

**Public Services Delivery
Scotland**

Knowledge and Skills Framework

Alison Hannan, Senior Educator



Purpose of the KSF

- Define knowledge and skills for delivering a quality service
- Provide clarity of role and core competencies
- Support reflective practice, supervision and career conversations



CLW Workforce

Provides clear guidance on required knowledge and skills

Line Managers

Supports continuous personal development

Employing Organisations

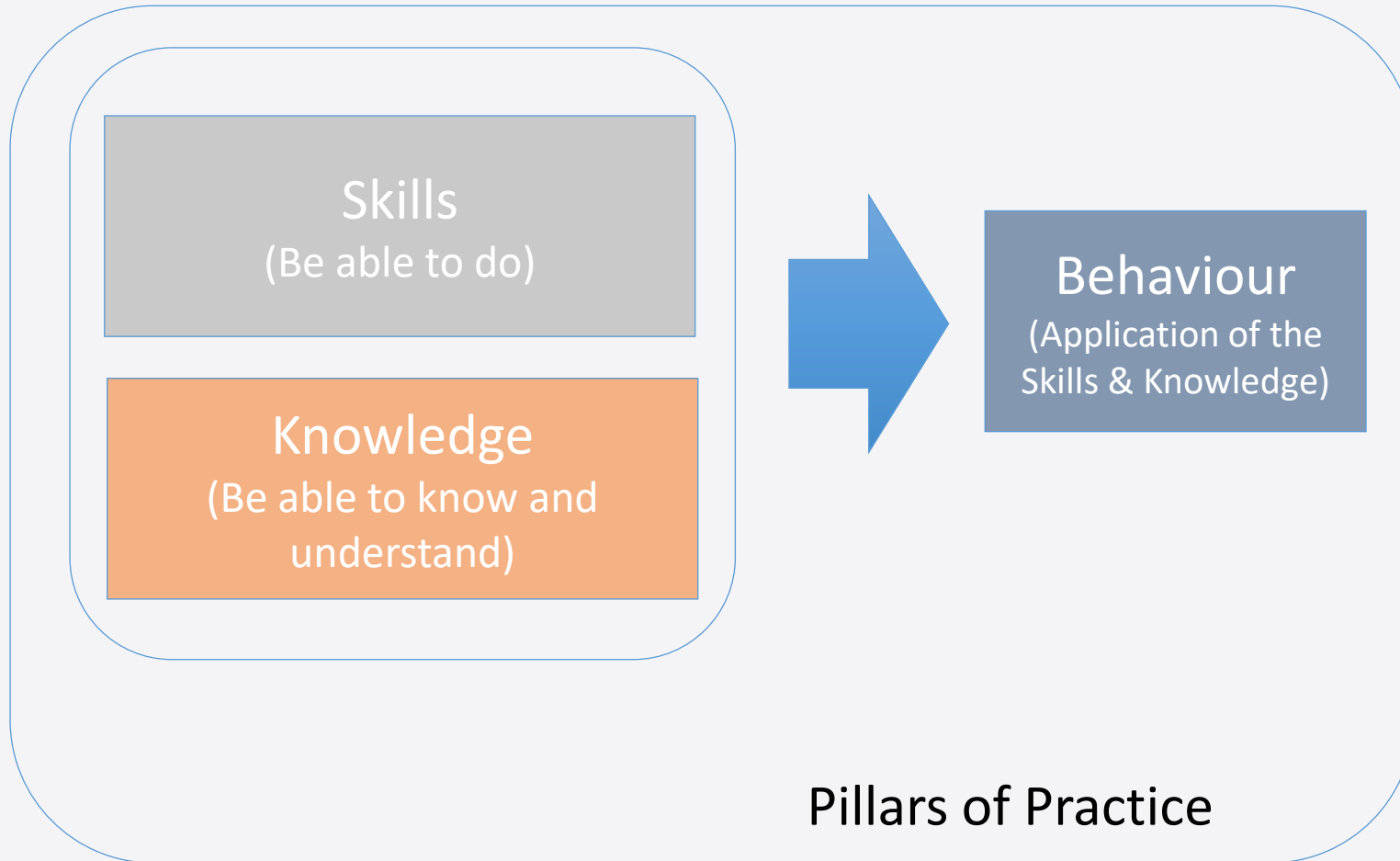
Enables effective deployment of skills and clarity on performance expectations

