

Using SSSC registration data to examine workforce movements

May 2019



Contents

1. Introduction.....	2
1.2 Background and policy context	2
2. Key findings.....	4
3. Methodology	5
4. Workforce movements	7
4.1 Registrations	7
4.2 Registration category movements	7
4.3 Service movements.....	8
4.4 Observations	9
4.5 Age and gender profile	9
4.6 Observations	10
4.7 Retention.....	11
4.8 Survey of people who left the Register.....	11
5. Summary and next steps.....	13
5.1 Moving forward: continuing to develop our understanding of career entry and progression	13
Bibliography	14
Appendix 1: SSSC registration category abbreviations	15
Appendix 2: Individual SSSC registration categories from 1 August 2016 to the 31 July 2017	16
Appendix 3: Number and percentage of new registrations (NR) with a previous registration and numbers of ended registrations (ER) that re-registered	17
Appendix 4: Previous registration category by percentage of new registration category (cells >40.0% highlighted in red).....	18
Appendix 5: New registrations (worker type) by percentage of previous registration (worker type)	19
Appendix 6: New children’s and adults’ services registrations by percentage of previous registrations in children’s and adults’ services.....	19
Appendix 7: Percentage of turnover and retention (stability index) by registration categories	20
Appendix 8: Destination of those now working in another sector	20

1. Introduction

We hold a significant amount of data about the social service workforce in our role as regulator. We are responsible for publishing official statistics about the workforce so can offer a unique perspective on understanding entry routes and progression within the sector.

This paper focuses on movements of the workforce to improve our understanding of the flow of workers between different parts of the sector and what this indicates about the career paths people take.

In collaboration with our partners¹, we have been gathering and analysing a range of data to improve our understanding of current entry routes and progression in social services. We intend to create a conversation about our findings so clear proposals to improve opportunities for entry and progression within the sector can be made.

This is a longitudinal piece of work and we intend to expand our collaborative and explorative approach with the sector to enhance the process and ultimately the usefulness of the findings.

More information about the workforce data, information and intelligence we publish can be found at our Workforce Data website <https://data.sssc.uk.com/>

1.2 Background and policy context

In December 2017, the Scottish Government and the Convention of Scottish Local Authorities (COSLA) jointly published part two of the [National Health and Social Care Workforce Plan: a framework for improving workforce planning in social care \(Workforce Plan\)](#). The purpose of the Workforce Plan is to enable better local and national workforce planning to support improvements in service delivery and redesign.

One of the recommendations in the Workforce Plan focuses on developing new entry and progression. These opportunities are important in developing a sustainable workforce which is highly skilled, confident and

¹ Office of the Chief Social Work Adviser, COSLA, Skills Development Scotland, Scottish Funding Council and the Scottish Qualifications Authority.

flexible. They create the potential for more rewarding careers for social service workers and improved outcomes for the people they support.

Workforce Plan Recommendation six

To develop proposals for enhanced career pathways within social care, recognising the context of the developing multidisciplinary, integrated workforce environment. The third and independent sectors, as employers of the great majority of the social care workforce, will be essential partners in this work.

Consideration will be given to:

- improving entry routes and pathways into the sector, recognising current progress and initiatives such as Foundation, Modern and Graduate Apprenticeships
- exploring how career pathways between health and social care can be further developed
- work being developed under Part 1 of the National Workforce Plan, such as a review of learner and student support across the health and social care workforce and promotion of careers in schools.

2. Key findings

We analysed registration data covering a 12 month period between 1 August 2016 and 31 July. Although this data does not yet include the bulk of the workforce delivering care at home and housing support services (estimated at 50,000) it has identified several key messages which are of interest in terms of career development.

- An estimated 40% of new registrations are from people who previously worked in the sector.²
- There is a strong tendency for people to remain in the same type of service, for example adult or children's service.
- Re-registrations in some cases indicate promotion and upward progression within the sector. For example, in Day Care of Children services 82% of new registrations as a manager had previously been practitioners ([Appendix 4](#)).
- The category of worker the registration had a moderate link with whether they were previously registered (for example, people registered as managers were more likely than other categories of workers to have been previously registered).
- The median age of new registrations was generally younger (age 34) compared to a whole workforce median age of 44. This is also the case for registrations that ended during the 12 month period.
- There appeared to be no link between gender and whether someone had a previous registration.
- Current registration data does not capture why people leave the sector and where they go, this is something we wish to explore further.

² This is based on data that people have been previously being registered or already have a qualification which meets the SSSC's qualification requirements.

