

# **Future Proofing Programme – benefits realisation update**

January 2025

Contents

Introduction.....2

Benefits realised .....3

Benefits partially realised .....7

Benefits not yet realised .....10



## Introduction

1. The Future Proofing programme closed on 30 November 2024.
2. We have identified a range of benefits related to each of the projects and we have already realised some of these, in some cases immediately on launch in June 2024. We recognise that the majority of the benefits will take longer to realise and we have a structure in place to ensure that we continue to monitor and report on these regularly as we move into business as usual.
3. This report presents a summary of all benefits realised and partially realised since the launch of the programme.



## Benefits realised

**Note – unless otherwise stated, all realised benefits are correct as of 16 January 2025**

Staff, customer, or financial benefit?	Aim	Benefit	Measure	Source	Baseline	Target	Realised benefit	Expected realisation date	Date realised
Customer	Increased accuracy of the register	Increased self-service for customers around payment information	Proportion of customers with access to self-service for payment information	D365	0	100%	100%	June 2024	June 2024
Customer	Employers and public can find FTP information more easily	Reduced number of searches required to find information	Number of searches required to find information	PFR	2	1	1	June 2024	June 2024
Customer	Being registered is simple and easy to understand	Increase in understanding what it means to be registered	Number of people on more than one part	D365	55,910 (at 22/11/23)	5,000	3,251 (at 28/08/24)	August 2024	August 2024
Customer	Improved career pathways	Reduced number of qualifications needed for a registrant to change roles from adult to child service/child	Number of qualifications needed to change roles from adult to child service/child to adult service	D365	2 (ie 1 for adults, 1 for children)	1 (as they will be transferrable)	1	June 2024	August 2024

		to adult service							
Customer	Employers, workers and representative bodies can help inform the creation, delivery and/or improvement of products, processes or services	Increased direct engagement with a defined group of stakeholders	Increased engagement with stakeholders	SAG meetings	0 - no group existed at beginning of programme	Quarterly SAG meetings	First meeting is scheduled for 30 January 2025	November 2024	November 2024
Customer	Our register reflects the professional identity of the workforce	Workers feel that they are recognised as professionals	Number of registrants who report that being registered with the SSSC makes them feel recognised as a professional	Registrant survey question: Question "On a scale of 1 to 5, where 1 is 'not at all' and 5 is 'very much', how much do you feel that being registered with the SSSC makes you feel recognised as a professional?"	Registrants – 55.4% (4,263) providing a response of 4 or 5 (2022/23 survey)	60% of registrants report that being registered with the SSSC makes them feel they are recognised as professionals (a score of 4 or 5)	75.1%	2025/26 survey cycle	January 2025
Customer	To ensure our register reflects and supports	Registrants find it quicker	Number of registrants on multiple parts	D365	30,610 total registrants registered	10% of register on	3,149 (1.8% of	June 2025	January 2025

	the way care is delivered both now and in the future	and easier to register			on multiple parts (19 July 2022; 18.5% of total unique individuals)	multiple parts	current registrants)		
Customer	To improve public protection by reducing the time it takes to assess a registrant's fitness to practise	Workers are registered more quickly	Average time to process an application (app started to app registered, excluding green channel)	D365	34.5 days to process an application (app started to app registered, excluding green channel) in 2022/23 FY	10% reduction in time from application processing started to registered (excluding green channel)	15.9 days to process an application (average from July 2024 to December 2024) 54% reduction	June 2025	January 2025
Customer	To improve public protection by reducing the time it takes to assess a registrant's fitness to practise	Reduction in average time from application to registration	Average proportion of applications that go through green channel	D365	31.0% of applications went through green channel in 2022/23 FY	33% of applications through green channel by April 2025	41.1%	June 2025	January 2025
Customer	Increased accuracy of the register	Reduction in workers being removed for non-renewal who have paid fee	Number of people removed for not completing renewal app	D365	970	0	0	December 2025	January 2025
Customer	Improved public access to information on	Increase in number of social workers listed with	Number of social workers recorded as holding a	D365	0	100% increase	67 MHO and 66 PE's on PFR	December 2025	January 2025

	qualifications held	specialist qualifications on PFR	specialist award on PFR						
Customer	Increased accuracy of the register	Increase in change of details (personal details, reg part changes, condition updates)	Annual dec/CODs	D365	74,000 (Average number of CODs processed over the last five years)	81,400 (10% increase)	112,411 (51% increase) for period 3 June 2024 to 31 December 2024	February 2026	January 2025
Customer	To improve public protection by reducing the number of workers who become unregistered when moving roles	Increased public protection	Number of registered workers who are removed as ineligible when telling us about a change of role within the same register part	D365	16,767 (unique individuals)	0	0	June 2025	January 2025
Customer	Those returning to practice will be fit to practice	People are protected because SWs are fit to practice	Number of people returning to SW register after 2 years	D365	0	100%	20	June 2025	January 2025

