

2025

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Registrant Survey Snapshot Report

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Foreword

The 2025 Registrant Survey Snapshot Report is our second annual report that provides a clear and timely picture of what matters to registrants.

Our annual Registrant Survey is centred on the work of the SSSC and gives us essential insights from the social care, social work and children and young people workforce to help us to improve our work and to gain an understanding of which areas they want us to focus on. What our registrants tell us directly shapes how we develop our services, strengthen our engagement and improve the support we provide.

Their feedback directly informs the work we undertake through service enhancements, policy development and broader transformation initiatives.

The analysis of our survey results show we have generally improved across all categories since we revised the questions in 2022. We're pleased the results show an overall improvement in how we're carrying out our work.

We remain committed to acting on what we have heard and the insights captured in this report will support our planning and help us continue to improve our services and the support registrants rely on.

Maree Allison
Chief Executive



Introduction

This report provides an overview of key insights gathered from our annual Registrant Survey between 11 August and 16 September 2025.

The purpose of the snapshot report is to offer a concise, timely summary of registrant views relating to our services, communications, registration and overall engagement. We publish this report annually to build a long term picture of how feedback from our registrants changes over time and how this informs our work each year.

It focuses on several key areas including:

- what registrants think of the registration process
- the benefits of registration
- how we communicate
- our customer service.

We also included some questions as benchmarks for the Future Proofing Programme, which we launched in June 2024. This programme included a review of our Register, qualifications and skills and the SSSC Codes of Practice.

2025 data was collected through an online survey sent to all unique individuals on the Register who had given consent for us to contact them by email. The survey was sent to 165,166 registrants. We received 3,348 responses, giving us a response rate of 2.03%. We calculated an estimated representative response rate to indicate if we received enough responses for each Register part to provide a reliable result. With a confidence interval of 95%, we needed 384 responses for the results to be representative of the recipient group. With 3,348 responses, we can consider the results to be representative of the Register as a whole.

We're confident the survey results are accurate within a 5% margin. However, we did notice a lower response rate from social workers and social work students, which will guide how we gather information in the future to ensure all groups on the Register are properly represented.

This year's survey had a lower response rate across all Register parts compared to previous years. We've consulted with our registrants about several pieces of work this year, which may contribute to survey fatigue and lower response rates. We'll review our approach to the Registrant Survey to encourage participation this year.

We analysed the feedback and compared the 2025 results to the 2022, 2023 and 2024 Registrant Surveys for all questions where responses were provided on a scale of one to five and were asked in previous years. We used weighted averages to reflect strength of feeling in how respondents rated us in questions where answers were given on a scale of one to five.

The graphic below shows the weighted average for each question and if positive responses went up, down or stayed the same as previous years.

Codes of Practice

Weighted average	Vs 2024	Vs 2023	Vs 2022
79.6%	+0.0%	+2.6%	+5.7%

How well aligned are the codes with Health and Social Care Standards? 81.7% +1.7% +4.1% +7.4%

How effectively do the Codes support you in using your professional judgement? 79.2% +0.0% +1.9% +5.4%

How effectively do the Codes reflect current best practice? 80.5% -0.6% +1.7% +4.0%

How effectively do the Codes support taking proportionate risks? 76.8% -1.0% +2.5% +5.9%

Customer service

Weighted average	Vs 2024	Vs 2023	Vs 2022
76.0%	-1.6%	+0.4%	+5.9%

How satisfied are you with the standard of customer service you received when you contacted us? 80.8% -0.5% -2.7% -0.9%

Thinking about your overall experience of the services provided by the SSSC, how satisfied are you? 74.9% -1.5% +1.4% +7.3%

CPL

	Weighted average	Vs 2024	Vs 2023	Vs 2022
	71.8%	-2.3%	+4.1%	+6.7%
How helpful are continuous professional learning (CPL) requirements in supporting you to have the right skills as a member of the social work, social care and children and young people workforce?	74.4%	+1.1%	+3.6%	+9.4%
How helpful are the SSSC learning resources in helping you to access wellbeing support?	72.1%	-3.1%	+7.7%	-
How strongly do you agree that your SSSC continuous professional learning (CPL) requirements support your career progression?	68.8%	-5.5%	-	-

Registration with SSSC

	Weighted average	Vs 2024	Vs 2023	Vs 2022
	69.9%	-4.6%	+0.5%	+4.3%
How strongly do you agree that the work of the SSSC promotes equality, diversity and inclusion?	76.8%	-1.7%	+1.4%	+6.0%
How well do you think the work of the SSSC promotes the value of the sector and the workforce? For example, our work on promoting careers in care.	70.8%	-2.7%	+3.0%	+6.5%
How strongly do you agree that the work of the SSSC helps improve your practice?	70.6%	-4.8%	-1.0%	+5.8%
How strongly do you agree that being registered with the SSSC makes you feel recognised as a professional?	69.2%	-5.6%	-0.1%	+7.0%
How strongly do you agree that being registered with the SSSC makes you feel valued for the work you do?	61.9%	-8.0%	-0.7%	-

Our website

Weighted average	Vs 2024	Vs 2023	Vs 2022
66.3%	-2.7%	-	-

How easy do you find it use the website?

66.3%	-2.7%	-	-
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Positive responses dropped slightly between 2024 and 2025 across several categories. Analysis of the comments in the survey don't give any strong indication as to the reasons.

However, other surveys and engagement activity indicate there may be wider factors affecting how the workforce feels valued and recognised, which might have influenced this year's survey results.

We also saw a peak in positive responses last year following changes to the Register as part of the Future Proofing Programme, so we expect some decline as our survey results settle into a baseline.

You can find out more about our methodology in Appendix One and see a full breakdown of the results in Appendix Two.



The
results

Registration

There are 173,000 people on our Register working across different types of services. One of the aims of registration of the workforce is to improve practice and all registrants must submit an annual declaration confirming their continuing fitness to practise and completion of continuous professional learning.

We saw a drop in positive responses to all questions about registration in 2025.

