| **Project name** | Future proofing programme | **Project/programme team:** <br> • **Lead** <br> • **Sponsor** <br> • **PMO** | • Hannah Coleman <br> • Maree Allison <br> • Graeme Henderson |
| --- | --- | --- | --- |
| **PWA reference** | SSSC02 | **Author** <br><br><br> **Date completed and version number** | Graeme Henderson <br><br> 29/10/2024 V1.0 |

## 1. Business need

### 1.1 Executive summary

Since opening the Register to social workers in 2003, we gradually introduced registration to other categories of the workforce including people working in early years and children's, adult and older people's social care services. We now have more than 177,000 people on our register.

We knew from feedback from employers and registrants that the structure of the Register was confusing.

Additionally, as social work, social care and early years services and the way people access and use them have changed over the past 20 years, we recognised the need to review qualifications and skills so that the workforce can continue to deliver the kind of high-quality care we want for Scotland.

Council approved the future proofing programme in May 2021. This included three interconnected projects to review:

- the Register

- qualifications and skills

- the Codes of Practice.

In March 2023, the future proofing sponsor group approved scoping work for new groups to be brought into programme scope, following a request from Scottish Government that we undertake this work.

| 2. Scope and deliverables |
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| 2.1 Key deliverables |
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| Goods or service produced by the project | Proposed date | Actual date |
|---|---|---|
| Consultation and review on register and qualifications and skills | April 2022 | December 2021 to March 2022 |
| Revised register structure proposal to Scottish Government | November 2022 | November 2022 |
| Codes of practice consultation | April 2023 | April 2023 to July 2023 |
| CPL/RTP consultations | November 2023 | September 2023 to November 2023 |
| Scoping paper for new groups to Scottish Government | January 2024 | 29 January 2024 |
| Legislative and rule changes | May 2024 | 27 May 2024 |
| Launch of revised codes | May 2024 | 1 May 2024 |
| Register redesign and launch | June 2024 | 3 June 2024 |
| Revised qualifications launch | June 2024 | 3 June 2024 |

| 2.2 Milestones |
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| Key event in project plan | Proposed date | Actual date |
|---|---|---|
| Sponsor group approval to consult on register and qualifications and skills | 13/12/2021 | 13/12/2021 |
| Register and qualification and skills consultation runs | 20/12/2021 – 14/03/2022 | 20/12/2021 – 28/03/2022 |
| Codes of practice consultation scoping complete | 25/04/2022 | 01/08/2022 |
| Proposal for revised register and qualifications and skills approved by council | 24/11/2022 | 24/11/2022 |
| Sponsor group approval to consult on codes of practice | 07/12/2022 | 15/03/2023 |
| Systems discovery phase complete | 19/12/2022 | 19/12/2022 |
| Systems dev wave 1 complete | 31/03/2023 | 31/03/2023 |
| Codes of practice consultation runs | 14/04/2023 – 06/07/2023 | 14/04/2023 – 06/07/2023 |

| Systems dev wave 2 complete | 08/08/2023 | 08/08/2023 |
|---|---|---|
| CPL consultation runs | September 2023 – October 2023 | 25/09/2023 – 03/11/2023 |
| RTP consultation runs | September 2023 – October 2023 | 25/09/2023 – 03/11/2023 |
| Systems dev wave 3 complete | December 2023 | 12/12/2023 |
| New Register groups scoping report sent to OCSWA | 31/01/2024 | 29/01/2024 |
| Proposal for revised codes approved by council | February 2024 | 26/02/2024 |
| Systems dev wave 4 complete | April 2024 | 05/04/2024 |
| Legislative changes associated with register and qualifications and skills changes completed | May 2024 | 27/05/2024 |
| Launch revised codes of practice | 01/05/2024 | 01/05/2024 |
| Ministerial launch of revised codes | 07/05/2024 | 07/05/2024 |
| D365, My SSSC, website changes ready for go live | 30/05/2024 | 30/05/2024 |
| Systems downtime for go-live | 29/05/2024 – 02/06/2024 | 28/05/2024 – 02/06/2024 |
| Complete review and rewrite website content – all departments | 03/06/2024 | 03/06/2024 |
| Complete full review and rewrite of documentation – all departments | 03/06/2024 | 03/06/2024 |
| Launch revised register | 03/06/2024 | 03/06/2024 |
| Launch revised qualifications and skills | 03/06/2024 | 03/06/2024 |
| Systems dev hypercare complete | 14/06/2024 | 14/06/2024 |

## 2.3. Project Plan

https://ssscdundee.sharepoint.com/sites/pwa/Future%20Proofing/default.aspx

| 3. | **Risks and benefits** |
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### 3.1 Lessons Learned Summary

Lessons learned have been held with stakeholders across the organisation and externally. A full report is at agenda item 4. This will go to Council in February 2025.