## Benefits partially realised

Staff, customer, or financial benefit?	Aim	Benefit	Measure	Source	Baseline	Target	Update January 2025	Expected date	Measure frequency
Customer	Improve the processes for applying and maintaining registration	The register is more up to date as registrants find it quicker and easier to apply for and maintain registration	Registrants and employers report that the process of registering with the SSSC is easy	Registrant survey question "On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how easy or difficult do you find the process of registering with the SSSC?"  Employer survey question "On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how easy or difficult do your staff find the process of registering with the SSSC?"	Registrants – 65.0% (5,015) providing a response of 4 or 5 (2022/23 survey)  Employer survey – 49.5% (55) providing a response of 4 or 5 (2022/23 survey)	70% of registrants and 55% of employers report that the process of registering with the SSSC is easy (a score of 4 or 5)	74.3% of registrants. Employer survey scheduled for March 2025.	2025/26 survey cycle	Every 6 months
Customer	Our Codes of Practice reflect the expectations of us as a	Our Codes reflect current best practice and lead to better	Number of registrants and stakeholders who report that the codes	Registrant survey question "On a scale of 1 to 5, where 1 is 'not effectively' and 5	Registrant survey – 70.4% (513) providing a response of 4	75% of registrants and 78% of stakeholders report that	85.2% of registrants. Employer survey scheduled	2025/26 survey cycle	Annually

	regulator, the workforce, employers and people who use services	outcomes for people who use services	support best practice	is 'very effectively', how effectively do the Codes of Practice (the Codes) reflect current best practice?"  Stakeholder survey question "On a scale of 1 to 5, with 1 the lowest and 5 the highest, how would you rate how well the codes reflect current best practice?"	or 5 (2022/23 survey)  Stakeholder survey – 72.8% (217) providing a response of 4 or 5 (2022/23 survey)	the codes support best practice (a score of 4 or 5)	for March 2025.		
Customer	Our Codes of Practice support risk enablement and improve professional judgement	Better outcomes for people who use services	Number of registrants and employers who report that the codes support them/the workforce to deliver high quality care and better outcomes for people who use services	Registrant survey questions "How effectively do the Codes support taking proportionate risks?"; "How effectively do the Codes support you in using your professional judgement?"  Employer survey question "How effective are the Codes of Practice	Registrant survey – 59.7% (430) providing a response of 4 or 5 (2022/23 survey)  Employer survey – 68.8% (55) providing a response of 4 or 5 for workers; 74.4% (58)	Registrant survey: 65% of registrants and 74% of employers report that the codes support taking proportionate risks and that the codes are effective in supporting use of professional	81% of registrants. Employer survey scheduled for March 2025.	2025/26 survey cycle	Annually

				for workers/employers in supporting the workforce to use professional judgement to deliver high quality care and better outcomes for people who use services?"	providing a response of 4 or 5 for employers (2022/23 survey)	judgement (a score of 4 or 5); Employer survey 79%			
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## Benefits not yet realised

Staff, customer, or financial benefit?	Aim	Benefit	Measure	Source	Baseline	Target	Expected date	Measure frequency
Customer	Improve the processes for applying and maintaining registration	The register is more up to date as registrants find it quicker and easier to apply for and maintain registration	Number of calls (proportionate to the numbers on the register) about application form	Five9	4,653 calls received about the application form in 2022/23 FY (6.4% of 72,579 calls)	5% of all calls received	June 2025	Every 6 months
			Number of calls (proportionate to the numbers on the register) about change of details	Five9	10,075 calls received about change of details in 2022/23 FY (13.9% of 72,579 calls)	10% of all calls received	June 2025	Every 6 months
Customer	Increased accuracy of the register	Reduction in time people could potentially be incorrectly registered	Number of annual declarations	D365	3/5 years maximum based on register part	1 year maximum	December 2025	Once
Customer	To improve public protection by reducing the time it takes to assess an applicant's	Reduction in time from employment to application	Average time taken from employment to registration (weeks)	Assurance Report item number 2.1	24 weeks in 2022/23	40% reduction in time taken from employment to registration (weeks)	June 2025	Every 6 months

