

Cost and resources could be viewed as capacity issues for employers, in so much as a lack of funding can hinder the capacity of an organisation to support workforce and skills development. Skills demand can also be driven by workers' ability to undertake training or qualifications. Section one of this Assessment noted that the workforce remains predominantly female. A significant proportion of this workforce is also part-time. Some stakeholders involved in the updating of this Assessment noted that it can be particularly difficult for part-time female workers to undertake the additional training or skills development that they may require. In addition to this there are many workers in this sector who work alone (including childminders, care at home workers and personal assistants) who may struggle to find time to undertake qualifications or gather the evidence they require for vocational qualifications. Finally, there will be particular challenges for social services workers who work on the night shifts in care homes and other settings. There has been some research which has highlighted the challenges that these workers face in terms of undertaking qualifications (Kerr, Wilkinson, & Cunningham, 2008).

There is increasing evidence which suggests that local authorities are working together on a wide range of services. For example, the Clyde Valley Review highlighted the potential for many local authorities to save money and create efficiencies by collaborating on the procurement of social care services (Arbuthnott, 2009). There is a growing body of anecdotal evidence which suggests neighbouring local authorities are exploring ways to pool resources and staff. It is unclear at this stage to what extent this partnership working is taking place between social work departments, or the skills implications that may arise from the workforce for this. Joint working between local authorities was not one of the key themes that emerged from the engagement process undertaken as part of the development of this Assessment but it seems reasonable to expect an increased focus on this issue in future years.

Finally, it should be noted that some employers and stakeholders suggested that the personal needs of service users at the point that they enter the system are more complex than was previously the case. One interpretation of this issue suggests that this is actually evidence of an increasing number of people presenting with particular issues or needs. The recent demographic trends would be expected to produce a scenario where the numbers of people with more complex needs increases. This scenario would create capacity and skills issues for the workforce. It remains difficult to quantify to what extent this is the case and to fully understand what this means for the workforce and the skills they require. One issue to highlight here is that the challenges of supporting people (in common with many of the other skill issues identified in this Assessment) may be particularly challenging for lone workers, who may not have the same capacity to call upon the support of colleagues or peers. The social services sector has seen a rapid growth in the numbers of people who are working alone to provide care over the past few years, including childminders, care at home workers and personal assistants involved in the delivery of Self Directed Support.

Cost, resource and capacity issues may not be a direct driver of skills demand, but they all influence the ability of services to upskill their workforce.

2.10 Standards and expectations

Services must comply with national standards. They also aim to meet public expectations of the sector. Each of these factors can have a key influence on the workforce and be a key driver of skills demand.

The SSSC publishes Codes of Practice for Social Service Workers and Employers. These are standards of conduct and practice which all social service workers and their employers must adhere to, and they have implications for skills demand. For example, the Codes note that social service employers must provide training and development opportunities to enable social service workers to strengthen and develop their skills and knowledge, while workers must take responsibility for maintaining and improving their knowledge and skills (SSSC, 2009). The Continuous Learning Framework (CLF) can also support individuals to develop their skills (Scottish Government / SSSC / IRISS, 2008).

The grading of services can also play a role in driving up standards and, ultimately, the skills required to deliver services. The Care Commission grades every registered care service in Scotland. Care providers are graded on a number of themes:

- l quality of care and support
- l quality of environment
- l quality of staffing
- l quality of management and leadership
- l quality of information

Each theme is graded using a six point scale, where one represents "unsatisfactory" and six represents "excellent." The Care Commission notes that grading can encourage "services to look for ways to improve and achieve a higher grade the next

time we inspect" (Care Commission, 2010). The quality of staffing theme takes into account the quality of the care staff, including their qualifications and training. In 2010 the Care Commission recently published a first annual review of the grading levels in Scotland. The report noted that 82% of services achieved a grade four or above (good) for quality of staffing (Care Commission, 2010). In March 2011 the Care Commission published a further report which indicated that the number of services getting a grade 5 or above for every theme had increased from 17% in March 2009 to 26% in March 2010 (Care Commission, 2011). A drive to attain a higher grade in these themes may act as a driver for skills demand in social services although these issues may become clearer after April 2011 when SCSWIS replaces the Care Commission and Social Work Inspection Agency.

The expectations of people who use services may also play a vital role in the delivery of services, the workforce required to provide these services and, ultimately, the skills required to provide services. Research suggests that a substantial proportion of people would prefer to receive "care at home", irrespective of whether that care is delivered by a personal carer, a service or a family member (European Commission, 2007). This Assessment highlights the role of initiatives such as Self Directed Support (which allow people to make decisions about how care budgets are used to support them) and reablement (which provides intensive support in the short period and aims to help some people to maintain their independence). Some workers may have to develop skills required to deliver these services.

2.11 Personalisation and choice

The 21st Century Review of Social Work (Changing Lives) noted the need to build upon the capacity to deliver personalised services. Personalisation is defined as the process of ensuring that "citizens can become actively involved in selecting and shaping the services that they receive" (Changing Lives Service Development Group, 2008). The concept of personalisation in social services is not new, but there may be a need for some workers to further develop the skills required to ensure that people who use services are actively involved in service delivery. Studies of personalisation to date highlight a series of competing agendas and concerns. They highlight the need for some workers to develop particular skills, such as the skills to encourage independence or risk-enablement. They also highlight concerns for some workers that these initiatives may be driven by a desire to cut funding or numbers of workers rather than deliver a person-centred service (Cunningham & Nickson, 2010). There are various initiatives which contribute to the growth of personalised services. These include:

Self Directed Support: The Self Directed Support Strategy (and a possible SDS Bill) is designed to supporting increasing numbers of people to take control of personal budgets. An increase in the numbers of people controlling the individual budgets for their care (and the anticipated increase in numbers of personal assistants) would be a driver of skills demand. These issues were briefly explored in section 1.25 of this Assessment.

Support for carers: Providing carers with training which will support them to develop skills required to undertake caring roles, and training workers to appreciate

the vital role that carers play in the provision of services. Workforce issues relating to carers are explored in section 3.10 of this Assessment.

Reablement: The term reablement has different connotations for some stakeholders. The term has been recognised by many as the provision of "services for people with poor physical or mental health to help them accommodate their illness by learning or re-learning the skills necessary for daily living" (Centre for Group Care and Community Care Studies, De Montfort University and Leicestershire County Council, 2000). Reablement services can contribute to the growth of personalised services. Reablement typically involves a six week care and support service for individuals, with additional support from occupational therapists, equipment and adaptations where required. These services are designed to help people rediscover their independence at home and ultimately prevent them having to move into a care home or nursing home.

A recent study evaluated the first eight months of a reablement service delivered by the City of Edinburgh Council. The evaluation noted that reablement was more expensive than traditional support methods but provide many benefits for individuals, at least in the short-term.

All workers were provided with additional training prior to joining the reablement scheme. The home care workers indicated that this training was positive and prepared them for the delivery of this service.

ı "Greater emphasis is now placed on valuing and utilising the inter-personal skills of home care staff to work with service users, in partnership with their unpaid carers, to build, through empowerment, confidence and belief that the person's capacity and well-being will improve."

ı "Goal planning with individual service users is considered essential to success, with daily recording and weekly progress meetings between front-line home care reablement staff and managers and OTs."

(Macleod & Muir, 2009)

There are other local authorities in Scotland which are seeking to develop reablement services. For example, the Housing and Health Committee at Perth and Kinross Council discussed the development of a care at home reablement service in October 2009 (Perth and Kinross Council, 2009). During 2010 the Joint Improvement Team within Scottish Government have been holding a series of workshops to advise local authorities on the development of home care reablement services within their area. A recent study by the Institute for Research and Innovation in Social Services (IRISS) suggested that an SVQ at Level 2 has become the pre-requisite for many staff involved in the delivery of reablement services (Institute for Research and Innovation in Social Services, 2010). It is not clear, however, how extensive this research was, and much of the anecdotal evidence gathered as part of the refresh of this Assessment and other work would suggest a Level 3 is more appropriate for many care at home workers. The extent to which reablement is happening in Scotland remains unclear. Anecdotal evidence gathered during the development of this Assessment suggests that reablement services currently remain largely within the

domain of local authority services. The future implications arising from reablement for workers should become clearer in due course.

Citizen Leadership: The need to encourage the drive towards citizen leadership was identified as a key theme by some stakeholders. Citizen Leadership "happens when citizens have power and influence and responsibility to make decisions. Citizen Leadership happens when individuals have some control over their own services. It also happens when citizens take action for the benefit of other citizens" (Changing Lives User and Carer Forum / User and Carer Panel of the 21st Century Social Work Review, 2008). The standards developed by the Changing Lives Users and Carer Forum outline how Citizen Leadership can be achieved. For example, the standards identify the need to encourage people who use services and carers to take more responsibility for their care. They highlight the need to ensure people who use services and carers are aware of their rights and responsibilities (Changing Lives User and Carer Forum / User and Carer Panel of the 21st Century Social Work Review, 2008). The development of Citizen Leadership identifies particular skills and training need for some workers. For example, it highlights the need for citizens to be involved in the training and development of professionals (Changing Lives User and Carer Forum / User and Carer Panel of the 21st Century Social Work Review, 2008). Wider leadership and management issues are explored in section 3.5 of this Assessment.

Co-Production: Co-production of social services is at an early stage in Scotland, although it has been identified as having a key role in the delivery of services. The future development of co-production is explored further in section 4.10.

Informed choices: People who use services and carers can sometimes lack the information they need to make informed choices about the care they receive. A recent survey of older people in the UK suggested that there is substantial confusion about care options and services that individuals are entitled to (Counsel and Care, 2010). A lack of clarity about availability of services may hinder the development of some of the initiatives identified in this Assessment. Nevertheless there is evidence that suggests the numbers of individuals accessing some services are growing. A key challenge for the sector (as referred to in section 2.9) is around having a workforce that is capable of responding to this need at time when the numbers of workers is likely to stabilise or fall. The growth in still relatively new initiatives such as Self Directed Support and reablement can also highlight particular skills demands for the workforce involved in delivering these services.

Summary: Initiatives such as Self Directed Support, Reablement and the co-production of social services are driven by a series of factors, such as demographic change, government policy and cost. The initial evaluation of the City of Edinburgh Council's home care reablement service suggested that the service was cost-effective and was beneficial to users, at least in the short-term (Macleod & Muir, 2009). The early research into co-production suggests that it is possible to make savings of up to six times the original investment (National Endowment for Science, Technology and the Arts, 2010). The Citizen Leadership initiative highlights a recurring theme throughout the sector: a need to ensure that people who receive services and carers are actively involved in the delivery of services and staff training. There will be particular skills that some workers will have to develop if they are to be in a position to support personalised services. For example, the Self Directed Support Strategy and a recent case study of three voluntary sector providers highlight the need for

some workers to develop skills around risk enablement (Scottish Government, 2010; Cunningham, I; Nickson, D, 2010).

