SSSC news

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Looking after your care

Who regulates social services and the people who work in them?
The Scottish Social Services Council and the Care Inspectorate regulate social care services and the people who work in them to protect you and to make sure you get good quality of care that meets your needs. Regulation in social services means that social services and the people who work in them must meet high standards of care and practice.

What standards can people expect from care services and workers?
All individual social service workers must meet standards of practice and behaviour set out in the SSSC Code of Practice for Social Service Workers. All care services must meet the National Care Standards for the service they provide and they also have responsibilities as employers which are set out in the SSSC Code of Practice for Employers.

What can you do if a person using social services comes to you with concerns over the standard of care or about an individual working in a service?
If someone is:
• dissatisfied with the level of care that they or someone they know is receiving in a service
• concerned about the ability or behaviour of an individual social service worker they have every right to question this.

Anyone can complain and they can complain directly to the service (the person, other staff, their manager, the employer). Often the quickest way to resolve a complaint is by raising it directly with the provider. We would encourage this wherever possible.

However, if that doesn’t help or if they or you think what’s happened is serious either you or they can speak directly to:
• the SSSC if the complaint is about an individual worker
• the Care Inspectorate if the complaint is about the standards of care in a service.

We can investigate complaints and take action if necessary. You can also make a complaint anonymously.

You can find out more about the SSSC and the Codes of Practice at www.sssc.uk.com or call us on 0845 60 30 891.

You can find out more about the Care Inspectorate at www.careinspectorate.com or call 0845 600 9527.

Find out more about the National Care Standards at www.nationalcarestandards.com or call 0845 370 0067.

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The Scottish Social Services Council (SSSC) and the Care Inspectorate regulate social care services – and the people who work in them. Our joint Looking after your care materials are designed to help staff, people who use services and carers know about the standard of care they should expect.

Download our Looking after your care leaflet and postcard from our website: www.sssc.uk.com or email: enquiries@sssc.uk.com to request copies.
Welcome to the summer edition of SSSC news. As ever, it contains a range of articles about what is going on at the SSSC and how you can engage with our work to make sure Scottish social services have a skilled, confident and safe workforce. The highlight for me is the Care Accolades. We held our annual awards ceremony in Perth this year, and it was a great success. The finalists are all fantastic and I’m sure you’ll agree we have some stunning winners that are an inspiration and a true credit to our sector.

For the first time, the event was live streamed online and we had nearly 700 views – colleagues and friends could feel part of the event and share the success of their projects from afar.

The vision to create excellence in the social service workforce underpins our Creating the Workforce of the Future work, which kicked off with an event in Edinburgh, and will culminate in concrete proposals to help us move from talking about how things need to change to actually making that change happen. Find out more about how you can participate on page 4.

You can also read about our new Step into Leadership web resource, our work across the UK on mobile learning solutions, the fantastic developments from our partnership with NES (NHS Education for Scotland) and Alzheimer Scotland on dementia and a lovely example of good practice from Aspire Scotland. Our work extends beyond the registered workforce and you can read about what the SSSC Codes of Practice mean for childminders.

I hope you enjoy this issue and please do let us know what your views are.

Anna Fowlie
anna.fowlie@sssc.uk.com
Help us find solutions to big challenges

Following the launch of the workforce of the future challenge by the SSSC and the Institute for Innovation and Research in Social Services (IRISS) in June, Lorraine Gray, Head of Strategic Development tells us what’s next.

Over the next 10 years we will all face the challenge of ensuring that Scotland has a skilled, confident and valued social service workforce. To harness the knowledge in the sector and ensure excellent, people-centred services, the SSSC and IRISS are organising events to bring together interested people to generate solutions to make a real difference and make sure we are ready for the challenges ahead.

We held our first event on the 11 June, a Problem Pow-Wow with over 60 people from the across the sector, where we explored issues using four personas (pen pictures of individuals), generated 35 issues facing the sector, voted to establish 10 big issues and developed 10 interesting questions.

From these questions we have four challenges.

The challenge questions are:

1. How can we demonstrate the difference that social services make?
2. What can social service workers do to better involve communities to prevent problems, and find solutions?
3. How do we equip social service workers to provide truly person-centred services?
4. What can be done to work collaboratively with other professions without losing the unique contribution that social services bring?

Innovation camp

From the ideas and comments we receive in response to the four challenge questions, we will select 100 participants for the innovation camp in Edinburgh on 17-18 September. The camp will bring together individuals with different expertise to develop the ideas. Innovation camps focus on tangible outputs through developing a working solution within a short intense period of time – in our case over two days. Expect long days and hard work – you’re trying to come up with solutions to big problems – but it will also be exciting, stimulating and thought provoking.

At the end of the year we will present the solutions and ideas to organisations and ask them to adopt one. That might be prototyping an idea and testing it in practice or it might be simply implementing something straightforward.