### 3.2 Outstanding Risks

| Ref (from RAID log) | Description | Score | Action | New owner |
|---|---|---|---|---|
| No risks outstanding. | | | | |

### 3.3 Outstanding issues

| Ref (from RAID log) | Description | Priority | Action | New owner |
|---|---|---|---|---|
| 29 | A number of email and SMS notifications relating to annual declarations, including Notices of Decision, were not received by workers/employers. We have displayed workers as being removed from the PFR in error. | High | We are awaiting legal advice on next steps which we will receive w/c 04/11/24. Thereafter we will convene Council for decision on our approach later in November | Hannah Coleman, Acting Director of Regulation |

| 3.4 Benefits realisation |
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| What agreed benefits have been realised to date? |
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| Staff, customer, or financial benefit? | Aim | Benefit | Measure | Source | Baseline | Target | Expected date | Measure frequency |
|---|---|---|---|---|---|---|---|---|
| Customer | Increased accuracy of the register | Increased self-service for customers around payment information | Proportion of customers with access to self-service for payment information | D365 | 0 | 100% | June 2024 | Once |
| Customer | Employers and public can find FTP information more easily | Reduced number of searches required to find information | Number of searches required to find information | PFR | 2 | 1 | June 2024 | Once |
| Customer | Being registered is simple and easy to understand | Increase in understanding what it means to be registered | Number of people on more than one part | D365 | 55,910 (at 22/11/23) | 5,000 | August 2024 | Once |

| Customer | Improved career pathways | Reduced number of qualifications needed for a registrant to change roles from adult to child service/child to adult service | Number of qualifications needed to change roles from adult to child service/child to adult service | D365 | 2 (ie 1 for adults, 1 for children) | 1 (as they will be transferrable) | August 2024 | Once |
|---|---|---|---|---|---|---|---|---|

| What agreed benefits are not yet due to be realised? | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Staff, customer, or financial benefit? | Aim | Benefit | Measure | Source | Baseline | Target | Expected date | Measure frequency |
| Customer | Improve the processes for applying and maintaining registration | The register is more up to date as registrants find it quicker and easier to apply for and maintain registration | Number of calls (proportionate to the numbers on the register) about application form | Five9 | 4,653 calls received about the application form in 2022/23 FY (6.4% of 72,579 calls) | 5% of all calls received | June 2025 | Every 6 months |
| | | | Number of calls (proportionate to the numbers on the register) about change of details | Five9 | 10,075 calls received about change of details in 2022/23 FY (13.9% of 72,579 calls) | 10% of all calls received | June 2025 | Every 6 months |
| | | | Registrants and employers report that the process of registering | Registrant survey question "On a scale of 1 to 5, where 1 is | Registrants – 65.0% (5,015) providing a | 70% of registrants and 55% of employers | 2025/26 survey cycle | Every 6 months |

| | | | | with the SSSC is easy | 'very difficult' and 5 is 'very easy', how easy or difficult do you find the process of registering with the SSSC?"<br><br>Employer survey question "On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how easy or difficult do your staff find the process of registering with the SSSC?" | response of 4 or 5 (2022/23 survey)<br><br>Employer survey – 49.5% (55) providing a response of 4 or 5 (2022/23 survey) | report that the process of registering with the SSSC is easy (a score of 4 or 5) | | |
|---|---|---|---|---|---|---|---|---|---|
| Custome r | Increased accuracy of the register | Reduction in workers being removed for non-renewal who have paid fee | Number of people removed for not completing renewal app | D365 | 970 | 0 | Decemb er 2025 | Once |
| | | Reduction in time people could | Number of annual declarations | D365 | 3/5 years maximum | 1 year maximum | Decemb er 2025 | Once |