Initiatives such as Self Directed Support, reablement and co-production are designed to ensure that services meet the requirements of people who need support by involving them from the outset. They aim to develop "better, cheaper services created from the ground up by those who know public services the best"(National Endowment for Science, Technology and the Arts, 2010).

2.12 Specific Government policies which relate to part or all of the workforce

This section has identified a series of drivers for skills demand in social services. Many issues are either direct examples of Government policy (such as regulation) or delivered as a consequence of government policy. This section examines government policies or legislation which focuses specifically on key themes or issues for the sector. The introduction of new legislation can be a key driver for skills demand in the Scottish social services workforce. For example:

l The Adult Support and Protection (Scotland) Act 2007 introduced new legislation to protect adults from harm. The Scottish Government provided funding for the Private Care Sector Workforce Initiative to disseminate the key messages to service users, frontline staff and managers throughout Scotland.
l The Equalities Act (2010) identifies a series of new responsibilities and rights in the workplace. It also highlights a series of issues that must be considered when purchasing goods of services. There will be a need for many workers to receive training or guidance on the implications of this legislation. Volunteers on management committees will also need to be aware of the implications (Voluntary Sector Social Services Workforce Unit, 2010).

Section one of this Assessment briefly noted the recent publication of key Scottish Government documents which will have an impact on the social services workforce.

l Dementia Strategy
l Carers Strategy
l The Self Directed Support Strategy and consultations on proposals for a Self Directed Support (Scotland) Bill
l Community Payback Orders

The skills needs and issues arising from the Carers Strategy and Dementia Strategy are outlined in sections 3.10 and 3.11 respectively.

The introduction of Community Payback Orders (CPOs) may become a driver for skills demand for some workers, particularly those involved in the delivery of Criminal Justice Social Work services. The Criminal Justice and Licensing (Scotland) Act 2010 has created the concept of the CPO, which will provide a new method for dealing with low level offenders who commit minor crimes. The CPO gives "sheriffs the ability to

send low level offenders out into the community to pay back through hard work."[17] It is anticipated that the implementation of CPOs will begin in 2011.

The implementation of CPOs may create skills implications for some workers involved in the delivery of Criminal Justice Social Work services. For example, it is possible that some workers will need to develop the skills required to support offenders undertaking a CPO. The CPO will replace the existing Community Service orders. It may be the case that the CPO will ensure more offenders are involved in community-based schemes, and may highlight particular skills need needs or issues for the Criminal Justice Social Work workforce that support these individuals. This is a possibility that will become clearer in due course. The development of criminal justice policy is also something that is likely to become clearer after the elections to the Scottish Parliament in May 2011.

There are also examples of UK Government policy which may have an impact on skills demand in the Scottish social services workforce. For example, the UK Government's immigration policy can impact upon the skills demands of the social services workforce in Scotland. During the summer of 2010 the UK Government consulted stakeholders on a plan to reduce migration from outwith the European Economic Area (EEA), with the aim "to reduce net migration to the level of the 1990s – tens of thousands, not hundreds of thousands" (UK Border Agency, 2010). It is unclear at this stage how a proposed drop in net migration could impact upon the recruitment and development of social services workers in Scotland. The percentages of migrant workers in the Scottish social services workforce are detailed in section 1.21. The immigration consultation provides one illustration of how UK Government policy can impact upon the recruitment of social services workers in Scotland, and ultimately impact upon skills required to deliver services.

2.13 Telecare and technology

Telecare is a driver of skills demand in social services. The terms "telecare" and "telehealth" are used to describe the use of this technology in social services and health. The term "Telehealthcare" is often used to describe the range of services across health and social services. To avoid confusion "Telecare" is used here to emphasise the point that this Assessment is primarily focused on implications for the social services workforce. Telecare involves the use of electronic devices to support people to continue living at home. Definitions of telecare cover everything from "first generation telecare" (which includes community alarm systems) to "third generation telecare" which includes the use of audio-visual technology (Joint Improvement Team, 2010).

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[17] Scottish Government, 31/08/10, Benefits of Community Payback:
http://www.scotland.gov.uk/News/Releases/2010/08/31102755

The outcomes identified for telecare in Scotland include:

l   an improvement in numbers of delayed discharges from hospital
l   a reduction in unplanned hospital admissions
l   avoidance of admission to care homes
l   promotion of independent living
l   an improvement in use of existing support/care resources
l   locally identified outcomes including efficiency savings

(Joint Improvement Team, 2010)

A report by the Joint Improvement Team and the Scottish Centre for Telehealthcare identified other benefits from these systems, including equitable services for people living in rural and remote areas and the ability for carers to continue undertaking that role (Joint Improvement Team and Scottish Centre for Telehealthcare, 2010).

The Scottish Executive and the subsequent Scottish Government have both introduced grants to support the development of telecare in Scotland. Approximately £16 Million was invested in the development of telecare in Scotland from 2006 – 2010. In March 2010 the Scottish Government indicated approximately 25,000 older people had benefited from this funding since 2006 and that it was investing a further £4 Million in the development of telecare services in Scotland[18]. The Scottish Government expected a further 7,500 people to be able to access telecare services during 2010. This growth in the numbers of people accessing telecare is in addition to the 180,000 people who had already received access to community alarm provision as of 2007 (Joint Improvement Team, 2010).

In March 2011 the Scottish Government indicated that ten million pounds would be invested in telehealthcare over the next four years. This work will include a new demonstration programme which will involve 10,000 older people and people with disabilities[19].

The Education and Training Strategy for Telehealthcare identifies a need for various individuals to undertake training in these areas, including support workers and home carers. The skills required by workers will depend on the extent of their involvement in the delivery of telecare, but could include:

l   awareness training
l   telehealthcare installations and programming
l   assessment and prescription of packages
l   call handling and reporting
l   response

(Joint Improvement Team and Scottish Centre for Telehealthcare, 2010)

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[18] Scottish Government, 28th March 2010: £4 Million investment in telecare:
http://www.scotland.gov.uk/News/Releases/2010/03/26162948
[19] Scottish Government, 3rd March 2011: £10 Million for Scottish telehealthcare:
http://www.scotland.gov.uk/News/Releases/2011/03/15130403

There may also be skills demands arising from the increased use of technology in social services. For example, in August 2010 the British Association for Adoption and Fostering (BAAF) published figures which suggest a greater number of social workers are now using technology to find placements for children.[20] There may be many social workers who are comfortable with modern technology but rapid increases in the use of technology may mean that some workers will need to develop or update their skills.

2.14 Re-tendering in social services

The Gershon review indicated that improvement in the commissioning of social care in the UK would lead to efficiencies in public services (Gershon, 2004). Re-tendering for services presents particular challenges for many private and voluntary sector employers. In one sense the mixed economy of care appears to have limited impact on service or skills demand, as services in all sub-sectors continue to register with the Care Commission while workers may be required to register with the SSSC. However, it seems clear that re-tendering can have a substantial impact on employers' abilities to ensure that they have a skilled workforce to deliver services, as highlighted in a study commissioned by the Voluntary Sector Social Services Workforce Unit (Cunningham & Nickson, 2009).

It seems reasonable to conclude that the relatively short-term nature of these contracts can greatly hinder an employer's ability to recruit, develop and retain a skilled workforce. In addition to this there has been a growth in the number of small and medium sized service providers. Many of these providers have limited access to resources or no internal training function. Some support is available to assist providers. For example, until summer 2010 the four regional Scottish Social Services Learning Networks have provided a forum for social service providers from the public, private and voluntary sector to discuss and collaborate on key workforce development topics. However, there are concerns about the extent to which voluntary and private social service providers can be expected to engage in partnership in what appears to be an increasingly competitive sector. It should also be noted that there is also ambiguity over the impact of the current economic climate on the provision of services. Some stakeholders who were involved in the refresh of this Assessment identified a scenario where services were increasingly commissioned and would be delivered by the private and voluntary sector. There has been a lot of debate in the media in relation to one English local authority which has indicated that it intends to commission almost all of the services they provide. There have also been multiple examples of local authorities which are commissioning most or all of some services such as care at home. It is unclear whether this approach will happen here but there is some evidence of diverging approaches in Scotland. Glasgow City Council already employs an arms-length body to deliver a range of social services in the city. Conversely, other stakeholders have suggested that local authorities are increasingly seeking ways of taking services back "in-house".

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20 British Association for Adoption and Fostering, 16th August 2010: Adoption social workers embrace digital technology for family finding: http://www.baaf.org.uk/media/releases/100816.shtml

It may be that the situation regarding changing service provisions depends on the geographical location or the nature of the service. For example, data from the Annual Returns suggest that there are some rural areas (see section 1.16) where services continue to be predominantly delivered by the statutory sector. Some services such as care at home and adult residential care would seem to be the types of services that local authorities may continue to open to the voluntary sector or private sector. On the other hand, anecdotal evidence from early years services suggests that many local authorities are seeking to extend their own services, while some have suggested that their services will shrink. One stakeholder noted that some local authorities have indicated to parents that they should ensure that they purchase their local authority services this year as it cannot guarantee that they could provide a place for applicants next year. It is difficult to read too much into this anecdotal evidence. The true scale of changes to service provision will become slightly clearer once the data from the Annual Returns and Survey of Local Authority Social Work services for 2009 is available.

As illustrated in section 1.8, a substantial proportion of Scottish social services are already delivered by the voluntary and private sector, while there are small but increasing numbers of personal assistants involved in the delivery of Self Directed Support (section 1.25). The extent to which re-tendering impacts on the skills demand of the workforce will depend on whether a range of factors (including the economic climate) has a substantial impact on the proportion of services delivered outwith the statutory sector.

The Scottish Government and the Joint Improvement Team have recently published guidance on the procurement of care and support services. The guidance was developed in conjunction with a wide range of stakeholders and notes many complexities surrounding procurement. These include the need for some procurement services to be adapted. This may be a response to the drive to deliver personalised services or as a consequence of the current economic climate (Scottish Government; COSLA; Joint Improvement Team, 2010). For example, some local authorities can work together on the procurement of social services, as outlined in the Clyde Valley Review (see section 2.9).

The procurement guidance reflects the importance of ensuring that (where applicable) the drive for a skilled and competent workforce is taken into account as part of the selection criteria for providers. The guidance also reflects the skills demands that arise from procurement. These skills demands can include the need for individuals involved in the delivery of procurement to receive training in this area, whether their role is around procuring services or developing tenders.

Some providers may view the development of a competent confident workforce (or their Care Commission grades, see section 3.6) as a competitive advantage when they bid for the right to deliver some services.

2.15 Rural issues

Section 1.16 of this Assessment noted that the composition of the workforce in rural and urban areas is relatively similar. The previous Sector Skills Assessment briefly focused on rural issues which may hinder the ability of some workers to obtain relevant qualifications. The integration of health and social care services is likely to

have increased significance in national and local policy making and is considered vital in some parts of the country, in particular rural and remote areas. The SSSC is currently working with the NHS Education for Scotland to develop a better understanding of the skills base that will be required for a generic health and support worker post in Scotland. The further development of a health and social care support worker role may create skills demand for some workers.

