

**SCOTTISH SOCIAL SERVICES
WORKFORCE DATA GROUP
Wednesday, 17 August 2016, 10am to 12pm
Hilton Edinburgh Grosvenor**

A G E N D A

1. Introductions and apologies
2. Minutes previous meeting (18.05.16) – accuracy
3. Minutes previous meeting (18.05.16) – matters arising
4. SSSC Data Queries
5. LASWS/MHO survey
6. Official Statistic Information
7. Workforce Intelligence Events
8. MHO workforce and activity data
9. Experimental Statistics Papers – Feedback
10. Workforce Nationality Data
11. Labour Market Strategy – Sarah/Mike
12. WSR
13. Social Services and NHS integration
14. SSSC workforce data website
15. Workplan 2016-17
16. Workforce Intelligence Team – Events 2016
17. AOB
18. Date of next meeting

Minutes of Scottish Social Services Workforce Data Group Meeting

Wednesday 17 August 2016

at Hilton Edinburgh Grosvenor

<p>1. Attendance and Apologies</p>	<p>Attendees</p> <p>Mike Docherty (Chair) SSSC Gladys Stewart SSSC (Minutes) James Arnold SSSC Phil McNicol SSSC Susan Kinnear SSSC Neil MacLeod SSSC Lorraine Wakefield SSSC Ingrid Gilray Care Inspectorate Sarah Gledhill Scottish Government (OCSWA) Elaine MacMaster Scottish Care Christine McGregor Scottish Government Peter Martin ISD Heather McCluskey CCPS</p> <p>Apologies</p> <p>Mairi-Anne MacDonald SSSC Chris Kynoch SSSC John Urquhart COSLA Laura McConnell Care Inspectorate Pamela Gillespie Falkirk Council (SWS) Sara White Scottish Government Alison Christie CCPS Francesca Colaco Care Inspectorate Eilidh Smith Scottish Government</p> <p>MD advised the group that Pamela Gillespie is retiring at the end of next month and a replacement will be sought from Social Work Scotland.</p>	
<p>2. Previous Minutes 18.05.16 – Accuracy</p>	<p>No issues – accepted as final version</p>	
<p>3. Previous Minutes 18.05.16 – matters arising</p>	<p>HMc ask if the Hard to Fill vacancies report had been circulated. IG to send this out to the group.</p>	<p>IG</p>
<p>4. SSSC Data Queries</p>	<p>MD circulated paper to group on the types of data queries his team receive. He asked if this is</p>	

	<p>something that would be useful to publish and if it would be of interest. It was felt that it would be useful and could show current trends. There was some discussion about the best way to present information and possibility of just categorising queries which would make it easier to search for topics. It was also felt that it would be best to just put on lists and people can contact us for more information if they wished. MD also advised the group about the data queries from CELCIS and why they were looking for information.</p>	
<p>5. LASWS/MHO Survey</p>	<p>MD advised that the MHO report will be published on 29/08/16 and the full LASWS report to be published on 31/08/16.</p> <p>JA informed that there had been some issues on how LAs counted staff. In particular centralised staff.</p> <p>PMc said the MHO report had been condensed. He will discuss further under item 8.</p> <p>NMc asked if we were still reporting on shortfall. PMc confirmed we were.</p> <p>MD apologised that he could not go into more detail about the reports prior to publication.</p>	
<p>6. Official Statistics Information</p>	<p>MD spoke about the discussion at the last meeting regarding the value of publishing separate more detailed workforce reports on various sub sectors within the workforce data report. This was in addition to the breakdown of Housing Support and Care at Home information already included. Following discussion with Sara White from Scottish Government it was agreed that we could publish these as official statistical reports.</p> <p>It was felt there were 3 others areas we could provide a breakdown for these were Local Authority Social Workers, Day Care of Children and Looked after Children.</p> <p>Following on from a recent meeting MD and SK had with the Office of the Chief Social Work Advisor it was agreed that the Workforce Intelligence team will provide a detailed breakdown of the Local Authority Social Workers looking at providing a breakdown by Local Authority, WTE, headcount and team type. The data will cover the period</p>	

	<p>2006 – 2015. This is due to be published by the end of December 2016.</p> <p>The reports we would be looking to publish would only be small scale reports which would be published on our website.</p> <p>There was some discussion about the breakdown of information that could be included in these reports and whether to provide historical information also. It was felt that these reports could be very useful to help with workforce intelligence and future planning.</p> <p>MD to give further thought to how we will proceed with this.</p>	
<p>7. Workforce Intelligence - Events</p>	<p>MD advised the group that his team will be holding 3 events to publicise the detailed data we have available and engage with data users regarding their needs. These will be held in November/December this year in Edinburgh, Perth and Glasgow. It is also hoped to have a video conference session in the new year. Each event will have two separate sessions one in the morning and one in the afternoon with one covering children’s services and the other adults.</p> <p>We will be publishing details on the website shortly and people can sign up online to attend events.</p> <p>CMc said she would be happy to facilitate at the events.</p> <p>PM said this would be of interest to his sector also.</p>	
<p>8. MHO Workforce and Activity Data</p>	<p>PMc spoke of some of the issues surrounding the value of how the MHO data is currently gathered and reported. PMc and MD had met with Bob Leslie and the SWS MHO sub group to review what data is published and what would be useful.</p> <p>It was felt that it would be more useful to look at time taken on MHO work, types of MHO activity, available capacity rather than WTE.</p> <p>There was a discussion as to how we might capture this information. SK suggested asking registered Social Workers to confirm if they were also practicing MHOs so we could extract information from our registration data base. This could be useful but would not record the number of hours</p>	