| | | potentially be incorrectly registered | | | based on register part | | | |
|---|---|---|---|---|---|---|---|---|
| | | Increase in change of details (personal details, reg part changes, condition updates) | Annual dec/CODs | D365 | 74,000 (Average number of CODs processed over the last five years) | 81,400 (10% increase) | February 2026 | Once |
| Customer | To ensure our register reflects and supports the way care is delivered both now and in the future | Registrants find it quicker and easier to register | Number of registrants on multiple parts | D365 | 30,610 total registrants registered on multiple parts (19 July 2022; 18.5% of total unique individuals) | 10% of register on multiple parts | June 2025 | Every 6 months |
| Customer | To improve public protection by reducing the time it takes to assess a | Workers are registered more quickly | Average time to process an application (app started to app registered, excluding green channel) | D365 | 34.5 days to process an application (app started to app registered, excluding | 10% reduction in time from application processing started to registered | June 2025 | Every 6 months |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | registrant's fitness to practise | | | | green channel) in 2022/23 FY | (excluding green channel) | | |
| | | Reduction in average time from application to registration | Average proportion of applications that go through green channel | D365 | 31.0% of applications went through green channel in 2022/23 FY | 33% of applications through green channel by April 2025 | June 2025 | Every 6 months |
| | | Reduction in time from employment to application | Average time taken from employment to registration (weeks) | Assurance Report item number 2.1 | 24 weeks in 2022/23 | 40% reduction in time taken from employment to registration (weeks) | June 2025 | Every 6 months |
| Customer | To improve public protection by reducing the number of workers who become unregistered when moving roles | Increased public protection | Number of registered workers who are removed as ineligible when telling us about a change of role within the same register part | D365 | 16,767 (unique individuals) | 0 | June 2025 | Once |

| Custome r | Our register reflects the professiona l identity of the workforce | Workers feel that they are recognised as professional s | Number of registrants who report that being registered with the SSSC makes them feel recognised as a professional | Question "On a scale of 1 to 5, where 1 is 'not at all' and 5 is 'very much', how much do you feel that being registered with the SSSC makes you feel recognised as a professional?" | Registrants – 55.4% (4,263) providing a response of 4 or 5 (2022/23 survey) | 60% of registrants report that being registered with the SSSC makes them feel they are recognised as professional s (a score of 4 or 5) | 2025/26 survey cycle | Annually |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Custome r | Our public facing register (PFR) provides key registrant information | Employers and stakeholders find information on the PFR useful. | Number of employers and stakeholders who report that information on our PFR is useful | Question on PFR webpage: "How useful was the information on this page?" Employer questions: "Have you used the PFR in the last 6 months" <br><br> If Yes – "How useful was the information held on the PFR?" | Website survey - 56.3% answered 5 or 4 for how useful the info is (1003) <br><br> Employer survey - 34.2% used the PFR in last 6 months (38). Of those, | 10% increase in employers and stakeholders who report that information is useful | 2025/26 survey cycle | Annually |

| | | | | | 37.8% (14) providing a response of 4 or 5 (2022/23 survey) | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Custome r | Improved public access to information on qualificatio ns held | Increase in number of social workers listed with specialist qualification s on PFR | Number of social workers recorded as holding a specialist award on PFR | D365 | 0 | 100% increase | Decemb er 2025 | Once |
| Custome r Custome r | Being registered is simple and easy to understand | More flexibility for people changing employment | Total number of applications and removals as ineligible | D365 | 27,932 removals as ineligible; 44,000 applications (2022/23) | 16,759 removals as ineligible (40% reduction); 39,600 applications (10% reduction) | Decemb er 2025 | Once |
| | | Decrease in support needed | Reduction in enquiries (calls/emails/chat s) around application/CODs | D365 | 15,175 contacts (11,860 calls, 717 emails, 2598 chats) about application | 12,899 contacts about application form/progre ss (15% reduction) | Decemb er 2025 | Once |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | | | form/progress<br><br>14,080 contacts (10,581 calls, 2631 emails, 838 chats) about CODs | 11,968 contacts about CODs (15% reduction) | | |
| Customer | To have a qualified workforce with the right skills | Through CPL we are responsive to emerging skills needs | Number of employers who report that the SSSC is effective in responding to emerging skills needs | Question "How effective is the SSSC in responding to emerging skills needs" | Employer survey – 31.8% (28) providing a response of 4 or 5 (2022/23 survey) | 40% of employers report that SSSC is effective in responding to emerging skills needs | June 2025 | Every 6 months |
| | | The workforce have the right skills and qualifications to deliver better outcomes for people | Average length of time from registration start date to qualification condition met date (not including removals within 3 months of gaining) | D365 | 3.4 years (2022/23) | 3 years | June 2027 | Annually |