2.16 Expenditure, public value, productivity and impact of the economic climate

Local Governments in Scotland spent £3.4 billion on social work activities during 2008/09. This figure is £0.2 billion higher than the total for the previous year. Of the £3.4 billion, approximately £2.7 billion was spent on adults while the remaining £0.7 billion was spent on services for children.

In Scotland, around £4.5 billion was spent in total on health and social care for people aged 65 or over during 2006/07. A third of that money was spent on hospital admissions. The total figure for expenditure would need to rise to £1.1 billion by 2016 and £3.5 billion by 2031 if services continue to operate in the same way (Scottish Government, 2010). These expenditure projections are part of the rationale behind the Reshaping Care for Older People agenda outlined earlier in this section. This Assessment has already noted the view stated in a UK report that an improvement in the commissioning of social care would lead to efficiencies in public services (Gershon, 2004). Recent debate in the social services sector has tended to employ the language of "efficiency" rather than "productivity (Skills for Care and Development / SSSC, 2006).

The extent to which future levels of funding for social services in Scotland will impact upon the sector remains unclear at present. The latest workforce data (section one) outlines the status of the workforce as at December 2008 and suggests that the workforce has remained stable. Future data from the Care Commission's annual returns and the annual survey of local authority social work services will provide a better picture of the impact of the current economic climate on the social services workforce. One of highlighted the rapid growth of the social services in Scotland over the past decade. Section 2.9 highlighted the uncertainty about whether this growth will continue or not. This Assessment is primarily focused on the skills implications for the workforce. The rate at which the workforce will continue to grow, decline (or stabilise) is unclear, but it is clear that there will be significant changes in terms of service provision. These issues will create skills implications and challenges for the workforce.

While updating this Sector Skills Assessment some stakeholders reasserted the point that tightening budgets are not new, and the impact of other drivers (including re-tendering) meant that many providers are already experiencing cuts to their budget on an ongoing basis. The latest workforce data indicates that the workforce employed approximately 196,970 people as at December 2008, a figure that is fairly similar to the December 2007 total. Nevertheless, the early evidence suggests that the anticipated reductions in public expenditure over the next few years will have an impact on the delivery of social services and, ultimately, the workforce and training available to it.

The main focus for this Assessment is less about the impact of economic climate and expenditure levels on service delivery and more about consequences for skills demand. The impact of reduced budgets or reductions to public expenditure on the ability of services to develop their staff is something that may only be possible to understand fully in the longer term. The evidence suggests that lower levels of expenditure will have an impact on the ability of staff to develop their skills. Any reduction in expenditure would suggest that there will be fewer resources available to pay for qualifications. It seems reasonable to conclude that the cuts to staff numbers will make it harder for some services to allow staff the time to undertake training during work time. Stakeholders have noted that reduced levels of expenditure may act as a driver of skills demand in that it may force some services to prioritise particular skills needs such as compliance with registration.

It may also encourage the development of a flexible workforce who have the skills to work across more than one part of the organisation.

2.17 Summary of section two

l   Demographic changes will be a considerable driver of skills demand now and in the future. The anticipated growth in the numbers and proportion of older people highlights the need for changing approaches to service delivery, including the need for more people to receive care at home and for carers to continue playing a vital role. The need for these changes highlights a series of skills challenges for the social services workforce.

l   The registration agenda is a key driver of skills demand in the Scottish social services workforce. Many workers will be required to attain a qualification as part of compliance with registration requirements. These workers will also be required to evidence their Post Registration Training and Learning. Further information on the skills needs of social services workers in Scotland are contained in section three.

l   Cost, resources and capacity play a key role in determining skills demand in the workforce. Access to funding may not be a direct driver of skills demand but it does impact upon the capacity of services to upskill their workforce. Many providers have been forced to reduce their training budget during the past few years. Some providers have noted the difficulties in trying to upskill their workforce in a culture of commissioning and re-tendering.

l   Standards and expectations play a key role in determining skills demand. The Codes of Practice for Social Service Workers and Employers stipulate the need for frontline staff to receive access to learning and development opportunities.

l   The drive towards increased personalisation and choice acts as a driver of skills demand for the social services workforce. For example, the drive towards Self Directed Support will mean a larger number of individuals who will be in control of their own personal budgets and will have more say in the learning and

development of the staff they employ. The drive to increase the number of people accessing reablement services will mean some care at home staff will have to develop new skills to ensure that they can help people to remain independent in their own homes.

l Specific Government policies such as the Dementia Strategy highlight a range of skills demand for many workers.

Section three: current skills needs

3.1 Introduction

This section of the Assessment examines the key skills needs and issues identified by the workforce, including:

Registration requirements	Other obligatory training demands (including mental health officer training and moving and handling)	Soft skills
Skills needs arising from services redesign and a need to make the most effective use of workforce skills	Commissioning and contracting skills / tendering skills	Skills in partnership working
Ability of staff to operate autonomously	Skills arising from developments in technology	Skills needs of migrant workers
Service user specific skills	Skills related to the workforce of the future, such as the skills required for recruitment	Accessibility of training (particularly for the rural workforce)
Research and analytical skills	Assessment skills	Leadership and Management skills

This section also highlights reports and strategies which refer to skills needs for this workforce. These include:

l findings from inspection reports
l caring together: the Carers Strategy for Scotland
l study of the workforce and employment issues surrounding Self Directed Support
l Scotland's National Dementia Strategy

A more detailed list of the skills needs and issues identified by stakeholders is contained in Appendix Two.

The first section examined key data on the social services workforce in Scotland. The second section examined a range of factors that drive skills demand in the sector. This section examines the current skills needs of the workforce begins with the findings from a recent research project in this area.

3.2 The social services workforce: current skills needs (2009/2010)

A research project to explore current and future skills needs of the social services sector in Scotland was undertaken by Skills for Care and Development in 2009/10. This research sought the views of a wide range of stakeholders on the current and future skills needs of the sector, including:

- l strategic stakeholders, including the Association of Directors of Social Work (ADSW)
- l employers
- l frontline workers
- l organisations which represent the views of employees
- l people who use services
- l carers

In addition, this research facilitated views from employer bodies which support or represent the interests of childminders and personal assistants. The research aimed to assess the continuing relevance of skills needs and issues identified in the Sector Skills Agreement (which reported in 2008). The research also aimed to explore whether there were particular issues for some sub-sectors or geographical areas. Finally, this research aimed to explore whether there were any new skills issues or needs that should be noted, taking into account a range of factors:

- l revised demographic data
- l changes to public policy, including the introduction of required registration and the Adult Support and Protection (Scotland) Act
- l re-tendering of social services
- l the shared services and 'shifting the balance of care' agenda.

The findings indicate that respondents believed that the skills needs and issues identified in the Sector Skills Agreement (2008) remain relevant to the entire social services workforce. This Assessment now briefly examines each of these skills needs and issues in turn and provides updated information on the issues or solutions developed for each.

3.2.1 Registration requirements

The need to meet registration requirements was a key issue identified during the Sector Skills Agreement (2008) and featured prominently during recent discussions with stakeholders. This need has become increasingly relevant since the decision by Scottish Ministers to introduce required registration. For example, residential child care workers were required to register with the SSSC by 30 September 2009, while managers of care home services for adults were required to register by 30 November 2009.

Stakeholders have indicated that there are some workers who must develop particular skills before they are able to undertake the qualifications that are needed to comply

with registration requirements. Initiatives such as the Core Skills Appraisal Project supported residential childcare workers to develop communication or essay writing skills prior to undertaking an HNC. Soft Skills are explored in section 3.2.3.

Registrants are also required to undertake Post Registration Training and Learning (PRTL) to ensure their continued suitability for registration. Some stakeholders have highlighted the need for individuals to develop the skills to undertake and evidence their PRTL. In some cases this may be a reference to skills required to undertake PRTL. For example, some individuals may choose to undertake research as part of their PRTL. Some individuals may have to develop the information literacy skills required to conduct research. The Knowledge Management Strategy published by Institute for Research and Innovation in Social Services (IRISS) and NHS Education for Scotland (NES) reinforces the need for many workers to develop information literacy skills (IRISS; NES, 2010).

Stakeholders have highlighted the need for some workers to develop the skills required to reflect on their practice as part of their PRTL. These issues were briefly examined in section 2.8 of this Assessment.

Registration requirements do not apply to every part of the workforce. In some instance these requirements may derive from registration with other bodies. For example, childminders are not required to register with the SSSC but they were required to register their service with the Care Commission until 31st March 2011 (and with Social Care and Social Work Improvement Scotland after this date). In some instances the Care Commission may make recommendations or requirements in relation to the personal development of childminders.

3.2.2 Other obligatory training demands

Employers highlighted a range of training demands in addition to those required for registration, including:

- mental health officer training
- health and safety
- moving and handling

During the update of this Assessment some employers (particularly those working with children) highlighted the need for workers to undertake training in food hygiene or food preparation. These issues were prominent for staff who are working in their home such as childminders; in other people's homes (such as personal assistants involved in the delivery of Self Directed Support) or workers based in other settings such as nurseries. Some employers (particularly those working with adults or older people) highlighted the need for many workers to develop the skills required to administer medication. The skills required to ensure that individuals receive an appropriate level of nutrition was also identified.

In addition, employees must also be aware of the impact of new legislation, such as the Adult Support and Protection (Scotland) Act 2007.

