

Scottish Social Services Council

Valuing Diversity Improving Opportunity

Equality Report 2013

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FOREWORD

The SSSC is committed to valuing diversity and improving opportunity for all. As an organisation, we want to demonstrate the difference we make and to show that our work improves the lives of people who use services and offers public protection.

The SSSC is wholly committed to ensuring that equalities are central to everything we do, as required by the new legislation. This is not just a legal obligation, but it also makes good sense. If we as an organisation meet the diverse needs of our stakeholders, we will carry out our work more effectively. It also helps us draw on a broader range of talent and ideas. This is likely to result in better informed decision-making and policy development and more efficient and effective services.

We listen to the people who run, work in and use the services and bring those views back to the SSSC to inform our future direction. People who are involved in influencing decisions that affect them are more engaged, services are more appropriate to the user and a workforce that has a supportive working environment is more productive, motivated and responsive to users' needs.

We have worked with NHS Education Scotland and Alzheimer Scotland on dementia care and we have worked with the General Teaching Council for Scotland on support for students with disabilities and we intend to continue our work to ensure that all groups are fairly represented and fairly treated.

Registration means that, increasingly, workers have the skills and training required to provide care and support to some of the most vulnerable people in our society. They and their employers have to abide by our Codes of Practice which focus on values, respect and dignity.

We will be working closely with all of our stakeholders to address the challenges ahead and continue to work towards making sure all our social service providers have the right people with the right skills in the right place at the right time.



GARY COUTTS
CONVENER



ANNA FOWLIE
CHIEF EXECUTIVE

1 INTRODUCTION

1.1 Who we are and what we do

The Scottish Social Services Council (SSSC) is the statutory Non-Departmental Public Body responsible for registering people who work in social services in Scotland and regulating their education and training. It was set up under the [Regulation of Care \(Scotland\) Act 2001](#) as part of the government's drive to raise standards in social service.

The SSSC's role is to raise standards of practice, strengthen and support the workforce and increase the protection of people who use the services. We put service users and carers at the centre of everything we do.

What we do:

- set up and maintain registers of key groups of social service staff
- publish Codes of Practice for all social service workers and their employers
- regulate the training and education of the social service workforce
- promote education and training
- undertake the functions of the sector skills council, Skills for Care and Development. This includes workforce planning and development.

There are approximately 195,000 workers in the social service workforce in Scotland working in a range of settings with a variety of different people who use services. Social service workers include people working in social work and social care, such as care home services and care at home for adults, services for children and young people in the community and nursery care. Broken down by employer type, some 33 per cent are employed in the public sector, 42 per cent in the private sector and 25 per cent in the voluntary sector. The SSSC itself employs 179 people.

1.2 SSSC Strategic Plan

The SSSC Strategic Plan 2011 – 2014 sets out our vision, purpose and four key outcomes:

Vision: "Our work means the people of Scotland can count on social services being provided by a trusted, skilled and confident workforce"

Purpose: “To raise standards and protect the public through regulation, innovation and continuous improvement in workforce planning and development for the social services workforce”

Outcome 1: “Scotland has a safer, more skilled and flexible social service workforce”

Outcome 2: “Scotland has an effective, proportionate and successful model of regulation in social services”

Outcome 3: “Scotland has high-quality, well-led social services”

Outcome 4: “Our work and the organisation is regarded as an international exemplar of good practice and innovation”.

1.3 Our values

We will work to ensure that:

people who use social services are:

- confident in the skills of the people providing those services
- understand the standards that social service workers must meet.

social service workers are:

- confident in their skills and training
- have the opportunity to enhance their skills throughout their career
- proud of being part of a registered profession.

employers will:

- have information to help them plan for the future needs of people who use services and those who support them
- be confident in the skills of their workforce
- have a workforce with the right skills and the right training to meet the demands of today and tomorrow.

2 WHAT THE LAW SAYS WE MUST DO

Under the Regulation of Care (Scotland) Act 2001, the SSSC is obliged to act in a manner which encourages equal opportunities. The SSSC must also observe the requirements set out in all relevant and applicable equalities legislation. The [Equality Act 2010](#) (the Act) came into force in October 2010 and replaces previous equalities legislation.

