



Scottish
Social Services
Council

'09
SPRING

GET SKILLED

ISSUE
02

**developing the social service
workforce for the future**



In this special edition of SSSC News, the Scottish Social Services Council, as part of Skills for Care and Development, the Sector Skills Council for the social services sector looks at the work that is underway to implement the Sector Skills Agreement (SSA).

This issue of *Get Skilled* looks at projects which contribute to skills solutions and challenges identified in the Sector Skills Agreement (SSA), which include:

- two research projects which aim to improve our understanding of the role of migrant workers in the social services workforce
- a guide to funding and support services for workforce development
- a project to improve our understanding of future service demand and the workforce implications
- the Continuous Learning Framework
- an update on the new Childhood Practice awards
- information about careers in early years.

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UPDATE ON THE SECTOR SKILLS AGREEMENT

In this issue we highlight some of the work coming out of the Sector Skills Agreement that is going on with organisations in Scotland including Careers Scotland, the Scottish Qualifications Authority and the Scottish Trade Union Learning Congress.

We take a look at the actions identified during the process and some of the achievements and events from the last few months.

CAREERS SCOTLAND

Careers Scotland is now part of the national skills body, Skills Development Scotland. The SSA identified a need for Skills for Care and Development and Careers Scotland to work together to promote social services careers to people looking for work. The SSA also identified a need to share labour market intelligence with Careers Scotland staff. We have had meetings with Careers Scotland to provide updated information for people considering a career in the social care sector. Careers Scotland is currently updating the information about social services careers on their website. This website will be the starting point for many individuals considering a career in the sector. Skills for Care and Development is also participating in an event which will provide Careers Scotland staff in the north-east of Scotland with more information about the range of job opportunities that are available in the sector.

For further information about Careers Scotland, visit:
www.careers-scotland.org.uk

FUTURESKILLS SCOTLAND

Futureskills Scotland is now part of the Lifelong Learning Unit within the Scottish Government's Education Directorate. There were no specific actions identified in conjunction with Futureskills Scotland as part of the implementation of the SSA. Discussions are continuing with Futureskills Scotland to ensure that their online database of workforce information includes up-to-date details on the social services workforce. Skills for Care and Development are currently developing a resource which will provide access to updated information sources on the social services workforce.

For further information about Futureskills Scotland, visit:
www.scotland.gov.uk/Topics/Economy/labour-market

HIGHLANDS AND ISLANDS ENTERPRISE

We had discussions with Highlands and Islands Enterprise (HIE) to share information, through the SSA, about the organisational support they offer to the social services sector. The new **Funding and Support for Training** from the SSSC (see page 7) highlights HIE Business, their new business support service. Individuals can access support and advice from HIE via a free phone number or from their website. As part of the discussions with HIE we agreed to examine ways of supporting rural employers to access support and advice. An information event held in March 2009 for employers in Inverness provided information about sources of support.

For further information about HIE, visit: www.hie.co.uk

LEARNDIRECT SCOTLAND

LearnDirect Scotland (LDS) is now part of the national skills body, Skills Development Scotland. LDS has a database of training opportunities with information about thousands of training courses throughout Scotland. We have put a link to the database on the SSSC's website: www.sssc.uk.com

The SSA identified a need for LearnDirect Scotland and Skills for Care and Development to work together to promote services that LDS can offer to the social services sector. Through regular meetings the two organisations have built an understanding of services that LDS provides and the priorities for the social services sector. These discussions have helped LDS to identify opportunities to support employers and they have noted an increased level of enquiries from the sector.

LDS participated in the Sector Skills Agreement event for stakeholders in November and was also involved in the information events for employers held in March. Information about LDS services has been included within the new SSSC **Funding and Support for Training** and has also featured in SSSC's ebulletins.