The decrease in positive responses ranged from 1.7% to 8.0% to the weighted average across the five registration questions where we could compare to last year.

The table below shows the scores and weighted average for each registration question.

Category	Positive %	Neutral %	Negative %	Weighted average %
How strongly do you agree that the work of the SSSC promotes equality, diversity and inclusion?	71.9	22.4	5.6	76.8
Maintaining registration is a straightforward process.	78.3	11.9	9.9	76.6
Applying for registration is a straightforward process.	74.1	14.3	11.6	74.3
How well do you think the work of the SSSC promotes the value of the sector and the workforce? For example, our work on promoting careers in care.	65.3	24.0	10.6	70.8
How strongly do you agree that the work of the SSSC helps improve your practice?	66.4	20.1	13.5	70.6
How strongly do you agree that being registered with the SSSC makes you feel recognised as a professional?	64.3	17.0	18.7	69.2
How strongly do you agree that being registered with the SSSC makes you feel valued for the work you do?	52.7	23.8	23.5	61.9

Separate to the Registrant Survey we also carried out the first Have Your Say Workforce Wellbeing Survey in 2025 which gathered feedback from the social service workforce about how valued they feel in their role and aspects of their role and work culture that impact their wellbeing. We will use the findings from both surveys to guide our work to make people's voices heard and influence change.

What will we do differently

We've done the following since the survey closed.

In 2025 you said	We did
72% of registrants believe our work promotes equality, diversity and inclusion.	We created and launched the SSSC's human rights-based approach self-assessment. All departments carried out a self-assessment exercise to identify strengths and areas for improvement in embedding the human rights-based approach in everything we do.
74% of registrants told us that applying for registration is a straightforward process.	We published a video about how to apply for registration on our website to further support workers who are applying for registration.

In 2025 you said	We will
53% of registrants told us being registered makes them feel valued for the work they do.	<p>When we are doing stakeholder engagement and employer engagement events we make sure we show the value of registration and the workforce and the importance of the profession.</p> <p>Social Work Week 2026 highlighted the work we are doing which supports a professional workforce.</p> <p>We are also supporting research into the perceptions of the social care workforce.</p>
66% of registrants told us they agree that the work of the SSSC helps improve practice.	<p>We are planning features in our newsletters over the coming months on the differences qualifications make.</p> <p>43% of the workforce are not yet qualified and as that percentage reduces we expect to see an increase in positive responses in this area.</p> <p>We are undertaking a review of the structure and mandatory content of our benchmark qualifications at SCQF levels six, seven and nine.</p> <p>We are making improvements to information around the continuous professional learning (CPL) requirements and CPL resources, including the CPL website and guidance, to help support the registered workforce. These changes will come into force in March 2026.</p> <p>We are also making improvements related to personalisation in our Learning Zone and MyLearning services.</p>

In 2025 you said	We will
78% of registrants told us that maintaining registration is a straightforward process.	As part of our registrant events, throughout quarter four of 2025/26 we will be holding workshops about maintaining registration where we will provide advice on how to update details on MySSSC, how to upload qualification evidence and how to complete annual declarations.
72% of registrants believe our work promotes equality, diversity and inclusion.	We continue to develop Easy Read versions of our guidance documents. We will be publishing an updated analysis of diversity data and research report in 2025/26.
65% of registrants believe the work of the SSSC promotes the value of the sector and the workforce.	We have published a Social Care Careers Opportunity Tool for adult social care and we are carrying out a scoping exercise in 2026 to consider developing a similar tool for early learning and childcare. We are also carrying out scoping to be able to link to live vacancy data.



Codes of Practice

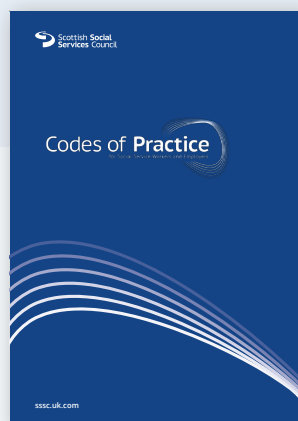
The Codes of Practice section had the most positive response compared to 2024. There were minor increases and decreases to positive responses across the category.

All questions about the Codes scored very highly, with a weighted average of over 76% for every question.

The revised Codes of Practice came into effect on 1 May 2024. The high proportion of positive responses throughout this section continue to indicate that the revised Codes have resulted in positive changes.

We are supporting the review of the Health and Social Care Standards which provides an opportunity for greater alignment between the Standards and the Codes.

The table below shows the scores and weighted average for each Codes of Practice question.



Category	Positive %	Neutral %	Negative %	Weighted average %
How well aligned are the Codes with the Health and Social Care Standards?	84.5	13.5	2.0	81.7
How effectively do the Codes reflect current best practice?	84.5	11.5	4.1	80.5
How effectively do the Codes support you in using your professional judgement?	80.9	14.5	4.6	79.2
How effectively do the Codes support taking proportionate risks?	77.9	17.9	4.2	76.8

What will we do differently

In 2025 you said	We will
84% of registrants told us they feel the Codes reflect current best practice.	We will carry out a light touch review of the Codes in 2026 to ensure they still reflect best practice and we will use the results of this survey to help inform that review.
81% of registrants feel the Codes are effective in supporting them to use their professional judgement.	We have produced the Codes, Rights and Keeping the Promise resource for people working in children and young people services and we are now working with the Care Inspectorate to create some practice examples that we can incorporate into this resource.
84% of registrants told us they feel the Codes are aligned with the Health and Social Care Standards.	The Standards are currently under review but we expect changes will strengthen alignment between the Codes and the Standards.

Customer service

Our questions about customer service had minor decreases in positive responses compared to 2024 but still scored highly overall.

We've asked this question in every Registrant Survey since 2019 and had a positive response of over 80% every year.

This year we asked a follow up question for both customer service questions, 'What could have improved the service you received?' with a free text answer.

We pride ourselves on the high standard of customer service our staff deliver when registrants contact us. We'll use the responses to these questions to continue to improve the ways we work.