If you have any questions about the workforce of the future challenge, email Lorraine Gray at: lorraine.gray@sssc.uk.com

Tell us your ideas for the future workforce

We have launched an ideas platform where you can submit your ideas to solve the challenges or comment on other people’s ideas. We are looking for ideas that are practical, productive and/or pioneering. If you have not already registered on the site go to https://100open.ideascale.com
Hellos and goodbyes

With the SSSC having past its 10th anniversary and Anna Fowlie, Chief Executive been in post over two years now, it was time to look at our structure to make sure we are set up to meet our organisational outcomes and provide the best service.

Our new structure is outcomes-focused with the twin pillars of Fitness to Practise and Sector Development supported by strategic and corporate services.

Upskilling the workforce is a key part of our remit and both Registration and Education and Workforce Development contribute to achieving that, so we’ve brought these two teams together as our Sector Development Department. Mairi-Anne Macdonald has joined us from Aberdeen City Council to become Director of Sector Development. Her department incorporates Registration, managed by Susan Kinnear and Workforce Development and Planning, managed by Frances Scott.

Mairi-Anne Macdonald

“I am delighted to be working with the SSSC to build on the positive work already done regarding the registration and education of the social care workforce. Making sure the workforce is supported to meet the challenges of the future is key for me, and I’m looking forward to working with our partners to ensure we recognise and celebrate the unique contribution the workforce makes to in Scotland.”

Our new Fitness to Practise Department is headed up by Val Murray and incorporates Legal, managed by Maree Allison and Conduct, managed by Ann Moffat.

The Strategic Development Department, headed up by Lorraine Gray, combines Communications, Strategic Planning and Performance, Knowledge, Policy and Intelligence. Caroline Gordon, Senior Solicitor now heads the Corporate Governance function which supports our hearings.

Does this mean change for you?
Registrants won’t see any changes. You can still call 0845 60 30 891 to speak to the Registration Department or email us at: registration@sssc.uk.com

Involved in workforce development and qualifications

The new Workforce Development and Planning team are working hard on the many areas they cover including:

- quality assurance of the degree in social work
- our joint work with NHS Education for Scotland (NES) around integration, dementia, reshaping care for older people etc
- the review and implementation of the relevant National Occupational Standards
- developing and promoting innovative approaches to learning
- leading on national initiatives such as leadership.

Workforce intelligence – our dedicated Intelligence team will allow us to ensure that we make best use of all the information that is available to us as an organisation and for the sector.

A fond farewell to Geraldine Doherty, SSSC Registrar

Geraldine has been with the SSSC since the very start back in 2001. Before this she was head of CCETSW and TOPSS in Scotland for five years.

Geraldine’s seen social services grow from an unregulated workforce to one with over 50,000 workers registered with the SSSC, and has also seen the significant development of a more qualified workforce. Being Registrar with the SSSC from the start meant Geraldine led the development of the SSSC Codes of Practice and establishing the regulation of the workforce.

Everyone at the SSSC wishes Geraldine all the very best for the future.
Valuing everyone’s leadership contribution

Scotland’s social services need leadership at all levels. Step into Leadership promotes this - but what does it mean? It means that we can all demonstrate leadership, although how we do this will vary according to our role, level of responsibility, the work we’re doing and so on. You don’t need to be a manager or have a formal leadership role to demonstrate leadership but you do need to feel confident and empowered to do so. People who use services and carers also need to feel confident and empowered to be actively involved in decisions about their own lives.

Understanding ‘leadership at all levels’

The Leading Together research conducted by the University of Stirling and their partners said that:

“Leadership at all levels does not mean that the roles and responsibilities of those in senior positions are the same as those of people in front-line practice or citizen leaders. It does not mean that everyone will choose to be a leader or to exercise leadership in all circumstances. However, it does mean that the expertise of people at all levels is valued.”
You don’t need to be a manager or have a formal leadership role to demonstrate leadership

Their contribution is seen as enhancing the quality of leadership across social services. For this to happen it is vital that leaders in positions of formal authority genuinely support, respect and listen attentively to the voices of leaders from below.”

Some of the leadership stories that we mentioned in our last article explore the concept further:

**T’S STORY**

T works with children in the independent sector; she thinks it’s important to highlight the difference between leadership and management. Some staff see themselves as leaders and they don’t hold management positions, rather they see themselves as leaders in their place of work. T uses different ways to engage staff and encourage them to think about their own development and think about their leadership potential; peer observation, mentoring and training are all ways T thinks staff can be supported to develop.

**M’S STORY**

As a local authority social service worker, M sees a leader as someone who can help promote positive change. M cited the SSSC Codes of Practice as something which underpins leadership and judgement. She went on to say that not all leaders are managers of people; leadership does not necessarily come from a particular level of management; it is about how you see yourself.

**Step into Leadership** will provide you with access to tools and resources to help you explore the concept of leadership at all levels and develop your own leadership capabilities, whatever your role in social services. If you have any stories that would help others to develop their leadership knowledge and skills, please contact us at: leadership@sssc.uk.com and we may include them on the website.