3.2.3 Soft Skills / Core Skills

Employers expressed particular concerns about the lack of team working and interpersonal skills in some areas of their workforce. For example, the need for strong interpersonal skills has been highlighted as a key skills needs for those who work with children and young people (Scottish Government/COSLA, 2008).
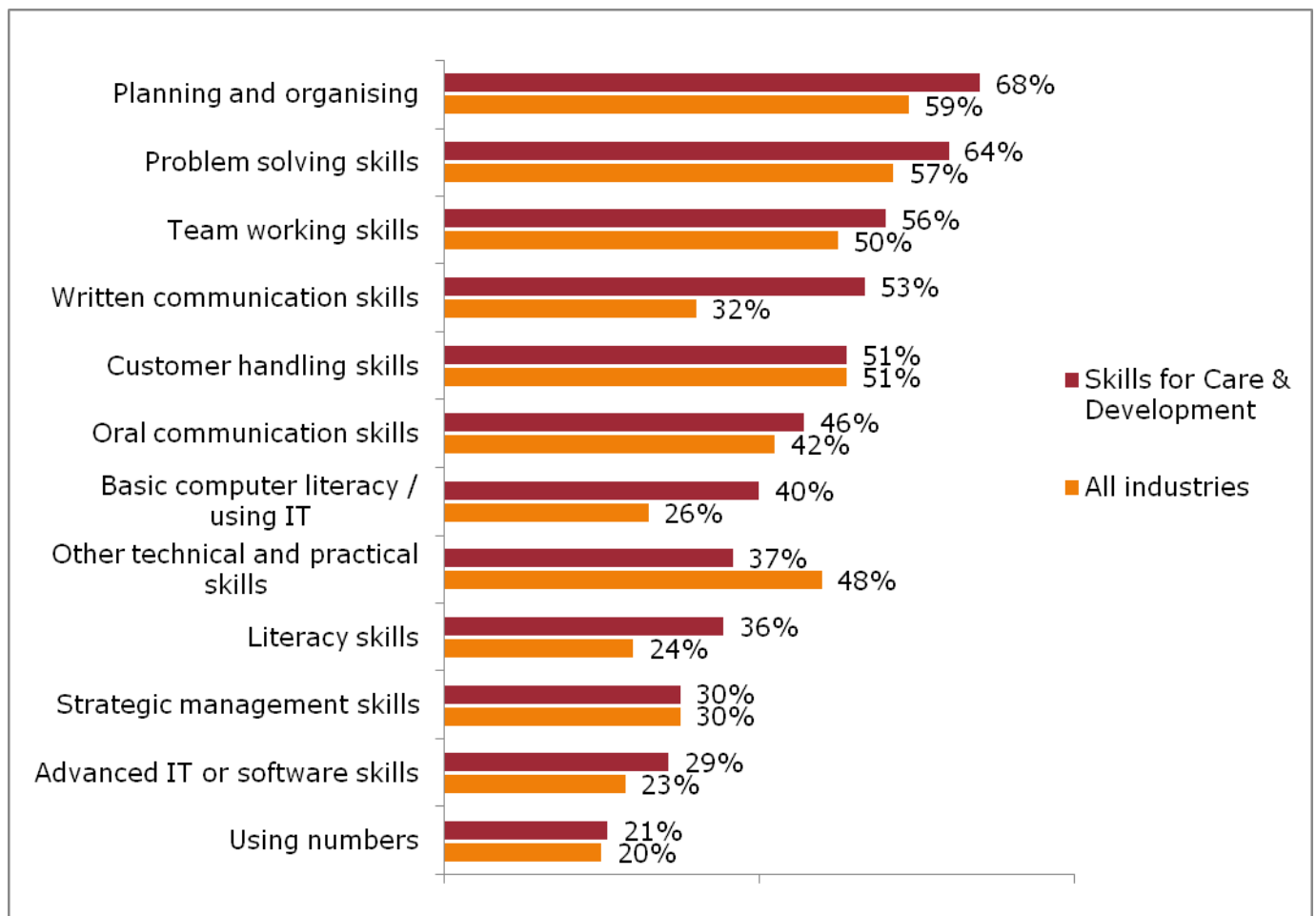
Some employers indicated that a lack of soft skills can hinder the abilities of employees to undertake the qualifications that they may require to comply with registration requirements. There have been some initiatives in Scotland (including the Core Skills Appraisal Project developed by the Scottish Institute for Residential Child Care) which have been designed to help some employees to assess their core or communication skills before undertaking an academic qualification. The Continuous Learning Framework can also play a key role (Scottish Government / SSSC / IRISS, 2008).

During the original Sector Skills Agreement more than a quarter of employers surveyed indicated that they expected to offer literacy or numeracy training to some workers (Skills for Care and Development / SSSC, 2008).

Soft Skills were one of the key issues identified during research undertaken as part of the development of the Sector Skills Assessment in 2009/10. Many of the discussions with service users and carers focused extensively on these issues. As a follow-on from this the SSSC (as part of Skills for Care and Development) is currently undertaking further research in 2010/11 into the extent to which soft skills, literacy and numeracy issues exist in the social services workforce. The research was finalised in March 2011 and suggests that the extent to which these issues exist varies slightly within individual sub-sectors. A range of stakeholders including employers, service users and carers will be consulted during this process. The research will also explore support for employers or workers. The findings from the research will inform future Sector Skills Assessments and the Action Plan that will be developed in summer 2011.

The Scottish Employers Skills Survey asked employers to highlight the skills that they felt have to be improved within their organisation. The data in the following figure indicates that employers in the Scottish social services sector were more likely to be concerned about a range of skills than the average across all Scottish industries. Employers were particularly concerned about skills which can be identified as soft skills, including planning and organising, problem solving and team working skills.

Skill	Skills for Care & Development	All industries
Planning and organising	68%	59%
Problem solving skills	64%	57%
Team working skills	56%	50%
Written communication skills	53%	32%
Customer handling skills	51%	51%
Oral communication skills	46%	42%
Basic computer literacy / using IT	40%	26%
Other technical and practical skills	37%	48%
Literacy skills	36%	24%
Strategic management skills	30%	30%
Advanced IT or software skills	29%	23%
Using numbers	21%	20%

3.2.4 Skills needs arising from redesign of services and making effective use of workforce's skills

The need for service redesign has been identified by many stakeholders and was a key finding of the 21st Century Review of Social Work, Changing Lives (Scottish Government, 2006). The Service Development group established as part of Changing Lives reinforced the need to ensure that services:

l   meet the legitimate aspirations of users
l   increase people's capacity to take control of their lives
l   are more focussed on prevention
l   are accessible and flexible.

The personalisation agenda outlined in section 2.11 is a major part of this reform.

3.2.5 Commissioning and contracting skills / tendering skills

The Sector Skills Agreement highlighted the need for improved contracting and commissioning skills. The National Occupational Standards (NOS) for Commissioning, Procurement and Contracting in Scotland are approved and were credit levelled in 2009/10. The implications of this agenda for skills are briefly referred to in section 2.14.

3.2.6 Skills in partnership working

The importance of partnership working was covered extensively during the development of the Sector Skills Agreement. In this context "partnership" includes work undertaken with other services and with service users. For example, there is a need for people working in early years to develop the skills required to engage and empower children, families and communities (Scottish Government / COSLA, 2008). Working in partnership with people who use services and their carers is a theme throughout the personal capabilities in the Continuous Learning Framework (Scottish Government / SSSC / IRISS, 2008).

3.2.7 Ability of staff to operate autonomously

Employers surveyed during the development of the Sector Skills Assessment (2008) indicated that the inability of staff to operate autonomously is an issue for some individuals. A lack of support for staff from managers was identified as a key concern. This suggests that there is a need for further promotion of coaching and mentoring skills in the sector. On a similar theme, the sector identified a need to enhance leadership and management skills. Leadership and management issues are briefly explored in section 3.5 of this Assessment.

3.2.8 Developments in technology

Employers and employees noted the need to develop the skills which will allow them to capitalise on technological developments, as they play a vital role in helping individuals to access the knowledge, skills and training required for their personal development. Telecare (or Telehealthcare) is one of the major examples of technology where some workers will require to develop new skills. The skills implications arising from telecare are briefly explored in section 2.13 of this Assessment.

3.2.9 Skills needs of migrant workers

The skills needs of migrant workers are briefly explored in section 1.21 of this Assessment.

3.3.10 Service user specific skills

Originally referred to as "client specific skills" during the Sector Skills Agreement, this issue focused on specialist skills required to support some service users, such as those with dementia (see section 3.11) and autism (see section 3.12).

The need for some workers to develop the skills required to undertake invasive procedures has been highlighted as a concern, particularly by some carers. There has been some research undertaken which recommends that "all relevant staff supporting people with profound and multiple learning disabilities, including non-nursing staff, should be trained in relevant invasive procedures" (PAMIS and White Top Reserach Unit, University of Dundee, 2010). The report also recommends that any training for care staff should be extended to carers.

One area not identified elsewhere in this Assessment (which has been highlighted by some employers and stakeholders) is the need to further develop skills around palliative care and supporting people at the end of their lives.

3.3.11 Workforce of the future – recruitment and training

Section 1.10 highlights the rapid growth of the workforce over the past decade. A growing workforce requires increased levels of training provision, while there will be recruitment issues for employers and employees. This agenda may also produce particular skills issues such as those identified as part of retendering and outlined in section 2.14. A major part of this agenda is also about ensuring that there is a career structure which links progression and professional development. For example, the Scottish Executive's response to the national review of the early years and child care workforce (Investing in Children's Futures) noted the need for a framework which supports workers to develop their professional skill and competence. The SSSC has developed two interactive online career pathway tools for social care, support services, early years and child care workers.

There may be skills implications for the workforce of the future arising from emerging or growing forms of service delivery, such as reablement and Self Directed Support. These issues are briefly explored in sections 1.25 and 2.10 of this Assessment.

3.2.12 Accessibility of training (particularly for the rural workforce)

Section 1.16 of this Assessment contains data on the differences between the workforce in rural and urban settings. Employers have noted that rural workers often require alternative forms of training provision. The Scottish Government's skills strategy highlighted the need to make more use of e-learning in rural areas (Scottish Government, 2007). E-learning is not always a cheaper option and a lack of IT facilities can be an issue. The need for rural workers to develop different or additional skills to their urban equivalents was not a theme that emerged during the recent research nor was it a key theme from the Sector Skills Agreement (2008). Rural

employers and employees focused on the accessibility of training rather than the skills needs of the workforce. That caveat aside, there is work underway to explore the challenges around providing sustainable health and social care throughout Scotland.

"Within the remote and rural communities of Scotland, there are a limited number of health and social care professionals, whose skills and expertise needs to be shared if communities are to have local access to the widest possible spectrum of care." (NHS Scotland Remote and Rural Steering Group, 2008)

The Remote and Rural Healthcare Educational Alliance (RREAL) has noted the need for the development of integrated and multi-disciplinary teams which combine health and social care professionals. In practice, this would mean that "where the balance of patient need shifts from nursing to social care, the lead role will change to the profession with the most appropriate skills ensuring that care provided is needs led." (NHS Scotland Remote and Rural Steering Group, 2008). Section 2.4 of this Assessment highlights the work that the SSSC is involved in with health partners in this area.

The title of this skills need has been updated from the previous Assessment. This revision aims to reflect the point that issues around accessibility of training do not apply exclusively to rural areas. Some employers involved in the update of this Assessment identified the difficulties in trying to access courses in urban areas, or finding a college nearby to their place of work that could provide the courses that they required. The need to make savings within Higher or Further Education may impact on the supply of qualifications such as SVQs and HNCs. The future numbers of SVQs registrations and certifications would provide one mechanism for monitoring this issue.

The difficulties in finding management courses which met the needs of employers and employees alike was cited on more than one occasion by stakeholders during the development of this Assessment. These issues may also emerge from the current work on developing a leadership action plan for the sector (section 3.5).

3.2.13 Government funding for training specifically aimed at social services sector

Employers noted the lack of sector-specific funding for training during the recent research and the Sector Skills Agreement (2008). Funding issues are briefly explored in section 2.9 of this Assessment.

3.3 Skills needs

An action plan for progressing the skills issues and needs identified in the SSA was published during 2009/10. The action plan outlined the role that the SSSC, Skills for Care and Development and the "Scottish stakeholders" (a group which included Careers Scotland, Learn Direct Scotland and Scottish Enterprise) were playing in tackling each of the skills issues and needs identified during the SSA. The implementation of this action plan was documented in a series of "Get Skilled"

newsletters produced by Skills for Care and Development (SSSC / Skills for Care and Development, 2009).

