

Scottish Social Services Council

**SCOTTISH SOCIAL SERVICES
WORKFORCE DATA GROUP**

**Tuesday, 28th April 2015 at 10.30am to 12.30pm
SSSC Offices, Dundee**

A G E N D A

1. Introductions and apologies
2. Welcome to new members
3. Minutes previous meeting (27.1.15) – accuracy
4. Minutes previous meeting (27.1.15) – matters arising
5. Update on LASWS returns
6. Structure of SSSWD 2014 report
7. Data Quality
8. Workforce data site - analytics
9. Social services and health integration
10. Workplan 2015-16
11. Location of future meetings
12. Membership of SSSWD group
13. AOB
14. DONM

**Notes of the Scottish Social Services Workforce Data Group Meeting
on Tuesday 28 April 2015
at Compass House, Dundee**

Item	Discussion	Action
<p>1. Introductions and apologies</p> <p>Apologies</p>	<p>Mike Docherty (SSSC, Chair) James Arnold (SSSC) Phil McNicol (SSSC) Susan Kinnear (SSSC) Nicola Chainey (SSSC) Sarah Gledhill (SG) Yvette Burgess (CCPS & Housing Support Enabling Unit) Heather McCluskey (CCPS) Laura McConnell (CI) Ingrid Gilray (CI) Christine McGregor (SG) Stephen Gould (ISD) Sue Butterworth (SSSC, Minutes)</p> <p>Mark Fraser (SG) John Urquhart (COSLA) Donald MaCaskill (Scottish Care) Katherine Ross (Scottish Care) Diane White (SG) Mairi-Anne Macdonald (SSSC) Carrie Graham (SG) Pam Gillespie (Falkirk Council representing ADSW)</p>	
<p>2. Welcome to new members</p>	<p>Mike welcomed Heather McCluskey, CCPS and Stephen Gould, ISD to their first meeting and both provided a brief outline of their roles.</p>	
<p>3. Previous Minutes</p>	<p>Item 13, paragraph 2 – Mike advised that following a discussion with Yvette, there had been one revision to the draft minute circulated earlier which clarified some of the separation of data between Care at Home Services and Housing Support Services.</p>	
<p>4. Matters Arising</p>	<p>Item 13 – Mike advised that currently data is published together on Housing Support and Care at Home and it was agreed to separate this out into three categories: Care at Home only services; Housing Support only services; and Housing Support and Care at Home jointly registered services. The jointly registered services make up about 80% of the workforce across the three groups; however from a CCPS point of view it was felt it would be helpful to separate the groups out.</p> <p>Mike advised that in the next annual workforce data report these groups will be separated out and it will also include</p>	

	<p>historic data that separates out these three groups going back to 2009.</p> <p>Item 5 – Experimental Statistics – Stability Index and WTEs – it was noted the WTE paper had still to be finalised and Mike advised that both the WTE paper and the Stability Index Data reports should be ready by the end of May 2015. These are to be circulated to members of the group for comments before being published on the website.</p> <p>Mike agreed to also send out material with the Stability Index paper detailing data on length of time in post and the differences between the private sector, the public sector and local authorities & health boards and also across the sub sectors.</p> <p>Mike and James to discuss timescales to give members advanced warning of when these papers will be circulated.</p>	<p>MD/JA</p>
<p>5. Update on LASWS returns</p>	<p>Mike advised that it was the intention of SSSC to bring forward the publication date of the annual workforce data report to end of August. He noted that the local authority social work services returns along with the Care Inspectorate’s returns were key elements of the data that underpins this report.</p> <p>Local authorities were advised of this and were asked to provide their responses by mid-March. Half responded within the timescale; however, to date only one is still outstanding. If this has not been received, the Director will be advised that their data will not be published.</p> <p>Mike also advised that some of the data received contributes to the Mental Health Officers (MHO) report and the intention is to publish this report at the end of August.</p> <p>One of the issues faced this coming year in respect of integration is how to gather the data from local authorities. Most local authorities advised that they didn’t expect changes; however, some have advised that changes are under way that they hadn’t anticipated and therefore they’re not clear how the data will be provided to us for December 2014’s census.</p> <p>To assist in clarifying what data is required Mike and his team are to visit local authorities over the coming year to establish what’s giving them problems, what systems they’re using etc. Christine intimated that she would like to be involved and attend some of these to hear about data needs and it was agreed Mike liaise with Christine over dates.</p>	<p>MD/CM</p>