	<p>spent on MHO activities and may prove difficult to get registrants to provide this information.</p> <p>Possibility of also carrying out a survey to gain the information. Further thought to be given on the best way to proceed with this.</p>	
9. Experimental Statistics Papers – Feedback	<p>MD advised there had been a poor response to the online questionnaire although the feedback was positive.</p> <p>The next annual reports (due for publication Summer 2017) will just provide a high level table to show breakdown of WTE by employer type and subsector and similar report for staff retention. It is intended that two similar tables will also be published later in 2016/17 using the December 2015 workforce data.</p>	
10. Workforce Nationality Data	<p>There has been interest from Scottish Government in gathering information on EU workers following Brexit. The group discussed how best to gather this information and how any survey/questionnaire should be worded to collect the relevant information. SGL agreed to consult Scottish Government colleagues, in order to propose a more specific approach for this.</p>	
11. Labour Market Strategy	<p>MD updated the group on a meeting he had been to with people from Scottish Government to discuss developing the labour market strategy. This was part of the SNP manifesto. There had been a number of issues raised. The report is due to be published later in August. To be discussed at the next meeting.</p>	
12. WSR	<p>Neil MacLeod from Strategic Performance and Engagement, SSSC, spoke to the group about the work he is undertaking on the Workforce Skills Report. The SSSC has produced a workforce skills report (or similar document) approximately every two years. An employer survey has just been completed looking at skills gaps, shortages and access to training. Neil is liaising with Skills Development Scotland who are producing a Skills Investment Plan (SIP) on Health and Social Care with a particular focus on early years and childcare.</p>	

<p>13. Social Services and NHS Integration</p>	<p>MD advised that there had been no further meetings with Scottish Government and ISD since May. Concerns remain about the difficulty identifying how many people work in HSCPs or answering questions about this.</p> <p>MD said that there had been an additional question on the annual returns to ask if they are working in HSCP and these will be looked at separately. Will feedback at next meeting.</p>	
<p>14. SSSC Workforce Data Website</p>	<p>Nothing to report. IG said she found the website was very useful.</p>	
<p>15. Workplan 2016-17</p>	<p>Paper circulated</p>	
<p>16. AOB</p>	<p>No further business.</p>	
<p>17. Date of next meeting</p>	<p>Wednesday 16 November in Quadrant House, Dundee 14:00 – 16:00</p>	

**Scottish Social Services
Workforce Data Group
Wednesday 17th August 2016
SSSC Offices, Dundee**

Item 4

Data Queries – update

Introduction

Following on from discussions at previous meetings of the SSSWDG this paper is intended to give a brief summary of the data queries received by the WI team since the last meeting of the Group. Thirty separate queries have been received in just under 3 months which is almost the same amount of queries (36) dealt with in the whole of last year (2015).

Data Queries received 18/5/16 – 9/8/16

Source of query	Information requested
NHS	Data on CHA workforce numbers by HB area
NDNA	Data on childcare workforce pre-2008.
CELCIS	Follow up query to previous one 6/4/16 and looking to discuss the data with one of WI team
SG	Annual request for data on nurses
SSSC	Data for update of SSSC Factsheet for 2014
CELCIS	RCC qualifications by geographic area
OCSWA	SWs in Fife
OFM	Background data on SW numbers in Scottish LAs
PSW Magazine	Data on SW education comparable SfC report
Social Work Scotland	Gender split of local authority social work services staff
Not known	Breakdown of LA children's SWs 2006-15 and details of numbers of agency SW used in such services during same period.
SG	Follow up to query 12 (24/2/16). Needs data on teachers working only in non-LA partnership centres in 2014

Audit Scotland	Further query regarding SWs - looking for a breakdown of all those in registered care services.
Student	No. of Germans qualified as SWs
PWC	Questions regarding Agency workers
SSSC	Estimates of no.s of non-regulated workers with relevant qualifications.
SG	Follow up to query 12 (24/2/16). Needs data on teachers working only in non-LA partnership centres in 2010-2014
Scotland Excel	Numbers of commissioners in Scottish LAs
CELCIS	Geographic data on RCC registrants
CELCIS	Analysis of initial conditions of registrants
CELCIS	Request that we check the CELCIS analysis of our data
CELCIS	Request to check latest version of their paper
SG	Working hours pattern
CELCIS	Clarification sought on status of BA SW and BA SW RCC
CELCIS	Further clarification sought on SSSC calculations
CI	Number of registrants by register part holding qualification by country or origin to group into Scotland/UK, EEA, rest of world.
Edinburgh University	Gender split in childcare + quals
SSSC	RCC registrants turnover c.2009
SG (ELC expansion)	No. of new entrants to ELC in last two years.
NDNA	No. of DCSC staff holding particular qualifications by age group and employer type.

