

**Scottish Social Services Council**

**SCOTTISH SOCIAL SERVICES  
WORKFORCE DATA GROUP**

**Wednesday, 29th January 2014 from 2 to 4pm  
SSSC Offices, Dundee**

**A G E N D A**

1. Introductions and apologies
2. Minutes previous meeting (29.10.13) – accuracy
3. Minutes previous meeting (29.10.13) – matters arising
4. Housing Support and Care at Home workforce
5. Workforce Skills Report (WSR)
6. Update on survey of LA social work services (LASWS)
7. Update on UKSA assessment of MHO report
8. Update on Workforce data site
9. SSSWDG Workplan 2013/14
10. AOB
11. DONM



<p><b>4. Housing Support and Care at Home workforce</b></p>	<p>James spoke to his paper, which was sent out prior to the meeting. This was requested at last meeting when Mike agreed we would look more closely into why the numbers of people working in Housing Support (HS) and Care at Home (CaH) had fallen between December 2011 and December 2012.</p> <p>Key points:          Looked at data going back 5 years and found public sector employment in these services had shrunk while private and voluntary sectors had grown. Overall there has been slight drop in the numbers working in this area.          Possible factors which could have contributed to this shift include; an increase in contracting and commissioning by LA's including the establishment of ALEOs; the use of more accurate data.</p> <p>David said that he and Yvonne had spoken with providers, but there wasn't an appetite among them to try and separate out HS from CaH staff in joint services. This seems in part due to the difficulty of the task as well as other pressures on these services.</p> <p>John asked what the SSSC qualification requirements are in relation to these staff and Mike agreed to send out registration dates to the group.</p>	<p><b>MD</b></p>
<p><b>5. Workforce Skills Report (WSR)</b></p>	<p>A two page paper on the WSR and its purpose was sent out prior to the meeting.</p> <p>Neil spoke to the paper covers purpose of report.</p> <p>Key points:          Report has evolved since 2008 from a Sector Skills Agreement to a Sector Skills Assessments to the Workforce Skills Report. There has been a underlying continuity between these, namely a focus on skills needs, skills drivers and skills provision and uptake. Last year there were 6 themed briefings including; careers information; skills issues; and personal assistants.</p> <p>This year there are 4 reports intended to be published at the end of the financial year.</p> <p>David asked how information on access to services is sourced. Mike confirmed that it's taken from the various official sources who publish the data. The Care Inspectorate publish data on childcare services while SG Health publish data on services delivered in peoples' own homes, ISD publish data on care homes and criminal justice social work data is published by SG Justice.</p>	

	<p>David asked why we would publish data on service demand. Mike replied that data on service users is required in workforce and service planning and that currently no publication attempts to bring together data on all users of social services.</p> <p>Tracey asked if this will be on data website. Mike confirmed yes.</p> <p>Mike to email WSR paper to John.</p>	<b>MD</b>
<b>6. Update on survey of LA social work services (LASWS)</b>	<p>James gave short update on progress.</p> <p>2<sup>nd</sup> Dec was date for completed surveys. This data is now being processed and deadline for this is 7<sup>th</sup> March.</p> <p>Report only covers those working in LA non-registered services. Questions about Mental Health Officers are the only differences to the report this year. MHO data is merging with LASWS data but it is still planned to produce 2 separate reports.</p> <p>A couple of other questions have been added this year; place of birth of employee and location of office base. The latter question should allow data on LASWS staff to be split by health board or region within a local authority.</p> <p>David referred to one of the gaps in the workforce data. While data on staff in local authority central and strategic services are captured via the LASWS survey similar staff working for private and voluntary sector providers are not. Mike said he was interested in exploring ways of accessing such data in the coming financial year and would be happy to discuss with David and Yvette. Mike to email both about a meeting.</p>	<b>MD</b>
<b>7. Update on UKSA assessment of MHO report</b>	<p>Gail updated the group. SSSC took this over from SG last year. Submission made to UKSA in August re. continuing National Statistics (NS) status of the report.</p> <p>The UKSA forwarded their assessment report in December. Most of their recommendations are straightforward however there are issues regarding one of them. This has been highlighted to UKSA.</p> <p>The UKSA panel was due to sit yesterday and a response should be back next week. The SSSC will then have 3 months to respond.</p>	
<b>8. Update Workforce Data website</b>	<p>Site launched 13<sup>th</sup> November.</p> <p>Responses and feedback have been very positive.</p>	