3. Methodology

The analysis in this paper has focused on the social service workforce as defined by legislation.

The main sources of evidence underpinning the paper include:

- data from the [SSSC Register](#)
- one online survey with registrants who had left the Register.

We also refer to other SSSC publications such as the [Report on 2017 Workforce Data](#) and [Staff vacancies in care services 2017](#).

This is the first time we've used registration data to explore the movement of workers in this sector. Because this is data we hold as the regulator it provides better evidence of workforce movement than one off small surveys.

We looked at a 12 month period between 1 August 2016 and 31 July 2017 to identify flows in the workforce.³ We examined data on more than 42,000 people looking at the following:

- people joining the Register (new registrations)
- people leaving the Register (ended registrations)
- re-registrations⁴
- movement between service and worker categories
- turnover and retention (stability index)
- the profile of new registrants.

Our current data does not include the bulk of the workforce delivering care at home and housing support services. As these workers register over the next two years, our data will cover around 80% of the social

³ This analysis does not cover the sector's entire workforce but only those registered with the SSSC on a function-based category during the period concerned. It therefore doesn't include the groups listed below.

- Staff working in local authority social work services including those registered as social workers (as not function-based).

- Those registered with other bodies (eg Nursing and Midwifery Council or General Teaching Council for Scotland).

- Workers in care at home and housing support services. The Register opened to them in October 2017 and registration is mandatory for these staff groups from September 2020.

⁴ As we are interested in the movement of staff, we have particularly examined those new registrations where the individual had been previously registered with the SSSC (if their previous registration ended within 12 months of the new registration beginning). There is a similar interest in those leaving the register where the individual subsequently re-registered within 12 months of them leaving.

service workforce. This will allow us to be able to make a more comprehensive analysis of workforce movement.

4. Workforce movements

4.1 Registrations

From 1 August 2016 to 31 July 2017 there was a significant influx of over 25,000 new registrations, almost 30% of the number registered at the beginning of the period ([Appendix 2](#)). Our analysis showed there were large increases in registrations for supervisors in care at home (CAH) and housing support services (HSS). During the period in question, mandatory registration for these two staff groups came into force and would account for some of this.

Almost 1 in 5 of all new registrations during this period had been previously registered within the preceding 12 months with the SSSC (approximately 5000) ([Appendix 3](#)).

Almost a third of those who left the register (30.1%), re-registered within 12 months of leaving and over 75% of those who re-registered did so within less than six months.

Our analysis suggests that re-registrations may have been primarily about people moving between jobs and not them leaving the sector for any significant period.

It seems likely some job movement will be based on individual circumstances but from our data it looks as if people are being retained or attracted back into the sector.

Research to understand national and local labour markets has been commissioned as part of [recommendation two](#) of the Workforce Plan and will help inform the evidence base about the sector.

4.2 Registration category movements

Looking at individual role categories highlighted movement from practitioner to manager and support worker to practitioner, which signals progression in job roles. For example, in Day Care of Children services 82% of new registrations as a manager had previously been practitioners and 45% of practitioners (with a previous registration) had been a support worker ([Appendix 4](#)).

Similarly, in Care Home for Adult services, 51% of new managers with a previous registration were registered as supervisors in a Care Home for Adults with a further 11% who had been a practitioner. 67% of practitioners with a previous registration had been registered as a support worker and 61% of new supervisors in these services (with a previous registration) had also been a Care Home for Adults support worker.

As well as highlighting upward movement there was also evidence of other movements ([Appendix 5](#)). For example, 45% of those previously registered as support workers went on to re-register as support workers and 32% of those previously registered as managers re-registered as a practitioner, almost a further third registered as a manager and slightly less than a third as supervisors.

Analysis of registration data in this way is a starting point in allowing us to better understand workforce movement but there are some limitations in terms of exploring the how and why people move. Looking at movement within a service type might give us a better understanding of progression.

4.3 Service movements

Our analysis suggests there is a strong tendency for people to remain in the same type of service, that is adult or children's service. For example, just over 94% of registrations for an adult service had previously been registered in an adult service. ([Appendix 6](#)).

This provides us with some thoughts for discussion about the messages we use to promote a career in the sector, particularly as it appears that when people seek opportunities to develop and progress they do this within the context of a particular area of social services. There might be different reasons or factors for this such as people's perceptions or due to people already having invested in gaining a relevant qualification in a particular area. However we have not explored them in this work.

We are aware that it is vital to monitor the situation for any changes, particularly as the drive to recruit up to 11,000 additional early learning and childcare workers by 2020 could increase movement between service types.

