



# FUNDING AND SUPPORT FOR TRAINING:

A GUIDE FOR  
PROVIDERS OF  
SCOTTISH SOCIAL  
SERVICES 2009



Scottish  
**Social Services**  
Council



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# /// INTRODUCTION





The Scottish Social Services Council (SSSC) is responsible for raising standards in the Scottish social service workforce. Our vision is a competent, confident workforce, capable of delivering high quality services, having the confidence of the public, those who use services and their carers. We put people who use services and their carers at the centre of everything we do.

The SSSC is working with our partners to bring forward the key actions of **Skills for Scotland: A lifelong learning strategy** (Scottish Government 2007), which aims to build a smarter Scotland. Our activities endorse and support provision of high quality, relevant learning opportunities that have value in the workplace.

Latest information shows there are around 164,000<sup>1</sup> social service workers in Scotland, confirming that the workforce has grown from 139,000.<sup>2</sup> The reasons for this growth have still to be determined, however this indicates an increasing workforce involved in the lives of over a million people who use social services including early education and child care. Those who use social services should be protected by staff equipped with suitable training and qualifications for their job.

The SSSC is responsible for registering:

- social workers
- social work students
- Care Commission officers
- residential child care workers
- workers in care home services for adults
- workers in adult day care services
- workers in day care of children services, eg nurseries and out of school clubs
- workers in housing support services
- workers in school care accommodation services
- key groups of social service workers.

The SSSC is also responsible for regulating their education and training. A phased approach has been taken to the introduction of registration of workers delivering social work, social care services and early education and child care. These workers will be expected to meet agreed standards of conduct, practice, education and training.

This guide has been produced by the SSSC to provide information on sources of funding and support activities currently available for organisations delivering social services in Scotland. The content of this guide draws on earlier funding guides and reports published by the SSSC in 2004<sup>3</sup> and 2005<sup>4</sup>. This information will be useful for employers, employees, stakeholder organisations and those commissioning services.

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1 Labour Force Survey 2006.

2 Labour Force Survey 2004.

3 SSSC, Funding for Training, August 2004.

4 SSSC, Funding for Training: A guide for private providers of social services, October 2005.

## SCOTLAND'S INVESTMENT IN SOCIAL SERVICES

**The Scottish Government National Statistics Publication 2008** reports that for 2006/07, £3 billion which includes funding from health, or a fifth of local authority expenditure, was on social work services. For further information, see: <http://www.scotland.gov.uk/Publications/2008/01/23/112333/8>

This figure gives an indication of total expenditure in the Scottish social services sector, where, when combined, voluntary and private providers employ the majority of employees. Local authorities however retain the key role to assess need and commission services to meet the needs of vulnerable people in their area, which takes account of the shifting balance of care.

**The National Strategy for the Development of the Social Service Workforce in Scotland: A Plan for Action 2005-10** (Scottish Executive 2005) identified that investment in staff development improves retention and included key messages that training and workforce development must be integral to service planning. The **Plan for Action 2005-10** also stated that effective use must be made of existing and under used resources to support workforce development.

Since the **Plan for Action 2005-10**, there has been an aspiration that best practice within the sector is for commissioning agencies and service providers to identify 3% of service costs as a commitment to employee learning and development.

The SSSC, as part of Skills for Care and Development, the Sector Skills Council for social care, children and young people's workforces in the UK, is involved in work planned for 2009/10 to investigate the value of the wider workforce. The purpose of this is to help raise the profile of the sector and so encourage recruitment and retention of the workforce. It is hoped this could enable informed negotiations for allocations of resources to develop a skilled and sustainable workforce.



## SCOTLAND PERFORMS

The SSSC's corporate plan 2009–12 sets out how our work will contribute to a more successful Scotland and help achieve the Scottish Government's national outcomes and strategic priorities.

As the body that registers and regulates social service workers and their education and training, and which has responsibility for workforce development and workforce planning for the sector, the outcomes of our work can bring substantial benefits.

Through providing information about sources of funding and support for education and training for stakeholders, employers and employees, the SSSC assists those delivering services. Fund raisers can review the updated details of sources of funding and support and also take the opportunity to highlight to local authority or industry commissioners, that directing funding to sustain and enhance their services contributes to achievement of all of the Scottish Government's national outcomes, with greatest emphasis on:

- National outcome 2: We realise our full economic potential with more and better employment opportunities for our people.
- National outcome 3: We are better educated, more skilled and more successful, renowned for our research and innovation.
- National outcome 5: Our children have the best start in life and are ready to succeed.
- National outcome 8: We have improved the life chances for children, young people and families at risk.
- National outcome 15: Our public services are high quality, continually improving, efficient and responsive to local people's needs.

## STRUCTURE OF THIS GUIDE

The document is set out in three sections:

### Section one

- Information about sources of grants and revenue funding, available to public, private and voluntary providers, to contribute to training, education and workforce development.

### Section two

- Provides details of sources of advice, guidance, consultancy and other forms of support.
- Information on sector specific sources of support.
- Scottish Government links – helping you meet the cost of learning.
- Assistance with 'soft skills', literacy, numeracy and language training for employers and employees delivering social services.

### Section three

- Descriptions of eLearning resources, specifically aimed at the social services sector.