To read our proposed changes, visit our website: www.sssc.uk.com

The consultation is open until Friday 17 August at 5pm.

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**news in brief**

Consultation on proposed changes to the Scottish Social Services Council (Conduct) Rules 2012

We are consulting on proposed changes to our Conduct Rules. These Rules set out how we will deal with allegations of misconduct against registered workers, the circumstances in which interim orders can be imposed, and sanctions that can be imposed where misconduct is found.

We are seeking views from stakeholders on the proposed changes and would be grateful if you could read the information on the website and:

- complete the survey on our website
- if you are an employer pass this information to your staff
- if you are an employer or social service worker encourage and assist people who use services to complete the survey.

To read our proposed changes, visit our website:

www.sssc.uk.com

You can get to know the website via a series of online events and activities during September – watch out for more information on the SSSC website and eBulletin!
news in brief

Registration application deadlines approaching

Registration with the SSSC is approaching:

- Practitioners in care home services for adults must submit their applications by 28 September 2012 *
- Supervisors in school care accommodation must submit their applications by 31 October 2012.

Registration is a badge of quality for social service workers and it is evidence that people who work in social services meet the competence, good character and conduct requirements set for registration and that they are committed to meeting the SSSC Code of Practice for Social Service Workers.

* We are running information sessions for practitioners during August. Find out more on our website: www.sssc.uk.com

Compulsory registration dates in 2012

Registration with the SSSC will become compulsory for managers of school care accommodation on the 30 November 2012. Managers should have submitted their applications to the SSSC by 31 May 2012. If you haven’t already done so please submit your applications as soon as possible.

Find out more about registration on our website: www.sssc.uk.com/registration or contact us on: 0845 60 30 891 or email: registration@sssc.uk.com

Some employers and workers are unclear about what makes workers eligible for registration with the SSSC. Cheryl Campbell, Senior Registration Officer, gives you information on when you can and cannot apply for registration.

Are you eligible for registration?

Social workers and student social workers

Only workers who hold a suitable qualification are eligible for registration on the social work part of the Register. To register on the student part of the Register you must be studying towards an honours or postgraduate degree in social work in Scotland.

New workers registering

Workers new into their role have six months to achieve registration but should apply as soon as possible on starting employment to make sure they are registered within this time.

Top tips when applying for registration

1. Look at the job functions for your type of service and not the qualifications required.
2. Read the function descriptions. What function are you carrying out? This is the function you need to register with the SSSC as.
3. If you still aren’t sure speak to your employer for clarification.
4. Remember you can apply using the online form at: www.sssc.uk.com
5. Now you know what function you are applying for you can check the qualification requirements on our website: www.sssc.uk.com/quals
Childminding feature

Are you a childminder or interested in becoming a childminder? Although childminders do not need to register with the SSSC (they register with the Care Inspectorate), we can help you with your professional development.

Over 5,000 people work as childminders in Scotland and combined with day care of children workers account for almost 19% of the sector’s workforce.

As part of your requirements as a registered service with the Care Inspectorate it is recognised as good practice to follow the SSSC Codes of Practice for Social Service Workers and Employers. Download a copy of the Codes of Practice on our website: www.sssc.uk.com/codes

Resources to help you
We have several resources that you may find useful and can use in your daily work as a childminder.

The SSSC Workforce Solutions Portal contains resources to help employers and workers develop their skills. It also has information on planning a career in social services including case studies from the childminding sector. You’ll also find information on the National Occupational Standards (NOS) which describe best practice by bringing together skills, knowledge and values. NOS are valuable tools to be used as benchmarks for qualifications as well as for defining roles at work, staff recruitment, supervision and appraisal.

The SSSC Continuous Learning Framework (CLF) sets out what people working in social services need to be able to do their jobs well now and in the future and what their employer needs to do to support them. Childminders can use the CLF to think about their personal development and the service they provide. The CLF is designed to be adapted to meet the needs of individual services.

Funding for training - we provide regular updates on sources of funding for training. Many of these sources can be accessed by childminders. For example, childminders could access an Individual Learning Account (ILA) 200 or Part-Time Fee Grant (formerly ILA 500) to contribute towards costs for training.

To find out more visit our childminding section on our website: www.sssc.uk.com/childminders. You will also find support, training and information on the Scottish Childminding Association (SCMA) website: www.childminding.org

news in brief

Look After Children - Strategic Implementation Group
Since the National Residential Child Care Initiative (NRCCI) report in 2009, the Scottish Government has been working with CELCIS, SSSC and other partners to implement the reports recommendations. Five activity ‘hubs’ have been established to focus on the following areas:

- commissioning
- improving learning outcomes
- improving health outcomes
- care planning
- workforce.

The workforce hub lead by Anna Fowlie, SSSC will: ‘Create a confident, skilled and valued workforce that is equipped to meet the varied needs of looked after children and their families’. The current work includes:

- development of a SCQF level 9 qualification for residential child care staff with the focus initially on managers and supervisors
- advising on possible learning and development frameworks for children panel members
- developing qualifications for those commissioning services for children and young people
- working with CELCIS to research the support needs of NQSW who work with looked after children.