4.4 Observations

Highlighting the flexibility and opportunities to develop or enhance skills, knowledge and experience the sector can offer could help when thinking about ways to attract, recruit and retain people within the sector.

Demonstrating the potential to progress into roles in community education, teaching, nursing or occupational therapy, for example, could be capitalised within health and social integration and the expansion of early learning and childcare. There are also merits in highlighting that the sector provides opportunities for people to mentor and coach students and new staff, which can be a rewarding way to develop and enhance skills.

Flexibility is also possible for those holding certain regulated practice-based degrees. Social workers, nurses, allied health professionals, teachers and some others (providing they have a qualification recognised by their profession's regulatory body) can practice and supervise across all social service settings. Additional learning is required for management roles.

Having clear career development routes could be a way to attract new entrants but also incentivise adult returners and retain the existing workforce. Further work is needed to understand if this is the case.

4.5 Age and gender profile

We looked at the age profile of all new registrations and compared it to the whole workforce. It suggests a younger age range of people are being attracted to the sector. The median age of new registrations was 34 years of age compared to a median age of 44 years of age for the whole workforce.⁵ This is the same when we look at those registrations which ended during the 12 month period.

As highlighted in our [workforce data report](#), there are differences between service types. For example, the median age is highest in adult placement services at 51 and lowest in childcare agencies at 33.⁶

⁵ SSSC (2018) Scottish Social Service Sector: Report on 2017 Workforce Data (<https://data.sssc.uk.com/images/WDR/WDR2017.pdf>)

⁶ SSSC (2018) Scottish Social Service Sector: Report on 2017 Workforce Data (<https://data.sssc.uk.com/images/WDR/WDR2017.pdf>)

The sector's workforce is on average older than the median age for the population aged between 16 and 65 years old (the traditional working age population) in Scotland which is 42 years.⁷

The gender of those registering is predominately female. Workforce data indicates that 85% of the workforce is made up of women although in criminal justice⁸ and residential children's services⁹ approximately one-third is male.¹⁰

We did not look at disability or ethnicity when we analysed the registration data. Workforce data suggests there are only a small percentage of ethnic minorities and disabled people in the workforce.¹¹

More information on the profile of the workforce is available on the Workforce Data website <https://data.sssc.uk.com/>

4.6 Observations

Having a workforce which reflects the population of the local communities where social services are delivered is important. The current and future workforce will need to draw on people from across the population. For example, attracting more men into the sector could help improve recruitment challenges, provide new and rewarding career opportunities for those looking for employment, as well as offering more diverse choice to people who use services.

Increasing the number of men working in the sector is part of the Scottish Government's commitment to increase early learning and childcare provision.¹² Improving our understanding about why men are less represented in social services could help us identify what might be deterring them from working in the sector and explore how best to tackle this.

⁷ SSSC (2018) Scottish Social Service Sector: Report on 2017 Workforce Data (<https://data.sssc.uk.com/images/WDR/WDR2017.pdf>)

⁸ Fieldwork services for offenders and offender accommodation services

⁹ Residential child care and school care accommodation

¹⁰ SSSC (2018) Scottish Social Service Sector: Report on 2017 Workforce Data (<https://data.sssc.uk.com/images/WDR/WDR2017.pdf>)

¹¹ SSSC (2018) Scottish Social Service Sector: Report on 2017 Workforce Data (<https://data.sssc.uk.com/images/WDR/WDR2017.pdf>)

¹² Scottish Government (2017) A Blueprint for 2020: The expansion of early learning and childcare action plan 2017-18. [https://www.gov.scot/publications/blueprint-2020-expansion-early-learning-childcare-scotland-2017-18-action/](https://www.gov.scot/publications/blueprint-2020-expansion-early-learning-childcare-scotland-2017-18-action/Page 14-15)Page 14-15

Specific consideration on what might be important to various groups in terms of job opportunities and careers is also essential. There are also potential merits for the sector as a whole to think about what expectations and requirements different groups might have in terms of flexible working options or caring arrangements when exploring ways to improve entry and retention in the sector.

This is of interest when considering how to improve entry routes into the sector as there are clearly steps that could be taken to broaden and widen the approach to attract men. There have already been some steps taken to address this issue, but it's clear further action could be taken to diversify the workforce, perhaps through dispelling potential myths and barriers to increase the pool of potential workers.

4.7 Retention

Retaining staff and supporting them to develop and enhance their skills to progress their career is also essential to the sector. We use the stability index to measure retention.