The Registrant Survey itself is part of our work to gather registrants' feedback about our customer service and keep their experience at the centre of all we do.

The table below shows the scores and weighted average for each customer service question.

Category	Positive %	Neutral %	Negative %	Weighted average %
How satisfied are you with the standard of customer service you received when you contacted us?	81.3	10.0	8.7	80.8
Thinking about your overall experience of the services provided by the SSSC, how satisfied are you?	71.9	20.7	7.4	74.9

What will we do differently

We've done the following since the survey closed.

In 2025 you said	We did
81% of registrants told us they were satisfied with the standard of customer service they received when contacting us.	We have relaunched our internal Community of Practice using the format of Action Learning Sets to encourage collaborative problem solving and new approaches to the way we carry out different areas of our work, including our approach to customer service.
72% of registrants told us they are satisfied with the overall experience of the services provided by the SSSC.	<p>Our Registration department regularly analyse information customers provide us through call reason codes to highlight areas for improvement.</p> <p>Our Registration and Fitness to Practise departments carry out a yearly review of complaints to identify trends and areas for improvement.</p>

In 2025 you said	We will
A variety of positive feedback was provided about customer service when contacting us as well as comments about response times and varied other feedback about our customer service, MySSSC and the MyLearning platform.	We continually review all our services to identify areas for improvement. We take a service design approach to improving our services to make sure we are keeping our users at the heart of our services.

Qualifications

We revised our qualification questions this year to make them clearer and give us better insights into registrants' experiences with qualifications.

As the qualification questions are new for 2025, we cannot provide comparisons to previous years.

We reviewed our benchmark qualifications as part of the Future Proofing Programme in June 2024. This allows for increased flexibility of the accepted benchmark qualifications across Register parts.

We reviewed the qualification information on the SSSC website as part of our website redevelopment project. We launched the new website on 27 May 2025.

The positive responses in this section indicate the review of the qualification information was successful in making qualification requirements clearer and easier to understand.

The table below shows the scores and weighted average for each qualifications question.

Category	Positive %	Neutral %	Negative %	Weighted average %
How well do SSSC qualification requirements support the delivery of high quality care?	77.3	18.4	4.4	79.6
How clear was the qualification requirement when you registered?	79.1	11.1	9.7	79.4

What will we do differently

In 2025 you said	We will
79% of registrants felt that qualification requirements were clear when they registered.	We will review Registration communications, including the information provided about qualifications in our communications related to conditions such as Notice of Decisions.
77% of registrants told us they feel SSSC qualification requirements support the delivery of high quality care.	We are doing some work to see if there is any correlation between service grades given by the Care Inspectorate and how qualified the service is. Early indication says there is some correlation between having a qualified workforce and good service grades.
Registrants provided us text responses expressing concerns about gaining qualifications, particularly for workers with long service.	We are continuing to do work with other organisations like Scottish Government, NHS Education for Scotland and Qualifications Scotland (formerly SQA) to look into multiple different ways of supporting the workforce to get qualified including the different ways individuals can evidence their learning and exploring the funding challenges.

Continuous professional learning

The questions about continuous professional learning (CPL) had a combination of increases and decreases in positive responses since 2024.

We launched our new CPL for registrants on 3 June 2024. The decrease in positive responses to these questions and additional information provided in a follow up free text question will inform work we are doing to further improve our resources and clarify CPL requirements.

We're improving information on CPL and CPL resources, including moving the CPL website and guidance to the Learning Zone, to help support registrants.

We asked a new question 'How strongly do you agree that you can provide advice to the people you support to keep them safe online?'. This question had a positive response of 71.4% as a weighted average. We'll use this to inform further work on cyber security for the sector.

The table below shows the scores and weighted average for each continuous professional learning question.

Category	Positive %	Neutral %	Negative %	Weighted average %
How helpful are continuous professional learning (CPL) requirements in supporting you to have the right skills as a member of the social work, social care and children and young people workforce?	71.1	19.2	9.7	74.4
How helpful are the SSSC learning resources in helping you to access wellbeing support?	64.9	27.0	8.1	72.1
How strongly do you agree that you can provide advice to the people you support to keep them safe online?	73.5	20.2	6.3	71.4
How strongly do you agree that your SSSC continuous professional learning (CPL) requirements support your career progression?	63.8	22.2	14.0	68.8

What will we do differently

In 2025 you said	We will
64% of registrants agree that SSSC continuous professional learning (CPL) requirements support career progression.	We are making improvements to information around CPL and CPL resources, including incorporating the CPL website and guidance into the Learning Zone, to help support the registered workforce.
74% of registrants agreed that they can provide advice to the people they support to keep them safe online.	We will be using this data to inform further work about cyber security for the sector.
Registrants provided text feedback expressing difficulty in understanding the SSSC CPL requirements.	We will analyse the information we collect in annual declarations around CPL to see if there are any specific areas we need to address and support the workforce with.

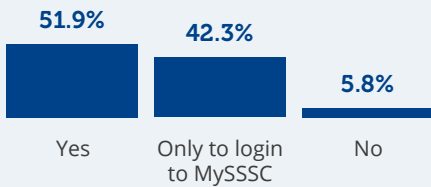


The SSSC website

51.9% of survey respondents use the SSSC website.

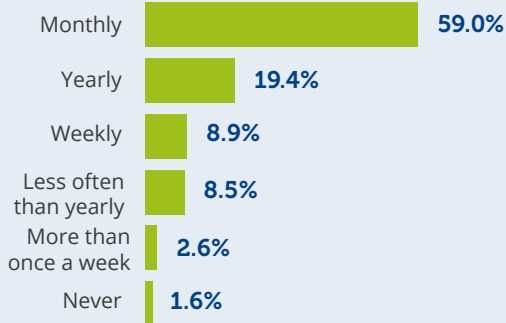
The graphics below shows the results for each SSSC website question.