Mike Docherty
SSSC
9.8.2016

**Scottish Social Services
Workforce Data Group
Wednesday 17th August 2016
SSSC Offices, Dundee**

Item 8

MHO workforce and activity data

Introduction

A consultation paper has been circulated to key stakeholders (Care Inspectorate, Mental Welfare Commission, Office of the Chief SW Adviser, and Social Work Scotland) on the current MHO data collection and publication. The purpose is to consider possible changes to these particularly in relation to data on whole time equivalents.

Consultation

A copy of the consultation paper is attached (see appendix 1) and the timescale for responses is Friday 18th August. It is also hoped to have separate discussions with each of the key stakeholders. It is hoped to be able to implement any proposed changes in this year's LASWS census.

Mike Docherty
SSSC
9/8/2016

Appendix 1

MHO WORKFORCE DATA

Introduction

This paper has been produced to form the basis of discussions with key stakeholders and users of data on the Mental Health Officer (MHO) workforce. We begin with an outline of the data that is published and some of the issues that have recently arisen in relation to whole time equivalent (WTE) data. We consider some possible developments, propose some suggested changes and ask for views on these.

Mental Health Officers

To undertake MHO duties an individual must be registered as a social worker with the SSSC, have successfully completed an approved MHO training course and be employed by a Scottish local authority¹. Most people undertaking MHO work do so as one element of their post as a social worker (or social work manager) and have a range of other duties unrelated to being an MHO. This means that while it should be relatively easy to obtain the headcount of those undertaking MHO duties it is much less straightforward to obtain information on how much time is spent on MHO work, by those who do it, as a proportion of their post.

Currently collected data

The annual local authority social work services (LASWS) survey gathers a range of information on those who undertake MHO duties. The information gathered covers details of the employer, employee characteristics, the post and the type of service they work in. Full details of the data gathered at the level of each person working as an MHO, and that gathered at an aggregate level, can be found in annexes 1 and 2 respectively, with a summary of the collection in annex 3. Copies of previous MHO workforce reports are available from the SSSC workforce data website: data.sssc.uk.com/data-publications/mho.

Data on staffing levels

The MHO report provides a headcount figure which is based on the number of individual records received in which members of staff have been flagged as undertaking MHO work. The report also provides information on the number of whole time equivalent (WTEs) posts that these individuals are in, which is based on their total contracted hours for their authority. However, as explained above around two-thirds of MHOs are not in posts where they work exclusively as an MHO.

¹ In addition to the requirements to become an MHO there are also rules regarding an MHO's ability to continue in practice. These are set out in the Mental Health (Care and Treatment) (Scotland) Act 2003 (Requirements for continuing appointment as mental health officers) Direction 2006.

Related to this is the fact that a typical authority's MHO workforce is not a neatly ring-fenced, easily quantifiable group of people. MHOs that are not "exclusive" can be all, some or none of the following:

- MHO duty managers –duty managers and/or have ongoing MHO rota duty work, but whose main job role is not MHO work;
- Non-exclusive MHOs (mental health team) – may have regular ongoing MHO work and/or may provide MHO cover when required;
- Non-exclusive MHOs (non-mental health team) – not thought to have regular ongoing MHO work but only provide MHO cover when required;
- Agency MHOs –hired from an agency (i.e. not part of normal authority social worker complement) to provide cover when required.

Calculation of WTE

As a result of the above diversity the calculation of the WTE figure published in the MHO report has a number of separate and distinct calculations taking place for each group.

- Exclusive MHOs present on the survey or census date. The contracted hours' variable is used to calculate WTE and appears a good indicator of the time spent on MHO work.
- MHO duty managers present on the census date. The contracted hours' variable is used to calculate WTE but is not thought in most cases to be a good indicator of the time spent on MHO work.
- Non-exclusive MHOs (mental health teams) present on the census date. The contracted hours' variable is used to calculate WTE and it is not clear to what extent it is a good indicator of the time spent on MHO work.
- Non-exclusive MHOs (non-mental health teams) present on the census date. Local authorities are asked to provide an estimate of the proportion of the contracted hours such staff spend on MHO duties. The majority, but not all local authorities, are able to provide this. This is thought to give a better measure of the MHO work than the contracted hours' variable undertaken but there is uncertainty about how accurately authorities can/do estimate these proportions.
- Agency social workers who have undertaken MHO duties during the year up to and including the census date. There is currently uncertainty about the extent to which authorities reliably provide and flag data on this group of staff. There is also uncertainty regarding the proportion of agency SW work time which has been given over to MHO duties.