We are developing guidance on professional boundaries for those working with looked after children. The guidance will also be of use to others who have contact with young people including education, health and police.
Meet the winners of the Care Accolades 2012

Care Accolades 2012

Minister for Children and Young People Aileen Campbell.

The best of Scotland’s social service teams were recognised on Friday 22 June at Care Accolades 2012, the celebrated award ceremony showcasing the very best of the care sector across the country.

Nearly 220 people gathered for the ceremony in Perth, hosted by Garry Coutts, Chair of the Care Accolades judging panel and Anna Fowlie, Chief Executive of the SSSC. The annual awards recognise the extraordinary people and diverse social service projects in Scotland. The finalists and guests heard stories of ground breaking partnership working and the heart-warming efforts made by social service workers and their organisations.

Minister for Children and Young People, Aileen Campbell, who attended the awards said:

“The professionalism and dedication of those working in Scotland’s social services can never be underestimated. Their sterling work makes a hugely positive difference to thousands of people every day and it should be recognised and applauded.

“The Care Accolades give us the opportunity to do exactly that, by highlighting and celebrating the excellent and innovative work being done across our communities to improve the lives of some of our most vulnerable citizens. Today’s winners and finalists, and all those who applied, rightly deserve the highest praise.”

Garry Coutts, Chair of the Care Accolades 2012 judging panel said:

“The social care workforce is amongst the most creative innovators, continuously designing new and better services for those who rely on them. The Care Accolades lets us see a hint of the future which allows us to recognise the achievements of the country’s top carers and social service projects. Our social care staff have shown they have the confidence, creativity and skills to provide us with the services we need each day. Our staff are the key to ensuring our most vulnerable citizens have the best possible quality of life. This year’s winners and finalists deserve the highest praise for the excellent work they do day in day out.”

This year’s winners include Move the Goalpost by South Lanarkshire Council and partners whose project is a multi-partnership education and diversionary initiative targeting ‘hot spot’ areas throughout South Lanarkshire utilising football as a ‘tool’ to divert young people with ‘chaotic
This is a great achievement for the charity

lifestyles’ aged between 12-25 years from gang participation, acts of violence, antisocial behaviour, alcohol and drug misuse whilst encouraging young people, parents and residents to help create an improved sense of wellbeing in their communities.

Other winners include **Using technology to revolutionise support** (featured on the front page) a project by Carr Gomm which empowers people with technology by developing accessible software that enables people to really be in control of directing their own support: from managing their money and measuring outcomes, to requesting which worker from their team comes when.

**Simply Play** winners of the Chair’s award is a new initiative bringing together out of school care projects from across West Lothian. The projects mission is “Working together to provide high quality, accessible and affordable out of school child care across West Lothian” and its purpose is to improve the quality and sustainability of provision to enable families to work, learn and be economically active. As a social enterprise it also provides supported child care to families in acute need or crisis.

Raymond Branton, CEO of Simply Play said:

“Everyone at Simply Play is delighted to win a Care Accolade. This is a great achievement for the charity and is a fitting tribute to the on-going hard work and commitment of all of the staff and trustees across the organisation. We would also like to thank our partners; Family and Community Development West Lothian and West Lothian Council, for their vision and support for this initiative. Recognition like this will spur us all on to continue our journey and we would like to thank everyone at the SSSC for their accolade.”

Find out more about the finalists and winners projects on our website: [www.sssc.uk.com/ca](http://www.sssc.uk.com/ca) where you can also watch the live stream of the awards ceremony.

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**CARE ACCOLADES 2012 WINNERS**

**INVESTING IN THE WORKFORCE, DEVELOPING PRACTICE**

WINNER – Learning Disability SVQ Programme by Angus Council

**WORKING BETTER, WORKING TOGETHER**

WINNER – Move The Goalpost by South Lanarkshire Council with partners

**WORKING WITH LOCAL COMMUNITIES**

WINNER – Ycommunity by Ypeople

**CHILDREN AND YOUNG PEOPLE**

WINNER – Children and Families Project by Waverley Care

**ADULTS AND OLDER PEOPLE**

WINNER – Women’s Support Service by West Dunbartonshire Council

**INNOVATION AND REDESIGN**

WINNER – bespoken by The Blackwood Foundation

**PERSONALISATION AWARD**

WINNER – NOVA by Penumbra

**ONE TO WATCH – ADULTS AND OLDER PEOPLE**

WINNER – Using Technology to Revolutionise Support by Carr Gomm

**ONE TO WATCH – CHILDREN AND YOUNG PEOPLE**

WINNER – Kith ‘n’ Kin by Tayside Council on Alcohol with Aberlour Child Care Trust

**CHAIR’S AWARD**

WINNER – Simply Play – Simply Play
Since the launch, the SSSC and NES (NHS Education for Scotland) started to implement the framework to ensure the social service and health workforces can offer the best quality of care and support to people with dementia and those closest to them. Our implementation? It had three key elements:

1. **Develop resources**
   - Develop a baseline resource identifying the minimum learning for all health and social service staff. *Dementia Informed: Improving Practice* is available online and as a DVD.
   - Develop key resources focusing on dementia skilled staff group, which includes those with ‘direct and/or substantial contact with people who have dementia’. *Dementia Skilled: Improving Practice learning resource* is available online.
   - Accompanying the learning resource is *Guidance for assessors, educators, trainers and managers* which outlines the range of flexible ways the resource can be used to support the learning of individuals or groups.