Partners and Stakeholders

Equips partners to confidently understand and promote the CLW role

Education and Training Providers

Identifies future training needs and informs resource development



Pillars of Practice



Measure = Levels of Practice

Roles and Responsibilities



Working with Individuals

Working with Other Professionals and Services

Working with the Wider Community Assets

Administration, Reporting and Professional Development

Competencies

Grouped Competency Headings

Safe and Effective Practice

Knowledge and Understanding

Collaborative Working

Person-Led Practice

Monitoring and Evaluation

Meta-Skills

Self-management

Focusing



Integrity



Adapting



Initiative



Social Intelligence

Communicating



Feeling



Collaborating



Leading



Innovation

Curiosity



Sense-making



Creativity



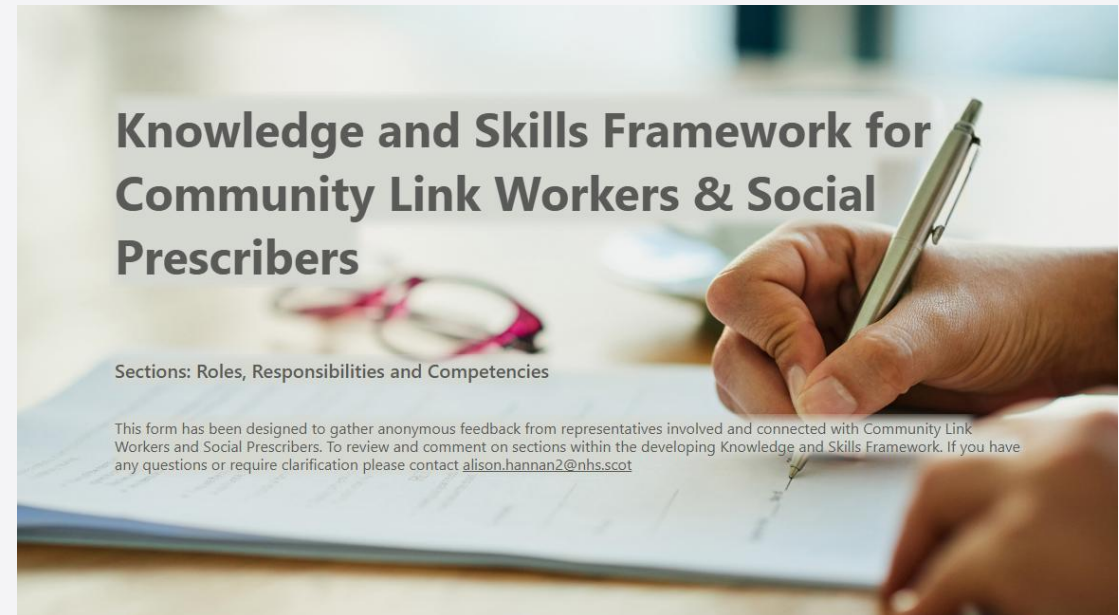
Critical thinking



Wider Engagement – Phase 1 (June 2026)

Roles, Responsibilities and Competencies

- Highland Social Prescribing Co-ordinating Group
- Commissioned CLW Service – Change Mental Health
- Members of the Scottish Community Link Worker Network
- Selected Voluntary Health Scotland Members
- Project Stakeholders in the Highlands
- The Alliance CLW Programme
- GPs at the Deep End
- Edinburgh CLW Service
- Improving Cancer Journey Link Workers (Edinburgh)
- Social Prescribing leads in neighbouring UK nations
- Qualifications Scotland
- NASP



Focus Interviews (August 2026)

Levels of Practice

Model Options Considered:

- a) Universal - Targeted - Specialist
- b) Informed - Skilled - Enhanced - Specialist

with additional suggestions:

- c) Essential - Skilled - Enhanced
- d) Skilled - Enhanced - Expert - Specialist

consideration as sign-posting at a basic level

Competency
(Perform
effectively)