One consequence of the above is that the WTE figure provided in the annual report is a mix of data. It includes data that is taken as a snapshot but which in the case of agency workers attempts to capture all those who have worked for an authority as an MHO over the preceding 12 months.

Possible changes or developments – WTE data

There are arguably two key questions in relation to any data collection that should be borne in mind when considering changes, these are:

- what question(s) do we want to answer with the data?
- what data is it feasible for data providers to supply?

These questions are fundamental to determining which data should be collected and what can, realistically, be collected. Therefore in considering the changes that may be required to the MHO data collection we need to clarify what it is we want to do with the data.

WTE data on all LASWS staff is published annually for benchmarking and other planning purposes. As there is no current intention to stop this it means that WTE data (based on total contracted hours) will still be available, if wanted, for MHOs. However, the problems with that MHO WTE data have been set out clearly above. In view of these, should we publish it or should we be trying to capture data on the levels of activity or levels of capacity or something else? Given the difficulties that some authorities have in providing WTE estimates for non-exclusive MHOs in non-mental health teams, is it realistic for authorities to provide WTE estimates for all non-exclusive MHOs, MHO duty managers and agency MHOs?

Suggested approach to measuring MHO capacity

One way to approach this might be to differentiate between:

- Ideal capacity - the level of MHO resources required to accommodate all MHO work without putting services under undue pressure.
- Actual capacity – the level of MHO resources actually available.

The difference between the ideal and actual capacity of a local authority's MHO service would represent that authority's resource shortfall. For an authority with no shortfall, ideal and actual capacity would be the same.

However, although we currently get data on authorities' shortfall expressed in additional MHO hours per week, there are two problems with this:

- one is that it is suspected that additional MHO hours per week are inconsistently calculated across the authorities;
- and the second is that not all authorities provide this data.

Furthermore, even if we had robust shortfall data, we couldn't use it to derive data on ideal capacity because, as is made clear by this paper, we don't currently have accurate, comprehensive data on actual capacity.

In thinking about the practical challenges of recording data on actual capacity, it may not be necessary to record it regularly over time as one would with data on activity or on the amount of MHO resource expended on MHO work, which can fluctuate unpredictably from month to month. Data on actual capacity would presumably be less volatile and could be recorded as workforce profile information which could be altered if one or more MHOs changed their working hours' pattern. The table below illustrates how this might work:

Type of MHO	Actual capacity (WTE availability for MHO work)	Typical WTE expended on MHO work
Exclusive MHO	up to 35 hours a week	between 30 – 35 hours a week
MHO duty managers	up to 2 hours a week (?)	between 0 - 2 hours a week (?)
Non-exclusive MHOs (mental health team)	up to 35 hours a week	unclear
Non-exclusive MHOs (non-mental health team)	up to 8 hours a week	some weeks no hours, some weeks 5 hours, some weeks 8 hours
Agency MHOs	up to 35 hours a week	unclear

Other data issues

In addition to the issues around the calculation and meaning of the WTE data there are a number of other issues that we have identified as needing attention. These are:

The list of team types for data on Exclusive MHOs does not match the list of team types for data on members of Specialist Mental Health and non-Mental Health Specialist Teams. As a result we don't know exactly which teams Exclusive MHOs belong to (although it is thought unlikely they belong to non-Mental Health Specialist Teams). If agreed it is proposed to revise the template so that there is clarity concerning which teams exclusive MHOs are based in.

The data return doesn't allow for MHOs who split their time 50/50 across Mental Health and non-Mental Health Specialist Teams. If agreed it is proposed to revise the template so that there is clarity concerning this.

It is suspected that the figures submitted for "Additional MHO hours per week required to meet shortfall" in Part 8C of the MHO data return are inconsistently calculated across the local authorities. If agreed it is proposed that new guidance is developed with the SWS MHO Group on how this data can best be captured.

Partial activity data is gathered and published in section 5 of the 2014 MHO report. This includes numbers of MHOs involved in the duty rota, adults with incapacity and work with mentally disordered offenders. Most activity data is published by the Mental Welfare Commission (MWC) and it is not clear why this was originally introduced to the MHO report or who uses this data or for what. It is therefore proposed to drop these sections from the collection and publication.

The quality of the MHO Leavers data is questionable because authorities can have difficulty identifying if some MHOs have genuinely and definitively left the workforce. For example, a team leader who becomes unavailable to do MHO work due to the pressure of managerial/supervisory duties for an unspecified time. This person may or may not resume MHO work – are they a leaver or not? Some authorities may leave this worker “on the books”, whereas others may record them as having “Resigned from MHO work in LA”. It is proposed that guidance should be developed in conjunction with the SWS Group to agree a consistent approach if possible.

