

Skills for Care & Development Sgiliau Gofal a Datblygu

Skills for Care and Development

Sector Skills Assessment (Scotland)

April 2010



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Sector Skills Assessment – Skills for Care and Development (Scotland)

Executive summary

Skills for Care and Development is the Sector Skills Council for the 1.87 million people working in the social care, children and young people's sector in the UK. It is an alliance of six organisations, including the Scottish Social Services Council (SSSC). The SSSC is responsible for registration of the social work, social care and early education and child care workforce in Scotland, and for the promotion and development of education and training in the sector. The social services sector has grown rapidly in recent years and is believed to employ approximately 198,000 individuals in Scotland as of December 2007. The social services workforce is:

- Growing faster than the overall Scottish workforce as a whole
- Increasingly employed by private and voluntary sector providers
- Characterised by a relatively low percentage of skills shortages compared to the overall workforce
- Increasingly employed in full-time posts
- Characterised by an older workforce profile than the Scottish workforce as a whole
- Still predominantly female, although there has been a substantial increase in the number of male workers during the past decade
- Becoming increasingly qualified.

Sector Skills Councils are required to produce a sector skills assessment on an annual basis. These assessments examine the sector's skills needs, and outline:

- What drives skills demand?
- Current skills needs
- Future trends which will have skills implications for the workforce

This assessment was primarily developed using Scottish data compiled by Skills for Care and Development, and was compiled using a range of key data sources, including the Labour Force Survey (LFS), the Scottish Employers Skills Survey and the Care Commission's annual returns. A series of focus groups and strategic interviews were held during 2009/10 to ascertain the views of stakeholders on the current and future skills needs of the sector in Scotland.

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What drives skills demand in social services?

There are a range of factors which influence skills demand in social services:

Demography – the numbers of older people in Scotland is anticipated to increase over the next twenty five years, with the greatest rise anticipated among the 'oldest old'. The oldest old require the most care. An ageing population places more demand upon services such as care for older people, while numbers of people with dementia are expected to increase. A need for increased levels of specialist training for supporting people who suffer from dementia continues to be identified as a key skills priority for the sector. There will also be implications for the workforce providing care to children and young people as they will form a smaller proportion of the population. The anticipated increase in the size of the workforce (and the significant number of workers that will be required to replace individuals who exit the sector) may hinder the ability of employers to recruit, develop and retain a skilled workforce.

Registration of the social services workforce – the registration agenda in Scotland continues to be a key driver for skills and training demand in the sector. Many employers must prioritise their resources and workforce planning to ensure that substantial numbers of employees attain relevant qualifications, while many workers need to obtain the qualifications required to register with the SSSC and to evidence their Post Registration Training and Learning. Employers have indicated that a lack of soft skills has hindered the ability of some workers to comply with registration requirements. There have been some initiatives in Scotland (such the Core Skills Appraisal Project developed by the Scottish Institute for Residential Child Care) which have been designed to help some employees to assess their core skills (or communication skills) before undertaking an academic qualification.

Reshaping social services – a ministerial Working Group is exploring the future role of care homes and care at home and will have implications for the skills required to provide support for older people. Work is underway to identify common training needs for the health and social care sectors and to identify existing training provision. The skills implications arising from this agenda should become clearer in future.

Re-tendering in social services – re-tendering of services has led to a rapid growth in the number of small to medium-sized private and voluntary sector providers, many of whom have limited access to resources or no internal training function. Re-tendering can have a substantial impact on employers' abilities to ensure that they have a skilled workforce to deliver services. The relatively short-term nature of contracts can also hinder an employer's ability to recruit, develop and retain a skilled workforce.

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Migration – the number of migrant workers has grown considerably in recent years, although the proportion of migrants in the Scottish social services workforce is lower than that found in equivalent parts of the workforce throughout the UK. There are particular skills needs for some migrant workers employed in Scotland. Approximately ten per cent of social service employers in Scotland have offered language training for some migrant workers.

Expenditure, public value and productivity – Scottish local government spent £3.2 billion on social work activities during 2007/08. The future level of social work funding is unclear at present, and there may be implications for future training and skills demand in the sector.

Legislation – ensuring employees have a knowledge of relevant legislation is a key driver of skills demand in the sector. A recent example is the Adult Support and Protection (Scotland) Act 2007. An awareness of relevant legislation can create skills and training demand for the workforce.

Standards, personalisation and expectations – there are standards of conduct and practice which workers must adhere to, including the Codes of Practice published by the SSSC. Workers must take responsibility for maintaining and improving their knowledge and skills. For example, the need for those who work with children and families to be committed to their own continuous professional development was a key theme of the Scottish Government's Early Years Framework.

The concept of personalisation in social services is not new, although there may be a need for some workers to further develop the skills required to ensure that people who use services are actively involved in service delivery. There is also evidence that an increasing number of people would prefer (or expect) to receive care at home. Many workers may need to develop their skills to promote such objectives.

Current skills needs

Research by Skills for Care and Development in 2009/10 confirmed that the key skills needs previously identified by the sector remain relevant. These include:

- Registration requirements
- Other obligatory training demands
- Soft skills (including interpersonal skills, teamworking skills, literacy and numeracy)
- Service design and effective use of workforce's skills
- Commissioning and contracting skills / tendering skills
- Skills in partnership working
- Ability of staff to operate autonomously
- Developments in technology
- Skills needs of migrant workers
- Client specific skills (stakeholders subsequently suggested alternative terms for these skills, such as "service user specific skills").
- Workforce of the future – recruitment and training

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- Accessibility of training for the rural workforce
- Government funding for training specifically aimed at social services sector

The sector skills assessment examines each of these skills needs in turn and focuses on additional issues highlighted by stakeholders, including a need for some workers to develop the skills required to create a care plan. These skills needs were seen as relevant to all sub-sectors. For example, there is an identified need for everyone working with children in early years to have strong interpersonal skills and to be committed to their personal development, while 'Investing in Children's Futures' (The Scottish Executive's response to a national review of the early years and childcare workforce) noted that the development of leadership in the sector would be encouraged by creating a workforce that is led by degree (or a work-based equivalent) qualified professionals.

There may be a need for many workers (particularly those in rural settings) to develop a wider range of skills as part of their work in multi-disciplinary teams which encompass healthcare staff. Work is continuing to actively explore training links between the health and social services sector. Finally, there is a need to ensure that there is a clear career structure in the sector and that opportunities for personal development are linked to career progression. The SSSC has developed two interactive online career pathway tools for social care, support services, early years and child care workers. Research into the sector's current skills needs by employer bodies and centres for excellence have identified similar issues to those noted by Skills for Care and Development.

The skills needs identified for the workforce in Scotland are similar to those identified by the care sector in other parts of the UK. Research into the skills needs of the wider Scottish workforce has identified similar issues, including a need to develop teamworking, planning and organising skills.

Future trends which will have skills implications for the workforce

There are a range of initiatives which may have future skills implications for the workforce, including:

Reshaping care for older people / Shifting the Balance of Care: the former explores methods of ensuring that care services for older people will be sustainable, while the latter aims to increase the emphasis on health improvement and anticipatory care. Both initiatives have implications for the skills that will be required by many workers in social services.

Reablement – this initiative is about helping individuals to stay at home and to remain independent. Some workers may be required to undertake specialist training to meet these objectives.

Sustainability of services – the Scottish Executive and Scottish Government have developed forecasts which illustrate how the numbers of workers providing social services may increase in the short to medium term. The reliability of these forecasts may depend on a range of factors such as those identified earlier in the assessment.

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Summary

In conclusion, the major demographic changes and substantial workforce expansion will create key skills challenges for the sector. For example, the former will lead to a growth in the skills required to provide specialist care for older people, while the latter will hinder the ability of many employers to recruit, develop and retain a skilled workforce. Services across the full continuum of care – from early years to older people – are aiming to identify closer links with health, involve more people who use services in delivery and identify ways of making better use of their existing workforce. The workforce will have to respond to key policy drivers, including initiatives which are designed to establish closer working links with health and to allow people to continue receiving care in their own home.

A substantial investment in skills and education is also required to ensure that workers comply with registration requirements; continue their ongoing learning and to ensure that the social services sector maintains “a competent, confident workforce, capable of delivering high quality services that has the confidence of the public, those who use services and their carers.”

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Skills for Care and Development – Sector Skills Assessment

Section one: Introduction and data sources

This sector skills assessment has been developed by the Scottish Social Services Council in its role as part of Skills for Care and Development. Skills for Care and Development (SfC&D) is the Sector Skills Council for the 1.87 million people working in the social care, children and young people's sector in the UK (Skills for Care and Development, 2009). It is an alliance of six organisations:

- Care Council for Wales (CCW)
- Children's Workforce Development Council (CWDC)
- General Social Care Council (GSCC)
- Northern Ireland Social Care Council (NISCC)
- Scottish Social Services Council (SSSC)
- Skills for Care (SFC)

The Scottish Parliament has devolved responsibilities for the social services sector in Scotland and these functions are located within several departments of Scottish Government. The Scottish Parliament can introduce legislation which will have an impact on the skills required within the social services workforce. A recent example is the Adult Support and Protection (Scotland) Act 2007.

The SSSC is responsible for registration of the social work, social care and early education and child care workforce in Scotland. Registration of the social services workforce in Scotland is a key driver for skills demand and is explored in more detail in section two.

In addition to its role in the registration and regulation of the workforce, the SSSC has workforce planning and development responsibilities as delegated by Scottish Ministers under section 58 of the Regulation of Care (Scotland) Act 2001. It also has responsibilities relating to the approval of courses for social workers and social services workers as defined within Section 54 of the same legislation. The functions of Skills for Care and Development fit particularly well with the SSSC's delegated workforce development responsibilities. The Regulation of Care (Scotland) Act 2001 also led to the establishment of the Scottish Commission for the Regulation of Care (the Care Commission) which regulates providers of care services as defined under Section 2 of that Act.

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The social services sector and the Sector Skills Assessment

In Scotland, the sector that Skills for Care & Development (SfC&D) represents is referred to as the social services sector. This is in line with the terminology used in the Regulation of Care (Scotland) Act 2001. The terminology used to refer to the sector in the rest of the UK varies as a result of the legislative and governance differences. In Scotland the main sub-sectors within social services are:

- adult day care
- care home services for adults
- care at home services
- criminal justice social work services
- day care for children
- housing support
- local authority fieldwork (this sub-sector includes local authority social work services that are not registered with the Care Commission).
- residential child care

This footprint is very similar, but not identical, to the footprint of the sector in other parts of the UK. The main difference lies in the positioning of criminal justice social work services. In Scotland, staff within local authority social work services have responsibility for probation and parole services. The staff who supervise such work are required to be qualified social workers. This is also the case in Northern Ireland but not in England and Wales.

In addition, the Skills for Care and Development footprint also includes:

- childminders
- personal assistants employed by individuals in receipt of Self Directed Support. Self-Directed Support (SDS) "provides individual budgets for people to buy their own support packages to meet their assessed personal, social and healthcare needs" (Scottish Government, 2009).

As data on the numbers of people using services is gathered on a service to service basis, double counting does take place. However, Scottish Government data indicates that those who receive services include:

- 14,000 looked after children
- 190,000 children attending day care services
- 69,000 people receiving care at home
- 37,000 people in care home services for adults
- 2,500 people in receipt of self-directed support.

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There are substantial numbers of people who receive “informal care” in Scotland and the UK, which is often delivered by a household member, a relative, friend or a neighbour (Scottish Executive, 2004). This assessment does not focus on the skills needs of individuals providing informal care, although many of the issues referred to throughout this assessment will be as relevant to these individuals.

Methodology

Skills for Care and Development has developed separate reports for each of the four UK countries. This assessment was primarily developed using Scottish data compiled by the SSSC (as part of Skills for Care and Development). The sector skills assessment was produced in conjunction with the other members of the Skills for Care and Development Alliance. The assessment was developed using a range of key workforce data sources, including the Labour Force Survey (LFS) and the Skills in Scotland Employer surveys. A series of focus groups and strategic interviews were held during December 2009 and January 2010 to ascertain the views of key stakeholders on current and future skills issues for the social services sector in Scotland.

The first section of this assessment provides background information on the nature and characteristics of the Scottish social services workforce. Subsequent sections explore:

- Section two: What drives skills demand in the social services sector
- Section three: Current skills needs
- Section four: Anticipating what lies ahead – future skills needs

This assessment has (where possible) focused on regional issues for the social services workforce in Scotland. Skills for Care and Development has conducted two major studies of the skills needs of the workforce in Scotland (see section three) yet neither study produced a clear sense that there was a need for workers in rural areas to develop additional or alternative skills to those required for the delivery of services in urban areas. That caveat aside, there is an awareness that there are initiatives underway to address the particular challenges of providing social services in rural areas of Scotland, and there are parts of the country where there a “limited number of health and social care professionals, whose skills and expertise needs to be shared if communities are to have local access to the widest possible spectrum of care” (NHS Scotland Remote and Rural Steering Group, 2008).

There are a number of datasets which measure the extent and nature of the Scottish social services workforce. This assessment briefly highlights the key surveys in turn before outlining the preferred methods for measuring the size and characteristics of this workforce.

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Data Sources

This section of the paper looks at each of the key sources of workforce data available to the SSSC / Skills for Care and Development, identifying their strengths and weaknesses and the ways in which they can be of use. The discussion begins by look at UK-wide data, before progressing to that gathered by the Scottish Government and the Care Commission.

The official sources of labour market information in the UK are the Labour Force Survey (LFS), the Annual Population Survey (APS) and the Annual Business Inquiry (ABI). They are all recognised as “national statistics” which means that they are produced in accordance with the Code of Practice for statistics from the UK Statistics Authority.

The ABI, LFS and the APS define sectors of the UK economy using the Standard Industrial Classification (SIC) coding system. The SIC system is linked to European and wider classification codes. The coding system does not always define sectors clearly. The relevant SIC codes for our sector are:

Table one: The social services sector, SIC Code (2003)

SIC Code (2003)	Description / comment
75.12	Periphery, as only a small part is relevant, namely: Social Services Programmes (public administration)
80.10	Periphery, as only a small part of the code is relevant, namely: church schools at nursery level, hospital schools at nursery level, kindergartens, nursery schools.
85.11/3	Core – nursing home activities – all elements are covered
85.31/1	Core – charitable social work activities with accommodation – all elements are covered
85.31/2	Core – Non-charitable social work activities - all elements are covered
85.32/1	Core – Charitable social work activities without accommodation - all elements are covered
85.32/2	Non-charitable social work activities without accommodation - all elements are covered
95	Periphery– would include; Childminders; Personal Assistants (employed under the Self-Directed Support)

The SIC codes divide the sector into “charitable” and “non-charitable” and “with” or “without” accommodation. A new version of the SIC code is coming into place and while there are some improvements to the overall classification of the sector, the detail available about sub-sectors will remain limited.

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The next table shows what the LFS and ABI believed the size of the social services sector (SIC 85.3) to be in 2007.

Table two: The Scottish social services workforce, 2007 (LFS and ABI, SIC code 85.3)

ABI – social work activities (85.3)	122,000
LFS – social work activities (85.3)	162,000

These figures do not include workers from the peripheral codes, such as SIC code 75.12 or SIC code 95. This means that figures in this table do not include all workers in the sector. For example, they are unlikely to include childminders or personal assistants.

As can be seen, there is a significant difference in the estimates provided by the ABI and LFS. One reason for the difference is that while the ABI provides an accurate measure of a sector as defined by the SIC code this is not necessarily the same thing as an accurate measure of a sector itself. It may be that the approach of asking individuals to classify their area of employment enables the LFS to more accurately estimate the size of a sector.

Turning now to the Care Commission's data, this is gathered annually from every registered care service in Scotland (as defined by Section 2 of the Regulation of Care (Scotland) Act 2001). It therefore does not, of itself, give a full picture of the sector as it does not cover the social work services currently regulated by the Social Work Inspection Agency (SWIA).