# /// SECTION ONE

## FUNDING SOURCES





<b>Name</b>	European Social Funding
<b>Amount</b>	<p>Scotland is scheduled to receive roughly £570 million between 2007/13. A substantial proportion of European Structural Funds are available via the European Social Fund (ESF) Programme, administered by ESEP Limited and Highlands and Islands (Scotland) Structural Funds Partnership Limited, see contact information below. ESF can be used for a series of identified priorities, eg the Lowlands and Uplands Scotland ESF project has approximately £80 million to support progression through employment during 2007-2013.</p> <p>Second round funding decisions are scheduled for March 2009.</p> <p>Third round anticipated to commence summer 2009–March 2010.</p>
<b>Purpose</b>	<p>Resources can be used to provide match funding for projects that improve Scotland's growth rate and help more people into work. The programmes link to workforce development with specific objectives:</p> <ul style="list-style-type: none"> <li>• Priority 1, progressing into employment</li> <li>• Priority 2, progressing through employment</li> <li>• Priority 3, improving access to lifelong learning.</li> </ul> <p>For example, ESF Priority 2 will provide support to those projects that offer substantial investment in the training of employees to raise the skills of the workforce and Scotland's global competitiveness. The key groups that this Priority seeks to assist include:</p> <ul style="list-style-type: none"> <li>• employees who lack basic core skills, including those having low levels of literacy and numeracy, and those for whom English is not their first language</li> <li>• employees without qualifications at Scottish Credit and Qualifications Framework (SCQF) Levels 5 and 6. For further information see <b><a href="http://www.scqf.org.uk">www.scqf.org.uk</a></b></li> <li>• specific groups, such as women returners</li> <li>• potential and new entrepreneurs and new managers of both new and existing small to medium sized enterprises (SMEs)</li> <li>• key staff in social enterprises.</li> </ul> <p>Four groups of activities are envisaged in this Priority:</p> <ul style="list-style-type: none"> <li>• support for low-skilled/low-paid workers, for example through vocational training</li> <li>• addressing gender imbalances in the workforce, notably through specialist training and mentoring programmes</li> <li>• improving managerial skills, for example through managerial, e-business and commercial training and helping less-represented groups start businesses</li> <li>• assistance and support to social enterprises to gain the skills and capacity they need to succeed.</li> </ul>

Preference will be given to projects which can demonstrate an innovative approach to the activity, or represent the mainstreaming or rolling-out of a pilot approach which has tested successfully.

For Lowlands and Uplands Scotland, eligible projects must have a minimum annual average cost of £200,000 or over. There is no set threshold for the Highlands and Islands area. Organisations operating in the public sector, including local government, non-governmental organisations and the enterprise networks, can apply for funding, as can higher and further education bodies and the voluntary sector. The private sector cannot apply for the funding directly although representative organisations can.

**Contact**

ESEP Ltd manages programmes in the Lowlands and Uplands Scotland.  
**<http://www.esep.co.uk/index.html>**

The Highlands and Islands (Scotland) Structural Funds Partnership Ltd manages programmes in Highlands and Islands  
**<http://www.hipp.org.uk/new>**

Scottish Government's website outlines allocations for programmes  
**<http://www.scotland.gov.uk/News/Releases/2007/10/0114002>**

**Name**

Individual Learning Accounts (ILA)

**Amount**

Two types of account are available:

- £200 accounts – for those earning less than £18,000, and who are interested in learning something new or developing skills on a wide range of courses
- £500 accounts – for those studying a part-time higher education course such as a Higher National Certificate (HNC), Higher National Diploma (HND) or a Degree course at ILA Scotland approved colleges or universities. Candidates must be studying 50% or more of the time needed to complete a full-time course.

**Purpose**

ILA Scotland is a Scottish Government scheme that helps pay for learning at a time, place, pace and in a way that suits the candidate. People with an income of up to £18,000 a year, or on benefits, could get up to £500 towards the cost of learning with a learner account from ILA Scotland.

Funds from ILAs may be used towards the costs of, for example:

- Scottish Vocational Qualifications (SVQs) at levels 2, 3 and 4: Health and Social Care (Adults), (Children and Young People), Children's Care Learning and Development, Early Years Care and Education and Leadership and Management for Care
- HNC Early Education and Child Care and Social Care
- Childhood Practice degree.

**Contact**

Use ILA Course Search, or call **0808 100 1090**  
**<http://www.ilascotland.org.uk/ILA+Homepage.htm>**

