

SCOTTISH SOCIAL SERVICES COUNCIL

Changing Lives Workforce Group

held on 23 November 2007 at 10.00 am

at the COSLA Office, Edinburgh

Present: Carole Wilkinson, SSSC (Chair)
Joy Barlow, STRADA
Ian Davidson, Scottish Government
Karen Donaldson, Chair Recruitment and Retention Sub
Group
Marc Hendrikson, SWIA
Mary Howden, SSSC
Ranald Mair, Scottish Care
Jan Miller, VSSSWU
Sandy Riddell, ADSW
Morag Robertson, Learning Network
Gill Tucker, Scottish Government
Linda Walker, SIESWE
David Wiseman, Care Commission

In Attendance: Zoe Van Zwanenberg SLF
Maggie Glenday (note taker).

Action

1. Welcome and Introductions

1.1 Following introductions Chair welcomed everyone to the meeting.

2. Apologies

2.1 Apologies were received from P Curtis and D Rennie.

3. Minutes of the Meeting held on 5 September 2007

3.1 The minutes were accepted as an accurate record.

4. Matters Arising

4.1 i) **Change Academy Update:** Gill to provide update (Due shortly)

- ii) **Item 4.5, VSSSWU Research Projects:** J Miller referred the group to the research papers circulated by email prior to the meeting (a hard copy made available at the meeting) and requested they provide comments/ feedback by the end of the following week. Members found these full of useful material and the papers were referred to the Recruitment and Retention Sub group for detailed discussion.
- iii) **Item 7.2, Funding to Support Users and Carers' Involvement in the Training of Social Workers:** As part of the debate on this item Chair advised she had provided information to I Davidson on what was happening across the UK, but as yet no decision had been made.
- iv) **Item 8, Communication/Papers:** Chair referred members to the Communication Strategy (hard copies made available at the meeting) and advised them it could be added to a future meeting's agenda.
- v) **Item 6.5:** Chair referred members to the summary paper prepared by M Hendrikson which brought together information from SWIA inspection reports. The group found the paper very helpful and thanked him for providing it. Mr Hendrikson began by outlining the context and content of the paper, advising that whilst three more reports had still to be completed the summary paper highlighted themes which were starting to emerge with recommendations contained within the appendix. A general discussion followed on the themes emerging and members noted a strong commitment to make this information available to a wider audience.

Attention was also drawn to the recently published Criminal Justice Inspections.

Chair advised a joint conference (SSSC, SWIA and CC) was being held on 29 January 2008.

5. Funding for Learning & Development Opportunities

5.1 M Robertson outlined the three key phases contained in the paper and the changing funding landscape. It was envisioned the paper would stimulate debate by asking a series of questions:

- How does the changing funding landscape affect the work of the group?
- How should the group take this work forward?
- How could this be done differently?

5.2 The group noted that whilst the changing economic landscape offered opportunities there were also inherent dangers. They highlighted the need to address emerging patterns at a strategic level and the difficulty posed by parochial thinking. Additionally they discussed how the group might influence the necessary change in attitudes.

5.3 Members discussed the disadvantages and advantages of ring-fenced funding and the need for voluntary and private sectors to be involved at the strategic level. They noted the opportunity provided to re-configure the sector.

5.4 Chair considered that the review had facilitated the removal of a number of unhelpful, small, ring fenced funding.

5.5 The group identified a number of key issues:

- linkages with the Sector Skills Agreement
- linkages with health
- identify gaps
- capacity planning and commissioning
- need for clear strategy and action plan
- partnership working
- identifying significant levers/drivers
- promotion of a learning culture
- triangulating evidence
- link between workforce development leading to improved performance
- evidencing capacity building
- the need for simple, clear structures and accountability
- models of practice to assist delivery

- 5.6 The group discussed the need to identify the work which needed to be undertaken and identify the priorities and how this tied into the Sector Skills Agreement as well as their role and how to take this forward.

6. Funding Bids for Change Projects

- 6.1 I Davidson advised members that funding had been reduced by a third and they discussed the impact this would have. They agreed it was necessary to focus on supporting existing projects and that it would be useful for the group to facilitate brief presentations on the current projects, with the Recruitment and Retention Sub Group receiving a presentation on the recruitment project.
- 6.2 Chair outlined the process for overseeing the projects

7. Sub Group Reports

- 7.1 i) **Workforce Intelligence Group:**
I Davidson advised the group had not met so there were no significant items to report however, an event was taking place on 29 November at Victoria Quay which was looking at the future needs of the sector.