The data gathered by the Commission is based on the Core Minimum Data Set (CMDS) which collects detailed information on each employee, their employer, unit and post. Therefore, it can provide a more detailed breakdown of the sector's workforce than that provided by the ABI or LFS. As of summer 2009 The SSSC has been able to access and analyse the Care Commission's annual returns (which provide a snapshot of the workforce at December 2007). The SSSC is now analysing the data gathered by the Care Commission during December 2008. This assessment uses the 2007 data.

There are a substantial number of employers (see 'social services employers' later in this section) which provide more than one service. Each of these services is required to register with the Care Commission. In future it should be possible to analyse this data to compare the rural and urban profile of the workforce. Such an analysis could focus on the comparative nature of the workforce in rural and urban areas. For example, it could be used to develop comparative data on the age of the rural and urban workforce, or qualification levels throughout Scotland. However, this data would not explore the reasons behind any disparities, nor would it identify particular skills needs or issues for particular regions.

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Research into skills needs conducted by Skills for Care and Development in 2009/10 (section three) included a focus on the regional issues for the social services workforce. Employers and employees did not identify particular skills needs for the rural workforce during this research, although a need for alternative approaches has been identified as a key issue elsewhere. For example, there is work underway to ensure health and social care professionals work together to provide multi-disciplinary services in rural areas. The data from the Care Commission's annual returns could contribute to this agenda by identifying the characteristics of the rural social services workforce.

While the Care Commission does not produce "National Statistics", as defined by the UK Statistics Authority, it has robust data gathering processes and has been used by the Scottish Executive previously to provide a picture of the sector in two Labour Market Reports (Scottish Executive 2004, 2006). The high response rates from registered services also add validity to the findings.

There have also been concerns that because the Commission's data is collected from each registered service that people working in more than one service will be double-counted in any headcount figure. The Commission believe that up to two per cent of the headcount figure are people who have been double counted. The Commission have in place processes to check and clean the data as well as online completion options for the vast majority of service providers.

In addition to the Commission's data there is also that gathered by Scottish Government, in particular the annual census of local authority social work services staff. Like the ABI and LFS this is also produced in accord with the UK Statistics Authority's Code of Practice. While the annual census does not provide a picture of the whole sector it does cover local authority services inspected by SWIA. It therefore complements the data gathered by the Commission (although there is also some overlap). The census also uses the CMDS and therefore gathers data that can be meaningfully compared with that gathered by the Commission. The two data sets are thought to cover all but a small proportion of people working in the social services sector. The groups not covered include; personal assistants employed under Self-Directed Support (SDS) and central/strategic staff employed by private and voluntary providers in organisational headquarters. The next table provides headcount figures for the sector using data from the Care Commission and Scottish Government's annual census of local authority social work staff.

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Table three: The social services workforce, 2007 (Care Commission and Scottish Government data)

Type of employer	Headcount
Health Board	330
Local Authority	68,710
Private	66,430
Voluntary or Not for Profit	56,320
Not known	840
Self-employed	6,050
Total	198,680

The following table summarises the strengths and weaknesses of the various data sources:

Table four: Summary of data sets strengths and weaknesses

Data source	Strengths	Weaknesses
ABI	<ul style="list-style-type: none"> - a National Dataset; - covers whole of economy and allows UK-wide and sectoral comparisons; - European and International comparison also possible. 	<ul style="list-style-type: none"> - coding system does not fully fit sector's definition; - weak classification of sub-sectors; - small survey numbers in Scotland; - does not include self-employed; - does not include organisations with an income below the VAT threshold.

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LFS	<ul style="list-style-type: none"> - a National Dataset; - Covers whole of economy and allows UK-wide and sectoral comparisons; - European and International comparison also possible; - boost helps analysis in Scotland. 	<ul style="list-style-type: none"> - coding system does not fully fit sector's definition; - weak classification of sub-sectors.
Scottish Government's annual census of local authority social work staff	<ul style="list-style-type: none"> - a National Dataset; - uses CMDS which allows comparison with the Care Commission's data; - able to provide detailed breakdown of the population it covers. 	<ul style="list-style-type: none"> - does not cover whole of sector.
Care Commission	<ul style="list-style-type: none"> - uses CMDS which allows comparison with annual census; - able to provide detailed breakdown of the population it covers. 	<ul style="list-style-type: none"> - does not cover whole of sector; - is not a National Dataset.

Summary of workforce figures

In summary, this assessment has outlined three methods for calculating the size of the Scottish social services workforce, and provides three estimates for the size of the workforce in 2007:

Table five: The Scottish Social Services Workforce (2007)

Annual Business Inquiry (ABI) – social work activities (85.3)	122,000
Labour Force Survey (LFS) – social work activities (85.3)	162,000
Care Commission Annual Returns + the non-registered staff within the Staff of Local Authority Social Work Services (SLASWS) survey	198,680

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It is important to bear in mind the earlier appraisal of these data sources. These surveys do not capture data on every worker in the Scottish social services workforce. The figure developed by adding the Care Commission annual returns and SLASWS survey does not include central or strategic staff working within many voluntary or private sector providers, nor does it include personal assistants employed by individuals in receipt of self-directed support. There may also be some double-counting within the 198,680 figure. For example, an individual could be working for a service that is registered with the Care Commission and hold a non-registered position within local authority social work services.

It should be noted that (irrespective of which data source is used) only a relatively small percentage of the Scottish social services workforce are social workers. Figures in December 2009 indicate that there are approximately 10,000 social workers registered with the SSSC. Some of these individuals may not be working in the sector but may have elected to stay on the SSSC's social work register. Other workers in the sector cannot do this as their register is function based.

In time it should also be possible to use findings from the SLASWS survey and the Care Commission's annual returns to develop a robust figure for:

- The sub-sectors of the workforce
- The characteristics of the workforce (age gender, etc)

Work is underway to use these two data sources to develop figures for sub-sectors of the workforce. An unpublished analysis of the Care Commission's annual returns and local authority social services census suggests a headcount of 51,000 staff providing services to children and young people during December 2007. This figure includes 31,000 staff working in day care services for children, 7,000 staff working in residential child care and 6,000 childminders.

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It may be possible to combine population data with data from the annual returns and SLASWS survey to make long-term projections for the workforce. One member of the Skills for Care and Development Alliance in England has begun using the English equivalent of the CMDS to create scenarios and make projections for the future growth of the adult social care workforce (Skills for Care, 2008).

The 198,680 figure developed by combining elements of the annual returns and the staff of SLASWS survey in 2007 seems to confirm the view that the ABI and the LFS both underestimate the size of the social services sector in Scotland. All of these data sources highlight (to a varying extent) the rapid growth of the social services workforce in Scotland over the past decade. Some of the sectors that social services work particularly closely with have also experienced considerable growth in recent years. For example, in the health sector the number of staff employed by the main employer (NHS Scotland) as of 30th September 2009 was 168,994, a figure which has grown in recent years (ISD, 2009). The justice sector (excluding criminal justice social work services) employs approximately 37,000 employees in Scotland (Skills for Justice, 2008). This assessment now outlines the key characteristics of the social services workforce, using a range of sources, including:

- Labour Force Survey (LFS).
- The Care Commission annual returns (2007). The analysis of the Care Commission annual return data is ongoing so it has not been possible to provide this data for each category analysed in this section.
- The Scottish Local Authority Social Work Services (SLASWS) survey 2007 (Scottish Government, 2008). There is updated information available on this workforce from the SLASWS 2008 survey. However, the 2007 survey was used earlier in to develop a figure for the size of the workforce in that year and this survey is retained throughout for consistency purposes.
- The Skills for Care and Development Sector Profile 2009 (Alliance of Sector Skills Councils, 2009). This profile is part of a series of industry sector profiles for Scotland produced by the Alliance of Sector Skills Councils (ASSC). The principal data source for the profile is the Scottish Employers Skills Survey 2008.

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Social service employers

As of December 2009 there are approximately 2,850 organisations that are registered with the Care Commission as providers of care services. These organisations cumulatively deliver approximately 8,400 individual services. Many of these organisations (such as local authorities) provide multiple services, each of which is separately registered with the Care Commission. Broadly speaking, just over a third of these services are believed to be based in the voluntary sector, a further third are delivered by local authorities while the vast majority of the remainder are within the private sector, although (as illustrated later) the evidence suggests that the private sector employs more individuals than the voluntary sector. In addition, there are a range of other relatively small employers, as outlined earlier:

- 6,000 childminders in Scotland (approximately, as at December 2007) and
- 2,500 individuals in receipt of self-directed support, some of whom will also be employers. Approximately half of the packages provided to these individuals included a personal assistant contract (Scottish Government, 2008).

It should be noted that not all childminders will be working at any given time. Unpublished data from the Care Commission suggests that (as of December 2009) there are approximately 500 "inactive" childminders.

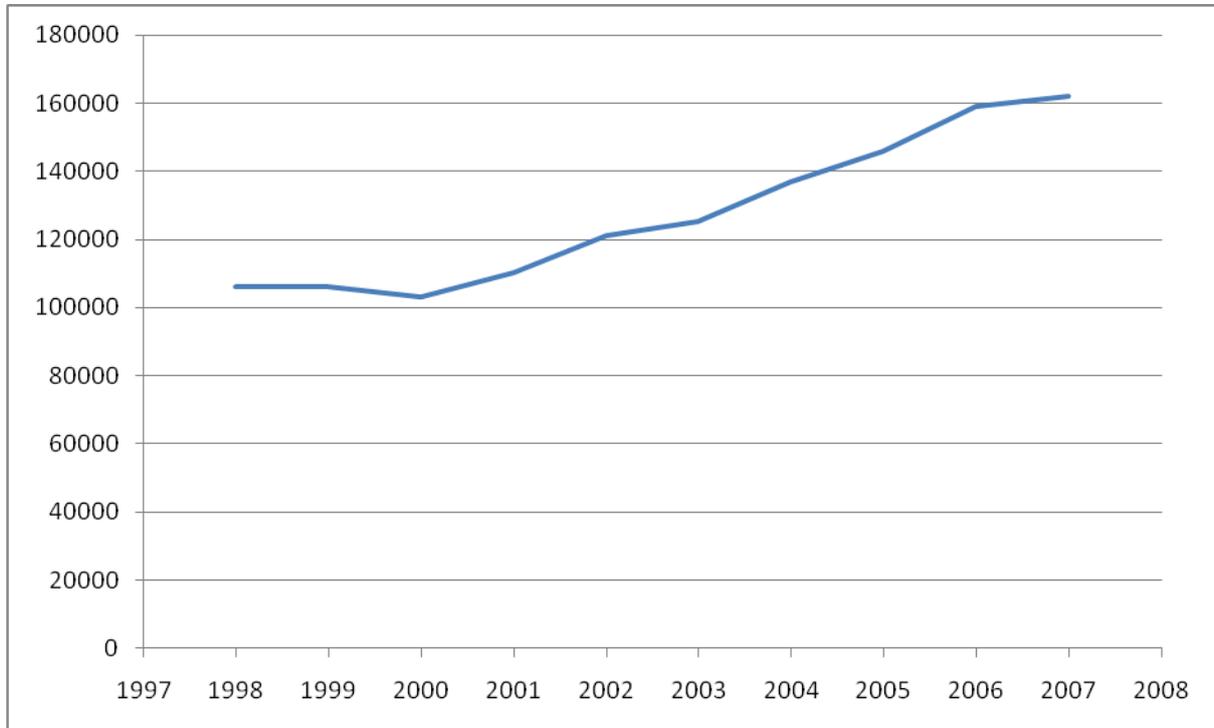
The data from the Scottish Employers Skills Survey suggests that the social services sector has a relatively low proportion of small workplaces compared to the overall economy. Approximately forty per cent of social service workplaces employ less than five employees compared to sixty three per cent of workplaces across Scotland (Alliance of Sector Skills Councils, 2009). This analysis from the Employers Skill Survey may not, however, take into account the childminders and individuals in receipt of self-directed support, many of whom will be in workplaces employing only one individual.

The growth of the social services sector workforce

As this is the first year of analysing the Care Commission's annual return data it has not been possible to use this source to illustrate the growth of the workforce. The LFS data suggests that the workforce employs approximately 162,000 individuals as of 2007. From 1998 – 2007 the social services workforce grew by around fifty three per cent, at a time when the overall Scottish workforce increased by approximately twelve per cent.

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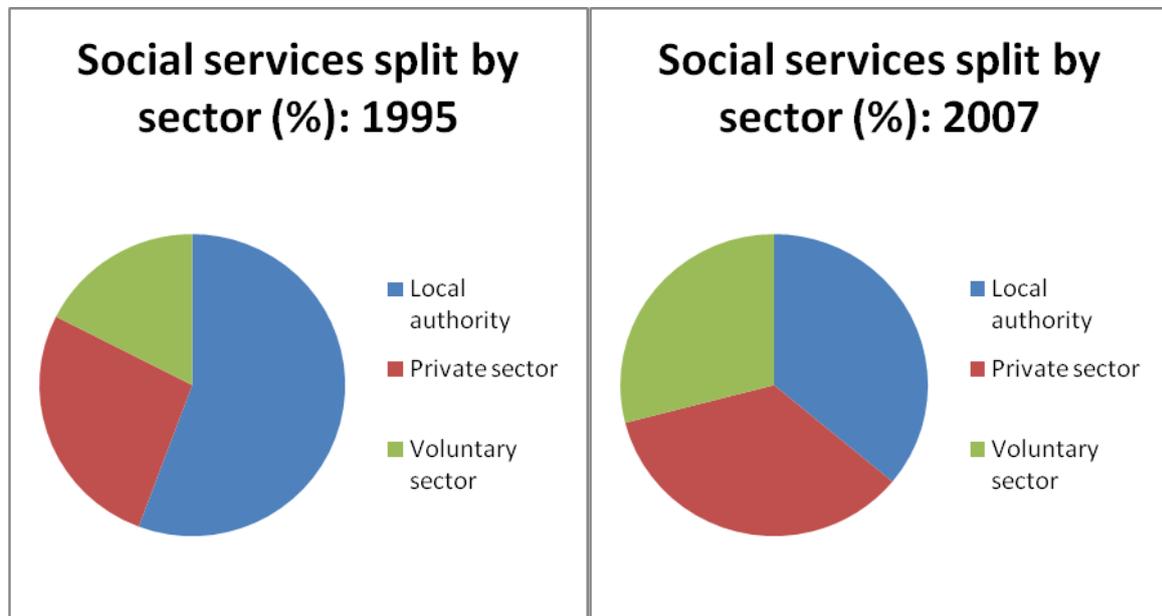
Figure one: The Scottish social services workforce, 1998 – 2007 (LFS)



The nature of the social services workforce has changed considerably during this period of rapid growth, as Scotland's social services are increasingly delivered by employees working for private or voluntary sector organisations. In 1995 approximately fifty five per cent of staff worked for local authorities. This figure had fallen to about thirty six per cent by 2007. Roughly thirty five per cent of the workforce is currently employed by the private sector while the percentage of staff based in the voluntary sector has grown to approximately twenty nine per cent.

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Figure two: Social services split by sector, 1995 – 2007



(Skills for Care and Development / SSSC, 2006)

The data in this figure is not directly comparable, as the 1995 figure is developed from LFS data while the 2007 figure is developed by combining data from the Care Commission's annual returns and the Staff of Local Authority Social Work Services survey. The logic for this approach is that these sources provide the best estimates for the workforce proportions at that time. It should also be noted that these figures do not include:

- childminders
- personal assistants
- the small percentage of workers employed by health boards or individuals unable to indicate which sector they operate in.

These caveats aside, these figures illustrate the changing provision of social services in Scotland.

Staff turnover

Research by Futureskills Scotland in 2007 suggested that the staff turnover ratio in the social services sector was about nineteen per cent. This ratio was slightly lower than that experienced in the rest of the economy which was twenty two per cent (Futureskills Scotland, 2007).

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Vacancies, skills shortages and skills gaps

Data from the Scottish Employers Skills Survey suggests that three per cent of social service posts (as a percentage of employment) are vacant at present. This percentage is similar to the total for vacancies across all Scottish industries (Alliance of Sector Skills Councils, 2009). Data on the numbers of posts advertised through JobCentre Plus is also available, although it is known that not all employers use the job centre to advertise a position.