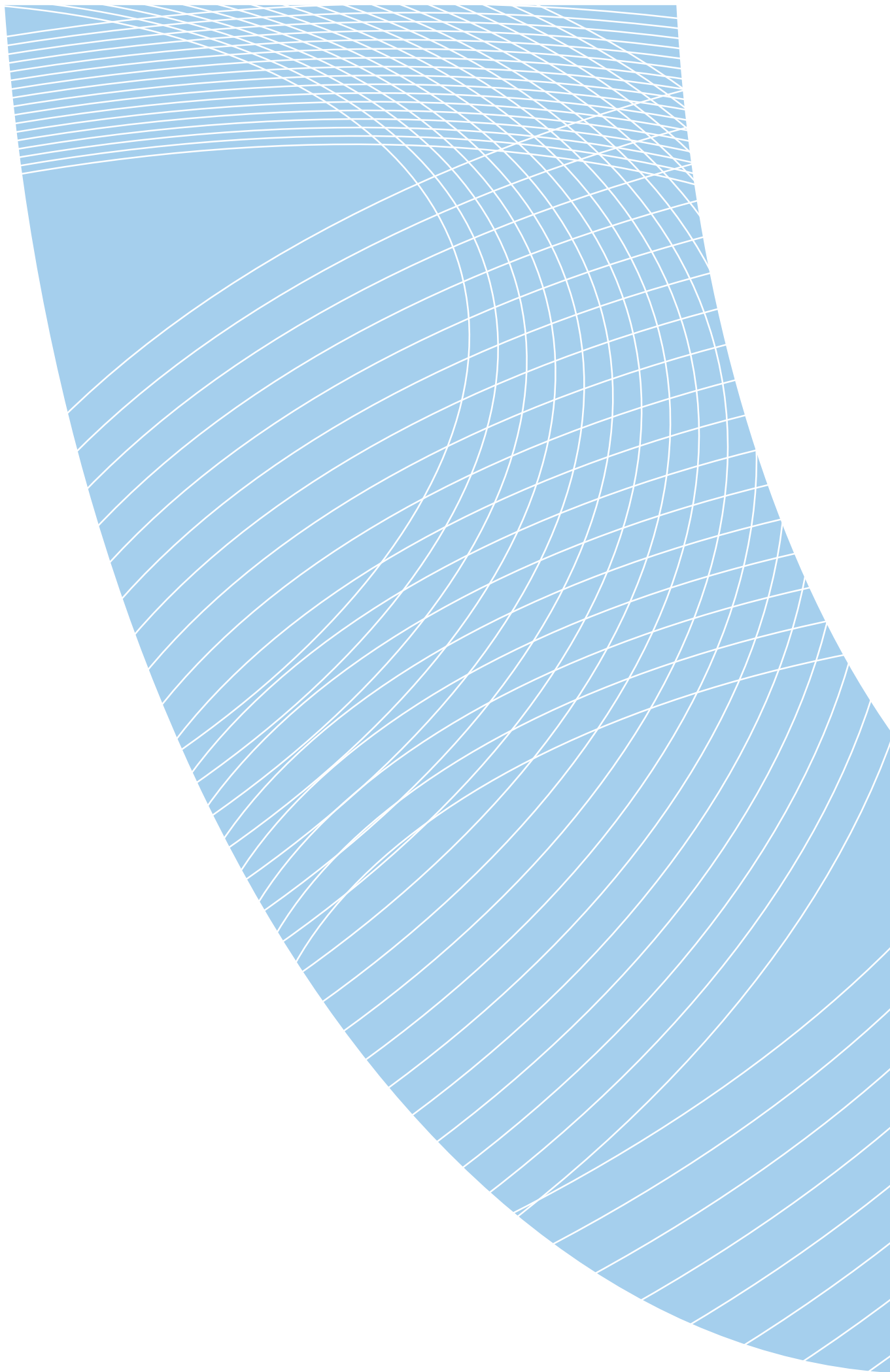
<b>Name</b>	Lloyds TSB Foundation
<b>Amount</b>	Over £400,000 allocated in 2007. Average award £5,263
<b>Purpose</b>	<p>Capacity building grants are designed to help charities run as effectively possible. Fund advisers can help with:</p> <ul style="list-style-type: none"> <li>• governance</li> <li>• financial management</li> <li>• fundraising</li> <li>• resource and financial planning</li> <li>• information technology</li> <li>• communications</li> <li>• strategic development</li> <li>• employee development.</li> </ul>
<b>Contact</b>	<p>Lloyds TSB Foundation for Scotland  Riverside House  502 Gorgie Road  Edinburgh  EH11 3AF  T: 0870 902 1201 F: 0870 902 1202  E: <a href="mailto:enquiries@ltsbfoundationforscotland.org.uk">enquiries@ltsbfoundationforscotland.org.uk</a>  <a href="http://www.ltsbfoundationforscotland.org.uk/index.asp?tm=14">http://www.ltsbfoundationforscotland.org.uk/index.asp?tm=14</a></p>
<b>Name</b>	Modern Apprenticeships leading to achievement of Scottish vocational qualifications (SVQs) in Health and Social Care
<b>Amount</b>	<p>SVQ level 2 - £3,000 (2008/09 figures)  SVQ level 3 - £4,500  SVQ level 4 - £6,500</p>
<b>Purpose</b>	<p>Skills Development Scotland have maintained support for all 16-19 year old Modern Apprenticeship (MA) candidates for 2008/09, such as funding for achievement of vocational qualifications in Children's Care, Learning and Development, Health and Social Care and Leadership and Management for Care.</p> <p>In April 2008, Skills Development Scotland indicated that it was refocusing support in MAs for those 20 years old and over to only construction and engineering related sectors such as plumbing and bricklaying, shipbuilding, car maintenance and painting.</p>

<b>Contact</b>	<p>Details on Modern Apprenticeship are available from Skills Development Scotland's website:  <a href="http://www.skillsdevelopmentscotland.co.uk">http://www.skillsdevelopmentscotland.co.uk</a></p> <p>More information about the current status of Modern Apprenticeships is available from Scottish Government's website:  <a href="http://www.scotland.gov.uk/News/Releases/2008/03/31102311">http://www.scotland.gov.uk/News/Releases/2008/03/31102311</a></p>
<b>Name</b>	Scottish Local Authorities
<b>Amount</b>	Small, medium and large scale capital and revenue streams
<b>Purpose</b>	<p>To meet local needs through Single Outcome Agreements (SOA) and to maximise investment in their area.</p> <p>Within Scotland's Concordat framework, the SOA produced by each local authority will set out how public services are delivered or commissioned in their area and how they will contribute to achievement of national outcomes and indicators.</p> <p>In order to meet needs in their areas, the structures within local authorities and their partnership arrangements vary. Advice and information on funding and support for training and education may be available for the following activities:</p> <ul style="list-style-type: none"> <li>• Business Gateway links and European funding</li> <li>• Early Years Workforce Development within Childcare Partnership or Childcare Information services</li> <li>• Supporting People, housing support and homelessness including advice, information and support</li> <li>• Fairer Scotland Fund</li> <li>• Adult Literacies Fund, also see page 25</li> <li>• Small grants and local authority managed Trust funds</li> <li>• Section 10 funding to develop social work/Community Care services in the local area, including one off training activities.</li> </ul> <p>In addition, each local authority employs one or more External Grant Funding Officers, who can also assist with advice on and pointers to non local government funding eg funding from charitable or philanthropic trusts, Lottery good causes, Government and European funding. These funds are mainly for activities to extend investment beyond the SOA and which are clearly for more than just extra funding towards public targets.</p>



