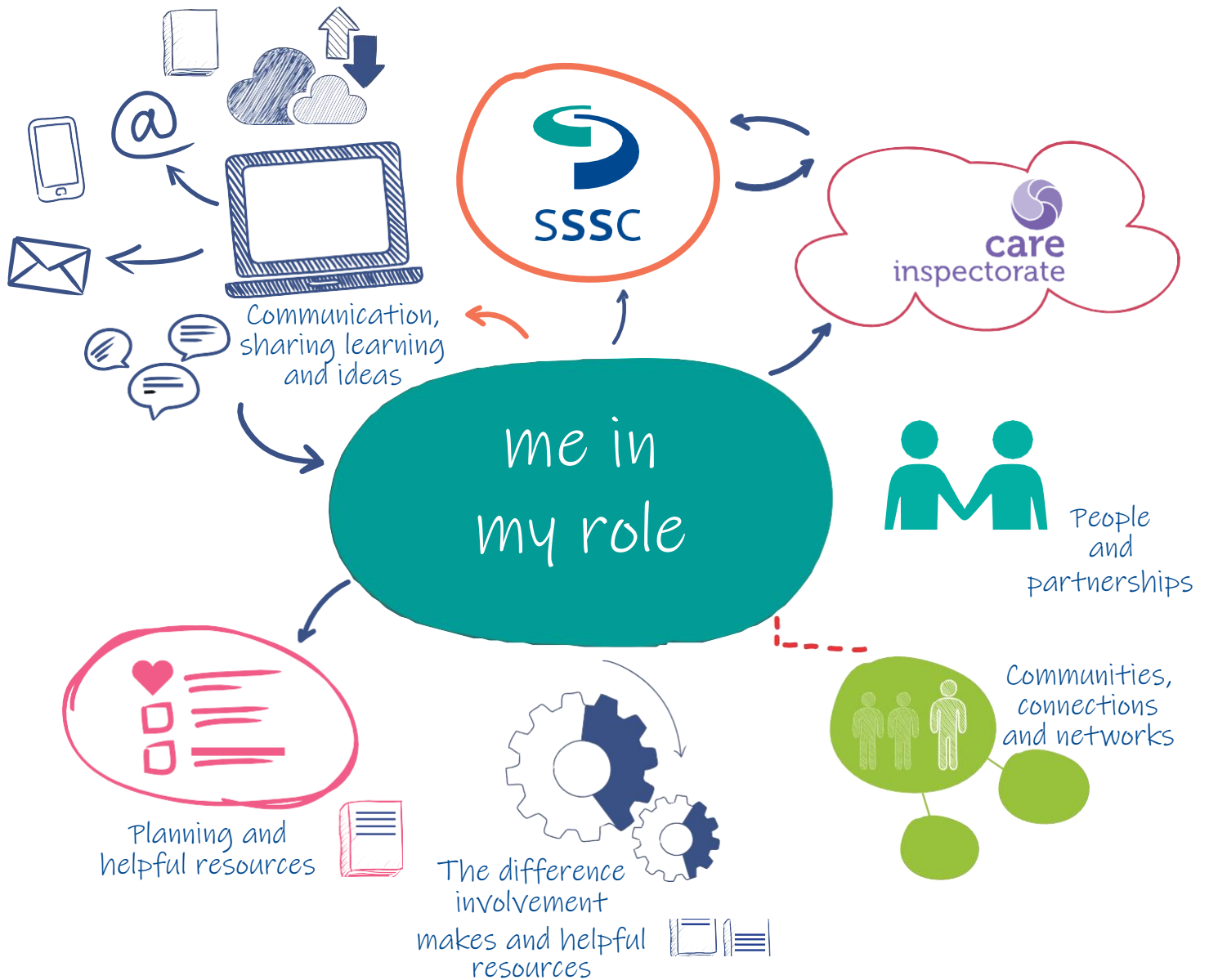


Scottish Social Services Council  
Involving People Plan 2019/20



# Learning from lived experience

People, partnerships and planning for  
involvement

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# About the Scottish Social Services Council (SSSC)

Our work means the people of Scotland can count on social services being provided by a trusted, skilled and confident workforce.

The SSSC is a Scottish Government non-departmental public body, sponsored by the Office of the Chief Social Work Adviser at the Children and Families Directorate and set up under the Regulation of Care (Scotland) Act 2001. Through workforce registration and regulation, we are working to improve standards in social services and strengthen public protection.

We are one of a number of health and social care regulators in Scotland and across the UK established to make sure professionals are regulated against agreed standards. We work closely with other regulators and other bodies to make sure standards meet the needs of the social services sector.

There are over 200,000 people working in social services across Scotland. This workforce includes social care workers, social workers, social work students and early years workers. They work across a range of care services, in residential and day centres, community facilities and in people's homes. We are responsible for registering the workforce, making sure that they meet the standards set out in the [\*\*SSSC Codes of Practice\*\*](#). Find out more about the groups of workers that register with the SSSC at [www.sssc.uk.com](http://www.sssc.uk.com)

The SSSC is also responsible for standards of education and development for the social service workforce and we work with the other UK social service workforce regulators to develop and maintain these standards.

