

Skills for Care & Development
Sector Skills Agreement
Stages 1 & 2 - Headline Report

February 2007

Foreword

A Sector Skills Agreement (SSA) is a document developed by a Sector Skills Council (SSC) in conjunction with employers, training providers, stakeholders and Government, which aims to address the key skill needs of a sector's workforce. They are developed on a UK-wide basis but should reflect the needs of each of the four countries of the UK and have solutions which are appropriate to the needs of each of the countries. The Scottish Social Services Council is the Scottish arm of the SSC for the social services sector¹, Skills for Care & Development. As such, it is leading the work to develop the sector's SSA in Scotland.

SSAs take around 18 months to develop and have a five stage process. The first two stages are primarily information gathering, with Stage 1 concerned with identifying the current and future skills needs of the workforce. Stage 2 looks to map the education and training resources available to the sector. This report addresses the initial findings from Stages 1 and 2.

A number of consultation events have been arranged throughout Scotland to allow employers, training providers and others interested in the sector to discuss the initial findings. Views from these events will shape the final reports which are to be completed by May 2007. If you are unable to attend these events but would like to comment on the sector's skills needs and/or the educational and training provision available to the sector, then please forward your comments to Kathryn McTurk at the postal or e-mail addresses given below:

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If you are submitting a written response then please complete the questionnaire, which you will find in appendix 2.

Comments must be received by **Friday 23rd March 2007**.

¹ In this context the term "social services" is taken to refer to the sector for which Skills for Care & Development (SfCD) has responsibility i.e., social care (which includes social work), early years and childcare and housing support services.

1. Introduction

The Scottish Social Services Council is part of the sector skills council, Skills for Care & Development (SfC&D), which was licensed in February 2005 and is a UK partnership of five bodies comprising the Scottish Social Services Council (SSSC), Care Council for Wales (CCW), Northern Ireland Social Care Council (NISCC), Skills for Care (SfC) and the Children's Workforce Development Council in England (CWDC). The functions of the Sector Skills Council fit well with the workforce development responsibilities of the SSSC, including those delegated by Scottish Ministers under Section 58 of the Regulation of Care (Scotland) Act 2001.

Sector skills councils (SSCs) are UK-wide organisations developed in sectors of economic or strategic significance. Sector Skills Councils articulate the voice of employers and actively involve trade unions, professional bodies, training providers and other stakeholders in the sector. SSCs are licensed by the Secretary of State for Education and Skills, in consultation with Ministers in Scotland, Wales and Northern Ireland, to tackle the skills and productivity needs of their sector throughout the UK.

Each SSC will agree priorities and targets with employers and partners in the sector to address four key goals:

- reducing skills gaps and shortages
- improving productivity, business and public service performance
- increasing opportunities to boost the skills and productivity of everyone in the sector's workforce, including action on equal opportunities
- improving learning supply, including apprenticeships, higher education and national occupational standards.

One of the key means by which an SSC is expected to achieve these goals is by producing a Sector Skills Agreement (SSA).

Sector Skills Agreements (SSAs) map out the skills employers need their workforce to have and how priority skills needs will be targeted. An SSA aims to ensure that the right number of people have the right competences to meet the developing needs and expectations. SSAs put employers at the forefront giving them real influence over how the skills of their workforce are developed.

Developing an SSA is a five stage process spread over approximately an 18 month period. SfCD are currently undertaking work on Stages 1 and 2 of that process and all 5 Stages are listed below.

1. Assessment of current and future skills needs.
2. Assessment of current training provision.
3. Analysis of gaps between 1 and 2 and identifying priorities.
4. Assessment of the scope for collaborative action by employers.
5. Development of an action plan.

This report outlines the initial findings from the SSSC's work on Stages 1 and 2 of the SSA in Scotland. The report will begin by summarising the key findings on skills of a number of recent reports which have examined the issue of workforce development in the sector in Scotland. It will provide an overview of what we know of the social services workforce in Scotland and consider the skills needs in the sector's workforce based on our recent work. It will also examine what we know of the education and training resources available to train the workforce. The final section looks at future trends in the sector.

