# West CLD Alliance - Workforce Priorities

# June 2020

# Summary

# The survey was carried out in June 2020 on behalf of the 8 authorities in the West of Scotland. Respondents were asked to prioritise 23 previously identified workforce development topics and then list what expertise they could offer either to share practice, host a session or identify a provider. The aim of this exercise was to use the top priorities to create a programme of CLD workforce upskilling to be jointly delivered across all the authorities.

# All respondents acknowledged that the COVID19 pandemic is expected to have an impact on future services. The delivery of online learning is a top priority for workforce development but are colleagues who can share practice. Helping people with their resilience and mental health is the second priority (separate from the wellbeing of CLD staff). Some sharing of practice is available within the authorities. Employability is expected to be an area of focus and at least one authority is able to host a session. East Renfrewshire, Renfrewshire & North Lanarkshire are already working on Adult Literacies resources and support for CLD staff. There is also a national group looking at Streetwork training and this is feeding back to the Local Authority Youth Work Managers group.

# The survey also identified gaps. For example, social media engagement is a priority area whilst no expertise was identified in the authorities at this time, North Ayrshire Council has been suggested. Some gaps in knowledge may be lower down the priority area and the West CLD Alliance group should consider where to place these topics in their programme and may need to seek external providers.

# It’s clear that there is a wealth of expertise across the authorities with most people being comfortable sharing practice. This would suggest a more self-sufficient approach to a learning programme. The next step is for the West CLD Alliance to use this research to create a programme of activity with authorities with experience and or expertise in the subject delivering practice sharing sessions.

**1. Introduction**

This report is based on the West CLD Alliance survey carried out in June 2020. The draft survey had been prepared at the beginning of March and was updated in June with additional questions about COVID 19 needs. The purpose of the survey was to find out the CLD workforce development needs. We also wanted to discover areas where we could share practice and/or suggest learning providers.



6 out of 8 member authorities were able to respond to the survey.

Statistically if the other two authorities had contributed it is unlikely to have made a difference to the survey outcomes.

## **2. Topic List**

The list of topics for workforce development was generated at the March 2020 and updated again following discussions around COVID 19 responses. Each respondent was asked to rank each top by level of importance.

| **4. Below is the list of suggested topics generated at the West CLD Alliance meeting - New topics have been added representing discussions on the COVID recovery period. These have been bracketed with (COVID)Please rank according to the priority for your staff.**  |
| --- |
|  | **Priority 1** | **Priority 2** | **Priority 3** | **Priority 4** | **Priority 5** | **Not a Priority Just Now** | **Don't Know** | **Response Total** |
| Learning Delivery online (COVID) | 83.3%(5) | 16.7%(1) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 6 |
| Online Safety (COVID) | 66.7%(4) | 0.0%(0) | 33.3%(2) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 6 |
| Resilience & Mental Health (COVID) | 80.0%(4) | 0.0%(0) | 20.0%(1) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 5 |
| Tackling Social Isolation (COVID) | 16.7%(1) | 33.3%(2) | 16.7%(1) | 33.3%(2) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 6 |
| Employability Support & Skills (COVID) | 40.0%(2) | 20.0%(1) | 20.0%(1) | 0.0%(0) | 20.0%(1) | 0.0%(0) | 0.0%(0) | 5 |
| Street Work (Detached & Outreach) (COVID) | 20.0%(1) | 20.0%(1) | 20.0%(1) | 0.0%(0) | 0.0%(0) | 20.0%(1) | 20.0%(1) | 5 |
| Virtual Youth Clubs (COVID) | 20.0%(1) | 20.0%(1) | 0.0%(0) | 20.0%(1) | 0.0%(0) | 20.0%(1) | 20.0%(1) | 5 |
| Adult Literacies & practice sharing | 20.0%(1) | 60.0%(3) | 0.0%(0) | 20.0%(1) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 5 |
| CLD Plans & preparation & reporting (invitation to Northern Alliance) | 0.0%(0) | 20.0%(1) | 60.0%(3) | 20.0%(1) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 5 |
| CLD Standards Council | 0.0%(0) | 0.0%(0) | 20.0%(1) | 60.0%(3) | 20.0%(1) | 0.0%(0) | 0.0%(0) | 5 |
| Corporate Parenting & Care Experience. | 0.0%(0) | 20.0%(1) | 20.0%(1) | 40.0%(2) | 0.0%(0) | 20.0%(1) | 0.0%(0) | 5 |
| Digital resources to deliver CLD | 40.0%(2) | 60.0%(3) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 5 |
| Digital skills development for staff | 50.0%(2) | 25.0%(1) | 25.0%(1) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 4 |
| ESOL & practice sharing | 0.0%(0) | 40.0%(2) | 40.0%(2) | 0.0%(0) | 20.0%(1) | 0.0%(0) | 0.0%(0) | 5 |
| Health Issues in the Community | 0.0%(0) | 20.0%(1) | 40.0%(2) | 20.0%(1) | 20.0%(1) | 0.0%(0) | 0.0%(0) | 5 |
| Leadership & Management | 0.0%(0) | 33.3%(2) | 0.0%(0) | 16.7%(1) | 50.0%(3) | 0.0%(0) | 0.0%(0) | 6 |
| Leading Through Change & Education Scotland | 0.0%(0) | 40.0%(2) | 0.0%(0) | 40.0%(2) | 20.0%(1) | 0.0%(0) | 0.0%(0) | 5 |
| STEM | 0.0%(0) | 0.0%(0) | 80.0%(4) | 20.0%(1) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 5 |
| Social Media & Engagement Tools | 0.0%(0) | 60.0%(3) | 20.0%(1) | 20.0%(1) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 5 |
| Tools for Community Development (SCDC & VOiCE?) | 0.0%(0) | 20.0%(1) | 20.0%(1) | 40.0%(2) | 0.0%(0) | 20.0%(1) | 0.0%(0) | 5 |
| Well being & social isolation in communities | 0.0%(0) | 50.0%(2) | 25.0%(1) | 25.0%(1) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 4 |
| Well-being & support for CLD staff | 20.0%(1) | 40.0%(2) | 40.0%(2) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 5 |
| Youth Voice & Empowerment | 0.0%(0) | 0.0%(0) | 40.0%(2) | 20.0%(1) | 0.0%(0) | 20.0%(1) | 20.0%(1) | 5 |
|  | answered | 6 |
| skipped | 0 |
| Comments: Please list any other topics not listed above. (2) |
|

