

## **Annual strategic delivery plan 2018-19**



### **Introduction**

The Scottish Social Services Council (SSSC) published its most recent three-year Strategic Plan in 2017. The plan contains four strategic outcomes we aim to deliver by 2020:

1. The right people are on the register.
2. Our standards lead to a safe and skilled social service workforce.
3. Our resources support the professional development of the social service workforce.
4. Our stakeholders value our work.

We publish an annual operational-level plan, the Annual Strategic Delivery Plan, which sets out how we will deliver work towards these four outcomes through six supporting priorities and the projects under these priorities.

From 2018-19, each directorate will also publish an annual Directorate Plan, which presents the departmental structure, staffing, resources, operational objectives, and improvement aims. These reports also present performance against targets for key performance indicators.

### **How we report performance**

We monitor performance through our Monthly Operational Performance Report (MOPR), which is used for performance scrutiny and challenge by the OMT and EMT. This report contains a scorecard and details for each of our key operational measures. Each quarter we also include a high-level summary of progress delivering our strategic projects in this report.

We monitor our longer-term progress through the Strategic Performance Report (SPR), which presents a more detailed update of progress to the Council twice a year. The SPR also contains analysis of our customer research and other business intelligence. We report annually in June each year on our achievements and progress to the public through the new Annual Performance Report. We also continue to publish our statutory Annual Report and Accounts for the Scottish Government.

## Annual strategic delivery plan 2018-19

Strategic outcome	Strategic priority (Programmes)	Outputs 2018-19 (Projects)	Continued from 2017-18	Responsible	Reporting milestones TBC
1	The right people are on the register	Build our relationship with registrants and employers	Yes	Communications and Registration	Q1
					Q2
					Q3
					Q4
		We have increased our direct engagement with the sector.	New	Registration	Q1
					Q2
					Q3
					Q4
	Make our fitness to practise process more proportionate and accessible	Representation at hearings has increased.	Yes	CGH and FTP	Q1
					Q2
					Q3
					Q4
		Attendance at hearings has increased.	Yes	CGH	Q1
					Q2
					Q3
					Q4
		We have improved the information we provide to employers and registered	Yes	FTP	Q1
					Q2
					Q3

Appendix A					
Strategic outcome	Strategic priority (Programmes)	Outputs 2018-19 (Projects)	Continued from 2017-18	Responsible	Reporting milestones TBC
		workers, so they have a better understanding of when and how to make a referral.			Q4
		New materials provide improved advice and guidance to support people through the Fitness to Practice process.	New	FTP	Q1
					Q2
					Q3
					Q4
2	Our standards lead to a safe and skilled social service workforce	Ensure that social service qualifications and standards meet the needs of learners and employers	Registrants and employers increasingly use and understand the revised Codes of Practice.	Yes	Communications
					Q1
					Q2
					Q3
					Q4
3	Our resources support the professional development of the social service workforce	Work with Scottish Government and other partners to deliver the actions in 'Social Services in Scotland: a Shared Vision and Strategy 2015-2020'	Workforce requirements are developed in collaboration with other stakeholders and reflect developing legislative standards.	Yes	Learning and Development
					Q1
					Q2
					Q3
					Q4
		We will lead on the delivery recommendations 6 and 7 in the national workforce plan for social services.	Yes	Learning and Development	Q1
					Q2
					Q3
					Q4
		Using our business intelligence such as My SSSC,	Yes	Learning and Development	Q1
					Q2

Strategic outcome	Strategic priority (Programmes)	Outputs 2018-19 (Projects)	Continued from 2017-18	Responsible	Reporting milestones TBC
4 Our stakeholders value our work	Embed customer focus as a way of working throughout the organisation	we will develop and publish practice guidance.			Q3
					Q4
		We will undertake research to evaluate the impact of registration on social services, focusing on the adult care workforce.	Yes	Learning and Development	Q1
					Q2
					Q3
					Q4
		We systematically involve carers and people who use social services in the planning and delivery of our work.	New	Communications	Q1
					Q2
	Embed customer focus as a way of working throughout the organisation	We have made the hearings process more efficient and effective.	New	CGH	Q3
					Q4
		The SSSC register is simpler to use and more customer-focused.	New	Registration	Q1
					Q2
					Q3
					Q4
		Introduce cards for people registered so there is an increased perception of professionalism.	New	Registration and Communications	Q1
					Q2
					Q3
					Q4

Strategic outcome	Strategic priority (Programmes)	Outputs 2018-19 (Projects)	Continued from 2017-18	Responsible	Reporting milestones TBC
		Transform the way the SSSC works digitally by upgrading our Customer Relationship Management System.	New	SP&E	Q1
					Q2
					Q3
					Q4
		Provide the tools our employees require to work in a flexible, agile and mobile manner that meets business and customer needs, including moving to Office 365 and reviewing equipment.	New	SP&E	Q1
					Q2
					Q3
					Q4
		We have developed and implemented a customer service quality improvement programme for the SSSC.	Yes	Performance and Improvement	Q1
					Q2
					Q3
					Q4
	Implement structures and tools to support high standards of governance	Introduce and roll out the use of performance management software that enables better performance reporting, analysis and accountability.	Yes	Performance and Improvement	Q1
					Q2
					Q3
					Q4
		The SSSC is fully compliant with new GDPR legislation.	New	CGH	Q1
					Q2
					Q3

Strategic outcome	Strategic priority (Programmes)	Outputs 2018-19 (Projects)	Continued from 2017-18	Responsible	Reporting milestones TBC
		New case management system and software to better administer and document FTP cases has been introduced and used.	New	FTP and CGH	Q4
					Q1
					Q2
					Q3
					Q4