The report is underpinned by a range of work including in-house analysis of UK national datasets and what information they offer about the sector in Scotland as well as analysis of data produced by the Scottish Executive and Futureskills Scotland. Work was also commissioned with external consultants (GEN Consulting) to complete a survey of service providers in Scotland, a separate survey of service users and carers and a report of trends within Scotland which may impact on the sector in the future. The report which follows draws on all these sources of information and more.

2. Workforce development: the story so far

Work has already been undertaken in recent years on the workforce development needs of the Scottish social services sector. There are five key reports (van Zwanenberg, 2003; Scottish Executive 2005a, 2005b, 2006a, 2006b) that examine either parts, or the whole, of the sector and identify a number of skills needs within the workforce.

There are four key skills issues that appear in two or more of the reports, these are:

- i) skills in partnership, cross-disciplinary and cross-professional working
- ii) leadership and management skills (including empowerment of staff, planning, and commissioning)
- iii) service re-design and making the best use of the skills within the workforce
- iv) critical decision-making skills.

The first of these is common to staff throughout the sector and at all levels within the sector. The second and third are primarily issues for staff in managerial and leadership positions. The fourth was identified in the National Workforce Strategy and Changing Lives documents and relates primarily to professional staff such as social workers and their ability to deal with risk situations. The Early Years Workforce review identifies team working (which is not necessarily the same as partnership working), record keeping and report writing skills. The views of social service users and carers were sought as part of the Changing Lives work and the three key messages which came through were that, "...the most important qualities for social service workers are anti-discriminatory values, respectful attitudes and very good personal communication skills." (pg.59, Scottish Executive, 2006a). There are echoes of some, if not all, of the

above issues later in this paper as we look at the findings from the research we have commissioned or undertaken as part of our SSA work.

3. Scotland overview

We know from the recent Scottish Executive labour market reports² on the social services sector that the number of people working within the sector has risen very considerably in the last 10-15 years. Data from the Labour Force Survey (LFS), shows that the sector grew from 97,000 people in 1995 to 138,000 in 2004. This is a growth of 42% for that period compared with 7% for the economy as a whole.

We need to consider whether this growth has been seen across the whole of the sector or is it restricted to particular parts of the sector.

The LFS data when broken down by type of employer shows the following:

Table 1 – Numbers of employees by type of employer

Year	Local Government	Voluntary Organizations	Private
1995	54,000	17,000	26,000
2004	58,000	35,000	46,000

Source: Labour Force Survey, Office for National Statistics

From the above table, it is clear that the greatest growth has been in the numbers employed by voluntary organisations, where the growth rate has been 106%. The growth in the private sector's workforce has been less at 77%, whilst growth in Local Government staffing at just above 7% is similar to the Scottish average across all industries. One of the consequences of this unequal growth has been that Local Authorities for the first time are no longer the majority employers of social services staff in Scotland, despite having seen their own workforces expand during that period. In 1995 they employed 56% of the workforce but by 2004 this had reduced to 42%.

As a result of the above growth, the social services sector in Scotland in 2004 accounted for 6% of all those working in Scotland compared with just 4% of the total Scottish workforce 10 years earlier.

There are a number of potential explanations for the significant growth in the sector's workforce since the mid-1990's, these include;

- a move from full-time to part-time employment
- re-definition of how the sector is defined and therefore counted
- growth in the workforce prompted by specific government initiatives (e.g. in community care services, the Scottish child care strategy, and the Supporting People initiative)
- public demand for services.

² Scotland's Social Care Labour Market (Scottish Executive, 2004) and Scotland's Social Services Labour Market Report (Scottish Executive, 2006c).

Looking at the number and proportion of part-time staff working in the sector, we know from Labour Force Survey data that in 1995 more than half of the staff working in the sector were employed part-time. There were 55,000 part-time staff or 53% of the workforce. By 2004 the numbers working part-time had dropped slightly to just 54,000 and with the growth in the sector this is approximately 36% of the total workforce. From this data it is clear that the growth in the sector has been due to a growth in full-time jobs.

Another possible explanation of the growth would be if the definition of the sector or how its size is calculated had altered significantly during the 1995-2004 period. The Labour Force Survey uses the UK Standard Industrial Classification of economic activities (usually simply referred to as the SIC code). However, the current version of this is from 2003 and the previous version was from 1992. This change does not account for the growth because substantial growth was seen in the sector throughout the 1990s and into the 21st century under the UK SIC(1992) version and the primary SIC code for the social services sector remains essentially the same under both the 1992 and the 2003 versions of the SIC code.