→ **Do you use the SSSC website?**



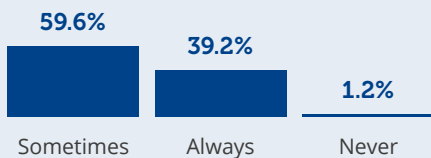
Do you use the SSSC website?	
Yes	51.9%
Only to log into MySSSC	42.3%
No	5.8%

→ **How often do you use the SSSC website?**



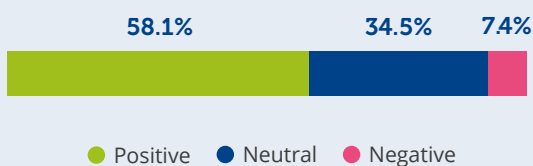
How often do you use the SSSC website?	
Monthly	59.0%
Yearly	19.4%
Weekly	8.9%
Less often than yearly	8.5%
More than once a week	2.6%
Never	1.6%

→ **Can you find what you are looking for?**



Can you find what you are looking for?	
Sometimes	59.6%
Always	39.2%
Never	1.2%

→ **How easy do you find it to use the website?**



How easy do you find it to use the website?

Positive	58.1%
Neutral	34.5%
Negative	7.4%

→ **What kind of information are you looking for?**



What kind of information do you look for?

Registration	1,409
Supporting your learning	1,407
The Codes of Practice	1,295
About the SSSC	927
Standards	913
Careers and education	395
Search the Register	355
Dealing with concerns	333
CPD	5
Decisions	5
Various	3
Reports and topics of interest	2

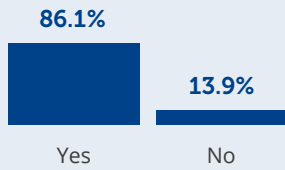
What will we do differently

In 2025 you said	We will
39.2% of registrants can always find what they're looking for, 59.6% can sometimes find what they're looking for and 1.2% can never find what they're looking for when using the website.	The Registration communications review will also include content of registration pages on the website.

MySSSC

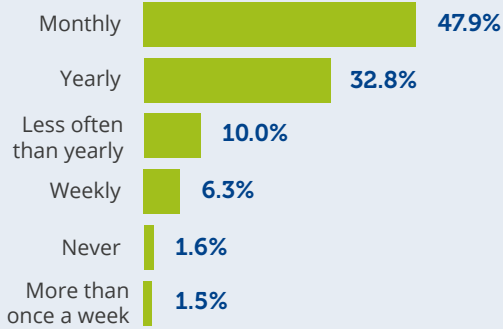
This year we introduced questions about the MySSSC online portal. 86% of survey respondents use MySSSC and over 50% use it monthly or more often.

→ Do you use MySSSC?



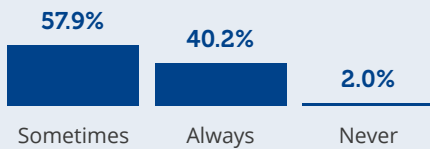
Do you use MySSSC?	
Yes	86.1%
No	13.9%

→ How often do you use MySSSC?



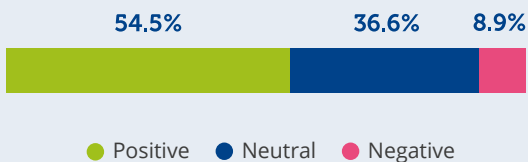
How often do you use MySSSC?	
Monthly	47.9%
Yearly	32.8%
Less often than yearly	10.0%
Weekly	6.3%
Never	1.6%
More than once a week	1.5%

→ Can you find what you are looking for?



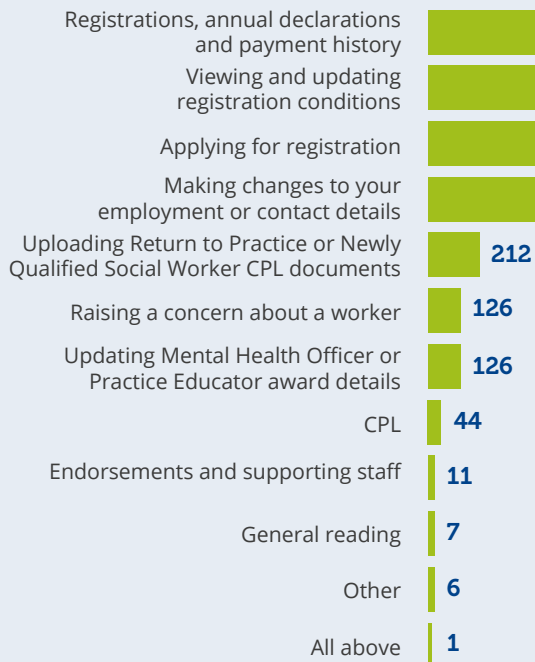
Can you find what you are looking for?	
Sometimes	57.9%
Always	40.2%
Never	2.0%

→ How easy do you find it to use MySSSC?



How easy do you find it to use MySSSC?	
Positive	54.5%
Neutral	36.6%
Negative	8.9%

→ **What do you use MySSSC for?**



What do you use MySSSC for?	
Registrations, annual declarations and payment history	2,289
Viewing and updating registration conditions	1,525
Applying for registration	1,322
Making changes to your employment or contact details	932
Uploading Return to Practice or Newly Qualified Social Worker CPL documents	212
Raising a concern about a worker	126
Updating Mental Health Officer or Practice Educator award details	126
CPL	44
Endorsements and supporting staff	11
General reading	7
Other	6
All above	1

What will we do differently

In 2025 you said	We will
40.2% of registrants can always find what they're looking for, 57.9% can sometimes find what they're looking for and 2% can never find what they're looking for when using MySSSC.	The Registration communications review may involve a review of the wording on MySSSC. We carry out annual complaints review and regularly review our call reason codes and emails to identify trends in calls about MySSSC and make improvements.