|  |  |  |
| --- | --- | --- |
| 1 | 04/06/2020 08:21 AMID: 142543446  | Volunteering? |
| 2 | 16/06/2020 09:09 AMID: 143252198  | school leaver destinationspoverty and child poverty |

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At the end of this section, respondents were asked to note anything that was missed. Volunteering, school leaver destinations, poverty and child poverty were all suggested as workforce development areas to be included.



This graph was generated by the smart survey. It’s not great to read, however, there are clear priorities (in blue). The highest preference for priority 1 is Delivering learning Online (83.33%). The next highest priority 1 is Resilience and Mental Health (80%). Below are tables showing the first and second priorities. There were originally 23 options and it’s possible that these can be grouped i.e Delivery of online learning could include digital upskilling of staff.



|  |  |
| --- | --- |
| Priority 1 | % |
| Learning Delivery online | 83.33 |
| Resilience & Mental Health | 80.00 |
| Online Safety | 66.67 |
| Digital Skills | 50.00 |
| Employability Support & Skills | 40.00 |

|  |  |
| --- | --- |
| Priority 2 | % |
| Adult Literacies – practice sharing | 60.00 |
| Digital Resources to deliver CLD | 60.00 |
| Social Media Engagement Tools | 60.00 |
| Well-being – Social Isolation | 50.00 |

**3. Who Can Deliver**

In this section we took the same list and asked who could share practice or host a session on that topic. We also asked respondents to identify a provider if they knew of one. Sharing of practice is by far the most popular offer and it is noted that some topics had zero’s across the board, so further work would have to be done to identify providers.