2.1 Public Sector Equality Duty

[Section 149](#) of the Act came into force on 5 April 2011 and created the Public Sector Equality Duty. This replaces the previous race, disability and gender equality duties set out in earlier legislation.

The purpose of the public sector equality duty is to ensure that public authorities consider how they can positively contribute to a fairer and more equal society through advancing equality in all their policies, the services they provide and in their day-to-day business. This is about proactively mainstreaming equalities; changing people's mindset so it becomes second nature to consider equality issues first when designing policies or delivering services, rather than justifying actions afterwards.

The general duty requires us, in all that we do, to consider the need to:

- **eliminate discrimination, harassment, victimisation** and any other conduct that is prohibited by or under the Equality Act 2010
- **advance equality of opportunity** between persons who share a relevant protected characteristic and persons who do not share it
- **foster good relations** between persons who share a relevant protected characteristic and persons who do not share it.

2.2 Protected characteristics

The term protected characteristics in the Equality Act 2010 means characteristics that people may share that are protected by provisions in the Act. These are the same as characteristics that were protected by previous discrimination legislation in Great Britain.

The nine protected characteristics are:

- age

- disability
- race
- religion or belief
- sex
- sexual orientation
- gender reassignment
- pregnancy and maternity
- marriage and civil partnership.

The protected characteristic of marriage and civil partnership is only covered in relation to the general duty to eliminate discrimination.

2.3 The specific duties

The [Equality Act 2010 \(Specific Duties\)\(Scotland\) Regulations 2012](#) (the Regulations) set the SSSC a series of duties . The purpose of the specific duties is to help us in our performance of the general equality duty.

The duties are:

- the duty to publish a set of equality outcomes by 30 April 2013 and to report progress not later than 30 April 2015 and every following two years
- the duty to assess and review policies and practices (by means of Equality Impact Assessments)
- the duty to report progress on mainstreaming the equality duty by 30 April 2013 and every following two years (ie this Equality Report)
- the duty to gather and use employee information
- the duty to publish gender pay gap information by 30 April 2013 and every following two years
- the duty to publish statements on equal pay – in the first instance in relation to gender only by 30 April 2013 and then in relation to gender, race and disability by 30 April 2015 and every two years thereafter
- the duty consider equalities in public procurement
- the duty to publish in a manner that is accessible.

2.4 Procurement

The Regulations also say we must also consider award criteria and conditions in relation to public procurement.

This means that when procuring a product or service, we must also have due regard to whether our procurement award criteria should also include considerations to enable us to better perform the equality duty. Any such award criteria must be proportionate to the subject matter of the proposed contract. The SSSC's Procurement Strategy 2013 – 2016 supports our approach to equality and requires full equality impact assessment processes to be carried out on all procured services.

We also use the collaborative contracts and frameworks procured by the Scottish Government and Government procurement service wherever possible. In these circumstances, equalities will have been considered as part of the process.

Procurement training including equalities issues is provided to all budget holders.

3 INFORMATION USED TO ASSESS OUR EQUALITY WORK

3.1 Evidence and information

We considered the information we keep about equality including staff information and the data we collect and publish on the social service workforce, for example the 2011 [Workforce Data Report](#), an Official Statistics Publication for Scotland. We considered how we achieve our equality responsibilities and what more we can do.

We examined equality issues for SSSC staff with protected characteristics taking into account our internal policies and procedures. We also looked at the impact we have on equality in care, social work and social services through our registration and education and training work.

3.2 Consultation

The SSSC has had a published Equality and Diversity Policy since 2006 and has published annual Equality Action Plans since 2009, as well as an Equality Scheme for 2009 – 2012, all of which were subject to public consultation. These formed the basis for developing this Equality Report and the set of Equality Outcome Statements that we have published alongside this report.

To better understand people's needs and expectations the input from equality groups representing each of the nine protected characteristics was considered. Local organisations we contacted included Dundee International Women's Centre, NHS Fife, Scottish Ambulance Service, Dundee City Council's 'Access to Learning' Project and AMINA – the Muslim Women's Resource Centre. We also spoke to individuals who responded to a request for feedback that we published in the SSSC news in February 2013.