<b>Contact</b>	<p><b>Local Government Funding</b> – advice from Childrens Services, Education, Social Work, Housing <b>and/or:</b></p> <p><b>External Funding</b> – External Funding Officers provide advice services and are mostly based in Chief Executive's office, Corporate Planning or Economic Development departments. These officers normally have the role of managing the grant information and funding search tools on their local authority's website. Among other tools local authorities contract with suppliers for access to one of a number of large funding databases which provide information on hundreds of funders. For further information, visit: <a href="http://www.open4community.info/dundee/Default.aspx">http://www.open4community.info/dundee/Default.aspx</a>. Click on Government and other funding, then Education and Training.</p>
<b>Name</b>	SSSC Postgraduate Bursaries
<b>Amount</b>	Bursary approx £4,341 per annum plus Tuition Fees
<b>Purpose</b>	<p>For postgraduate students studying for social work qualifications at:</p> <ul style="list-style-type: none"> <li>• University of Dundee</li> <li>• University of Edinburgh</li> <li>• The Robert Gordon University</li> <li>• Glasgow Caledonian University</li> <li>• Glasgow School of Social Work (Strathclyde University)</li> <li>• University of Stirling.</li> </ul> <p>The universities are given a fixed number (quota) of bursaries each academic year. The universities nominate eligible students for a bursary and give those nominated students an SSSC application to complete and return to the SSSC.</p> <p>The bursary consists of tuition fees, maintenance grant and allowances. Tuition fees are paid direct to the relevant university.</p> <p>All students given a bursary will be given a £500 flat fee towards travel during their practice learning opportunity.</p>
<b>Contact</b>	<p>Finance Officer Disbursements Team Scottish Social Services Council Compass House 11 Riverside Drive Dundee DD1 4NY</p>

<b>Name</b>	Social Entrepreneurs Fund Third Sector Enterprise Fund - commencing 2009 Scottish Investment Fund Sourced from Scottish Government grant funding for this activity.
<b>Amount</b>	Scottish Government will support the third sector with £93 million between 2008/09 to 2010/11, to sustain the work of associated agencies and allocated as follows: Social Entrepreneurs Fund      £1 million Third Sector Enterprise Fund    £12 million Scottish Investment Fund        £30 million
<b>Purpose</b>	Social enterprises are businesses that trade for social or environmental purposes, across a wide range of industries and sectors, including health and social care, recycling, fair trade and farmers' markets. Every social enterprise will trade goods and services. Although grants are an essential source of start-up funding and capital for many social enterprises, and may supplement ongoing trading income, social enterprises are fundamentally about using business approaches to achieve public benefit.
<b>Contact</b>	Details of criteria for and sources of funding from Local Social Enterprise Networks, see: <a href="http://www.senscot.net/networks1st/Senscot">http://www.senscot.net/networks1st/Senscot</a> <a href="http://www.senscot.net/index.php">http://www.senscot.net/index.php</a>
<b>Name</b>	Training the Social Care Workforce – Section 9 grants
<b>Amount</b>	Funding levels for 2009/10 to be decided March 2009
<b>Purpose</b>	Funding is designed to promote practice competence in key areas of social care by enabling voluntary organisations to provide or secure training for their paid staff and voluntary workers that would not otherwise be available to them.
<b>Contact</b>	Gwen Smith at the Scottish Government, tel 0131 244 3737 Email: <a href="mailto:Gwen.smith@scotland.gsi.gov.uk">Gwen.smith@scotland.gsi.gov.uk</a>
<b>Name</b>	Voluntary Sector Development fund
<b>Amount</b>	£1.2 million awarded in 2008/9 Funding levels for 2009/10 to be decided March 2009
<b>Purpose</b>	Funding is a contribution aimed at small and medium sized voluntary organisations to assist with the costs associated with meeting qualification criteria set by the Scottish Social Services Council for registration and to assist employers in achieving a qualified workforce.
<b>Contact</b>	Gwen Smith at the Scottish Government, tel 0131 244 3737 Email: <a href="mailto:Gwen.smith@scotland.gsi.gov.uk">Gwen.smith@scotland.gsi.gov.uk</a>



# /// SECTION TWO

## SOURCES OF SUPPORT



### LEARNDIRECT SCOTLAND FOR BUSINESS

Learndirect Scotland for business, part of Skills Development Scotland (SDS), helps small and medium sized enterprises throughout Scotland to become more competitive through employee training & development. Funded by the Scottish Government they provide free, impartial advice and offer a wide range of services to help you and your business. There are three key ways that you can get support from learndirect Scotland for business:

- National business training advice line: Call learndirect Scotland for business on 08456 000 111 and the helpline advisers can give you access to information on over 45,000 learning opportunities. They can provide you with information on courses, online learning and funding.
- The learndirect Scotland for business website provides a comprehensive range of free, useful tools such as Learning Bytes Catalogue, (see also details in Section 3 on page 19) Learning Packages and the Better Business Toolkit, to help organisations to plan and evaluate learning. For further information, visit: **<http://www.lids4b.com>**
- Training Partners: learndirect Scotland for business has a team of regionally-based training partners who are available to provide advice to employers on all aspects of workplace learning. They can conduct a business learning needs assessment, which will help to find employers the best training solutions. In addition, they will advise on a wide range of business support programmes available in your local area. To make an appointment with your training partner call 08456 000 111.