| | | using services | Number of registrants who tell us they have met a qualification condition since registering | D365 | 7,766 unique individuals (2022/23) | 10% increase in number of registrants who tell us they have met a qualification condition since registering | June 2027 | Annually |
|---|---|---|---|---|---|---|---|---|
| | | | Number of employers who report that the codes support the workforce to deliver high quality care and better outcomes for people who use services. | Question "How effective are the Codes of Practise for workers in supporting the workforce to use professional judgement to deliver high quality care and better outcomes for people who use services?" | Employer survey – 68.8% (55) providing a response of 4 or 5 (2022/23 survey) | 74% of employers report that the codes for workers support workers to deliver high quality care and better outcomes | 2025/26 survey cycle | Annually |
| | | | | Question "How effective are the Codes of Practise for employers in supporting the workforce to use | Employer survey – 74.4% (58) providing a response of 4 or 5 | 79% of employers report that the codes for employers | 2025/26 survey cycle | |

|  |  |  |  | professional judgement to deliver high quality care and better outcomes for people who use services?" | (2022/23 survey) | support workers to deliver high quality care and better outcomes |  |  |
|---|---|---|---|---|---|---|---|---|
|  |  |  | Number of registrants reporting that they have met mandatory CPL requirements | D365

Open badges | 95.9% (2022/23) | Maintain existing level of number of registrants meeting CPL requirement

(as we will be increasing frequency and focus) | June 2025 | Every 6 months |
| Customer | Make qualifications more flexible so that people can move more easily to work in different | Increased flexibility through new qualifications and career pathways | Number of employers who report that qualifications are flexible in allowing them to access roles in other services | Employer survey question "On a scale of 1 to 5, where 1 is 'not at all flexible' and 5 is 'very flexible', to what extent are qualifications | Employer survey – 37.9% (33) providing a response of 4 or 5 (2022/23 survey) | 48% of employers report that their staff have increased access to roles in | June 2025 | Annually |

| | kinds of services | | | flexible enough in allowing staff to access roles in other services?" | | other services | | |
|---|---|---|---|---|---|---|---|---|
| | | Better transferabilit y of existing skills to support career pathways | Number of registrants reporting that SSSC was flexible in accepting SVQ units for other roles | Registrant survey question "On a scale of 1 to 5, where 1 is 'very inflexible' and 5 is 'very flexible', how flexible was the SSSC in accepting SVQ units gained for registration when you moved roles?" | 56.3% (357) providing a response of 4 or 5 (2022/23 survey) | 66% of registrants report that the SSSC was flexible in accepting SVQ units for other roles (a score of 4 or 5) | 2025/26 survey cycle | Annually |
| | | Improved continuity of care for service users transitioning from children's to adult services | Number of employers reporting an improvement in continuity of care for service users moving from children's to adult services | Employer survey<br><br>Question "On a scale of 1 to 5, where 1 is 'not at all flexible' and 5 is 'very flexible', to what extent does the qualification structure help | Employer survey – 23.2% (19) providing a response of 4 or 5 (2022/23 survey) | 28% of employers reporting an improvemen t in continuity of care | 2025/26 survey cycle | Once |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | support continuity of care for service users moving from children's to adult services?" | | | | |
| | | Increased flexibility through new qualifications and career pathways | Number of registrants on multiple parts with multiple qualification conditions | D365 | 31,326 total registrants on multiple register parts with multiple conditions as of 18/08/22 | 0 | June 2025 | Annually |
| Customer | People using services are better protected | The workforce are qualified quicker | How quickly the workforce are qualified (average) | D365 | Average time between registration date to condition met date. FY 2021/22- 29.1 months FY 2022/23 – 34.6 months FY 2023/24 YTD – 39.9 months | 36 months (10% reduction) | June 2029 | Once |
| Customer | Workers are in the right role and get the | People will be registered for the right | Number of people on the new part | D365 | 0 – the part does not yet exist. | 12,951 | December 2025 | Once |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | right recognition | part equivalent to what their role is | | | | | | |
| Customer | Workers are more confident and competent in their roles, having the right skills and knowledges at the right points in their careers. | We know workers will have completed the required CPL on an annual basis | The number of workers that tell us that they have met CPL requirements | D365 | 95.9% (16,867 of 17,587) (FY 2022/23) | Maintain at 95.9% (as we will ask all on the register to provide as part of annual declaration) | December 2025 | Annually |
| | | Increase in number of people using our resources | Number of people telling us they are using the resources | D365 | 3708 (45.95%) answering 'Yes' to 'Have you used any of the SSSC learning resources as part of your continuous professional learning (CPL)?' (22/23 Registrant survey) | 15% increase | December 2025 | Once |