As of October 2007 the percentage of all vacancies in Scottish local authority social services was approximately eight per cent, while the percentage of all social worker posts that were vacant was approximately seven per cent (Scottish Government, 2008). This appears favourably against the equivalent ratio of thirteen per cent of all social worker posts in 2003 (Scottish Executive, 2004). It should be noted, however, that a change in the methodology in 2006 to remove double counting of staff covering for absenteeism means the figures for 2003 and 2007 are not directly comparable.

The data from the Scottish Employers Skills Survey suggests that skills shortages (that is, a specific type of hard-to-fill vacancy that occurs when an employer cannot find applicants with the skills, qualifications or experience to do the job) affect about nine per cent of all employers in Scotland, although there is a smaller proportion of skills shortages within the Scottish social services sector (Alliance of Sector Skills Councils, 2009).

Skills gaps (where an employer believes that a worker does not have the skills required to perform their job) are believed to be common in social services. The data from the Scottish Employers Skill Survey indicates that skills gaps are believed to affect about twenty per cent of all social service employers, a ratio that is line with the Scottish average (Alliance of Sector Skills Councils, 2009). Social service employers have cited particular concerns about a lack of team working and planning skills. The particular skills needs and issues for the social services sector in Scotland are outlined in section three of this assessment.

The social services sector is one of the fastest growing workforces in both Scotland and the UK. There has been some support to help organisations to develop or fill key roles and approximately one-third of the three thousand new Scottish jobs created as part of the first round of the Future Jobs Fund (a scheme which supports the development of posts in growth sectors) in 2009 will be located in "social care / community work" (Scottish Office, 2009). In addition, the Department of Health and Department for Work and Pensions has launched a £75 million UK wide recruitment initiative (Care First Careers) to help fifty thousand young, unemployed people into the adult social services sector.

The introduction of Care First Careers in Scotland is led by JobCentre plus, with support from Scottish Government and preparation for employment provided through Skills Development Scotland's Training for Work programme.

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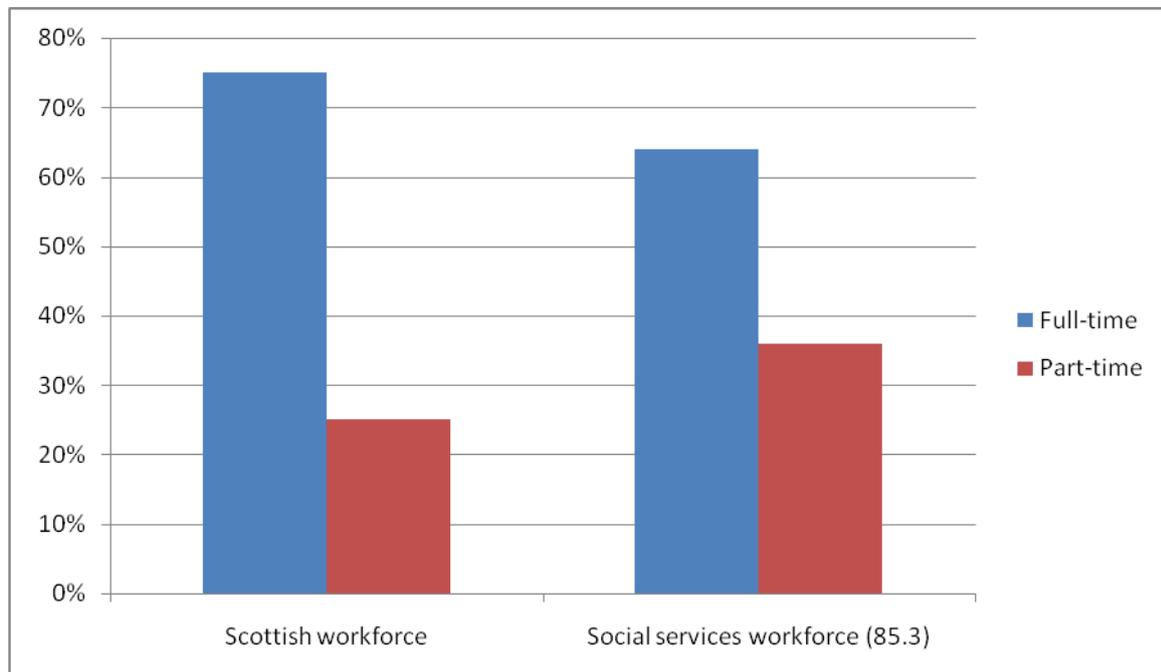
This report now explores data on the characteristics of the workforce, including

- Full-time to part-time workers
- Age profile
- Gender
- Ethnicity and migrant workers
- Disability
- Qualifications

Full-time and part-time workers

Scotland's social services are increasingly delivered by full-time workers. In 1998 the number of part-time workers in the sector's workforce accounted for forty one per cent of the total, by 2007 that figure had fallen to approximately thirty six per cent. Data from the LFS suggests that this change is largely the result of an increased numbers of full-time posts in the sector (Skills for Care and Development / SSSC, 2006). The ratio of full-time to part-time workers in the Scottish workforce as a whole has remained stable over this period.

Figure three: Percentage of part-time and full-time workers (2007)



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The LFS data differs from the ABI, which suggests that the social services sector has a high percentage of part-time employees of fifty one per cent, compared to the average across all Scottish industries of thirty two per cent (Alliance of Sector Skills Councils, 2009). This data is similar to evidence from other parts of the UK. As of March 2009 approximately fifty five per cent of Welsh social services staff were part-time and many have second jobs (Skills for Care and Development, 2009).

In time it will be possible to use the Care Commission's annual returns to provide data on the numbers of staff working full-time or part-time in the social services sector. In future the data from the Care Commission's annual returns will also provide an indication of the wide range of working patterns that are employed in the social services sector, including:

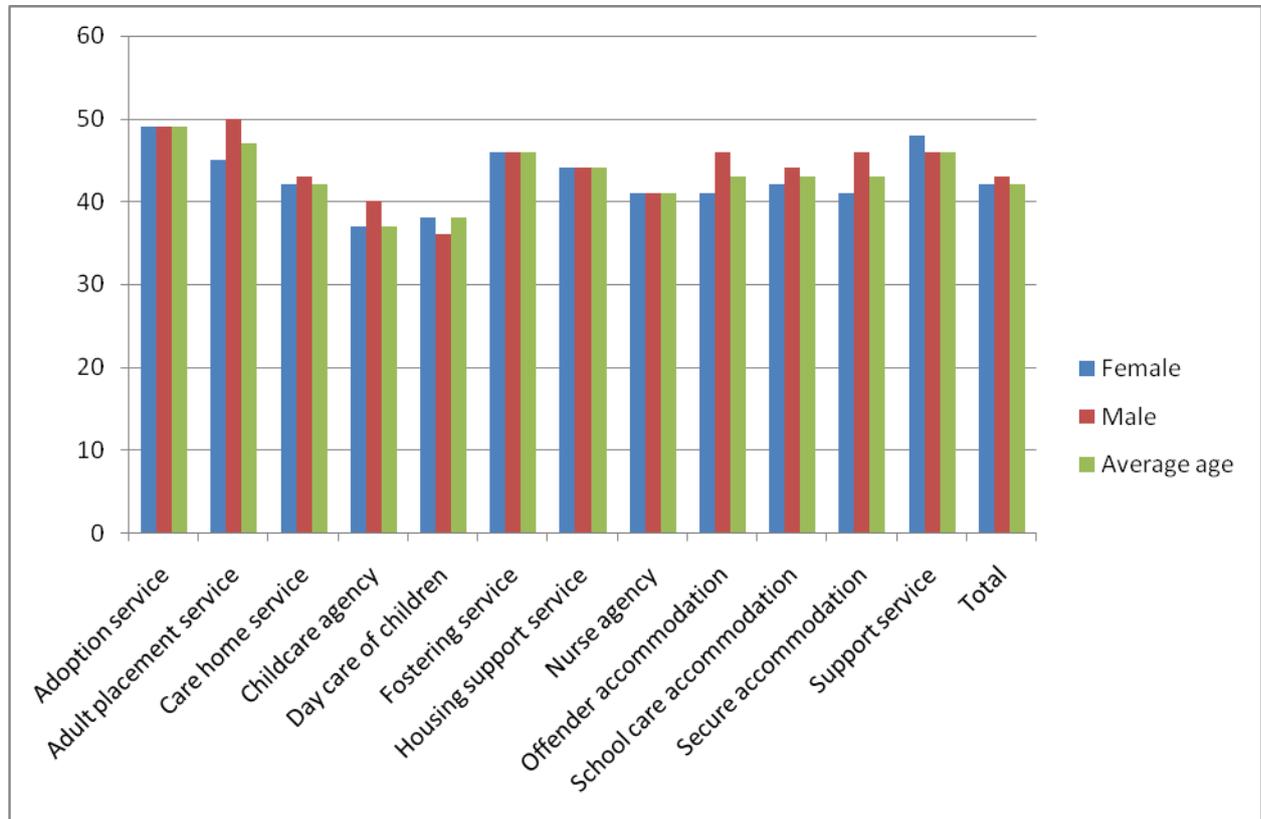
- full-time
- part-time
- term-time only
- job Sharing
- agency workers (many of these workers may not be included in LFS or ABI figures).

Age profile

Data from the Care Commission's Annual Returns (December 2007) indicates that the average worker in Social services in Scotland is about forty two years old, although there is some variance by gender and within different services.

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Figure four: Social services workforce, average age (2007)



This graph categorises the workforce using the Care Commission’s registration categories. The data suggests that workers providing care to children (such as childcare or day care) tend to be younger than those providing care for adults.

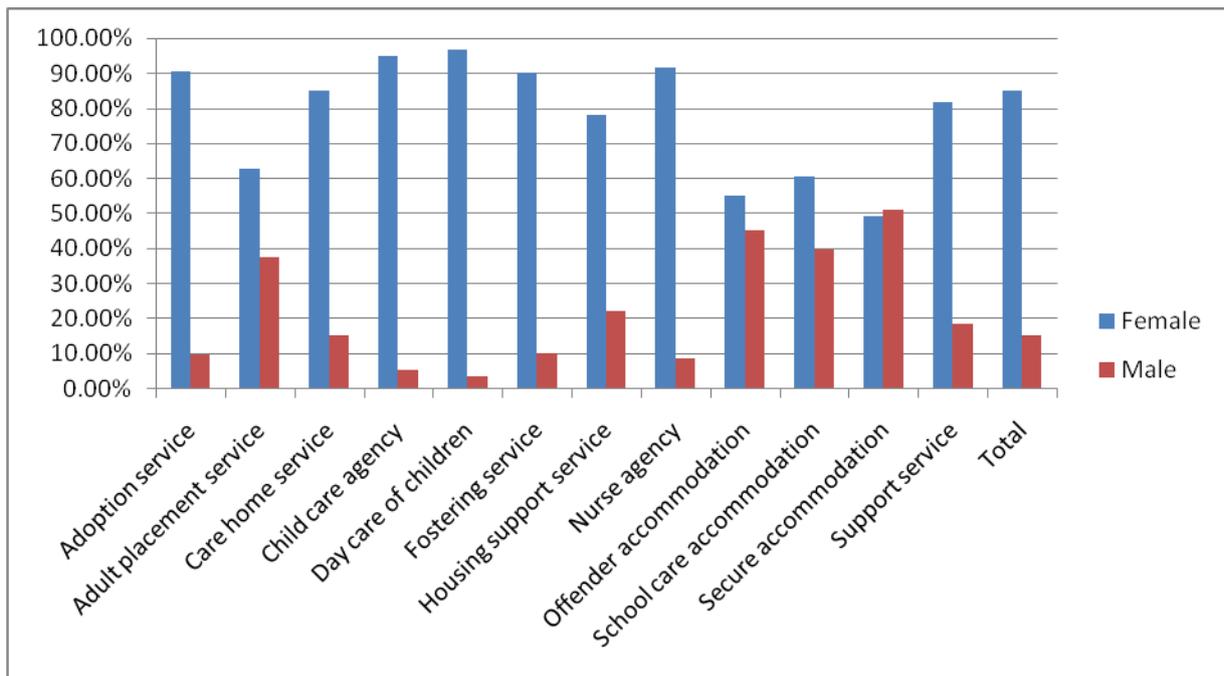
The data from the Scottish Employers Skills Survey suggests that the social services sector has an older workforce profile compared with employees in all sectors. Approximately forty six per cent of the social services workforce is aged 45+ compared to thirty four per cent across all industries (Alliance of Sector Skills Councils, 2009). The Scottish social services workforce is slightly older than the average age of the total Scottish workforce. In 2007 approximately seven two per cent of the local authority social work staff were at least forty years old, while only three per cent were under twenty five years of age (Scottish Government, 2008).

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Gender

The LFS data for 2007 indicates that approximately eighty one per cent of the social services workforce in Scotland are female. This figure has fallen from eighty nine per cent in 1998. The Care Commission's annual returns also include data on the male and female workers and is divided by the Care Commission's registration categories:

Figure five: Social services workforce by gender (2007)



Approximately eighty four per cent of the workers within services registered by the Care Commission (as at December 2007) are female. Some registration categories have a greater proportion of males in their workforce, including secure accommodation and offender accommodation.

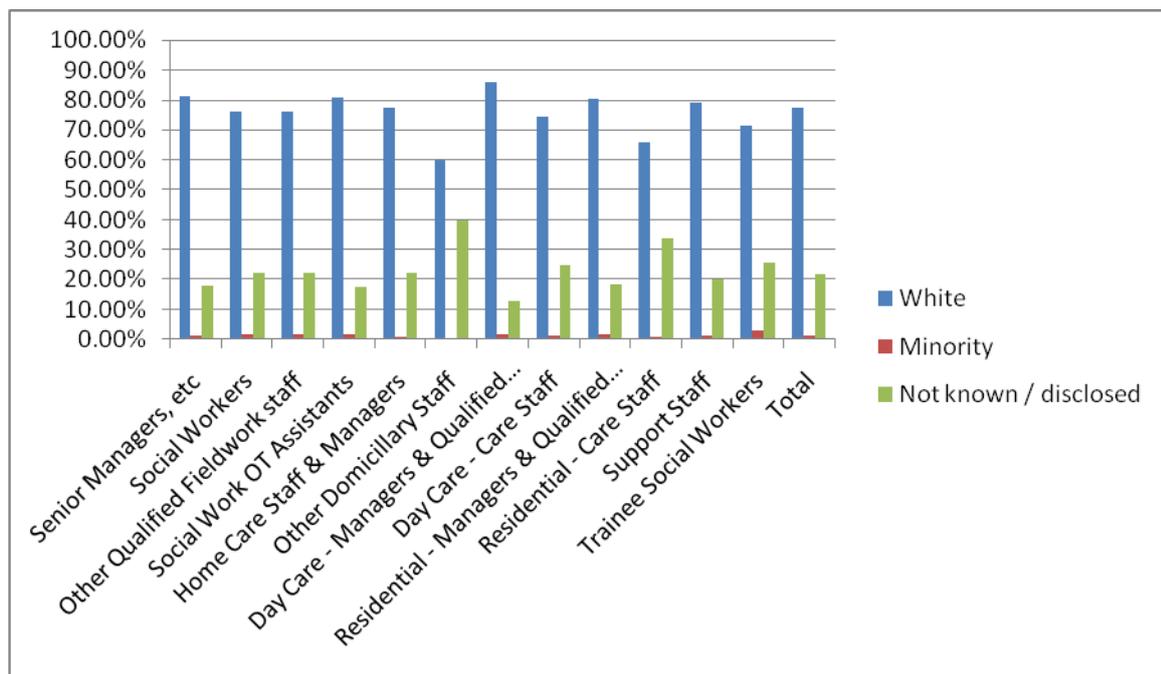
The findings from the Care Commission's annual returns are similar to data drawn from the Scottish Employers Skills Survey. That survey indicates that social services workplaces are characterised by a much higher proportion of female employees than the average across all industries in Scotland – eighty one per cent compared with fifty one per cent (Alliance of Sector Skills Councils, 2009).

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Ethnicity

At present it is not possible to provide data on ethnicity within the workforce using the Care Commission's annual returns, although it should be possible to do so in future. In the meantime it is possible to present such data from the survey of local authority social work service staff.

