



COMMUNITY CARE  
PROVIDERS SCOTLAND

# QUALIFICATION RATES AND TRAINING COSTS FOR VOLUNTARY SECTOR SOCIAL CARE PROVIDERS

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FINDINGS OF A  
NATIONAL SURVEY

## INTRODUCTION

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Community Care Providers Scotland (CCPS) is the national voice for social care and support providers in Scotland's voluntary sector. Its membership comprises 60 of Scotland's most substantial providers of care services.

Between October 2006 and January 2007, CCPS collected data from member organisations on:

- the total number of staff in each organisation eligible for registration with the SSSC
- how many of these staff are qualified or partly qualified<sup>1</sup> and
- how many of these staff are unqualified.

Members were asked to complete and return an electronic proforma (Appendix A). This method can, of course, only provide data on the situation at one point in time, and findings are therefore only indicative of the general situation providers find themselves in.

42 responses were received, giving a response rate of 70% of the CCPS membership. Responding organisations had a total gross annual income in 2006/07 of around £650,000, employ more than 25,000 staff and support around 80,000 people. They provide services in a range of different areas, including learning disability, mental health, physical disability, older people, dementia, children, families and young people.

The findings of the CCPS survey have been compared with surveys carried out by the Supporting People Enabling Unit and Voluntary Sector Social Services Workforce Unit in 2006 and 2007 (ongoing) respectively.

This survey was conducted because of the lack of available data on qualification rates in the voluntary sector social care workforce. The last such survey was carried out, pre-registration requirements, by the Scottish Social Services Council (SSSC) in 2001<sup>2</sup>. It is hoped that the information gathered by CCPS will be useful to all stakeholders in considering future training needs.

## EXECUTIVE SUMMARY

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- 64% of the workforce of care service providers in membership of CCPS are neither fully nor partially qualified to the standards required for registration by the Scottish Social Services Council (SSSC).
- When compared with other surveys, these findings suggest that providers in membership of CCPS may in general have a higher percentage of qualified staff than the voluntary sector as a whole.
- The cost of funding the workforce identified as unqualified by the 42 respondent organisations through to qualification to SSSC standard is in excess of £30 million. This figure does not include staff backfill costs or post registration training and learning.
- It can be estimated that this £30 million represents around 5.6% of service costs of respondent organisations. Securing 3% of service costs as funding for training (not just the achievement of qualifications necessary for SSSC registration) as recommended by the *National Strategy for the Development of the Social Service Workforce in Scotland*<sup>3</sup> is therefore highly likely to assist with the task of training the workforce to registration standard within a manageable timeframe.
- The statutory sector has access to a higher level of funding for training than the voluntary sector, both in real terms and proportionate to the percentage of staff employed.
- Funding should be distributed in a way which ensures that distribution is equitable, and reaches service providers proportionately to the numbers of social services workers they employ.

# FINDINGS

A summary of the results of the survey is given in table 1 below.

Registration category	Total number of staff employed	Total number unqualified staff	% of staff unqualified	Approximate cost of qualification <sup>4</sup>	Cost to qualify unqualified staff
Managers of residential child care	54	16	30	£7,294.5	£116,712
Residential child care supervisory	136	35	26	£4,217	£147,595
Managers of care homes for adults	285	104	36	£7,294.5	£758,628
Managers of adult day care centres	137	56	41	£7,294.5	£408,492
Residential child care workers	773	352	46	£3,694.75	£1,300,552
Early education and childcare managers/lead practitioners	67	30	45	£4,217	£126,510
Early education and childcare practitioners	115	59	51	£3,172.5	£187,177.5
Early education and childcare support workers	279	135	48	£2,500	£337,500
Adult residential supervisors	389	188	48	£4,217	£792,796
Adult residential practitioners	2597	1708	66	£3,172.5	£5,418,630
Adult residential support workers	3140	2095	67	£2,500	£5,237,500
Housing support managers	373	110	29	£7,294.5	£802,395
Housing support supervisors	1360	806	59	£3,172.5	£2,557,035
Housing support support workers	6661	4727	71	£2,500	£11,817,500
<b>Total (average)</b>	<b>16366</b>	<b>10421</b>	<b>(64%)</b>	-	<b>£30,009,022.5</b>

Table 1 – summary of survey results

Over the 42 organisations responding to the CCPS survey, an average of 64% of the registrable workforce is not yet qualified. Individual organisations' percentages of unqualified staff varied from 8% to 100%.

