

A trusted, skilled and valued social service workforce

The work of the Scottish Social Services Council in 2015



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PART 1

INTRODUCTION AND CONTEXT



SUMMARY

When the first national register for social service workers opened in 2003, we saw the beginning of a new chapter for this workforce aimed at improving public confidence in the quality available to people who use these life changing services. For the first time, social service workers would have to meet a set of national codes of practice that would bring professionalism and consistency as well as setting out for the people of Scotland the standards they could expect from the people working with and caring for them.

This was and, still is, a significant challenge with one in every 13 people employed in Scotland working in social services.

Established by the Scottish Executive through the Regulation of Care (Scotland) Act 2001, the Scottish Social Services Council (SSSC) set up the first register of social service workers, defining the criteria for getting onto and staying on the SSSC Register. Registration, along with the Codes of Practice for Social Service Workers and their Employers and an ambitious programme of workforce development that includes qualifications, skills and career-long learning are at the centre of the drive to improve standards of professionalism in this workforce and therefore the care they provide.

In 2003 only social workers, the smallest group of Scotland's social service workers, needed to have qualifications. Now, in 2016, there are more than 90,000 people registered to work in a variety of social service settings, each one either already qualified or working towards qualifications that develop the right skills, values and qualities needed. As well as the investment of time and money to get to this point, there was work to be done with employers and social service providers, the public and the workforce themselves to shift to a culture of 'not just anyone can work in social care'.

This report gives a picture of the workforce now and tells the story of the progress made to date.

The main points from the report

- The social services sector is one of largest workforces in Scotland with approximately 199,000 workers at 29 February 2016. Registration is being phased in and began in 2003 with social workers. By August 2015, the Register held 89,875 workers and when all phases are complete (circa 2020), it will include approximately 140,000 workers, around 70% of the workforce. All of these workers require specific qualifications for registration, and continuing professional development (CPD).
- The SSSC Codes of Practice for Social Service Workers and their Employers are the first set of standards for social service workers, not just in Scotland but across the UK.
- The size of the Register of social service workers, getting such a large workforce qualified and working towards a common set of standards of practice are a challenge.
- We now have information that is used by Scotland's employers and social service providers to plan social services that meet the needs of their communities.

- Our sector now has a skilled workforce where people work towards a qualification when they choose a career in social services. They continue to learn through their post-registration learning. A skilled workforce that continually improves and develops will provide public confidence in social services.
- The workforce is made up of lots of different types of workers carrying out different roles under the umbrella of social services. It includes social work, day care of children, services for looked after children and young people, services for older people and services for adults with physical and learning difficulties and more. All of these services are in different settings – some are in people's own homes, some are in hospitals, schools and the justice system and some are residential or day care settings.
- Parts of the social service workforce have different qualification needs to reflect the people they work with and support. However all social service workers now work to a clear set of standards of practice and conduct.
- Since registration began there has been a significant investment of time and money in getting the workforce qualified in line with the legislation.
- Through our fitness to practise work, we are identifying where skills development is most needed and working with partners to develop qualifications and other learning resources.
- All qualifications in social services from degrees and postgraduates to HND/C, SVQs and Modern Apprenticeships are quality assured and developed based on

agreed national standards. This creates consistency and higher quality in learning and skills development.

- The numbers of fitness to practise cases we see is small compared to the size of the workforce, which means that the quality of the workforce is increasing. Workers who do not meet the standards set out in the SSSC Code of Practice for Social Service Workers are either being removed from the Register or helped to improve their practice. This will have an impact on public confidence in care services.

1.1 About this report

This is the first report of its kind giving an up-to-date picture of social service workforce regulation and workforce improvement. It covers our early days since 2003 when we began our registration programme and takes us up to 2015 where we are at the halfway point in the programme. We will publish this information each year.

We aim to establish a picture of the social service workforce each year. This helps us and the social service sector in Scotland to spot trends, challenges and opportunities. There are stories and examples through the report that help to illustrate our work and the outcomes.

This report highlights facts, figures and work in delivering the appropriate framework to support and enhance the professionalism of the workforce in line with the aspirations of the Regulation of Care (Scotland) Act 2001. We report on our activities regularly through our Council and on our website **www.sssc.uk.com**.

1.2 Background to the Scottish Social Services Council (SSSC)

The SSSC is a Scottish Government non-departmental public body, sponsored by the Office of the Chief Social Work Adviser at the Directorate for Children and Families. It was set up under the Regulation of Care (Scotland) Act 2001. Through workforce registration and regulation we are helping to improve standards in social services and strengthen public protection.

We are one of a number of health and social care regulators in Scotland and across the UK established to ensure professionals are regulated against agreed standards. We work closely with other regulators and other bodies to make sure standards meet the needs of the social service sector.

There are over 199,000 people working in social services across Scotland. This workforce includes social care workers, social workers, social work students and early years workers. They work across a range of care services, in residential and day centres, community facilities and in people's homes. We are responsible for registering the workforce, making sure that they meet the standards set out in the SSSC Code of Practice. Find out more about the groups of workers that register with the SSSC at **www.sssc.uk.com**.

The SSSC is responsible for standards of training and development for the social service workforce and we work with the other UK social service workforce regulators to develop and maintain these standards.

We protect the public by registering social service workers, setting standards for their practice, conduct, training and education and by supporting their professional development.

Where people fall below the standards of practice and conduct we can investigate and take action.

We:

- publish the national codes of practice for people working in social services and their employers
- register people working in social services and make sure they adhere to our codes of practice
- promote and regulate the learning and development of the social service workforce
- are the national lead for workforce development and planning for social services in Scotland.

As a Scottish Government public body our strategic outcomes have a direct link to the Scottish Government's National Outcomes¹. We have a responsibility to contribute to delivery of these outcomes.

The Social Work Services Strategic Forum, formed in 2013, recently published a Vision and Strategy for social services in Scotland². It includes a number of areas for action, including supporting the workforce, which reinforce the importance of the work of the SSSC. Members of the Forum include representatives from the Scottish Government, SSSC, Care Inspectorate, Scottish Care and the Coalition of Care & Support Providers Scotland. A full list of members is in the appendix. The aim of the Forum is to have a 'confident, dedicated and skilled workforce in social services'.

1. <http://www.gov.scot/About/Performance/scotPerforms/outcomes>

2. **Social Services in Scotland – a shared vision and strategy 2015-2020**. Social Work Services Strategic Forum, 2015.

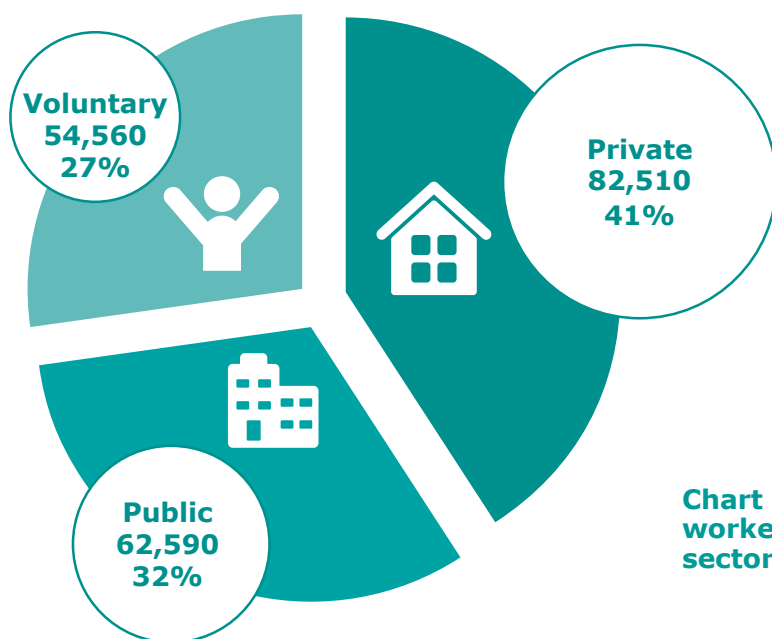


Chart A: Comparison of social service workers in private, public and voluntary sectors, December 2014⁴

1.3 The social service workforce in Scotland

The social service workforce has an important role in Scottish society. While there is a diverse range of jobs and services, a common set of values and ethics unites the workforce.

People working in social services support people at every stage of their lives. From children in nurseries to the very elderly in nursing homes, it is likely that everyone in Scotland will, at least once in their lives, use the support and services provided by this workforce.

We work closely with the Care Inspectorate and other partners to produce data on the social service workforce. We are an official and national statistics provider. This means that we comply with the UK Statistics Authority Code of Practice for Statistics. Further information on our obligations and what we do to ensure we meet these requirements can be found on the data website

<http://data.sssc.uk.com>. We collate and produce a range of data on the workforce in Scotland, as well as the areas of the workforce that require to be registered ('the registered workforce'), and regularly produce reports on these, including the **Scottish Social Services Sector: Report on 2014 Workforce Data³**.

The most recent figures on the size of the workforce are from December 2014. **At that time, 199,670 people were working in social services in Scotland⁴**. For the purposes of this data, we define social services as covering a range of jobs and services, including adoption and fostering, day care of children, care homes for adults, childminding and social work. A full list of the roles included in the headcount data is in the appendix.

This figure suggests that around **one in 13 people in employment in Scotland work in social services**. This is higher than the number employed in industries such as construction and education.

Chart A illustrates the number of workers in the private, public and voluntary sectors. Employers in the private sector comprise the largest employer group and this trend is increasing.

3. <http://data.sssc.uk.com/data-publications/22-workforce-data-report/99-scottish-social-service-sector-report-on-2014-workforce-data>

4. **Scottish Social Services Sector: Report on 2014 Workforce Data**, SSSC, 2015

There is more on the demography of the workforce in the appendix at the end of the report. It is important to understand that this is a complex workforce and that the groups of workers that we are registering don't make up all of the workforce – there are groups of social service workers that we will not register.

The data we publish helps with planning the workforce Scotland needs and to make sure we have enough people with the right skills and values working in the right services.

“Organisations and employers can understand and use the numbers and other data to plan for the future.”

Story 1

We make our information available so that employers and services across Scotland can use it in their workforce planning, looking at areas like age, types of services, location and other useful information.

Helping employers plan their future

In November 2013 we launched the workforce data website. The aim of the web site is to make our workforce data and intelligence products more accessible and user friendly, so that organisations and employers can understand and use the numbers and other data to plan for the future.

The site has information on the workforce in Scotland and includes age, gender and roles. There is an area where we can compare various categories over time. For example, an employer could compare specific details, like the age of their employees with the workforce as a whole, or across a geographic area.

The site also holds data on qualifications and service demand, as well as survey results highlighting key skills challenges and policy drivers for the social service sector.

We know that a number of local authorities have used the data site to compare with others and this helps them to identify differences and similarities and areas they may want to know more about.

The website is at **<http://data.sssc.uk.com>**

PART 2

REGISTERING THE WORKFORCE



This section focuses on registration, what this involves and what it means for social service workers, employers and people who use services. It also explains the role we have in making sure that workers who are required to register with us (and their employers) are aware of their responsibilities. We've included a comparison with other regulators in the UK.

2.1 The SSSC Register – what does it look like?

We opened the Register for social service workers in April 2003 with the first group being social workers. In December 2015 there were around 80,000 workers on the Register. The size of the Register is larger than the number of individuals because a person can be on more than one part.

- Groups of social service workers are required to register with the SSSC and this is set out in the legislation. This includes social workers, student social workers and other groups of social service workers (the full list is on our website **www.sssc.uk.com**).
- We've brought in registration in phases and Chart B shows how the Register has increased to date and will continue to grow up to 2020.
- While we began to register the first groups in 2003, getting everyone onto the Register will take until 2020 ending with the final group which is care at home and housing support service staff.
- Registration is compulsory for the groups in Table A. People in those roles must register with us, or another relevant regulatory body, by the date listed.
- A worker new to a job is able to work while their application is processed but they must register within six months of their start date.
- Employers have a legal obligation to make sure their staff are registered and an employer is committing an offence if they employ an unregistered worker for more than six months (if that worker is required to register with us).

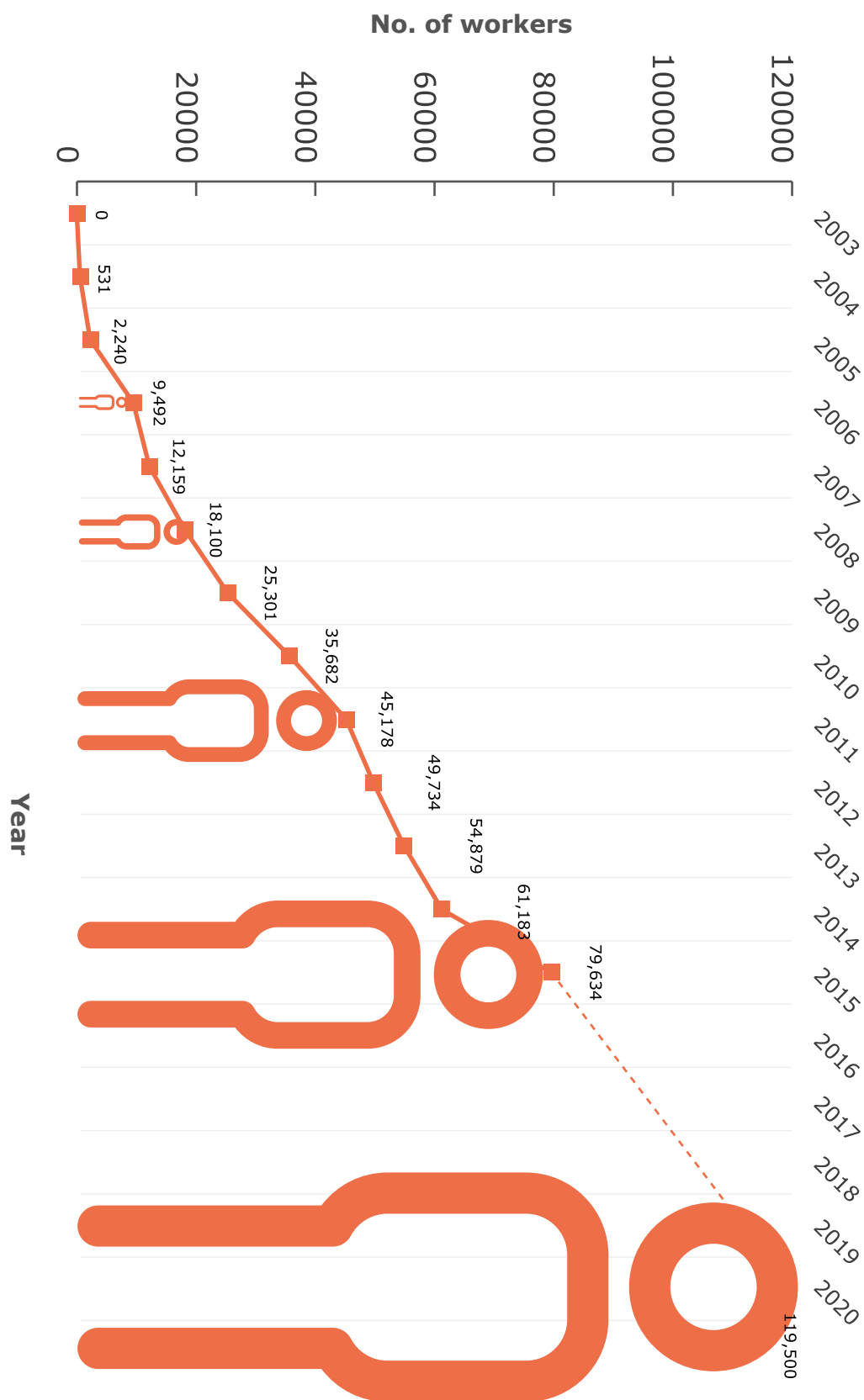
Chart B: The growing registered workforce 2003-2020

Table A: Registration timetable⁶

Service	Register part	Registration started	Requirement date
Social worker	Social worker	April 2003	1 September 2005
	Social work student	May 2004	Before starting a work placement
	Newly qualified social worker	April 2006	1 April 2006
	Visiting social worker	2010	n/a
Residential child care	Manager	June 2005	30 September 2009
	Worker with supervisory responsibilities	October 2005	30 September 2009
	Worker	July 2006	30 September 2009
Care home service for adults	Manager	January 2006	30 November 2009
	Supervisor	October 2007	30 March 2012
	Practitioner	January 2009	29 March 2013
	Support worker	April 2009	30 September 2015
Adult day care	Manager	January 2006	30 November 2009
Day care of children	Manager/Lead practitioner	October 2006	30 November 2010
	Practitioner	March 2007	30 September 2011
	Support worker	October 2008	30 June 2014
School hostels, residential special schools and independent boarding schools	Manager	November 2009	30 November 2012
	Worker with supervisory responsibilities (not including independent boarding schools)	April 2010	30 April 2013
	Worker	November 2010	30 November 2013
Housing support	Manager	January 2011	31 January 2014
	Supervisor	June 2014	2017
	Worker	2017	2020
Care at home	Manager	January 2011	31 January 2014
	Supervisor	June 2014	2017
	Worker	2017	2020
Other	Care Inspectorate inspectors	December 2004	31 March 2010

6. Registration start dates for workers in a housing support service and workers in a care at home service are provisional and to be confirmed by Scottish Government.