	<p>Step up step down care was discussed in relation to whether this be registered or not and whether data was being collected in this area. Christine agreed to write a descriptor and circulate with information regarding hospital at home/intermediate care etc.</p> <p>Phil asked whether the workforce data report and the MHO report would be published at the same time this year. Mike advised that we have four to six weeks prior to publication that we have to specify the day, so come July we should have a better idea of when the publication date will be. Last year the publication dates for the two reports were separated by a matter of days and it was assumed it would be the same this year.</p> <p>It was noted that in terms of the UK Statistics Authority announcement of publications of National or Official statistics should be made 12 months in advance, with the specific date of publication announced 4-6 weeks in advance.</p>	<p>CM</p>
<p>6. Structure of SSSWD Report</p>	<p>An invitation will be sent to members for comments and feedback on the structure and content of last year's workforce data report.</p> <p>Comments are being requested now as the final draft of the workforce data report will be completed in late-July before being quality assured and undergoing the pre-release access period. It will include one minor change from last year's report, as discussed earlier, which is the data on housing support and care at home workforce. All to advise Mike if any other changes are to be considered.</p> <p>In respect of the MHO report, feedback will be requested from the Mental Health Officers/Managers.</p> <p>Sarah asked whether there were plans to send the workforce data report to integrated boards. Mike advised that part of the difficulty is knowing who the right people are that engage in workforce planning and where they are within the integrated boards. Christine advised she had some contacts and agreed to discuss this further with Mike following the meeting.</p>	<p>MD</p> <p>All</p> <p>CM/MD</p>
<p>7. Data Quality</p>	<p>Mike summarised his report and advised this paper presents data on the frequency of the responses for the data items that have been previous agreed in the core minimum data set which is embedded within each of the data collections. The period looked at was from 2011 to 2013 because those are the years we had specific responsibility for gathering the data on the LASWS staffing (Local Authority Social Work Services) workforce.</p> <p>The completeness rates for data both from the local</p>	

	<p>authorities in terms of their non registered services and also from the Care Inspectorate in terms of the registered care services are increasing. This is both in terms of the percentage of individuals on whom we get data as well as how many of the data items are complete. We are therefore getting increasing amounts of data year on year.</p> <p>Mike advised there is still room for improvement and we should continue to see improvements in the years to come. Even providing something like a head-count figure appears difficult for some sub-sectors as can be seen from Table 1..</p> <p>Discussion centred on the low response rates received from the sub-sectors which have relatively small groups of services, for example adult placements, nurse agencies etc and Ingrid and Mike agreed to discuss this further outwith the meeting.</p> <p>Qualifications held data was discussed and it was noted that there were issues in capturing accurate information due to the complexities of the combinations and variables. Work was ongoing in-house to attempt to filter and capture this information. Mike and Ingrid agreed to discuss this further outwith the meeting.</p> <p>In respect of Table 5 Mike explained that 'Entry Source' is where they were working immediately prior to coming into post, eg. same agency, different agency, same sector etc. Mike advised that there may be an opportunity to do further work on this in the coming year.</p> <p>Mike asked for comments and advised that there will be a further draft of this before it's published and all members of the group will see this before it goes out.</p>	<p>MD/IG</p> <p>MD/IG</p> <p>MD/IG</p>
<p>8. Workforce Data Site – Analytics</p>	<p>Mike advised that this had been raised at the last meeting and he was asked if data could be provided on the use of the website during the financial year 2014-15.</p> <p>It was noted that the figures each month were a different set of unique visitors.</p> <p>Nicola advised that Communications could assist with this and stated it would be interesting to see which page(s) are most frequently visited, where visitors are going in the site, what pages are used/not used etc.</p> <p>Nicola also suggested that it would be interesting to see where people are coming from to access the site i.e. are they coming off the main SSSC website to access our data site or are they coming from Google, Twitter etc.</p>	