A third possible explanation for the sector's growth is the impact of UK or Scottish government policies such as Community Care, Supporting People and the Scottish Childcare Strategy. We could look at the parts of the social services sector where we would expect to see activity as a result of such initiatives, e.g older people's services and pre-school services. Unfortunately, access to sufficiently detailed, reliable and consistent data for these sub-sectors is much more limited than for the sector as a whole. We know from Scottish Executive data that in 2003 there were 26,700 staff working in pre-school and child care centres in Scotland and that by 2005 this figure had risen to 30,640 an increase of almost 15% in a two year period (see Scottish Executive 2004b and 2006d). This data does not appear to contradict the explanation that Government initiatives may be contributing to sectoral growth.

The final possible explanation is that public or market demand has encouraged the growth. The social services sector like other public service sectors has areas of privately purchased provision. Data on this is extremely limited but we know that much early years and childcare provision is paid for privately by parents, and that in adult residential care and domiciliary care there is also privately purchased care. The extent of this and whether it has grown significantly in recent years is currently difficult to ascertain. There does appear to have been an increasing demand for child care provision partly evidenced by the increasing numbers of women who have moved into employment in recent years. It may be that the growth in the Early Years workforce may be partly accounted for by such developments.

In conclusion, the data cited above shows that the social services sector in Scotland has witnessed an extraordinary level of expansion over the last 10-12 years. The growth in the sector's workforce is such that it far outstrips growth in most other sectors or industries in Scotland and may in fact make it the fastest growing of all sectors (pg.33, Futureskills

Scotland, 2006) over the last decade. In this time period it has also seen a significant shift in who provides social services with local authorities going from being the employer of over half of the workforce to approximately two-fifths of the workforce. With that trend looking set to continue it may not be too far into the future before we see the private sector overtaking the public as the main employer of social services staff in Scotland.

4. Skills needs

The evidence for skills needs presented in this report is taken mainly from the employers' survey and the survey of service users and carers conducted by GEN Consulting for the SSSC. These are not presented as definitive and should be viewed as offering a starting point for the broad consultation process that we are undertaking with the sector in Scotland.

4.1 Employers' survey

A telephone survey of 339 workplaces in Scotland was undertaken with a broad spread being sought in terms of location, service type and size of workplace. Table 2 (below) gives details of the main activity of the workplaces surveyed. The consultants experienced particular difficulties with obtaining information about fieldwork services and undertook additional work via two focus groups to supplement that part of the survey.

Table 2: Main Activity of Survey Respondents

	Number	%
Adult residential	110	32%
Residential child care	35	10%
Housing support services	50	15%
Adult day care	44	13%
Early years and childcare	67	20%
Domiciliary care	29	9%
Fieldwork	4	1%
Total	339	100%

Note: Columns may not sum to totals due to the effects of rounding

Table 3 (below) shows the profile of the workplaces in terms of whether they were part of public, private or voluntary organisations. As can be seen the spread of employers captured by the survey is fairly similar to what we already know of the profile of the sector (see above) although the proportions of private and voluntary providers is reversed.

Table 3: Type of employer

	Number	%
Public	134	40%
Private	89	26%
Voluntary	116	34%
Total	339	100%

The survey asked a range of questions, including;

- expectations regarding growth of workforce
- the workforce's current and future skills needs
- skills gaps
- vacancies.

The key findings on these issues are set out below.

4.1.1 Future growth

Table 4 (below) indicates the expectations of employers when asked whether or not they expect their workforce to grow in the next three years.

Table 4: Expectations of employment over the next three years

	Over the next 3 years	
	Number of respondents	%
Increase	127	37%
Decrease	13	4%
Stay the same	167	49%
Don't Know	32	9%

Employers in domiciliary care (76%) and housing support services (52%) were particularly positive about the prospects for the growth of their workforces. On the other hand 83% of residential childcare workplaces thought their workforce would remain the same.

4.1.2 Skills needs

Workplaces were asked if their skills needs were likely to change over the next three years. Overall, some 62% believed that their skills needs would change with around one third of those surveyed believing that they would not. There were two key subsectoral differences of note. The vast majority of domiciliary care workplaces (83%) expected their skills needs to change, whilst almost three fifths of residential child care workplaces expected no change in skills needs over the coming years. When asked about where these changes would occur, soft skills and health and safety skills were the main areas identified.

