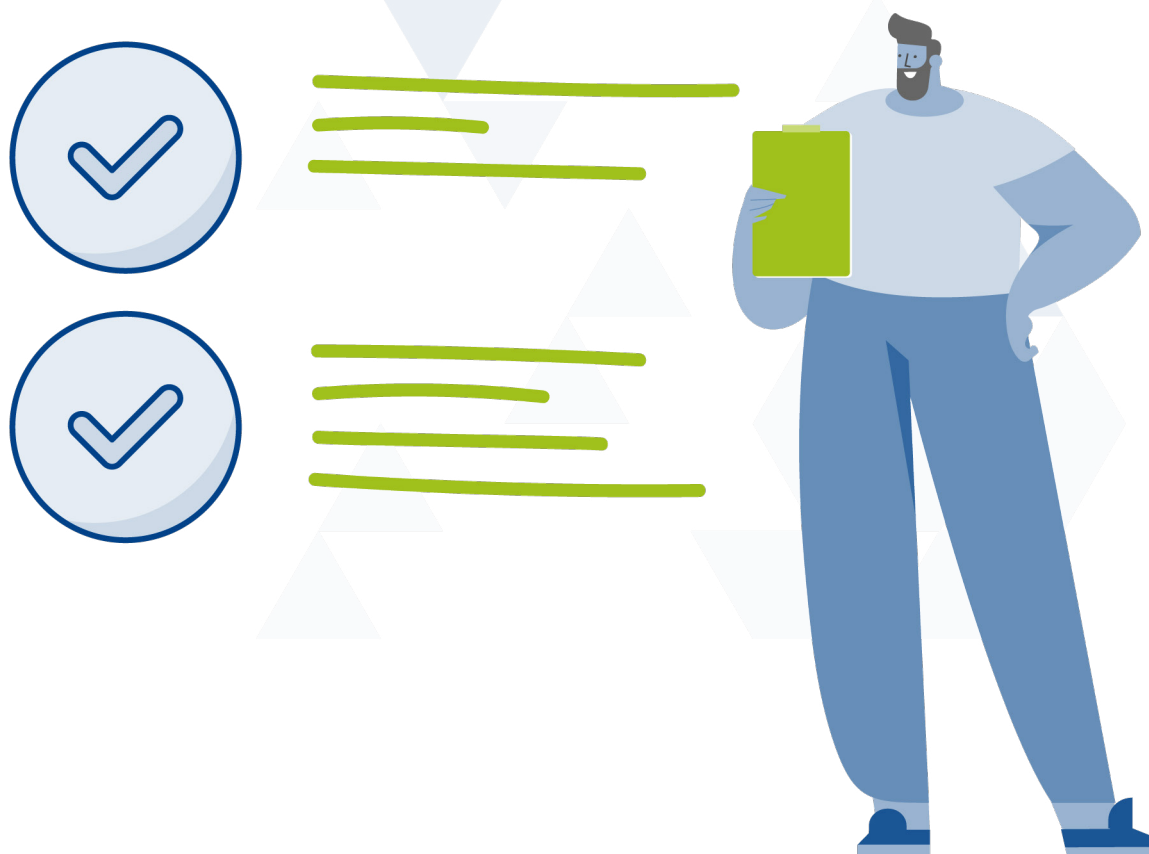


# 2024 Registrant Survey Snapshot Report

April 2025



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# Foreword

We carry out an annual Registrant Survey to get registrants' views on key areas of our work, including:

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

We believe in designing our services with our registrants, this is key to achieving our vision to be a public service that makes a positive and lasting difference. Our [Strategic Plan 2023-2026](#) describes what we are doing and the outcomes we want to achieve.

The survey ran from 12 August to 9 September 2024 and was sent to all unique individuals on the Register who had given consent for us to contact them by email.

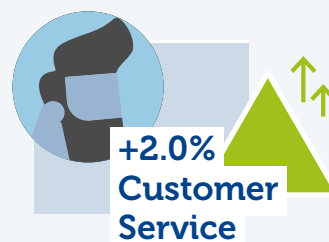
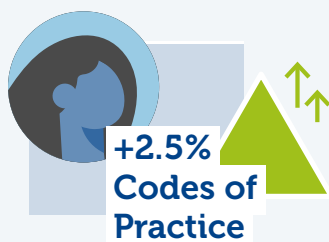
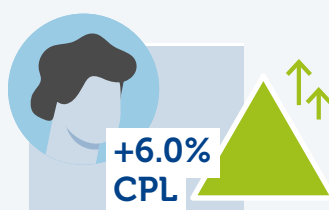
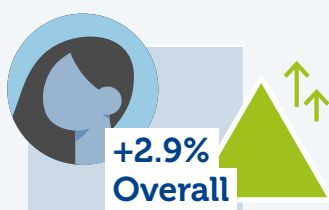
The survey was sent to 168,570 registrants. We received 7,764 responses, giving us a response rate of 4.61%.

We analysed the feedback and compared it with previous years.

We're pleased to report an increase in positive responses across all categories of the survey. To make sense of the results, we used weighted averages, which reflect strength of feeling in how respondents rated us in questions where answers were given on a scale of one to five.