2.2 Registration across the UK

We are one of four regulators in the UK with responsibility for registering social service workers. The Care Council for Wales (CCW) and Northern Ireland Social Care Council (NISCC) cover their respective countries and register broadly the same roles as we do. The Health and Care Professions Council (HCPC) registers social workers in England, as well as a wide range of professionals working in health and care roles across the UK, including dietitians, paramedics and physiotherapists.

Table B shows a comparison of the size of each organisation's register at the end of the 2014-15 financial year. The only comparable occupation registered by the HCPC is social workers in England. The figure does not include any of the other roles covered by the HCPC. A full list of the roles each organisation registers is in the appendix.

Table B: Comparison of UK social service registers 2014-15

Organisation	Register at end of financial year 2014-15
SSSC	82,448
CCW	11,544
HCPC	88,397
NISCC	22,853

2.3 Registration requirements

Registration is not an end in itself – the main point is that to register, a worker must have the recognised qualification/s for their role. Since 2003 there has been a significant increase in the number of workers who have gained a qualification that is relevant to the job they do.

This is important in the drive to improve standards of care and professional skills as before registration came in, only social workers needed to have a qualification. The level of qualification differs depending on the part of the Register an individual applies to join. For example, social workers must have a BA (Hons) in Social Work, or equivalent. A support worker in a care home service needs a Scottish Vocational Qualification (SVQ) Level 2.

Registration qualification requirements for managers means that services now have more managers with the right skills to run a service.

A manager in a care service must hold a management qualification as well as a practice qualification. For example, a manager in a care home service for adults might hold an SVQ (Scottish Vocational Qualification) in Social Services and Healthcare at Level 9 or equivalent (the practice qualification) and also an SVQ in Leadership and Management for Care Services (LMCS) at Level 10, or equivalent (the management qualification).

There are also qualifications that applicants who graduated a number of years ago might hold – we have a list of them on our website⁷.

7. <http://www.sssc.uk.com/registration#what-qualifications-do-i-need>

When registration came into being many people working in social services did not have a qualification. We knew that it would take time for people to qualify and we want people to start a career in social services and gain 'on the job' vocational qualifications. So we can register workers without a qualification initially.

We can place a condition on a workers registration to achieve their qualification within a set period of time. Others may start working in Scotland having moved from other countries or having studied abroad. In these cases, we can decide whether their qualification is comparable to those available in the UK. More detail on required qualifications is in section 4.2.

Once registered, workers need to renew their registration periodically. The length of time before someone has to renew will vary depending on the part of the Register they are on. For example, a manager in a care home service for adults has a three-year registration period, compared to a five-year period for support workers on the same part of the Register⁸. These timescales are set in consultation with employers and other partners in the sector.

Story 2 explains how we decide which qualifications to set for each group of workers.

Registration with a qualification condition

We have a list of qualifications for each part of the Register. We also include any qualifications accepted by us in the past.

If someone has a qualification that does not match any of these, our staff will assess if it meets the criteria and principles described below.

We set the following criteria for qualifications. An award will:

- incorporate assessment against occupational standards or be based on the assessment of work-based competence
- be designed to match a particular function or range of functions within social services, or meet registration criteria set by a nationally recognised regulatory body
- be subject to a recognised and regulated form of external verification or assessment.

An award must also:

- integrate observed, assessed practice and learning
- be recognised within a national qualifications framework
- recognise the importance of underpinning knowledge and a value base that is consistent with the SSSC Code of Practice for Social Service Workers.

If a qualification does not meet the above criteria, then we can register the applicant with the condition that they must obtain the necessary qualification within a specified time period (normally their initial period of registration).

8. Further information on registration periods can be found on our website:
<http://www.sssc.uk.com/registration/do-i-need-to-register/who-should-apply-to-register>

Every registrant must complete post-registration training and learning (PRTL). This demonstrates a commitment to learning and maintaining their skills and knowledge. It does not have to be a formally certified study course but can include job shadowing, reading, mentoring or independent research. The amount of PRTL each person has to complete varies, depending on their role and the part of the Register they are on. For example, a manager of a care home service for adults must complete 15 days or 90 hours of PRTL over their registration period. A support worker in the same part of the Register must complete 10 days or 60 hours.

Registrants must keep us informed of any change of personal details (for example address, employer or job role). We need to know if someone changes their job as they may need to register on another part of the Register – some people may already be on two or more parts of the Register, depending on the types of job they do (more detail on this is shown in Table D).

Story 3

Workers can apply for registration, renew their registration and submit PRTL records using our online service, MySSSC.

Our online registration service

We introduced our online service, MySSSC, in March 2013. MySSSC means people can apply for registration and maintain and update their registration details quickly without having to fill in paper forms to send to us. MySSSC also lets employers and universities manage their workers' or students' registration by accessing their personal information so they can support an application or renewal of registration.

MySSSC has been well received and more people are using our digital service. In 2014-15 MySSSC recorded the following:

- 89.4% of applications were made online – increasing from 60.9% of applications in the previous year
- 95.1% of renewals were made online – increasing from 79.7% of renewals in the previous year.

While MySSSC means that staff deal with fewer paper forms they are still available for those unable to use the online service.

In December 2014 our stakeholder engagement survey indicated a high level of satisfaction with the MySSSC service and also contact with our staff.

- 77.3% of respondents indicated that they found MySSSC easy to use.
- 88.9% were happy with how quickly we answered their phone call.
- 82.7% were happy with the information they received.
- 94.4% were happy with the level of courtesy and helpfulness provided by our staff.

2.4 The SSSC Codes of Practice

In partnership with the other UK care councils, we developed our Codes of Practice for Social Service Workers and Employers⁹ in 2001. This meant that for the first time there were clear standards expected of workers and employers which would in turn help members of the public and people using services know what to expect from the service they receive. Registered workers agree to uphold the Codes and know that if their practice falls below the standards we can take action.

The Care Inspectorate takes our Codes of Practice for Employers into account as part of their regulation of social service providers. We produced guidance along with the Care Inspectorate on interpreting the requirements on certain employers to employ registered workers. The Care Inspectorate inspects services and grades the most important aspects of care.

These are:

- quality of care and support
- quality of environment
- quality of staffing
- quality of management and leadership¹⁰

Staff have an impact on all four of these and so it is important that staff and their employers are aware of their responsibilities to work according to our Codes of Practice.

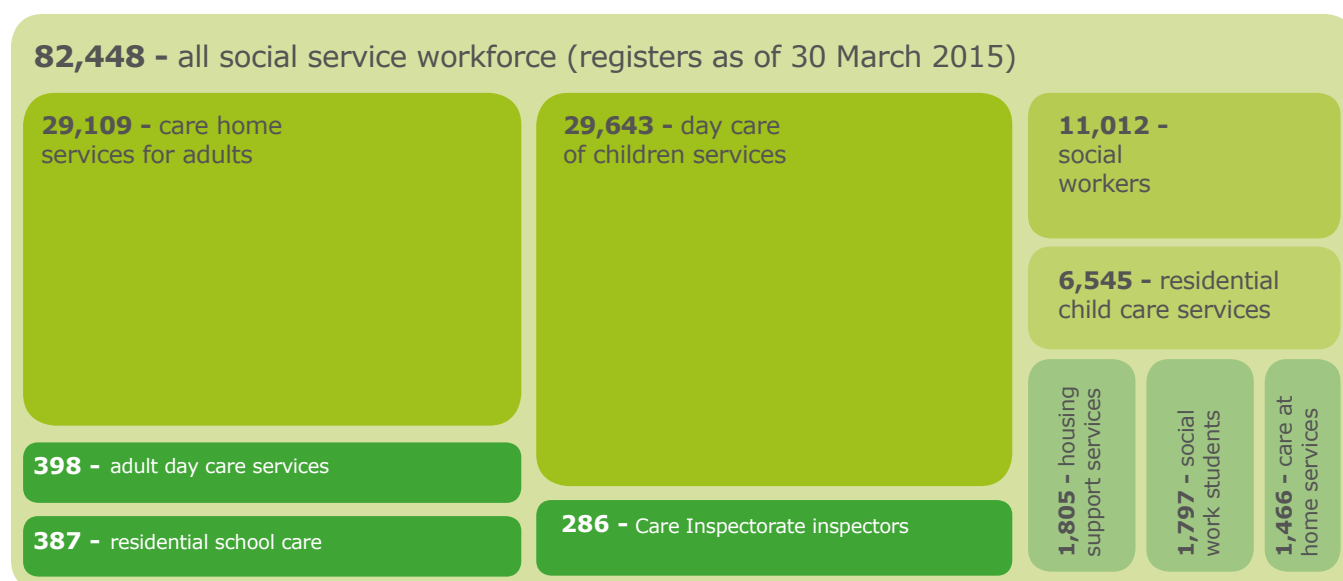
2.5 Who is on the SSSC Register?

As of 1 February 2016, there were 91,707 registrants¹¹ on the SSSC Register.

The size of the Register is larger than the number of individuals because a person can be on more than one part. We use the term **registrant** to mean a unique individual, and the term **registers** to refer to the number of people in a particular Register part. The figures in Chart B on page 12 relate to the number of registers and not the number of registrants. The most recent year-end figure available is for the 2014-15 financial year when there were 79,642 registrants on the Register. The total differs from the actual number of registrants as someone can be on more than one part of the Register at the same time – see Table C on page 18.

Figure A is a breakdown of the SSSC Register at 20 March 2015.

Figure A: SSSC Register on 30/03/2015¹¹



10. <http://www.careinspectorate.com/index.php/about-us>

11. Boxes are for information only and are not to scale.

The two largest Register parts reflect the large proportions of the workforce – day care of children services and adult care home services. These, along with the third largest part (social workers) account for 84.6% of all those on the Register (69,764 registers in total).

Supervisors in housing support services are due to register by 2017. Registration for this group started in June 2014 so the size of this part of the Register continues to grow.

People can register with us more than once, on different parts of the Register. For example, someone can be registered as both

a support worker in a day care of children service and a social work student. This one registrant is then included on two separate parts of the Register.

Table C focuses on the last available figure for each financial year to provide a comparison. The table shows the total number of registrants, and how many are on more than one part of the Register. So for example, on 25 March 2013, there were 1,032 registrants who were registered on two parts of the Register. This figure had increased to 2,450 by 30 March 2015.

Table C: Registrants and registers, 2013-2015¹²

	25/03/2013		31/03/2014		30/03/2015	
Number of Register parts	Registrants	Registers	Registrants	Registers	Registrants	Registers
1	52,474	52,474	57,576	57,576	77,021	77,021
2	1,032	2,064	1,546	3,092	2,450	4,900
3	59	177	95	285	158	474
4	3	12	8	32	12	48
5	0	0	0	0	1	5
TOTAL	53,568	54,727	59,225	60,985	79,642	82,448

12. This relates to filled posts. Some double counting may be present. Figures for each sub-sector are rounded to the nearest ten, so the total does not match the sum of the individual sub-sector figures.



PART 3

A TRUSTED WORKFORCE



This section covers our fitness to practise role, the decision making process and the range of cases we handled in 2014-15.

3.1 Protecting people who use services

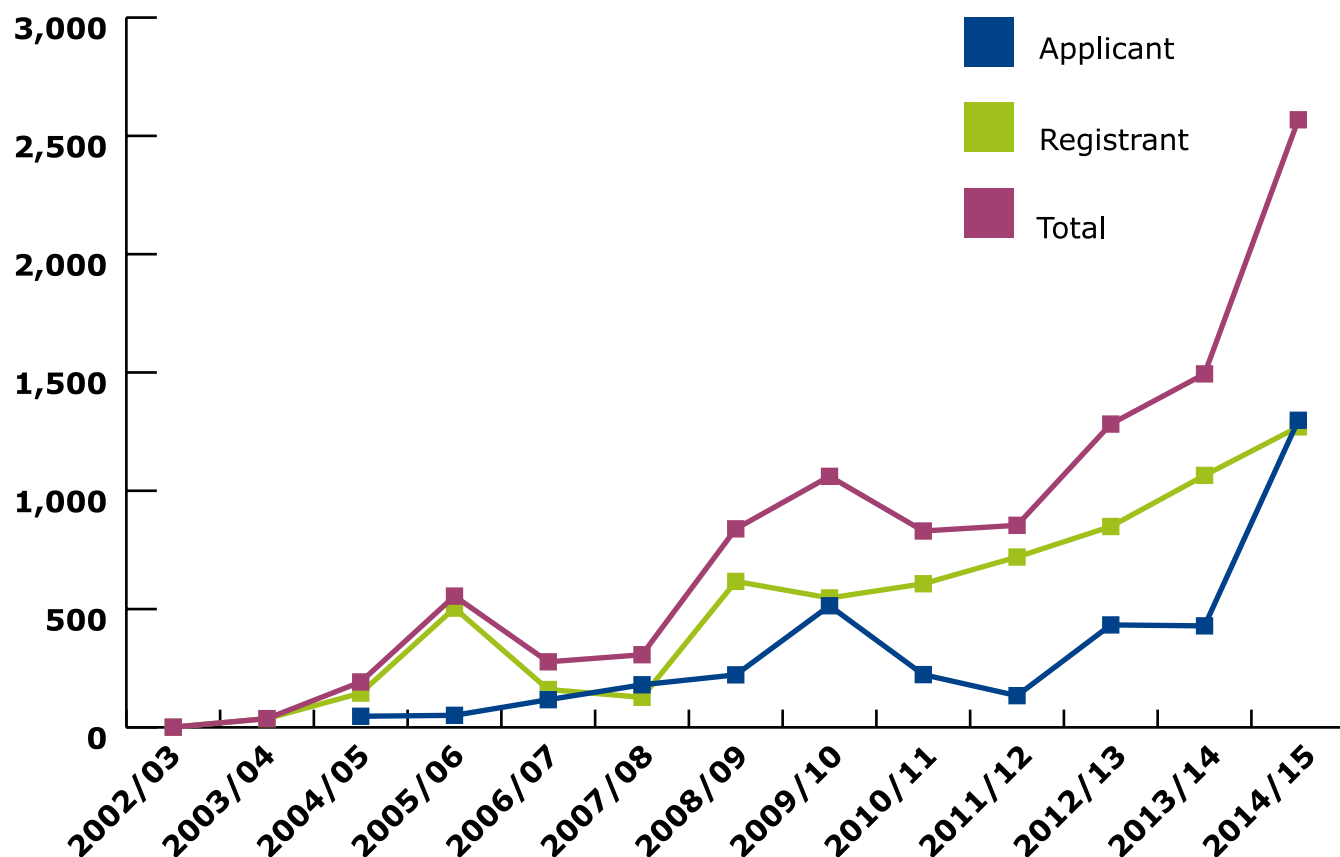
Our responsibilities require us to investigate concerns about the conduct, competence and good character of registrants and also of those applying to join the Register, as well as social service workers who are not yet eligible to register. For those not yet eligible to register, we only note this information for future reference if required e.g. if they then apply for a post where they do need to be registered. We do not investigate this category of individuals.