Breakdown of the results of the CCPS survey by registration phase, employee type and service type produced the following results:

Staff in phase one of registration are more likely to be qualified than staff in phase two.

Registration phase	% unqualified
Phase one	41%
Phase two	66%

Table 2 – qualification rate by registration phase

Managers across all service types are most likely to already have the qualifications needed for registration, and support workers are least likely to be qualified

Employee type	% unqualified
Managers	34%
Supervisors	55%
Practitioners/support workers	67%

Table 3 – qualification rate by employee type

Adult residential and housing support services have the highest percentages of unqualified staff

Service type	% unqualified
Adult day care*	41%
Residential child care	42%
Early education and childcare	49%
Adult residential	64%
Housing support	67%

Table 4 – qualification rate by service type

\* adult day care = managers only

In total, the cost of training the staff identified by the 42 organisations as unqualified to registration standard will be in excess of £30million. This total does not include staff replacement costs or Post Registration Training and Learning. The final column of table 1 above shows this total broken down by registration category.

## COMPARABILITY OF FINDINGS

Members of CCPS are generally large provider organisations. Comparison of CCPS findings with those of a survey conducted recently by the Voluntary Sector Social Services Workforce Unit (VSSWU) suggests that medium sized providers tend to have a lower percentage of qualified staff than large providers and that, even when only large providers are considered<sup>5</sup>, CCPS members may be further ahead with regard to the qualifications agenda than others. The situation presented by the CCPS survey may therefore not reflect the reality for all voluntary sector social care providers, some of whom may have training needs greater than those identified in this survey.

The CCPS survey found an average of 64% of staff unqualified, while both the VSSWU survey and a further survey concentrating uniquely on the housing support workforce by the Supporting People Enabling Unit (SPEU) identified 79% and 81% unqualified respectively<sup>6</sup>. It should be noted that as well as being attributable to the size of CCPS members and the progress they have made towards qualification relative to other organisations, as noted above, this difference may also lie in the fact that both the VSSWU and SPEU surveys included part-qualified staff in the unqualified total, while the CCPS survey counted them as part of the qualified workforce<sup>7</sup>.

In relation to housing support services, the survey carried out by the Supporting People Enabling Unit found a similar percentage of staff unqualified to the CCPS results. In the SPEU survey this was fairly equally distributed between types of employees, while the CCPS findings showed managers as being largely qualified; this may be because many CCPS members provide housing support alongside other services, for which managers may already be qualified, while a number of SPEU contacts provide housing support services only.

	CCPS – % unqualified	SPEU - % unqualified <sup>8</sup>
Housing support managers	29%	81%
Housing support supervisors	59%	84%
Housing support workers	71%	80%
Total housing support workforce	67%	81%

Table 5 - CCPS survey results compared to Supporting People Enabling Unit results

# DISCUSSION AND CONCLUSIONS

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## Funding as % of training costs

The figure of £30 million identified as necessary to train the existing unqualified workforce to qualification standards is estimated to represent 5.6% of the service costs of respondent organisations in 2006/07<sup>9</sup>. These costs are in large part received from local authorities and/or other public bodies.

The Scottish Executive, in its *National Strategy for the Development of the Social Service Workforce in Scotland*, recommended that “[c]ommissioning agencies and service providers should work towards identifying 3% of service costs as a commitment to training and development.” This figure was to be used to help employees through “the spectrum of learning and development”. Access to this funding for the full range of training needs would assist providers in qualifying the workforce to registration standard without this impacting on other training needs within the organisation.

Findings from the SPEU survey and informal enquiries among members of CCPS, however, suggest that, at present, some providers are not able to secure any training costs within their service cost contract prices, and that the minority who are able to negotiate training costs as a percentage of service costs receive an average of 1.5% of service costs for the whole range of organisational training needs.

## Sources of funding

In its paper, *The Social Services Workforce: Funding for Training*<sup>10</sup>, the Scottish Social Services Council found that “[i]n terms of employers and the proportion of staff they employ it seems clear that Local Authority social work services have substantially better access to funding for training than their colleagues in private and voluntary organisations.”