For further information on LDS, visit: www.learndirectscotland.com

JOBCENTRE PLUS

LearnDirect Scotland, JobCentre Plus and the Scottish Social Services Learning Networks need to explore methods of working together to provide support to employers on a regional basis. We all participated in an event organised as part of the SSA in November 2008.

Skills for Care and Development provides updated information on the social services workforce to the JobCentre plus staff who advise people considering a career in the sector.

For further information about JobCentre Plus, visit: www.jobcentreplus.gov.uk

SCOTTISH ENTERPRISE

The responsibility for national training programmes transferred from Scottish Enterprise and Highlands and Islands Enterprise to Skills Development Scotland at the end of 2007. It was agreed as part of the SSA to discuss with Scottish Enterprise the organisational support that they provide to the social services sector, this includes details about Business Gateway. Information about Business Gateway is available in the SSSC's **Funding and Support for Training**. Information about a scheme which subsidised the cost of attaining Investors in People accreditation (IIP) also featured in a summer 2008 edition of the SSSC's ebulletin.

For further information about Scottish Enterprise, visit: www.scottish-enterprise.com

THE SCOTTISH FUNDING COUNCIL

The SSA highlighted that Further Education (FE) and higher education (HE) providers need to explore how they can assist employers to achieve the priority skills needs of the sector. The Scottish Funding Council (SFC) agreed to take on a mediating role for FE and HE providers as part of this work.

The SFC will host an event which will provide a forum for representatives from key stakeholders and FE/HE to discuss these issues. The skills needs of the social services sector will be discussed in more detail by SFC and this will be considered at a forthcoming meeting of their Skills Committee.

The event for stakeholders and representatives from further/higher education will take place in May 2009.

Further information will be available on the SSSC's website: www.sssc.uk.com

For further information on SFC, visit: www.sfc.ac.uk

THE SCOTTISH QUALIFICATIONS AUTHORITY

The SSSC has an effective and long-standing working relationship with the Scottish Qualifications Authority (SQA) to develop awards that are relevant to the social services sector's workforce. The agreement reached with SQA during the SSA process involved a continuation of this joint working on a number of key projects. This includes the new SCQF level 9 award in Childhood Practice, the Recognition of Prior Learning (RPL) guidance and the new Leadership and Management for Care award.

For further information, visit: www.sqa.org.uk

THE SCOTTISH TRADES UNION CONGRESS

Discussions with the Scottish Trades Union Congress (STUC) on the SSA focused primarily on the support that Trade Union Learning Representatives (TULRs) provide for social service employees. Information about the role of TULRs will appear in a future edition of the SSSC's ebulletin. Information about registration timetables and the sources of funding for support were also shared with the STUC and will be circulated to TULRs.

The organisations agreed to explore and promote the support that UNISON and other trade unions can provide for migrant workers and employers. Skills for Care and Development is currently undertaking a second research project to assess the numbers of migrant workers in the adult residential care workforce. Support for migrant workers will be explored in more detail after the publication of the second report.

For further information on STUC, visit: www.stuc.org.uk

SECTOR SKILLS AGREEMENT EVENTS

Building on the success of a well attended event held in November 2008, we held more events in March 2009 to continue to engage with employers and stakeholders in the sector. The events focused on progress with SSA work and securing the necessary supply of training in collaboration with providers and funders.

Two employers' events in March 2009 aimed to raise awareness of the implementation of the SSA and how this links to initiatives such as the Sector Qualification and Learning Strategy, the Continuous Learning Framework, the early years workforce and workforce planning. The events provided input from LearnDirect Scotland about the support that they offer. The events included input from SSSC staff and from local authorities about sources of funding and support for training. There was also an update on the work of the Scottish Social Services Learning Networks.