Anyone can raise a concern about a worker with us. Employers have a specific legal requirement to do so, under the Regulation of Care (Scotland) Act 2001. Employers must tell us if they dismiss a worker for misconduct, or if a worker leaves their employment before the end of disciplinary proceedings and those proceedings would have led to the dismissal of the worker.

As the size of the Register has increased (see Chart B, p12.), so has the number of cases we have dealt with. We received our first case in March 2003. Chart C on page 22 shows the increasing number of cases since 2003, and also whether the case related to an applicant or registrant.



Chart C: Total cases opened, March 2003 to March 2015



While our cases have increased in line with the number of workers being registered, the total number of cases compared to the overall number of registered workers is very low.

In 2014-15, we handled a total of 2,568 cases.

1,269 cases related to people already on the Register. This is 1.6% of all registrants on the Register in 2014-15.

Figure B: Proportion of registrant cases 2014-15

79,642 - Social services workforce registered as of 30 March 2015

1,629 -
Registrant cases 2014-15

1,299 cases related to people applying to join the Register. This is 3.7% of all applications we received in 2014-15.

These kinds of cases typically involve an applicant who tells us about a previous conviction or misconduct on their application form. This needs to be investigated but does not necessarily prevent them from registering at the end of the process.

Figure C: Proportion of applicant cases 2014-15

35,394 - Applications to register received in 2014-15

1,299 -
Applicant cases 2014-15

At present we use a conduct model of regulation – this means that we investigate allegations of misconduct. We will take action if the misconduct is serious.

We are introducing a new model of regulation which focuses on whether a worker is fit to practise. This means that we investigate whether a worker's fitness to practice has been 'impaired'. Impairment could include concerns relating to the registrant's conduct, competence or health. This lets us consider these concerns without labelling them as 'misconduct'. This is a major project involving a number of events with our stakeholders. We aim to implement the new model in 2016-17.

High risk cases

If we decide that a case is high risk and that we are concerned about the worker continuing to work with vulnerable people while we investigate, we can ask a formal panel (the Preliminary Proceedings Sub-committee, or PPSC) to decide whether the worker should be suspended temporarily (an interim suspension order, or ISO), or have a temporary condition placed on their registration (an ICO).

In 2014-15, there were 72 interim orders given. In 63 cases (87.5%), a sanction was later imposed. Of those, 51 (80.9%) were removal orders. Those removed therefore account for 70% of cases where we gave an interim order.

“Once we receive all the information we need, we make a decision on what action to take, if any.”

3.2 Investigations and decisions

When we receive a concern about a registered worker, we have to check whether it is something we can investigate, as we can only investigate concerns about misconduct. We define misconduct as:

‘Conduct, whether by act or omission, which falls short of the standard of conduct expected of a person registered with the SSSC, particularly regarding the SSSC Code of Practice for Social Service Workers.’

If the concern does amount to an allegation of misconduct, we then have to check whether the complaint is something we are able to investigate, as a complaint must be:

‘A specific allegation of misconduct against a named worker which, if proved, would likely result in the worker being warned, suspended, removed from the SSSC Register or having conditions imposed.’

We will contact the person and also the person who raised the concern, to let them

know what we are investigating. We will also contact various others, depending on the type of case, to establish facts about the complaint. This might involve contacting current and previous employers or the police, among others. Once we receive all the information we need, we make a decision on what action to take, if any.

There are a number of options available to us. We can either:

- take no further action
- impose a formal sanction – either a warning, condition(s), suspension, a combination of these, or removal from the Register. (More on the options in the Outcomes section at 3.4)

If we decide that a formal sanction is appropriate, we will write to the person and give them the opportunity to accept this. This is a sanction with consent.

We only offer a sanction with consent after a thorough investigation. We can only impose this if the worker accepts the facts and circumstances of the misconduct. If the worker accepts the sanction with consent, we do not have to hold a hearing. If they do not consent, then we will refer the case to a Conduct Sub-committee (CSC), who will decide to impose the sanction or not.

Each day of a hearing costs approximately £1,814 (excluding staff time). Some hearings take longer than others – we schedule CSCs for three days, Registration Sub-committees (RSCs) for two days, while we schedule Preliminary Proceeding Sub-committees (PPSCs) for one day.

In 2014-15, workers accepted formal sanctions, including interim orders, in 81 cases. This resulted in us concluding the case without needing to hold a hearing, with a total saving of around £208,600¹³.

The process for an applicant is similar. If an applicant declares a criminal or disciplinary proceeding in their application, or if a member of staff raises a concern during the processing of the application, then we can investigate to see if the applicant is suitable for registration. As with cases about registered workers, we can:

- grant registration
- grant registration with a formal condition (for example, that the applicant complete further training, or provide detailed reflection on the issue)
- refuse the application.

Story 4 is an example from a real case.

Removing a worker from the Register

We removed a support worker in a care home service for adults from the Register after we found she had attended work while under the influence of alcohol. She had also become verbally abusive towards other staff at the service, while near people living at the care home.

We also found that the worker acted dishonestly during her employer's disciplinary proceedings, and had not shown any remorse for, or insight into, her actions and their potential impact on staff and residents.

The CSC found that she had breached various parts of the Code of Practice as a result of her actions, and that there was a risk that similar misconduct could happen in future.

The CSC decided that it was in the public interest to remove her from the Register, in light of the potential risk to members of the public, including service users. Removal from the Register means that she cannot work in a social service role where registration is required. After a period of three years she can reapply for registration but we cannot grant this until a formal hearing.

13. Twenty-two CSCs, saving approximately £119,700. Forty-nine PPSCs (including reviews), saving approximately £88,890. These figures do not include SSSC staff costs.

“Sub-committee members come from a wide range of backgrounds so that they are representative of the wider community.”

3.3 Hearings

There are three types of hearing:

- Preliminary Proceedings Sub-committee (PPSC) – decides on imposing interim orders on registered workers
- Conduct Sub-committee (CSC) – decides on final outcome for registered workers
- Registration Sub-committee (RSC) – decides on final outcome for applicants.

A number of committee members take part in each hearing, along with an independent legal advisor and a clerk. We have a pool of around 75 sub-committee members. While we have responsibility for the recruitment, development and appraisal of Sub-committee members, they are not employees of the SSSC. There are two types of Sub-committee members:

- lay member (a member of the public)
- due regard member (a person who is on the Register and has experience of social service work).

Any member of the public can apply to be a lay member. We aim to ensure that a due regard member on a sub-committee is from the same part of the Register as the person who is appearing before that Sub-committee. Sub-committee members come from a wide range of backgrounds so that the Sub-committees are representative of the wider community. To achieve this we have members who are ex-police officers, teachers, civil servants, solicitors and former retail workers, among others. This means that

someone who is subject to a hearing knows that the panel has experience both of social services but also of a variety of other roles.

A panel of solicitors give independent advice to the panels at hearings.

The clerk is a member of our staff who provides administrative support during the hearing process.

If a PPSC decides to impose an interim order to ensure public protection, or if it is in the public interest, it can:

- impose an interim suspension order (ISO) and/or
- impose an interim conditions order (ICO).

If a CSC decides that misconduct has occurred, then it can impose:

- a warning (up to five years)
- condition(s)
- a warning and condition(s)
- suspension (up to two years)
- suspension and condition(s)
- removal from the Register.

An RSC can:

- grant an application for registration
- grant the application, with condition(s)
- refuse the application.

“While we have responsibility for the recruitment, development and appraisal of Sub-committee members, they are not employees of the SSSC.”

3.4 Conduct case outcomes

There are a number of possible outcomes for workers who have been the subject of a conduct case.

Charts D and E show the outcomes for applicant and registrant cases where there has been an investigation in full and there has also been a decision made.

Applicants are consistently most likely to be registered, although the proportion of sanctions imposed has increased since 2012-13. The cases where we returned an application involve people who were either dismissed or otherwise left their employment before we made a decision on the case.

Chart D: Applicant cases – officer and hearing outcomes

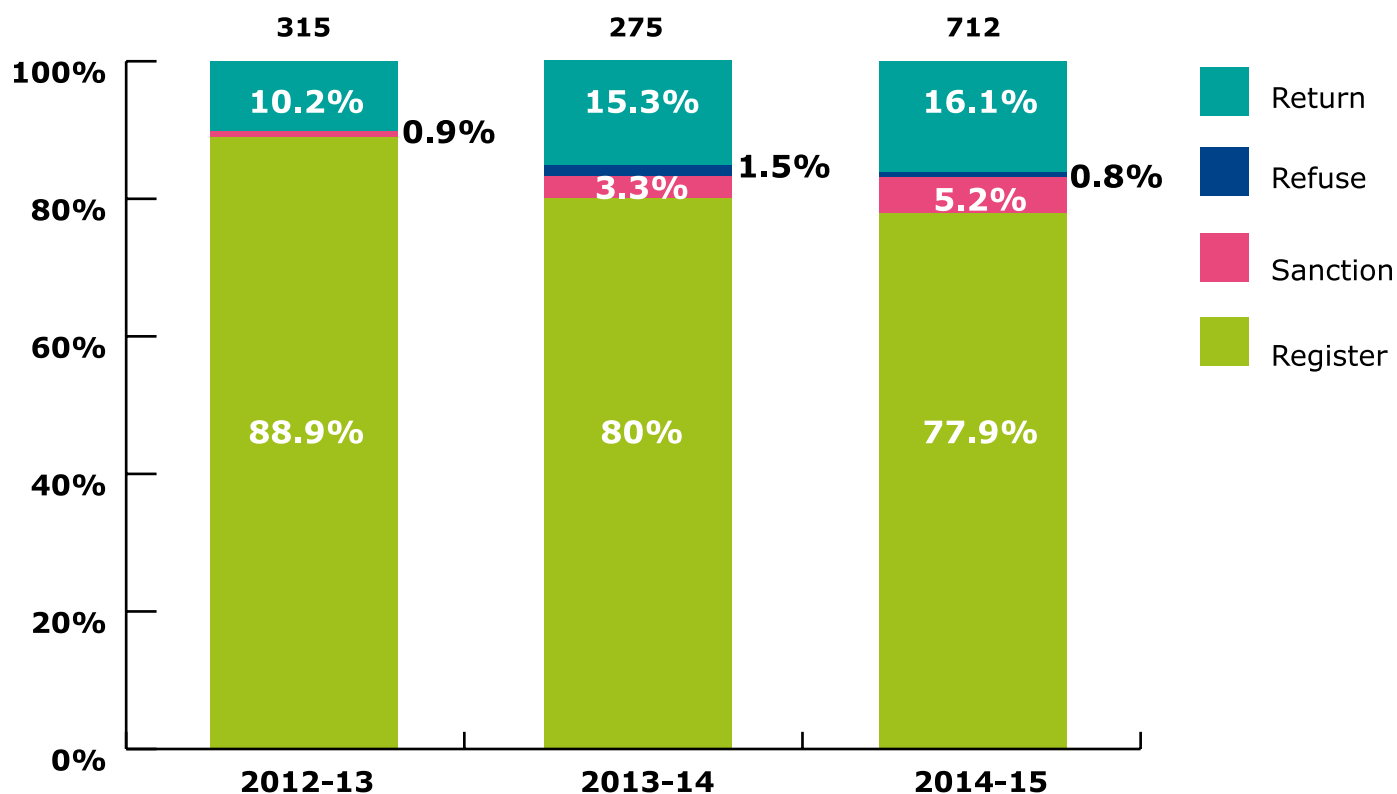
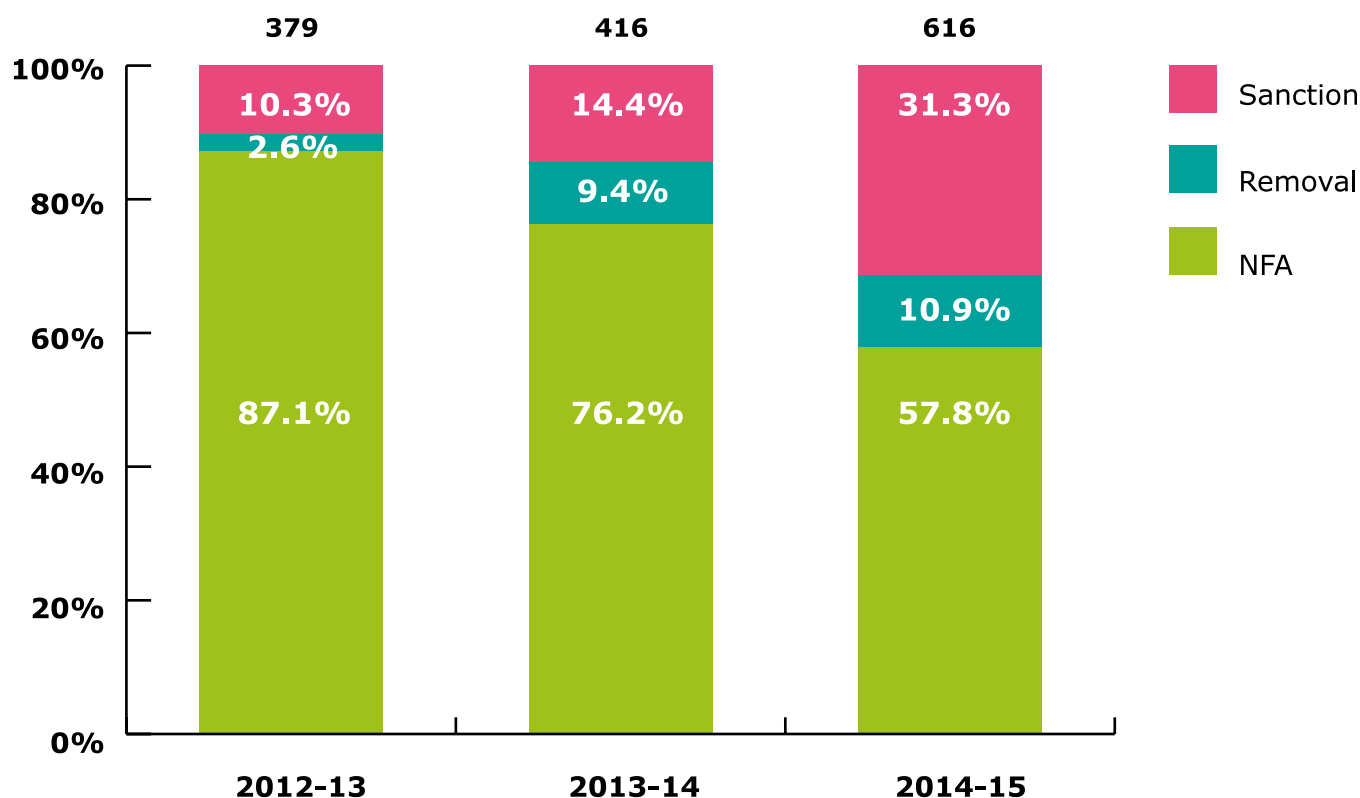


Chart E: Registrant cases – officer and hearing outcomes

Most registered workers' cases conclude with no further action (NFA) taken. The proportion of those that do have a sanction imposed has more than doubled since 2012-13 but the overall number of registrant cases received has also increased considerably, as shown in Chart C on page 22. The proportion of cases resulting in a removal order has also increased in line with the increased proportion

of sanctions imposed in general. This reflects the increasing complexity and seriousness of investigations.