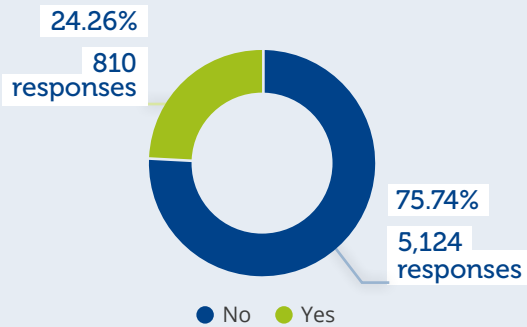
Communication

Contacting the SSSC

810 (24.3% of) respondents said they had contacted us in the last six months.

The graphics below shows the results for each contacting the SSSC question.

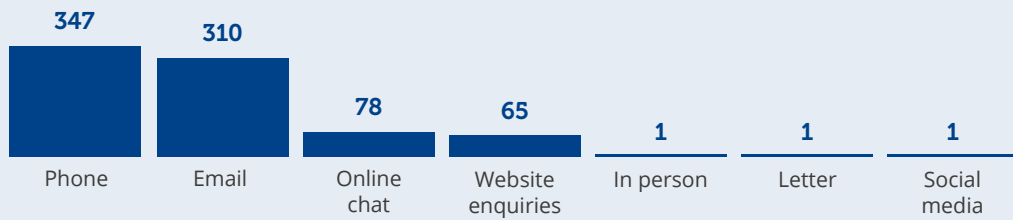
→ Have you contacted us in the last six months?



Have you contacted us in the last six months?

No	2,529 (75.74%)
Yes	810 (24.26%)

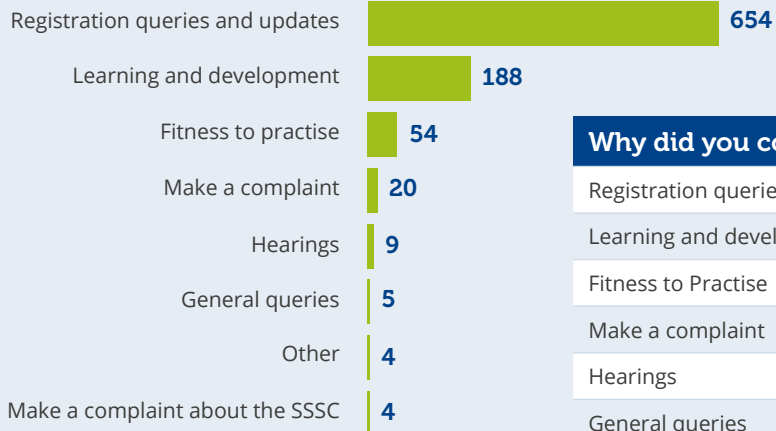
→ How did you contact us?



What do you use MySSSC for?

Phone	347
Email	310
Online chat	78
Website enquiries	65
In person	1
Letter	1
Social media	1

→ **Why did you contact us?**



Why did you contact us?	
Registration queries and updates	654
Learning and development	188
Fitness to Practise	54
Make a complaint	20
Hearings	9
General queries	5
Other	4
Make a complaint about the SSSC	4