3.3 Equalities Working Group

The SSSC has an Equalities Working Group (EWG) consisting of representatives of staff from across all areas of our organisation. The group also benefits from the input of an external member who is a registered Social Worker with a special interest in disability discrimination. In addition, all staff were alerted to this work through Yammer (our knowledge exchange system) and encouraged to comment on the draft Outcomes and to help identify evidence and gaps in our equality work.

The EWG's external member worked with the SSSC in conjunction with the General Teaching Council to develop a guide to provide teaching and social work students and professionals with information on their rights and responsibilities under current disability legislation. The external member then facilitated dissemination sessions and awareness workshops on inclusion, which were delivered to Stirling University, the Perth and Kinross and City of Edinburgh Council local authorities, the Social Work Action Network and Perth Community Circle. The workshops provided people with a collectively safe environment where they could openly discuss their concerns and possible professional dilemmas faced. The feedback from these workshops confirmed previous research which suggests that while financial and practical considerations must be addressed, the major change required is still attitudinal.

3.4 Partnership

We also engaged with a number of other scrutiny partners to develop our Equality Outcome Statements to ensure they are understood and have meaning to those reading them and that they can make a difference to the lives of people affected by inequality and discrimination. Partners have primarily, but not exclusively, included Audit Scotland, Education Scotland, Health Improvement Scotland, Her Majesty's Inspectorate of Constabulary for Scotland and the Care Inspectorate.

We attended workshops and seminars run by the Equalities and Human Rights Commission and we took close account of their published guidance on the public sector equality duty. We also reviewed the Scottish Government Guidance on the duty.

4 HOW WE ELIMINATE DISCRIMINATION, VICTIMISATION AND HARRASSMENT

4.1 For people who use social services and their carers

All people have the right to live free from discrimination, victimisation and harassment.

Our role is to increase the protection of people who use social services, to raise standards of practice in the workforce and to increase public confidence in the sector. The SSSC aims to protect people who use services and their carers by promoting high standards of conduct and by taking action where the public are at risk.

[Our Codes of Practice for Social Service Workers and Employers](#) set out clearly what standards service users, their support network and the general public can expect from social service workers including expectations in terms of equalities. We encourage both registered workers and employers to take a full part in supporting the general equality duty for the benefit of the individuals who use their service.

The Codes of Practice promote the principles of dignity, privacy, choice, safety, realising potential and equality and diversity.

When a social service worker applies to register with the SSSC they must agree to abide by the Code of Practice for Social Service Workers which sets out the conduct expected of social service workers and informs people who use social services and the public about the standards they can expect.

Through stakeholder surveys we knew that while there are very high levels of awareness of the Codes among workers and employers, people who use services are less aware of the Codes, although they are aware that there are standards of service. As a result, we set up a project to focus on the different groups of people who use services and their carers to ensure that materials are targeted to their particular needs. We started by raising awareness of the Codes among residential child care workers, the children and their parents or guardians. This was done by means of a year-long campaign in partnership with Who Cares? Scotland.

We worked with a group of young people from Who Cares? Scotland to produce a film of the Codes of Practice. The young people interpreted the Codes into a dramatization that will be meaningful to children living in residential care. We then focused on raising awareness among older people and their carers. Our initial research into older people services highlighted that they prefer to receive information in the format of posters and leaflets. We therefore developed a leaflet and posters for people who use services and their carers and a separate leaflet and postcard for managers.

4.2 For registered social service workers

All social service workers registered must meet the standards set out in the SSSC Code of Practice for Social Service Workers. As set out above, the Code promotes the principles of dignity, privacy, choice, safety, realising potential and equality and diversity. And if a registered worker fails to meet these standards they will be held to account and we can take action.

Registered social service workers must also meet post registration training and learning (PRTL) requirements to make sure that they keep up to date with practice and develop their skills and learning throughout their careers. We will promote the mainstreaming of equality through the PRTL requirements.

Through the SSSC Code of Practice for Employers of Social Service Workers, employers have a duty to support their staff to meet the Codes and their PRTL and to identify areas for development.

We develop resources and materials to help social services staff to develop their practice and skills and each of these promotes equality by being developed to make sure that they are accessible and that they do not exclude anyone from using them. Some resources will be developed to address equality outcomes for staff and service users for example, the Continuous Learning framework.