| **5. Please let us know if you can share practice, organise a session or have a delivery partner in mind.**  |
| --- |
|  | **I can share practice** | **Suggested Provider** | **I can host this session** | **Response Total** |
| Learning Delivery Online (COVID) | 100.0%(3) | 0.0%(0) | 0.0%(0) | 3 |
| Online Safety (COVID) | 50.0%(1) | 0.0%(0) | 50.0%(1) | 2 |
| Resilience & Mental Health (COVID) | 66.7%(4) | 16.7%(1) | 16.7%(1) | 6 |
| Tackling Social Isolation (COVID) | 100.0%(1) | 0.0%(0) | 0.0%(0) | 1 |
| Employability Support & Skills (COVID) | 50.0%(3) | 33.3%(2) | 16.7%(1) | 6 |
| Streetwork (outreach & detached (COVID) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0 |
| Virtual Youth Clubs (COVID) | 100.0%(2) | 0.0%(0) | 0.0%(0) | 2 |
| STEM | 100.0%(2) | 0.0%(0) | 0.0%(0) | 2 |
| Digital resources to deliver CLD | 33.3%(1) | 33.3%(1) | 33.3%(1) | 3 |
| Digital skills development for staff | 33.3%(1) | 33.3%(1) | 33.3%(1) | 3 |
| Social Media & Engagement Tools | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0 |
| Tools for Community Development (SCDC & VOiCE?) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0 |
| Leading Through Change & Education Scotland | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0 |
| Health Issues in the Community | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0 |
| CLD Plans & preparation & reporting (invitation to Northern Alliance) | 0.0%(0) | 0.0%(0) | 0.0%(0) | 0 |
| Corporate Parenting & Care Experience. | 100.0%(1) | 0.0%(0) | 0.0%(0) | 1 |
| CLD Standards Council | 100.0%(1) | 0.0%(0) | 0.0%(0) | 1 |
| Leadership & Management | 100.0%(1) | 0.0%(0) | 0.0%(0) | 1 |
| Adult Literacies & practice sharing | 75.0%(3) | 0.0%(0) | 25.0%(1) | 4 |
| ESOL & practice sharing | 66.7%(2) | 0.0%(0) | 33.3%(1) | 3 |
| Youth Voice & Empowerment | 100.0%(2) | 0.0%(0) | 0.0%(0) | 2 |
| Well being & social isolation in communities | 33.3%(1) | 33.3%(1) | 33.3%(1) | 3 |
| Well-being & support for CLD staff | 50.0%(2) | 25.0%(1) | 25.0%(1) | 4 |
|  | answered | 6 |
| skipped | 0 |

The following topics had zero’s:

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| --- |
| Q5.6. Streetwork (outreach &; detached (COVID) |
| Q5.11. Social Media – Engagement Tools |
| Q5.12. Tools for Community Development (SCDC – VOiCE?) |
| Q5.13. Leading Through Change – Education Scotland |
| Q5.14. Health Issues in the Community |
| Q5.15. CLD Plans – preparation &; reporting (invitation to Northern Alliance) |
| Q5.21. Youth Voice &; Empowerment |

Only Social Media – Engagement tools appears in the top set of priorities. Since the initial draft of the survey there has been a national group created for Streetwork through the Local Authority Youth Work Managers in which the West authorities are participating. It would appear that no one in the West is yet in a position to share practice. Leading Through Change is an existing offer from Education Scotland and so we wouldn’t expect to see anyone else offering to host or share practice as the provider is already identified. Similarly with the CLD Plan, group members would have been aware that there has been an agreement to meet with the Northern Alliance.

The following topics scored the highest in terms of offers to host, share practice and identify a deliverer:

|  |  |
| --- | --- |
| Q5.5. Employability Support &; Skills (COVID) | 6 |
| Q5.3. Resilience &; Mental Health (COVID) | 5 |
| Q5.19. Adult Literacies – practice sharing | 4 |
| Q5.1. Learning Delivery Online (COVID) | 3 |
| Q5.9. Digital resources to deliver CLD | 3 |
| Q5.10. Digital skills development for staff | 3 |
| Q5.20. ESOL – practice sharing | 3 |
| Q5.22. Well being – social isolation in communities | 3 |

When compared with the priorities for workforce development we can see that we have the knowledge to offer Employability Support & Skills; Resilience and Mental Health and Adult Literacies, all of which appeared in the top two priority lists.

Inverclyde CLD Team offered to share practice on SQA accredited courses in Resilience & Mental Health and SQA Employability Award with distance learning packs available. Inverclyde can also share practice on the SQA Digital Skills Award, although noted that this would depend on the individual’s access to technology. They can also share practice around the SQA Leadership Award. As with the employability offer there is also the opportunity for an SQA in Mental Health & Wellbeing through distance learning.

South Lanarkshire have offered to share practice in a number of areas including the top two of Learning Delivery Online and Resilience and Mental Health. They are also willing to share practice in Social Isolation, virtual youth clubs, STEM, CLD Standards Council and Youth Voice.