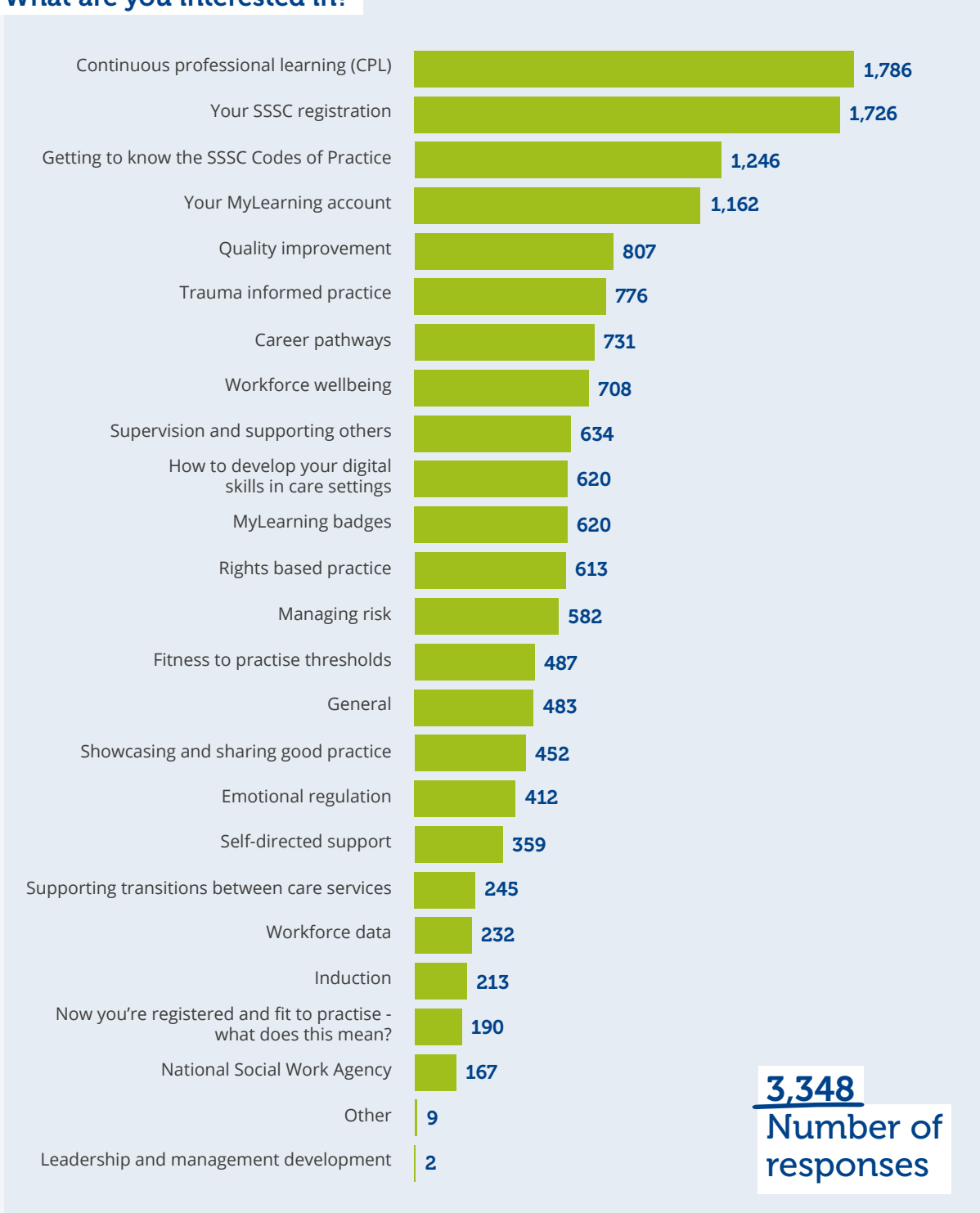
Promoting the sector

We promote engagement with the SSSC through our newsletter, SSSC News, with 2,614 (78.3% of) respondents telling us they regularly read articles in it.

Respondents who don't regularly read our articles told us this was because of lack of time, high workload or they felt the articles weren't interesting or relevant to their role.

The graphic below shows the results for each promoting the sector question. Respondents could select more than one topic, which is why the responses for each category add up to more than the 3,348 total responses.

→ What are you interested in?



What are you interested in?	
Continuous professional learning (CPL)	1,786
Your SSSC registration	1,726
Getting to know the SSSC Codes of Practice	1,246
Your MyLearning account	1,162
Quality improvement	807
Trauma informed practice	776
Career pathways	731
Workforce wellbeing	708
Supervision and supporting others	634
How to develop your digital skills in care settings	620
MyLearning badges	620
Rights based practice	613
Managing risk	582
Fitness to practise thresholds	487
General	483
Showcasing and sharing good practice	452
Emotional regulation	412
Self-directed support	359
Supporting transitions between care services	245
Workforce data	232
Induction	213
Now you're registered and fit to practise – what does this mean?	190
National Social Work Agency	167
Other	9
Leadership and management development	2
Total number of responses	3,348

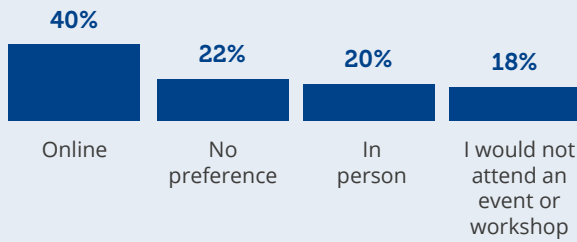
Events

We asked several questions about our events. 40% of respondents told us they would prefer to attend events online, 20% would prefer to attend in person, 22% had no preference and 18% of respondents told us they would not attend an event or workshop.

We held two in-person Meet the SSSC registrant events in February 2026 and will hold more online events during 2026.

The graphics below shows the results for each events question.

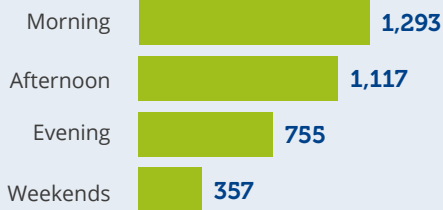
→ Would you prefer to attend an SSSC event or workshop online or in person?



Would you prefer to attend an SSSC event or workshop online or in person?

Online	40%
No preference	22%
In person	20%
I would not attend an event or workshop	18%

→ What time of day would you prefer to attend an SSSC event or workshop?



What time of day would you prefer to attend an SSSC event or workshop?

Morning	1,293
Afternoon	1,117
Evening	755
Weekends	357

Appendix one: Methodology

The survey ran from 11 August to 16 September 2025 and was sent to all unique individuals on the Register who had given consent for us to contact them by email.

The survey was sent to 165,166 registrants. We received 3,348 responses, giving us a response rate of 2.03%.

We carried out a detailed analysis of the responses to each question and category.

We do not use random sampling for our surveys as we cannot guarantee a response from all recipients.

Without random sampling, the analysis of the survey results has some limitations:

- the sample is self-selecting, so there is a likelihood responses could be biased, ie those responding may do so because they hold particularly strong feelings
- alternatively, we may not hear from those who do not have strong enough views to consider responding
- certain parts of the Register may be under-represented.

We cannot calculate an accurate representative response rate without random sampling. However, we calculated an estimated representative response rate to indicate if we received enough responses for each Register part to provide a reliable result.

The confidence interval in the estimated representative response rate was 95% with a margin for error of 5%. This means that if we asked the same group of people again with a similar response rate, we could expect the results for each question to vary by up to 5% in either direction. For example, a 60% 'yes' response with a margin of error of 5% means that between 55% and 65% of the general population think that the answer is 'yes.'

The representative response rate compared to the actual response rate for each Register part was as follows.

Register part	Number of recipients	Representative response rate	Actual number of responses
Children and young people workforce	53,381	382	876
Social care workforce	110,307	383	2,108
Social work students	1,539	308	21
Social workers	10,786	371	323
Total recipients	165,166	384	3,348

We can consider the response for the children and young people workforce and the social care workforce to be approximately representative. We cannot consider the response for social workers and social work students to be approximately representative.

Weighted averages were provided for all questions where respondents answered on a scale of one to five, with one being the lowest score and five being the highest score.

The weighted average adjusts the response rate to account for strength of feeling. For questions rated one to five, scores of four and five were both considered positive, but a five is a stronger positive response (for example where a four would mean 'agree' and five 'strongly agree'). Where more positive responses are fives, the weighted average then takes this into account.

For example, if we received 100 responses where everyone had given a score of five to one question and 100 responses where everyone had given a score of four to a different question, both have a score of 100% overall, but on a weighted scale the first question would be 100% positive and the second 75% positive.

There were two questions in the survey which invited respondents to give a free text response. Text mining software was used to analyse the responses to these questions and group them into similar themes.



Appendix two: Results breakdown by Register part

The Business Intelligence Team also provided a breakdown of the results by Register part for each question answered on a scale of one to five.