	fitness to practise							
Customer	Our public facing register (PFR) provides key registrant information	Employers and stakeholders find information on the PFR useful.	Number of employers and stakeholders who report that information on our PFR is useful	Question on PFR webpage: "How useful was the information on this page?" Employer questions: "Have you used the PFR in the last 6 months"  If Yes – "How useful was the information held on the PFR?"	Website survey - 56.3% answered 5 or 4 for how useful the info is (1003)  Employer survey - 34.2% used the PFR in last 6 months (38). Of those, 37.8% (14) providing a response of 4 or 5 (2022/23 survey)	10% increase in employers and stakeholders who report that information is useful	2025/26 survey cycle	Annually
Customer	Being registered is simple and easy to understand	More flexibility for people changing employment	Total number of applications and removals as ineligible	D365	27,932 removals as ineligible; 44,000 applications (2022/23)	16,759 removals as ineligible (40% reduction); 39,600 applications (10% reduction)	December 2025	Once
		Decrease in support needed	Reduction in enquiries (calls/emails/chats) around application/CODs	D365	15,175 contacts (11,860 calls, 717 emails, 2598 chats) about	12,899 contacts about application form/progress	December 2025	Once

					application form/progress	(15% reduction)		
					14,080 contacts (10,581 calls, 2631 emails, 838 chats) about CODs	11,968 contacts about CODs (15% reduction)		
Customer	To have a qualified workforce with the right skills	Through CPL we are responsive to emerging skills needs	Number of employers who report that the SSSC is effective in responding to emerging skills needs	Question "How effective is the SSSC in responding to emerging skills needs"	Employer survey – 31.8% (28) providing a response of 4 or 5 (2022/23 survey)	40% of employers report that SSSC is effective in responding to emerging skills needs	June 2025	Every 6 months
		The workforce have the right skills and qualifications to deliver better outcomes for people using services	Average length of time from registration start date to qualification condition met date (not including removals within 3 months of gaining)	D365	3.4 years (2022/23)	3 years	June 2027	Annually
			Number of registrants who tell us they have met a qualification condition since registering	D365	7,766 unique individuals (2022/23)	10% increase in number of registrants who tell us they have met a qualification condition	June 2027	Annually

				since registering		
	Number of employers who report that the codes support the workforce to deliver high quality care and better outcomes for people who use services.	Question "How effective are the Codes of Practise for workers in supporting the workforce to use professional judgement to deliver high quality care and better outcomes for people who use services?"	Employer survey – 68.8% (55) providing a response of 4 or 5 (2022/23 survey)	74% of employers report that the codes for workers support workers to deliver high quality care and better outcomes	2025/26 survey cycle	Annually
		Question "How effective are the Codes of Practise for employers in supporting the workforce to use professional judgement to deliver high quality care and better outcomes for people who use services?"	Employer survey – 74.4% (58) providing a response of 4 or 5 (2022/23 survey)	79% of employers report that the codes for employers support workers to deliver high quality care and better outcomes	2025/26 survey cycle	
	Number of registrants reporting that they have met mandatory CPL requirements	D365 Open badges	95.9% (2022/23)	Maintain existing level of number of registrants meeting CPL requirement	June 2025	Every 6 months

						(as we will be increasing frequency and focus)		
Customer	Make qualifications more flexible so that people can move more easily to work in different kinds of services	Increased flexibility through new qualifications and career pathways	Number of employers who report that qualifications are flexible in allowing them to access roles in other services	Employer survey question "On a scale of 1 to 5, where 1 is 'not at all flexible' and 5 is 'very flexible', to what extent are qualifications flexible enough in allowing staff to access roles in other services?"	Employer survey – 37.9% (33) providing a response of 4 or 5 (2022/23 survey)	48% of employers report that their staff have increased access to roles in other services	June 2025	Annually
		Better transferability of existing skills to support career pathways	Number of registrants reporting that SSSC was flexible in accepting SVQ units for other roles	Registrant survey question "On a scale of 1 to 5, where 1 is 'very inflexible' and 5 is 'very flexible', how flexible was the SSSC in accepting SVQ units gained for registration when you moved roles?"	56.3% (357) providing a response of 4 or 5 (2022/23 survey)	66% of registrants report that the SSSC was flexible in accepting SVQ units for other roles (a score of 4 or 5)	2025/26 survey cycle	Annually
		Improved continuity of care for service users transitioning from children's to	Number of employers reporting an improvement in continuity of care for service users moving from	Employer survey Question "On a scale of 1 to 5, where 1 is 'not at all flexible' and 5 is 'very flexible', to	Employer survey – 23.2% (19) providing a response of 4 or 5 (2022/23 survey)	28% of employers reporting an improvement in continuity of care	2025/26 survey cycle	Once