Figure six: Scottish Local Authority social work services staff (by ethnic group, 2007)



(Scottish Government, 2008)

Approximately one per cent of all staff in Scottish local authority social work services were reported as being from an ethnic minority in 2007, although a further twenty two per cent were listed as either not known or not disclosed.

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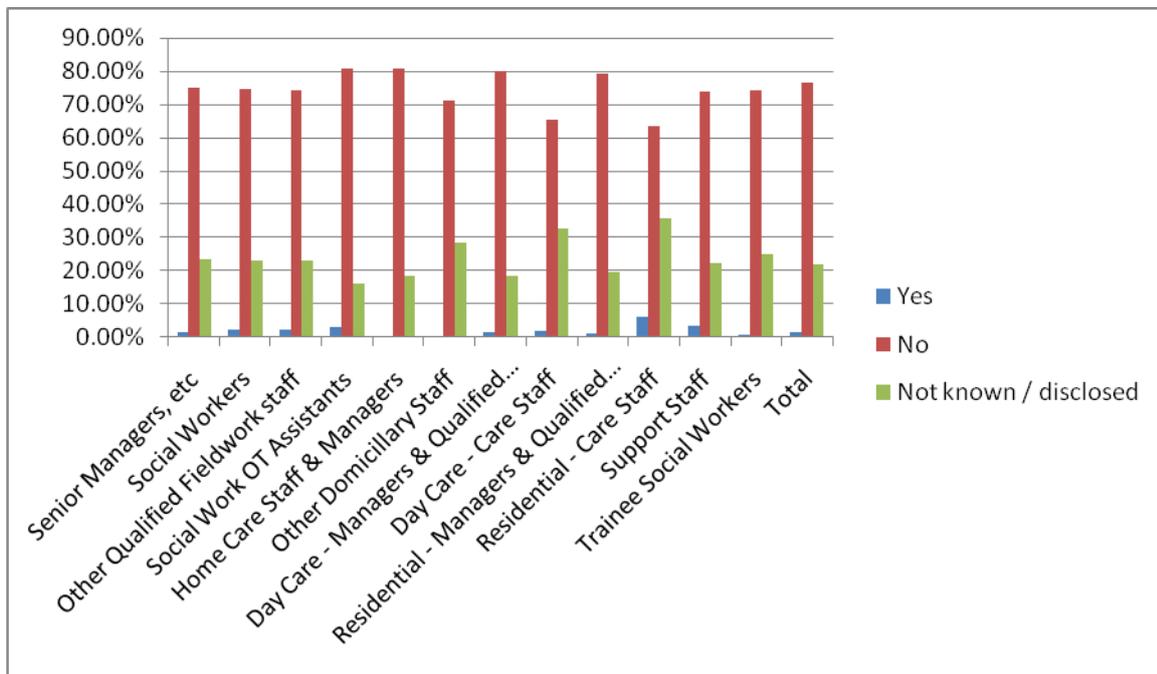
Migrant Workers

The SSSC has conducted research into the percentage of migrant workers in the Scottish social services workforce. A survey of six hundred employers suggests that three per cent of the Scottish social services workforce are migrant workers, although the evidence indicates that this may be as high as five per cent for care home for adult services (SSSC / Skills for Care and Development, 2009). These figures are still considerably lower than the eleven per cent of migrant workers believed to be working in the overall British workforce (Centre on Migration, Policy and Society, 2007).

Disability

At present it is not possible to provide data on the numbers of disabled people within the workforce using the Care Commission’s annual returns, although it should be possible to do so in future. In the meantime it is possible to present such data from the survey of local authority social work service staff.

Figure seven: Scottish Local Authority social work services staff (by declaration of having a disability, 2007)



(Scottish Government, 2008)

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Approximately two per cent of all staff in Scottish local authority social work services indicated that they have a disability in 2007. A further twenty per cent were listed as either not known or not disclosed.

Qualifications

It is anticipated that the decision by Scottish Ministers to introduce required registration for some groups of social services workers (see section two) will result in substantial increases in qualification levels. Therefore the registration agenda ensures that the sector is increasingly likely to require specific qualifications from both new and existing employees. Data drawn from the Scottish Employers Skills Survey suggests that approximately sixty four per cent of social services employers that recruited new employees during the past three years had sought applicants with a particular qualification, compared to an Scottish industry-wide average of thirty seven per cent. (Alliance of Sector Skills Councils, 2009).

There is evidence suggesting that some parts of the workforce are becoming increasingly qualified. For example, the latest statistics on the pre-school and childcare workforce suggests that (as of January 2009):

- Eighty four per cent of the workforce hold a childcare qualification
- Eighty two per cent hold a childcare qualification at SVQ Level 2 or above
- Seventy three per cent hold a childcare qualification at SVQ Level 3 or above.

(Scottish Government, 2009)

Many national statistics focus on the highest level of qualification that a worker holds but this is not necessarily the same as having a qualification required to undertake a role or to meet the registration requirements for workers. Other surveys have focused on the qualifications that are required to register with the SSSC. For example, a recent survey of nurseries in Scotland suggested that approximately sixty nine per cent of nursery staff are currently registered with the SSSC. The survey also indicated that the vast majority of nurseries (ninety per cent) indicated that the registration process had not identified any additional learning and development needs for their employees (National Day Nurseries Association, 2009).

In 2008 the total numbers of SVQ registrations and certificates for social care qualifications fell by around twenty one per cent and eight per cent respectively on the 2007 figure. The following two tables and two figures use this data to:

- illustrate the short-term trends in the numbers and levels of SVQ registrations and certifications.
- Outline the breakdown of SVQ registrations and certifications as of 2008.

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Table six: SVQ Registrations (Care Scotland qualifications), 2006 – 2008

Registrations Level	Year		
	2006	2007	2008
2	4,680 (37.8%)	6,944 (48.2%)	5,185 (45.6%)
3	6,371 (51.4%)	5,923 (41.1%)	4,845 (42.6%)
4	1,345 (10.9%)	1,527 (10.6%)	1,347 (11.8%)
Grand Total	12,396	14,394	11,377

(SQA, 2009)

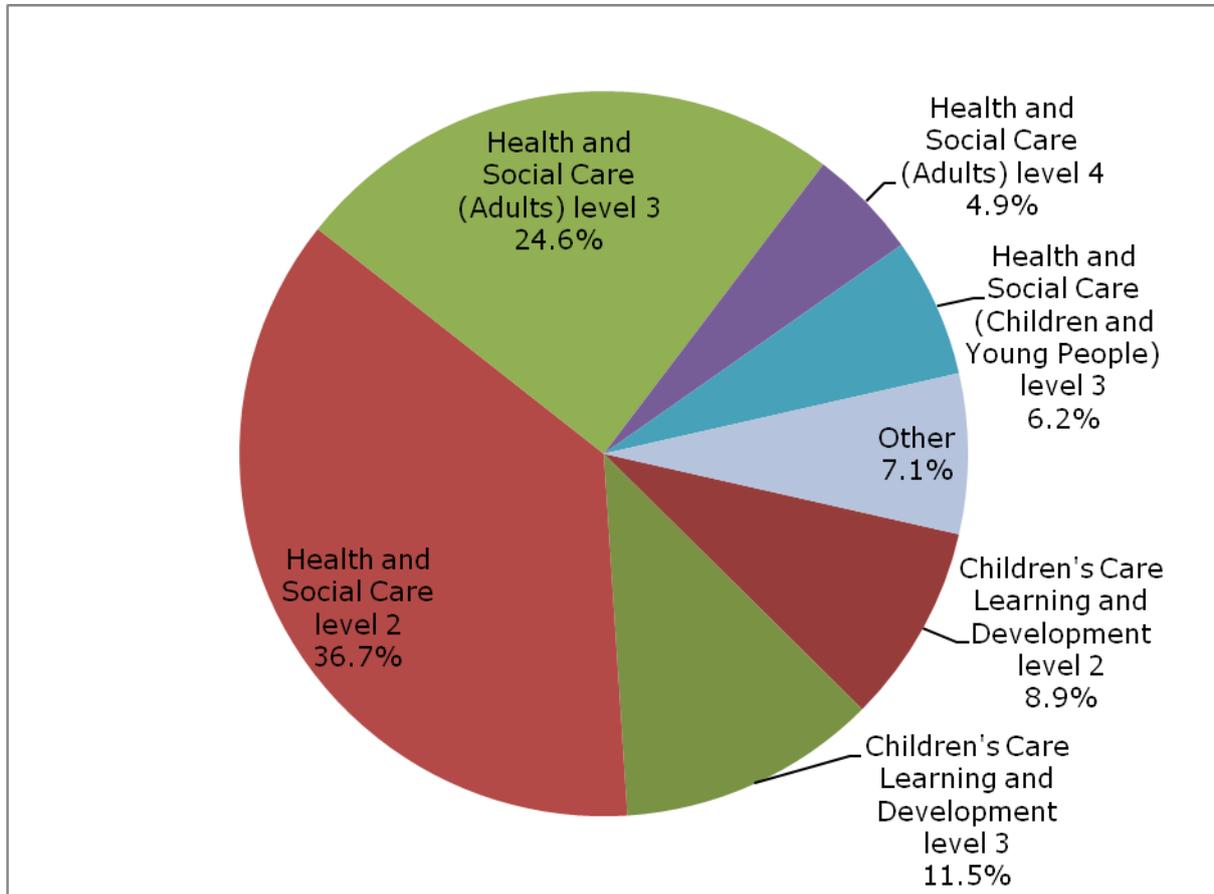
Table seven: SVQ Certificates (Care Scotland qualifications), 2006 – 2008

Certificates Level	Year		
	2006	2007	2008
2	3,748 (36.9%)	4,782 (42.7%)	4,496 (43.6%)
3	5,359 (52.7%)	5,204 (46.5%)	4,704 (45.6%)
4	1,058 (10.4%)	1,217 (10.9%)	1,119 (10.8%)
Grand Total	10,165	11,203	10,319

(SQA, 2009)

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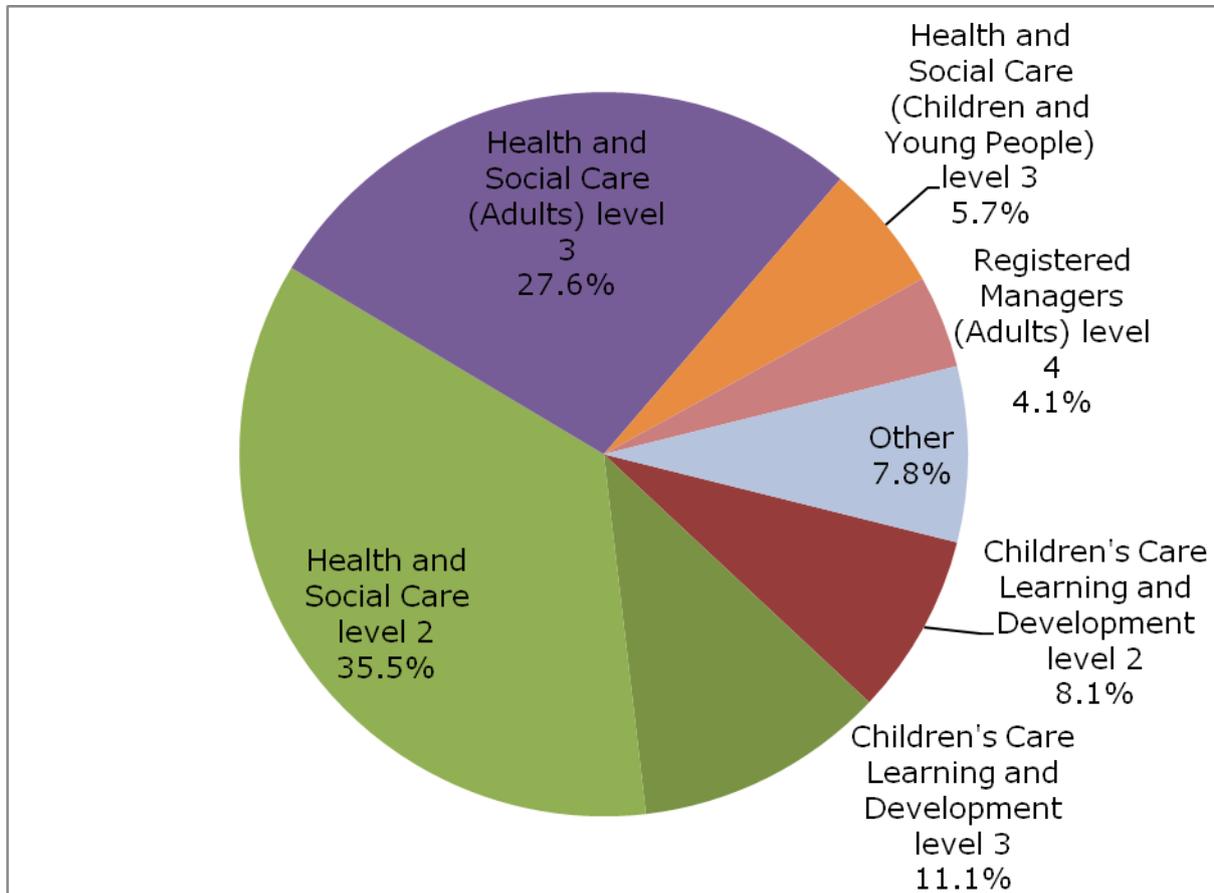
Figure eight: SVQ Registrations (levels two, three and four) 2008



(SQA, 2009)

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Figure nine: SVQ certificates (levels two, three and four), 2008



(SQA, 2009)

The SSSC (as part of Skills for Care and Development) manages the two MA frameworks which are relevant to the sector in Scotland:

- Children's Care Learning and Development (CCLD)
- Health and Social Care (HSC)

The reasons behind the decline in the numbers of new SVQ registrations and certificates in the social services are not wholly clear but reductions in the funding streams available would seem to have played a role. The decline in the numbers of Modern Apprenticeships (MA) for the social services sector which took place between 2006 and 2009 could partly explain the fall in the numbers of registrations for the level three award. The Scottish Government confirmed in June 2009 that the number of MAs in Health and Social Care are to be more than doubled by opening them to all ages of applicants. In August 2009 a revised MA framework in HSC at levels three and four was approved, while a level two award was introduced. The revised MA framework for Children's Care, Learning and Development at levels three and four was also approved in August 2009.

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The following table outlines the enrolment levels for HNC or HNDs in child care services or social care during 2007/08:

Table seven: HNC and HND provision, 2007/08

Sum of enrolments	Child Care Services	Social Care/Social Work Skills	Grand Total
HNC or Equivalent	1368	1892	3260
HND or Equivalent	50	129	179
Grand Total	1418	2021	3439

It should be noted that these figures only include HNCs or HNDs delivered in Further Education. There are a small number of providers who are also delivering these qualifications in-house. It has not been possible at this stage to provide data on HNC and HND enrolments for previous years, but it should be possible to do so in future sector skills assessments.

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Summary of Section

- Skills for Care and Development is the Sector Skills Council for the 1.87 million people working in the social care, children and young people's workforce in the UK.
- Skills for Care and Development is an alliance of six organisations, including the Scottish Social Services Council (SSSC). The SSSC is responsible for registration of the social work, social care and early education and child care workforce in Scotland.
- The main sub-sectors within the social services sector in Scotland are adult day care, care homes for adults, care at home, criminal justice social work, day care for children, housing support, local authority fieldwork and residential child care. The Skills for Care and Development footprint includes childminders and personal assistant employed by individuals in receipt of self-directed support.
- The Annual Business Inquiry (ABI) and the Labour Force Survey (LFS) are believed to underestimate the size of the social services workforce in Scotland. Data from the annual survey of Scottish Local Authority Social Work Services and the Care Commission's Annual Returns suggest that the workforce is in excess of 198,000 individuals as of 2007.
- This section has used a range of data sources to highlight the growth and nature of the social services workforce in Scotland. This workforce is:
 - Growing faster than the overall Scottish workforce as a whole
 - Increasingly employed by private and voluntary sector providers
 - Characterised by a relatively low percentage of skills shortages compared to the overall workforce
 - Increasingly employed in full-time posts
 - Characterised by an older workforce profile than the Scottish workforce as a whole
 - Still predominantly female, although there has been a substantial increase in the number of male workers during the past decade
 - Becoming increasingly qualified.