Glasgow can share practice and host a session on Online Safety. As with others they can share practice in Virtual Youth Clubs; STEM; Adult Literacies, ESOL and Youth Voice. Glasgow can also share practice around Corporate Parenting and Care Experienced Young People.

It should be noted that East Renfrewshire, Renfrewshire and North Lanarkshire have been working on Adult Literacies and are happy to continue to do this. Renfrewshire has offered to share practice in Learning Delivery Online; Resilience and Mental Health. East Renfrewshire can also share practice in these two areas and can also share practice in Employability and Wellbeing for CLD Staff. East Renfrewshire could host a session on ESOL, but were not sure that they’re set up yet to do this virtually.

East Dunbartonshire have expertise in Employability Support & Skills and would be happy to share practice in this area.

In summary, there is some correlation between the priorities and the expertise we have across the West area. Most authorities wish to share practice and perhaps this suggests that a more informal type of learning is what’s comfortable for people. This could be delivered in the form of the learning lunches that were previously programmed. It would be good to match up the authorities who have identified the same areas and ask them to programme their own practice sharing sessions on behalf of the group.

The survey has thrown up some gaps, notably with Social Media, which was also reasonably high on the priority list. Group members may wish to research the options for an external provider who would be knowledgeable and understanding of CLD. It has been noted that North Ayrshire Council have a good social media presence and therefore it would be worth approaching them for an informal practice sharing session.

**4. COVID Recovery**

This question asked respondents to think about what might be different moving into the COVID recovery phase and beyond. No one thought it wouldn’t have any impact! From the responses given, there is a recognition that CLD will need to be ready and resources to respond to people’s changing lives.

| **6. COVID 19 Responses. Do you think that CLD workforce needs will be different following the lockdown period and moving into recovery?**  |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Yes |

|  |
| --- |
|   |

 | 100.00% | 6 |
| 2 | No |  | 0.00% | 0 |
|  | answered | 6 |
| skipped | 0 |
| Comments: Please say what you think will be different (6) |
|

|  |  |  |
| --- | --- | --- |
| 1 | 03/06/2020 08:00 AMID: 142440635  | Mental Health is going to be even more of a priority post Lockdown. Robust training for support of mental health requiredDetached youth work increase- training requiredContinuation of some digital youth work - some staff require training on development of digital youth work and platforms. |
| 2 | 04/06/2020 08:21 AMID: 142543446  | I think CLD will need to respond to how people's lives have changed as a result of the pandemic. As well as mental health, resilience and recovery we also need to be thinking about employability support.  |
| 3 | 04/06/2020 17:33 PMID: 142606462  | We need improved ICT skills, improved knowledge of mental health, isolation and the effects. We need a digital all in one platform for use for staff and learners alike. Similar to GLOW in schools or MOODLE in colleges.  |
| 4 | 11/06/2020 14:28 PMID: 142992284  | Social distancing, not sharing pens etc, basic hygiene, more working from home, less face to face interaction with colleagues |
| 5 | 12/06/2020 16:38 PMID: 143074624  | Our service is already changing in relation to new digital projects which brings up a lot of planning and professional development needs for staff. There have already been great opportunities from Education Scotland and Learning Link Scotland to share practice in the past month. It would be good to link in with what's already out there.I think the CLDSC have also been doing webinars around digital skills etc and our Adult Learning team are being trained as Digital Champions through SCVO for the Connecting Scotland programme. It's such a time of rapid change that it's difficult to know what is needed through the West Alliance and what will be available nationally.We had hosted an Adult Literacies seminar for the West Alliance and will be following up on this. It's difficult to say what form this will take and when it will happen as a lot of teams have been redeployed and are in the middle of recovery planning based on various scenarios. |
| 6 | 16/06/2020 09:09 AMID: 143252198  | Although not sure. There may be a change in some roles and there already has been. Much will depend on overall council recovery planning and prioritisation of services e.g. employability, anti-poverty work, addressing social isolation. |

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**5. Next Steps**

* Share the findings with the West CLD Alliance and West CLD Managers groups for further comment
* Agree a timetable of workforce development opportunities based on the priorities
* Agree what can be delivered ‘in house’ and for whom and which sessions need to be sourced externally.
* Identify the resources needed e.g. CLD Standards Council support, existing budget carry over.
* Group authorities by topic area and plan practice sharing sessions
* Seek external providers where necessary and agree at the West CLD Alliance group.