The SSSC's microsite "Step into Leadership" was developed to assist social service workers at all levels to develop their leadership skills and to provide resources for employers to help create an organisational culture where leadership development is supported at all levels. The EWG external member participated in a pilot of the Step into Leadership website to assess and improve its accessibility to ensure barriers were removed.

4.3 For our staff

SSSC policies are designed to provide a safe and positive working culture for our staff. We have a range of progressive employment policies including a performance development review system and policy on one-to-one staff supervision, dignity at work, code of conduct, equality and diversity, grievance and whistleblowing, flexible working and flexible hours maximising attendance, support for continuing education, special leave, maternity and paternity leave policies. We use our policies and practices proactively to support staff against discrimination either directly or indirectly because of their age, race, disability, sex, gender reassignment, sexual orientation, religion or belief, maternity status or their marriage or civil partnership status.

These policies and processes are also designed to promote and mainstream equality in the actions of all staff.

Through our Partnership Agreement with UNISON we have a close working relationship with staff representatives and have a procedure for time off to carry out trade union duties.

All our staff have access to our Employee Assistance Programme, an independent confidential advice support service.

We carry out individual risk assessments for staff members who require or request additional support and make reasonable adjustments for staff with a disability who require support to continue to work in their role.

We keep staff up to date with recent developments through our intranet and Yammer, our knowledge exchange system for sharing thoughts, ideas and work areas of interest.

5 HOW WE ADVANCE EQUALITY OF OPPORTUNITY

We are currently developing a new Human Resources Management Information System which will be implemented throughout 2013-14. This will provide a sophisticated monitoring tool to help us improve our policies and processes and to focus on developing opportunities to assist equality of opportunity for all.

5.1 For people who use social services and their carers

We have improved access to our information and services for all people. Our Step into Leadership portal was developed with a particular focus on people with visual impairments, as were the "my SSSC" website and our

online Registration system. We also take reasonable steps to ensure all people can access conduct hearings as required.

Our communications team are continually considering how we can improve accessibility of information on our main website and other online resources.

The Equality Impact Assessment (EIA) is a way of assessing the potential impact of our policies and practices on all people, including those with Protected Characteristics. This means before we develop or agree on any new ways of working, we check with our staff and equality group partners to make sure these changes will not unreasonably adversely affect people with protected characteristics. Moreover, we ensure where relevant that our policies work to support people with protected characteristics, particularly where they are underrepresented or face particular difficulties.

Our employees have access to online guidance and templates to assist with the EIA process and we will continue to train and develop our staff in the use of the EIA process and will continue to publish completed EIAs on our website.

5.2 For registered social service workers

The Standards in Social Work Education form the basis of the social work degree and postgraduate courses in Scotland. These standards were recently reviewed in line with the new equality legislation. We also worked with partners to develop standards for the awards in Childhood Practice and we are also responsible for the development of the National Occupational Standards which form the basis of Scottish Vocational Qualifications for Health and Social Care and Children's Care Learning and Development. Our quality assurance processes, monitoring and development of these training programmes and standards are designed to promote mainstreaming of equality.

5.3 For our staff

The SSSC policies set out under section 4.3 above are also designed to support equality of opportunity for all staff.

In **Annex 1** to this report, we publish statements about our equal pay policies and figures on any gender pay gap and "occupational segregation" (the proportion of men and women at different grades).

The gender pay gap for the SSSC shows that across the whole organisation women earn some three per cent more than men. This is largely due to the high proportion of women in senior roles. This is relatively unusual, with the norm for public sector organisations being a gender pay gap of some 18 per cent in favour of men. In the private sector, the gender pay gap in favour of men is significantly higher.

The SSSC employs some 79 per cent women to 21 per cent men. This ratio of around 4:1 is broadly consistent across all grades within the organisation, with no particular occupations showing different gender concentrations. Our Workforce Data Report shows this broadly reflects the gender balance in the wider social service workforce, which is made up of 84 per cent women to 16 per cent men. It should be noted that the social service workforce is paid less overall compared to many other sectors.