	<p>Further feedback will be sought around May time (once site has been running for approx. 6 months), probably via a short survey. Mike is open to suggestions and will email group asking for their thoughts on this.</p> <p>Over 1600 visits in first 12 weeks, 30 visits approx. per week. Just over 7500 separate page views. Approx. 5 page views per visit. 600 separate page views per week. Most popular areas are; interactive visualisation sections; workforce data report; publications and survey materials.</p> <p>Need to look at how we can put new material together regularly to attract visitors. We will be putting up a series of monthly blogs. Gail has done one already on '10 useful hints to conducting surveys', which will be up soon.</p> <p>Mike gave example of use of site. Stirling University asked for data at short notice and we were able to point them in direction of the interactive visualisation part of the site, where they were able to access themselves all the information they required.</p>	<p><b>MD</b></p>
<p><b>9. SSSWDG Workplan 2013/14</b></p>	<p>This has been updated and circulated to Group members.</p> <p>Mike advised that in terms of the second term of reference, there has not been an SG LMI meeting for a long time. He will find out about this and update at the next meeting.</p>	<p><b>MD</b></p>
<p><b>10. AOB</b></p>	<p>Item 1) Implication of integration agenda for workforce data (Pam)</p> <p>Mike responded that he hasn't as yet seen any national strategy for addressing how health and social services workforce data should be made fit for integration. No direction as yet from higher up on what next steps should be. There were meetings in first 6 months of 2013, which ended Jun/July. Mapping was carried out to show what workforce data is available from Social Services and Health. This has not progressed any further.</p> <p>There is ongoing contact however between those producing workforce data in both sectors, for example, Tracey now attends the SSSWDG and Mike will be invited to the meetings that Tracey chairs at ISD on health workforce data.</p> <p>One change planned for the data website will be to allow the public workforce data to be broken down into those employed by local authorities and those employed by Health Boards</p> <p>Mike is hopeful that by next meeting, himself and Tracey</p>	<p><b>MD</b></p>

	<p>will be more aware of how we will be going forward with integration data.</p> <p>2) Team changes to SSSC Workforce Intelligence team (Mike)</p> <p>Wendy Johnston moved departments earlier this month and is no longer part of the team and a temporary Project Officer is joining on Monday to assist. Gail is leaving the SSSC on Friday to join Glasgow City Council. There is also still the vacant Policy post. This means the team will be carrying these vacancies over the next few months and will be stretched during this period.</p> <p>3) Data Seminars (Mike)</p> <p>The first of these was held in Glasgow in December and had around 30 delegates in attendance. The second event in Perth had 28 signed up but only 10 attended. The third and final event is in Edinburgh in February.</p> <p>Mike also mentioned that at the Social Services Expo in March, there will be a presentation on the new workforce data site.</p>	
<p><b>11. DONM</b></p>	<p>Mike indicated that future meetings this year will be in May and September.</p> <p>Caroline to send out doodle poll for the May meeting.</p>	<p><b>CS</b></p>

# Changes to the housing support/care at home workforce

This short paper looks at the changes which have taken place to the housing support/care at home (HS/CAH) workforce over the 5 years that the data reports cover, 2008-2012.

**Table 1. Changes to the HS/CAH workforce, 2008-2012.**

<b>Year</b>	<b>Public</b>	<b>Private</b>	<b>Voluntary</b>	<b>Total</b>	<b>Response</b>
<b>2008</b>	22,700	13,010	27,440	63,150	88.6% <sup>1</sup>
<b>2009</b>	19,930	15,840	27,980	63,750	58.8%
<b>2010</b>	19,220	16,710	28,620	64,560	64.7%
<b>2011</b>	18,430	18,300	27,560	64,290	85.0%
<b>2012</b>	15,150	17,040	29,160	61,350	95.5%
<b>Change</b>	<b>-33%</b>	<b>+31%</b>	<b>+6%</b>	<b>-3%</b>	<b>+37pp</b>

As one can see in Table 1, between 2008 and 2012 the voluntary sector has been the largest employer type for some time, with more than 40% of the workforce in all years. However, the public sector has fallen significantly and there has been a shift from the public sector to the private sector, and to a lesser extent the voluntary sector. This can be explained by the increasing amounts of contracting and commissioning by local authorities and by the creation of arm's length employing organisations (ALEOs) to deliver services.

Overall, there has been a trend of a slightly increasing HS/CAH workforce, ended by a significant drop between 2011 and 2012 of over 4.5%. This may be due to a reduction in people employed in registered services as personal assistants take a more prominent role in delivering care to people in their own home. However, the estimates must be viewed in light of an increasing response rate over time which means the changes may be due to more accurate reporting by the registered services.