### CAREERS SCOTLAND

Careers Scotland, also part of SDS, provide assistance with free website information about education and career development options as well as events across Scotland. Designed for employees and those seeking employment, the details are accessible on:

**<http://www.careers-scotland.org.uk/Education/Funding/Funding.asp>**

### JOINT IMPROVEMENT TEAM

The Joint Improvement Team (JIT) will work directly with local health and social care partnerships across Scotland, to provide practical support and additional capacity to help address the issues and challenges they face. The goal is to deliver better health and social care services to those who need them through partnership support programmes, networking and shared learning. The website provides information on performance management, telecare, better commissioning and personalisation. For further information visit: **<http://www.jitscotland.org.uk>**

## BUSINESS GATEWAY

Each local authority now has responsibilities to locate and operate a Business Gateway service in their area to assist partnerships, private and public limited companies and social enterprises. Business Gateway offers practical help, advice and support for new and growing businesses in Scotland and provides web based information on staff training and funding. The website offers interactive tools for skills training and details of various funding sources via their Grants and Support Directory.

This search facility identifies potential sources of help for business start up or development. The database contains grant and support schemes from central and local government as well as private organisations. Some of the schemes offer financial assistance, while some offer free or subsidised services ranging from advice through to practical involvement with projects. Many schemes are available nationally, some are targeted locally. Depending on location, type of business (select 'Other Sectors' for social services sectors) and training activity, services may be eligible for a number of schemes in the Grants and Support Directory.

For further information visit: <http://www.bgateway.com/bdotg/action/gsd?r.II=1073858790&r.lc=en&site=202&r.I2=1073866776&r.s=tl>

## HIGHLANDS AND ISLANDS ENTERPRISE

Highlands and Islands Enterprise (HIE) have an initiative underway to develop a rural version of 'Business Gateway', ie providing specialist advice and guidance for rural organisations. Further information is available from the links below:

<http://www.hiebusiness.co.uk/bdotg/action/home?r.II=1075193191&r.lc=en&site=203&r.s=m>

<http://www.hiebusiness.co.uk/bdotg/action/search?resultPage=1&expression=care&site=203>

## JOBCENTRE PLUS – LOCAL EMPLOYMENT PARTNERSHIPS

JobCentre Plus can support employers to recruit and develop their workforce via Local Employment Partnerships (LEPS). LEPS are a deal between Government and businesses to tackle the increasing recruitment and skills challenges of our labour market and economy and promote partnership working in local areas. JobCentre Plus can provide organisations, including public and care sector employers with a dedicated account manager to support the organisation to meet the business, recruitment and training requirements.

More information about LEPS is available from:

<http://www.jobcentreplus.gov.uk/JCP/Employers/lep/index.html>

Individuals may also be able to receive support from JobCentre Plus to develop basic skills. See the soft skills section of this report for more information.

## SOCIAL ENTERPRISE ACADEMY

The Social Enterprise Academy (SEA) provides subsidised training in a wide range of areas, including leadership and management skills, the study of making a social impact and peer learning techniques. Many of these programmes are accredited courses. The SEA also provides opportunities for individuals to develop their coaching skills and has held annual residential events for future social economy chief executives and senior leaders.

The SEA is open to organisations in all sectors. Learners from social enterprises and third sector organisations can access subsidised training.

More information about the Academy is available from **[http://www.theacademy-ssea.org/main/programmes\\_section/Programmes\\_Modules.php](http://www.theacademy-ssea.org/main/programmes_section/Programmes_Modules.php)**

## CENTRES FOR EXCELLENCE

Centres For Excellence provide a source of training and advice in specialist areas of work. Some of this training may be subsidised for some sectors.

- The Criminal Justice Social Work Development Centre (CJSW) provides a range of services to those working in, or concerned about, criminal and youth justice social work services. The CJSW delivers occasional CPD Courses at no cost, although places may be limited. For further information, visit: **<http://www.cjsw.ac.uk>**
- The Dementia Services Development Centre (DSDC) develops services for people with dementia and their carers. The DSDC has recently established a new service which helps voluntary organisations to conduct an organisational needs analysis and to access specialist training at subsidised rates. For further information, visit: **<http://www.dementia.stir.ac.uk/>**
- Scottish Consortium for Learning Disability (SCLD) supports organisations to be more inclusive of people with learning disabilities. SCLD deliver training and consultancy services. For further information, visit: **<http://www.sclld.org.uk/>**
- The Scottish Institute for Residential Child Care (SIRCC) aims to ensure that residential child care staff throughout Scotland have access to the skills and knowledge that they require to meet the needs of the children and young people in their care. SIRCC delivers training which helps individuals at all stages of learning and development – from the development of literacy and numeracy skills to training undertaken as part of Post Registration Training and Learning (PRTL). SIRCC also provides free or subsidised consultancy services to Scottish residential child care providers. For further information, visit: **<http://www.sircc.org.uk>**
- Scottish Training on Drugs and Alcohol (STRADA) works with organisations that support people with alcohol or drug misuse problems. STRADA delivers a range of modular, academic and tailored training. Individuals may be able to apply for funding for STRADA's academic courses from the Alcohol Education and Research Council or the Executive Council for the Study of Addiction. For further information, visit: **<http://www.projectstrada.org>**

## TRADE UNION LEARNING REPRESENTATIVES

Trade Union Learning Representatives (TULRs) can support individuals in a variety of ways. TULRs may be able to advise colleagues about access to training courses and possible funding sources that may support their personal development. Employers and employees can approach their trade union partnerships or representatives for details.