Children and young people workforce

Category	Positive %	Neutral %	Negative %	Weighted average %
Qualifications	79.6	13.1	7.3	79.8
Codes of Practice	79.8	16.9	3.2	77.5
Customer Service	71.5	21.3	7.2	74.6
CPL	68.4	22.6	9.0	70.9
Registration with SSSC	65.2	21.7	13.1	70.2
Our website	54.7	37.4	7.9	65.0
MySSSC	50.8	39.4	9.9	63.2



Children and young people workforce continued

Category	Positive %	Neutral %	Negative %	Weighted average %
Qualifications				
How clear was the qualification requirement when you registered?	81.9	9.0	9.2	81.2
How well do SSSC qualification requirements support the delivery of high quality care?	77.2	17.3	5.4	78.4
Codes of Practice				
How well aligned are the Codes with the Health and Social Care Standards?	81.9	16.7	1.4	79.3
How effectively do the Codes reflect current best practice?	83.9	12.1	3.9	78.9
How effectively do the Codes support you in using your professional judgement?	79.2	17.0	3.8	77.5
How effectively do the Codes support taking proportionate risks?	74.2	22.0	3.8	74.3
Customer service				
How satisfied are you with the standard of customer service you received when you contacted us?	79.7	11.8	8.6	80.3
Thinking about your overall experience of the services provided by the SSSC, how satisfied are you?	69.7	23.4	6.9	73.4
Continuous professional learning				
How helpful are continuous professional learning (CPL) requirements in supporting you to have the right skills as a member of the social work, social care and children and young people workforce?	71.2	19.1	9.7	73.5
How helpful are the SSSC learning resources in helping you to access wellbeing support?	63.3	29.6	7.0	71.0
How strongly do you agree that you can provide advice to the people you support to keep them safe online?	72.4	21.2	6.4	69.8
How strongly do you agree that your SSSC continuous professional learning (CPL) requirements support your career progression?	66.5	20.7	12.8	69.5



Children and young people workforce continued

Category	Positive %	Neutral %	Negative %	Weighted average %
Registration with SSSC				
Maintaining registration is a straightforward process.	80.5	10.6	9.0	77.7
Applying for registration is a straightforward process.	76.0	13.7	10.3	75.5
How strongly do you agree that the work of the SSSC promotes equality, diversity and inclusion?	69.6	26.0	4.5	75.3
How strongly do you agree that the work of the SSSC helps improve your practice?	62.5	25.5	12.1	69.0
How well do you think the work of the SSSC promotes the value of the sector and the workforce? For example, our work on promoting careers in care.	59.0	29.7	11.4	67.9
How strongly do you agree that being registered with the SSSC makes you feel recognised as a professional?	61.7	19.2	19.1	67.3
How strongly do you agree that being registered with the SSSC makes you feel valued for the work you do?	47.4	27.1	25.4	59.2
Our website				
How easy do you find it to use the website?	54.7	37.4	7.9	65.0
MySSSC				
How easy do you find it to use MySSSC?	50.8	39.4	9.9	63.2

Social care workforce

Category	Positive %	Neutral %	Negative %	Weighted average %
Codes of Practice	84.6	12.2	3.2	81.8
Qualifications	78.1	15.2	6.7	79.7
Customer service	76.7	16.9	6.4	78.2
Registration with SSSC	69.9	17.3	12.8	72.9
Continuous professional learning(CPL)	69.6	21.3	9.1	72.9
Our website	60.2	32.1	7.6	67.1
MySSSC	56.7	34.7	8.7	66.1

Category	Positive %	Neutral %	Negative %	Weighted average %
Codes of Practice				
How well aligned are the Codes with the Health and Social Care Standards?	87.4	11.0	1.6	84.2
How effectively do the Codes reflect current best practice?	85.7	10.5	3.7	82.2
How effectively do the Codes support you in using your professional judgement?	84.1	11.9	4.0	81.6
How effectively do the Codes support taking proportionate risks?	81.3	15.4	3.3	79.3
Qualifications				
How well do SSSC qualification requirements support the delivery of high quality care?	78.2	18.1	3.7	80.8
How clear was the qualification requirement when you registered?	77.9	12.3	9.8	78.6
Customer service				
How satisfied are you with the standard of customer service you received when you contacted us?	82.9	9.4	7.7	82.1
Thinking about your overall experience of the services provided by the SSSC, how satisfied are you?	75.1	18.8	6.1	77.2



Social care workforce continued

Category	Positive %	Neutral %	Negative %	Weighted average %
Registration with the SSSC				
How strongly do you agree that the work of the SSSC promotes equality, diversity and inclusion?	74.9	19.4	5.7	78.6
Maintaining registration is a straightforward process.	77.8	11.7	10.5	76.5
Applying for registration is a straightforward process.	74.6	13.2	12.2	74.2
How well do you think the work of the SSSC promotes the value of the sector and the workforce? For example, our work on promoting careers in care.	69.5	21.7	8.8	73.4
How strongly do you agree that the work of the SSSC helps improve your practice?	70.0	17.3	12.6	72.9
How strongly do you agree that being registered with the SSSC makes you feel recognised as a professional?	65.7	16.0	18.2	70.3
How strongly do you agree that being registered with the SSSC makes you feel valued for the work you do?	56.7	21.8	21.5	64.3
Continuous professional learning				
How helpful are continuous professional learning (CPL) requirements in supporting you to have the right skills as a member of the social work, social care and children and young people workforce?	71.7	18.7	9.6	75.4
How helpful are the SSSC learning resources in helping you to access wellbeing support?	67.1	24.7	8.2	73.4
How strongly do you agree that you can provide advice to the people you support to keep them safe online?	75.1	19.3	5.6	72.7
How strongly do you agree that your SSSC continuous professional learning (CPL) requirements support your career progression?	64.5	22.6	13.0	70.0
Our website				
How easy do you find it to use the website?	60.2	32.1	7.6	67.1
MySSSC				
How easy do you find it to use MySSSC??	56.7	34.7	8.7	66.1