# Involving People

“Improving together – we want this plan to encourage people to share their stories for the benefit of all so that services can be improved.”

Person involved in developing this plan

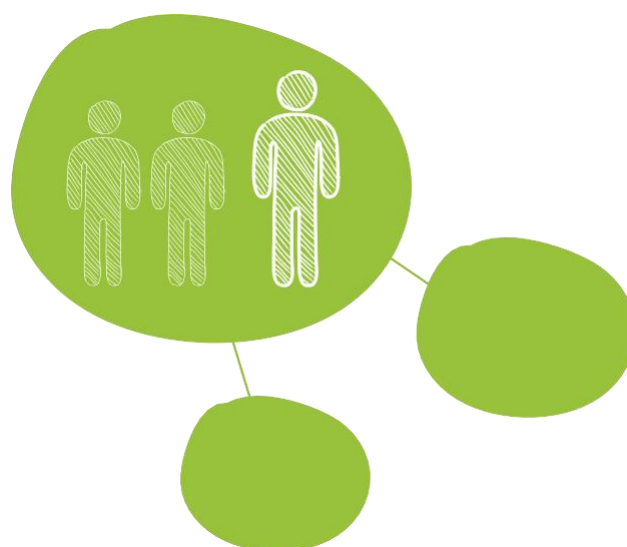
We have called this plan, **Learning from lived experience: People, partnerships and planning for involvement** based on feedback from those involved in developing this plan and in recognition of the many ways that people with lived experience of social services (people who use or have used social services and people who are carers) in Scotland can contribute to the work of the SSSC. This may be directly through our staff or through our work with organisations and communities.

Our plan supports our strategic outcomes, in particular Strategic Outcome 4: Our stakeholders value our work.

We want to make sure that involving people with lived experience of social services in our work is meaningful and of benefit to them, the people who work with us and to the organisation.

People with lived experience are involved in our work in different ways. We recognise the need to plan and coordinate involvement so that we can measure the impact it has and the difference it makes to everyone involved.

This is our first plan and sets out our approach and what we'd like to achieve in the next year. Our action plan (pages 14-17) outlines the key priorities and actions which will contribute to our overall outcome of ensuring that our involvement activities make a difference and have a positive impact on our work and for the people involved. These priorities and actions will also build the flexibility we need so that we can respond to what people tell us they need as we implement the plan; providing us with the feedback and learning to design a sustainable approach to involvement for the future.



# Why involve people?

People with lived experience of social services and caring have been instrumental in many of the public policy developments which we have in Scotland today including the Social Care (Self Directed Support) (Scotland) Act 2013, National Dementia Strategies (2010-2013, 2013-2016, 2017-2020) and Carers (Scotland) Act 2016. These along with other policies, some of which we have highlighted on page 12, have an impact on the current and future context for involvement and importantly recognise and underline the vital contribution of citizens with lived experience to development and improvement.

The value of involvement can include knowledge exchange, to connect to peer support and learning, to help reduce isolation, connect to information and community resources, contributing to personal and professional development. Involvement can have a positive impact on wellbeing, empowering people and communities. Involvement is also important in collaborating for ongoing improvement and planning together for the future.

Involving people with lived experience of social services and caring is important to the SSSC for several reasons.

- We have a role in making sure people are included in decisions and developments that affect them, their voices are heard and they can influence our work.
- Involvement is integral to the SSSC's important public sector duties, including equality and corporate parenting.
- We believe that involving people with lived experience of social services informs our work and through this, improves their experience of using care services and of the people who work with them.

## The difference involvement makes

In developing this plan, people with lived experience of social services and caring have told us the difference involvement makes and what helps them to get involved. Their experience and views are reflected throughout.

**“Getting involved in involvement activities has helped increase my confidence.”**

Person with lived experience who contributed to this plan

**“Involving people really contributes to staff motivation and engagement.”**

SSSC staff workshop participants

“Involvement can increase contacts with providers and communities. Some people don’t get to see friends, involvement can help make new connections. Involvement can help support development of everyone involved, also help to share learning with students and colleges.”

SSSC registrant

“I have found the opportunity to be part of this programme a privilege. As a carer with a previous career in social care I have an insight into the complexity of the current social and political constraints and the need for all involved in the support and provision of care to work together ensuring that the individual receiving the care is provided with an effective assessment based on a person centred plan.”