## THE INSTITUTE FOR RESEARCH AND INNOVATION IN SOCIAL SERVICE

The Institute for Research and Innovation (IRISS) offers advice and support on service development, research and innovation. IRISS aims to develop educational qualifications, professional development pathways and organisational learning cultures that continue to promote positive change in Scotland's social services sector. IRISS delivers occasional training courses and has also developed the Learning Exchange, see the e-learning section for more information. For further information, visit: **<http://www.iriss.ac.uk>**

## SECTOR SPECIFIC SOURCES OF SUPPORT

The following organisations provide support, guidance and advice to employers in the social services sector.

## COMMUNITY CARE PROVIDERS SCOTLAND (CCPS)

Community Care Providers Scotland (CCPS) is the association of voluntary sector organisations providing care and support services in Scottish communities. Its membership comprises the majority of the leading national not for profit and charitable service providers in Scotland. For further information visit: **<http://www.ccpscotland.org>**

## COUNCILS FOR VOLUNTARY SERVICE

Councils for Voluntary Service (CVS) are located throughout Scotland and support voluntary sector organisations. Many of the CVS provide access to a database of relevant funding sources. Some CVS (eg Aberdeen Council for Voluntary Organisations and Midlothian Voluntary Action) employ a dedicated funding officer who can provide advice and guidance.

A directory of Councils for Voluntary Service can be accessed from:

**<http://www.scvo.org.uk/cvsnetwork/Home/Home.aspx>**

## SCOTTISH COUNCIL FOR VOLUNTARY ORGANISATIONS

The Scottish Council for Voluntary Organisations (SCVO) is the national body representing all parts of the voluntary sector. The SCVO website contains regularly updated information about funding sources that can be accessed by organisations in the voluntary sector. SCVO also deliver training courses on how to obtain funding from charitable trusts and on the preparation of applications. More information is available at: **<http://www.scvo.org.uk>**



### PRIVATE CARE SECTOR WORKFORCE INITIATIVE

The Private Care Sector Workforce Initiative (PCSWI) was established by Scottish Government in 2008. The Workforce Initiative aims to develop the capacity of the private care sector in Scotland to deliver on the national workforce agenda through:

- involving employers in shaping the workforce of the future
- providing information on policy, regulation and registration
- developing an understanding of an engagement in workforce planning
- promoting best practice in recruitment and retention
- improving learning and development opportunities
- promoting access to and sufficiency of resources.

More information about the Private Care Sector Workforce Initiative is available from:

**<http://www.workforceinitiative.co.uk>**

### SCOTTISH CARE

Scottish Care represents residential care homes and care providers in Scotland. For further information visit: **<http://www.scottishcare.org>**

### SCOTTISH CARE AT HOME

Scottish Care at Home (SCAH), a national representative body established early in 2006, now represents approximately 50% of the private sector's Care at Home and Housing support services. For further information visit: **<http://www.scahonline.org>**

### VOLUNTARY SECTOR SOCIAL SERVICES WORKFORCE UNIT

The Voluntary Sector Social Services Workforce Unit (VSSSWU) receives Scottish Government funding to be involved in promoting the development of the voluntary sector social service workforce in Scotland. The Unit has recently developed a short guide to funding that can be accessed by voluntary sector social service organisations. More information about the VSSSWU is available at: **<http://www.ccpscotland.org/workforceunit>**

### UNITED KINGDOM HOME CARE ASSOCIATION

The United Kingdom Homecare Association (UKHCA) is the professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors. The UKHCA include information about funding and training for care workers on their website. More information about the UKHCA is available at: **<http://www.ukhca.co.uk>**

## LEARNING NETWORKS

The four Scottish Social Services Learning Networks receive Scottish Government funding to provide an effective forum to enable workforce learning and development, as a key contributor to improving services in order to better meet the needs of service users and carers.

Each of the Learning Networks' geographical areas encompass stakeholders from National and Local Government, NHS Health, education and training providers, the voluntary and private sectors. Their websites provide updates on developments, information and access to communications hubs. For further information, visit:

**<http://www.learningnetworks.org.uk/north.php>**

**<http://www.learningnetworks.org.uk/tayforth.php>**

**<http://www.learningnetworks.org.uk/southeast.php>**

**<http://www.learningnetworks.org.uk/west.php>**

## HOUSING SUPPORT ENABLING UNIT

The Housing Support Enabling Unit assists and supports independent service providers across Scotland. The Unit publishes regular Bulletins on its website and in print as well as provides training and events on such topics as funding for housing support, procurement and regulation both of services and the workforce.

One of the issues that the Unit has worked with the SSSC and with providers on in the past has been the qualification requirements for workers in housing support services. The Unit has helped gather information about the cost to employers of helping staff achieve these qualifications and has raised the issue of training costs with local authority commissioners responsible for negotiating funding for housing support services. More information is available on the Unit's web pages at: **<http://www.ccpscotland.org/spunit>**

## SKILLS FOR CARE AND DEVELOPMENT

Skills for Care and Development (SfCD) is the Sector Skills Council (SSC) for social care, children and young people's workforces in the UK. It is an alliance of six organisations:

- Care Council for Wales
- Children's Workforce Development Council
- General Social Care Council
- Northern Ireland Social Care Council
- Scottish Social Services Council
- Skills for Care.

In its role as SSC, Skills for Care and Development aims to ensure that public training resources and funding are directed at the priority skills needs of all sectors. SfCD have been established by the Government and have four key goals:

- to reduce skills gaps and shortages
- improve productivity, business and public service performance
- increase opportunities to boost the skills and productivity of everyone in the sector's workforce
- improve learning supply including apprenticeships, higher education and National Occupational Standards (NOS).