3.4 Additional skills needs

In addition to the skills needs listed so far in this section, research undertaken by Blake Stevenson (as part of the development of the previous Sector Skills Assessment) identified two additional skills needs:

l   Assessment skills – stakeholders identified the need for some workers to develop the skills required to undertake an assessment of need.

l   Research and analytical skills – stakeholders identified the need for some workers to develop research and analytical skills. It is unclear from this research which workers would be required to further develop these skills. The need for some workers to develop the skills required to conduct research (whether as part of their Post Registration Training and Learning or in their everyday role) has been identified in section two. On a similar theme, some reports have identified the need for staff (particularly those within local authorities) to develop the skills required to handle and work with research, with the all the consequences that this brings such as difficulties in providing evidence for consultations (Scottish Government Social Research in assocation with LARIA, 2009).

(Blake Stevenson, 2010)

Another key issue in relation to skills needs this year was around the rights and responsibilities of the social services workers in relation to meeting skills needs. This is not a new theme. For example, the Codes of Practice for Social Service Workers and Employers highlights the need for workers to take responsibility for maintaining and improving their knowledge and skills. The Codes of Practice also highlights the need for employers to provide learning and development opportunities for employees (SSSC, 2009). This year, however, some sub-sectors highlighted particular challenges that they are facing. For example, representatives who promote the interests of Personal Assistants involved in Self Directed Support focused partly on this topic because these employees often operate in very different circumstances from other workers.

The issues around Self Directed Support appear more complex as in many cases the person receiving the support will also be the employer. There are issues associated with the rights and responsibilities of being an employer, and there are also issues surrounding the rights and responsibilities of the employees. In many cases the employees are personal assistants with no qualifications or background in the sector. It seems likely that many individuals involved in SDS will be aware of the codes of practice for social service employees and employers, but the unique way in which these services operate would appear to present its own challenges. There may also be issues as to whether personal assistants (or indeed employers) identify these individuals as being part of the social services workforce.

3.5 Leadership and Management

The need for workers to develop leadership and management skills was identified as a key theme in many Sector Skills Assessments. These Assessments focused on the need for many workers to develop the skills require to undertake strategic thinking and planning; project management; time management; change management; people management and motivation; entrepreneurship and commercial awareness (Alliance of Sector Skills Councils Scotland, 2010).

The need to develop leadership and management skills has been identified as key issue in the Scottish social services sector, although the issue is slightly different from the list identified above. Social services employers (in common with other sectors) identify a need for leadership skills throughout the sector's workforce. The additional challenge (which may not apply to all sectors) centres on a need for service users and carers to have the leadership skills required to actively participate in the shaping and delivery of the services they receive. This drive for Citizen Leadership is outlined in section 2.11.

The SSSC has been working with a range of stakeholders (including the Learning Networks) on an action plan for the development of leadership skills in the Scottish social services workforce. The SSSC recently commissioned an analysis of leadership activity and development needs in the Scottish social services sector. The findings from the engagement exercise conducted as part of this research identified a series of issues, including:

l   The need to develop leadership capacity at all levels of the social services workforce in Scotland while recognising that some of the skills needs will be different for practitioners, managers, senior managers, etc.

l   The need to fully integrate Citizen Leadership into this vision.

l   The need for a "whole systems" approach which involves the organisation as well as the individual. The inability of the workforce to take risks or identify creative solutions was identified as a key skills need at all levels. Similar skills issues have been reported in research into the skills required to develop Self Directed Support (section 1.25) and to foster personalisation (section 2.11).

l   The need for a more coherent and strategic approach to signpost existing leadership qualifications, development activity and resources and make explicit the links between them.

l   The need for workers to be able to engage in collaborative leadership. As part of this challenge some workers must develop the skills required to build relationships with people and to share knowledge and resources.

(University of Stirling, 2011)

A report published by the Social Work Inspection Agency focusing on leadership issues was published in September 2010. The SWIA report identified three dimensions to leadership within local authority social work services:

l   vision and values

- leadership of people
- leadership of change and improvement

(SWIA, 2010).

Some stakeholders involved in the refresh of this Sector Skills Assessment highlighted a need to foster professional autonomy and leadership at all levels within their workforce. This issue was identified particularly by stakeholders working in the day care services for children sector and was echoed in the analysis of leadership activity. The Codes of Practice have a particular role to play as they outline the standards of conduct and practice which all social services workers and their employers must follow (SSSC, 2009). The Continuous Learning Framework (CLF) provides a mechanism that can be used to support workers to demonstrate the development of their professional autonomy, while exercising judgment, initiative and accountability (Scottish Government / SSSC / IRISS, 2008).

The need to develop leaders in the early year's sector has been identified as a key Scottish Government Policy. The former Scottish Executive's response to a major review of the early years and childcare workforce noted that leadership in the sector will be brought about by creating a degree-led workforce (Scottish Executive, 2006). It will become a requirement that all early years and child care managers attain the new Childhood Practice Award, a qualification that is designed to enhance the professionalism and leadership of those working in early years and child care. Childhood Practice will be the required qualification for all managers of a day care of children service when they re-register with the SSSC after 2011. This includes managers of nurseries, crèches, playgroups and out of school care.

The need to develop leadership and management skills has been identified by many other sectors in recent times. For example, these needs were identified as a key priority in the recent UK Sector Skills Assessment for the health sector (Skills for Health, 2011).

3.6 Findings from inspection reports

Reports by social work inspectorates contain evidence of skills needs and issues for the sector.

- **Improving Social Work in Scotland: A report on SWIA's Performance Inspection Programme 2005 – 2009 (2010)**

- **Making the Grade: Results from the first year of grading registered services – 2008/09 (2010)**

- **Improving the Quality of Care in Scotland: An overview of Care Commission findings 2002 to 2010 (2011)**

The Social Work Inspection Agency (SWIA) has conducted performance inspections of social work services. This report focused on the findings from a four year study of Scottish social work services.

The report was broadly positive about the skills of the social work service workforce. It also identified areas where there are skills needs in relation to this workforce. For example, the report highlights the need for more frontline workers to receive further training in sensory awareness and communication skills. One of the key messages in the report was around the different approaches taken throughout Scotland. Continuing with the sensory awareness example, the report noted that there were local authorities who have developed these services and others where voluntary sector providers had been commissioned to provide this (SWIA, 2010). This example highlights one potential challenge around the development of skills needs. The varying approaches to service provision across Scotland means that there are different providers involved in the delivery of services, with the result that it is difficult to employ a standardised approach to ensuring workers have access to specialist training.

The SWIA review of their performance inspection programme identified some issues which could present particular skills needs for the workforce. For example, the report noted that the quality of risk assessments in children's and criminal justices services was variable (SWIA, 2010).

Finally, the SWIA report contained a series of positive messages about the skills of the social work workforce. For example, it noted that people who used services "were most positive about specialist services rather than mainstream ones, because they felt staff had specialist knowledge, training, skills and motivation to meet their needs" (SWIA, 2010).

In 2010 the Care Commission published the findings from the first year of grading registered services, 2008/09. Section two noted that care providers are graded for a number of quality themes at each inspection, including quality of staffing. The report does not identify particular skills needs for the workforce, but the level of grades awarded for this theme provides some evidence of the Care Commission's views on the levels of qualifications and training for these services. The report noted that 82% of services achieved a grade four or above (good) for quality of staffing. The report also suggested that services for children tend to score higher grades in this area than services for adults (Care Commission, 2010).

The Care Commission published a further overview of the inspection findings in March 2011. This report focused on the findings from inspections undertaken between 2002 and 2010, and included an updated on the second year of grading. The report suggested a sector which continues to achieve improving grades. Taking the quality of staffing theme as one relevant example, the report notes that care homes for older people tend to have the poorest profile in this area while offender accommodation and care at home services tend to have the highest (Care Commission, 2011). It may be possible to develop a few pages in future Assessments which examine the data on quality of staffing (and other themes) and explore their messages around workforce development and service quality by sector, employment type or throughout Scotland. The key point is that inspections may become a driver of skills demand as many employers may see value in attaining the highest levels of staffing grade possible and they may see workforce development as the primary way to do this. An improvement

in the quality of staffing theme could be driven by a range of factors, including perceptions that will help to attract new services, recruit more staff or (most importantly, perhaps) a focus on improving the quality of services they provide. The Public Services Reform (Scotland) Act 2010 was passed by the Scottish Parliament in March 2010. As has already been noted The Act lead to the creation of two new bodies, Social Care and Social Work Improvement Scotland (SCSWIS) and Healthcare Improvement Scotland (HIS). These bodies began operations from April 2011. The new SCSWIS body incorporates SWIA and the Care Commission. Future inspections of social services will be undertaken by this body.

3.7 Research into preparation for Childhood Practice

The SSSC has also undertaken research into the extent to which SVQ Level 4 Children's Care, Learning and Development (CCLD) candidates have been prepared for the degree in Childhood Practice. The early indications contain positive messages.

3.8 Looked After Children Strategic Implementation Group

The remit of the Looked After Children Strategic Implementation Group (LACSIG) contains a focus on workforce, one of the key themes identified in a series of reports by the National Residential Child Care Initiative (NRCCI). The previous Sector Skills Assessment referred to key findings from the NRCCI workforce report, which noted the need for employers to develop robust systems to support individuals who have not yet achieved qualifications required for registration and for further analysis of the skills needs across the children and young people's workforce (Davidson et al, 2009). The LACSIG has identified a need to focus on registration of the residential childcare workforce and continuous professional development of the workforce supporting looked after children. The LACSIG is currently looking at a wide range of issues for this sector and it may be that further skills needs and issues will be identified in future. In February 2011 the Scottish Government announced the establishment of a new Centre for Excellence for Looked After Children. The Centre began work in April 2011 and replaces the Scottish Institute for Residential Child Care[21].

3.9 Criminal Justice Social Work Workforce

In 2009 the SSSC commissioned 4-Consulting to undertake a study of the key issues for Criminal Justice Social Work Services. The study highlighted some of the key issues which will have an impact on the workforce, including the strategy for the management of offenders. The SSSC is currently undertaking further research into the skills needs of workers in voluntary sector criminal justice social work services.

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[21] Scottish Government, New Centre for Looked After Children, 23/02/10: http://www.scotland.gov.uk/News/Releases/2011/02/23094433

3.10 Caring Together: The Carers Strategy for Scotland (2010)

The Carers Strategy for Scotland 2010-2015 was published by the Scottish Government in summer 2010. The strategy focuses on the need to allow carers to continue developing skills and ensure that they are fully involved in care delivery – whether it is care that they receive or care that they are involved in providing (Scottish Government, 2010). Neither the SSSC nor Skills for Care and Development has a lead role in training for carers but their role has to be acknowledged in any report examining the social services workforce. There are believed to be approximately 657,000 carers in Scotland (Scottish Government, 2010). This figure includes 22,000 kinship carers. Kinship carers are friends or families who look after children because they cannot be looked after by their parents.