| Customer | Those returning to practice will be fit to practice | People are protected because SWs are fit to practice | Number of people returning to SW register after 2 years | D365 | 0 | 100% | June 2025 | Annually |
|---|---|---|---|---|---|---|---|---|
| Customer | Our Codes of Practice reflect the expectations of us as a regulator, the workforce, employers and people who use services | Our Codes reflect current best practice and lead to better outcomes for people who use services | Number of registrants and stakeholders who report that the codes support best practice | Registrant survey question "On a scale of 1 to 5, where 1 is 'not effectively' and 5 is 'very effectively', how effectively do the Codes of Practice (the Codes) reflect current best practice?"<br><br>Stakeholder survey question "On a scale of 1 to 5, with 1 the lowest and 5 the highest, how would you rate how well the codes reflect current best practice?" | Registrant survey – 70.4% (513) providing a response of 4 or 5 (2022/23 survey)<br><br>Stakeholder survey – 72.8% (217) providing a response of 4 or 5 (2022/23 survey) | 75% of registrants and 78% of stakeholders report that the codes support best practice (a score of 4 or 5) | 2025/26 survey cycle | Annually |

| Customer | Our Codes of Practice support risk enablement and improve professional judgement | Better outcomes for people who use services | Number of registrants and employers who report that the codes support them/the workforce to deliver high quality care and better outcomes for people who use services | Registrant survey questions "How effectively do the Codes support taking proportionate risks?"; "How effectively do the Codes support you in using your professional judgement?"<br><br>Employer survey question "How effective are the Codes of Practice for workers/employers in supporting the workforce to use professional judgement to deliver high quality care and better outcomes for people who use services?" | Registrant survey – 59.7% (430) providing a response of 4 or 5 (2022/23 survey)<br><br>Employer survey – 68.8% (55) providing a response of 4 or 5 for workers; 74.4% (58) providing a response of 4 or 5 for employers (2022/23 survey) | Registrant survey: 65% of registrants and 74% of employers report that the codes support taking proportionate risks and that the codes are effective in supporting use of professional judgement (a score of 4 or 5) ; Employer survey 79% | 2025/26 survey cycle | Annually |

| Custome r | Our Codes of Practice align with the health and social care standards and other regulators | Our Codes of Practice are consistent with national standards and wider regulatory requirement s | Number of employers reporting that having Codes of Practice aligned with other national standards and requirements has led to a clearer regulatory landscape | Employer survey

Question "On a scale of 1 to 5, where 1 is 'not at all well' and 5 is 'very well', how well do the Codes of Practice for workers/employe rs align with other national standards and requirements?"

"On a scale of 1 to 5, where 1 is 'not at all helpful and 5 is 'very helpful', how helpful are the aligned Codes of Practice for workers/employe rs in supporting a clearer regulatory landscape?" | 72.5% (58) providing a response of 4 or 5 for workers; 75.9% (60) for employers (2022/23 survey)

61.3% (49) providing a response of 4 or 5 for workers; 66.3% (53) for employers (2022/23 survey) | 77% of employers reporting that having Codes of Practice aligned with other national standards and requirement s has led to a clearer regulatory landscape (81%, 66%, 71% for others) | 2025/26 survey cycle | Annually |
|---|---|---|---|---|---|---|---|---|

| Financial | | Less staff time required to process change of details due to increased automation | Number of change of details requests going through green channel (auto updated) (Cost per call/email/chat (average staff cost x number of contacts)) | D365, Five9, Finance resource model | 26,192 (23%) (2022/23) | 30% saving | Once | December 2025 |
|---|---|---|---|---|---|---|---|---|
| | | Reduction in resource needed | Number of people in roles/teams | Registration /Finance establishment | RA - 15.5 FTE, £31,619 avg cost. TA – 7.6 FTE, £35,198 avg cost. | RA – 7.0 FTE reduction, £141k saving in 2024/25, £234k saving 2025/26 annually onwards  TA – 5.6 FTE reduction, £157k saving 2024/25; £205k saving | Once | December 2024 |

| | | | | | | 2025/26 annually onwards<br><br>Total saving: £298k 2024/25; £439k thereafter | | |
|---|---|---|---|---|---|---|---|---|