The analysis showed that 80% of registrations open at the start of the period were still active one year later. This means 80% of the registered staff did not change post. This is in keeping with what we know of staff stability from the annual workforce data collection, which was 77.1% in 2017([Appendix 7](#)).¹³

4.8 Survey of people who left the Register

We do not currently capture data on the destination of people who leave the Register. To develop our understanding, we carried out an online survey with people who left the SSSC Register (leavers) between 1 April and 30 September 2018.

We received 1,001 responses (16% response rate).

Table 1: Do you still work in the social service sector?

	Number
No	474
Yes	496

¹³ SSSC (2018b) Scottish Social Service Sector: Report on 2017 Workforce Data <https://data.sssc.uk.com/images/WDR/WDR2017.pdf>

No response	31
Total	1001

Almost half of respondents indicated they were still working in the social service sector. This could be in a non-registrable role such as a personal assistant or in learning and development, for example. It could also be that at the time of the survey some respondents were in the process of re-registering.

It is not clear from the small sample how representative these results are, although for the first time they do give us some information about why people leave the Register and there are merits in exploring reasons for leaving further.

Table 2: If not working in social services are you in other employment?

	Number
Yes	231
No	243

Of those respondents who reported that they no longer work in the sector just under half were in any other employment and 20 were in full time education

We also asked people to tell us what sector they worked in if it was no longer social services to see if we could identify any trends ([Appendix 8](#)). The most frequently selected sector with just over 25% was education with 14.6% indicating they now worked in retail.

5. Summary and next steps

This is the first time registration data has been analysed to explore movement of the workforce. Although it doesn't cover all parts of the social service sector it does include major service categories and offers a unique and authoritative perspective on entry and progression.¹⁴

So far analysis has focused on movement between different registration categories and types of services. From this we have identified that the majority of re-registrations are within the same service type and in some cases indicate promotion ([see Key findings](#)). However we need to continue to look at movements in and out of the sector over time to build our understanding.

5.1 Moving forward: continuing to develop our understanding of career entry and progression

At the heart of this work is the attempt to build an understanding of what current data sources can tell us about people entering and progressing within the sector. We are aware that we need to validate and understand the factors behind some of our findings in greater detail so can we can sensibly suggest changes which will make an impact.

In 2019-20, we intend to add to this initial analysis by looking at movement across employer subsets (private, third sector and local authority) as well as geographical areas. This should help us identify movement patterns in rural and remote areas in comparison to bigger areas and how people move between employer types.

Specifically, we propose the following.

- A stakeholder group should be set up to advise and support next phase of this work by providing expertise and knowledge to support the analysis of data
- A set of performance outcomes/indicators should be developed to be able to monitor progress over time
- Further and more detailed ongoing analysis of registration data to cover:

¹⁴ In the next two to three years as registration encompasses around 90% of the workforce a more comprehensive analysis of workforce movement should be possible.

- geographical areas
 - employer types
 - repetition of an updated leavers survey.
- Work with specific groups to understand potential barriers to entering the sector. This might include looking at work expectation or requirements different groups might have.

Bibliography

Scottish Government (2017) A Blueprint for 2020: The expansion of early learning and childcare action plan 2017-18.

Scottish Social Services Council (2018) The Adults' Services Workforce 2016.

Scottish Social Services Council (2018) Scottish Social Service Sector: Report on 2017 Workforce Data.

Sherry E. Sullivan, William A. Carden, David F. Martin. Careers in the next millennium: directions for future research in Human Resource Management Review Volume 8, Issue 2, 1998, Pages 165-185.

Appendix 1: SSSC registration category abbreviations

Abbreviation	SSSC registration category
RCC-M	Managers of Residential Child Care Services
RCC-S	Residential Child Care Workers with Supervisory responsibility
RCC-W	All other Residential Child Care Workers
ADC-M	Managers of Adult Day Care Services
CHA-M	Managers of Care Homes for Adults
DCC-M	Managers of Day Care of Children Services
DCC-P	Practitioners in Day Care of Children Services
CHA-S	Supervisors in Care Homes for Adults
SCA-M	Managers of School Care Accommodation
CHA-P	Practitioners in Care Homes for Adults
SCA-S	Supervisors in School Care Accommodation
SCA-W	Workers of a School Care Accommodation
CAH-M	Managers of a Care at Home Service
HSS-M	Managers of a Housing Support Service
DCC-SW	Support workers in Day Care of Children Services
CHA-SW	Support Workers in Care Homes Adults
CAH-S	Supervisors of a Care at Home Service
HSS-S	Supervisors of a Housing Support Service
CAH-W	Workers of a Care at Home Service
HSS-SW	Workers in a Housing Support Service