Measure = Levels of Practice

Proposed Levels of Practice



Learning and Development Resources

Reflective Practice and Action Planning Toolkit

Skills	Evidence of Current Practice	Areas to Further Develop	Actions to Take Forward
☐ Applies and interprets policies, procedures and professional guidance across complex and system-level contexts.			
☐ Leads on risk management approaches, supporting others to assess and respond to complex situations.			
☐ Ensures high standards of documentation and recording across teams/services, contributing to audit and assurance.			
☐ Provides supervision, mentoring or guidance to others, supporting reflective practice and professional development.			
☐ Models and promotes a culture of wellbeing, resilience and reflective practice within teams and services.			
Examples of Evidence: Examples of supervising staff, leading case discussions, supporting colleagues to manage risk, reviewing documentation standards, contributing to audit, mentoring records, examples of improving local safe practice processes.			
Meta-Skills: Integrity, Adapting, Leading, Collaborating, Communicating (refer to Appendix 2 for detailed meta-skill competency for relevant level of practice)			

CLW and SP Learning Hub

TURAS | Learn

Register Sign in

Home My Learn

Community Link Workers and Social Prescribers Learning Hub

Universal

Essential

Skilled

Enhanced

Meta-skills

Supervision

How to access the KSF Framework document

Welcome to the learning hub for community link working and social prescribing

Introduction to the KSF

Who is the Knowledge and Skills Framework for?

The Knowledge and Skills Framework (KSF) for Community Link Workers (CLWs) and those undertaking social prescribing activity has been developed to support consistent, high-quality



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a pace that suits you, so hopefully you will find them easy to fit in around your work.

link at the top right of the page.

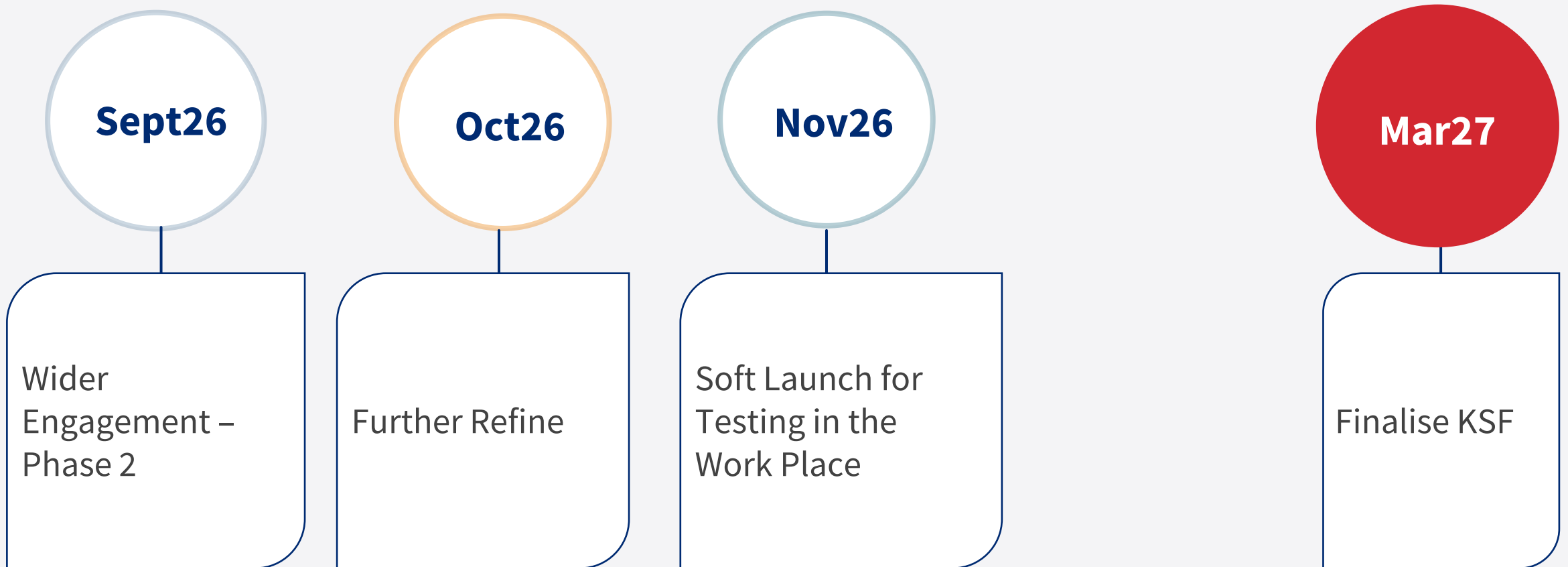
Death, Dying and Bereavement

Learning materials to support healthcare staff around death, dying, and bereavement.