	<p>Susan advised that this information is gathered for our main in-house system SEQUENCE. We use the Google analytics to look at exactly what stakeholders are looking at, time spent on pages and what browsers they're using.. Susan and Mike to discuss this further outwith the meeting.</p> <p>It was also agreed that it would be good to note the explanations for variances in data site use where known, for example, in December people would have been downloading paperwork and templates for the LASWS returns.</p> <p>Heather suggested that it may be useful to look at what sort of reports people use the site to run as this information could potentially be used to inform the available content of future reports. Mike agreed to discuss this further with MTC (SSSC consultants).</p> <p>Tableau, the tool ISD have chosen for data visualisation, was also briefly discussed.</p>	<p>SK/MD</p> <p>MD</p>
<p>9. Social Services and Health Integration</p>	<p>Mike advised that a catch-up meeting had been held in late January involving Sarah, Christine, Judith Stark from ISD and Grant Hughes from Scottish Government, all of whom have an interest in workforce data from the health side and from the social services side. It was agreed at the meeting to revise a paper originally produced in June 2013 which looked at what could be said about workforce data, what was available in the sector and what was available from the NHS, to bring this back to a future meeting that Scottish Government were to hold in relation to the integration agenda. As yet, no further meetings have taken place so unfortunately Mike advised that nothing further could be added in relation to the integration of workforce data or how workforce data deals with the newintegrated structures.</p> <p>Christine agreed to try and get this moved forward.</p>	<p>CM</p>
<p>10. Workplan 2015-16</p>	<p>Mike tabled the draft workplan and gave a brief overview of the terms of reference and the activity for the SSWDG over the next 12 months.</p> <p>It was noted that a workplan is produced every year and it is updated prior to each of these quarterly meetings.</p> <p>Mike advised that conversation was required between SSSC and CI to consider whether revisions are required to the Data Sharing Agreement. Mike and Ingrid to action.</p>	<p>MD/IG</p>

	<p>Mike and Ingrid had signed up to a Scottish Government working group on the quality assurance of administrative data but as yet no further information had been received. Mike to follow this up.</p> <p>Members were asked to provide any further comments on the workplan to Mike direct.</p>	<p>MD</p> <p>All</p>
11. Location of Future Meetings	<p>All members agreed to alternate meetings of the group between Dundee and Edinburgh. Therefore the meeting scheduled for 28 July 2015 will take place in Edinburgh and the following meeting in October will be in Dundee.</p> <p>Meeting dates and locations for 2016 will be set at the October meeting.</p>	MD
12. Membership of SSWD Group	<p>Mike asked if there was a gap in terms of who attends this meeting and advised he had been asked to approach Kate Thomas who was leading a lot of the integrated workforce data work at Scottish Government. It was noted that as Kate had moved posts, it was unclear who was now leading this work. Christine agreed to look into this.</p>	CM
13. AOB	<p>Social Care Statistics Report – Sarah advised that following the recent consultation, this document is to be revised according to the comments received and the intention would be to consult more widely before publishing. Sarah agreed to send this report to all members.</p>	SG
14. Date of Next Meeting	<p>28 July 2015, 10:30-12:30pm – Edinburgh (venue to be confirmed)</p>	

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Data Group
Tuesday 28th April 2015
SSSC Offices
Dundee**

Item 8

Workforce data site – analytics

Introduction

At the last meeting of the SSSWD Group it was agreed that at the next meeting of the Group we would provide data on the use of the website during the financial year 2014-15. Table 1 below set out the data for four measures for each month of the last year. The problems that we experienced with the data website from the beginning of September until the beginning of December last year mean that the data for those months are of no real value in showing the use made of the site.

Table 1: Statistics on use of SSSC workforce data website 2014-15

	Total visits	Total unique visits	Pages viewed	Pagers viewed per visitor
April	474	384	1552	3.27
May	469	379	1829	3.90
June	460	355	1746	3.83
July	506	415	1793	3.54
August	433	358	1431	3.3
September	n/a	n/a	n/a	n/a
October	n/a	n/a	n/a	n/a
November	n/a	n/a	n/a	n/a
December	457	343	2464	5.39
January	515	413	1624	3.15
February	497	417	1257	2.53
March	888	757	2338	2.63

Development

It is hoped that in the new financial year (i.e. 2015-16) we will be able to undertake the revisions to the site proposed following the stakeholders evaluation undertaken on the site last year. We hope, also depending on resources, to be able to expand the site to include SSSC registration data and to implement a monthly content plan to ensure weekly updates to the site. We would welcome any comments from members of the Group about the above statistics or the site itself.

Mike Docherty
27.4.15