They go on to say that “[i]n very rough terms they seem likely to receive... at least twice as much as voluntary providers.”

According to the SSSC’s figures, local authorities employ 42% of the social services workforce and the voluntary sector employs 25% (with the remaining 33% working in the private sector). The voluntary sector is the fastest growing provider of social services provision<sup>11</sup>; the percentage of staff employed by the voluntary sector has more than doubled in the last ten years (while the local authority workforce has diminished by 18%), yet local

authorities are still able to access, according to the SSSC, twice as much funding as the voluntary sector.

It may also be the case that not all of the money to which the voluntary sector has theoretical access reaches the sector. The SSSC notes that the extent to which the voluntary sector benefits from the Specific Training Grant “is thought to be limited”, for example, and after submitting Freedom of Information requests to local authorities, CCPS was unable to confirm that any significant amount of the £10.3 million allocated for voluntary sector care providers in the GAE settlement for 2006/07 reached those providers, with the majority of local authorities stating that, as the money was not ring-fenced, it was put within the general social work budget. Training monies channelled directly to the voluntary sector from central government totalled £2million in 2006/07.<sup>12</sup>

## THE WAY FORWARD

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CCPS and its members recognise that the SSSC register has yet to open for a number of the workforce categories in Phase II, and that registration has not yet become a mandatory requirement by a particular deadline for any of the categories examined in this survey. The urgency of the situation therefore, and the significance of the £30M identified as the total cost of qualifying the workforce of the organisations participating in this survey, must be set against the fact that the task of qualifying the workforce to registration standard is a relatively long term-one.

In that context, it is hoped that evidence from this survey will inform, and lend support to, the work of the *Changing Lives Workforce Development Change Programme* as it conducts a strategic review of funding for training. In particular, CCPS would welcome the Change Programme’s consideration of a number of specific issues, namely:

- that a more equitable system for distributing central resources for training be devised, as funds allocated to local authorities, intended to be passed on to or shared with other sectors, do not always appear to be reaching those sectors. Should current arrangements for distribution continue, it is likely to be very difficult indeed for voluntary sector service providers to meet the considerable cost implications of registration identified in this survey
- that providers, commissioners, the Scottish Executive and the SSSC work together to consider in more detail how to implement the recommendation in the *National Strategy for the Development of the Social Service Workforce in Scotland* that commissioners and providers should work towards identifying 3% of service costs as a commitment to training and development. This could perhaps be considered in direct relation to the first point above, for example by

making distribution of central funding through local authorities conditional on agreed levels of onward distribution to providers

- that the overall cost of training the social services workforce to registration standard be revisited and reviewed, and linked to current Spending Review discussions. The SSSC estimated in 2004 that qualification of the social services workforce in Phase I registration would be in the region of £45M; an 'official' figure or estimate has not been calculated for Phase II. This survey, involving only 42 organisations in the voluntary sector that are arguably further advanced in the qualifications agenda than a number of others, suggests that once Phase II is taken into consideration, the likely scale of the costs involved for the workforce as a whole will be very considerable indeed.

As noted, these are proposals for a way forward in the longer term. In the short term, CCPS would propose a number of additional ways forward for consideration by the Scottish Executive and SSSC in particular:

- that more effective safeguards be placed on training funds distributed through local authorities, to ensure that they are passed on to or shared with other sectors, at least until such time as more equitable means of distribution can be agreed.
- that the Voluntary Sector Development Fund, shortly to enter its fifth and final year, be continued and indeed uprated, as one of the very few sources of funding that is allocated directly to voluntary organisations specifically to assist them meet the challenge of qualification to SSSC standards
- that the Scottish Executive and other key funding bodies should consider strategically the key role of valuable funding sources (such as Modern Apprenticeships) in relation to the registration agenda, before making decisions about their future.

CCPS welcomes feedback and comment on these proposals and on the survey more generally.