Appendix 2: Individual SSSC registration categories from 1 August 2016 to the 31 July 2017

Registration category abbreviations	Registrations at 1.8.16	Registrations at 31.7.17	New registrations between 1.8.16 and 31.7.17	Ended registrations between 1.8.16 and 31.7.17
ADC-M	404	405	68	65
CAH-M	1,160	1,284	378	253
CAH-Sup	1,737	3,210	1,880	407
CHA-M	663	671	142	128
CHA-P	3,463	3,691	1,130	1,208
CHA-Sup	6,312	6,218	959	724
CHA-SW	28,734	30,845	9,392	7,216
DCC-M	2,641	2,635	424	424
DCC-P	23,436	24,400	4,152	3,165
DCC-SW	6,789	7,047	2,307	2,041
HSS-M	1,408	1,471	370	306
HSS-Sup	1,748	3,380	2,033	400
RCC-M	383	390	77	66
RCC-Sup	749	796	161	112
RCC-W	5,897	6,259	1,512	1,124
SCA-M	19	15	3	8
SCA-Sup	31	34	6	4
SCA-W	382	394	93	98
Total	85,956	93,145	25,087	17,749

Appendix 3: Number and percentage of new registrations (NR) with a previous registration and numbers of ended registrations (ER) that re-registered

	Number of NRs with a previous registration	Percentage NRs with a previous registration	ERs with a re-registration	Percentage of ERs with a re-registration
ADC-M	15	22.1	13	21.0
CAH-M	114	30.2	79	34.3
CAH-Sup	165	8.8	163	46.3
CHA-M	80	56.3	40	32.8
CHA-P	413	36.5	397	34.3
CHA-Sup	548	57.1	260	38.5
CHA-SW	1296	13.8	1760	25.9
DCC-M	259	61.1	178	43.7
DCC-P	1073	25.8	870	28.7
DCC-SW	200	8.7	639	33.0
HSS-M	108	29.2	83	28.7
HSS-Sup	162	8.0	152	45.5
RCC-M	44	57.1	31	51.7
RCC-Sup	115	71.4	54	51.4
RCC-W	260	17.2	295	27.6
SCA-M	1	33.3	2	25.0
SCA-Sup	5	83.3	2	66.7
SCA-W	14	15.1	15	15.6
Total	4872	19.4	5033	30.1

Appendix 4: Previous registration category by percentage of new registration category (cells >40.0% highlighted in red)