Carer who contributed to personal outcomes planning resources and storytelling workshops

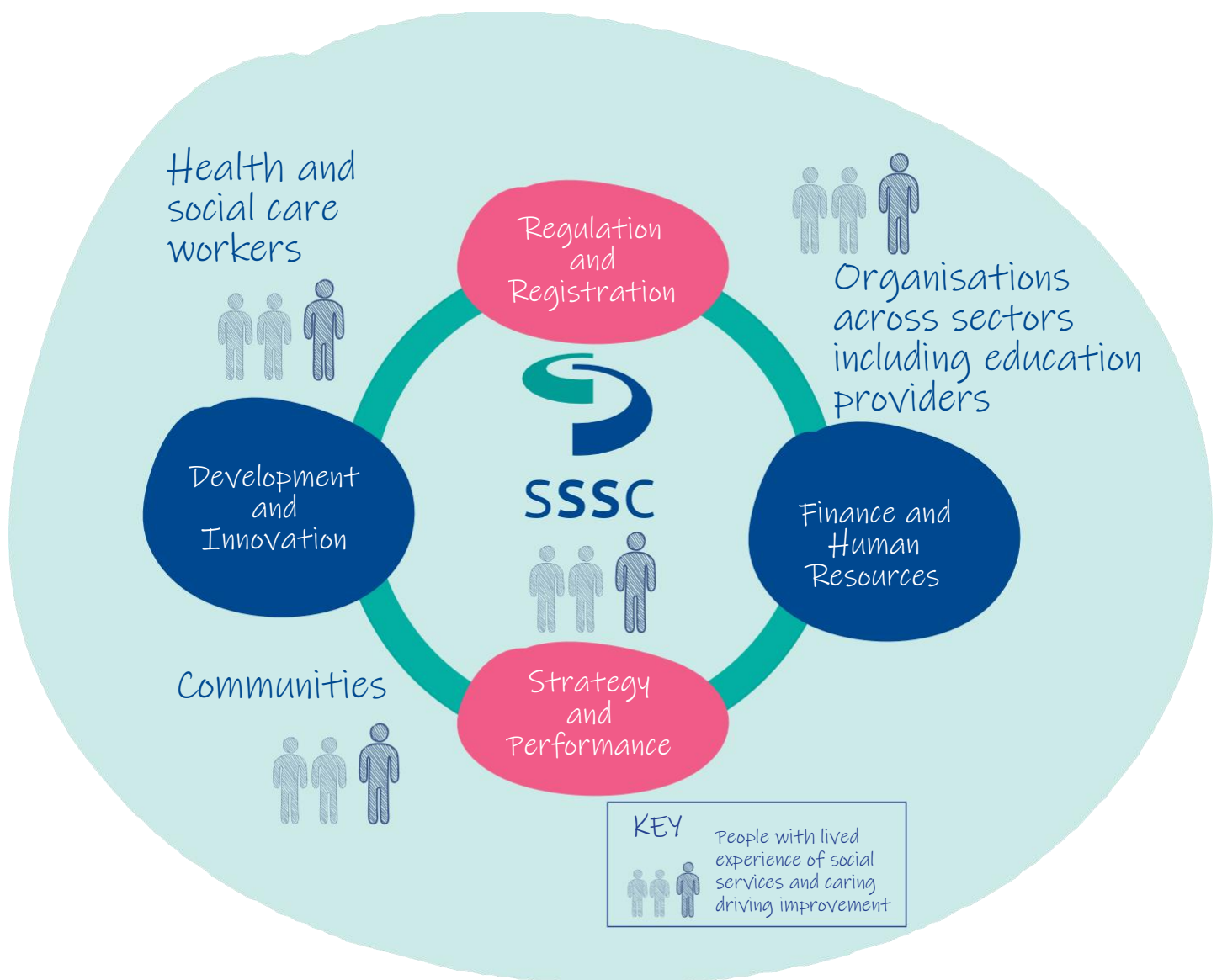


# Who is our plan for?

This plan is for anyone with lived experience of social services, carers, organisations, our staff, communities who want to get involved in work that will develop and improve the social service workforce, enabling people who work in these vital services to deliver the highest quality of care, with the skills, compassion and values that result in the best outcomes for our citizens.

This diagram illustrates an 'improving together' vision: an SSSC with people with lived experience at the centre driving improvement.

Figure 1: People with lived experience of social services and caring driving improvement, SSSC and connections with partners in involvement networks



## Who is our plan for?

People with lived experience of social services and caring have influenced our work in lots of ways, including our project work, in providing their experience and views on issues, in co-design of workforce learning and development resources and in developing our current strategic plan.

A key finding from our research and engagement is the importance of building trust and relationships, working with people and organisations to tailor our involvement approaches to the purpose of the involvement, the people we are seeking to involve and adapting our approach in response to feedback and learning.

Being involved will include different activities that encourage and support people. For example, we may work with existing events and activities established by advocacy groups and established networks, participate in or organise events and workshops, focus groups and working groups.

Different outcomes and types of projects will need different levels of participation so that the engagement is proportionate and relevant. The table below sets out the different participation approaches we use. There are examples of the work people with lived experience of social service have and can be involved in and how this contributes to our strategic outcomes.