Conclusion

The MHO data collection and publication is approximately 10 years old and has been added to over the course of its lifespan. It has become clear that there are a number of areas of it that need to be reconsidered and possibly revised. This paper has set out a number of such areas and the one of most current importance is WTE data.

In order to determine the best ways forward, this paper has been produced for circulation to key stakeholders. A questionnaire is available below which can be returned to the SSSC and it is also hoped that separate meetings will take place with key stakeholders.

Mike Docherty
Scottish Social Services Council

July 2016

Your views

We are keen to gather the views of stakeholders on the issues and suggestions discussed above. To do this we have set out a short questionnaire below which can be completed and returned to the SSSC workforce intelligence team at: dataenquiries@sssc.uk.com. This should be done **by Friday 18th August 2016**.

No.	Question
1)	<p>Please tick whichever applies - do you work for:</p> <ul style="list-style-type: none">- a local authority- the Care Inspectorate- the Mental Welfare Commission- Scottish Government- other <p>If "other" please provide information:</p>
2)	<p>Do you think the MHO headcount published in the annual report should be a snapshot of those working at the time of the annual LASWS survey, or should it also include all those who worked as MHOs during the preceding year but who are not working at the time of the census?</p> <ul style="list-style-type: none">- snapshot only- snapshot plus other workers during year
3)	<p>Do you think we should continue to publish the MHO WTE data as all previous MHO reports, which is based on their total contracted hours with their employer?</p> <ul style="list-style-type: none">- Yes- No- Don't know <p>Comments:</p>
4)	<p>Are there other types of WTE data we should be looking to publish on MHOs?</p>

	<p>Yes/No/Don't know</p> <p>Comments:</p>
5)	<p>If you answered "yes" to question 4, what do you want to measure with the MHO WTE data?</p> <p>Please tick all that apply:</p> <ul style="list-style-type: none"> - ideal capacity - actual capacity - resource expended on MHO work - other <p>If "other" please provide more details:</p>
6)	<p>Do you think it is feasible for local authorities to gather information on the actual capacity of all those working as MHOs?</p> <p>Yes/No/Don't Know</p> <p>If "No" please give reasons:</p>
7)	<p>Do you think that data on agency MHOs should be a snapshot of those working at the time of the LASWS survey or should it capture all those who worked for the authority during the course of the year?</p> <p>Please tick all that apply:</p> <ul style="list-style-type: none"> - snapshot - all those over the preceding 12 months - both - neither
8)	<p>The LASWS survey should be revised to provide clarity over which teams exclusive MHOs work in?</p>

	Agree/Disagree
9)	<p>New guidance should be developed to ensure greater consistency in the approach taken by authorities to the questions on the “Additional MHO hours per week required to meet shortfall”?</p> <p>Agree/Disagree</p>
10)	<p>Do you think data on MHO leavers is important to gather and publish?</p> <ul style="list-style-type: none"> - Yes - No - Don't know <p>Comments:</p>
11)	<p>Are there any other changes that you would like to see to the annual MHO workforce data report or any other comments you would like to make?</p>

Thank you for your help in reviewing the MHO workforce data.

**Please return this completed questionnaire to:
dataenquiries@sssc.uk.com**

Annex 1 – individual level data gathered on MHOs

LACode
Post
Postname
LA Post (optional)
Postcode
Gender
Ethnic Group
Disability
Religion
DOB
WTE
Contract Type
Post Registration Category
Person Registration Category 1
Person Registration Category 1 Status
MHO identifier
Start Date in Organisation
Start Date In Post
Employee Status (present, absent etc.)
Main Job Function
Main Focus of Service Provision
Main Employee Service User Group
Pay/Salary
Contracted Hours
Main Working Hours Pattern

Annex 2 – aggregate data gathered on MHOs

Staffing hours (to complete the MHO return)

Number and WTE of Agency MHOs (if any)

MHOs in Specialist teams (Table 2)

MHOs in non-Specialist teams (Table 3)

Exclusive MHOs (Table 4)

MHOs on Rota Duty (Table 5)

MHO Work areas (Tables 6a, 6b & 6c)

Leavers by reason for leaving (Table 7)

Unfilled "exclusive" MHO vacancies (Part 8A)

MHO Shortfall: Y/N and extra hours required (Part 8C)

MHO Shortfall: specific service user groups (Part 8D)

Annex 3 – summary of MHO data return

[Yellow box] = data sourced from LASWS data return

Resources Required to Return MHO section of Survey

Number of Staff hours *An estimation to the nearest half hour of time spent actually sourcing/collating the data and completing this return*

Summary

[Yellow box] TOTAL Numbers and WTEs of practising MHOs

Number and WTE of any Agency MHOs *Overall "practising MHOs" totals should be the sum of Normal Staffing Complement MHOs plus Temporary Cover MHOs. Record which of the Temporary staff are Agency MHOs (if any) in the boxes alongside the Temporary staff figures.*

GENDER, AGE & ETHNICITY OF MHOs

Table 1a **[Yellow box]** TOTAL MHOs by gender and age group

Both totals must be the same as the Summary headcount total

Table 1b **[Yellow box]** TOTAL MHOs by ethnic group

MHOs WORKING IN SPECIALIST/NON-SPECIALIST TEAMS

All MHOs should be included in EITHER Table 2 OR Table 3, but not both. Thus the combined totals (headcount & WTE) of Tables 2 & 3 must add up to the Summary totals. Please allocate each MHO to the team in which they mainly work.