## Notes and references

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- <sup>1</sup> Part-qualified staff were included in the qualified category, as it was assumed that money for the completion of their qualification had been identified by the organisation
- <sup>2</sup> *The Scottish Voluntary Sector Social Services Workforce Survey, 2001*, SSSC
- <sup>3</sup> Scottish Executive 2005
- <sup>4</sup> The cost of achieving a qualification is calculated as the midpoint in the range of costs identified by the SSSC in its 2004 document *Implementation of phase one qualification criteria*. The figures have not been uplifted for inflation costs, but rationalisation of SVQ courses since 2004 means figures are probably still accurate. No figure was calculated at that time for the cost of attaining an SVQ2; the figure used here is given in VSDF guidance notes (2007) as the cost of attaining an SVQ2. SSSC figures include fees, travel expenses, salary costs for assessors and verifiers and infrastructure costs, but exclude staff replacement costs and Post Registration Training and Learning. See Appendix B.
- <sup>5</sup> The VSSSWU classified organisations as small medium and large using Scottish Enterprise definitions of less than 50 employees, up to 250 employees and over 250 employees respectively.
- <sup>6</sup> At time of writing the SPEU survey was still ongoing; figures used are correct as at end March 2007
- <sup>7</sup> This decision was taken as it was felt that funding had probably already been allocated by organisations for the completion of qualifications by those part way through a course of study.
- <sup>8</sup> At time of writing the SPEU survey was still ongoing; figures used are correct as at end March 2007 Note: CCPS grouped those partially qualified with the qualified workforce, while the SPEU unqualified figure includes those partially qualified
- <sup>9</sup> This was calculated using figures reported to CCPS on gross annual income and percentage of annual income received from local authorities. The figure received from local authorities was taken to represent the service costs of an organisation, and was comparable to the alternative calculation which could have been used of 75% of annual income.  $\frac{£30009022.5}{£530,562,403.97 \times 100} = 5.6\%$ .
- <sup>10</sup> Scottish Social Services Council, 2006
- <sup>11</sup> *Scotland's Social Services Labour Market – 2nd Report of the National Workforce Group* Scottish Executive, March 2006
- <sup>12</sup> £1million Voluntary Sector Development Fund and £1million Section 9 funding

## Appendix A – proforma used to collect responses

Name of organisation	Total number of staff	Number of qualified or partially qualified staff	Number of unqualified staff
<b>Phase one</b>			
managers of residential child care			
residential child care supervisory			
managers of care homes for adults			
managers of adult day care centres			
residential child care workers			
<b>Phase two</b>			
early education and childcare managers/lead practitioners			
early education and childcare practitioners			
early education and childcare support workers			
adult residential supervisors			
adult residential practitioner			
adult residential support workers			
housing support managers			
housing support supervisors			
housing support support workers			

## Appendix B – figures used as cost of SVQ costs

	Qualification needed	Approx cost of qualification (midpoint) <sup>4</sup>
<b>Phase one</b>		
managers of residential child care	SVQ 4 + registered manager	7294.5
residential child care supervisory	SVQ 4	4217
managers of care homes for adults	SVQ 4 + registered manager	7294.5
managers of adult day care centres	SVQ 4 + registered manager	7294.5
residential child care workers	SVQ 3/4	3694.75
<b>Phase two</b>		
early education and childcare managers/ lead practitioners	(SVQ 3 + mgt) or SVQ 4	4217
early education and childcare practitioners	SVQ 3	3172.5
early education and childcare support workers	SVQ 2	2500
adult residential supervisors	SVQ 3 + mgt or SVQ 4	4217
adult residential practitioner	SVQ 3	3172.5
adult residential support workers	SVQ 2	2500
housing support managers	SVQ 4 + registered manager	7294.5
housing support supervisors	SVQ 3	3172.5
housing support support workers	SVQ 2	2500

## ABOUT CCPS

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Community Care Providers Scotland (CCPS) is the national voice for social care and support service providers in Scotland's voluntary sector. It exists to identify, represent, promote and safeguard the interests of voluntary sector and not-for-profit providers, so that they can maximise the support they offer to the people who use their services.

### CCPS aims

- to be a recognised and respected source of expertise on issues affecting service providers
- to be an influential body able to use the collective experience of members to effect change
- to act as a key source of information and advice
- to champion service quality and promote the central role of providers in quality improvement
- to support providers in improving the experience of people who use their services, and their quality of life
- to promote and champion the role of voluntary organisations as service providers, ensuring diversity and choice.

CCPS has sixty members, comprising Scotland's most substantial providers of social care and support services to children and families, adults and older people.

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