Charts F and G show how long, on average, it took to reach certain types of outcome. The first chart relates to applicants, with the second for registrants.

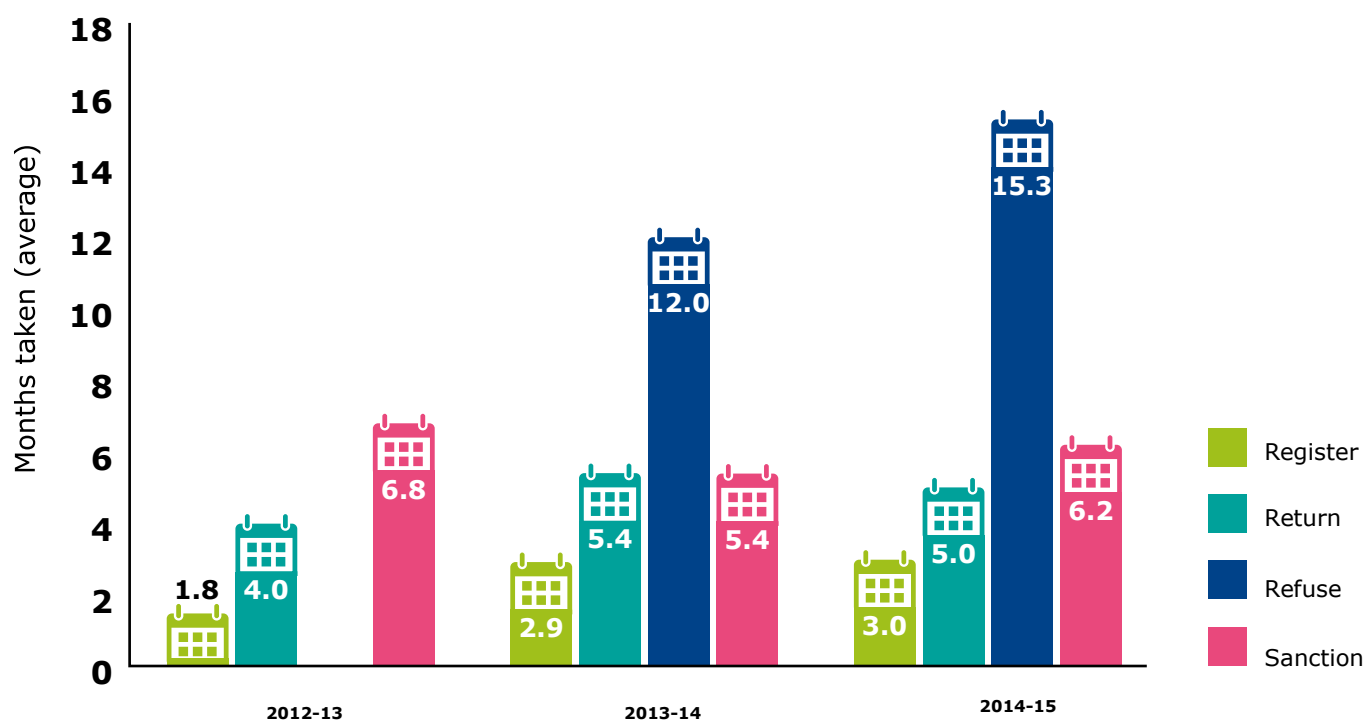
Chart F: Average time (months) to close a case by type of outcome (applicants)

Chart F shows, for example, that in 2014-15 it took on average three months to close a case where we decided to register the applicant. This is the highest average over the last three years but it reflects the increasing size of the Register.

The cases where we returned an application involve people who were either dismissed or otherwise left their employment before we made a decision on the case.

Chart G: Average time (months) to close a case by type of outcome (registrants)

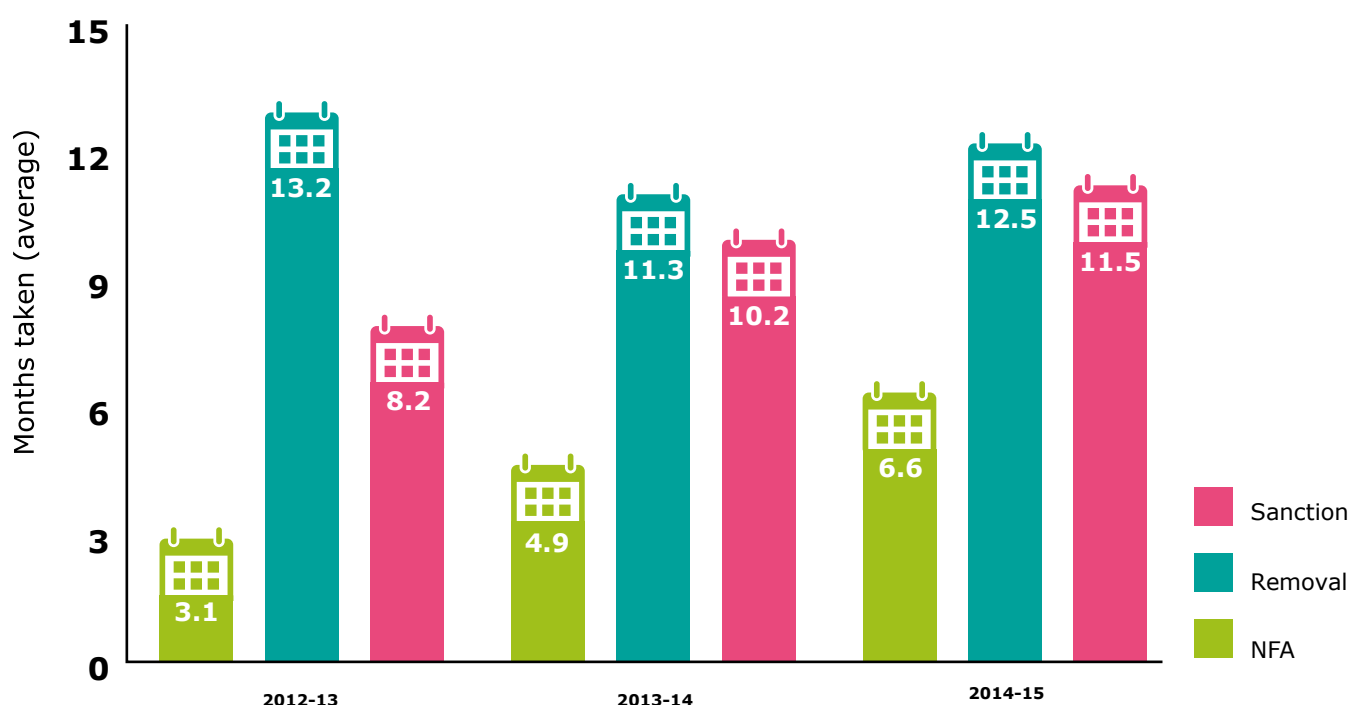
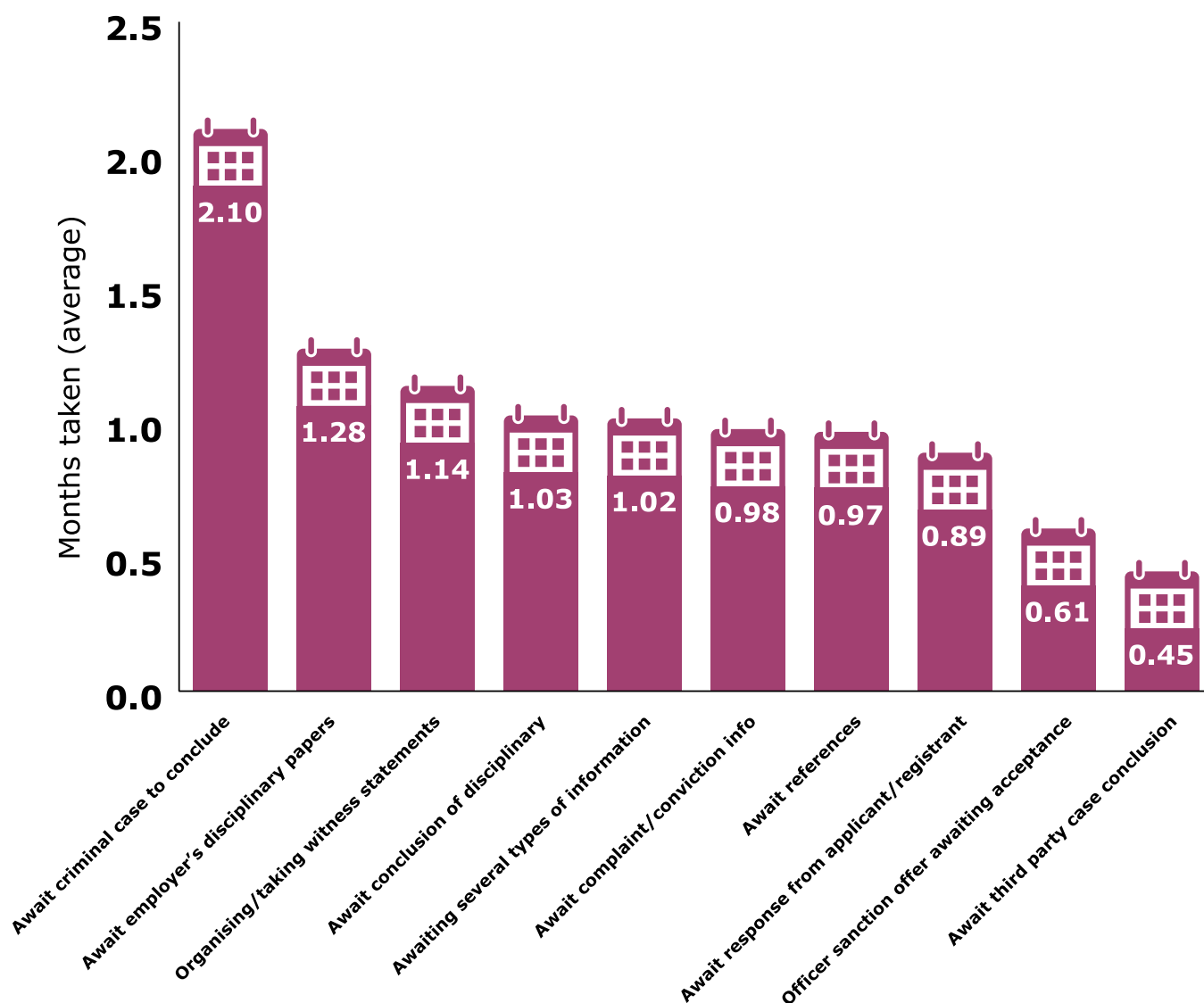


Chart G shows that the time taken to close registrant cases has increased for all outcome types between 2013-14 and 2014-15. The increase in cases overall, as well as older complex cases still in progress, has contributed to the longer timescales.

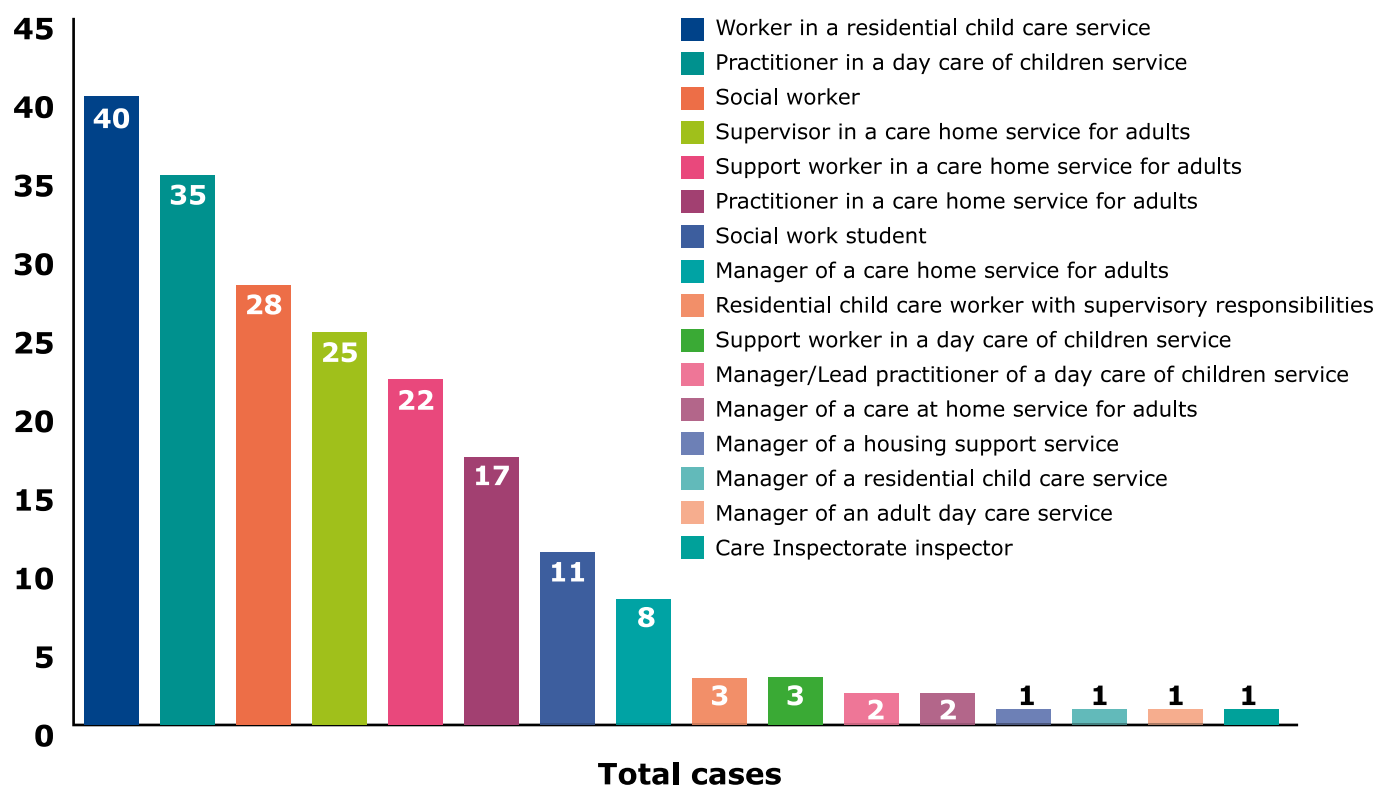
Chart H: Average time (months) each stage took to complete, 2014-15

We rely on other organisations and people to provide us with all of the information we need to make a decision on an applicant or registrant's fitness to practise. This means that throughout the process, there are occasions where we are not in control of how long this might take. Chart H above shows the range of possible stages in an investigation, and how long, on average, each stage took in 2014-15.

For example, looking at 2014-15 it took on average 2.1 months to complete a case where we had to wait until the end of a criminal trial.

On average it took 1.3 months to receive disciplinary papers from an employer. Some of our processes can take similar lengths of time – information gathering at the start of an investigation took, on average, 1.2 months and taking witness statements 1.1 months. A full breakdown of the data used in the above chart is in the appendix.