MHOs working in Specialist Mental Health Teams

Table 2 Numbers and WTEs of MHOs by Specialist MH Team

MHOs working in non-Mental Health Specialist Teams

Table 3 Numbers and WTEs of MHOs by Non-MH Specialist Team, plus average hours per week

EXCLUSIVE MENTAL HEALTH OFFICER POSITIONS

Table 4 Numbers and WTEs of MHOs working EXCLUSIVELY as MHOs, by team type

The headcount/WTE totals cannot exceed the Summary totals

NUMBER OF MHOs ON ROTA DUTY

Table 5 MHOs who do rota duty

Some MHOs may be counted more than once

WORK UNDERTAKEN BY MHOs

Table 6a MHOs by work area

MHOs should be included in all relevant work areas and thus may be counted more than once across the work areas, but no individual category can exceed Summary headcount total

Table 6b The setting of the MHOs in Table 6a doing MDO work, by specialist & non-specialist team

Each MHO must be counted only once within this table

Table 6c The setting of the MHOs in Table 6a doing AWI work, by specialist & non-specialist team

Each MHO must be counted only once within this table, and the table total must equal the number in Table 6a, line 4

MENTAL HEALTH OFFICERS WHO HAVE LEFT POST

Table 7 MHOs who have left post between last census and this, by leaving destination/reason

If overall MHO headcount dropped between previous year and this year, total leavers must not be less than the net difference after allowing for unavailable MHOs

UNFILLED VACANCIES/MHO SHORTFALL

Part 8A Number of currently unfilled "exclusive" MHO vacancies

Part 8B **[Yellow box]** Number of qualified MHOs currently unavailable (eg. long-term sick, maternity/paternity leave)

Part 8C Shortfall of MHOs in order to meet demand? - if YES, how many hours per week required to make it up?

Part 8D Shortfall of MHOs in relation to particular service user group(s)? - tick all that apply; if none, leave blank

**Scottish Social Services
Workforce Data Group
Wednesday 17th August 2016
SSSC Offices, Dundee**

Item 9

Experimental Statistics – update

Introduction

Two Experimental Statistics (ES) reports were published in March along with questionnaires about the usefulness of the statistics (see appendices 1 and 2 for questionnaires). The reports were published following a number of requests from stakeholders for data on turnover and the number of whole time equivalent (WTE) workers employed in the sector. 19 responses were received in total. Given the reasons for publishing the statistics this is a particularly disappointing level of response, although the respondents themselves were generally positive about the value of the two statistics. The responses are discussed below starting with the WTE data.

Whole Time Equivalent data

This received just four responses, three via the survey questionnaire and a fourth by email from Sara White (SW). The level of response does not suggest a high degree of interest from the sector. However, SW's response indicated that the data is "absolutely required" as "One of the recommendations coming out of my ELC development work is that staff data for those in funded ELC settings will be supplied by either CI or SSSC – this has to account for number and FTE (as well as other information such as qualifications etc.)". SW also advised that WTE data should be published in a standardised manner and shouldn't include overtime hours.

Of the three survey respondents one was from a local authority and two were from a health and social care partnership. The former described her/himself as a data analyst and user of workforce data and the latter two as manager and user of workforce data. They all agreed or strongly agreed that it was useful to publish WTE data (Q4). The local authority respondent strongly agreed with most questions. A lack of standardisation of the WTE statistic was a concern for all three respondents. While there was agreement on the value of publishing WTE data there was no complete agreement on the format.

Staff retention

This received 15 responses in total, 14 from the questionnaire and one from SW by email. SW did not express a view on the publication of this statistic but did comment that "The consultation will allow you to better gauge the strength of

demand for this information and which measure is most useful for users/the service.”.

Of the survey respondents 11 said they were in the social service sector, one from the NHS and two from training providers. The majority (8) worked as managers, one of whom, and two other respondents, described themselves as data users (one of whom also described themselves as a statistician/data analyst).

In terms of the response to question 4 (discussed above), three strongly agreed, six agreed and three neither agreed or disagreed of the usefulness of staff retention data.

