

Title of report	Strategic Performance Report March 2018
Public/confidential	Public
Action	For information
Summary/purpose of report	This report presents the progress we have made to deliver our strategic outcomes and priorities set out in the Strategic Plan 2017-2020.
Recommendations	The Council is asked to: 1. note the contents of the Strategic Performance Report March 2018.
Link to Strategic Plan	The information in this report links to work towards all of the outcomes in the Strategic Plan 2017-2020.
Link to the Risk Register	Strategic Risk 2: The SSSC is not able to demonstrate to our stakeholders (including the Scottish Government) that its operational activity is fulfilling its strategic outcomes.
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Documents attached	Appendix 1: Strategic Performance Report March 2018

1. INTRODUCTION

- 1.1 We published our three-year Strategic Plan in April 2017. This plan documents our work in support of the Scottish Government's National Outcomes.
- 1.2 The first Strategic Performance Report is attached as an appendix to this report. It presents the progress and performance delivering our strategic outcomes and priorities we have made to date.

2. PURPOSE

- 2.1 This new Strategic Performance Report is part of our developing performance management framework and complements the Monthly Operational Performance Report that goes to the Operational and Executive Management Teams and an annual performance report, which will publish in June.
- 2.2 We will present the Strategic Performance Report to Council biannually in March and October. The report will provide a collective picture of progress and performance by bringing together customer research results, performance indicator performance, and progress updates on our projects.

3. STRATEGIC PLAN OUTCOMES

- 3.1 We identified four strategic outcomes we aim to achieve by 2020. Each of the strategic outcomes has associated priorities. To demonstrate our progress towards the outcomes and priorities, we monitor and report on a mix of strategic measures, updates on related projects, operational performance indicators, and stakeholder feedback.

Strategic outcomes	Priorities
1. The right people are on the register	1. Build our relationship with registrants and employers 2. Our fitness to practise process is proportionate and accessible
2. Our standards lead to a safe and skilled social service workforce	3. Social service qualifications meet the needs of learners and employers
3. Our resources support the professional development of the social service workforce	4. We work with Scottish Government and other partners to achieve the actions in Social Services in Scotland: a shared vision and strategy 2015 – 2020
4. Our stakeholders value our work	5. A customer focus throughout the organisation 6. High standards of governance

4. SUMMARY OF PERFORMANCE TOWARDS THE STRATEGIC OUTCOMES

- 4.1 The performance presented under strategic outcome 1, the right people are on the register, demonstrates a positive picture of progress. Three of the four strategic measures are positive. And the recent customer survey shows that 71% of registrants believe registration with us provides them with positive benefits. However, we need to make more sustained progress improving representation at hearings, and we have included this work in our plans for 2018/19.
- 4.2 Overall, we have made good progress delivering the projects under our second strategic outcome (our standards lead to a safe and skilled social service workforce). All of the related projects are on track for delivery as planned and we can demonstrate that 70% of those surveyed in our recent customer research recognise the SSSC as an organisation that contributes to social service workers having the skills needed for their jobs. We can further improve how we demonstrate we are meeting customer service requirements of our registrants and the quality of our PRTL assessment.
- 4.3 Overall, we can demonstrate we have made progress delivering the work under strategic outcome three, to work with the Scottish Government and other partners to achieve the outcomes in Social Services in Scotland: a shared vision and strategy. Although we received positive results, we will further consider how to improve how we demonstrate the impact of our learning resources; 67% of our customer survey respondents said that our learning resources have improved their practice.
- 4.4 Our recent customer survey indicates that 61% of respondents are very or somewhat satisfied with the standard of customer service they receive, compared to 8% who were very or somewhat unsatisfied. Over 500 respondents had no opinion on our customer service, which may be because they have not been in touch with us (around half of the respondents in total said they had contacted us recently). Due to a change in approach, we did not make as much progress as planned delivering a programme of customer care during 2017/18. We will continue to monitor and report on this indicator under this outcome and as part of our focus on customer care which will be taken forward in 2018/19.

5. CUSTOMER SURVEY

- 5.1 To gather evidence and information to demonstrate our work towards achieving our outcomes and priorities, we sent out a survey to a section of the Register in December 2017.
- 5.2 We will send the same survey to the remainder of the Register throughout the rest of the year, focusing on a different group each time. By the end of 2018/19, we will have a set of baseline figures from the Register as a whole, which we can use for benchmarking.

6. RESOURCE IMPLICATIONS

- 6.1 There are no direct resource implications of this report. The progress and performance presented reflects the on-going delivery of our Strategic Plan 2017-2020, which is aligned with our budget setting processes.

7. EQUALITY IMPACT ASSESSMENT

- 7.1 An Equality Impact Assessment has not been carried out. This is not a new or updated policy, guidance, practice or procedure.

8. LEGAL IMPLICATIONS

- 8.1 There are no specific legal implications relating to the contents of this report. We have a statutory obligation to publish a Strategic Plan and Annual Strategic Delivery Plan (operational plan) and this report supports the delivery of actions in those documents.

9. STAKEHOLDER ENGAGEMENT

- 9.1 We will continue to consult and engage with internal stakeholders, including council members, management and officers, in the development of the performance management framework and related reports. The regular customer survey cited in the report will be included in stakeholder engagement reporting arrangements.

10. IMPACT ON USERS AND CARERS

- 10.1 Improving the efficiency and robustness of the performance information used by the SSSC to manage and improve its decision making and processes will improve our transparency and accountability to stakeholders.

11. CONCLUSION

- 11.1 The new Strategic Performance Report presents a collective picture of our progress to date delivering our strategic outcomes and priorities. To enable us to provide information on our strategic measures, we carried out a customer survey in December. We will repeat the survey with different parts of the Register over the course of the year until we have surveyed the whole Register.
- 11.2 We continue to develop our performance management and reporting arrangements. This new Strategic Performance Report complements the Monthly Operational Performance Report that is used by the OMT and EMT to monitor performance. We also aim to publish an Annual Performance Report in June.

12. BACKGROUND PAPERS

12.1 None applicable.