Chart I: Cases published on sssc.uk.com where we imposed a sanction, 2014-15



3.5 Sanctions

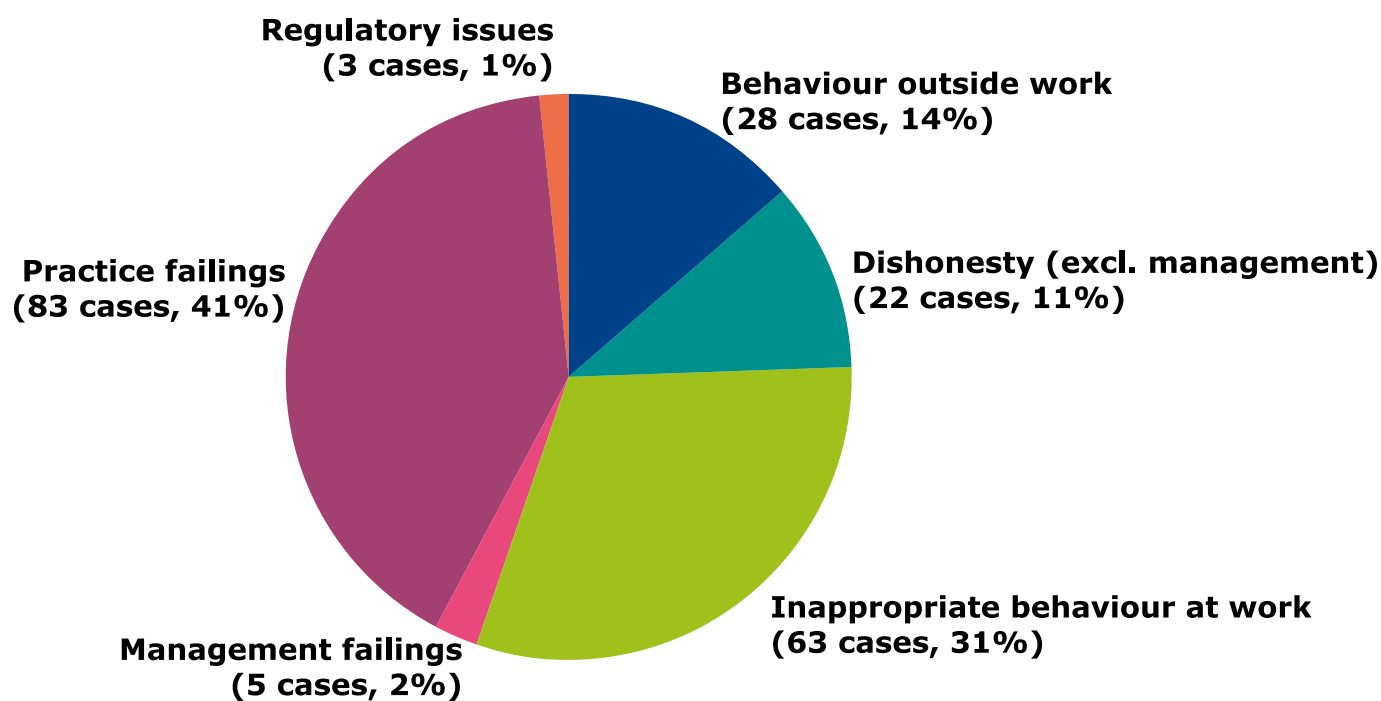
We publish the outcomes of cases where we impose a formal sanction, including those where we made a decision on a case without the need for a hearing. Details of these are on our website¹⁴.

We published the results of 200 cases in 2014-15.

The number of cases where we imposed a sanction is reflected in the size of the individual groups of workers on the Register. The two groups with the highest number of cases with a sanction were residential child care workers (40 cases, 20% of all cases) and practitioners in day care of children services (35 cases, 17.5% of all cases).

As previously shown in Table C, practitioners in day care of children services are the largest individual group currently registered, accounting for 26% of registers at the end of 2014-15. Residential child care workers account for 6.7% of the current Register and are the sixth largest group. A number of groups are still to be registered. Support workers in a care home service for adults had to register by 30 September 2015. Four groups remain to be registered – supervisors in a housing support and care at home service (2017) and workers in a housing support or care at home service (2020). This will have an impact on the number and breakdown of cases as more individuals come onto the Register.

14. <http://www.sssc.uk.com/fitness-to-practise/hearings-and-decisions/decisions>

Chart J: Type of misconduct¹⁵

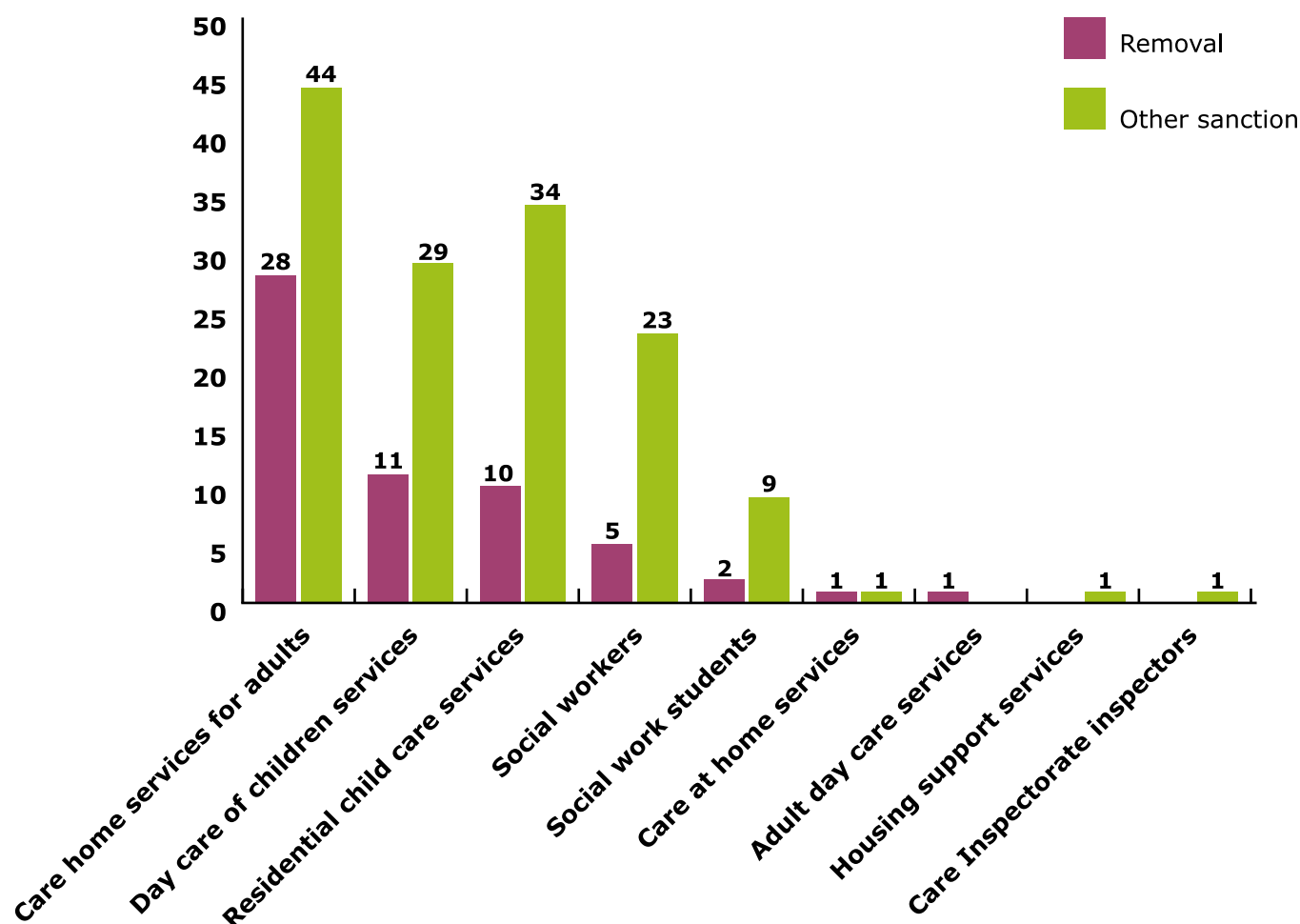
There are a number of reasons why someone is investigated. The chart above shows the different reasons, the number of cases, the percentage of the total and the sanction given. Each reason covers a range of possible issues – for example:

- a conviction for fraud
- drink driving
- falsifying medication records
- failing to supervise staff
- failing to attend a sub-committee hearing
- physical or verbal abuse, or bullying, of a person using a service, or a colleague.

The list of the individual reasons is in the appendix.

15. The total number of reasons (201) is greater than the actual number of cases on the website as one case had three different reasons.

Chart K: Published sanctions by Register part, 2014-15



Registrants who receive a sanction are more likely to receive a warning or condition than a removal order. This is the case across almost all Register parts, with the exception of care at home services and adult day care services. 142 cases resulted in a sanction other than removal (71%). The remaining 58 cases (29%) relate to removals. This lower number reflects the gravity of the sanction – removing someone from the Register means that they are no longer able to continue working in social services.

We include the Codes of Practice that we found were breached in our published decisions. In most instances (197, 98.5%), more than one of the Codes was broken and the number ranged from one to 18.

Table D lists the most frequently breached Codes.

Table D: Most frequently breached Codes, 2014-15

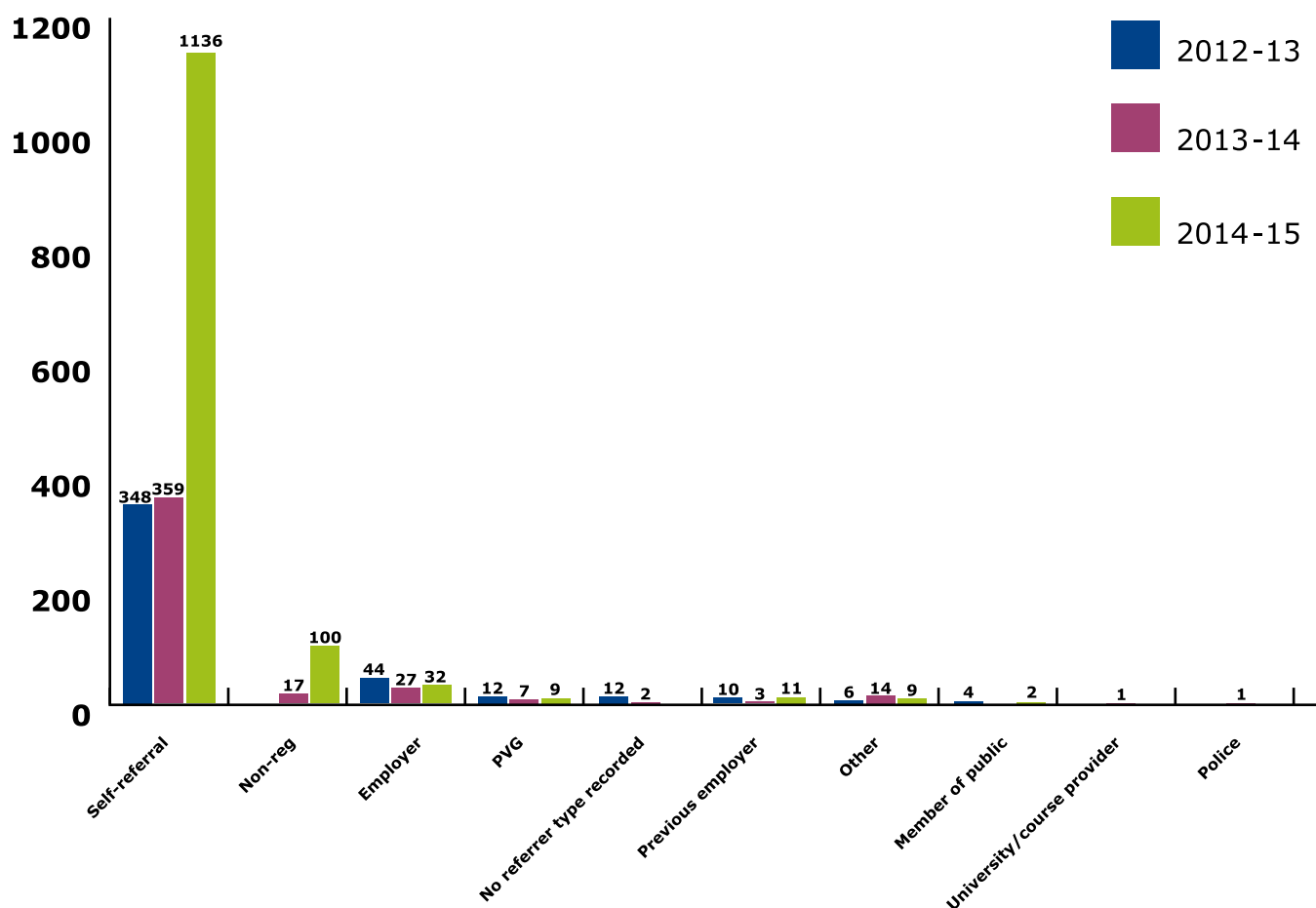
Code	Description	Frequency
5.8	Behave in a way, in work or outside work, which would call into question your suitability to work in social services.	187
2.4	Being reliable and dependable.	159
5.7	Put yourself or other people at unnecessary risk.	154
6.1	Meeting relevant standards of practice and working in a lawful, safe and effective way.	148
5.1	Abuse, neglect or harm service users, carers or colleagues.	109
2.2	Communicating in an appropriate, open, accurate and straightforward way.	101



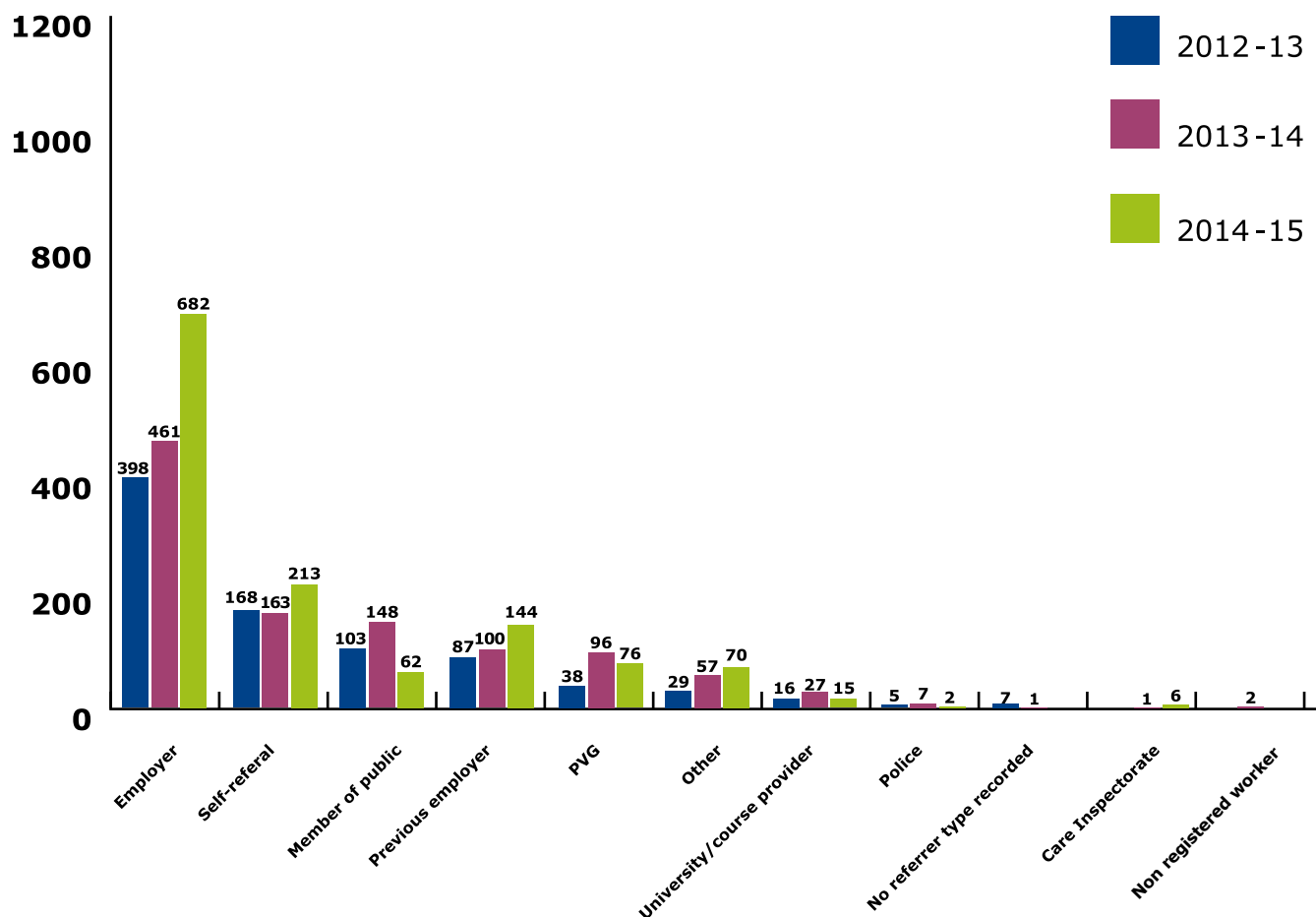
3.6 Who reports a concern?