4.1.3 Skills gaps

Employers were also asked about skills gaps³ within their existing workforces. Of the 339 workplaces surveyed, 39% of them identified one or more existing staff members to be not fully proficient (i.e. to have a skills gap). This finding is higher than for the most recent data available for the Scottish economy as a whole (Futureskills Scotland, 2005b), where the proportion of establishments reporting one or more skills gap was just 21%. In our survey the staff groups most likely to be reported as having a skills gap were those coming under the definitions of "associate professional or technical staff" and "personal service staff". Cross-referencing the definitions of those occupational groups with SSSC

³ A skill gap exists when someone who is in a job is judged by his or her employer to be not fully proficient.

registration categories indicates that supervisory staff in residential child care, adult residential care, adult day care and early years services along with practitioners in those fields are the staff groups most likely to be identified as having skills gaps.

4.1.4 Vacancies

Vacancies were identified in 36% of the workplaces surveyed compared with 20% in the Scottish economy as a whole (Futureskills Scotland, 2005b). Hard to fill vacancies were found in 19% of workplaces as compared to 10% across the Scottish economy (ibid). Interestingly however, the number of workplaces identifying a skills shortage⁴ was just 4% as opposed to 5% in the Scottish economy (ibid). This suggests that vacancies are primarily to do with a shortage of applicants as opposed to a lack of people with the right skills. This may say something about the perception of the sector's attractiveness, whether in terms of pay, career prospects, or other factors. Despite the findings on vacancies we know from Futureskills Scotland's work that levels of staff turnover in the social services sector do not appear to be a major issue when compared to other sectors. Indeed, Futureskills Scotland (2005a) found that labour turnover was slightly lower in comparison to other sectors: 18% and 23% respectively.

Table 5: Vacancies, hard to fill vacancies and skills shortages

	% of workplaces with current vacancies	% of workplaces with hard to fill vacancies	% of workplaces with skill shortage vacancies
Managers	8.0%	3.2%	1.0%
Professional	18.0%	11.5%	1.3%
Associate professional and technical	22.0%	8.8%	1.1%
Administrative and secretarial	5.0%	3.0%	1.5%
Personal services	27.0%	13.0%	5.1%
Sales and customer services	0.0%	0.0%	0.0%
Elementary	13.0%	5.6%	0.0%

Table 5 (above) indicates how vacancies were spread across the occupational groups within the sector. The Personal Services occupational group, which includes care assistants and home carers, had the highest level of skills shortages in the sector.

4.2 Service users and carers' survey

This was primarily based on a postal survey but was supplemented with six telephone interviews of carers and a focus group for service users. The response rate to the postal survey was low but not untypical of such surveys. Of the 1880 questionnaires sent out, 189 responses were

⁴ A skill shortage vacancy is a specific type of hard-to-fill vacancy that occurs when applicants lack the required skills, qualifications or experience for the job. Skill shortages do not occur where the employer judges the vacancy is hard-to-fill because there are not enough applicants for the post or where candidates are perceived to lack the right motivation or attitude.

received (10% response rate). Table 6 (below) indicates which types of services those who responded receive and while not all services are covered by the responses it remains important to examine the feedback received.

Table 6: Types of care

	Number of Respondents	% of Respondents
Day care service for adults (outwith the home)	68	36%
Domiciliary care	66	35%
Care through a residential adult care home	18	10%
Day care services for children	9	5%
None	6	3%
Care through a residential care home for Children and young people	1	1%
Other	56	30%
No reply	13	7%
TOTAL	189	100%

The survey asked for carers and service users views on a variety of matters including;

- workers' skills
- their involvement in decision-making
- possible improvements; and the value of qualifications and training to staff.

4.2.1 Workers' skills

Table 7 (below) details the responses of service users to questions about the skills of care workers. The two areas which score least well are in relation to the flexibility of workers to deal with unexpected problems and to give help with administrative type tasks. It could of course be that these two issues do not so much reflect the skills of individual workers but are related to the nature of their role and the duties they are expected to undertake by their organisations, this may in turn be related to issues of service design and effective use of the workforce's skills.