2. **Develop training**
   - Palliative care for dementia is a training for trainers course.
   - Psychological approaches includes stress and distress and cognitive stimulation therapy training.

3. **Infrastructure development**
   We held 50 workshops across Scotland during February and March 2012 raising awareness of Promoting Excellence. We have almost 100 *Dementia Ambassadors* who will disseminate information about Promoting Excellence within local areas and partnerships.

**And now?**

The work continues. Let us know of any learning and skill gaps you have or see. Most of all take advantage of the resources and learning opportunities available and let us know how they help you to make a real difference to the quality of the lives of people with dementia, their families and their carers.

Got a question? Contact Laura Gillies at: laura.gillies@sssc.uk.com

The resources are available on the Promoting Excellence pages of the Dementia Managed Knowledge Network at: [www.knowledge.scot.nhs.uk/dementia](http://www.knowledge.scot.nhs.uk/dementia) and on our website: [www.sssc.uk.com/dementia](http://www.sssc.uk.com/dementia)

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**Scotland’s Dementia Awards**

The first ever Scotland’s Dementia Awards will be held on 20 September 2012 at Hampden Stadium, in celebration of World Alzheimer’s Day.

The awards held in partnership between Alzheimer Scotland, SSSC, NHS Education for Scotland and NHS Health Scotland celebrate the work of both professionals and community groups committed to helping people with dementia and their families.

Find out more about the awards and watch out for the announcement of the finalists at: [www.scotlandsdementiaawards.org.uk](http://www.scotlandsdementiaawards.org.uk)

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**Promoting Excellence: One year on**

It’s been a year since the launch of Promoting Excellence: A framework for all health and social services staff working with people with dementia, their families and carers. Laura Gillies, Senior SSSC Adviser, tells us what’s happened since then.

Since the launch, the SSSC and NES (NHS Education for Scotland) started to implement the framework to ensure the social service and health workforces can offer the best quality of care and support to people with dementia and those closest to them. Our implementation? It had three key elements:

- **Post diagnostic support (pilot)** follows a diagnosis of dementia and forms a cornerstone of new approaches to supporting people.
- **Dementia champions** for acute hospital care staff during 2011/12 and includes a limited number of social service staff in 2012/13.

**3. Infrastructure development**

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The resources are available on the Promoting Excellence pages of the Dementia Managed Knowledge Network at: [www.knowledge.scot.nhs.uk/dementia](http://www.knowledge.scot.nhs.uk/dementia) and on our website: [www.sssc.uk.com/dementia](http://www.sssc.uk.com/dementia)
As the name implies, Better Futures provides a sense of hope that changes can be made for the better – focusing on making improvements in the future – rather than being mired in problems in the past.

First launched in March 2011, the Housing Support Enabling Unit (HSEU) manages access to Better Futures for service providers and local authorities. Better Futures is a way of recording how support impacts on people’s lives.

How is it benefiting people who use your services?
The Better Futures tool provides visual feedback of individuals own baseline assessments of their patterns of needs, where they are at the present moment and their progress in pursuing their desired outcomes making the experience more tangible and real. Empowering people who use services to take more responsibility for self-directing their lives.

Our recent survey shows most supported individuals reported that Better Futures is having a great, helpful impact to their lives. With many seeing an improvement in their self-confidence and a clear indication of areas where help is needed. The majority of people using Better Futures felt it gave them a better sense of control over their own lives at present and an even greater sense of control over where their lives could go in the future.

Better Futures acknowledges that each of us makes sense of information in different ways eg some people are better with numbers and others with graphical information and it produces outputs in different formats.

Difference it makes to staff
The benefits experienced by people who use services are mirrored in the benefits experienced by staff. Staff using Better Futures felt more future-orientated, outcome-focussed, and had an enhanced quality of the interpersonal relationships with individuals. Aspire staff changed their day-to-day work practice, promoted stronger partnerships with individuals and found it easier to identify support needs. A recent staff survey shows:

- 65% saw a positive change in their professional development
- 62% using Better Futures had improved job satisfaction
- 40% reduction in paperwork.

The tool is also able to produce reports from the data held to allow organisations to measure the outcomes of their work with people who use services on a continuous basis.

Find out more about Better Futures on the HSEU’s website: www.ccppscotland.org/hseu or find out more about how it’s working for Aspire by contacting Peter Miller at: pmillar@aspireinc.co.uk or telephone: 0141 548 1552.
What kind of service does St Rule House provide?
St Rule House is one of three boarding houses at St Leonards School in Fife and caters for pupils from the age of 12.