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Section two: What drives skills demand in the Scottish social service sector?

The first section of this assessment highlighted the major growth of the Scottish social services workforce over the past decade. Section two explores the reasons behind this growth and the factors that drive skills demand in the sector.

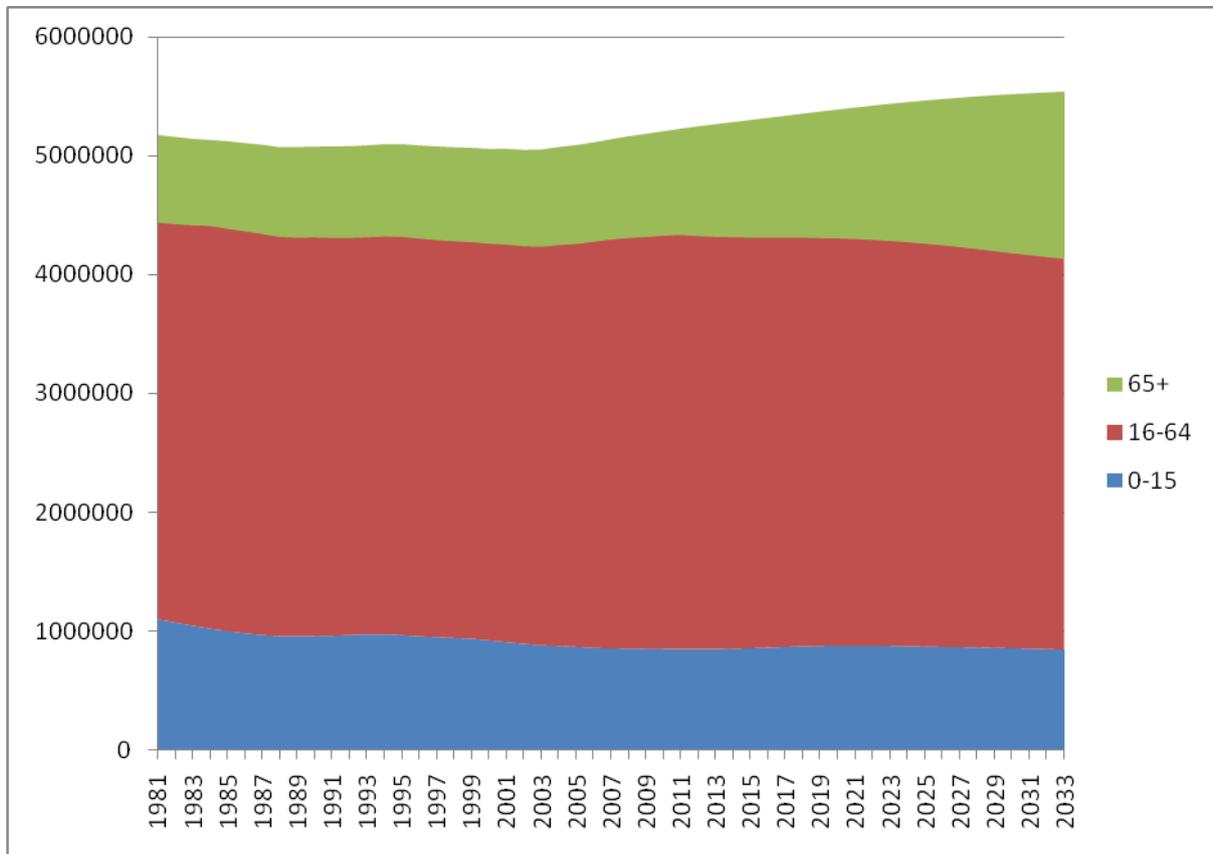
Demography is arguably the key external driver of skills demand in the social services sector. This section begins by examining the demographic change that is anticipated in Scotland from 2008 – 2033. This assessment then outlines a series of other factors which influence skills demand in the sector.

Demography

The figures in this section are based on data published by the General Register Office for Scotland (GROS) in 2009. This section uses the latest information to project the demographic change that may be experienced in Scotland during the next twenty five years and focuses particularly on the implications for older people services.

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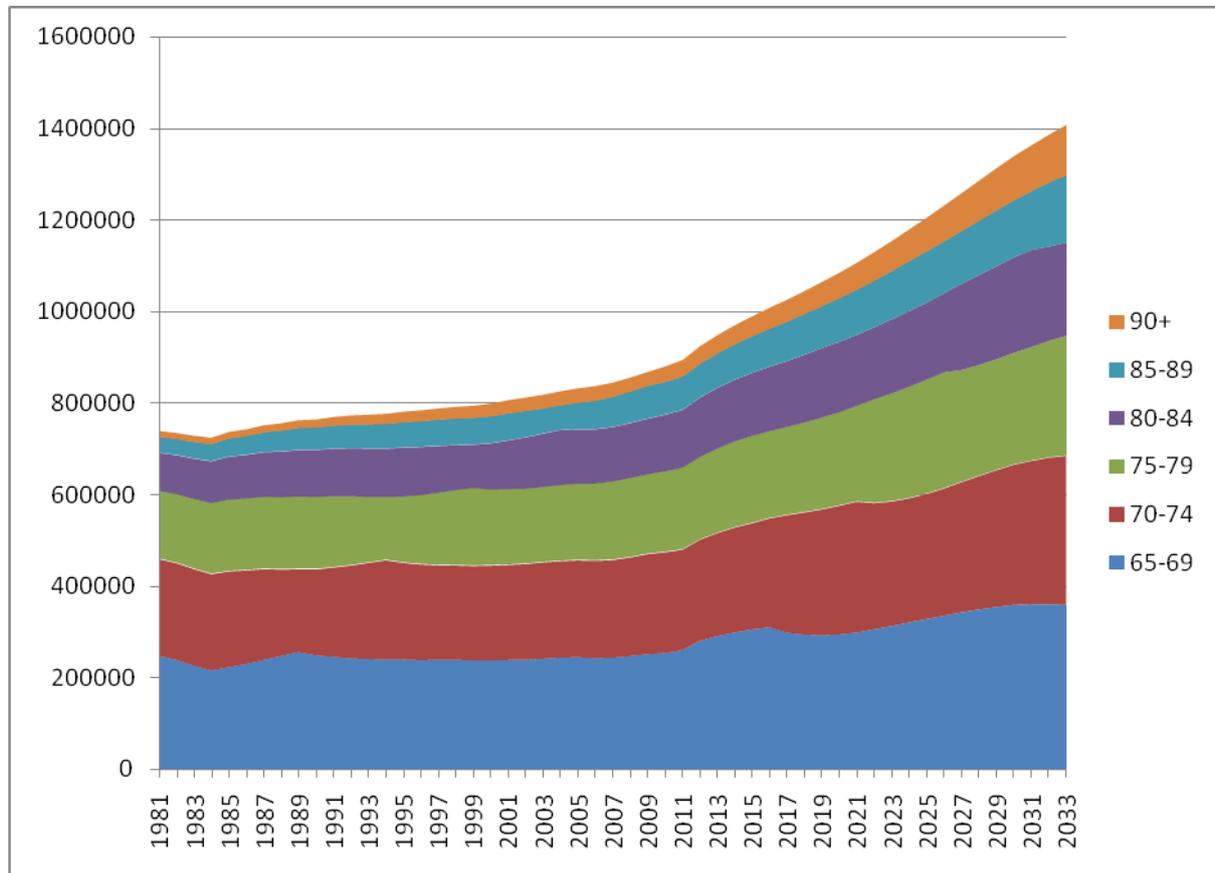
Figure ten: Population of Scotland by age band, 1981 – 2033 (2008-based projections)



(General Register Office for Scotland, 2009)

Figure ten outlines the population growth in Scotland from 1981 – 2008 and highlights the changing demographics projected between 2008 – 2033. The real growth over this period is anticipated being in the numbers of individuals aged sixty five or over. Figure eleven outlines the anticipated growth in more detail:

Figure eleven: Population of Scotland (65 years +), 1981 – 2033 (2008-based projections)



(General Register Office for Scotland, 2009)

Figure eleven highlights the rapid growth in the “oldest old”; in particular, individuals aged eighty five or more. It is this group of people who are the most likely to require social care (Sutherland, 2008). This anticipated growth in the numbers of the oldest people has become particularly apparent during the early years of the 21st century:

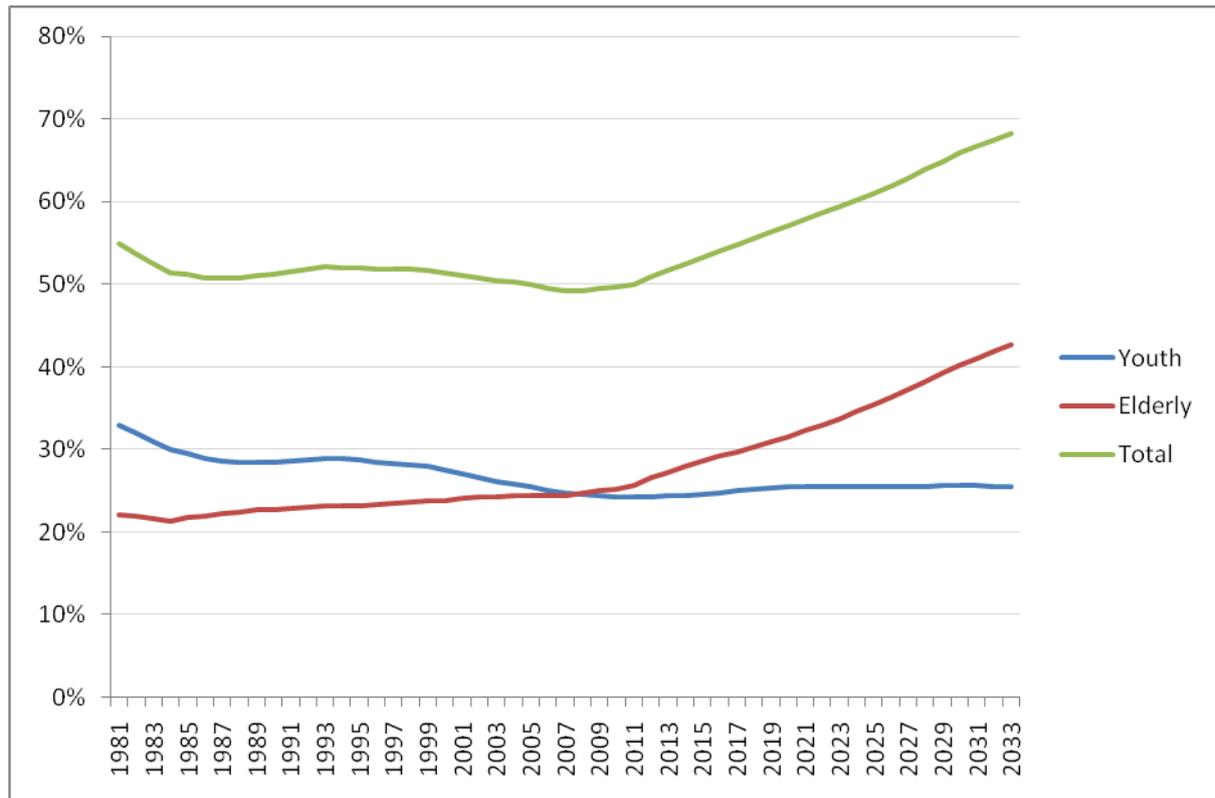
“Between 1998 and 2006 projections of the number of Scots who would be aged 65 to 69 between 2006 and 2031 hardly changed. However, with older age groups, the projections changed dramatically. A principal cause of this change was the 2001 census finding that life expectancy had been increasing in Scotland much faster than had been anticipated. The net result was that for those aged 90 and above in 2031, the 2006 projection was almost 70% higher than the 1998 projection.” (Sutherland, 2008)

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Dependency ratios provide one method of understanding the overall implication of this growth for the population, and highlight some of the potential workforce issues for the social service sector and the economy as whole.

Figure twelve: Dependency Ratios, 1981 – 2033 (2008-based projections)



(General Register Office for Scotland, 2009)

The dependency ratio data highlights the implications of an ageing population in Scotland. Dependency ratios are a measure of the proportion of people who are dependents (the youth and the elderly) and the numbers of people who are of working age. The data suggests that the elderly population will increase from approximately twenty per cent to approximately forty per cent of the working population, suggesting that the ratio of pensioners to working people will rise from approximately one in five to two in five. (General Register Office for Scotland, 2009) Research by the Organisation for Economic Co-operation and Development (OECD) predicts that increased elderly dependency ratios "will contribute to higher public spending in health, long-term care and pensions" (OECD, 2007).

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An ageing population will create increased demand for many social services, such as care for older people. For example, staff training in working with people who have dementia has been identified as a key skills need for many workers in this sector (Scottish Care, 2007). Research by Alzheimer Scotland indicates that the number of people with dementia will increase by twenty three per cent between 2007 and 2017 and seventy five per cent between 2007 and 2031 (Wilson & Fearnley, 2007). There may be other examples of increasing prevalence rates among older people which will result in additional skills needs for this workforce. There will also be implications for the workforce providing care to children and young people as they will form a smaller proportion of the overall population.

An ageing society will also have considerable issues for the social services workforce itself. Section one indicated that the social services workforce is slightly older than the aggregate Scottish workforce. For example, in 2007 approximately seventy two per cent of the local authority social work staff were at least forty years old (Scottish Government, 2008). It is difficult to speculate on the impact of an ageing population on an ageing social services workforce, but it may be reasonable to hypothesise that a workforce that is already older than the Scottish average is likely to experience a greater rate of retirements than other sectors. These issues lead into a debate about

- “replacement demand” (caused by individuals leaving employment) and
- “expansion demand” (caused by growth in demand for services)

These demand issues could suggest a range of recruitment and retention issues which would hinder employers’ abilities to develop and maintain a skilled workforce. These issues are briefly explored further in section four of this assessment. An ageing workforce may also require different support to that required by younger workers. For example, a Chartered Institute of Personnel Development (CIPD) case study of one English local authority which abolished their mandatory retirement age suggests a scenario where the number of individuals wanting to work part-time increases, while there was a marked reduction in turnover, recruitment and training costs.

At the same time, it is also evident “that an ageing workforce may lead to an increase in employees needs regarding their physical working environment” (Chartered Institute of Personnel and Development, 2008). This could include the need to pay closer attention to health and safety issues or to introduce onsite medicals, eyesight checks or generally more flexible working arrangements (Chartered Institute of Personnel and Development, 2008). It is unclear how true many of these issues will be for social services, which already has a workforce that is older than the Scottish average.

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There is an emphasis in the UK at present on supporting young people to join the social services sector. Initiatives such as the Future Jobs Fund and CareFirst will support people to fill current or emerging posts in the social services sector, many of whom will require a qualification to meet registration requirements.

In summary, demography presents a series of challenges for the social services sector, each of which will have implications for the workforce and the skills they require. There will be more need for the specific skills required to provide care for older people, including specialist skills such as supporting individuals who have dementia. There may also be particular challenges for the workforce itself, particularly as the sector has an older profile than the workforce as a whole.

This assessment now briefly examines some of the other factors that influence skills demand in the social services sector, including:

- Registration of the social services workforce
- Reshaping social services
- Re-tendering in social services
- Migration
- Public and Private Expenditure / efficient services
- Legislation
- Standards, personalisation and expectations

This assessment aims to briefly highlight these key drivers that influence skills demand in the social services sector. This list is not definitive and many of the issues are inter-related.

Registration of the social services workforce

The registration agenda is one of the key drivers for skills demand in the Scottish social services workforce. To register, a worker must satisfy the criteria for registration. This includes holding the appropriate qualifications for the job they do and being able to evidence good character.

The register has now been opened to

- social workers
- social work students
- Care Commission officers
- all residential child care staff
- managers of adult day care services
- managers of care home services for adults
- all other care home services for adults
- all staff in day care services for children
- all school care accommodation staff.