Three types of retention data were suggested for future publication. These were retention with employer, retention in post and retention of services. The first and last were the most favoured with an average score of 4.21 and 4.23 respectively. However, eight (57%) of the respondents also expressed concerns about publishing the data (Q6). The following comments were made in response to that question;

- [Concerned] only in the early stages as the data provided will become more accurate especially if the care inspectorate are involved;
- Manipulated Index;
- I am not sure that the general public would understand the significance of this unless it was compared to other fields of work;
- Data could include a breakdown for each local authority;
- Needs good annotated explanation;
- Only that it will be confused with turnover, or that people will use particular figures out of context - e.g. the figures show that care home retention is close to average whereas if reported in isolation (and not compared to other rates) it may appear more negative;
- No benchmarks.

Notwithstanding the concerns expressed in question 6, three of the following five questions (Q7, 8 and 11) on the type of retention data to be published received strong positive responses (i.e. averaging more than 4).

Conclusion and recommendations

While the response rate is very low, particularly for the WTE statistic, it is clear from SW's response that data on WTEs will be required in relation to early learning and childcare services. However, this is limited to a part of the sector and is not intended primarily for publication.

The value of WTE data was supported by the three respondents to the survey but there was no overall agreement between them on what/how it should be published.

Given the very low response it does not seem appropriate that much time should be spent on producing WTE data in future. However, given the four responses were generally positive it is proposed that some limited data on WTE should be published in next year's annual workforce data report. This would take the form of a high level table giving the average WTE by the type of employer and the type of service (we could look to publish something similar using the December 2015 later this year). In view of the feedback, it should be a standardised approach using a single definition for WTE (e.g. 37.5 hours) probably based on the most commonly used number of hours for a whole time post.

While the number of responses to the staff retention paper was higher they were still relatively low in number. Given this but the generally positive response it is proposed that a similar approach should be adopted to that with WTE. Namely, that high level data on staff retention will be published at the level of type of employer and type of service from next year.

The views of stakeholders should be sought following the publication of that data and the extent to which it leads to data queries also monitored.

Mike Docherty
SSSC
10.8.16

Appendix 1

Questionnaire for whole time equivalent experimental statistics

1) Please tick the option that most closely applies to you:

- I work in the social service sector
- I work in the health sector
- I work in central government
- I work for a training provider

- Other – please specify:

2) Please tick all options that apply:

- I work as a manager
- I am an employer
- I work as a statistician/data analyst
- I am a user of workforce data
- I work with service users

- Other – please specify:

3) How useful would you find it in your work for the SSSC to regularly publish whole time equivalent (WTE) data on the social service sector's workforce?

Score from 1 to 5 (where 1 is low and 5 is high)

Comments:

4) In general terms how useful do you think it is for the SSSC to regularly publish data on the number of WTE equivalents in the social service workforce?

Score from 1 to 5 (where 1 is low and 5 is high)

Comments:

5) Do you have any concerns about the suitability of the WTE data for publication?

Yes/No

If yes please comment:

Towards the end of the paper 4 options are suggested – these next 4 questions ask your views on these options:

6) Option 1 proposed that in future WTE data for the workforce should be published using each employer's estimate for WTE. Do you disagree or agree?

Score from 1 to 5 (where 1 is strongly disagree and 5 is strongly agree)

Comment:

7) Option 2 proposed that the SSSC would calculate the WTE figure for the workforce using a standardised measure (e.g. WTE equals 37.5 hours per week) and using the data submitted by employers on the average hours of their staff. Do you disagree or agree?

Score from 1 to 5 (where 1 is strongly disagree and 5 is strongly agree)

Comment:

8) Option 3 proposed that the SSSC would only collect and publish data on the average hours worked and readers could then make their own WTE calculation using whatever figure for WTE they felt relevant. Do you disagree or agree?

Score from 1 to 5 (where 1 is strongly disagree and 5 is strongly agree)

Comment:

9) Option 4 was simply that the SSSC should use some combination of the first three options. Do you disagree or agree?

Score from 1 to 5 (where 1 is strongly disagree and 5 is strongly agree)

Comment:

10) Are there any other comments you would like to make:

Appendix 2

Questionnaire for staff retention experimental statistics

1) Please tick the option that most closely applies to you:

- I work in the social service sector
- I work in the health sector
- I work in central government
- I work for a training provider

- Other – please specify:

2) Please tick all options that apply:

- I work as a manager
- I am an employer
- I work as a statistician/data analyst
- I am a user of workforce data
- I work with service users

- Other – please specify:

3) How useful would you find it for your work for the SSSC to regularly publish data on staff retention?

Score from 1 to 5 (where 1 is low and 5 is high)

Comments:

4) In general terms how useful do you think it would be for the SSSC to regularly publish data on staff retention?

Score from 1 to 5 (where 1 is low and 5 is high)

Comments:

5) What types of staff retention data do you think are of value?

Score from 1 to 5 (where 1 is low and 5 is high)

- retention of staff with their employer
- retention of staff in post
- retention of services

6) Do you have any concerns about the suitability of the stability index data for publication?

Yes/No

If yes please comment:

Towards the end of the paper we summarised the issues for the six tables that were published in the report, the next 5 questions ask your views on these tables.