Table 7: Service users' perceptions of care workers' skills

Skill	All of the time	Some of the time	Not at all
Explains things to you clearly and understandably	71%	20%	6%
Listens to you when you need them to	73%	22%	0%
Understands what you ask them to do	69%	26%	0%
Does things for you that you cannot do yourself	61%	22%	6%
Plans care around times that are convenient for you	57%	24%	12%
Prioritises your care around what you need done	63%	16%	14%
Discusses and plans the next visit with you	33%	18%	14%
Is ready to begin work as soon as he or she arrives	49%	12%	8%
Is able to handle problems which are unusual or unexpected	20%	26%	26%
Is able to provide help with administrative jobs like filling out forms or querying bills	28%	24%	24%

4.2.2 Service users and carers involvement in decision-making

There were differences between service users and carers when they were asked if they were involved in decisions that affected them. Of 51 users of services, 67% said they always were, while 10% said they never were. Of 124 carers, less than half (49%) said that they were always involved in decisions that affected them and 9% said that they never were. One of the skills needs identified in the National Strategy document was the need for staff to learn to work in equal partnership with service users and their families (pg. 12, Scottish Executive 2005a)

4.3.3 Improvements to services

In table 8 (below) we see the responses received from service users regarding the aspects of the services they receive which they think could be improved upon. Carers responded in very similar ways. It is worth noting that the areas which both service users and carers said could be improved were also the areas which they were most happy with in earlier sections of the survey.

Table 8: Service users' opinions on the aspects of the service they would most like to see improved

	% of Respondents
Being listened to when you need to be	39%
More involvement in decisions that affect you	35%
Better prioritisation of care around what you need done	29%
Better planning of care to suit times convenient to you	28%
Better understanding of what you need done	26%
Having things explained in a clear and understandable way	24%
More help completing tasks you cannot do yourself	24%
Better handling of unusual or unexpected problems	24%
More respect for your dignity and privacy	24%
Better provision to confide in your support worker	22%
Better help with admin jobs like form filling and querying bills	16%
More discussion and planning of your next visit with you	12%
Care worker better organised to begin work as soon as they arrive	12%

4.3.4 – Value of qualifications

The telephone interviews and the focus group session included a discussion on the value of qualifications in the sector. The content of these discussions revealed that while there was an emphasis on the value of qualifications for teaching basic skills, ensuring a minimum standard and raising status, there was also a view that what was more important was “attitude”. In summary, qualifications were seen as important but well developed interpersonal skills were considered more important and there were mixed views on the extent to which these could be taught. These comments clearly chime with those identified in Section 2 of this report on the views of service users and carers during the work on the review of social work (Scottish Executive, 2006a).

5. Training Provision

5.1 Employers' provision

In addition to asking questions about skills needs, the Employers' Survey also asked for information on what training was provided by organisations. In terms of off the job training it was found that 67% of staff in the workplaces surveyed received such training. This is similar to findings from previous surveys, for example Futureskills Scotland, in their profile of the social services sector (Futureskills Scotland, 2005a) found that 76% of workplaces in the sector provided off the job training for their staff compared to just 46% of workplaces across all parts of the Scottish economy.

In our Employers' Survey some of the key findings on training were as follows:

- 72% of professional and 71% of managerial staff received off the job training in the last year

- 58% of administrative & secretarial staff received off the job training in the last year
- 59% of associate professional staff and elementary staff each received off the job training in the last year.

Perhaps the most notable trend from these results is that associate professional staff receive a lower proportion of training than the average and also experienced the greatest proportion of skills gaps (see 4.1.3 above).

Employers were asked about their provision of any form of training and 96% of those workplaces surveyed were found to offer some form of training to staff in the preceding 12 months. This compares to a Scotland-wide average across all industries of 63% (Futureskills Scotland, 2005b).

When asked about the type of training they offered the main type was health & safety, cited by 90% of those employers who trained their staff. Other types of training common across the sector included:

- Job specific training, cited by 89% of workplaces surveyed
- Induction training, cited by 79% of workplaces
- Management training, cited by 75% of workplaces
- 25% of workplaces surveyed stated that they provided soft skills training.