6 HOW WE FOSTER GOOD RELATIONS BETWEEN PEOPLE WHO HAVE PROTECTED CHARACTERISTICS AND PEOPLE WHO DO NOT

Previous legislation focused more on preventing discrimination and advancing equality of opportunity. We will continue to consider how we can work to better foster understanding between different groups in relation to services users and their carers, social service workers and our staff.

6.1 For people who use social services and their carers

Our Codes of Practice for Social Service Workers and Employers are designed to promote and mainstream equality and to make sure that workers and services display and promote behaviour and practice that do this. Where standards of practice and conduct fail to meet the Codes, we can take action to address this.

6.2 For registered social service workers

We promote the fostering of good relations through the development of the standards that underpin the qualifications that social service workers must hold and through their PRTL. We also promote this through our quality assurance and monitoring of social work, children's care and social care qualifications to ensure that training providers are producing workers who are aware of and skilled to do this.

Also the SSSC Codes of Practice are very clear about the role workers and employers must play in promoting and supporting equality and diversity.

And if SSSC registered social service workers fail to meet the standards in the Codes they can be held to account.

6.3 For our staff

Fostering good relations is about understanding different values and showing respect for others. Equality and diversity is a core competency built into our Behavioural Competency Framework and so forms a core element of everyone's annual performance appraisal.

7 CONCLUSION AND WAY FORWARD

The SSSC as an organisation is committed to the elimination of discrimination, advancing equality of opportunity and to fostering good relations with people who share one or more protected characteristics and those who do not.

This Equality Report has highlighted many examples of how we mainstream each of the three needs of the Public Sector Equality Duties. We have considered how we do this for the people use services and their carers, for social service workers and for our staff.

We believe that publication of this report and the continuous monitoring process it brings in will raise the profile of equality work with those who use services and their carers, social service workers and our own staff. Increased awareness of our equalities duties, the nine protected characteristics and the rights of all people to live as equals will lead us to better challenge the inequalities that we encounter and promote a fairer Scotland.

We have prioritised some areas for improvement in our work and have set these out in the separate report on our Equality Outcomes and supporting Action Plan.

Over the next two years we will develop our methods for gathering evidence on the protected characteristics and we will use this information to measure our progress in mainstreaming the Public Sector Equality duty in all that we do.

Within the next two years we will update this report on our progress in better performing the Public Sector Equality Duty.

GENDER PAY GAP AND EQUALITIES STATEMENT

Introduction

The Scottish Social Services Council, our employees and members recognise and support the principle of valuing diversity, improving opportunity and fostering understanding in carrying out our functions. We will not tolerate discrimination against any individual, either directly or indirectly, unlawfully or unjustifiably because of their personal status in relation to race, ethnic or national origin, religion or belief, disability, age, sex (including gender reassignment), sexual orientation, marital status (including civil partnerships) or pregnancy or maternity. We will take positive action to promote a culture where all employees can fully contribute to the work of the SSSC.

Our staff

As at 1 March 2013, the SSSC employs 179 people. This equates to 166.3 full-time equivalent posts (FTE), comprising 131.1 (79%) women and 35.2 (21%) men. Around three quarters work in public facing departments such as registration, workforce development and fitness to practice. The remainder provide business and support services, including human resources, finance, legal advice, workforce intelligence, communications and information technology.

What the law says we must do

The Equality Act 2010 (Specific Duties)(Scotland) Regulations 2012 state that by 30 April 2013 we must:

- publish a statement about our policy on equal pay among our employees between men and women
- publish gender pay gap information. That is, the percentage difference among our employees between men's average hourly pay (excluding overtime) and women's average hourly pay (excluding overtime)
- publish figures detailing the "occupational segregation" among our employees defined as the concentration of men and women in particular grades and in particular occupations.

Equal pay policy

We support the principle of equal opportunities in employment and believes that as part of that principle male and female staff should receive equal pay for the same or broadly similar work, for work rated as equivalent and for work of equal value other than where the difference in pay is genuinely due to a material factor which is not the difference of sex.