### HELPING YOU MEET THE COST OF LEARNING

The Scottish Government publishes a series of annual documents outlining sources of funding for learning for selected groups:

- Asylum Seekers, Refugees, Migrant Workers and non-UK EU Nationals:  
**<http://www.scotland.gov.uk/Resource/Doc/231292/0063086.pdf>**
- Disabled Students:  
**<http://www.scotland.gov.uk/Resource/Doc/232690/0063860.pdf>**
- Older learners:  
**<http://www.scotland.gov.uk/Resource/Doc/233126/0063898.pdf>**
- Part-time study:  
**<http://www.scotland.gov.uk/Resource/Doc/231947/0063367.pdf>**
- Postgraduate Students: **<http://www.scotland.gov.uk/Resource/Doc/231442/0063132.pdf>**
- Scottish Domiciled healthcare students studying in Scotland:  
**<http://cci.scot.nhs.uk/Resource/Doc/233138/0063903.pdf>**
- Students with dependent children (including lone parents):  
**<http://cci.scot.nhs.uk/Resource/Doc/229961/0062279.pdf>**

Further information is also available from the following organisations, visit:

- LearnDirect Scotland have published a guide to funding for 2008/09:  
**[http://www.learndirectscotland.com/NR/rdonlyres/08460398-2E88-48DD-9E1F-233130AEE4FB/0/LEA03\\_419BookletWebLo.pdf](http://www.learndirectscotland.com/NR/rdonlyres/08460398-2E88-48DD-9E1F-233130AEE4FB/0/LEA03_419BookletWebLo.pdf)**
- Adult Learning, Financial Help:  
**[http://www.direct.gov.uk/en/EducationAndLearning/AdultLearning/FinancialHelpForAdultLearners/DG\\_10033132](http://www.direct.gov.uk/en/EducationAndLearning/AdultLearning/FinancialHelpForAdultLearners/DG_10033132)**
- NUS details, money advice and tips for learners:  
**<http://www.nus.org.uk/en/Student-Life/Money-And-Funding/Pound-stretchers-/>**
- Prospects is the UK's official graduate careers website: **[www.prospects.ac.uk](http://www.prospects.ac.uk)**
- Department of Health  
**<http://www.dh.gov.uk/en/SocialCare/workforce/index.htm>**

## SOFT SKILLS - LANGUAGE, NUMERACY AND PROBLEM SOLVING SKILLS

Concerns were expressed by employers during preparation of the Sector Skills Agreement in relation to team working and interpersonal skills in particular, with written and oral skills just behind. Problems with literacy and numeracy skills were given less significance. The following programmes offer support to employers and employees.

### ADULT LITERACIES FUND

Scottish Executive and Government have provided £65 million, between 2001-2008, to develop accessible assistance and material to enable adults with literacy and numeracy needs to improve their levels of knowledge.

Further information available from

**<http://www.scotland.gov.uk/Topics/Education/Life-Long-Learning/17551>**

### THE BIG PLUS

The Big Plus is Scotland's national adult literacy and numeracy campaign. The Big Plus has a free phone helpline which offers advice and puts people in touch with local tutors.

More information about the Big Plus is available from **<http://www.thebigplus.com>** Individuals can also obtain advice and support by calling the free phone hotline: 0808 100 1080.

### CORE SKILLS APPRAISAL PROJECT

The Core Skills Appraisal Project (CSAP) appraises the written communication skills of residential child care staff prior to undertaking the HNC Social Care. Candidates that require additional support will then be given the opportunity to undertake a five day written communication course. The Core Skills course pack is offered free of charge to training officers who wish to offer this course to staff. More information about the Core Skills Appraisal Project is available from the Scottish Institute for Residential Child Care (SIRCC) – telephone 0141 272 3762 or e-mail **[sirccsap@langside.ac.uk](mailto:sirccsap@langside.ac.uk)**

### ENGLISH FOR SPEAKERS OF OTHER LANGUAGES

The vision for the Adult English Speakers of Other Languages (ESOL) Strategy for Scotland is that all Scottish residents for whom English is not a first language have the opportunity to access high quality English language provision so that they can acquire the language skills to enable them to participate in Scottish life: in the workplace, through further study, within the family, the local community, Scottish society and the economy.

The ESOL Scotland website contains information about funding sources. The website also contains an online databank of resources for practitioners and learners. For further information visit: **<http://www.esolscotland.com>**

### JOBCENTRE PLUS, SOFT SKILLS PROVISION

Individuals may be able to receive free support to develop 'basic skills' from JobCentre Plus. More information is available from any JobCentre Plus centre, visit:

**<http://www.jobcentreplus.gov.uk/JCP/Partners/RegionalBusinessCommunity/Scotland/index.html>**



# /// SECTION THREE

## E-LEARNING



The use of e-learning and online technology has been promoted extensively in recent years. The potential for e-learning to support workforce development has been highlighted in key Scottish Government documents (Skills for Scotland, 2007) and in social services reports (Changing Lives, 2006).

E-learning can be used to:

- share information and study at your own time or pace towards any required qualifications
- open new opportunities to access learning and development, irrespective of the geographical location of the organisation or individual
- as a means of undertaking Continuous Professional Development (CPD). E-learning resources could contribute towards an individual's Post Registration Training and Learning (PRTL).

This section of the report details some of the e-learning resources that can be accessed by social service providers and organisations. Resources can be accessed freely unless otherwise indicated.

## CONNECT IN CARE

The Connect in Care website provides an online network for staff providing care for older people. Individuals can use the Connect in Care website to share practice and knowledge.