We will agree and design approaches and activities to reflect the purpose of involvement, what we need to achieve and use methods that best suit those we are seeking to involve.

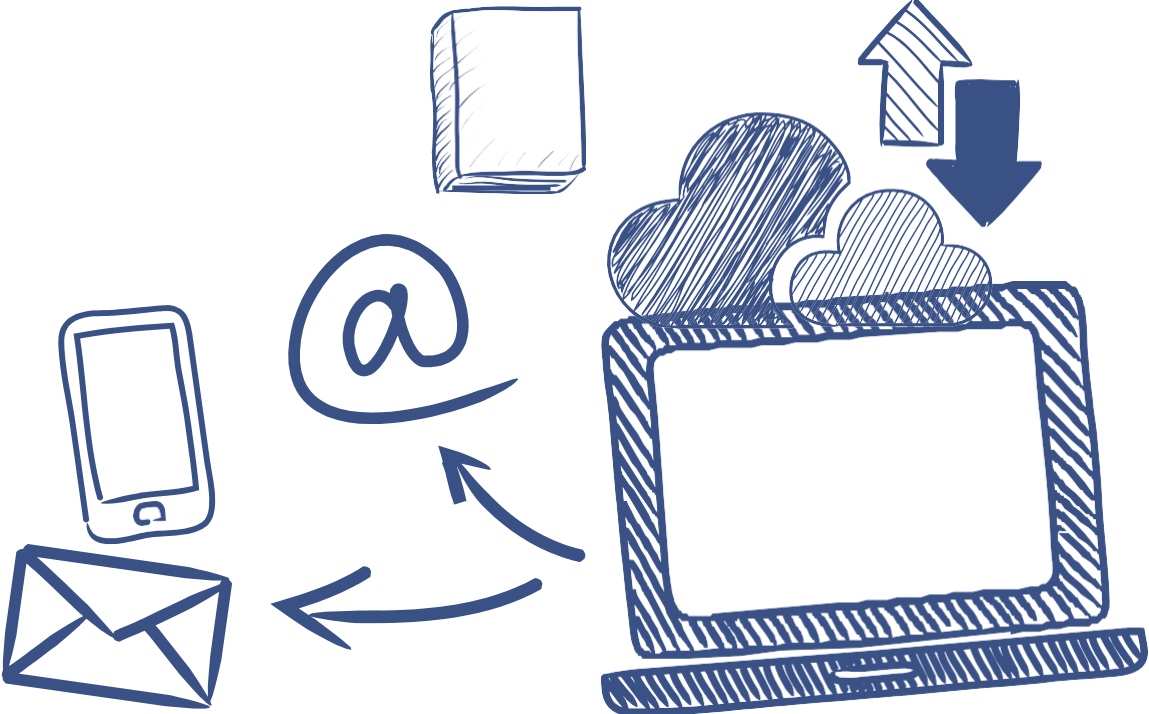
Type of involvement	What this means	Examples	Contribution to SSSC Strategic Plan 2017-2020
Co-producing together	Working in partnership from the very start of a piece of work.	Being a member of our Council – we are required to have two people bringing the perspective of lived experience to decision making at the highest level.	Outcome 4: Our stakeholders value our work  Strategic Priority 6: High standards of governance



Type of involvement	What this means	Examples	Contribution to SSSC Strategic Plan 2017-2020
Co-producing together	Working in partnership from the very start of a piece of work.	Developing resources for the social service workforce e.g. Step into Leadership – people with lived experience co-designed the pathway for people using social services.	Outcome 3: Our resources support the professional development of the social service workforce  Strategic Priority 4: We work with Scottish Government and other partners to deliver the actions in 'Social Services in Scotland: a shared vision and strategy 2015-2020'
Engaging	Continued communication, shared decision making and a partnership that benefits all those involved.	Quality assurance and approval of qualifications for social services.  Lay assessors who are part of quality assurance programmes for qualifications such a degree programmes.  Social service qualification and National Occupational Standards development.	Outcome 2: Our standards lead to a safe and skilled social service workforce  Priority 3: Social service qualifications and standards meet the needs of learners and employers

Type of involvement	What this means	Examples	Contribution to SSSC Strategic Plan 2017-2020
Consulting	Listening and asking for views to influence our work or to help inform the work of others.	<p>The review and development of the current SSSC Codes of Practice.</p> <p>Developing the current strategic plan.</p> <p>Our fitness to practise model of regulation review.</p>	<p>Outcome 1: The right people are on the Register</p> <p>Priority 1: Build our relationship with registrants and employers</p> <p>Priority 2: Our fitness to practise process is proportionate and accessible</p>
Informing	Providing and sharing information, news, learning and ideas from others.	Clear, accessible information about opportunities to get involved e.g. our website, leaflet, events, social media.	<p>Outcome 2: Our standards lead to a safe and skilled social service workforce</p> <p>Priority 3: Social service qualifications and standards meet the needs of learners and employers</p> <p>Outcome 3: Our resources support the professional development of the social service workforce</p> <p>Priority 4: We work with Scottish Government and other partners to deliver the actions in 'Social Services in Scotland a shared vision and strategy 2015-2020'</p>