We believe that it is in the organisation's interest and in the interests of good management practice that pay is awarded fairly and equitably to eliminate any gender bias and to support morale and enhance efficiency. We recognise that in order to achieve the principle of equal pay for employees doing equal work, it should operate a pay system which is transparent, based on objective criteria and free from any bias not only relating to sex but also to ethnicity, disability and age.

In order to put our commitment to providing equal pay into practice we will:

- examine and keep under review existing and future pay practices including continuing to use an objective job evaluation system
- carry out regular monitoring of the impact of the organisation's pay practices
- provide guidance for managers directly involved in decisions relating to remuneration
- continue to work in partnership with Unison on the actions and implementation of this policy
- conduct an equal pay audit in relation to sex, ethnicity, disability and age at least every three years.

Table A sets out the current salary scales within the SSSC.

Table A

SSSC Salary Scales 2012-13

Grade	Minimum (£ per annum)	Maximum (£ per annum)
Chief Executive	75,725	80,000
A1	64,389	73,995
A2	55,584	64,389
B3	45,192	51,309
C4	40,929	47,019
C5	35,721	41,751
D6	31,719	36,435
D7	27,570	31,719
E8	22,401	25,737
E9	19,545	22,458
F10	17,079	19,545
F11	14,601	16,743

Gender Pay Gap

Table B sets out the figures for number, percentage and average hourly pay excluding overtime (calculated as the arithmetic mean) for our employees, subdivided into male and female full time equivalents.

The gender pay gap is the percentage difference between men's average hourly pay (excluding overtime) and women's average hourly pay (excluding overtime). This has been calculated by dividing the men's average hourly salary by the female average hourly salary and expressing the result as a percentage. A figure below 100 per cent indicates that there is a pay gap in favour of women, ie women across the organisation as a whole earn on average more than men). A figure greater than 100 per cent indicates there is a pay gap in favour of men, ie men across the organisation as a whole earn on average more than women.

The gender pay gap for the SSSC shows that across the whole organisation, on average women earn around 3 per cent more than men. This is largely due to the high proportion of women in senior roles. This is relatively unusual, with the norm for public sector organisations being a gender pay gap of some 18 per cent in favour of men. In the private sector, the gender pay gap in favour of men is significantly higher.

Table B**SSSC Gender Pay Gap**

		Total Staff	Total Staff (FTE)	Female Staff (FTE)	Male Staff (FTE)	Gender Pay Gap (percentage difference between men's av. hourly salary and women's av. hourly salary)
All staff	Numbers	179	166.3	131.1	35.2	97.1%
	%	100%	100%	79%	21%	
	Average hourly salary	--	£14.09	£14.17	£13.76	
Full-time staff	Numbers	146	146	113	33	99.4%
	%	82%	88%	77%	23%	
	Average hourly salary	--	£14.42	£14.44	£14.35	
Part-time staff	Numbers	33	20.3	18.1	2.2	67.2%
	%	18%	12%	89%	11%	
	Average hourly salary	--	£12.62	£13.14	£8.83	

Occupational segregation

Table C sets out the figures for occupational segregation. The SSSC employs 79 per cent women to 21 per cent men (an approximate ratio of 4:1). This ratio is broadly consistent across all grades within the organisation, with no particular occupations showing different gender concentrations. Our Workforce Data Report show this broadly reflects the gender balance in the wider social service workforce, which is made up of 84 per cent women to 16 per cent men. It should be noted that the social service workforce is paid less overall compared to many other sectors.

Table C

SSSC Occupational Segregation by Grade

Grade	Total Staff 179	Total Staff (FTE) 166.3	Female (FTE) 131.1	Male (FTE) 35.2	% female	% male
Chief Executive	1	1.0	1.0	0.0	100%	0%
A1	-					
A2	2	2.0	2.0	0.0	100%	0%
B3	3	3.0	3.0	0.0	100%	0%
C4	10	10.0	8.0	2.0	80%	20%
C5	21	19.1	14.1	5.0	74%	26%
D6	17	15.9	12.9	3.0	81%	19%
D7	9	9.0	6.0	3.0	67%	33%
E8	17	16.7	12.7	4.0	76%	24%
E9	11	10.4	7.4	3.0	71%	29%
F10	24	21.8	18.3	3.5	84%	16%
F11	64	57.4	45.7	11.7	80%	20%

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