The Carers' Strategy highlights additional skills that some workers will be required to develop. For example, it notes that some workers require the skills to identify carers and ensure that they can access appropriate support where needed. The Strategy emphasises the need to identify all carers, including young carers. The Strategy highlights the need for many social services workers to develop the skills required to undertake a Carer's Assessment. Skills issues and needs identified here include the need to ensure that carers are directly involved in the process and can be signposted to other forms of support (Scottish Government, 2010).

Finally, there is a chapter in the Carers' Strategy which focuses on the training that will be required by carers and the workforce. The Strategy notes that the Scottish Government are continuing to work with the SSSC and others on the need to promote workforce training.

The Carers' Strategy highlights the tools, guidance and approach developed by the Joint Improvement Team on the need to support a focus on outcomes and develop a more personalised approach to care.[22]

In March 2011 the Scottish Government announced the creation of a new national training and support service for kinship carers[23].

3.11 Scotland's National Dementia Strategy (2010)

The Scottish Government published a Dementia Strategy in summer 2010. This strategy was highlighted as a key driver of skills demand in section two. This section focuses on the Strategy's contribution to identifying skills needs for many workers. The Dementia Strategy contained a focus on improving staff skills and knowledge in health and social care. The strategy highlighted reablement services (see section 2.11) as an example of a service which helps some individuals with dementia by

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[22] Joint Improvement Team website, Talking Points: A Personal Outcomes Approach, http://www.jitscotland.org.uk/action-areas/talking-points-user-and-carer-involvement/
[23] Scottish Government, 10/03/11, Kinship carers: http://www.scotland.gov.uk/News/Releases/2011/03/10134652

enabling them to retain or recover their independence. The strategy identifies the need to develop a training framework for staff. This work will include a project to establish a "common understanding of what the baseline knowledge and skills in respect of dementia should be for each role." This baseline would then be used as the basis for identifying how workers can be equipped with the appropriate knowledge and skills (Scottish Government, 2010). The SSSC is working with colleagues in health to develop a framework that outlines the knowledge, skills and behaviours needed by specific groups of health and social care staff in relation to people with dementia. The Dementia Strategy is an example of where there will be skills needs arising for many workers in health and social services. Everyone from reception staff, GPs and people directly involved in the provision of care will be expected to have some knowledge of the condition. The SSSC has been working in partnership with NHS Education for Scotland (NES) to devise a strategy for this work. This work will also take into account where there is already support for staff in this area. For example, the SSSC (in conjunction with others, including the Scottish Qualifications Authority and City and Guilds) have developed skillsets. Skillsets are a series of documents which are designed to help employers to identify the SVQ units which have particular relevance to some areas of work for their staff. One of the skillsets focuses on dementia and provides a link between the Units in the SVQ Level 3 Health and Social Care and the HNC Health and Social Care[24]

Dementia appears likely to one of the major issues that will have implications for the workforce now and in future. This is not an in issue that is specific to Scotland. The World Dementia Report indicates that there are approximately 35.6 million living with dementia worldwide in 2010, and that this figure is anticipated to reach 65.7 million by 2030 and 115.4 million by 2050 (Alzheimer's Disease International, 2010). The Scottish Dementia Strategy indicated that there are approximately 71,000 people with dementia in Scotland at the moment, around 2,300 of whom are under the age of 65. The number of people with dementia in Scotland is expected to increase over the next twenty five years (Scottish Government, 2010). The Scottish Government's dementia strategy and the World Alzheimer Report both call for action in relation to dementia. The former highlights the need to develop a better understanding of the skills required to support people while the World Alzheimer Report advocates increased levels of training in this area. It seems reasonable to assume that there will be an increased emphasis on the skills required to support people with dementia in future.

3.12 Towards an Autism Strategy for Scotland (2010)

In September 2010 the Scottish Government published a draft autism strategy for Scotland. The Strategy refers to a training framework (published in 2004) which identified training gaps for some professionals, including social service workers (Scottish Government, 2010).

The draft strategy contained a series of recommendations, including the promotion of good practice and further exploration of how Self Directed Support may have an

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24 SSSC, What are skillsets?
http://www.sssc.uk.com/preparingforpractice/appendices.html#app3

impact on the provision of these services (Scottish Government, 2010). The future of the Autism Strategy is unclear as the Autism Bill was rejected by the Scottish Parliament in January 2011. The Bill would have placed an obligation on the Scottish Government to develop an autism strategy. It is possible that there could be a renewed focus on this area after the Scottish Parliament elections in May 2011. In April 2011 the Scottish Government indicated an intention to publish a Strategy in due course. If this is the case then it may highlight further skills issues for the social services sector. There are specialised qualifications available for workers that support people who have autism.

3.13 Telehealthcare

Some workers will have to develop the skills required to deliver telecare or telehealth care services. These issues are explored in section 2.13.

3.14 Comparison of Skills Needs: The Scottish social services workforce and the overall Scottish workforce

This Assessment now briefly compares the skills needs of the Scottish social services workforce with the overall Scottish workforce.

An analysis of the Sector Skills Assessments published by the Alliance of Sector Skills Council in summer 2010 provides the first opportunity for using these documents to identify common issues for the Scottish workforce. The analysis notes that most Sector Skills Councils identify some challenges in relation to hard to fill vacancies, although the levels identified by Skills for Care and Development are below average. Other Sector Skills Councils identify similar reasons for this, including levels of pay and terms and conditions (Alliance of Sector Skills Councils Scotland, 2010). The data from the Scottish Employers Skills Survey focuses on the key issues for the Scottish social services workforce and the overall Scottish workforce. These issues are highlighted throughout this section of the Assessment.

Skills for Care and Development have reported slightly levels of skills gaps in the UK social services which are slightly below the UK average. Where gaps are identified in social services they are relatively similar to those identified by other sectors, including team working and communication (Alliance of Sector Skills Councils Scotland, 2010). The Scottish Employers Skills Survey 2010 presents a slightly different picture, suggesting that skills gaps are slightly more common in the Scottish social services workforce than they are in the overall Scottish workforce (IFF Research, 2011).

3.15 Comparison of skills needs: The Scottish social services workforce and the UK social services workforce

This Assessment now briefly compares the skills needs of the Scottish social services workforce with the UK social services workforce.

Skills for Care and Development is an alliance of six organisations. The SSSC (as part of Skills for Care and Development) is the only member with responsibility for the Scottish social services workforce. Other members include the Care Council for Wales and the Northern Ireland Social Care Council. Provision is largely divided into children's and adult's services in England and this is reflected in the Skills for Care and Development Alliance. The Children's Workforce Development Council and Skills for Care are both members of the Alliance.

The drivers of skills demand and future challenges are very similar for this workforce across the UK. The demographic challenges for Scotland are as relevant in England, Wales and Northern Ireland, as is the potential to make more use of new technology. Research commissioned centrally by Skills for Care and Development explores the different approaches in each nation but usually identifies common themes.
There are some areas where challenges do differ considerably. For example, statutory and regulatory requirements vary across the nations:

- Scotland: The Scottish Government makes decisions about the registration timetable for the social services workforce in Scotland.
- England: In January 2011 the Health Professions Council announced that it is considering a national registration scheme for social care workers[25]
- Northern Ireland: In December 2010 the Northern Ireland Executive announced a timetable for introducing compulsory registration for some groups of social care workers.
- Wales: All residential child care workers and managers must be registered with the Care Council for Wales.

Devolved Governments make their own decisions about allocating funding for specific priorities. The Scottish Government develop their own requirements, legislation and policies for Scotland. Some of the newer forms of service delivery (including reablement and Self Directed Support) appear to have grown far more rapidly in England than they have in Scotland. The terminology used in each nation also tends to differ slightly.

Despite the different environments the skills needs across the UK appear to be relatively similar. Each country has set national minimum standards. England and Scotland are both working towards a scenario where early years services will be delivered by a degree-led workforce. All parts of the UK have identified the skills

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[25] Responsibility for regulating social care workers will be transferring from the General Social Care Council to the Health Professions Council in 2012. The body will be renamed the Health and Care Profession Council.

challenges that will arise from increased prevalence of dementia and a need to provide further support for carers.

One area where there is some divergence in the workforce is in relation to the numbers of migrant workers. Research by Skills for Care and Development noted that there are some parts of the workforce where there is a pressing and urgent need for migrant workers, particularly in areas such as London (Skills for Care and Development, 2010).

The evidence from Scotland (and indeed other parts of the UK) is that there is not the same level of migrant workers in the workforce. The greater percentage of migrant workers in some parts of the UK may present particular skills issues for the workforce in those areas. This may mean that there are some parts of the UK (not including Scotland) where particular skills needs of migrant workers are a pressing concern for employers.

3.16 The social services workforce: beyond the UK

The SSSC and Skills for Care and Development have focused on domestic and UK benchmarking. The emphasis has been on providing the data which will allow Scottish social service providers to compare themselves with other Scottish-based services or with equivalent bodies throughout the UK. Devolution has continued to highlight the wide range of diverging approaches taken to social services provision throughout the UK.

The differing models of service delivery throughout Europe highlight further complexities involved in undertaking extensive research or benchmarking. The varied approaches to social care and welfare systems across the world have been studied extensively in recent years. A commonly cited attempt to classify European welfare states is by Gøsta Esping-Andersen, which divided states into three broad categories[26] (Esping-Andersen, 1990). The approaches to delivery of care can vary widely across Europe. For example, Ungerson and Yeandle studied the varying approaches taken for Direct Payments / Self Directed Support / Cash for Care (Ungerson & Yeandle, 2007). These studies highlight complexities in trying to undertake meaningful benchmarking at European or global level.

There are studies which benchmark the skills levels of the Scottish population against the rest of the world – for example, a recent study which suggested Scotland's adult literacy skills are at a similar level to other "advanced economies[27]" – but there is limited data which can be used to compare the Scottish social services workforce with the wider world.

Skills for Care and Development is a member of the European Social Network and receives access to papers which explore approaches in other European states. The papers from these conferences tend to highlight similar skills challenges to those

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[26] 1) Social democratic (includes Scandinavian countries), 2) Liberal (includes UK and United States) and 3) Conservative (includes Germany and France)
[27] Scottish Government, 13/08/10, Adult Literacy skills:
http://www.scotland.gov.uk/News/Releases/2010/08/13112730

identified in Scotland. For example, a recent European Social Services Conference included a case study on a German project to encourage more males to choose a career in the care sector and a Danish study which explored how health and social care practitioners can work together on the delivery of personalised support[28]. The SSSC will be delivering a workshop on the approaches taken to register the workforce and develop workforce data at the ESN 2011 Conference[29]. Skills for Care and Development have also undertaken some (as yet unpublished research) to benchmark the UK social services workforce with counterparts in Europe.