The relatively small number of workplaces providing soft skills training stands out in light of the view that those types of skills will be important over the next three years. It may be that the pattern of training will change, or needs to change, to meet these future needs.

5.2 Training expenditure

Information on training spend was sought from employers but it was difficult to get consistent and reliable information. We do have information on external funding sources as a result of work undertaken by the SSSC over the last three years to map the funding streams available to the sector in Scotland. The original report, **Funding for Training**, was published in August 2004 and an update was produced in June 2006 (and is available from the SSSC website). We know from this work that there are some 20 or so separate funding streams which can be used to train or educate people currently working in the sector. Approximately half of the funding streams are specific to this sector and the other half are ones which are available to a number of sectors (see appendix 1 for list).

Given the public service nature of the sector it is thought that most training provision is funded via public expenditure. All of the funding streams listed in appendix 1 that are specific to the sector come from the Social Work Policy or Early Years Divisions of the Scottish Executive, with the exception of the disbursements from the SSSC (which is itself a non-

departmental public body). Of the funding streams which are not specifically for training the sector's workforce the most important in recent years have been Modern Apprenticeships and the European Structural Funds. Unfortunately the money available from both of these has been reduced. ESF monies are being reduced by 50% following the accession of 10 new countries to the EU in 2004. Modern Apprenticeship funding supports Modern Apprenticeships in two frameworks which are relevant to the sector, the Health & Social Care framework and the Early Years Care & Education framework. At the beginning of financial year 2006/07, Scottish Enterprise announced its decision to reduce registrations in the former by 50%.

Employers were also asked about the training providers they used. Table 9 (below) outlines the responses of those who had offered training in the preceding year.

Table 9: Types of training providers used by employers

	Number	%
Internal training provision	280	95%
Private training provider / External consultant	228	77%
FE College	216	73%
HE University	50	17%
Industry Body/professional association	48	16%
Total	295	100%

5.3 Training providers

Social service employers who did not use FE Colleges for training were asked why not. The main reason seemed to be that they were not felt to offer appropriate training in their subject areas. This was cited by 78% of those who do not use FE Colleges but train their staff. This was the single biggest reason for their lack of use, with a small number of workplaces surveyed citing issues around mode of delivery, lack of time or staff not being keen.

6. Future trends

One of the major challenges facing the social services sector in the coming years will be the demographic changes taking place in Scotland. The composition of the population is changing with the number of older people in the population growing. In 1911, people who were over 65 accounted for 5% of the population, and in 1951, 10%. In 2001 they constituted 16%, but by 2020 this age group is expected to make up 21% of the population. The growth of the over 80s is proportionately even more rapid. In 1911, less than 1% of the population was aged 80 and over, and in 1951 the figure was still only 1%. However in 2001, this had risen to 4% and by 2031 8% of the population will be aged 80 and over.

Consultation evidence suggested that the ageing population will lead to an increase in demand for care services. This is based on the assumption that those above retirement age have traditionally been the main users of

care services. However, the patterns of care may well change over time, with a greater demand for housing support services and home care workers driven by an increased policy emphasis on supporting people in their own homes. One major implication of such a change in delivery would be that the relative demand for residential care places would decline over time, or at least remain static. This suggests that an ageing population will impact on the care sector, but that the impact will be uneven and dependent on policy direction and emphasis.

It could be concluded that an older population will need a greater degree of care. However, evidence has suggested that older people are generally healthier "age for age" (and will continue to be healthier) than in previous years. In effect, people are staying healthier for longer and so are better able to be self sufficient for longer. So although the population will become older, it is not to say that the burden of care will increase by the same proportion. This is still contested, with an alternative view that people will live longer but will need care services due to higher levels of chronic illness.

Prediction of the likely workforce implications of these changes is problematic but work has begun to try and build future scenarios that take into account the demographic projections discussed above. Stage 3 of the SSA work will take this scenario planning further forward. However, assuming that the population predictions are accurate, that there are no sudden policy shifts, and that there will be no changes in the current ratios of service users per head of population or the ratio of clients to workers then we have some initial estimates of the implications. These suggest that by 2020 there will be 50% more people requiring adult residential care, 30% more people requiring domiciliary care, 15% more requiring adult day care and 10% less requiring an early years and childcare service.