There will be an event with the Scottish Funding Council (SFC) to provide a forum for representatives from further and higher education to discuss the sector's skills priorities with employers and stakeholders. This event (see also page 5) is scheduled for May 2009 and further information will be available from the SSSC's website: www.sssc.uk.com

For more information on the Sector Skills Agreement contact Mike Docherty: mike.docherty@sssc.uk.com

More information about the Sector Skills Agreement is also available from the SSSC's website: www.sssc.uk.com



RESEARCH: MIGRANT WORKERS REPORTS

Research published by the SSSC in November 2008 found limited evidence of migrant workers in the social services sector. The report suggested that approximately 2.5% of social service employees are migrant workers. The greatest proportion of these workers are employed in care at home services, where migrant workers represented 6.2% of all employees in the sample of that sub-sector.

Last year's report did not investigate the adult residential care sector as a survey had already been done by Scottish Care just a few months earlier, which included questions on non-UK citizens working in that sub-sector. The Scottish Care research indicated that the proportion of migrant workers in adult



residential care was much higher at around 13%. The SSSC is carrying out a further study which will explore the proportion of migrant workers in the adult residential care sector. The findings of this study will be available from April 2009.

The Migrant Workers report is available on the SSSC website: www.sssc.uk.com

If you would like to receive a hard copy of the 2008 Migrant Workers report email: ldadmin@sssc.uk.com

2009 FUNDING AND SUPPORT FOR TRAINING

We highlighted in the first edition of Get Skilled, that Stage 2 of the SSA report identified an apparently unequal access to funding for social services training in Scotland.

The new **Funding and Support for Training: A Guide for Providers of Scottish Social Services** has been developed by the SSSC, as part of Skills for Care and Development (SfCD), to provide information on sources of funding and support activities currently available for organisations delivering social services in Scotland. **The Funding and Support for Training Guide** will be useful for employers, employees, stakeholder organisations and commissioners.

The content draws on earlier guides published by the SSSC and contains three sections:

SECTION ONE contains information about sources of grants or revenue funding that are available to public, private and voluntary providers and contribute to training, education and workforce development.

SECTION TWO outlines the sources of advice, guidance, consultancy and other forms of support. Section two also contains information on projects which support staff to develop their soft skills.

SECTION THREE includes a description of e-learning resources, many of which are specifically designed for the social services sector.

The **Funding and Support for Training Guide** is available on the SSSC website: www.sssc.uk.com

If you would like a hard copy of the guide email: ldadmin@sssc.uk.com

FUTURE SERVICE DEMANDS

As the Sector Skills Council, the SSSC is working to establish the numbers of workers needed in the social services sector, both now and in future. As set out in the *Skills for Scotland Strategy* indicates that sector skills councils need to provide labour market information that is trusted, well used and fits with the robust national information supplied by Futureskills Scotland (Scottish Government, 2007).

To meet the strategy's requirements the SSSC is developing a report which explores future demand for older people's services accessed over the next 25 years. The report explores the projections for the social services workforce over this time period. The report also focuses on four key sub-sectors of community care:

- adult residential care
- care at home
- adult day care
- housing support.

Previous reports in this area of work stressed the need to regularly review and re-model the levels of future service demand and the workforce that will be required to deliver services. This is the first in a series of reports the SSSC aims to produce. Projections will also be updated in future. Subsequent reports will explore future service demand and the workforce implications for other social services sub-sectors.

The report examining future service demand for community care and the implications for the workforce will be available to download from the SSSC's website from April 2009.

For further information about the work on future service demand and the workforce implications contact Neil Macleod: neil.macleod@sssc.uk.com



THE CONTINUOUS LEARNING FRAMEWORK



The Sector Skills Agreement (SSA) highlights a number of gaps in soft skills or behavioural attributes, such as partnership working, the ability to operate autonomously, team working and interpersonal skills. One of the solutions outlined in the SSA to help the workforce to address skills needs is the Continuous Learning Framework (CLF).

The CLF is for all social service workers and their employers and was developed by the SSSC and the Institute for Research and Innovation in Social Services (IRISS). It aims to improve outcomes for people who use social services by supporting the workforce to be the best they can be. The CLF has a set of 13 personal capabilities which describe the way people manage themselves and their relationships with others in the workplace.