At present it is not possible nor necessarily desirable to compare the Scottish social services workforce with other European countries in great detail. The presentations from the ESN conferences and work by Skills for Care and Development suggest, however, that the skills needs and issues identified by these countries are similar to challenges for Scotland and UK and there may be much to learn and share from or with these countries.

3.17 Summary of section three

The social services sector has identified a range of skills needs and priorities for the social services workforce in Scotland. These include:

- registration requirements
- other obligatory training demands (including health and safety)
- soft skills
- skills needs arising from service redesign
- ability of staff to operate autonomously
- skills needs of migrant workers
- service user specific skills (including the skills required to support people with dementia)
- research and analytical skills
- leadership and management skills

A series of reports and strategies have highlighted additional skills needs for the workforce. For example, The Carers Strategy published in 2010 highlights the need for some workers to develop the skills required to ensure carers are signposted to forms of support.

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[28] European Social Services Conference 2010, workshop programme: http://esn-conference.org/workshops-barcelona

[29] European Social Services Conference 2011: http://esn-conference.org/

Section four: Anticipating what lies ahead – future skills needs

4.1 Introduction

This section of the Assessment examines issues which may create skills implications for the workforce in future, including:

Demographic challenges	Future of regulation, registration and PRTL	Self Directed Support
Early years policy	Care for older people policies	Dementia
New forms of service delivery and joint working	Co-production	Leadership in social services
Workforce planning and projections		
A changing workforce vision		

4.2 Economic environment

The current economic climate is likely to continue creating challenges for providers. The economic environment and anticipated cuts to expenditure was a key future issue identified by stakeholders involved in the development of this Assessment. The effects of anticipated cuts to public expenditure may be experienced now and in the longer-term. Employers have noted that cuts to budgets for health and social services (whether real cuts or an increase in funding below rate of inflation) would hinder the ability of some employers to continue delivering services in the same way. Some stakeholders noted that cuts to other budgets could foster societal changes which create increase demand for services. For example, an increase in unemployment may have knock-on effects for social services.

It is arguably too early to tell what the current economic climate will mean for the social services workforce in the longer term. It seems unlikely that recent workforce growth will be sustained. Future data from the Annual Returns and annual survey of Scottish local authorities may demonstrate the impact of the current financial climate and whether the workforce is either reducing or evolving. A growth in the number of people in receipt of Self Directed Support may also radically transform the nature of workforce figure as the numbers of personal assistants are increased. Data from the Care Commission and annual survey of Scottish local authorities will provide some evidence of the approach that local authorities, commissioners and people in receipt of services are taking. For example, future data surveys will be able to demonstrate whether the percentage of staff working in the voluntary and private sector has grown or retracted.

4.3 Demographic challenges

Section 2.2 identified demographic challenges as a key driver of skills demand in the sector. Scotland anticipates a rapid increase in the numbers of older people over the next 25 years. The initiatives outlined in this Assessment (including Reshaping Care for Older People, Shifting the Balance of Care, Self Directed Support, increased used of telecare and reablement) have a key role to play in supporting people to live at home for longer. Each initiative requires some workers to develop new skills. The demographic challenges are likely to continue creating skills implications for social services workers for the foreseeable future.

4.4 Future of regulation, Registration and PRTL

The registration timetable will continue to drive skills demand for some workers. In some instances the register has yet to open. For example, the register will open for managers of housing support and care at home services in 2011. In some instances the register has opened but the date for required registration is still ahead. Many more workers will be undertaking ongoing Post Registration Training and Learning (PRTL) in future. The availability of training (which can be used as one option for PRTL) is a key issue that has been identified by some stakeholders. For example, some stakeholders highlighted a lack of development training in relation to play as a key concern for the early year's sector.

Social Care and Social Work Improvement Scotland (SCSWIS) began operations in April 2011. The new body replaces the Care Commission and the Social Work Inspection Agency. The former body inspected all regulated care services, while the latter's role focused predominantly on the performance of local authorities. Both bodies played a role in identifying skills issues for the social services workforce. The key skills issues identified in recent reports by these bodies are highlighted in section three of this Assessment. As the incoming regulatory body it seems reasonable to assume that SCSWIS will play a major role in the identification of skills issues and upskilling requirement of the workforce.

Skills for Care and Development will be undertaking a review of the National Occupational Standards in Health and Social Care and Children's Care Learning and Development (CCLD) in 2011. There may also be implications arising from the current work exploring the potential for merging SVQ awards as outlined in section 1.26.6.

4.5 The growth of Self Directed Support

A growth in the numbers of people accessing Self Directed Support (and an increase in number of personal assistants required to support them) is likely to be experienced over the next few years. The implications of these issues were briefly explored in section 1.25 of this Assessment.

4.6 The future of Early Years

In future lead practitioners and managers of day care of children services will be required to hold or be working towards a Level 9 Childhood Practice qualification. This Assessment noted earlier that a small number of employers and training providers cited a need for a Level 2 Modern Apprenticeship in Children's Care, Learning and Development, but the evidence from inspection reports, Scottish Government policy and the majority of stakeholders involved in the engagement for the Sector Skills Assessment is that the sector is striving to become a degree-led profession. The move towards this position may highlight further skills issues and challenges for this workforce in future.

The Deacon Report focuses on the need for a professionalised workforce supporting children in their early years (Deacon, 2011). The Scottish Government also began a consultation on a common core of skills, knowledge & understanding and values for the Children's workforce in Scotland (Scottish Government, 2011). Responses are required by June 2011.

4.7 Residential Child Care / Looked After Children

The residential child care sector is of particular interest as it will be the first sector where deadlines for required registration have passed. This sector is already highlighting challenges for some workers in relation to compliance with Post Registration Training and Learning (PRTL). The term "looked after children" is increasingly used in this context. For example, the Scottish Centre for Residential Child Care was replaced by a new Centre of Excellence for Looked After Children in April 2011.

4.8 Care for older people

The initiatives referred to throughout this Assessment (including Reshaping Care for Older People and Shifting the Balance of Care) all have implications for care for older people. Many of these initiatives contain objectives which reinforce the need to support and increase the numbers of people who receive care at home. Some initiatives will highlight skills issues for this workforce. The pilot of a care at home reablement service in Edinburgh highlighted the need for some workers to undertake additional training prior to their involvement in the delivery of these services (Macleod & Muir, 2009).

In February 2011 the Scottish Government announced plans to integrate health and social care for adults.   It should be noted that the future of this policy and indeed many of the other initiatives outlined in this Assessment should become clearer after the election.

Ensuring that workers have the skills to deliver new services is likely to be one of the key challenges ahead for the delivery of care for older people.

4.9 Dementia

Care for people with dementia is likely to remain a key challenge for the social services workforce in future. These issues were briefly explored in section 3.11 of this Assessment.

4.10 Co-production

The co-production of services provides another way of ensuring the delivery of personalised services. Co-production is increasingly seen by policy-makers as a vital mechanism for the delivery of many services, including policing, health and social services (National Endowment for Science,Technology and the Arts, 2009).

The NESTA report defined co-production as:

"Co-production means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change."

(National Endowment for Science,Technology and the Arts, 2009)

Co-production in social services recognises that individuals do more than just receive services, but have the expertise and knowledge to radically improve the care they receive. The implications of co-production for the social services workforce will become clearer in due course. One commonly-cited example from the U.S relates to the development of Nurse-Family Partnerships. These Partnerships "support first-time mothers and children in low income families by partnering them with registered nurses until the child is two, with a core purpose of coaching them into a sense of capability and encouraging them to support each other" (National Endowment for Science,Technology and the Arts, 2009). Similar initiatives are relatively informal here, but there is evidence to suggest that approximately 3,000 families in the UK have been involved in such Partnerships to date (National Endowment for Science, Technology and the Arts, 2010). The Department of Health is currently exploring methods of encouraging the growth of Nurse-Family Partnerships in the UK.

There have been some studies in England which have examined the implications for the adult social care workforce arising from co-production of services. For example, a Social Care Institute for Excellence (SCIE) Research Briefing notes that workers will require more interpersonal and facilitative skills. The SCIE Briefing also cites the example of a scheme which supports people to live in their own homes, where the role of the worker is to "facilitate self-reliance and mutual support, based on the expertise and skills of the people who use the service" (C.Needham, 2009).

It should be noted that the term "Co-production" is not exclusively used in relation to frontline services within the social services sector. The term has also taken on a strategic meaning around collaborative working between organisations. The definition relating to the direct delivery of services is the key focus within this Assessment.

Co-production appears to be at an early stage in the Scottish social services sector but has the potential to radically transform the way that individuals receive and develop services.

4.11 Leadership in social services

Ensuring that workers have the leadership and management skills required to deliver services is likely to remain a key ongoing challenge for the social services sector, and is explored in section 3.5 of this Assessment.

4.12 Workforce planning and forecasts

Workforce planning remains a key challenge for the sector. The SSSC and other organisations have developed a range of tools which are designed to help employers ensure that they have the right workforce, with the right skills, in the right place at the right time. The drivers of skills demands and current skills needs identified in this Assessment highlight some of the challenges ahead for the sector. Some workers will have to develop the skills required to undertake workforce planning and to ensure that the service have the right staff with the right skills in the right place at the right time.

This Assessment now uses data to develop two projections for the possible growth of the social services workforce in Scotland over the next decade.

- **l**   Working Futures
- **l**   Labour Force Survey Data

These sources are drawn upon because it is not currently possible to use data from the Care Commission's annual returns and the annual survey of local authority social work services to develop projections for the growth of the workforce. This is because only two years of Care Commission annual return data is currently available (2008 and 2009). Using the Care Commission / Scottish Government data would have been the preferred method of projecting workforce figures as they provide the best sources for understanding the size and nature of this workforce.

These projections are included for illustrative purposes only. They provide an indication of how the workforce may evolve over a short term period but provide no indication of how service demand or need may evolve during this time. This section begins by examining the Working Futures data for the Scottish social services sector.

4.13.1 Working Futures

The Working Future Research (by the Warwick Institute for Employment Research) contains projections for the growth of the UK workforce from 2007-2017. There are issues about using Working Futures data to forecast or project the future growth of the social services workforce in Scotland. For example, it should be noted that the Working Futures research is based on ABI data. Section one indicated that the ABI is believed to significantly underestimate the size of the social services sector. The data

from the Care Commission and the annual survey of Scottish local authorities provides the best information for understanding the size and nature of the social services workforce in Scotland. That caveat aside, the Working Futures data provides one method for trying to project the future growth of the workforce. Working Futures is included here as it is one of the few examples of research which attempt to project the future growth of the social services workforce in Scotland.

The Working Futures Research projects that the social services workforce in Scotland will increase from 140,000 in 2007 to 150,000 in 2017. When replacement demand is taken into account the projections indicate that an additional 60,000 people will be required to work in the sector between 2007 and 2017. This figure takes into account the replacement caused by individuals leaving the sector and caused by an expansion of the sector during this period. Section two noted that the demographic challenges could result in substantial expansion and replacement workforce demand, and this would hinder many employers' abilities to recruit, develop and retain a skilled workforce.