The number of registered services, noted in Table 2, shows a similar pattern of a reduction in public services, countered by an increase in the number of private services. However, there is a surprising fall in the number of voluntary services, which suggests that some have been subsumed into larger services. The overall drop in the number of services is similar to the overall drop in the workforce, albeit with a different trajectory.

<sup>1</sup> Response figure for 2008 not directly comparable with later figures.

**Table 2. Changes to the number of HS/CAH registered services, 2008-2012.**

<b>Year</b>	<b>Public</b>	<b>Private</b>	<b>Voluntary</b>	<b>Total</b>
<b>2008</b>	354	389	1174	1917
<b>2009</b>	331	433	1152	1916
<b>2010</b>	321	450	1113	1884
<b>2011</b>	319	525	1036	1880
<b>2012</b>	315	466	1070	1851
<b>Change</b>	<b>-11%</b>	<b>+20%</b>	<b>-9%</b>	<b>-3%</b>

A rise-then-fall in the private sector for both workforce and services between 2010-2012, corresponds to a fall-then-rise in the voluntary sector over the same time period, which suggests there may have been some service reclassification that was reverted. This may warrant further investigation.

## **CONCLUSIONS**

- The headcount appear to have fallen significantly between 2011 and 2012.
- The headcount estimate is more accurate now, and may account for the recent fall.
- A shift from the public to private and voluntary sector has taken place.
- The voluntary sector has been consistently the largest employer, though the number of services has fallen while the workforce has grown.

## Scottish Social Services Workforce Data Group

### Workforce Skills Report

#### Context

The Scottish Social Services Council (SSSC) is part of Skills for Care and Development (SfCD), the UK-wide Sector Skills Council (SSC) for the social services sector. All SSCs were required to develop a Sector Skills Agreement (SSA) in 2007/08 and a Sector Skills Assessment (referred to as "The Assessment" to avoid confusion with the SSA) in 2009/10. The SSSC adapted the format of these reports to reflect the footprint for the sector in Scotland<sup>2</sup>. In addition to the development of these reports the SSSC has also been involved in finalising the UK-wide SSA and Assessment. These reports were developed in conjunction with other members of the SfCD Alliance.

The requirement for SSCs to develop an annual Assessment for the UK Commission for Employment and Skills (UKCES) ended in 2010/11. It is unclear whether UKCES will require the development of further Assessments in future.

Since 2011 the SSSC has developed an annual Workforce Skills Report (WSR) to replace the Assessment.

#### Purpose

The above reports were developed for a number of reasons, including:

1. to comply with Sector Skills Council (SSC) requirements. For example, all SSCs were required to combine an analysis of a) official national data with b) sector-specific knowledge to provide an authoritative and consistent source of key skills priorities for individual sectors. The UKCES continues to work with SSCs to develop "world class labour market intelligence which helps businesses and people make the best choices for them"<sup>3</sup>
2. to contribute to the SSSC's statutory responsibilities<sup>4</sup>
3. to provide information that employers and umbrella bodies could use to develop their understanding of key priorities or benchmark their services.

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<sup>2</sup> There are a number of differences between the SSSC's regulatory footprint and the SfCD footprint in Scotland. For example, pre-school primary workers in Scotland are not viewed as part of the SfCD footprint but they are viewed as part of the social services workforce. These workers are therefore included in the SSSC's reports. In addition to this there are differences in the way that the sector is defined in other parts of the UK. For example, local authority social work staff have responsibility for probation and parole services in Scotland but this is not the case in other parts of the UK. This secondary issue was particularly relevant to work on the UK-wide SSA and Assessment.

<sup>3</sup> [www.ukces.org.uk](http://www.ukces.org.uk)

<sup>4</sup> For example, section 58 of the Regulation of Care (Scotland) Act 2001 notes delegated responsibilities in relation to "ascertaining what education or training is required by persons who are, or wish to become, social services workers"

4. to raise awareness of the key skills issues and challenges for the social services workforce. An employer poll, questionnaire and series of discussions with stakeholders are undertaken as part of the development of each report.
5. To provide context for stakeholders with a wider remit<sup>5</sup>
6. To focus on areas not previously covered by the SSSC's Official Statistics. For example, these reports have contained data on volunteers, carers, migrant workers, training provision, skills issues and pay data.
7. To provide workforce projections and support employers to undertake effective "horizon scanning" and workforce planning.

The latest WSR was published in December 2012. Copies were distributed to Health Boards, Directors of Social Work, Centres for Excellence, NHS Education for Scotland and other organisations with an interest in the social services sector. Six short thematic briefing reports were also developed<sup>6</sup>. Each briefing contained a summary of the key findings and a series of infographics. These briefings were distributed to a number of stakeholders, primarily employers and others with an interest in the work of the SSSC. The briefings are used in various ways. For example, the briefing on "A skilled workforce in a challenging economic climate" has been popular at SSSC conference stands while the briefing on roles has supported work around promoting careers.