Digital Health and Care

Welcome to the Digital Health and Care learning site for Scotland's health and social care workforce.

Timeline



Continue to Develop the Learning Hub



Table Discussion – 15mins

1. Does this level of practice accurately reflect the reality of practice?

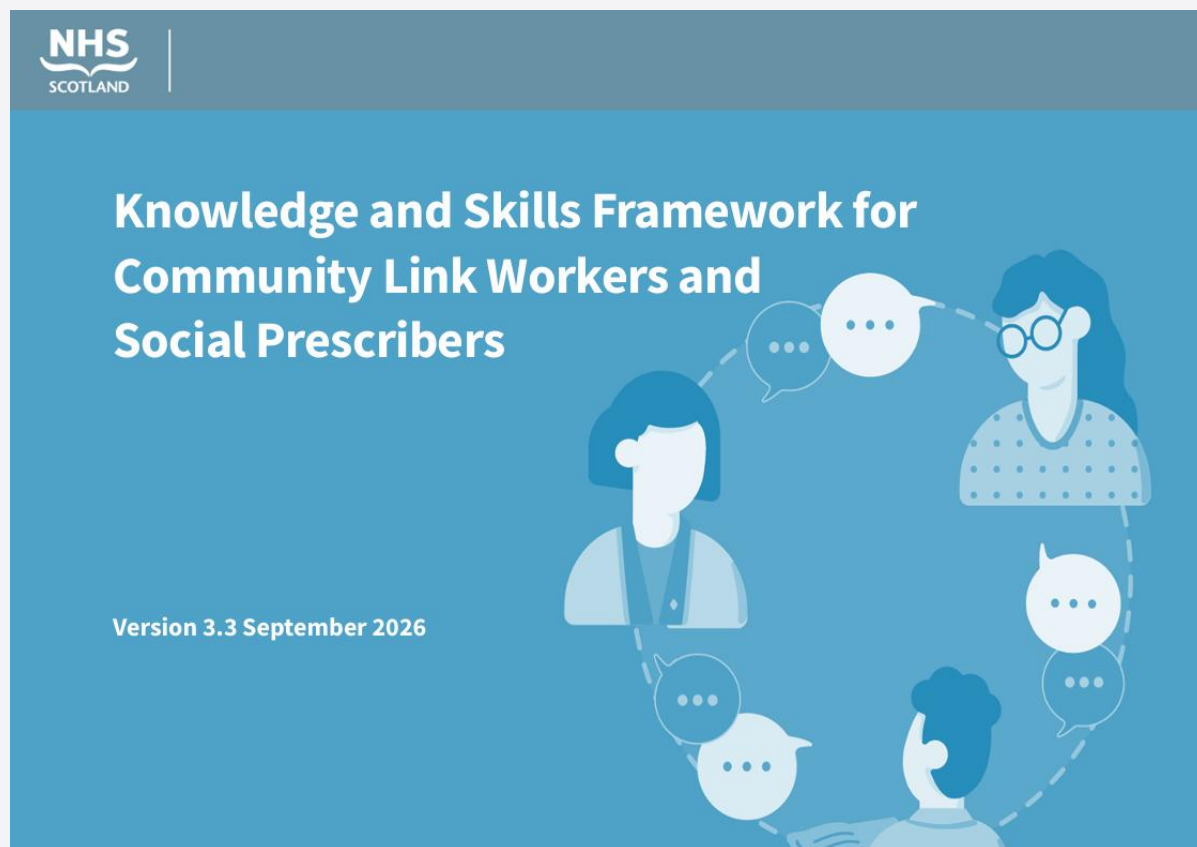
- What feels right?
- What is missing?
- What is unrealistic?

2. What learning and development would support someone to achieve this level?

- Core learning?
- Additional learning?
- Workforce development support?

3. Any other reflections from your table discussion?

Wider Engagement – Phase 2 (Sept/Oct 2026)



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Knowledge and Skills Framework
for Community Link Workers &
Social Prescribers



Deadline for responses 26 October 2026

This resource may be made available, in full or summary form, in alternative formats and community languages. Please contact us on **0131 275 6000** or email **altformats@nhs.scot** to discuss how we can best meet your requirements.

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