Type of involvement	What this means	Examples	Contribution to SSSC Strategic Plan 2017-2020
Informing	Providing and sharing information, news, learning and ideas from others.		<p>Outcome 4: Our stakeholders value our work</p> <p>Priority 5: A customer focus throughout the organisation</p> <p>Priority 6: High standards of governance</p>



# Developing our plan for 2019/20

The [National Standards for Community Engagement](#) highlight the importance of public bodies working with local people to plan how they will work together. People with lived experience of social services and caring, organisations and networks have contributed to the development of this plan through:

- supporting and assisting engagement of others
- engaging in and considering learning from project research and engagement
- sharing learning and identifying what they feel should be at the heart of the plan, what helps and how we can make this happen.

SSSC staff have supported connections with people in existing networks who in turn have helped us to make further connections to people, involvement and participation networks and social service organisations in Scotland to develop our plan (see Acknowledgements, page 20). We also held workshops in Dundee and Glasgow as well as with our staff.

We would like to thank everyone who contributed to this plan. We will keep the conversation going, building on our new and existing relationships, making connections and broadening our networks to reach and involve people.

## Putting lived experience at the heart of the SSSC

The SSSC Codes of Practice set out the standards that people using social services in Scotland should expect from the people working in those services. The Codes set out high standards of practice and care, focusing on continuous improvement.

Our plan recognises the importance of working together with others to make sure people with lived experience of social services and caring are at the heart of everything we do. By this we mean ensuring that people with lived experience of social services and caring drive and contribute to ongoing improvement. We appreciate that people have different experiences, values, identities, skills and strengths and may have different preferences for how they want to get involved in our work.

In reaching and involving people it is important to recognise that people may have and move between different roles and identities.

## Partnership

This plan and our 'improving together' vision (page 18) outlines our commitment to an equal partnerships approach to involving people with lived experience in the SSSC's work where there is a climate and culture of mutual respect and people with lived experience of social services and caring are listened to and involved in planning and decision making.

In developing this plan, people told us how important conversations and relationships are to getting involved. We will make sure we do this by developing and broadening our connections to the right networks to help contact people who may be harder to reach so that their views are listened to.

We recognise the important role of social service workers, SSSC registrants, employers and communities in reaching, involving and connecting people and will continue to work in partnership with people, organisations and networks across Scotland and wider.

SSSC staff will also have experience of social services, may have a caring role or may do so in the future.

We will strengthen our relationships and broaden our connection with a wide range of people and networks to reach those with lived experience of social services and caring so that they can actively participate, influence and shape our work.

We will do this through involving people in ways that make a difference for everyone, continuously learning from feedback and adapting our activities to strengthen the influence of people with lived experience of social services and caring on our work.

## **Looking ahead – our strategic planning**

This year we will begin preparations for our next strategic plan. We want our future direction to be informed by a range of views. Involvement of people with lived experience of social services is integral to this so that our work takes account of the things that matter most to them about the people who work in social services.

### **The policy landscape now and for the future**

The SSSC, in collaboration with organisations and communities, has helped to involve people with lived experience of social services and caring to influence and shape a number of key public policy developments in Scotland.

In some areas of our work this has also included involving and working with people with lived experience, including social service workers, in co-design of the social service workforce learning and development resources that we develop on behalf of Scottish Government to support implementation of policy. Some examples include the national dementia strategies and associated [Promoting Excellence Knowledge and Skills Framework](#), self-directed support and The Carers (Scotland) Act.

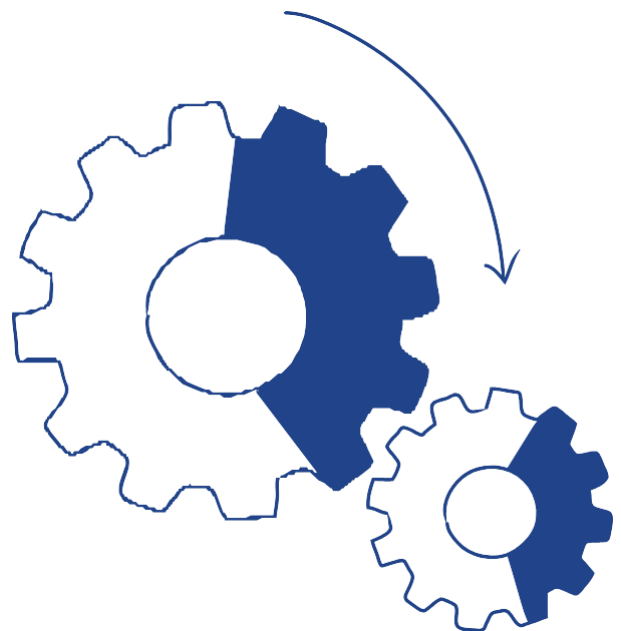
As well as our desire to structure and improve our involvement of people with lived experience, we are continually learning from what others are doing across Scotland and recognise our role in sharing learning.