Social work students

Category	Positive %	Neutral %	Negative %	Weighted average %
Codes of Practice	89.2	10.8	-	85.2
Customer service	78.6	21.4	-	79.5
Qualifications	76.0	8.0	16.0	78.0
Continuous professional learning (CPL)	75.4	15.4	9.2	75.8
Registration with SSSC	69.4	17.7	12.9	72.3
Our website	73.3	20.0	6.7	70.0
MySSSC	63.2	26.3	10.5	65.8

Category	Positive %	Neutral %	Negative %	Weighted average %
Codes of Practice				
How well aligned are the Codes with the Health and Social Care Standards?	95.2	4.8	-	89.3
How effectively do the Codes reflect current best practice?	90.5	9.5	-	88.1
How effectively do the Codes support you in using your professional judgement?	85.7	14.3	-	84.5
How effectively do the Codes support taking proportionate risks?	85.0	15.0	-	78.8
Customer service				
How satisfied are you with the standard of customer service you received when you contacted us?	100.0	-	-	89.3
Thinking about your overall experience of the services provided by the SSSC, how satisfied are you?	71.4	28.6	-	76.2
Qualifications				
How well do SSSC qualification requirements support the delivery of high quality care?	83.3	16.7	-	87.5
How clear was the qualification requirement when you registered?	69.2	-	30.8	69.2



Social work students continued

Category	Positive %	Neutral %	Negative %	Weighted average %
Continuous professional learning				
How helpful are continuous professional learning (CPL) requirements in supporting you to have the right skills as a member of the social work, social care and children and young people workforce?	83.3	8.3	8.3	85.4
How strongly do you agree that you can provide advice to the people you support to keep them safe online?	81.0	14.3	4.8	77.4
How strongly do you agree that your SSSC continuous professional learning (CPL) requirements support your career progression?	66.7	23.8	9.5	71.4
How helpful are the SSSC learning resources in helping you to access wellbeing support?	72.7	9.1	18.2	70.5
Registration with SSSC				
How strongly do you agree that being registered with the SSSC makes you feel recognised as a professional?	76.2	9.5	14.3	77.4
How well do you think the work of the SSSC promotes the value of the sector and the workforce? For example, our work on promoting careers in care.	76.2	14.3	9.5	76.2
How strongly do you agree that the work of the SSSC helps improve your practice?	76.2	14.3	9.5	75.0
Applying for registration is a straightforward process.	71.4	14.3	14.3	71.4
How strongly do you agree that the work of the SSSC promotes equality, diversity and inclusion?	57.1	28.6	14.3	70.2
Maintaining registration is a straightforward process.	66.7	23.8	9.5	69.0
How strongly do you agree that being registered with the SSSC makes you feel valued for the work you do?	61.9	19.0	19.0	66.7
Our website				
How easy do you find it to use the website?	73.3	20.0	6.7	70.0
MySSSC				
How easy do you find it to use MySSSC??	63.2	26.3	10.5	65.8

Social workers

Category	Positive %	Neutral %	Negative %	Weighted average %
Qualifications	74.9	16.4	8.7	76.8
Codes of Practice	70.2	21.2	8.6	70.5
Customer service	59.9	22.7	17.5	65.7
Registration with SSSC	59.1	23.0	17.8	65.7
Continuous professional learning (CPL)	59.5	26.4	14.0	65.5
Our website	52.8	42.1	5.1	65.0
MySSSC	51.1	40.8	8.2	63.8

Category	Positive %	Neutral %	Negative %	Weighted average %
Qualifications				
How clear was the qualification requirement when you registered?	80.7	9.2	10.1	80.3
How well do SSSC qualification requirements support the delivery of high quality care?	69.1	23.5	7.4	73.4
Codes of Practice				
How effectively do the Codes reflect current best practice?	78.0	15.5	6.5	74.0
How well aligned are the Codes with the Health and Social Care Standards?	71.9	21.9	6.3	72.0
How effectively do the Codes support you in using your professional judgement?	65.7	23.7	10.6	68.5
How effectively do the Codes support taking proportionate risks?	65.2	23.8	11.0	67.3
Customer service				
How satisfied are you with the standard of customer service you received when you contacted us?	72.6	10.7	16.7	72.9
Thinking about your overall experience of the services provided by the SSSC, how satisfied are you?	56.5	25.8	17.7	63.8



Social workers continued

Category	Positive %	Neutral %	Negative %	Weighted average %
Registration with SSSC				
Maintaining registration is a straightforward process.	76.6	14.7	8.8	75.2
Applying for registration is a straightforward process.	66.8	22.7	10.6	71.9
How strongly do you agree that the work of the SSSC promotes equality, diversity and inclusion?	60.2	31.7	8.1	70.0
How strongly do you agree that being registered with the SSSC makes you feel recognised as a professional?	62.8	16.1	21.1	67.1
How well do you think the work of the SSSC promotes the value of the sector and the workforce? For example, our work on promoting careers in care.	53.3	25.5	21.2	61.2
How strongly do you agree that the work of the SSSC helps improve your practice?	53.6	22.6	23.8	60.2
How strongly do you agree that being registered with the SSSC makes you feel valued for the work you do?	40.8	28.0	31.2	54.3
Continuous professional learning				
How helpful are continuous professional learning (CPL) requirements in supporting you to have the right skills as a member of the social work, social care and children and young people workforce?	65.6	23.3	11.0	70.0
How strongly do you agree that you can provide advice to the people you support to keep them safe online?	66.5	22.7	10.9	67.0
How helpful are the SSSC learning resources in helping you to access wellbeing support?	53.8	36.3	9.9	65.8
How strongly do you agree that your SSSC continuous professional learning (CPL) requirements support your career progression?	52.2	23.6	24.2	59.3
Our website				
How easy do you find it to use the website?	52.8	42.1	5.1	65.0
MySSSC				
How easy do you find it to use MySSSC??	51.1	40.8	8.2	63.8



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