7. Conclusion

The primary purpose of this report is to provide details of the initial key findings of the SSA work being undertaken by SfCD in Scotland. As Section 2 points out however, it is important to connect this with a number of inter-related pieces of work which have been undertaken in the last few years each of which look at the development of the sector's workforce, either in part or whole. The report should be viewed as providing a basis for discussion with employers and other interested parties on the skills needs of the sector and the appropriateness and sufficiency of current training resources.

The picture the report provides is of a sector which is fast growing and changing and which has seen a substantial increase in its workforce in a relatively short timescale. These changes are not happening across the whole of the sector but appear to be concentrated in particular sub-sectors. Employers in some of these, e.g. domiciliary care and housing support clearly expect more growth and changing demands for skills, others, perhaps better established sub-sectors (e.g. residential child care) are expecting little change in the short-term. All of this is happening at a

time of growing awareness of the changing demographic situation in Scotland. The extent to which this will have an impact on Scotland is perhaps at times overstated but expectations are that within the next 10-15 years we will see a rising demand for care services from people over the age of 65. How big an increase this will be is currently uncertain and we will be undertaking more work on this area as part of Stage 3 of the SSA.

Evidence has been presented above based on a survey of social service workplaces in Scotland which suggests that soft skills are an area requiring much greater attention than is currently the case. The report also identifies skills gaps and shortages in certain occupational groups, some of whom also seem to receive less access to training (e.g. associate professional and technical staff) than other groups (e.g. managerial and professional staff). In addition to these issues, and at times reinforcing and supplementing them, we have the findings from a number of recent reports highlighting skills needs in various parts and levels of the workforce.

The SSSC has responsibilities for workforce development within the social services sector in Scotland, which are in addition to the responsibilities that it has as a function of being part of the SfCD. We are keen to hear your views on the skills needs and training issues which you see as being important in the sector. We encourage you to either attend one of the consultation events (see SSSC website for details) or send in a written response to this report by the deadline of 23rd March.

Scottish Social Services Council
February 2007

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FUNDING STREAMS

Solely Concerned with Sector's Training

Specific Training Grant
Section 9 Funding (including Centres for Excellence)
Voluntary Sector Development Fund
Return to Learn
Fast-track Initiative
Early Years and Childcare Workforce Development Fund
Upskilling the Workforce
Voluntary Sector Care Providers
Criminal Justice SW Training
SSSC Disbursements and Bursaries

Partial Sources of Training Funding for Sector

Modern Apprenticeships and Skillseekers
Scottish Union Learning Fund
European Structural Funds
Changing Children's Services
Individual Learning Accounts (ILAs)
Section 10 Funding
Adult Literacy Funding
National Lottery and Charities
HEIs – funding for SW Training and Childhood Studies degrees
FE Colleges – funding for social care and early years training
Supporting People Funding – Workers in Housing Support Services

SSA Consultation Questionnaire

We would be grateful if you could complete this questionnaire and return it to us along with any additional comments you would like to make as part of this consultation process. It will help us gather further information about skills needs and training provision as well as giving us data on how well we have consulted with the different sub-sectors of the social services sector, with training providers and other interested bodies.

1) Do you deliver a social service or work for an organization which does?

Yes / No

If "No" please go to question 7.

2) Which sub-sector(s) do you work in?

Please circle one or more of the following:

Adult Day Care Adult Residential Care Children's Day Care

Domiciliary Care Field Social Work Housing Support

Residential Child Care Other

If "Other" please specify:

3) Is your organization a private, public or voluntary provider?

Please state which:

4) Approximately how many staff does your organization have in your workplace? (ie your immediate place of work rather than its HQ)

Please circle one of the following:

1 – 10 11-50 51-100 101-250 250+

5) In which local authority area is your workplace located?

Please state which:

6) Did your workplace take part in the telephone survey as part of the Employers' Survey?

Yes / No / Don't Know

Please now go to question 8.

7) What kind of organization do you work for?

Please circle one of the following:

Training Provider Trade Union Professional Body Other

8) What do you think are the three most important skills needs currently facing the social services sector?

Please list the skills needs along with the staff groups they affect:

9) Is there sufficient access to training in your area to meet these needs?

Yes / No

If "No", please explain:

Thank you for taking part in this questionnaire. We much appreciate your involvement and help.

**Scottish Social Services Council
2007**