There are several pieces of current legislation and policy as well as future developments that will have an impact on the SSSC as an organisation, our work and involving people.

For example:

- [\*\*The SSSC Codes of Practice for Social Service Workers and Employers\*\*](#)
- [\*\*The Equality Act 2010\*\*](#)
- [\*\*The Health and Social Care Standards\*\*](#)
- National Dementia Strategies [\*\*2010-2013, 2013-2016, 2017-2020\*\*](#)
- [\*\*The Social Care \(Self Directed Support\)\(Scotland\) Act 2013\*\*](#)
- [\*\*Children and Young People \(Scotland\) Act 2014\*\*](#)
- [\*\*Public Bodies \(Joint Working\) Scotland Act 2014\*\*](#)
- [\*\*The Carers \(Scotland\) Act 2016\*\*](#)
- [\*\*Community Empowerment \(Scotland\) Act 2015\*\*](#)
- [\*\*A CONNECTED SCOTLAND: Our strategy for tackling social isolation and loneliness and building stronger social connections \(2018\)\*\*](#)

You can find out more about each of these by clicking on each of the links above.



# Putting the plan into practice

## Principles

This plan is underpinned by:

- the [National Standards for Community Engagement](#)
- the themes identified through engagement with people and organisations involved in developing this plan
- review of available and accessible publications and research literature.

The principles at the centre of our plan are set out below.

- **Values and culture**  
People are included and we will identify and overcome barriers to involvement.
- **Communication**  
Conversations and relationships.
- **Planning for Involvement:**  
Designing approaches which reflect people, purpose and context and which makes a difference for everyone involved.
- **Connections**  
Partnerships, collaboration and networks for involvement.
- **Understanding impact and learning from involvement**  
Gathering feedback and evidence of impact and ongoing improvement.

## What we want to achieve through involving people

### Outcome


Our involvement activities make a difference and have a positive impact on our work and for the people involved.

### Priority areas


To achieve this, we will focus activities on the following priorities.


1. Embedding involvement in the values and culture of the SSSC.
2. People knowing how they can get involved in the work of the SSSC.

In our first year we will concentrate on setting up the systems we need to enable our staff and people with lived experience to get involved. How we will do this is set out in the action plan on the next page.

Priority 1	Action	Suggested measures	Timescale	Responsible	Outcome/ result
<b>Embedding involvement in the values and culture of the SSSC</b>	Develop an SSSC Involving People Charter.  We will co-design the charter which will set out our commitment to involvement and reflect the aims and aspirations.	People tell us that being involved in developing the Charter was a positive experience.  Attendees at launch event.  Engagement with the Charter online.  People tell us that the Charter has made a difference for them.	September 2019	Involving People Lead	 <p><b>Our involvement activities make a difference and have a positive impact on our work and for the people involved.</b></p>
	Develop project planning guidance that includes an involving people workflow.	Guidance produced and in place.	March 2020	Performance and Improvement Department	
	Design a tool to capture the difference that involvement makes to inform our work and future planning.	Number of stories and experiences captured, to include, for example, the difference this has made and how this has contributed to our work/ influenced our decision making.	October 2019	Strategy and Performance Directorate	



Priority 1	Action	Suggested measures	Timescale	Responsible	Outcome/ result
<b>Embedding involvement in the values and culture of the SSSC</b>	Review the Equalities Working Group to consider including an Involving People Ambassadors role across all directorates.	Role established and percentage of staff reporting awareness of our involving people focus.	September 2019	Performance and Improvement Department	 <b>Our involvement activities make a difference and have a positive impact on our work and for the people involved.</b>
	Involve people with lived experience of social services and caring in recruiting SSSC staff and in our training and ongoing learning.	<p>Our staff and others tell us that involving people with lived experience in recruitment and staff learning and development was a positive experience.</p> <p>Number of recruitment panels that involve people with lived experience.</p> <p>Number of staff training events that are run by/ developed with people with lived experience.</p>	March 2020	HR shared service	

Priority 1	Action	Suggested measures	Timescale	Responsible	Outcome/ result
<b>Embedding involvement in the values and culture of the SSSC</b>	We will test our approach of involvement via our networks with two projects:  <ul style="list-style-type: none"> <li>• opt-in hearings</li> <li>• professional framework for practice in social work.</li> </ul>	Number of engagements that were used in planning  Engagement plan in place.  Those involved tell us their views on how it is working for them, the difference involvement has made and how this could be improved.	March 2020	Development and Innovation Directorate and Regulation Directorate	 <b>Our involvement activities make a difference and have a positive impact on our work and for the people involved.</b>
	Develop a staff volunteering programme.	Number of staff taking up the opportunity to volunteer via the SSSC.  Number of staff reporting that this has had a positive benefit for their work.	March 2020	HR shared service	
	We will involve people with lived experience in the design of the strategic plan for 2021-2024.	Involving people engagement plan in place, number of events attended and positive feedback received on being involved.	March 2020	Strategy and Performance Directorate	