You’ve recently received an official seal of approval for the work you do. What did this involve?
I’ve recently completed the SVQ level 3 in Health and Social Care; children and young people. It took me a year to complete the qualification.

What did undertaking the qualification involve?
My competence was assessed in areas including effective communication; maintaining health, safety and security; promoting the well being and protection of the pupils; supporting them to reach their academic potential; and allowing them to manage their lives.

What would you say to someone about to undertake a qualification?
I would encourage those working in the care sector to do the course as it’s really helpful for your knowledge and skills.

Undertaking qualifications makes you question why you are doing things and has brought me bang up to date with current values and practices. It also taught me a lot about changing legislation for young people in Britain.

What support did you receive during your study?
I received plenty of support from the students during my assessment.
I wanted to promote boarding as a positive, group experience for young people and the kids were a tremendous help. The kids were involved throughout when I had an observation with my tutor and they were really supportive and interested.

Headmaster at St Leonards, Dr Michael Carslaw, said,
“Boarding at St Leonards consistently gets excellent ratings from the Care Inspectorate inspections and we are committed to the high standards of professional development for our boarding staff. Nadine’s excellent achievement is part of this.”

Remember – Supervisors in school care accommodation services must apply to the SSSC for registration by 31 October 2012. Managers had to apply by 31 May 2012. Find out more about registration on our website: www.sssc.uk.com/registration
The SSSC, along with our partners in Skills for Care and Development (SfC&D), have been successful in securing funds from the UK Commission for Employment and Skills (UKCES) to develop four projects aimed at supporting employers in developing their workforce. This year’s funding focuses on four areas:

- recruiting a world-class workforce
- supporting employers with the workforce implications of assistive technology
- mobile knowledge and learning solutions
- learn from learning.

SfC&D and the SSSC are keen to help employers recruit, develop and retain the best staff they can. Ensuring services promote positive outcomes for people who use services and recognise that this is most often accomplished when we have skilled and motivated staff.

The projects aim to improve awareness of care as an attractive career and help potential recruits gauge their aptitude for working in the sector at an early stage. Work will be undertaken to help workers and managers integrate new assistive technologies into their work, with the aim of extending people who use services independence and delay the need for more intensive forms of care or support.

Most workers join this sector because they relish the opportunity to work with people. High skill levels are the best predictor of positive outcomes and we know that spending time away from service delivery for training can be difficult. One of the projects aim is to demonstrate how to take learning out to the learner, rather than expect the learner to come to the learning. Over the next two years, the project will produce a range of engaging and informative learning resources designed to be accessible on mobile devices, yet maintain their effectiveness and impact in relation to improving practice.

Finally, given the financial constraints faced by all of us in the sector, the Learn from learning project aims to provide employers with tools to assess learning needs and evaluate the effectiveness of workforce development.

Get involved
We are looking not only for your views, opinions and wishes, but also your willingness to participate in the testing of the outcomes of all of these projects. We are holding two online seminars to launch these new projects between 10:30am and 11:30am on Thursdays 13 and 27 September.

If you would like to participate in one of these events, please contact Keith Quinn at: keith.quinn@sssc.uk.com indicating which date you would like to book for.

SSSC on the App Store
As part of the development of the induction learning resources on our Workforce Solutions Portal (http://workforcesolutions.sssc.uk.com), we produced a collection of online health and safety learning materials, a PDF handout of key information and a series of MP3 audio files to allow workers to access the information on the move.

With the introduction and growth of tablet devices, we have redesigned the health and safety text-based PDF information into a new, interactive and web connected digital publication for the iPad. This brings the PDF to life with the addition of interactive graphics, video demonstrations and activities (including hazard identification) and includes a range of documents and resources.

This digital publication is available as a free app on the iTunes app store now. For more information, contact Keith Quinn at: keith.quinn@sssc.uk.com
Funding for learning
Our latest funding update provides over 10 sources of funding available to support the social service workforce with the cost of gaining qualifications. Updates are on our website: www.sssc.uk.com/funding

Voluntary Sector Development Funding (VSDF) 2012/13
The VSDF contributes to the costs linked to meeting compulsory registration qualification criteria set by the SSSC. Funding assists with the costs of SVQs and Professional Development Awards in small and medium sized voluntary organisations.

The Scottish Government have confirmed that around £1m will be provided this year to the following groups:

- staff in care home services for adults – priority for supervisors then practitioners then support workers.
- staff in housing support/care at home services – open to managers, supervisors and workers.
- staff in day care of children services – support workers only.
- assessors – to support the costs of an assessor qualification for staff working within any of the eligible sectors described above.

Find out more about the VSDF and how to apply on our website: www.sssc.uk.com. Completed applications must be sent to Scottish Government by 17 August 2012. Funding not used in the current financial year can be carried forward to allow the qualification to be completed.