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For example, all residential child care workers were required to be registered with the SSSC by September 2009. New recruits are expected to apply for registration as soon as possible on starting their employment. In 2010, the register will be opened to managers of housing support services and managers of care at home services.

Required registration means that staff must hold or be working towards the necessary qualification(s) to continue working in the sector. The other groups of workers listed are not required to register yet although there are some parts of the register where workers have been quick to register with the SSSC, such as practitioners of day care of children services.

The numbers of SVQ registrations and certifications has fallen slightly in recent years but has still grown considerably over a longer-term period. The relatively sustained growth in the numbers of individuals undertaking qualifications such as SVQs is likely to be partly or predominantly driven by the requirement for many workers to undertake a qualification as part of registration with the SSSC.

In some cases there have also been new awards developed which help individuals to develop their skills, understanding and abilities and to comply with the SSSC's registration requirements. For example, the BA Childhood Practice qualification will become the required qualification for individuals registering with the SSSC as managers of day care of children services from 2011 (SSSC, 2008). Registered workers are also required to undertake Post Registration Training and Learning (PRTL) to ensure their continued suitability for registration. A registrants' PRTL can include attendance at training courses, seminars, self-study or work shadowing (SSSC, 2008).

Registration has major implications for the social services sector.

- Many employers need to prioritise their training resources and workforce plans to ensure that substantial numbers of their employees attain the relevant qualifications to comply with these requirements.
- Many employees need to obtain qualifications and undertake Post Registration Training and Learning (PRTL) to ensure their continued suitability for registration.

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Reshaping social services

There are initiatives currently underway to reshape existing social services which will have implications for skills demand. For example, the Scottish Government is currently exploring how older people can optimise their independence and wellbeing. This work is exploring the future role of the care home sector and care at home services, and is examining the workforce implications of re-shaping these services.

Projects are also underway to explore the potential for increased levels of working between staff in health and social care. This work includes:

- a project to develop a senior support worker role in children's services
- a project to identify common training needs in the health and social care sectors, and to identify existing training provision.

There may be substantial workforce implications arising from this agenda. Reablement is one approach that has been used in some parts of Scotland and the UK. Section four provides information about this approach and briefly highlights some of the training and skills issues associated with this form of care.

Re-tendering in social services

The Gershon review indicated that improvement in the commissioning of social care would lead to efficiencies in public services (Gershon, 2004). Re-tendering for services presents particular challenges for many private and voluntary sector employers. In one sense the mixed economy of care appears to have limited impact on service or skills demand, as organisations in all sub-sectors continue to register with the Care Commission while workers may be required to register with the SSSC. However, it seems clear that re-tendering can have a substantial impact on employers' abilities to ensure that they have a skilled workforce to deliver services (Cunningham & Nickson, 2009) It may be reasonable to conclude that the relatively short-term nature of these contracts can hinder an employer's ability to recruit, develop and retain a skilled workforce. In addition to this there has been a growth in the number of small and medium sized service providers. Many of these providers have limited access to resources or no internal training function. Some support is available to assist these providers. For example, the four regional Scottish Social Services Learning Networks provide a forum for social service organisations from the public, private and voluntary sector to discuss and collaborate on key workforce development topics. However, there are also concerns about the extent to which voluntary and private social service providers can be expected to engage in partnership in what appears to be an increasingly competitive sector.

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Migration

Section one of this assessment noted that the numbers of migrants in Scotland has grown rapidly in recent years although some sectors employ more migrant workers than social service employers (SSSC / Skills for Care and Development, 2009). The percentage of migrant workers in the Scottish social services workforce appears to be lower than that in other parts of the UK, where demand is believed to exceed current supply (Skills for Care and Development, 2009). There are, however, skills issues for some migrant workers entering the social services workforce in Scotland. These include skills needs that are particularly relevant to some workers (including language training) and the relevance of qualifications that some migrant workers may have obtained abroad (GEN, 2008).

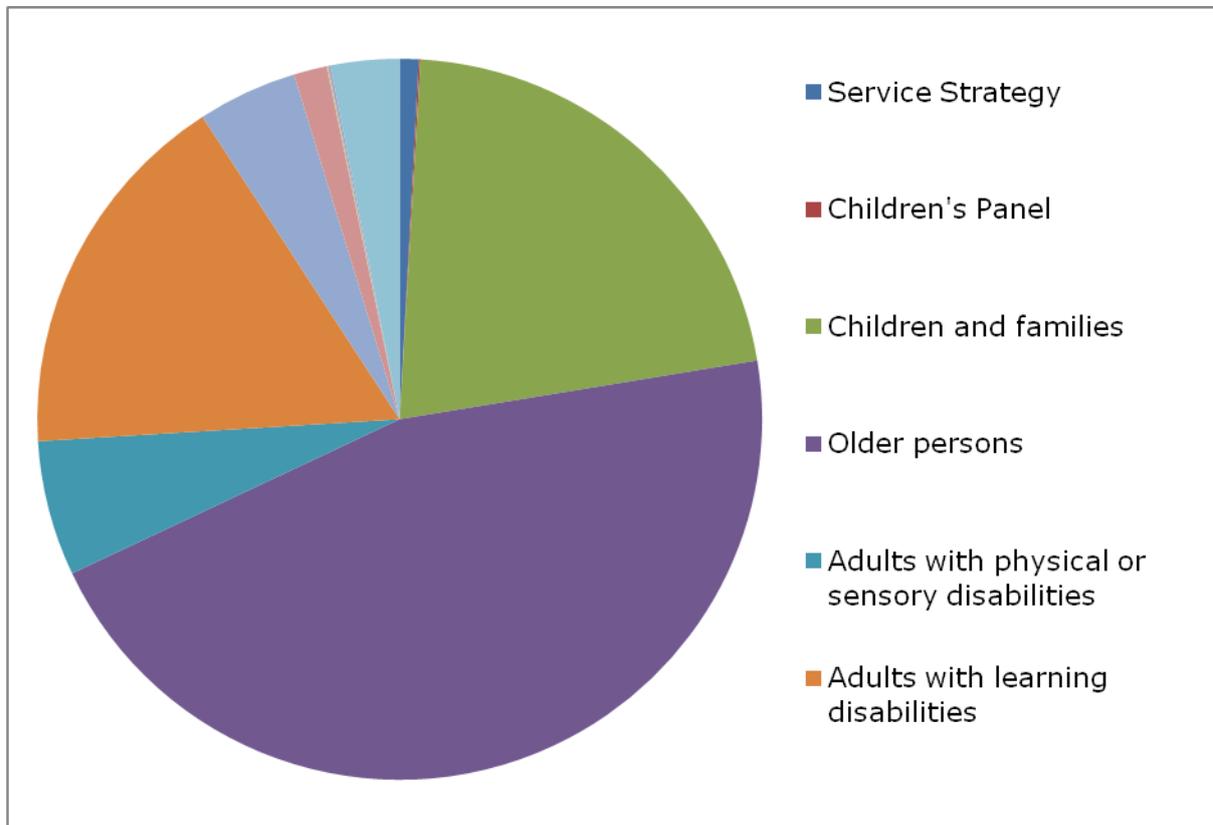
There may also be particular skills that the overall social services workforce will require to support a population that may have growing proportion of migrants as service users.

Expenditure, public value and productivity

Local Governments in Scotland spent £3.2 billion on social work activities during 2007/08. Of the £3.2 billion, £2.5 billion was spent on adult services while the remaining £0.7 billion was spent on services for children.

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Figure thirteen: Breakdown of Scottish Local Government expenditure on social work activities, 2007/08



(Scottish Government, 2009)

This compares with gross current expenditure by councils with social services responsibilities in England on Personal Social Services of £20.7 billion in 2007/08. Of the £20.7 billion, expenditure on adult services accounted for £15.3 billion, while the remaining £5.4 billion was spent on children's services. The future levels of funding for social services in Scotland is unclear at present, although there may be implications for training and skills demand.

This assessment has already noted the view that an improvement in the commissioning of social care would lead to efficiencies in public services (Gershon, 2004). Recent debate in the social services sector has tended to employ the language of "efficiency" rather than "productivity" (Skills for Care and Development / SSSC, 2006).

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The Atkinson Review has undertaken some work to explore the possibility of introducing measurements of productivity within the social services sector:

“Output measures for some public services were introduced in 1998 and provide a guide to changes in productivity. However, they do not provide a good measure of how the value of the level of output has increased in terms of monetary value or improved outcomes for service users. This was one of the main conclusions of the Atkinson Review and informed the Quality Measurement Framework project by the Office for National Statistics (ONS) which will report in 2010.” (Skills for Care and Development, 2009)

Legislation

Ensuring staff have a knowledge of relevant legislation is a further driver of skills demand (or training demand) in the social services sector. Section one noted that the Scottish Parliament introduces legislation which will have an impact on the skills required within the social services workforce. One example is the Adult Support and Protection (Scotland) Act 2007 and the subsequent training that employers provide for staff working with vulnerable adults. The Act introduces new measures to protect adults who fall into the category of “at risk”. The Act highlights the need for bodies to work together on adult protection investigations. An awareness of legislation such as the Adult Support and Protection (Scotland) Act can be a driver for skills demand in social services, and many staff may be required to undertake training as part of this.

Standards, personalisation and expectations

The SSSC publishes Codes of Practice for Social Service Workers and Employers. These are standards of conduct and practice which all social service workers and their employers must adhere to, and they have implications for skills demand. For example, the Codes note that social service employers must provide training and development opportunities to enable social service workers to strengthen and develop their skills and knowledge, while workers must take responsibility for maintaining and improving their knowledge and skills (SSSC, 2009).

The 21st Century Review of Social Work (Changing Lives) noted the need to build upon the capacity to deliver personalised services. Personalisation is defined as the process of ensuring that “citizens can become actively involved in selecting and shaping the services that they receive” (Changing Lives Service Development Group, 2008). The concept of personalisation in social services is not new, but there may be a need for some workers to further develop the skills required to ensure that people who use services are actively involved in service delivery.

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Changing expectations of people who use services may also have an impact on the skills required by some employees. These issues are being considered as part of a project to reshape the future of care for older people and as part of the “shifting the balance of care” agenda, both of which are explored in section four of this assessment. Research suggests that a substantial number of people would prefer (or expect) to receive care at home – whether that care is provided by a personal carer, a “professional care service” or a relative (European Commission, 2007). There may be a need for many workers to further develop the skills required to support individuals in their own home, such as the skills required to promote independence. Re-ablement (see section four) provides one example of how many workers may require to undertake some training to support these aspirations or goals.

Complying with standards, promoting personalisation and meeting individuals’ expectations can all produce skills requirements for social service workers.

Summary of Section

There are a series of key drivers of skills demand in the Scottish social services sector. Many of these drivers are inter-related, and play a key role in determining skills required to provide social services in Scotland. These drivers include:

- Demography – the population of Scotland is living longer and the numbers of the “oldest old” is expected to continue growing over the next quarter of a century. The oldest old require the most care, and there will be a need to develop more skilled workers to provide specialist care. There may also be implications for a workforce that already has an older age profile than the overall Scottish workforce. For example, it may become harder for many employers to recruit and retained a skilled workforce.
- Registration of the social services workforce – many social service workers are required to undertake a qualification to satisfy the criteria for registration with the SSSC. These workers are also required to undertake Post Registration Training and Learning (PRTL) to ensure their continued suitability for registration. Registration will be a key driver of skills demand for many social services workers.
- Reshaping social services – There are a range of initiatives currently underway to reshape social services in Scotland, many of which will have implications for the skills required by the workforce. This work includes projects to optimise the independence of older people and to encourage increased levels of working between staff in the health and social care sectors. Many workers may require to develop a new range of skills to meet these objectives.

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- Re-tendering in social services – the re-tendering processes for services presents particular challenges for private and voluntary sector employers. There are issues about the ability of organisations to collaborate on workforce development opportunities or to provide training for staff in a climate where services are frequently re-tendered. The growth of tendering has also led to an increase in the numbers of private and voluntary sector organisations, which may present a series of challenges for continuing to develop a skilled workforce.
- Migration – increased levels of migration have impacted upon the skills required in the social services workforce in Scotland, although this has happened to a lesser extent than in some other parts of the UK. That caveat aside, there are some sub-sectors of the workforce in Scotland (such as care homes for adults) which do have a substantial proportion of migrant workers, many of whom may require some additional training. There may also be questions about whether the social services workforce will be required to develop further skills to support a greater number of migrants who may be accessing social services.
- Public and private expenditure / efficient services - Local Governments in Scotland spent £3.2 billion on social work activities during 2007/08. Of the £3.2 billion, £2.5 billion was spent on adult services while the remaining £0.7 billion was spent on services for children. The future levels of funding for social services in Scotland is unclear at present, although there may be implications for training and skills demand.
- Legislation – new legislation can have an impact on the skills and training required within the social services workforce example. For example, many employees have had to become aware of the implications of the Adult Support and Protection (Scotland) Act 2007.
- Standards, personalisation and expectations – the skills required by the workforce should be driven largely by the skills and expectations of the people who receive or access services. “Changing Lives” highlighted the need to continue a drive for personalised services, where individuals are actively involved in selecting and shaping the services that they receive, while there is evidence to suggest that many individuals would prefer to receive care at home rather than in a care home (European Commission, 2007). Complying with standards, promoting personalisation and helping individuals to achieve their expectations can all produce skills demands for the social services workforce.

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Section three: Current skills needs

The first section examined key data on the social services workforce in Scotland. The second section examined a range of factors that drive skills demand in the sector. This section highlights the findings from a recent research project which examined the current skills needs of the sector.

The social services workforce: current skills needs (2009 / 2010)

A research project to explore the current and future skills needs of the social services sector in Scotland was undertaken by Skills for Care and Development in 2009/10. This research sought the views of a wide range of stakeholders on the current and future skills needs of the sector, including

- strategic stakeholders, including the Association of Directors of Social Work (ADSW)
- employers
- frontline workers
- organisations which represent the views of employees
- people who use services
- carers

In addition, this research facilitated views from employer bodies which support or represent the interests of childminders and personal assistants. The research aimed to assess the continuing relevance of the skills needs and issues identified in the Sector Skills Agreement (which reported in 2008). The research also aimed to explore whether there were any particular issues for some sub-sectors or geographical areas. Finally, this research aimed to explore whether there were any new skills issues or needs that should be noted, taking into account a range of factors:

- revised demographic data
- changes to public policy, including the introduction of required registration and the Adult Support and Protection (Scotland) Act
- re-tendering of social services
- the shared services and 'shifting the balance of care' agenda (see section four).

The findings indicate that respondents believed that the skills needs and issues identified in the Sector Skills Agreement (SSA) remain relevant to the entire social services workforce, namely:

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Registration requirements: The need to meet registration requirements was a key issue identified during the SSA and featured prominently during the recent discussions with stakeholders. This need has become increasingly relevant since the decision by Scottish Ministers to introduce required registration. For example, residential child care workers must register with the SSSC by 30th September 2009, while managers of care home services for adults must register by 30th November 2009.

The discussions on registration requirements during the SSA and the more recent research focused on qualifications that individuals need to obtain to register with the SSSC, or the skills that they require before they undertaking qualifications (see soft skills). Individuals are also required to undertake Post Registration Training and Learning (PRTL) to ensure their continued suitability for registration. Some individuals may require to develop the skills to undertake and evidence their PRTL, although there has been no research into this to date. This issue was not identified during the 2009/10 research nor was it highlighted by employers or employees during the SSA.

Other obligatory training demands: Employers highlighted a range of training demands in addition to those required for registration, including:

- mental health officer training
- health and safety
- moving and handling

In addition, employees must also be aware of the impact of new legislation, such as the Adult Support and Protection (Scotland) Act 2007.

Soft skills: Employers expressed particular concerns about the lack of teamworking and interpersonal skills in some areas of their workforce. For example, the need for strong interpersonal skills has been highlighted as a key skills needs for those who work with children and young people (Scottish Government / COSLA, 2008).