Anyone can report a concern about a social service worker to us. The following Charts L-M illustrate where reports have come from over the period 2012-2015 for both applicants and registrants.

Chart L: Referral sources (applicants), 2012-2015



Most referrals relating to applicants came from the applicants themselves, through disclosing a previous conviction or misconduct on their application form. This is the case every year – in 2012-13, we received 384 referrals (79.8%) this way, compared to 1136 (87.4%) in 2014-15.

Chart M: Referral sources (registrants), 2012-2015

Most referrals about a registrant's fitness to practise came from the employer. In 2014-15, employer referrals account for 53.8% (682) of all referrals received.

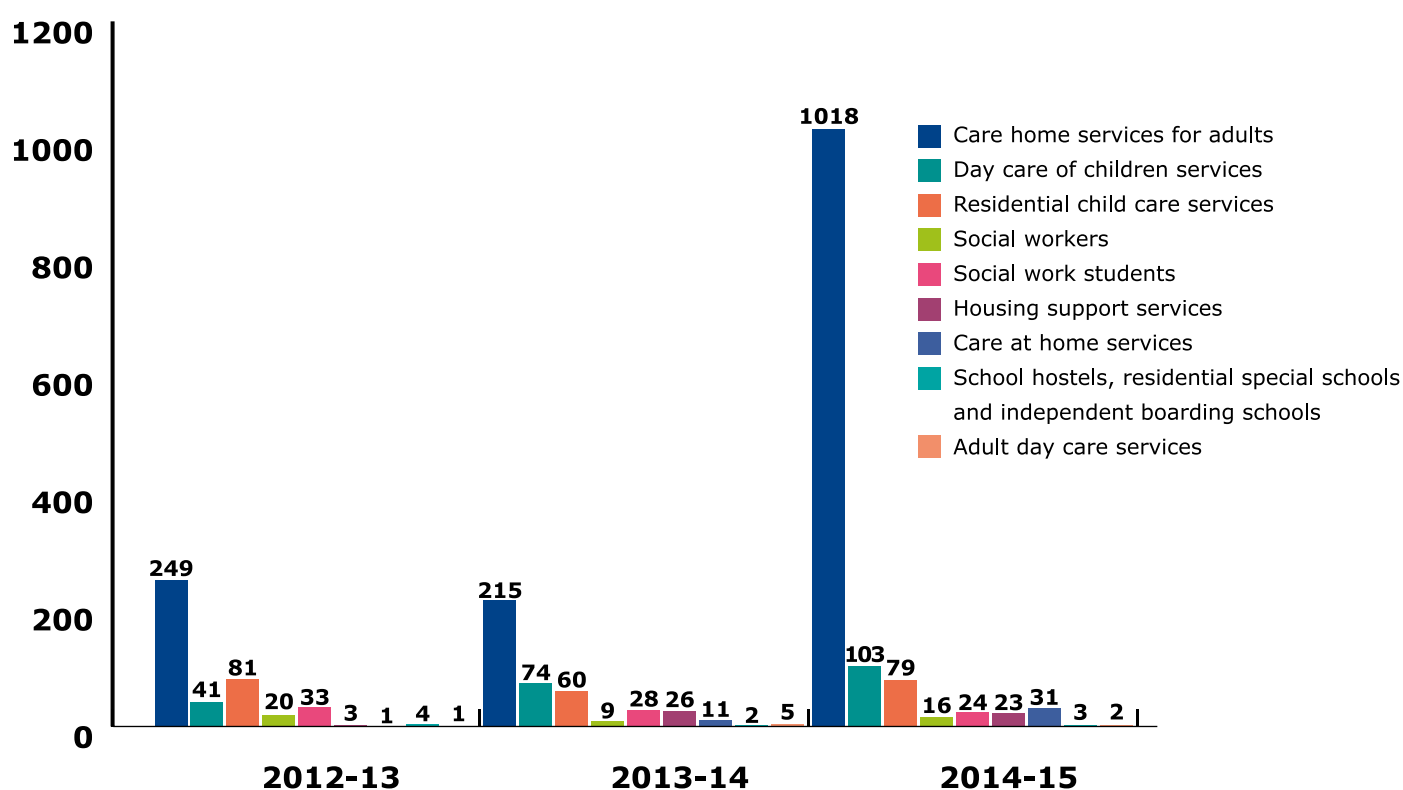
Across both charts, there is a clear increase in the overall number of referrals in 2014-15. This is due to the large number of new applications from support workers in a care home service for adults. This group had a required registration date of 30 September 2015 – we asked workers to send in their applications early so that we would have

sufficient time to register them by the deadline, so that they could continue to work. Over 770 applications from this group included a declaration of a previous criminal or disciplinary case.

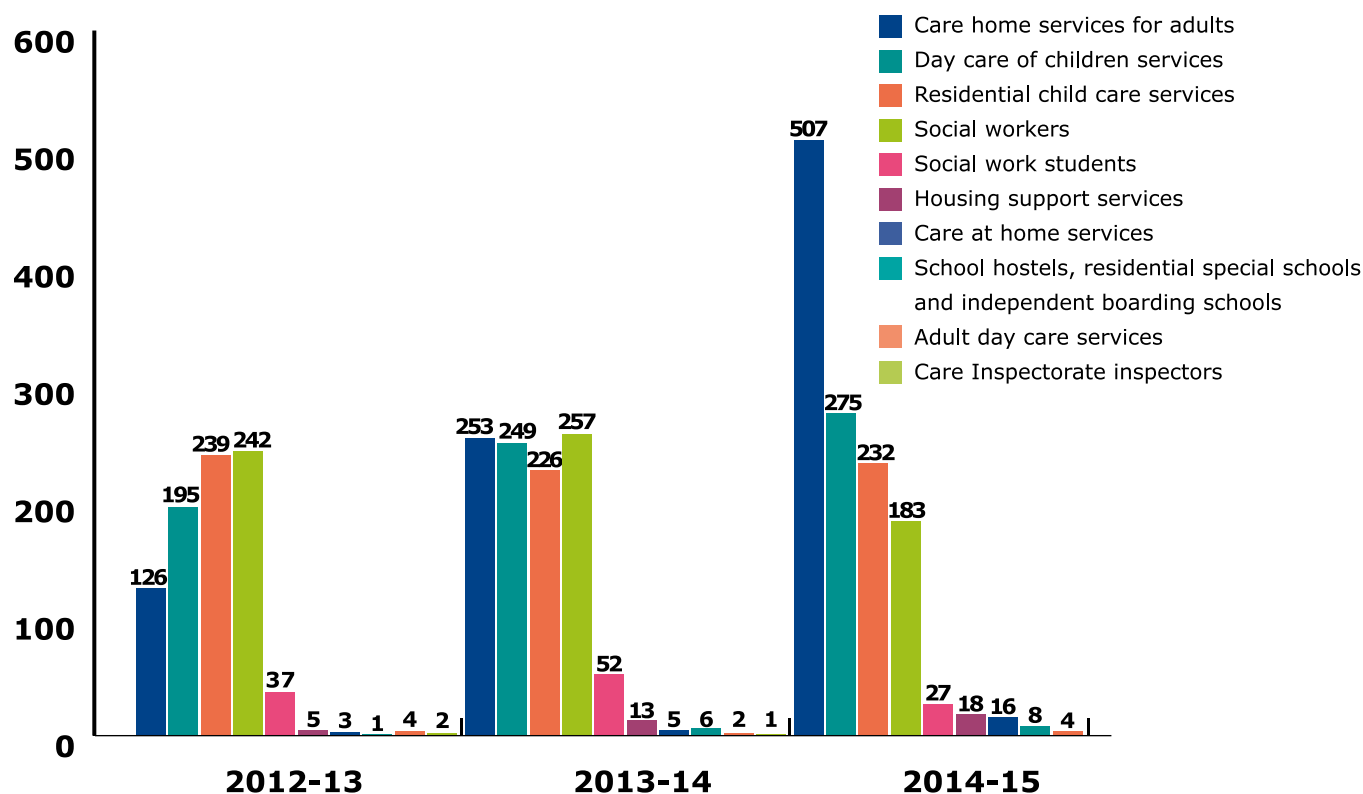
3.7 Who are cases about?

The next two charts illustrate which part of the Register we receive cases about for both applicants and registrants.

Chart N: Cases received by Register group (applicants), 2012-2015



This chart clearly shows that in 2014-15, applications to register to work in a care home service for adults made up most cases. 1,018 cases came from this group, which is 78.4% of all cases in that year.

Chart O: Cases received by Register group (registrants), 2012-2015

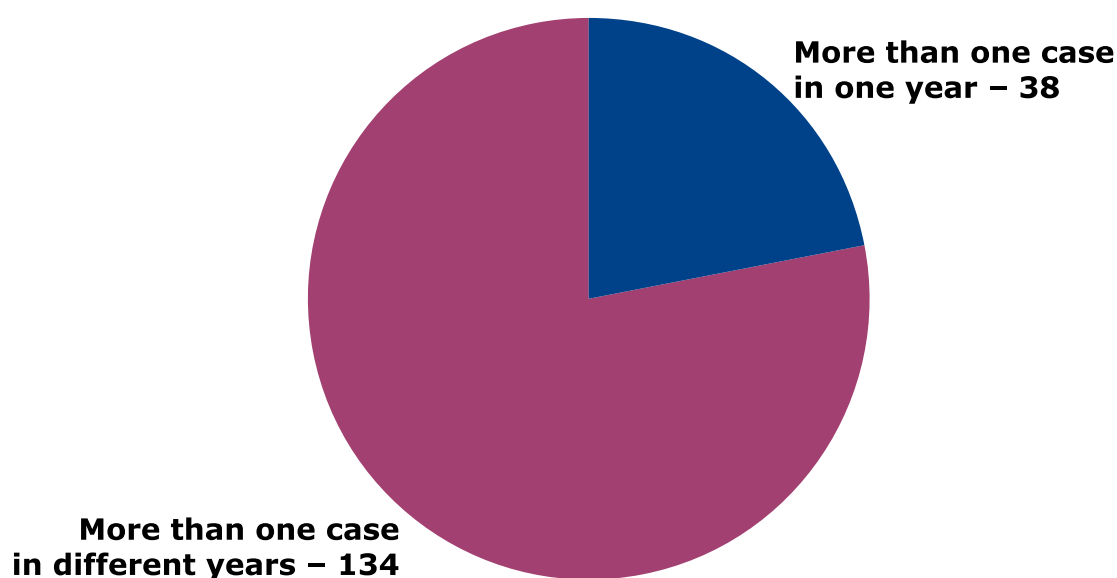
Cases relating to a care home service for adults were the most frequent registrant cases we received in 2014-15.

As noted in Table C, care home service for adults is the second largest group on the Register, and this will have an impact on the overall number of cases received in comparison to other groups.

3.8 Individuals involved in more than one case

There are 169 people on the Register who have been involved in more than one previous case over the last three years, as well as some who have been involved in more than one case in the same year. Chart P shows a breakdown of those groups and clearly indicates a very small number of people have more than one case in a single year.

Chart P: Individuals with more than one case between 2012-13 and 2014-15¹⁶



16. The total (172) is greater than the number of people (169) who have more than one case, as some people have a case in one year, and two or more in another year (therefore fitting both categories).

PART 4

BUILDING A SKILLED AND PROFESSIONAL WORKFORCE



This section describes our role in approving and ensuring the quality of formal degree and specialist programmes as well as creating resources to support the learning and development of social service workers.

4.1 Workforce development and planning

Workforce development provides opportunities to the workforce through availability of high quality and relevant qualifications and continuous professional development is an important part of making sure workers are fit to practise. Our formal responsibilities are to:

- regulate the training and development of the workforce
- promote education and training
- undertake the functions of a sector skills council¹⁷.

We quality assure and approve degrees and other programmes for social workers and early year practitioners and develop learning resources for example, online resources and smartphone/tablet apps.

In partnership with our UK sector skills colleagues (Skills for Care and Development), we develop and review National Occupational Standards (NOS)¹⁸. We regularly review these with employers and the wider sector to make sure they reflect the necessary skills, knowledge and competence required to provide high quality care. There are NOS for different areas of practice including adult services, children's services, leadership and management.

NOS are used in a number of ways including development of benchmark qualifications used for registration with us, such as SVQs. NOS also underpin modern apprenticeship frameworks. Examples include:

- Social Services and Healthcare
- Social Services (Children and Young People)
- Care Services – Leadership and Management
- Childhood Practice.

Frameworks support career development within the sector as they provide progression in learning and development from the support worker role at level six of the Scottish Credit and Qualifications Framework (SCQF), to management and degree level studies at SCQF Levels 9 and 10.

A number of national policies and strategies inform our programme of work focused on developing the skills and knowledge of the workforce. These include:

- integration of adult health and social care
- implementation of self-directed support
- the National Dementia Strategy

17. This is an organisation covering a specific industry in the UK and focusing on, among other things, the development of occupational standards and apprenticeships, and improving learning. We undertake this role in partnership with equivalent bodies in the rest of the UK.

18. <http://workforcesolutions.sssc.uk.com/nos/about-wideruses.html>

- Carer's Strategy 2010-2015
- Getting it Right for Every Child (GIRFEC)
- reform and improvement in Community Justice
- the strategy for developing leadership capacity in Scotland's social services 2013-2015
- the knowledge strategy for social services.

4.2 Assurance of qualifications

There are 16 social work degree programmes delivered by eight universities in Scotland. This includes full-time undergraduate and postgraduate degrees, one work-based

route delivered by the Open University and two distance-based routes, one of which is the BA (Hons) Residential Child Care, which ends in 2016. There are also 16 Childhood Practice (CP) programmes comprising eight degrees delivered by seven higher education institutions and eight Professional Development Awards (PDAs) delivered by colleges and training provider collaborations. We are responsible for assuring the quality of these programmes.

We also approve and quality assure specialist programmes such as the Mental Health Officers Award (three providers) and Practice Learning Qualifications (five providers). Full lists of the providers, as well as further detail on these courses, are on our website¹⁹.

Story 5 explains how we quality assure qualifications.