National Occupational Standards update
Following the review during 2011 and approval in March 2012 of the National Occupational Standards, Ann McSorley, SSSC Adviser, lets us know what this means for you.

In March 2012 the revised National Occupational Standards (NOS) in Health and Social Care (HSC) and Children’s Care, Learning and Development (CCLD) were approved by the United Kingdom Commission for Employment and Skills. We anticipate the standards will be available for use by the sector in summer 2012.

What are NOS?
NOS are nationally agreed statements of competence which an individual is expected to demonstrate in a given occupation. NOS set out the skills, knowledge and understanding required to perform competently in the workplace.

One of our key principles for registration is that qualifications must be based on NOS standards, so the NOS have a significant role for employers and learners in Scotland.

The review
The recent review is a key component in achieving the strategic aim of the SSSC and our UK partners in having ‘a skilled workforce with the skills, knowledge and values to deliver safe, high quality and professional services that promote public trust and confidence’. The suite of HSC NOS is large (215 NOS), complex (covering a wide range of roles at various levels in two sectors) and central to workforce development for social service workers across the UK. The suite of CCLD NOS (86 NOS) are central to workforce development for early years and child care workers across the UK. Both suites are used directly for SVQs in Scotland.

What’s changed
There are 148 new or revised HSC standards and 65 new or revised CCLD standards, the remainder are directly imported from other sector skills councils such as Skills for Health. A development in both suites was a set of ‘knowledge compendia’ to be used across the NOS, to reflect the levels (2, 3 and 4) and the contexts (eg children and young people; adults; generic) within the suites. There are greater links between the two suites (three of the four core standards are the same in both suites) thus strengthening and supporting mobility of the workforce and flexible qualifications in future.

The standards must be implemented in Scotland by February 2013 and we will be engaging with awarding bodies and the sector during the summer to gather views on these matters.

For more information on the NOS, visit our website: www.sssc.uk.com or contact Ann McSorley at: ann.mcsorley@sssc.uk.com
In May, KEY Community Supports held their 7th annual SVQ awards presentation in Glasgow. Fiona Clark, SSSC Senior Adviser, was lucky enough to attend the event on behalf of the SSSC.

The hard work staff put in to gain knowledge and qualifications cannot be underestimated so it was a privilege to be part of KEY Community Supports inspirational event and to get the chance to recognise the tremendous achievement of all members of staff receiving their awards.

Eighty-three members of staff achieved a qualification in 2011/2012, Angus Turner of KEY’s Management Committee and Malcolm Matheson, KEY’s Director presented staff with certificates for a range of qualifications including SVQ 2, 3 and 4 in Health and Social Care and Assessor and Verifier Qualifications.

Find out more about KEY Community Support at: www.keycommunitysupports.org

Sense’s Sensations

It was an emotional night at TouchBase, Sense Scotland’s head office and day resource, when staff and volunteers throughout Scotland gathered to celebrate their achievements over the last year.

And there was plenty to celebrate, the voluntary organisation’s training and learning centre have in over the last year supported over 20 of its staff to achieve SVQs in Health and Social Care, with many more currently studying for this qualification.

There were also moving reflections on the work of the winners of the Inspiration Award. Anna Duffin a volunteer in their Dumbarton Road charity shop in Glasgow who for many years has been a vibrant and cheerful face for all the customers who visit. Rita Antill is a Locality Manager in North Lanarkshire who has gone above and beyond in her support of staff and the disabled people they support to live in their own homes.

Andy Kerr, Chief Executive of Sense Scotland, who presented the awards said: “As well as being a fantastic opportunity to celebrate the work of all Sense Scotland staff and volunteers, the awards are a reflection of how much the organisation values professional development. The Inspiration Awards are voted for by staff, are particularly valuable since they reward people who can sometimes go unnoticed in a large organisation.”

Find out more about Sense Scotland on their website: www.sensescotland.org.uk
Can social care save the economy?

By Garry Coutts, Convener, SSSC

What sector do you think has most to contribute to saving the economy in the next five years? Oil and gas, renewable energy, information technology, manufacturing? They will all play a part. But there is little likelihood of there being more than modest growth for any of these in the foreseeable future so the extent to which they will come to our economic rescue is likely to be limited.

So what are the options? Cut services? Raise the thresholds for eligibility for social services? Increase charges to those who receive these services? These three tactics have been the stock-in-trade of many in the public sector for decades and as measures to overcome shortfalls in revenue they are remarkably effective. They may also be necessary in rebalancing any inappropriate distribution of service that has grown up as services have developed. But as a method of creating person-centred, quality-focused and sustainable public services they are at best, short term and at worst, completely counterproductive. But does it have to be like this?

If presented with clear evidence that they could make better products, give greater satisfaction to their customers and do this more efficiently, there is no business in the world that that would not react immediately. Yet in relation to the contribution social care can, and does, make to public service provision, we have exactly this sort of evidence.

There are numerous areas where we know that if we invest in effective social care we can save fortunes in unnecessary, ineffective and expensive interventions later. Here are just three examples.