During the original Sector Skills Agreement more than a quarter of employers surveyed indicated that they expected to offer literacy or numeracy training to some workers (Skills for Care and Development / SSSC, 2008). Some employers have indicated that a lack of soft skills can hinder the abilities of some employees to undertake the qualifications that they may require to comply with registration requirements. There have been some initiatives in Scotland (include the Core Skills Appraisal Project developed by the Scottish Institute for Residential Child Care) which have been designed to help some employees to assess their core skills (or communication skills) before undertaking an academic qualification.

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Service design and effective use of workforce's skills: The need for service redesign has been identified by many stakeholders and was also a key finding of the 21st Century Review of Social Work, Changing Lives. The Service Development group established as part of Changing Lives reinforced the need to ensure that services:

- meet the legitimate aspirations of users
- increase people's capacity to take control of their lives
- are more focussed on prevention
- are accessible and flexible.

The personalisation agenda (see 'Standards, personalisation and expectations in section two) is a major component of this reform.

Commissioning and contracting skills / tendering skills: The Sector Skills Agreement highlighted the need for improved contracting and commissioning skills. The National Occupational Standards (NOS) for Commissioning, Procurement and Contracting in Scotland are approved and were credit levelled in 2009/10. The implications of this agenda for skills and training demand are referred to in section two (re-tendering in social services).

Skills in partnership working: The importance of partnership working was covered extensively during the development of the Sector Skills Agreement. In this context "partnership" includes work undertaken with other organisations and with service users. For example, there is a need for people who work in early years to develop the skills required to engage and empower children, families and communities (Scottish Government / COSLA, 2008). Working in partnership with people who use services and their carers is a theme throughout the personal capabilities in the Continuous Learning Framework (CLF). The CLF is a framework developed by the SSSC which helps employers and employees alike to focus on the qualifications, knowledge, skills, values, personal capabilities and organisational capabilities required to improve the quality of outcomes for people who use social services (SSSC / IRISS, 2008).

Ability of staff to operate autonomously: Employers surveyed during the development of the SSA indicated that the inability of staff to operate autonomously is an issue for some individuals. A lack of support for staff from managers was identified as a key concern. This suggests that there is a need for further promotion of coaching and mentoring skills in the sector. On a similar theme, the sector has identified a need to enhance leadership and management skills. For example, the need for enhanced leadership and management skills is evident in the early years and childcare sector, where workers play a key role in helping children make the best possible start in life.

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The Scottish Executive's response to a major review of the early years and childcare workforce (Investing in Children's Futures) noted that the development of leadership in the sector will be brought about by creating a workforce that is led by degree (or work-based equivalent) professionals (Scottish Executive, 2006). It will become a requirement (in the longer-term) that all early years and child care managers attain the new Childhood Practice Award, a qualification that is designed to enhance the professionalism and leadership of those working in early years and child care. From 2011 the SSSC will require managers in day care of children services to have a Childhood Practice degree level award.

Developments in technology: Employers and employees have noted the need to develop the skills which will allow them to capitalise on technological developments, as they play a vital role in helping individuals to access the knowledge, skills and training required for their personal development.

Skills needs of migrant workers: Section two noted that the social services sector in Scotland has not experienced the same growth in the numbers of migrant workers as that seen in other parts of the sector across the UK. That caveat aside, employers noted that a proportion of migrant workers do have particular skills needs. For example, approximately ten per cent of employers in the social services sector have offered language training to migrant workers (SSSC / Skills for Care and Development, 2009).

Service user specific skills: originally referred to as "client specific skills" during the SSA, this issue focused on specialist skills. These include the training required to support people who have dementia.

Workforce of the future – recruitment and training: section one and section four note the rapid growth of the social services workforce during the past decade and the changing nature of this provision. A growing workforce requires increased levels of training provision, while there will be recruitment issues for employers and employees. This agenda may also produce particular skills issues such as those identified for 're-tendering in social services' (section two). A major part of this agenda is also about ensuring that there is a career structure which links progression and professional development. For example, the Scottish Executive's response to the national review of the early years and child care workforce (Investing in Children's Futures) noted the need for a framework which supports workers to develop their professional skill and competence. The SSSC has developed two interactive online career pathway tools for social care, support services, early years and child care workers.

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Accessibility of training for the rural workforce: Employers are aware that rural workers often require alternative forms of training provision. The Scottish Government's skills strategy highlighted the need to make more use of e-learning in rural areas (Scottish Government, 2007). E-learning is not always a cheaper option and a lack of IT facilities can be an issue. The need for rural workers to develop different or additional skills to their urban equivalents was not a theme that emerged during the recent research nor was it a key theme from the SSA. Rural employers and employees focused on the accessibility of training rather than the skills needs of the workforce. That caveat aside, there is work underway to explore the challenges around providing sustainable health and social care throughout Scotland.

"Within the remote and rural communities of Scotland, there are a limited number of health and social care professionals, whose skills and expertise needs to be shared if communities are to have local access to the widest possible spectrum of care." (NHS Scotland Remote and Rural Steering Group, 2008)

The Remote and Rural Healthcare Educational Alliance (RREAL) has noted the need for the development of integrated and multi-disciplinary teams which combine health and social care professionals. In practice, this would mean that "where the balance of patient need shifts from nursing to social care, the lead role will change to the profession with the most appropriate skills ensuring that care provided is needs led." (NHS Scotland Remote and Rural Steering Group, 2008) This agenda could have particular skills implications for the social services workforce in rural areas, with a need for a wider range of skills than may be needed for urban provision.

Government funding for training specifically aimed at social services sector: Employers noted the lack of sector-specific funding for training during the recent research and the SSA. There have been some welcome developments for the social services sector in 2009/10, including:

- Increased eligibility for the Individual Learning Account (ILA) scheme means that a greater proportion of the workforce can access funding to pay for or contribute to training costs.
- Modern Apprenticeships (MAs) in Health and Social Care are doubled.
- The Voluntary Sector Development Fund (VSDF) re-opened. In 2009/10 the VSDF supported voluntary sector workers in care home services for adults and managers of housing support services.

Additional skills needs identified as part of the 2009/10 research (which were not highlighted during the SSA) include a requirement for some individuals to develop the assessment skills required to create a care plan or to undertake more detailed health and safety training. The report also identified a need for some workers to develop assessment skills or the ability to undertake research.

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An action plan for progressing the skills needs identified in the SSA was published during 2009/10. The action plan outlined the role that the SSSC, Skills for Care and Development and the "Scottish stakeholders" (a group which included Careers Scotland, LearnDirect Scotland and Scottish Enterprise) were playing in tackling each of the skills issues and needs identified during the SSA. The implementation of this action plan has been documented in a series of "Get Skilled" newsletters produced by Skills for Care and Development (SSSC / Skills for Care and Development, 2009).

Additional skills needs reports

There have been a series of other key reports recently (in addition to work already highlighted in this section) which have focussed on the current or future skills needs of all or part of the social services sector. These include:

1) Scottish Care Workforce Survey (2007)

A Scottish Care Workforce Survey of three hundred and fifty employers identified the following current and future skills needs for staff working in care homes for older people:

	Current skills needs	Future skills needs over three years	Current and future skills needs
Managers	<ul style="list-style-type: none"> • Planning and organising • Basic computer literacy / IT 	<ul style="list-style-type: none"> • Financial management • Operational management 	<ul style="list-style-type: none"> • Health and safety • Supervision and people development
Supervisors	<ul style="list-style-type: none"> • Reporting and recording • Care planning 	<ul style="list-style-type: none"> • Health and safety • Financial management • Operational management 	<ul style="list-style-type: none"> • Supervision and people development • Team working • Leadership
Practitioners	<ul style="list-style-type: none"> • Written communication • Interpersonal skills 	<ul style="list-style-type: none"> • Customer handling 	<ul style="list-style-type: none"> • Team working • Reporting and recording • Health and safety
Support Workers	<ul style="list-style-type: none"> • Oral and written communication 	<ul style="list-style-type: none"> • Team working • Reporting and recording • Health and safety 	<ul style="list-style-type: none"> • Customer handling
Ancillary Staff	<ul style="list-style-type: none"> • Oral communication 	<ul style="list-style-type: none"> • Team working • Reporting and recording • Health and safety 	<ul style="list-style-type: none"> • Written communication

(Scottish Care, 2007)

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2) Scottish Care at Home Workforce Survey (2008)

A Scottish Care at Home (SCAH) Workforce Survey of one hundred and thirty employers identified the following current and future skills needs of staff working in care at home:

	General Skills	Client Specific Skills
Managers	<ul style="list-style-type: none"> • Planning and organising • Leadership • Financial management • Supervision / coaching / development of the individual • Health and safety 	<ul style="list-style-type: none"> • Risk assessment • Protection from abuse, neglect and exploitation • Maintaining independence • Supporting rehabilitation
Supervisors	<ul style="list-style-type: none"> • Supervision / coaching / development of the individual • Leadership • Care planning • Team working • Planning and organising 	<ul style="list-style-type: none"> • Risk assessment • Protection from abuse, neglect and exploitation • Maintaining independence • Moving and handling
Personal Care Workers (includes enhanced care)	<ul style="list-style-type: none"> • Reporting and recording • Health and safety • Lone working • Verbal communication skills 	<ul style="list-style-type: none"> • Moving and handling • Simple administration of medicine e.g. prompting • Hygiene: food, personal and household • Washing, bathing and toileting • Maintaining independence
Non Personal Care Workers	<ul style="list-style-type: none"> • Health and safety • Reporting and recording • Written communication skills • Protection of vulnerable children and / or adults • Lone working 	<ul style="list-style-type: none"> • Non-personal care tasks, e.g. housework • Hygiene: food, personal and household • Protection from abuse, neglect and exploitation • Challenging behaviour • Maintaining independence

(Scottish Care at Home, 2008)

3) Supporting older people in care homes at night (2008)

This research examined the specific needs of staff working in Scottish care homes at night. There has been limited research conducted on the needs of this particular group of staff, despite their high levels of responsibility. The report suggested that while organisations have overall qualification targets for their workforce they do not always distinguish between day and night-time staff, invariably resulting in lower qualification levels amongst the latter group of workers. The report also argued that current qualifications do not fully prepare workers for the provision of night-time care.

The report suggested that there were specific skills that night-time workers require, such as an awareness of dementia or the management of night-time incontinence (Kerr et al, 2008).

4) Early Years Framework (2008)

The Early Years Framework was published in 2008 and outlined a new approach towards early intervention for children and young people. The framework highlighted the vision of a workforce that is "highly skilled, well trained, appropriately rewarded, well supported, highly valued by all with attractive career paths." The Framework noted the need for those who work with children and young people to have strong interpersonal skills, an understanding of relationships and to have a clear focus on the engagement and empowerment of children, families and communities. The need for services to take a more "strategic view of where workers with broader skills can add value to existing services" was also highlighted.

The Framework reinforced the need for those who work with children and families to be committed to their own continuous professional development (Scottish Government / COSLA, 2008).

5) Home Truths: Residential Child Care in Scotland (2008)

The Scottish Institute for Residential Child Care (SIRCC) asked stakeholders to identify a vision for the residential child care workforce in 2020. Participants indicated that they wanted to see a workforce that was

- valued
- "child focused and...clear about what they are doing and what outcomes they need to achieve"
- "based in the community in order to prevent the separation of children from families and communities"
- engaged in joint training, where residential child care and social work fieldwork staff are trained together.

(SIRCC, 2008)

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6) Higher aspirations, brighter future: Residential Child Care workforce report (2009)

The National Residential Child Care Initiative (NRCCI) managed by the Scottish Institute for Child Care (SIRCC) produced a series of reports in 2009. A report on the workforce noted the need for employers to develop robust systems to support individuals who have not yet achieved qualifications required for registration and for further analysis of the skills needs across the children and young people's workforce (Davidson et al, 2009).

7) Modern Apprenticeship consultation (2009)

In 2008/09 the SSSC (as part of Skills for Care and Development) conducted a consultation as part of the review and update of the two Modern Apprenticeship (MA) frameworks that it manages. The majority of respondents indicated that the creation of an SVQ level 2 MA in Health and Social Care would be helpful as there are a large number of workers (particularly in residential care for older people) who would find this award more suitable than a level 3. This is partly due to the fact that these workers do not have supervisory experience. A SVQ level 2 MA in Health and Social Care was introduced in August 2009.

8) Skills needs of Personal Assistants (due 2010)

The Scottish Government is currently undertaking research to identify workforce issues surrounding people in receipt of Self Directed Support. The project is scheduled to report in 2010.

9) Research into the skills needs of the Criminal Justice Social Work Workforce (due 2010)

The SSSC is currently undertaking a research project which is examining the skills needs of the criminal justice social work workforce.

In summary, these nine reports highlight (or will highlight) a series of key skills issues and needs for all or parts of the social services workforce in Scotland. They highlight issues for specific groups of workers (such as individuals working in a care home at night or residential child care workers) or provide an illustration of where action has been taken to resolve a skills need, such as the introduction of an SVQ level 2 MA in Health and Social Care. Many of the themes that emerge from these reports are similar to those identified during Skills for Care and Development's recent research and the Sector Skills Agreement.

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This assessment now explores how the skills needs for the Scottish social services workforce relate to the skills needs for the equivalent workforce in other parts of the UK.

Comparison of skills needs: The Scottish social services workforce and the equivalent workforce in other parts of the UK

This assessment has focused so far on the skills need for the social services workforce in Scotland. The focus now turns to the equivalent workforce throughout the UK. The skills needs identified as part of the Sector Skills Agreement (SSA) for the social services sector in Scotland were listed earlier in this section. Equivalent Sector Skills Agreements were undertaken by the other members of the Skills for Care and Development Alliance in 2008, and a series of common UK-wide skills were identified:

- Management and leadership, including professional management capability
- Capacity building and managing transitions arising from the changing service models including the need for commissioning skills
- Achievement of gateway qualifications to meet regulatory frameworks and CPD to support re-registration
- Development of specialist expertise
- Skills to work flexibly in integrated service models and partnership and shared learning.
- A need for learners to have improved and simplified access to appropriate qualifications that are demand-led.

(Skills for Care and Development, 2008)

The language used within these six skills needs has been broadened to reflect the findings from the various parts of the UK. As can be seen, there is considerable overlap with the skills needs identified for the social services workforce in Scotland.

The devolved nature of social services ensures that the relevance and characteristics of some skills needs will vary across the UK. For example, the registration timetable and qualification requirements for the social services workforce in Scotland is different to that for workers in other parts of the UK, while the skills needs of migrant workers may be a bigger issue in parts of England than it is in Scotland (where migrant workers form a smaller proportion of the workforce).

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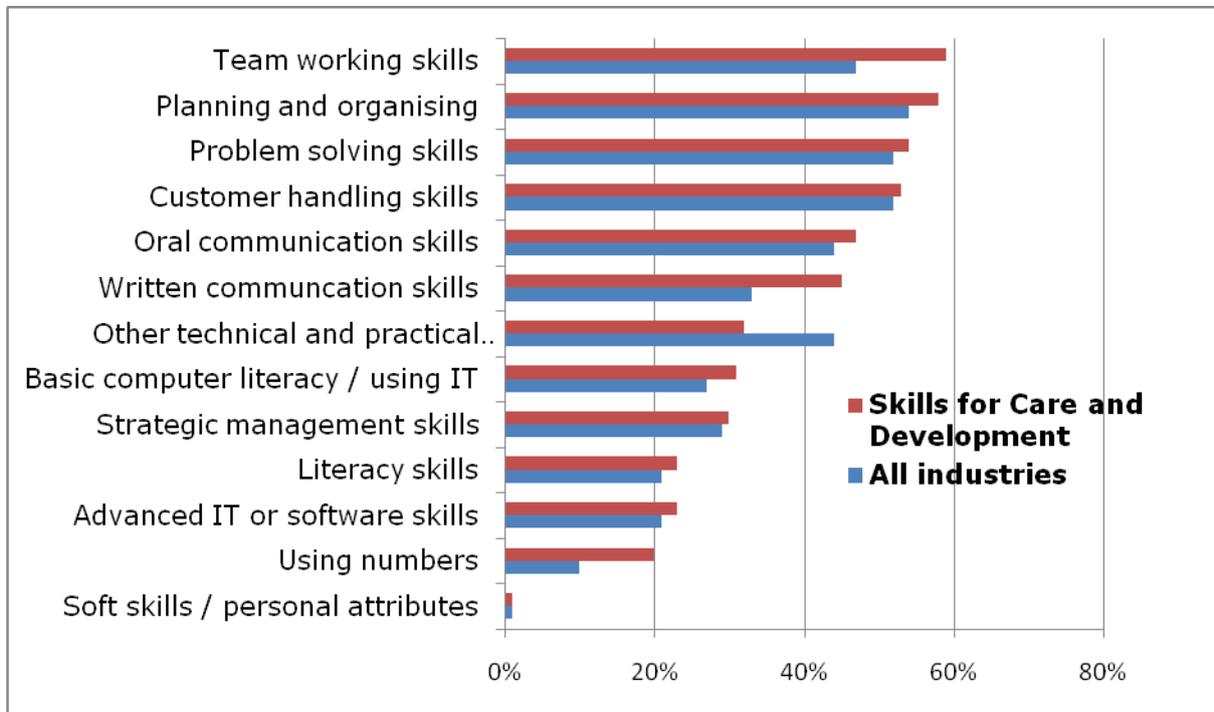
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Comparison of skills needs: The Scottish social services workforce and the overall Scottish workforce

This assessment now compares the skills needs of the Scottish social services workforce with that of the overall Scottish workforce. The Scottish Employers Skills Survey 2008 examined the skills needs of approximately six thousand employers throughout Scotland. Approximately five hundred of these employers are categorised as part of the Skills for Care and Development sector. Sector Skills Councils have used the data from these surveys to present a profile for their sector and to make comparisons with the overall Scottish picture.