		adult services	children's to adult services	what extent does the qualification structure help support continuity of care for service users moving from children's to adult services?"				
		Increased flexibility through new qualifications and career pathways	Number of registrants on multiple parts with multiple qualification conditions	D365	31,326 total registrants on multiple register parts with multiple conditions as of 18/08/22	0	June 2025	Annually
Customer	People using services are better protected	The workforce are qualified quicker	How quickly the workforce are qualified (average)	D365	Average time between registration date to condition met date. FY 2021/22- 29.1 months FY 2022/23 – 34.6 months FY 2023/24 YTD – 39.9 months	36 months (10% reduction)	June 2029	Once
Customer	Workers are in the right role and get the right recognition	People will be registered for the right part equivalent to what their role is	Number of people on the new part	D365	0 – the part does not yet exist.	12,951	December 2025	Once

Customer	Workers are more confident and competent in their roles, having the right skills and knowledges at the right points in their careers.	We know workers will have completed the required CPL on an annual basis	The number of workers that tell us that they have met CPL requirements	D365	95.9% (16,867 of 17,587) (FY 2022/23)	Maintain at 95.9% (as we will ask all on the register to provide as part of annual declaration)	December 2025	Annually
		Increase in number of people using our resources	Number of people telling us they are using the resources	D365	3708 (45.95%) answering 'Yes' to 'Have you used any of the SSSC learning resources as part of your continuous professional learning (CPL)?' (22/23 Registrant survey)	15% increase	December 2025	Once
Customer	Our Codes of Practice align with the health and social care standards and other regulators	Our Codes of Practice are consistent with national standards and wider regulatory requirements	Number of employers reporting that having Codes of Practice aligned with other national standards and requirements has led to a clearer regulatory landscape	Employer survey  Question "On a scale of 1 to 5, where 1 is 'not at all well' and 5 is 'very well', how well do the Codes of Practice for workers/employers align with other national standards	72.5% (58) providing a response of 4 or 5 for workers; 75.9% (60) for employers (2022/23 survey)  61.3% (49) providing a response of 4	77% of employers reporting that having Codes of Practice aligned with other national standards and requirements has led to a clearer regulatory landscape	2025/26 survey cycle	Annually

				and requirements?"  "On a scale of 1 to 5, where 1 is 'not at all helpful and 5 is 'very helpful', how helpful are the aligned Codes of Practice for workers/employers in supporting a clearer regulatory landscape?"	or 5 for workers; 66.3% (53) for employers (2022/23 survey)	(81%, 66%, 71% for others)		
Financial		Less staff time required to process change of details due to increased automation	Number of change of details requests going through green channel (auto updated) (Cost per call/email/chat (average staff cost x number of contacts))	D365, Five9, Finance resource model	26,192 (23%) (2022/23)	30% saving	Once	December 2025
		Reduction in resource needed	Number of people in roles/teams	Registration /Finance establishment	RA - 15.5* FTE, £31,619 avg cost. TA – 7.6* FTE, £35,198 avg cost.  *(there is an error in these figures. The correct FTE	RA – 7.0 FTE reduction, £141k saving in 2024/25, £234k saving 2025/26 annually onwards  TA – 5.6 FTE reduction,	Once	December 2024

				across all roles is 12.6 which was built into budget)	£157k saving 2024/25; £205k saving 2025/26 annually onwards  Total saving: £298k 2024/25; £439k thereafter		
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Scottish Social Services Council  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

Tel: 0345 60 30 891  
Email: [enquiries@sssc.uk.com](mailto:enquiries@sssc.uk.com)  
Web: [www.sssc.uk.com](http://www.sssc.uk.com)

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