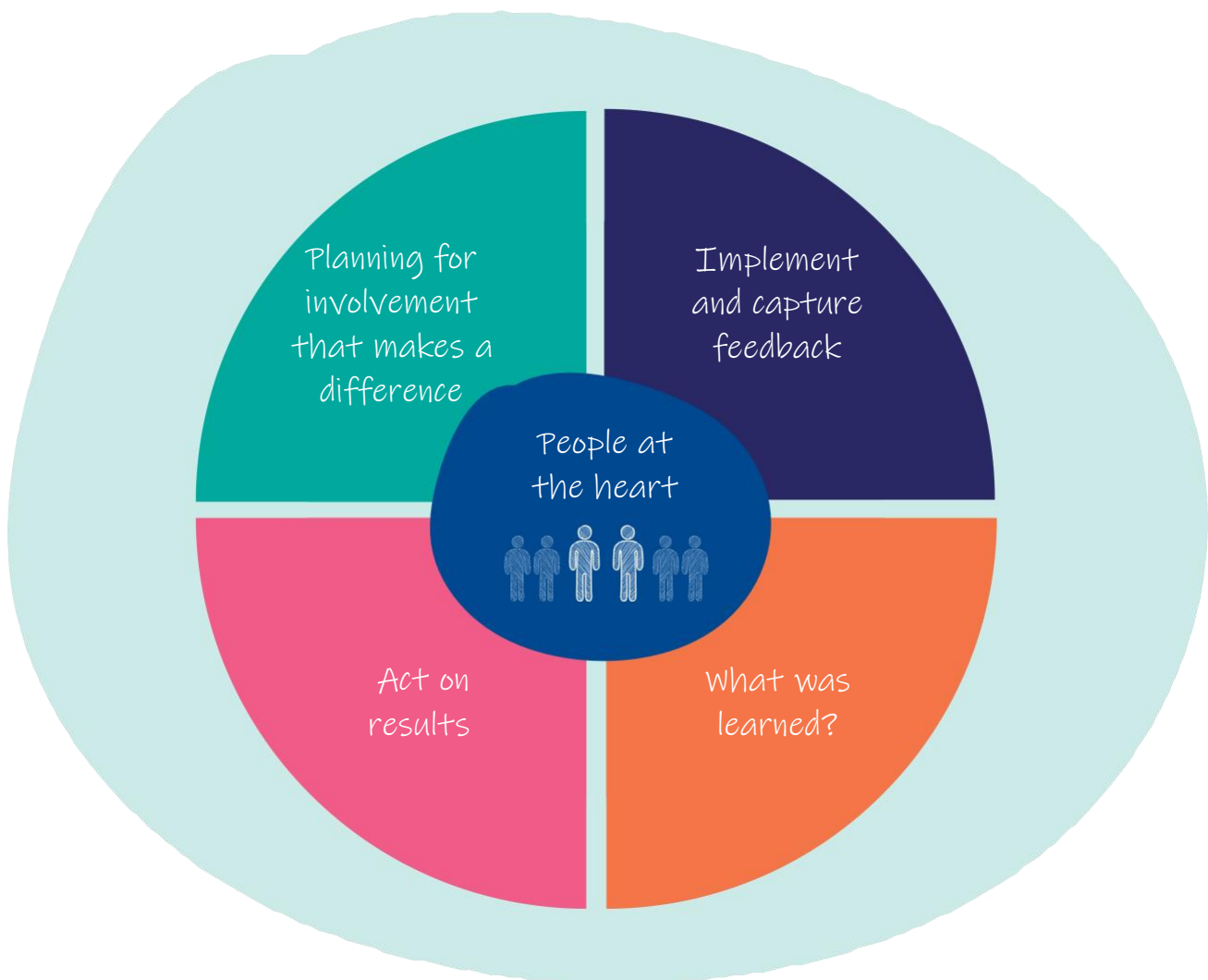
Priority 2	Action	Suggested measures	Timescale	Responsible	Outcome/ result
<b>People knowing how they can get involved in the work of the SSSC</b>	Design a map of our connections with involvement networks.	Map available and promoted to all staff.  Effectiveness of the map in supporting our work.	August 2019	Involving People Lead	<b>Our involvement activities make a difference and have a positive impact on our work and for the people involved.</b>
	Create a space online to provide information, engagement and involvement opportunities.	Website page set up and publicised and number/ quality of engagement with the information.	August 2019	Communication Department	
	Design and produce information material on involvement with the SSSC.	Distribution of material and number of people who say that the materials helped them to get involved.	August 2019	Communication Department	
	Establish further links with national and local community groups and networks for people with lived experience of social services.	Connection with seldom heard groups established in relation to our public sector equality duty.  Number of people telling us this is making a difference for them.	September 2019	Involving People Lead	



# Improving together

This is a new plan and approach for the SSSC and we will evaluate the processes we use and the progress towards our outcomes, including people with lived experience of social services and caring as we do this, to establish and learn together from what works well and what doesn't.