Members were updated on a range of data which could inform the sub group's work and the issues in relation to collection, duplication and extraction. D Wiseman to circulate messages from safer recruitment themed messages and from other reports.

ii) **Recruitment and Retention Sub Group:**
K Donaldson advised that the first meeting of the sub group took place on 12 November. It focused on their role and remit and they made very minor amendments to the original remit and role and this would be circulated. They intended to identify their priorities and develop a workplan at their next meeting and anticipated this would be a quite challenging task.

iii) The sub group had looked at how they might spend the money available in the current financial year, identifying:

- roadshows to raise awareness
- developing an infrastructure
- developing a strategy
- developing materials (good practice and case studies)
- commissioning research

Members discussed the merits of these options and considered the development of infrastructure to promote the things that would attract people to work in social care sector as well as the development of materials which could then be used in the future preferable to roadshows.

iv) Members were advised the sub group would be meeting in December and Ms Donaldson indicated she would pass on members' views to them.

v) Ms Donaldson in her capacity as SPDS representative outlined the work being undertaken as part of the National Recruitment Portal which was likely to be launched in the Spring.

vi) Members discussed reporting mechanism and it was agreed the sub group's minutes would be brought to Workforce meetings and that this would also apply to minutes from WIG sub group.

8. AOCB

- 8.1 J Miller advised that the VSSSWU would be part of the social services sector for the next three years as their funding had been continued.
- 8.2 J Barlow provided an update on behalf of Centres of Excellence:

STRADA

Monitoring and Activity report details:

April 2006 - September 2007 - 673 courses/8108 participants on regionally delivered courses and bespoke (specially commissioned programmes) of these 48% had not attended a course before though 19% did not complete this part of the registration form.

Evaluation:

As in previous years STRADA has conducted in depth telephone interviews in order to gain some data on impact from training on practice. In addition quantitative data has been elicited from both participants and managers to the use of learning objectives in the workplace. The reports of these data will be made available on the STRADA website.

SIRCC

Report from SIRCC regarding the qualification levels of staff in the sector and comments from SIRCC about future aims for the sector related to training levels available on request.

The comments below are from **The Dementia Services Development Centre:**

The centre has an ongoing Forth Valley Dementia Project which is raising the profile of education and training for staff across the health, social work and voluntary sector. This is a 12 month change project which focuses on improving the experience for people with dementia of services in the Forth Valley area. 80% of our workplace training delivered for staff working in care homes/home care and in the community. Also recently seconded a charge nurse to implement the Health Care Assistant programme which is a 6

month self-study course for those working with people with dementia in hospital settings. Our undergraduate and post graduate distance learning courses attract social workers, nurses, care home managers and AHP's and currently, in total, 75 workers studying on these courses.

9. Development Day, 31 January 2008

9.1 Discussion on the format of the Development Day was led by Z Van Zwanenberg. She began by asking the group to consider the following key questions:

- What were the outcomes that they wanted?
- What did they want to have achieved?
- What were the key issues for considering?

9.2 A general discussion followed including:

- What was the future in relation to *Changing Lives* and where did the group fit into it? H
- Clarity around the work of the other workstreams.
- Implications of changing government priorities.
- What are the levers that the group has and what can be achieved?
- Look at roles, infrastructure, leadership, and framework from a strategic perspective and where would the group go next and what was its lifespan?
- What role could Learning Networks play in the altered landscape?
- What could the Centres of Excellence bring to the landscape?
- What evidence was coming from research and how does it fit?
- What do other partners such as ADSW, Scottish Government bring?
- Triangulation issue.
- What was the group's purpose in relation to the building block?
- Overview of how the frameworks fit together and how other pieces of the *Changing Lives* fit round it.
- Continuous improvement.
- Better understanding of the Sector Skills Agreement and the implications for the group.
- Revisit stakeholder analysis?

- Revisit partnership analysis?
- Community Health partnerships, how to engage with them as well as the health sector and identify the range of resources which could be tapped into.

9.3 Chair referred members to the previous development event which had taken place November 2006 and considered it would be useful for the group to use the outcomes from the event as a starting point and evaluate themselves against that. The group also identified the need to include the following:

- creating in depth pictures of the different parts of the workforce
- identifying key linkages, stakeholders, tasks and strategies
- where was the group now in the light of the changing landscape ?
- clarity of vision
- where did the group need to go?
- what might the group be doing and how could it move into a different phase?
- who needed to be part of the group to fulfil the vision?

9.4 Chair indicated it would be useful if a summary of the *Changing Lives* Chairs group meeting could be made available to inform members' discussions.

9.5 The outline agenda for the Development Event to include:

- i) Where did the group start?
- ii) What's changed?
- iii) How has the landscape changed?
- iv) Review of stakeholder analysis
- v) What are the underpinning issues?
- vi) What are the required outcomes?
- vii) How does the group judge success?

Z van Zwanenberg to circulate draft agenda.

9.6 Format of the Development Event to include evening and one day rather than single day meeting. M Glenday to progress.

M Glenday

9.7 There being no other competent business the meeting closed at 12.40 pm.