- Investing in a child’s early years, on both parenting skills and child development, will increase academic attainment and reduce antisocial behaviour in the future.

- Supporting individuals with long-term conditions such as dementia, diabetes, chronic heart disease or arthritis (or increasingly individuals with two or three of these conditions).

- Identifying young people who are falling into a life of crime and helping them discover alternatives to the high risk-lives they are leading.

But the sector can’t do it alone. It must work in an integrated fashion with health, education, policing and the courts. Social care must take the lead. If we leave it to the traditional professions like doctors, judges and teachers we will end up with more hospitals, prisons and children’s services when all the evidence says that if we do things better we will actually need fewer, not more. As the examples illustrate, it is social care that should be the first call for public investment to help prevent us having to spend a lot more in the long run when things go wrong.

The time is ripe for a bold move to increase the pace of change

The time is ripe for a bold move to increase the pace of change. The social care sector needs to be vocal and assert what it can do. It should challenge itself by setting a few audacious goals, which if they are met, would prove conclusively the value of such an approach. Leaders in social care must become every bit as assertive. They have the weight of evidence on their side, they now have to convince the public and policy makers that they have the ability to deliver and in so doing save the economy.
SSSC help centre

The SSSC help centre is here to answer your questions on things that matter to you. One of the SSSC’s primary responsibilities is to make sure that people on our Register meet the highest possible standards and to take action if workers aren’t. In this issue we answer your questions about how we deal with complaints regarding workers.

What complaints can the SSSC deal with?
We can consider complaints about a social service worker who is registered with the SSSC and complaints about a worker’s conduct that call into question their suitability to be on the Register.

We cannot consider complaints about services or resources, eg we cannot change the amount of care that someone receives, complaints about organisations, complaints about workers who are not registered with us or complaints which are about not liking the worker or their decisions unless there is an allegation of behaviour which affects an individual’s suitability to be on the Register.

How do I make a complaint against a social service worker?
Complaints are usually most effectively dealt with by the employer of the registered worker. We can only take a complaint forward if there is enough evidence that the alleged event took place and that, if proved, they would be likely to result in the worker being warned, suspended or removed from the Register or having a condition place on their registration. Find out more, including the complaint form on our website: www.sssc.uk.com

Where do I find out about conduct hearings?
Visit our Protecting the public section of our website to see a list of forthcoming conduct hearings. This includes information on officer sanctions and interim orders.

Officer sanctions are where SSSC officers consider that there is sufficient evidence to support an allegation of misconduct, subject to the agreement of the registrant, it is open to officers to place conditions or a warning on a registrant’s registration without the need for a Conduct Sub-committee.

Interim orders suspend a registrant’s registration and/or impose conditions on registration until allegations can be fully investigated.

When does information about conduct hearings appear on the website?
Cases appear on our website one week before they are due to be heard.

What action can you take against a registered social service worker?
If a social service worker is found guilty of misconduct we can take a number of actions. This includes:

- issue a warning that is kept on the worker’s record for a period of up to five years
- place conditions on the worker’s registration eg require them to complete specific training
- suspend the worker from the register for up to two years
- remove the worker from the register.

View the full list of actions on our website: www.sssc.uk.com

Opinion and views: we want to hear from you
We’d love to hear your views and comments, especially about information you would like to see included in our magazine or any opinion pieces. If you have information you would like to see in SSSC news, let us know by emailing Vanessa at: vanessa.glenday@sssc.uk.com
Around Scotland updates

Olympic torchbearer

Congratulations to Victoria O’Reilly, Mental Health Officer and Social Worker on the Island of Bute who ran with the Olympic Torch in June in Beith. Victoria was nominated by the chair person Lynda Russell-Hyde and people who use services at the Link Club where she is based.

Lynda Russell-Hyde said: “As our MHO we were delighted and very proud that Victoria was chosen to run with the Olympic Torch.”

Victoria said: “I could not do my work without the support of the whole team.”

My New Home

Blue Triangle Housing Association in partnership with South Lanarkshire Council social work department recently won the Innovative Partnership Award at the National Residential Child Care Awards 2012 for their My New Home Course.

My New Home Course is a tenancy sustainment package which includes bespoke courses for people who are homeless or at risk of homelessness.

Find out more about Blue Triangle Housing Association at www.btha.org.uk

What do you think of SSSC news?

You can have your say, suggest ideas for features and topics at: www.surveymonkey.com/s/SSSCnews

Events

Scottish Pre School Play Association National Conference
4 October 2012
Glasgow Royal Concert Hall
www.sppa.org.uk

SSSC Council Meeting
30 October 2012
Dundee
www.sssc.uk.com

Scottish Care – Care Home Conference
23 November 2012
www.scottishcare.org

If you have any news from around Scotland that you would like to share please contact Vanessa Glenday at: vanessa.glenday@sssc.uk.com

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Front page photo credit Lucy and Freya from Carr Gomm - winners of the Care Accolades 2012.