Figure 2: Improving together: The approach to involvement which underpins this plan



Our involving people plan is about working together for ongoing improvement. Tailoring our approach to the purpose and people involved, we will involve people in designing and planning for meaningful involvement, agreeing how best to capture and measure the difference involvement makes, implementing actions, analysing results, sharing learning and planning for further action.

We will provide updates on our progress by reporting to our Council. We will also use our communication channels to keep people up to date and aware of opportunities and progress e.g. our website, social media, our eNewsletters and events.

# Resources and implementation

Responsibility for delivering the action plan is coordinated across all directorates as set out in the action plan.

There is a budget of £5000 within the Communications budget to support the action plan.

## Governance

### Risk

The plan is designed to support our strategic outcomes and relates to the following strategic risk as identified by the SSSC Council and the Executive Management Team:

'The SSSC is not able to demonstrate to our stakeholders (including Scottish Government) that its operational activity is fulfilling its strategic outcomes.'

### Executive Management Team (EMT) responsibility

The Strategy and Performance Directorate leads the delivery of the plan. The Director of Strategy and Performance is a member of the EMT and has overall responsibility to make sure that the plan is implemented, activity coordinated and progress reported to EMT and Council.

### Operational Management Team (OMT) responsibility

The Head of Strategic Communications is a member of the OMT and leads the OMT implementation of and reporting on the plan. OMT will support the approach, priorities and outcome and carry out the activities set out in the plan.

# Acknowledgements

**The project has benefitted from connecting with the following to date:**

Crossreach, Threshold Day Opportunities, Glasgow

Coalition of Carers

Care Inspectorate Inspection Volunteers Involvement Co-ordinator

Care Inspectorate Organisational Development Lead (Involvement & Culture)

Care Inspectorate Young Inspection Volunteers Involvement Co-ordinator

Dundee Health and Social Care Partnership, Strategy, Integration, Performance and Support Services

Glasgow City Health and Social Care Partnership – Project Leader, North East Carer Team.

Volunteer Dundee, Project Manager, Community Development and Engagement Officers

The Village Storytelling Centre

(Through SSSC Careers in Care colleague) SQA careers pathway update events, Dundee and Glasgow

Healthcare Improvement Scotland, Person-centred Health and Care Programme

Meeting held with Executive Director of Engagement and Participation, Mental Welfare Commission to learn more about their model

Community Re-generation Manager, Dundee Council, Neighbourhood Services

Dial-OP & GO Coordinator, Volunteer Dundee

Dundee Voluntary Action, Team Manager – Community Planning and Organisational Development

Dundee Voluntary Action, Older Peoples Services Development Officer

Community Development & Engagement Officer Chief Executive's Department Partnership & Development Services Glasgow

Social Security Agency

Inclusion Scotland, People-led Policy Officer (Adult Social Care Support)

Local 'Developing SSSC Involving People Plan' workshop, Dundee Voluntary Action, Dundee

Dundee Celebrate Age Network Meeting

Local 'Developing SSSC Involving People Plan' workshop, Glasgow

Enable

Scottish Dementia Working Group

SSSC Staff workshop

SSSC Staff drop in sessions

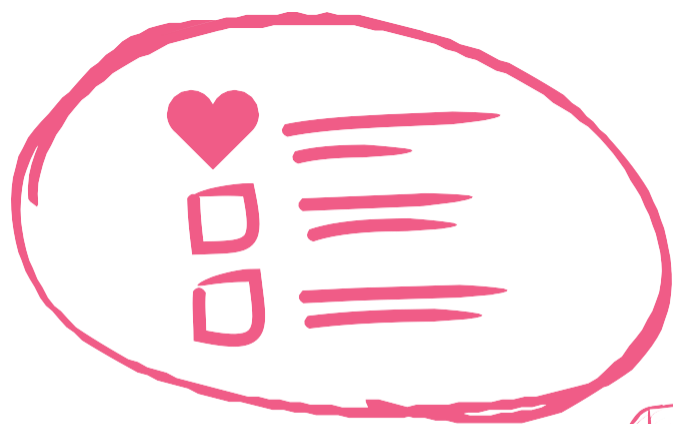
Meetings with SSSC staff engaging in Scottish Improvement Leader Programme (ScIL)

### **Events attended**

Contribution to facilitation at Scottish Government Clinical and Care Governance engagement events organised by Office of Chief Social Worker: Glasgow and Dundee. Facilitated table discussions focused on 'Organisational Culture' at one event and 'People and Communities' at another event.

Inverclyde Health and Social Care Partnership SDS evaluation event

Scottish Government 'Person-centred Culture' workshop





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