4.13.2 Labour Force Survey Projections

The previous Sector Skills Assessment used the last ten years of LFS data to develop projections for the growth of the workforce between 2007 and 2012. That Assessment adopts the general rule employed by some forecasters that it is possible to use ten years of historical data to project five years hence. The 2010 Assessment included a projection for the size of the workforce in 2012 and "continues the line" until 2017. (SSSC/Skills for Care and Development, 2010). This Assessment applies the same rule using data from a year on to project the potential growth of the workforce until 2013 and continues the line until 2018:

Figure 22: Labour Force Survey projections for Scottish social services workforce, 2008 – 2018
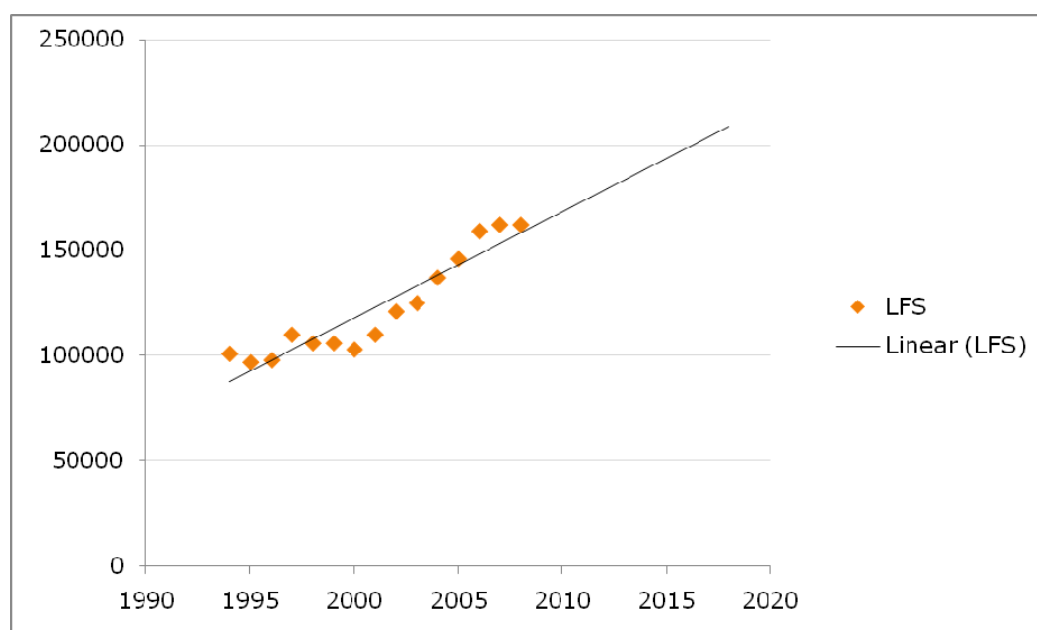
(Source: LFS Data, 1998 – 2008)

The current inability to use the Care Commission's annual returns highlights the challenges around trying to project the potential size of the workforce over the next decade. It also highlights the disparities between the workforce figures developed by the ABI, LFS and the preferred method of using the annual returns and survey of local authorities. The LFS data in the previous figure suggests that the social services workforce will employ just over 200,000 individuals by 2018. The data from the annual returns and annual survey suggests the workforce already employs approximately 196,970 individuals as of December 2008. The factors outlined in this Assessment (as outlined particularly in section two and four) have also aimed to demonstrate the rapidly changing nature of this sector. These issues make the development of workforce projections a challenging process.

The caveats in this section aside, the data from the annual returns and annual survey of local authorities provide a level of detail which should make it possible to identify particular trends in the sector. For example, it should be possible to identify changes to workforce levels in service type or employer type which may be a consequence of changing priorities or expansion of some services.

This section (and sections 1.10 / 2.08) aims to reinforce the point that it can be extremely difficult to forecast the future of the social services workforce in Scotland. This is partly due to the fact that there are so many changes taking place at present and the uncertainty about future income. The lack of clarity was highlighted by respondents to the Sector Skills Assessment questionnaire. The responses to a recent SSSC questionnaire question on the anticipated size of your workforce over the next five years can be summarised as follows:

- l will grow (31%)
- l stay the same (27%)
- l reduce (27%)
- l will vary throughout Scotland (5%)

The remainder indicated that they were unclear about the future of their organisation. A final point worth noting is that future Government policy may redefine the way that the social services workforce is identified. Discussions about a national care services and the integration of health and social services have featured prominently in the year leading up to the Scottish Parliament elections of May 2011. Any moves in these directions may mean a need to reconsider the way the sector is defined.

4.14 A changing workforce: vision

This section aims to draw together some points highlighted in this Assessment as part of an overall vision for the social services workforce in Scotland:

- l The numbers of individuals registered with the SSSC will continue to increase. More than 41,000 individuals were registered in 2010. These figures will increase as other parts of the register open and required registration comes into effect in some areas. There are some areas of the workforce which contain large numbers of qualified workers but there is evidence to suggest that

number of workers undertaking some qualifications has fallen recently (section 1.26).

l   The numbers of people in receipt of Self Directed Support is expected to continue growing, which, in turn, is expected to lead to an increasing number of personal assistants and other workers involved in the delivery of Self Directed Support.

l   There will be a continued drive to ensure that workers develop skills in a range of key areas. For example, there will be an emphasis on ensuring that workers have leadership and management skills. Many workers will be expected to develop skills required to support individuals with dementia. There is ongoing work which is designed to help some workers to develop the skills to work closely with carers.

l   Workforce data will continue to be vital for understanding the changing trends in the workforce. For example, the data will indicate whether there have been changes in forms of service provision and whether the impact of policies has led to an increase or decrease in the age of the workforce or the gender ratio.

l   The supply data hints at a workforce that may look very differently in future. For example, the number of young people (16-24) admitted to social work degree courses is increasing.

l   The drive will continue to support older people to stay at home, which may have an impact on the numbers of staff working in care homes for adult and care at home services.

l   There is a drive to support more people to stay in the workforce for longer.

l   Work will continue on the aim of developing a degree-led children's workforce.

4.15 Summary of section four

This section highlights some of the key issues which will impact upon the future skills needs of the workforce, including:

l   The economic environment. The economic environment is likely to continue creating challenges for social services providers. The effects of anticipated cuts to public expenditure may be felt now and in the longer term, both in relation to the impact on the workforce and the level of demand for services.

l   Demographic challenges. This Assessment has already highlighted the impact of a growing number and proportion of older people in Scotland. These trends are likely to be evident in the longer-term and will continue to present

challenges in relation to service delivery and the workforce required providing this care.

l   It appears likely that the numbers of people accessing Self Directed Support will continue to rise in Scotland, with an associated increase in the numbers of people choosing to employ personal assistants to provide their care. There has been some limited research to date on the implications of this for the workforce and the skills that some personal assistants may need to develop.

l   There is likely to be an ongoing investment in the need for workers to develop leadership and management skills.

This section contained some projections illustrating how the workforce may evolve over the next few years. These projections are for illustrative purposes only. Finally, this section contained a workforce vision which briefly identifies some of the key drivers for change over the next few years.

Appendix one: Updating the Sector Skills Assessment (2010/11)

The Sector Skills Assessment was updated primarily through a literature review and an engagement exercise. The engagement exercise involved three stages:
1) Organisation of or involvement in a series of fora to obtain the views of employers in the public, private and voluntary sector:
   a) A meeting of the SSSC's Education and Workforce Development Team. Two SSSC Council members also participated in this discussion (September 2010).
   b) A meeting of the Voluntary Sector Social Services Workforce Unit Executive Committee (September 2010)
   c) An event for members of Scottish Care (and other service providers) supported by the Private Care Sector Workforce Initiative (October 2010)
   d) Attendance at the ADSW Organisational Development Standing Committee meeting (September 2010) and the Learning and Development Committee (October 2010)
   e) A joint meeting of the four Scottish Social Services Learning Networks Managers (November 2010)
   f) A discussion on the draft report at the SSSC's Education and Workforce Regulation Policy Committee (February 2011)

2) A series of meetings or telephone conversations were held in 2010/11 with bodies which represent the interests of part or all of the social services workforce:

   a) Care and Learning Alliance
   b) National Day Nurseries Association
   c) Scottish Childminding Association
   d) Scottish Personal Assistants Employers Network
   e) Scottish Pre School Play Association

3) A Sector Skills Assessment questionnaire was available from the SSSC's website during September / October 2010. A total of eighty six responses were received.
   a) The most frequent respondent was a unit manager, project manager or group manager (28%)
   b) Approximately 44% of respondents were based in the private sector, 36% in the public sector and 15% in the voluntary sector. The remainder worked in education or did not answer the question.
   c) Approximately a third of respondents were from Day Care of Children services, closely followed by a similar proportion of housing support /care at home services.

This Sector Skills Assessment incorporates comments made in a submission by the Voluntary Sector Social Services Workforce Unit's Executive Committee. The Assessment also incorporates comments from two written statements received after the publication of the summary document for the previous Sector Skills Assessment.

Service users and carers were consulted on the key skills issues as part of the development of the previous Sector Skills Assessment and (before that) the Sector Skills Agreement in 2008. Rather than ask service users and carers to identify the key issues again it was decided to consult these individuals (as part of a wider study) on the key soft skills, literacy and numeracy issues for the workforce. Soft skills, literacy and numeracy were some of the key issues identified by service users, carers and frontline workers during the research undertaken as part of the development of the previous Sector Skills Assessment (Blake Stevenson, 2010). The SSSC is due to receive the final soft skills, literacy and numeracy report in late March 2011. The findings will be incorporated into a future Sector Skills Assessment.

Appendix two: Skills needs identified in the Sector Skills Assessment questionnaire (2010)

The following social services skills were identified by respondents to the Sector Skills Assessment questionnaire. Many of these skills needs are identified either explicitly or implicitly throughout this Assessment. For example, the other obligatory training demands listed in section three include health and safety and moving and handling skills.

Registration requirements		
Recording and assessment	Soft skills	Literacy and numeracy
Contracting and Commissioning	Administration of medication	Invasive procedures
Leadership and management	IT (including skills required for Telehealthcare)	Integrated working / working in partnership
Managing change	Skills required to remain focused on outcomes	Child protection
Risk assessment	Managing challenging behaviour	Play
Working with people who have dementia	Palliative care / end of life	Nutrition
Situational skills, the ability to change behaviour depending on environment	Dual diagnosis	Work with people at risk of self-harm
Management of paperwork	Food hygiene and preparation	Identify ways of doing more for less and to innovate
Customer care	Scenario planning / research	Person centred / personalisation
To implement Getting it Right for Every Child (GIRFEC)	Adult protection	Project management
To support people with autism	Percutaneous Endoscopic Gastrostomy (PEG) feeding	Stoma care
Some medical tasks	Moving and handling	Health and safety

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