7) In table 1 data was presented on *staff retention in organisations by the type of employer* (public, private and voluntary). Do you think it is of use (to you or others) to publish this data in future?

Score from 1 to 5 (where 1 is low and 5 is high)

Comments:

8) In table 2 data was presented on *staff retention in organisations by the service type and employer type*. Do you think it is of use (to you or others) to publish this data in future?

Score from 1 to 5 (where 1 is low and 5 is high)

Comments:

9) In table 3 data was presented on *staff retention in post by the service type and employer type*. Do you think it is of use (to you or others) to publish this data in future?

Score from 1 to 5 (where 1 is low and 5 is high)

Comments:

10) In table 4 data was presented on the *retention of childminding services*. Do you think it is of use (to you or others) to publish this data in future?

Score from 1 to 5 (where 1 is low and 5 is high)

Comments:

11) In tables 5 and 6 data was presented on the *retention of local authority social workers in post*. Do you think it is of use (to you or others) to publish this data in future?

Score from 1 to 5 (where 1 is low and 5 is high)

Comments:

12) Are there any other comments you would like to make:

Thank you for submitting feedback on the staff retention experimental statistics. This will help us decide what will be of most help to publish in the future.

**Scottish Social Services Council
(SSSC)**

**Scottish Social Services Workforce Data Group
(SSWDG)**

Workplan 2016 - 2017

The Terms of Reference for the SSSWDG state that the expected medium and long term outcomes for its work are:

- Provision of useful and usable workforce data that supports social service employers in workforce planning to meet the needs of service users
- Provision of data and analysis that enables funding bodies and training providers to plan appropriate interventions
- Ability to inform and support policy making and strategic developments of the Scottish Government through provision of robust and accurate social service workforce data

Terms of Reference	Project	Activity	Outputs	Lead(s)	Status Update
To support the SSSC in its capacity as a producer of Official Statistics and provide guidance, advice and support to the SSSC in relation to social service workforce data collection processes and systems	Data collection and processes	- obtain data from December 2015. - review LASWS/MHO collection. - SSSC and Care Inspectorate (CI) to finalise changes to Data Sharing Agreement (DSA). - improve internal metadata.	- cleaned data sets. - process for undertaking local authority social work services (LASWS) return in December 2016. - revised data set in place for MHO collection in December 2016. - new DSA. - sectoral workforce data has more detailed metadata.	Mike Docherty	- Data received from all 32 local authorities (LAs).
To provide advice and support to the SSSC in the annual publication of the Workforce Data report and any other workforce data publications stemming from the annual report.	Scottish Social Services Workforce Data report Mental Health Officer (MHO) report	- Discuss structure and format of WD report with SSSWDG. - Consult MHO managers, MWC, CI and OCSWA on structure/content of 2017	- changes made to WD report in line with discussions. And published by end-August 2016. - MHO report	Mike Docherty	- structure of report discussed May 2016. - consultation on MHO data underway.

	Review of experimental statistics	<ul style="list-style-type: none"> - production of reports and accompanying tables. MHO report. - review publication of sectoral and geographic workforce data. - decision on future publication of WTE and staff retention data. 	<ul style="list-style-type: none"> published by end-August 2016. - accompanying tables for both reports published in Excel and OpenDocument format. - plan developed for publication of detailed sectoral and geographic data. - new report on LA SWs to be published in Q3, looking at period 2006-15. 		
To identify relevant networks, groups and individuals who can assist in achieving increasingly accurate and meaningful data	- Joint working	<ul style="list-style-type: none"> - review membership of SSSWDG. - engage with data providers and data users - engage with relevant colleagues in ISD and Scottish Government (SG) Health - ensure SG Labour Market Information (LMI) staff are aware of SSSC sectoral data. 	<ul style="list-style-type: none"> - membership of SSSWDG adequately reflects remit of group. - Data Providers and MHO data users meet. - SSSC contributes to discussions on implications of integration agenda for workforce and other data. - SSSC attend ISD Workforce Technical Group. - SSSC liaise with SG LMI staff. 	Mike Docherty	<ul style="list-style-type: none"> - meeting with Data Providers Group (10.5.16). - MD attended initial meeting on SG LMI strategy.

To advise the SSSC in its plans for capacity building in relation to the quality of workforce data	Development of SSSC WI function	<ul style="list-style-type: none"> - contact local authorities regarding internal and external audits of data. - review of QAAD. 	<ul style="list-style-type: none"> - report to SSSWDG on audit; - findings to be reflected as appropriate in Workforce data report. 	Mike Docherty	
To assist in the development of workforce data and analysis that facilitates the capacity and capability of employers to workforce plan effectively	Supporting workforce planning	<ul style="list-style-type: none"> - maintenance and development of website - explore and respond as necessary to data needs of Integrated Joint Boards (IJBs) and other stakeholders following integration. 	<ul style="list-style-type: none"> - make Registration and qualifications data available via site. - website regularly updated with new content - data produced for IJBs and others as required. 	Mike Docherty	