	HSS-M	CHA-M	DCC-M	RCC-M	SCA-M	ADC-M	CAH-M	CHA-P	DCC-P	RCC-W	RCC-S	CAH-S	CHA-S	HSS-S	SCA-S	CHA-SW	DCC-SW	SCA-W	Total
HSS-M	18.5	12.5	0.8	9.1	0.0	26.7	15.8	0.5	0.0	0.4	1.7	18.2	0.7	22.2	0.0	0.4	0.0	0.0	2.8
CHA-M	9.3	6.3	0.0	2.3	100	26.7	7.9	0.2	0.0	0.0	0.9	4.2	1.8	4.9	0.0	0.2	0.0	0.0	1.2
DCC-M	1.9	1.3	9.3	2.3	0.0	0.0	1.8	0.0	12.4	1.9	1.7	1.2	0.2	0.0	0.0	0.3	2.5	7.1	3.8
RCC-M	0.9	2.5	0.8	2.3	0.0	0.0	0.9	0.2	0.0	2.7	6.1	0.6	0.2	0.6	0.0	0.1	0.0	0.0	0.5
SCA-M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0	20.0	0.0	0.0	0.0	0.0
ADC-M	0.9	2.5	0.0	0.0	0.0	0.0	1.8	0.2	0.0	0.0	0.0	1.2	0.0	1.2	0.0	0.0	0.0	0.0	0.2
CAH-M	0.9	0.0	0.0	0.0	0.0	13.3	3.5	0.0	0.0	0.0	0.0	1.8	0.2	0.0	0.0	0.0	0.0	0.0	0.2
CHA-P	4.6	11.3	0.0	2.3	0.0	0.0	5.3	17.7	0.3	7.3	0.9	16.4	22.1	17.3	0.0	11.5	0.5	7.1	9.1
DCC-P	0.0	0.0	81.9	0.0	0.0	0.0	0.0	1.9	39.6	15.4	0.0	2.4	0.0	1.9	0.0	4.5	48.0	21.4	17.4
RCC-W	0.0	1.3	0.4	25.0	0.0	13.3	0.9	3.4	1.1	22.3	83.5	7.9	1.1	7.4	0.0	2.2	6.0	21.4	5.6
RCC-S	1.9	1.3	0.4	47.7	0.0	0.0	1.8	0.2	0.0	6.2	0.9	1.8	0.4	1.2	0.0	0.0	1.0	0.0	1.1
CIO	0.0	0.0	0.0	2.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
SW	0.9	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.6	0.0	0.6	0.0	0.0	0.0	0.0	0.1
Student	0.9	0.0	0.0	0.0	0.0	0.0	0.9	0.7	0.1	8.5	0.9	1.8	0.4	1.9	0.0	0.9	0.5	0.0	1.0
CAH-S	42.6	6.3	0.0	2.3	0.0	6.7	46.5	0.7	0.4	2.7	0.9	10.9	3.1	9.9	0.0	1.2	0.5	0.0	3.9
CHA-S	7.4	51.2	0.0	2.3	0.0	0.0	7.9	6.5	0.0	3.1	0.0	13.3	9.3	14.2	0.0	5.7	0.0	0.0	5.4
HSS-S	7.4	0.0	0.0	2.3	0.0	6.7	2.6	0.2	0.0	0.4	0.9	1.2	0.0	2.5	0.0	0.2	0.0	0.0	0.5
SCA-S	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0	20.0	0.0	0.0	0.0	0.0
CHA-SW	1.9	3.8	0.4	0.0	0.0	6.7	1.8	66.8	1.4	21.5	0.0	15.8	60.6	13.6	0.0	70.8	9.5	14.3	34.4
DCC-SW	0.0	0.0	6.2	0.0	0.0	0.0	0.0	0.5	44.7	6.5	0.0	0.0	0.0	0.0	0.0	1.9	31.0	0.0	12.4
SCA-W	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	0.6	0.0	0.6	60.0	0.1	0.5	28.6	0.3
Total	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Appendix 5: New registrations (worker type) by percentage of previous registration (worker type)

Previous registration category							
	Manager	Practitioner	Worker	Supervisor	Support Worker	Other	Total
Managers	31.9	18.0	5.6	38.5	1.1	9.1	12.7
Practitioners	32.2	39.4	9.1	6.8	33.9	7.3	30.5
Supervisors	28.7	14.2	46.3	31.0	16.7	20.0	20.4
Support workers	4.0	23.5	15.1	17.8	45.0	23.6	30.7
Workers	3.3	4.9	23.9	6.0	3.3	40.0	5.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Appendix 6: New children’s and adults’ services registrations by percentage of previous registrations in children’s and adults’ services

Previous registration category			
	Adult service	Children’s service	Total
Adult	94.4	10.7	59.6
Children	5.6	89.3	40.4
Total	100	100	100

Appendix 7: Percentage of turnover and retention (stability index) by registration categories ¹⁵

	Retention (stability index)	Turnover
ADC-M	84.7	16.1
CAH-M	80.2	20.7
CAH-S	79.7	16.5
CHA-M	81.6	19.2
CHA-P	66.5	33.8
CHA-S	89.3	11.6
CHA-SW	76.3	24.2
DCC-M	84.6	16.1
DCC-P	87.1	13.2
DCC-SW	71.5	29.5
HSS-M	79.5	21.3
HSS-Sup	80.9	15.6
RCC-M	84.3	17.1
RCC-S	86.0	14.5
RCC-W	81.9	18.5

Appendix 8: Destination of those now working in another sector

Industry	No.	%
Business services	10	4.1
Care	11	4.5
Childcare	11	4.5
Cleaning	10	4.1
Education	62	25.4
Health	31	12.7
Hospitality	18	7.4
Retail	36	14.8
Other	55	22.5

¹⁵ For this analysis we measured turnover by dividing the total number of registrants who left during the 12 months by the average number of registrants in each category during the 12 months and then multiplying by 100 to give the percentage. It is important to note that 'ended registrations' may not involve them leaving a service or employer that they are with or leaving the sector.



Scottish Social Services Council
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Telephone: 0345 60 30 891
Fax: 01382 207215
Email: enquiries@sssc.uk.com
www.sssc.uk.com

If you would like to request this document in another format, please contact the SSSC on 01382 207101.

© Scottish Social Services Council 2019