Ensuring qualifications are fit for purpose

The Regulation of Care (Scotland) Act 2001 provides that we are responsible for the promotion of high standards in education and training. We achieve this in part through the approval and subsequent quality assurance and enhancement activities of approved courses. We carry out our regulatory function in relation to quality assurance and enhancement of programmes through a three year monitoring cycle which incorporates a significant monitoring event on one of the three years, during which our staff, along with senior representatives from employers, visit each provider to meet with staff and students to ensure that the courses meet current needs. This gives us information for workforce planning and other developments. We use the information to identify trends, common issues and examples of successful innovation.

We are currently reviewing the social work degree. The first phase of this project has been running over the last 18 months and this involved a process of collaborative inquiry with a variety of stakeholders. The activities that informed the findings from the first phase of the social work degree review included:

- commissioned research into the preparedness of newly qualified social workers for social work practice and their experiences within the first year of employment as social workers
- an online 'ideas platform' to enable all stakeholders to contribute their views and ideas
- focus groups with practitioners and managers
- research into different models of supporting newly qualified social workers.

Part of this phase was research commissioned by us for a report into the experiences of newly qualified social workers. This was published in August 2014 – the first report of its kind since 1996. <http://www.sssc.uk.com/about-the-sssc/multimedia-library/publications?task=document.viewdoc&id=1416>

19. <http://www.sssc.uk.com/workforce-development#qualification-information-for-providers>

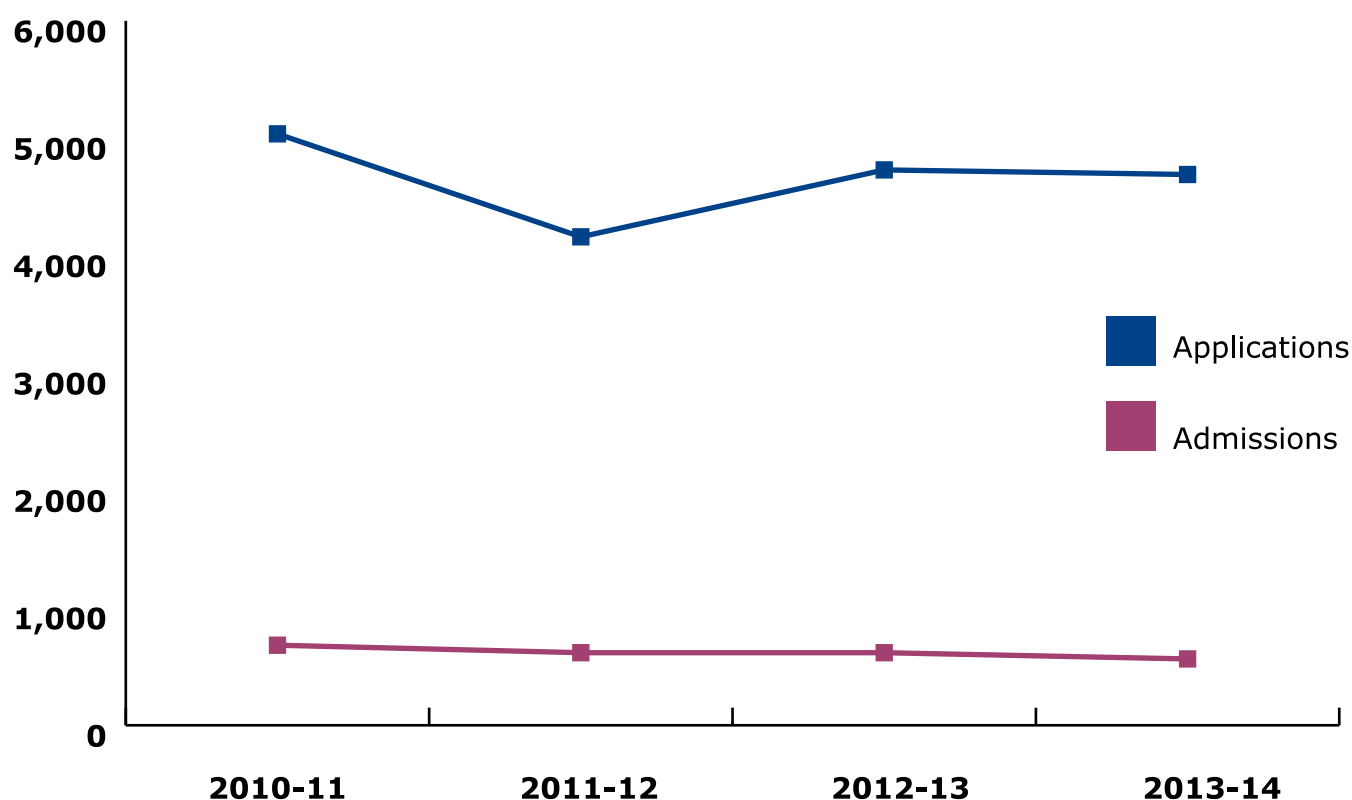
We keep records on the number of newly qualified social workers (NQSW) who join the Register each year. This includes whether they work full or part-time, and whether the qualification they hold is from a country outwith the UK. 5,817 social workers left the Register in 2014-15, and 5,754 social workers joined. The total for those joining includes 518 NQSW – therefore there was an overall decrease of 63 social workers on the Register over the course of 2014-15.

We have figures for the number of applications and admissions to social work

degree programmes. These help us estimate potential changes in future NQSW levels, as well as helping administer the disbursement of practice learning fees to universities and post-graduate bursaries. The most recent figures are for the period 1 April 2013 to 31 March 2014.

Chart Q compares the applications and admissions for social work degree programmes from 2010-11 to 2013-14.

Chart Q: Applications and admissions to Social Work degree programmes

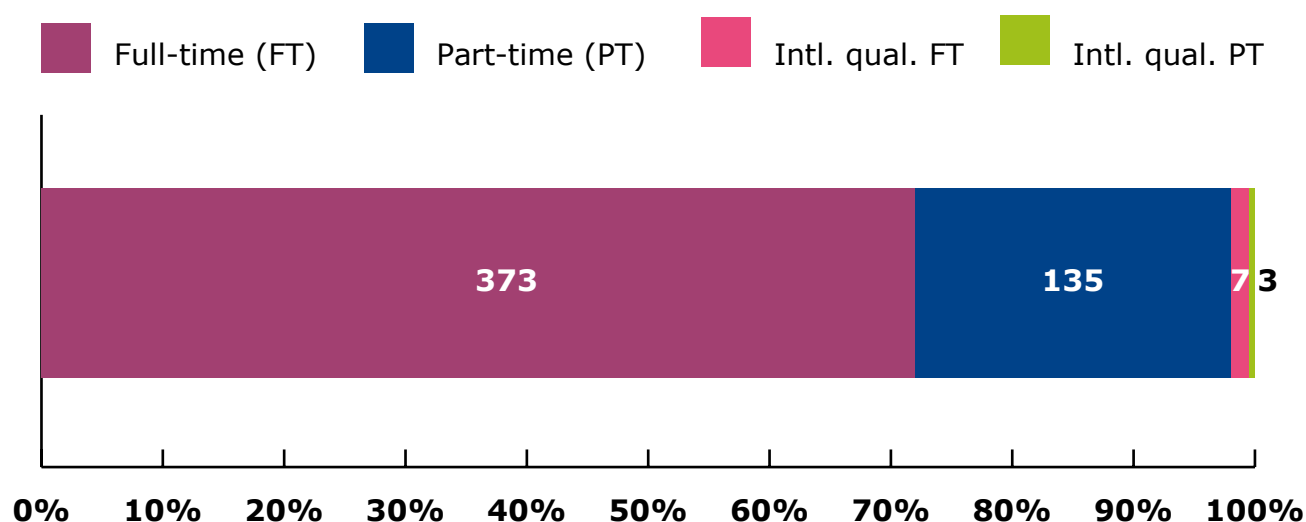


Applications have remained consistent across the four years shown above, although there was a clear drop in 2011-12. In 2013-14, 12% of applicants subsequently joined a course (565 admissions). Over the three years 2010-11 to 2012-13, there was an average of 4,642 applications per year. Applications in 2013-14 were above this average - 4,691 applications.

Admissions have also remained consistent across all years. There was an average of 639 admissions each year between 2010-11 and 2012-13. Admissions in 2013-14 (565 in total) were below this average, but this was also the case in 2011-12 and 2012-13.

Chart R shows a breakdown of the proportion of full and part-time NQSWs, as well as those who gained their qualification abroad.

Chart R: Proportions of NQSWs by working pattern and source of qualification



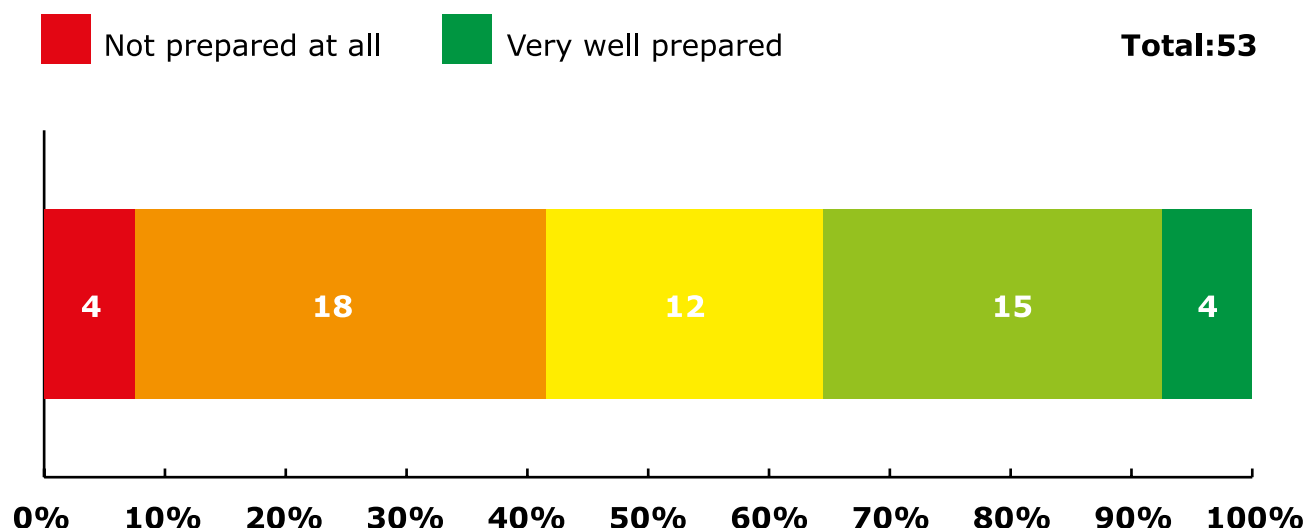
In our recent stakeholder engagement survey, we specifically asked a question to employers of NQSWs about whether they felt that their employees were ready for practise. Chart S on page 45 shows the breakdown of responses. A small number of responses were received to this question (53 people), which was based on a five-point scale (1 being 'not at all prepared' and 5 being 'very well prepared'). We considered a negative response to be points 1 and 2 on the scale, and a positive on 4 or 5 on the scale. Slightly more employers provided a negative response than a positive – 41.5% versus 35.8%. We are currently reviewing the social work degree.

Our recent qualifications and training survey

Our recent survey of employers and employees found that the majority (64.4%, 506 people) of employees had completed a course of study in relation to their job within the last 18 months. Similarly, most employers had staff who had studied within that same period (88.7%, 125 people).

The survey also asked whether employees and employers had noticed a difference in their knowledge or working practice as a result of their studies. 72.9% of employees (392 people) and 67.9% of employers (87 people) felt that their knowledge or working practice had either improved or significantly improved.

Chart S: Employer perceptions of NQSW readiness for practise



4.3 Continuous professional development

We have developed a number of resources to support continuous professional development. We also help to develop leadership within the workforce and among people who use

services. By developing leadership skills, people using services can have more control and choice over the service provided to them.

The Continuous Learning Framework

The Continuous Learning Framework (CLF) focuses on the personal capability, knowledge and skills needed by staff in order to do their jobs effectively and the organisational capability required of social service employers. This resource is aimed at both employees and employers in social services, so that employees know what is required of them now and in the future, and that employers know how to support them.

The CLF describes four key elements and how to use them:

- the **knowledge, skills, values and understanding** required to carry out the role
- the **qualifications and training** needed
- the individual worker's **personal capabilities**
- the **organisational capabilities** required to help the worker do their job effectively.

Organisations have used the CLF in a variety of ways, including promoting learning amongst staff, developing competency reviews and also for recruitment and selection exercises.

One example of using the CLF in practice is the introduction of a workforce development strategy at SWIIS Foster Care (Scotland). SWIIS used the CLF to define a number of areas within their recruitment, selection and appraisal processes, and also in a 'learning box'. Every foster carer and member of staff gets a box. This contains various resources including a training calendar and CD with learning materials. The CLF is used throughout the supervision process.

More information on the CLF and how it is used is at
<http://www.continuouslearningframework.com>

We are committed to supporting the whole of the social services sector in Scotland to develop leadership capability. It is important that through a commitment to self-development, individual workers can improve the service they provide. Employers can also influence this by developing an organisational culture where their employees feel more able to work creatively, use their initiative and take measured risks.

Step into Leadership is our online resource aimed at those working in social services, from frontline workers to managers and corporate/strategic leaders, as well as people using those services. The Step into Leadership website²⁰ has resources for these groups and also includes examples of good leadership in practice.

4.4 Promoting Excellence

We work with NHS Education for Scotland (NES) and other partners to make sure the workforce has the knowledge and skills it needs to provide the best possible quality of care and support to people with dementia, their families and carers. Promoting Excellence is the learning framework which supports a much wider workforce development programme, guided by commitments made in Scotland's National Dementia Strategy 2013-2016²¹.

Since the launch of Promoting Excellence, we have worked in partnership with NES to develop a range of free learning resources. These include:

- Informed About Dementia – Improving Practice (DVD)
- Dementia Skilled – Improving Practice (workbook)
- Enhanced dementia practice for social workers (online learning resource)

A network of over 800 Dementia Ambassadors represent frontline social care workers, managers, social workers and those in learning and development roles. In addition to regular email updates and an online community of practice, we provide opportunities for ambassadors to pursue professional development. Over 450 ambassadors have attended at least one learning event or training delivered as part of the Promoting Excellence workforce development programme. The ambassadors have told us that our work helps them to develop their knowledge of dementia, form productive partnerships, and confidently roll out Promoting Excellence to their workplaces.

The national Dementia Champions learning programme is delivered by the University of the West of Scotland and Alzheimer Scotland on behalf of ourselves and NES. There are nearly 600 Dementia Champions working as 'change agents', primarily in hospitals. Around 15% work in social service settings. We provide opportunities for professional development and support NES to deliver the national Dementia Champions graduation and conference each year.

We advise on social service workforce issues on a number of dementia strategy working groups. The Promoting Excellence programme is governed by a board chaired by the Chief Executive of Alzheimer Scotland. This allows for close partnership working with the Scottish Dementia Working Group, the National Dementia Carers Action Network, the Care Inspectorate, Health and Social Care Alliance Scotland and other agencies.

More information on Promoting Excellence is on our website²².

20. <http://www.stepintoleadership.info/index.html>

21. **Scotland's National Dementia Strategy 2013-2016**, Scottish Government, 2013.

22. <http://www.sssc.uk.com/workforce-development/supporting-your-development/promoting-excellence-in-dementia-care>

4.5 Learning technologies

Over the past decade, the use of digital technology to find and use information, learn and connect with one another has become commonplace. We intend to support the development of technology enhanced learning resources and digital literacy skills to maximise learning opportunities for everyone.

We produce a number of resources aimed at supporting learning and development through the use of technology. Some of these are web-based, via our Learning Zone site²³. The site has a range of materials aimed at helping employers and employees plan and organise a programme of workforce development. We regularly update the site and we are currently working on improving the site to make it easier to find and use our resources.