Connect in Care can be accessed online at: **<http://www.connect-in-care.net>**

## GLASGOW'S LEARNING

The Glasgow's Learning website is for anyone who lives, works or studies in Glasgow and wants to find out more about help with reading, writing, spelling or numbers. The website provides an online database of learning providers that can support individuals to develop their literacy or numeracy skills. Many of these programmes are freely available to learners.

Glasgow's Learning can be accessed at: **<http://www.glasgowlearning.org.uk>**

## LEARNDIRECT SCOTLAND LEARNING BYTES

Learndirect scotland (LDS) maintains a catalogue of short online courses called Learning Bytes, see also details of LDS for business given in Section 2 on page 18. There are over 650 courses available, many of which support individuals to develop IT skills, business skills or life skills such as literacy, numeracy and communication.

A catalogue of Learning Bytes courses is available from:

**<http://www.learningbytescatalogue.com>**

This website also provides information about the syllabus and the time taken to complete the course. Courses can be undertaken at a Branded Learning Centre. Many of these courses will incur a cost.

Two selected Learning Byte courses are available for free and these can be undertaken on any computer with internet access:

- individuals should contact LDS on 0800 100 9000 for more information about Learning Bytes.
- SMEs should contact the LDS National Business Training Advice Line on 0845 6000 111 to discuss Learning Bytes with a local training partner.

Information about free Learning Bytes courses is available from:

**<http://ws2.learndirectscotland.com/Learningbytes/>**

#### THE LEARNING EXCHANGE

IRISS have developed the Learning Exchange which is a digital library of learning resources for social services and social work education and training. Many of these resources are freely available from the IRISS website. For further information, visit: **<http://www.iriss.ac.uk>**

#### OPENLEARN

The OpenLearn website provides free online access to many of the Open University's (OU) learning materials.

- The Learning Space section of the site provides direct access to materials via topics.
- The Lab Space section of the site allows users to download and mix the resources within individual units.

The OpenLearn website can be accessed at:

**<http://www.open.ac.uk/openlearn/home.php>**

In November 2008 the Open University launched 'OpenLearn Scotland' – a new resource which provides access to Scottish-specific OU resources. This website includes links to social care materials which relate specifically to Scotland.

The OpenLearn Scotland website can be accessed at:

**<http://www.open.ac.uk/openlearn/scotland/welcome.php>**



## SOCIAL SERVICES KNOWLEDGE SCOTLAND

The Social Services Knowledge Scotland website provides a single point of access to social services information and learning resources. The site contains:

- a comprehensive list of frequently used websites
- detailed information about specific subject areas, including child protection and dementia
- links to RSS Feeds and ebulletins
- details relating to key information and learning services.

Social Services Knowledge Scotland can be accessed online at: **<http://www.ssks.org.uk>**

A short information sheet outlining the main features of the Social Services Knowledge Scotland website is available at: **<http://www.socialworkscotland.org.uk/resources/pressReleases/SSKS-information-sheet.pdf>**

## NHSSCOTLAND ELIBRARY

The NHSScotland eLibrary aims to empower the healthcare family and benefit patient care by providing high quality knowledge support throughout the patient journey. The NHS eLibrary provides access to thousands of journals and books. The elibrary is open to all NHS and social services staff. Many of the resources can be accessed by the general public.

The NHSScotland eLibrary contains a Care Home Learning Network. The Care Home Learning Network is a forum which allows staff to share expertise and knowledge relating to the care of older people.

The NHSScotland eLibrary can be accessed at: **<http://www.elib.scot.nhs.uk>**

## SSSC WORKFORCE DEVELOPMENT TOOLS

The SSSC has developed a suite of organisational and workforce development tools, many of which are available on CD ROM format. These include:

- Career Development Toolkit
- Job Specification Generator
- National Occupational Standards (NOS) Navigator
- Preparing for Practice induction guidance
- Workforce Planning Tool
- Continuous Learning Framework.

Many of these resources can be downloaded from **<http://www.sssc.uk.com>**

Copies of the CD-ROM versions are available by contacting **[enquiries@sssc.uk.com](mailto:enquiries@sssc.uk.com)** or telephone 0845 60 30 891.

## SOCIAL SERVICES LEARNING NETWORK (NORTH) PORTAL

The Scottish Social Services Learning Network (North) has developed an online learning portal which aims to provide access to learning opportunities and to share examples of practice. A series of online communities has been created, including a group for candidates undertaking the Leadership and Management Care Award.

The Portal can be accessed at: **<https://lnn.rgu.ac.uk>**

## MASSACHUSETTS INSTITUTE OF TECHNOLOGY

Massachusetts (MIT) OpenCourseWare (OCW) is a web-based publication of virtually all MIT course content. OCW is open and available to the world and is a permanent MIT activity. This site provides free lecture notes, exams, and videos from MIT. No registration required. The course materials reflect almost all the undergraduate and graduate subjects taught at MIT and include Management, Social Sciences and Communication. For further information, visit: **<http://ocw.mit.edu/OcwWeb/web/courses/courses/index.htm>**

## BBC LEARNING

The Learning part of BBC's website offers a section for adult learners, where choices can be made from a selection of learning subjects, including basic skills and useful links eg to Wikipedia and Open University websites. For further information, visit:

**<http://www.bbc.co.uk/learning>**









**Scottish  
Social Services  
Council**

Scottish Social Services Council  
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Dundee  
DD1 4NY

Lo-call 0845 60 30 891  
Fax: 01382 207215  
Email: [enquiries@sssc.uk.com](mailto:enquiries@sssc.uk.com)  
[www.sssc.uk.com](http://www.sssc.uk.com)

If you would like this document in another format,  
please contact SSSC on 0845 60 30 891

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