These personal capabilities include working in partnership, professional autonomy and interpersonal capabilities such as awareness of impact on others and empathy. The CLF also sets out six organisational capabilities which describe what social service employers need to do to support their workers to continuously learn and develop their practice.

For further information about the Continuous Learning Framework contact Fiona Clark (SSSC)

fiona.clark@sssc.uk.com or Carol George (IRISS)

c.y.george@dundee.ac.uk

Further information about the CLF is also available from the Scottish Social Services Learning Networks:

www.learningnetworks.org.uk

The CLF is available on the SSSC website:

www.sssc.uk.com

To receive a hard copy of the CLF email:

ldadmin@sssc.uk.com



CHILDHOOD PRACTICE AWARDS



The BA Childhood Practice is one of a new generation of work-based degrees intended to build on vocational qualifications and is currently offered by four of Scotland's universities. The BA Childhood Practice is the outcome of the National Review of Early Years and Childcare Workforce which set out to improve leadership and management in Early Years and Childcare services in Scotland and to provide a clear career progression for the sector. It is one of the key awards highlighted in the SSSC's sector qualifications and learning strategy and will become the required award for registration of managers of day care of children services with the SSSC in 2011. It will be important in moving forward with the Early Years and Early Intervention strategy outlined in December 2008 by the Scottish Government and COSLA.

The Scottish Government Minister for Children and Early Years Adam Ingram met with students from Strathclyde University's BA Childhood Practice on Tuesday 11 November 2008.

Clearly delighted with the large numbers already embarking on the course, Mr Ingram said:

"The new professional standards will promote excellence in the sector. We firmly believe that investing in our children during their earliest years is central to influencing future life chances, which is why we will have an unprecedented focus on this area through our Early Years Framework, to be launched soon."

Carole Wilkinson Chief Executive of the SSSC added:

"Early Years is a significant time for children and research shows the best outcomes for children come from effective and well led services committed to improvement and enhancement. The high uptake of places on the Childhood Practice degrees shows how responsive this sector is to providing what is best for children and their families and the commitment of the sector to register with the Scottish Social Services Council."

The benchmark standard for Childhood Practice was launched just over a year ago by the Minister and forms the basis of all new qualifications in early years and child care in the future. This includes the BA Childhood Practice and other new awards in Childhood Practice at SCQF level 9 and with 360 credits that all day care of children managers will be required to hold for registration with the SSSC after 2011.

For more information on Childhood Practice contact Frances Scott: frances.scott@sssc.uk.com

Information about Childhood Practice is also available from the SSSC's website: www.sssc.uk.com

CAREERS IN EARLY YEARS



In 2006, the **National Review of the Early Years and Childcare Workforce** identified that the key to the issues of recruitment and retention within the sector was to identify the pathway for career development. The Scottish Executive's response in **Investing in Children's Futures** asked that a toolkit which supports these findings be in place by September 2009. This, combined with the actions specified for the implementation of the Sector Learning Strategy for the social service sector in Scotland, has informed the development of an online career toolkit for the early years and child care workforce and the social work/social care workforce.

Leading this work are the SSSC Learning and Development Advisers. The project is also working to ensure that it links with other current initiatives such as the Continuous Learning Framework.

The aim of the toolkit is to provide support to identify career pathways and assist with information about appropriate qualifications. It will be useful for both those wishing to enter the sector, including school leavers and those already employed in the sector.

Key outcomes of this work would enable pathways which support staff to move between and across sectors and to be able to increase their level of responsibility. It is hoped that this would help to attract new people to the sector and retain experienced staff.

For further information about the early years and child care online career toolkit contact Frances Scott: frances.scott@sssc.uk.com, and for social work/social care, Keith Quinn: keith.quinn@sssc.uk.com



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