We also develop apps for tablets and smartphones. Some of the apps are

textbook-style and use videos, while others are more general and focus on areas of interest such as dementia. Our apps are free and available to members of the public as well as people working in social services.

Some of our current work includes a move to develop apps for Android-based tablets (at present our tablet apps are designed for iPads), in recognition of increasing numbers of employers providing a variety of tablets to their staff.

We attend events and conferences to talk about our work. We also help employers try out using iPads in place of (or to complement) classroom learning, which can help to reduce costs involved in arranging training, particularly where staff are based in remote areas, or spread across the country.

Using open badges to record achievement

Open badges are records of achievement – instead of receiving a paper certificate to recognise formal or informal learning, a digital badge can be provided which links to evidence and information on what the individual did to achieve the badge. Badges provide a consistent approach to encouraging and recognising ongoing learning – needs that, until now, have gone unmet within online and informal learning.

As the badge is digital, workers can transfer them across employers and manage them online. The badges can be displayed on social media as well as personal blogs and websites. All that is required is an email address.

We promote the use of badges within our overall learning and sector development strategies and have recently developed a number of badges for our external and internal events. The first badges were available in February 2015 for attendees at a Carer's Strategy event held jointly between us and NHS Education for Scotland and also for those attending an event on self-directed support. Our capability to design and issue digital badges has created new opportunities to collaborate with stakeholder organisations.

Used in conjunction with our own learning resources, we will be able to help people capture their learning early and use the evidence they provide to evaluate the impact of our resources.

More information on our Open Badges scheme is here:

<http://badges.sssc.uk.com>

23. <http://learn.sssc.uk.com/>

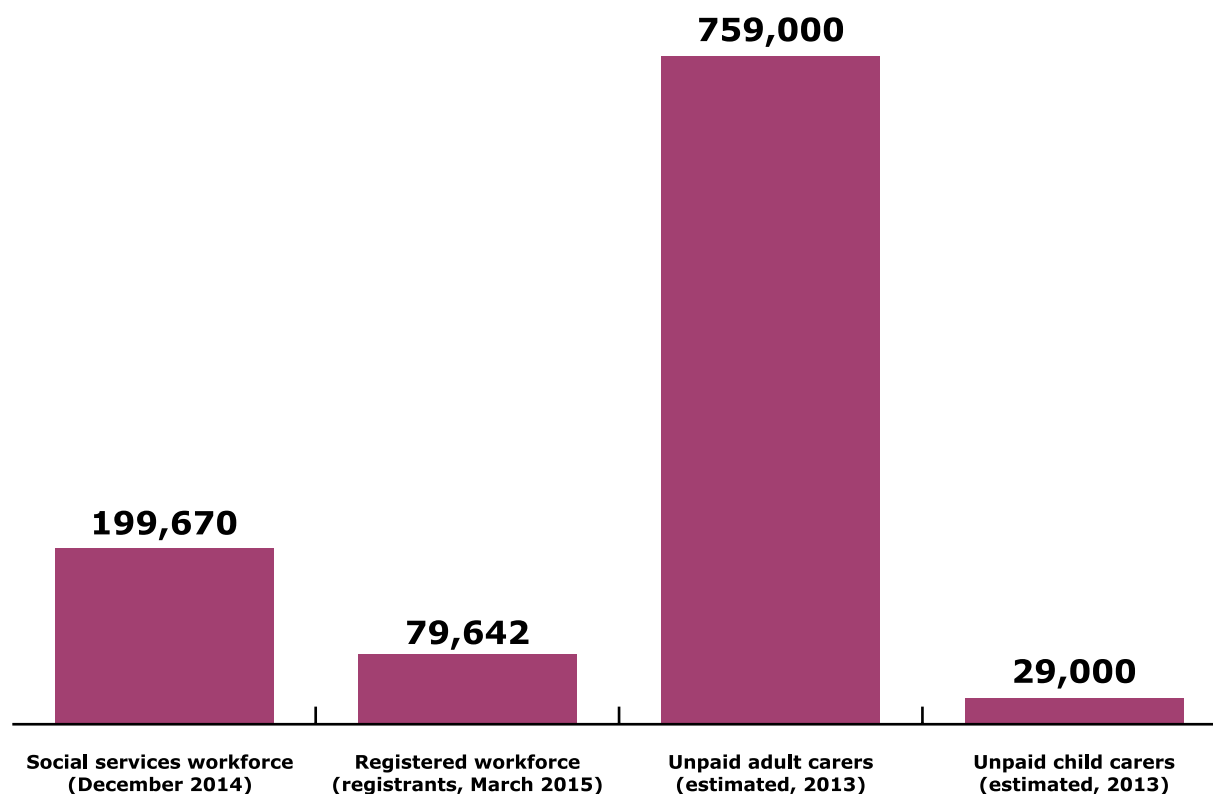
4.6 Equal Partners in Care

Recent estimates show a large population of unpaid adult carers and unpaid child carers in Scotland – the estimated number of unpaid adult carers is around four times that of the social services workforce.

The Scottish Government recognises that carers are equal partners in care and that they make a vital contribution in the delivery of care through their knowledge, expertise and the quality of care they provide.

The current health and social care system would be unsustainable if carers were not able to contribute as they do. This means that supporting carers is a priority and the Carers Strategy for Scotland 2010-2015 sets out how the Scottish Government and other partners will do this²⁴. As part of our commitment to this strategy we have set up the Equal Partners in Care (EPiC) project with NHS Education for Scotland.

Chart T: Comparison of workforce and unpaid carers in Scotland²⁵



24. **Caring Together: The Carers Strategy for Scotland 2010-2015**, Scottish Government, 2010.

25. Figure for registered workforce refers to registrants on 30 March 2015. The social service workforce total includes this figure. Estimates for unpaid adult carers and unpaid child carers taken from Scotland's Carers Scottish Government, 2015.

Equal Partners in Care (EPiC)

EPiC is a joint project between us and NHS Education for Scotland. The project incorporates the national framework for working with carers. This is based on six core principles – that carers are:

- identified
- supported and empowered to manage their caring role
- enabled to have a life outside of caring
- free from disadvantage and discrimination related to their caring role
- fully engaged in the planning of services
- recognised and valued as equal partners in care.

These principles support workforce learning and practice across three levels.

- Level 1: Carer Aware
- Level 2: Caring Together
- Level 3: Planning with Carers as Equal Partners

The three levels apply to differing roles across social services, depending on the type of contact a member of staff will have with carers and their families. This applies equally to everyone in an organisation, from receptionists to chief executives. For example, all staff coming into contact with a member of the public (and therefore a potential carer) are expected to be trained at Level 1.

Level 1 training supports the Carer's Strategy vision that it is 'everyone's job to identify and support carers'.

More information on this project is at:

<http://www.knowledge.scot.nhs.uk/home/portals-and-topics/equal-partners-in-care.aspx>

APPENDIX



Appendix

Section 1.1

List of members of the Social Work Services Strategic Forum (at March 2015)

Minister for Children and Young People (Chair)	SOLACE representative
Scottish Government Chief Social Work Adviser	Care Inspectorate
Scottish Social Services Council	UNISON
Scottish Care	Scottish Association of Social Work
Coalition of Care & Support Providers Scotland (CCPS)	University Schools of Social Work representative
Social Work Scotland	Joint Improvement Team
COSLA (Convention of Scottish Local Authorities)	Scottish Government Directors/Deputy Directors for Children and Families, Health and Social Care Integration, Community Justice, Health Workforce

Section 1.2

Table E: Workforce headcount, December 2014²⁶

Sub-sector	Total
Adoption services	440
Adult day care	8,370
Adult placement services	180
Care homes for adults	54,520
Central and strategic staff	3,210
Child care agencies	440
Childminding	5,610
Day care of children	32,370
Fieldwork service (adults)	5,070
Fieldwork service (children)	5,910
Fieldwork service (generic)	3,070
Fieldwork service (offenders)	2,050
Fostering services	970
Housing support/care at home	65,990
Nurse agencies	2,730
Offender accommodation services	110
Residential child care	7,360
School care accommodation	1,270
TOTAL	199,670

26. This relates to filled posts. Some double counting may be present. As figures for each sub-sector are rounded to the nearest 10, the total does not match the sum of the individual sub-sector figures. We get this data from two primary sources - the survey of local authority social work services (LASWS), and the survey of Mental Health Officers employed by local authorities. Both surveys are conducted in December.

Section 2.1

Table F: Roles registered by each regulatory body

SSSC	CCW	HCPC	NISCC
Managers in housing support services	Adult care home managers	Arts therapists	Manager in a residential care home
Managers of a care home service for adults	Adult care home workers	Biomedical scientists	Manager in a day care setting
Managers of a day care of children service	Domiciliary care managers	Chiropodists/podiatrists	Manager in a domiciliary care setting
Managers of a residential child care service	Domiciliary care workers	Clinical scientists	Social worker
Managers of a residential school care accommodation service	Early years and childcare managers	Dietitians	Social work student
Managers of an adult day care service	Early years managers	Hearing aid dispensers	Worker in an adult residential home
Managers of care at home services	Residential child care managers	Occupational therapists	Worker in a children's home
Practitioners in a care home service for adults	Residential child care workers	Operating department practitioners	Worker in a nursing home
Practitioners in day care of children services	Social work students	Orthoptists	
Residential child care workers	Social workers	Paramedics	
Residential child care workers with supervisory responsibilities		Physiotherapists	
SCSWIS authorised officer		Practitioner psychologists	
Social workers		Prosthetists/orthotists	
Social work students		Radiographers	
Supervisors in a care at home service		Social workers in England	
Supervisors in a care home service for adults		Speech and language therapists	
Supervisors in housing support services			
Supervisors of a residential school care accommodation service			
Support workers in a care home service for adults			
Support workers in a day care of children service			
Workers in a residential school care accommodation service			

Table G: SSSC Register on 30/03/2015

Register part	Total
Day care of children services	
Practitioner in a day care of children service	21,443
Support worker in a day care of children service	5,636
Manager/Lead practitioner of a day care of children service	2,564
Care home services for adults	
Support worker in a care home service for adults	18,981
Practitioner in a care home service for adults	6,210
Supervisor in a care home service for adults	3,242
Manager of a care home service for adults	676
Social workers	
Social worker	11,012
Residential child care services	
Worker in a residential child care service	5,488
Residential child care worker with supervisory responsibilities	711
Manager of a residential child care service	346
Housing support services	
Manager of a housing support service	1,279
Supervisor in a housing support service	526
Social work students	
Social work student	1,797
Care at home services	
Manager of a care at home service for adults	968
Supervisor in a care at home service	498
Adult day care services	
Manager of an adult day care service	398
School hostels, residential special schools and independent boarding schools	
Worker in a school hostel, residential special school or independent boarding school	336
Worker in a school hostel or residential special school with supervisory responsibilities	29
Manager of a school hostel, residential special school or independent boarding school	22
Care Inspectorate inspectors	
Care Inspectorate inspector	286
TOTAL	82,448

Section 3.4

Table H: Outcomes from FTP cases by category 2012-13 to 2014-15

	2012/13	2013/14	2014/15
Officer outcomes (applicant)			
Officer register	280	208	442
Officer register with condition	3	8	23
Officer return application	32	42	114
Officer outcomes (registrant)			
Officer condition	0	2	6
Officer lapse function based worker (FBW)	0	14	30
Officer PVG listing removal	1	0	1
Officer removal - other	1	0	0
Officer removal with consent	0	10	40
Officer warning	3	20	92
Officer warning and condition	0	8	49
Registration hearing outcomes			
Refuse registration	0	4	6
Register	0	12	114
Register with conditions	0	1	14
Conduct hearing outcomes			
Conditions	0	0	2
Case dismissed no misconduct	0	2	4
Misconduct no sanction	0	0	1
Removal	2	28	27
Suspension	0	2	3
Suspension and conditions	0	3	1
Warning	0	3	9
No further action (NFA)/below threshold			
NFA - Insufficient evidence	0	0	59
NFA - Not a complaint	0	0	33
NFA - Retrospective PVG	0	0	2
Did not meet criteria - no misconduct	0	38	71
Did not meet criteria - below threshold	0	31	113
Not suitable for investigation by FTP			
Not a complaint	0	0	52
Deceased			
Deceased	0	2	4
No longer used			
Do not investigate	68	42	0
Officer DNI	20	1	0
Officer NFA	260	273	255
Officer other	7	1	0
Officer register with ROC (reminder of the code)	1	0	0
Officer ROC	31	6	0
Sub-committee outcome	13	1	0

Table I: Case stages (average days/months taken to complete, 2014-15)

	Stage	Days	Months
Stages outwith our control	Await criminal case to conclude	63.1	2.10
	Await employer's disciplinary papers	38.4	1.28
	Await conclusion of disciplinary	31.0	1.03
	Awaiting several types of information	30.6	1.02
	Await complaint/conviction info	29.5	0.98
	Await references	29.0	0.97
	Await response from applicant/registrant	26.8	0.89
	Officer sanction offer awaiting acceptance	18.2	0.61
	Await third party case conclusion	13.5	0.45
Stages within our control	Case owner decision stage – solicitor assessing evidence	39.1	1.30
	Initial information gathering	36.7	1.22
	Organising/taking witness statements	34.3	1.14
	Reviewing full risk assessment – solicitor assessing evidence	31.3	1.04
	Investigator reviewing information	28.7	0.96
	CSC/RSC fixed	28.3	0.94
	Case owner decision stage	26.9	0.90
	Case escalated	25.9	0.86
	Full risk assessment – solicitor assessing evidence	25.0	0.83
	Date sufficient evidence to seek IO	22.2	0.74
	Full risk assessment – initial stage	21.8	0.73
	Quality assurance/Senior sign off	20.3	0.68
	Within appeal period	18.0	0.60
	Date decisions completed	15.8	0.53
	Reviewing full risk assessment	10.0	0.33

Section 3.5

Table J: Misconduct types 2012-13 to 2014-15

Behaviour outside work	Dishonesty	Inappropriate behaviour at work	Management failings	Practice failings	Regulatory issues
Alcohol/drugs	Dishonesty re. medication	Alcohol/drugs at work	Other management failings	Failure to follow procedures, including ratios/leaving post	Regulatory issues (failure to complete conditions prt1)
Assault/violence	Falsify records	Assault/violence		Failure to prepare reports	Other regulatory issues
Drink driving	Financial dishonesty (non-service user)	Breach of confidentiality		Medication failure	
Motoring offence	Financial dishonesty (service user)	Derogatory language about service user		Moving and handling	
Other criminal	Other dishonesty	Inappropriate behaviour towards colleague		Records not maintained	
Other outside work		Motoring offence		Restraint	
		Professional boundaries		Service user neglect	
		Respect/dignity of service user including bullying		Visit frequency not complied with	
		Sexual misconduct (service users)		Other	
		Verbal abuse of service user			
		Other work			

Glossary

CLF	Continuous Learning Framework
CSC	Conduct Sub-committee
CCW	Care Council Wales
EIA	Equality impact assessment
EWG	Equalities Working Group
FBW	Function based worker
HCPC	Health and Care Professions Council
IRISS	Institute for Research and Innovation in Social Services
MySSSC	Our online service for applicants and registrants to manage their application/registration
NDPB	Non-departmental public body
NES	NHS Education for Scotland
NISCC	Northern Ireland Social Care Council
NQSW	Newly qualified social worker
Register(s)	The number of people recorded in a particular part of the Register
Registrant(s)	A unique individual registered on a part of the Register
RSC	Registration Sub-committee
SCSWIS	Social Care and Social Work Improvement Scotland – also known as the Care Inspectorate
SDS	Self-directed support
Sequence	Our registration and conduct recording system
SfCD	Skills for Care & Development
SSSC	Scottish Social Services Council

WITNESS







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