| If any, what agreed benefits are not currently on track to be realised? Provide any mitigation you have in place? | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Staff, customer, or financial benefit? | Aim | Benefit | Measure | Source | Baseline | Target | Expected date | Measure frequency | Mitigation |
| All benefits are currently on track. | | | | | | | | | |

| Are there any additional benefits (not initially identified) that are expected to be achieved as a result of this project? | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Staff, customer, or financial benefit? | Aim | Benefit | Measure | Source | Baseline | Target | Expected date | Measure frequency |
| Customer | Employers, workers and representative bodies can help inform the creation, delivery and/or improvement of products, processes or services | Increased direct engagement with a defined group of stakeholders | Increased engagement with stakeholders | SAG meetings | 0 - no group existed at beginning of programme | Quarterly SAG meetings | November 2024 | Once |

| **4. Costs** |
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| 4.1 Project budgets | |
|---|---|
| What was the budget for the project? | £884,700 (FY 2022/23)<br>£1,091,800 (FY 2023/24)<br>£302,600 (FY 2024/25 includes approved carry forward of £203,000 from 2023/24)<br><br>Total £2,076,100 |
| What was the final budget spent on the project and what is the final budget position? | £2,070,300 |
| Have all invoices been paid? | Yes |
| Have all ongoing costs been identified, agreed and handed over to BAU? | Yes |

| **5. Stakeholder engagement** |
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| 5.1 User and stakeholder engagement plan |
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| We have communicated project closure plans with internal stakeholders via programme board and sponsor group meetings, and regular updates via the Teams channel and at weekly project leads meetings. We will seek formal approval from the sponsor group at their meeting on 20 November 2024.<br><br>The external Stakeholder Advisory Group have similarly been updated throughout and have been directly involved in discussions about the future of that group post-programme. The final meeting of the group is on 12 November 2024. |

| 5.2 Service Design |
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| Throughout the programme a service design approach was taken.<br><br>Examples of this include:<br><br>Workshops with stakeholders during the formal consultation period, and thereafter held follow-up workshops (in person and online) to help shape the proposals to Council members in November 2022.<br><br>We developed a CPL website in direct collaboration with a group of volunteer stakeholders who would be using the service. |

## 6. Handover to operational management

| 6.1 Ongoing maintenance and support | |
| --- | --- |
| Who is the new owner?<br>(Job role not name of person) | Acting Director of Regulation<br>Acting Director of Workforce, Education and Standards |
| What support plans have been put in place? | None required |
| Who trains BAU staff?<br>(Job role not name of person) | No further BAU training required |
| Has all training and knowledge been delivered to staff? | Yes |

| 6.2 Contract management | |
| --- | --- |
| Confirm operation management has taken ownership of any contracts associated with the new output/product. If 'no' or 'n/a' please provide reasoning. | N/A - no new contracts arising as a result of this work. |
| Confirm that ongoing contract management is now in place. If 'no' or 'n/a' please provide reasoning. | N/A - as above. |
| Confirm that a copy of the contract has been sent to the legal team and procurement team if required. If 'no' or 'n/a' please provide reasoning. | N/A - as above. New CPL website did not involve a new contract, however the approved proposal was provided to procurement in November 2023. |

| 6.3 Outstanding actions | | | |
| --- | --- | --- | --- |
| Ref (from RAID log) | Action | Deadline | New owner |
| 478 | Update joint SSSC/CI registration guidance doc | 15/11/24 | Acting Director of Regulation |
| 517 | Provide statistics on the number of workers utilising the new transferability of adult and children's qualifications and what regions are affected most by this. | 12/11/24 | Acting Head of Registration |

| 525 | Prepare communications lines regarding Issue 29 regarding registrants showing as removed from the PFR and send to NG | 15/12/24 | Acting Director of Regulation; Head of Communications and Policy |
|---|---|---|---|
| 527 | Receive revised quote regarding CPL sampling requirements from TT | 08/11/24 | Systems Development Manager |
| 530 | Control of refunds should be managed within D365, with workflows developed to allow refund requests to be raised and approved in D365 and appropriate segregation controls developed. Details of approved refunds should then be issued to Finance for processing and confirmation notification written back to D365 confirming when and how the refunds have been issued. | 31/03/25 | Acting Director of Regulation |

| 6.4 Location of project documentation |
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| Future Proofing Programme - Sharepoint |

| Document revision history | | | |
|---|---|---|---|
| Version | Reason | By | Date |
| V1.0 | First draft | GH | 29/10/2024 |
| | | | |