The social services employers identified a series of skills that required to be improved. These skills are listed in the following figure, along with the percentage of all Scottish employers that identified this particular need. Many of the skills needs identified by social service employers in the Scottish Employers Skills Survey are similar to needs identified by employers during the Sector Skills Agreement and the subsequent research in 2009/10. The term 'soft skills' does not appear prominently in the following figure although this appears to be due to varying interpretations as to what it means. Skills such as teamworking, communication and literacy skills do appear frequently and prominently in many recent studies of the social services sector and the overall workforce.

Figure fourteen: Percentage of employers indicating skills that need to be improved (Skills for Care and Development / all industries)



(Alliance of Sector Skills Councils, 2009)

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Summary of Section

A research project conducted by Skills for Care and Development in 2009/10 indicated that the sector's skills needs (as previously identified in the Sector Skills Agreement) remain relevant. Other needs identified for the workforce in Scotland include:

- Particular challenges for some sub-sectors or sections of the workforce, including residential child care staff and staff working night shifts in care homes for adults.
- An occasional need for new or revised qualifications to meet individuals' requirements. An example is the level 2 Modern Apprenticeship in Health and Social Care for workers who do not have supervisory experience. This award was introduced in August 2009.

The skills needs of the social services workforce in Scotland are similar to those for the equivalent workforce in other parts of the UK. There are some specific differences, largely as a consequence of devolution. For example, the registration agenda in Scotland is different to that in England, Wales or Northern Ireland, while the position of criminal justice social work services also varies across the UK. There is also evidence of a larger proportion of migrant workers in some parts of the UK than there is in Scotland, and some of these workers may have particular skills needs.

The skills needs of the social services workforce in Scotland are relatively similar to those for the overall workforce in Scotland. The Scottish Employers Skills Survey suggests that substantial numbers of workers in Scotland are required to develop a range of skills, including

- teamworking
- planning and organising
- problem solving
- customer handling
- Oral communication

This data would suggest that these skills needs are particularly relevant to the whole Scottish workforce. Many of these needs are also key issues for the social services workforce in Scotland.

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Section four: Anticipating what lies ahead – future skills needs

The second section of this assessment focused on the current drivers of skills demand and skills needs, including demographic change and the impact of public policy. This section examines the possible or likely future trends for the social services sector and aims to anticipate the associated skills needs that these may bring. This section uses a range of sources (including Working Futures) to highlight the projected growth of the workforce over a short-term period.

Future trends and associated skills issues

This assessment now briefly examines some of the other factors that may impact upon the future skills needs of the social services workforce, including:

- Re-shaping care for older people and Shifting the Balance of Care
- Reablement
- Sustainability

This list (in common with the list of current skills drivers in section two) is not definitive, while many of these issues are also inter-related.

Reshaping care for older people and Shifting the Balance of Care

The Scottish Government, the NHS and the Convention of Scottish Local Authorities, (COSLA) are currently working on a programme to “engage all interests in reshaping care and support services (for older people) so that policy objectives are met in ways that are sustainable” (Joint Improvement Team, 2009).

The Shifting the Balance of Care (SBC) initiative is an NHS initiative which is about “improving the health and wellbeing of Scotland by increasing our emphasis on health improvement and anticipatory care, providing more continuous care and more support closer to home” (NHS Scotland, 2009)

Shifting the Balance aims to:

- move towards prevention by increasing the rate of health improvement
- develop partnerships which ensure that the individual is not viewed as a “passive recipient” – rather, “as a full partner in improving their health and managing their conditions.”
- Improve access to care and treatment though changes in the location of services, and maximising the use of technology to deliver services.

(NHS Scotland, 2009)

These objectives will have implications for the skills needs of the social services and health workforce. They may be particularly relevant for the rural workforce (see accessibility of training for the rural workforce in section three).

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Reablement

One part of Shifting the Balance of Care is about reablement. Reablement schemes are about helping individuals to increase their independence and to continue living in their own homes as long as possible, and focus on “supporting people who live at home by helping people to do rather than doing for them” (Macleod & Muir, 2009).

Reablement involves a six week care and support service for individuals, with additional support from occupational therapists, equipment and adaptations where required. A recent study evaluated the first eight months of a home care reablement service delivered by the City of Edinburgh Council. The evaluation noted that the reablement scheme was more expensive than traditional methods of support but did provide many benefits for individuals, at least in the short-term.

The evaluation of the reablement scheme highlights some of the key tasks that may form a greater part of a home carer’s workload, and may present a need for the development of further skills for some workers:

- “Greater emphasis is now placed on valuing and utilising the inter-personal skills of home care staff to work with service users, in partnership with their unpaid carers, to build, through empowerment, confidence and belief that the person’s capacity and well-being will improve.”
- “Goal planning with individual service users is considered essential to success, with daily recording and weekly progress meetings between front-line home care reablement staff and managers and OTs.”

All workers were provided with additional training prior to joining the reablement scheme. The home care workers indicated that this training was positive and prepared them for this work.

(Macleod & Muir, 2009)

The second section of this assessment noted that individuals increasingly expect to receive their care at home for as long as possible. Shifting the Balance of Care and reablement services support this aspiration. The evaluation of the City of Edinburgh Council’s care at home reablement service highlights the training that some workers would require to deliver this aim, including the skills to support and empower service users to continue to live in their own home for as long as possible. All workers participating in the reablement project undertook specialist training beforehand (Macleod & Muir, 2009). The participants in the reablement pilot (including the people who used services and workers who provided care) were broadly positive about these services. Further promotion of initiatives such as reablement would have training implications for the workforce that would deliver these services.

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Sustainability of services

Projects such as the Scottish Executive's Range and Capacity Review have devised scenarios which project a substantial growth in the future numbers of individuals receiving care at home services (Scottish Executive, 2004). It is possible to speculate what these scenarios would mean for the workforce, but as yet it is unclear what they would mean for frontline staff and the skills that they would require.

There are also questions about the sustainability of the workforce. Section one outlined the rapid growth of the workforce over the past decade. This section use forecasts to illustrate the potential growth of the workforce over the next few years but it seems reasonable to conclude (partly due to the current economic climate and the initiatives and policies outlined throughout this assessment) that the recent growth in workforce numbers cannot be sustained over the short to medium-term period.

Forecasts

This assessment now uses data to develop two projections for the possible growth of the social services workforce in Scotland between 2007 – 2017:

- Working Futures
- Labour Force Survey Data

Working Futures: The Working Futures Research (by the Warwick Institute for Employment Research) projects that the social services workforce in Scotland will increase from 140,000 in 2007 to 150,000 in 2017. When replacement demand is taken into account the projections indicate that an additional 60,000 people will be required to work in the sector between 2007 and 2017. This figure takes into account the replacement caused by individuals leaving the sector and caused by an expansion of the sector during this period. Section two noted that the demographic challenges could result in substantial expansion and replacement workforce demand, and this would hinder many employers' abilities to recruit, develop and retain a skilled workforce.

There are issues about using Working Futures data to forecast or project the future growth of the social services workforce in Scotland. For example, it should be noted that the Working Futures research is based on ABI data. Section one indicated that the ABI is believed to significantly under-estimate the size of the social services sector.

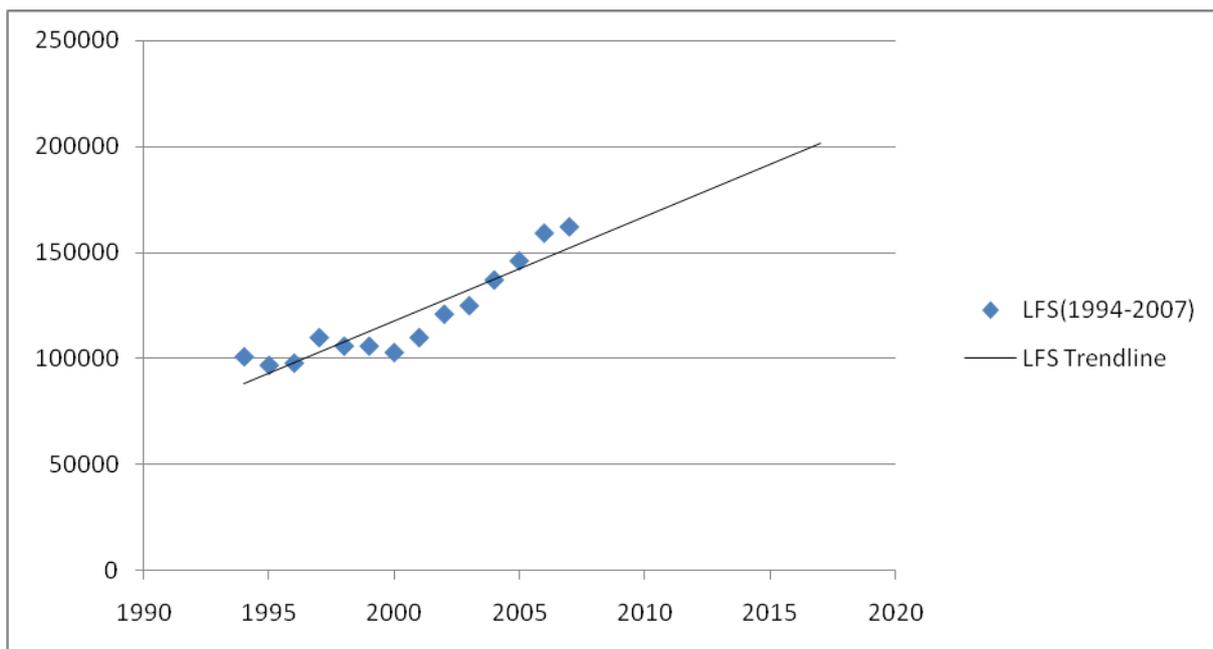
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Labour Force Survey (LFS) projections: The Labour Force Survey (LFS) indicates that there are approximately 162,000 social services workers in Scotland as of 2007. The LFS figure is lower than the 198,680 figure for the workforce developed using data from the Care Commission Annual Returns and the Staff of Local Authority Social Work Services (SLASWS). In future it may be possible to use Care Commission data and the SLASWS to forecast the future growth of the workforce. In the meantime, this assessment uses historical LFS data to project the future growth of the social services workforce in Scotland.

Historical data from the LFS is used to project the future growth of the social services workforce over the next ten years. A general rule used here is that it is possible to use ten years of historical data to project five years hence. In the following figure the LFS data for 1997 – 2007 is used to project the growth of the workforce over the period 2007 – 2012, while the “line is continued” to project the potential growth of this workforce until 2017.

Figure fifteen: Labour Force Survey Projections, 2007 – 2017



A continuation of the LFS data (1994 - 2007) suggests that the social services workforce in Scotland would grow to 177,000 in 2012 and 201,000 in 2017.

There are flaws with using these methods to project the workforce. For example, the LFS trendline above includes a figure of approximately 150,000 for the workforce in 2006 – at a time when the actual LFS figure (also shown on the graph) was approximately 162,000. This figure uses the LFS data from 1994 – 2007 to project a future workforce that is the ‘best fit’ using historical data.

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There are other issues with this methodology. For example, the LFS data (in common with the ABI) does not include all workers in social services. The projections in this assessment focus on how the workforce could grow if all other factors remain equal and do not take into account a range of trends, some of which have been identified throughout this assessment. These include the impact of the recession, the Shift in the Balance of Care or the increasing numbers of personal assistants (as these workers may not be included in the LFS data). These figures also fail to take into account the impact of any cuts to public expenditure nor do they consider the implications for the workforce arising from changing levels of private expenditure on care.

These projections should not be treated as definitive projections for the future of the workforce. They do, however, provide an illustration of how the workforce has grown in recent years and could (theoretically) continue to grow over the next decade. They also provide an illustration of some of the issues that are likely to emerge for the workforce in the short to medium term.

In future it could be possible to develop a series of scenarios for the growth of the social services workforce in Scotland, by examining:

- the ratios of staff to people who use services
- forecasts for future demand for social care

Similar work combining data from the National Minimum Dataset for Social Care with projections for future service demand has been undertaken to develop projections for the adult social care workforce in England (Skills for Care, 2008).

In summary, the workforce projections in this assessment should not be taken out of context. The Working Futures model, for example, suggests that the workforce will grow to approximately 150,000 workers by 2017 – a figure that is already lower than the current Labour Force Survey (LFS) figure for this workforce. These projections are included because this assessment aims to indicate how the workforce could possibly grow over the next decade. In time it will be possible to produce more robust projections for the growth of this workforce using a range of sources, including the Care Commission's annual returns and the Staff of Scottish Local Authority Social Work Services survey. In the meantime there remains a "preferred vision" for the social services sector:

"A competent, confident workforce, capable of delivering high quality services that has the confidence of the public, those who use services and their carers."
(SSSC, 2009)

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Summary of Section

There are a series of factors that are expected to impact upon the future of social services workforce, including:

Reshaping care for older people and Shifting the Balance of Care – The first half of this agenda is about reshaping care and support services for older people to ensure that they are delivered in a sustainable way, while the Shifting the Balance agenda is about increasing emphasis on health and improvement and providing more care closer to home. Both policies will have skills implications for the social services workforce.

Reablement – this initiative is about helping individuals to stay at home and to increase their independence. Reablement provides one example of how the delivery of care may change and may create skills and training demands for some areas of the workforce.

Sustainability of services – there may be issues about whether the recent growth in the workforce providing social services is sustainable in the short to medium term.

Forecasts - This section highlights forecasts for the possible growth of the social services workforce in Scotland. The Warwick Institute for Employment Research projects that the social services workforce in Scotland could increase from 140,000 in 2007 to 150,000 in 2017, and that an additional 60,000 workers would be required to meet demand during this period. A projection based on existing Labour Force Survey data suggests that the social services workforce could grow to approximately 201,000 by 2017. A substantial growth in the replacement and expansion demand would hinder the ability of many employers to recruit, develop and retained a skilled workforce.

Neither of these forecasts should be viewed as a definitive figure for the growth of the social service workforce in Scotland, not least because they use data which is believed to underestimate the size of the workforce in Scotland. These projections are lower than the existing workforce figures produced from analysis of the Care Commission Annual Returns and Staff of Scottish Local Authority Social Work Services survey in 2007. It should be possible in future to combine data on demand for services with the data from the annual returns and the survey of local authority social services to provide a more robust picture of the possible growth of the workforce in Scotland.

The preferred vision for the social services workforce in Scotland has been outlined in many of the reports referred to throughout this assessment and is identified on the SSSC's website:

"A competent, confident workforce, capable of delivering high quality services that has the confidence of the public, those who use services and their carers."

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