### **Workforce Skills Report 2012/13**

The SSSC intends to publish four online WSR reports by March 2014:

1. Workforce Intelligence Report
2. Qualifications and Training report
3. Skills and Policy Report
4. Access to services report

These reports will include findings from discussions with a range of key stakeholders including the ADSW Workforce Planning sub-group, Scottish Care, The Centre for Excellence for Looked After Children, the Housing Support Enabling Unit and policy leads from Scottish Government. The report will also incorporate the findings from an online survey of approximately 800 employers.

All reports are available from the SSSC's new data website, [data.sssc.uk.com](http://data.sssc.uk.com)

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December 2013

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<sup>5</sup> For example, these resources have received positive feedback from a number of stakeholders including staff at Audit Scotland, the design team at Glasgow School of Art and the Improvement Service. A summary of the findings are circulated to MSPs.

<sup>6</sup> The six briefings: 1) A career in social services, 2) A skilled workforce in a challenging economic climate 3) Social services workforce perceptions 4) Self-Directed Support and Personal Assistants 5) Technology in services delivery and workforce implications 6) Training and skills development

**Scottish Social Services Council**

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

**Workplan 2013 - 2014**

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 that supports social services 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 services workforce data

<b>Terms of Reference</b>	<b>Project</b>	<b>Activity</b>	<b>Outputs</b>	<b>Lead</b>	<b>Status Update</b>
To provide advice and support to the Scottish Social Services Council (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 (SSSWD) report	<ul style="list-style-type: none"> <li>- Agree structure and format of report based on feedback.</li> <li>- Report available from SSSC website and Research Online.</li> <li>- Identification of gaps in published information.</li> <li>- Production of Workforce Skills Report (WSR)</li> </ul>	<ul style="list-style-type: none"> <li>- changes made to report in line with gaps identified.</li> <li>- 2012 SSSWD report published by end-September 2013</li> <li>- series of 5 WSR reports.</li> </ul>	James Arnold and Neil Macleod	<p>SSSWD report published on time on 25.9.13.</p> <p>WSR reports currently in draft form.</p>
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"> <li>- augment membership of SSSWDG.</li> <li>- engage with Scottish Government (SG) Labour Market Information (LMI) Roundtable Gp</li> <li>- SSSC and Care Inspectorate (CI) to revise Data Sharing Agreement (DSA).</li> <li>- SSSC/CI revise DSA</li> <li>- engage with Health on Health &amp; Social Care Partnership agenda</li> <li>- engage in strategic</li> </ul>	<ul style="list-style-type: none"> <li>- membership of SSSWDG adequately reflects remit of group.</li> <li>- revised SSSC/CI DSA</li> <li>- ensure LMI Gp understand role of SSSC and their publications reflect this.</li> <li>- SSSC contributes to discussions on implications of integration agenda for workforce and other data.</li> <li>- SSSC/SSSWDG</li> </ul>	Mike Docherty	<ul style="list-style-type: none"> <li>- SG LMI Gp chair contacted. He advised that meeting hasn't taken place due to staffing shortages but they hope to go ahead later in year.</li> <li>- SSSC/CI DSA revised version awaiting response from CI.</li> </ul>

		discussions on social services workforce, services and service user data. - attend SG/CELCIS meetings on Looked After Children data.	contribute to outputs from SDS WD Gp - attendance at and provision of data to.		- no further Integration meetings for Mike to attend.
To advise the SSSC in its plans for capacity building in relation to the quality of workforce data	Development of SSSC WI function	- assessment of Mental Health Officer (MHO) report by the UK Statistics Authority (UKSA) for approval as a National Statistics (NS) document. - merge Local Authority Social Work Services (LASWS) survey and MHO survey.	- MHO report approved as an NS document by the UKSA. - Merged LASWS and MHO survey takes place in December 2013.	Gail Wilson/ Mike Docherty	- Draft assessment report received in December. SSSC response submitted. Panel due to meet in late-January.
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	- launch SSSC data site - advice for employers and others on using data for planning purposes. - production of Workforce Skills Report	- SSSC data site launched that provides a one-stop accessible location for all SSSC workforce data materials including minutes and papers of SSSWDG meetings. - running 3 half-day seminars (and 1 webinar) on using workforce data, along with development of 2-3 short accessible video clips on using data for planning.	Mike Docherty	- Data site launched in November.