If you're interested in learning more about how we calculate these averages, see Appendix One: Methodology.

## Responses compared to previous years



Each year, we use feedback from the Registrant Survey to inform our improvement work across the SSSC. Here are some of the key actions we took using feedback from the 2022 and 2023 Registrant Surveys.

## 2022

In 2022 you said	We did
57% of registrants said the SSSC promotes the value of the sector well or very well.	Data snapshot reports were created: <ul style="list-style-type: none"> <li>• Registration report already published</li> <li>• Fitness to Practise report to be published</li> <li>• we launched targeted campaigns celebrating the value of careers in care.</li> </ul>
65% of registrants feel the SSSC promotes equality, diversity and inclusion.	We have: <ul style="list-style-type: none"> <li>• published the 2021-2025 Equality Outcomes report</li> <li>• published the 2023 Mainstreaming report</li> <li>• made references to equality in the new Strategic Plan 2023-2026.</li> </ul>
Our registrants would like to see: <ul style="list-style-type: none"> <li>• focus on a positive view of the sector</li> <li>• more focus on supporting the workforce</li> <li>• more targeted articles to specific areas of the sector</li> <li>• advocate/campaign for better pay and better workloads.</li> </ul>	We delivered targeted campaigns related to the topics of interest highlighted in last year's survey. This year's survey will inform future campaigns. Our Focus on Regulation newsletter will focus on specific areas of practice. We continue to support the work of the Effective Voice workstream.

## 2023

In 2023 you said	We did
71.5% of registrants feel the SSSC promotes equality, diversity and inclusion.	<p>We have done work to analyse equalities data to give us further information about the diversity of our registered workforce. A report about this analysis has now been published on our SSSC Data website.</p> <p>We are improving the accessibility of our learning resources. The Learning Zone continues to be upgraded and is now more visually accessible and includes effective search capability.</p>
83.5% of registrants feel satisfied about the standard of customer service they received when contacting us.	<p>We use regular surveys to gather feedback and inform our work.</p> <p>We analyse data captured about complaints to identify areas for improvement.</p> <p>We have implemented new survey software to improve how we carry out our surveys and analysis.</p> <p>We are carrying out work to analyse the ways people contact us so we can support our customers better.</p>
<p>Registrants told us they may struggle to attend events because:</p> <ul style="list-style-type: none"> <li>• they needed to take time off</li> <li>• they struggled with working hours</li> <li>• events weren't local</li> <li>• they struggled with the distance to the event or public transport to attend an event.</li> </ul>	<p>We have delivered a mix of online and face-to-face events.</p> <p>As part of the Future Proofing Programme:</p> <ul style="list-style-type: none"> <li>• we arranged a series of online events</li> <li>• we created a video to be played at the beginning of the events</li> <li>• any questions asked were added to our frequently asked questions.</li> </ul>
53.9% of registrants felt the SSSC learning resources were helpful in helping them to access wellbeing support.	<p>We have launched a new set of supervision resources on Step into Leadership.</p> <p>We are a part of the Wellbeing Champions Network.</p>

Our Operational Management Team are working with their teams to identify new improvement actions using responses to the 2024 survey.

Some of the actions identified so far are as follows.

In 2024 you said	We did
73.6% of registrants said they believe the work of the SSSC helps improve their practice.	<p>We have developed a comprehensive set of resources aimed at helping registrants to recognise good practice and improve their practice.</p> <p>The revised model of continuous professional learning (CPL) was launched in summer 2024 and sets out core and mandatory learning elements for registrants in different roles and parts of the sector, and at different stages of their career.</p> <p>We launched the supported first year in practice for Newly Qualified Social Workers (NQSWs) in October 2024. This will provide additional practical support, training and a protected caseload for the first year in practice. We have refreshed the NQSW website and are delivering forums for NQSWs their managers, supervisors and mentors to ensure that the new practice is fully embedded.</p>
71.3% of registrants told us they feel confident that they can find the information they need about careers in social care.	We have developed a Career Opportunities Tool that will be available from April 2025 and will help workers to develop their career in social care.
<p>Registrants said they were most interested in seeing newsletter articles about:</p> <ul style="list-style-type: none"> <li>• CPL</li> <li>• MyLearning</li> <li>• getting to know the SSSC Codes of Practice</li> <li>• career opportunities</li> <li>• the SSSC registration journey.</li> </ul>	Each year we take feedback from our Registrant Survey and focus on areas highlighted. We have new campaigns around the areas of interest planned for the coming year.
67.3% of registrants felt that SSSC qualification requirements support a multiskilled workforce.	<p>We have worked with partners to develop and launch the SVQ in Integrated Health and Social Care and will promote its use in different contexts in 2025/26.</p> <p>We are undertaking a review of the National Occupational Standards which will be concluded in December 2025. The NOS review will then lead to a review of benchmark qualifications at SCQF levels six, seven and nine to make sure they meet the NOS and remain fit for purpose.</p>

The annual Registrant Survey continues to be a valuable way of gathering views from our registrants and will continue to inform key areas of our work.

As noted in Appendix One: Methodology, given the high number of responses we receive, we're confident that the survey results are accurate within a 5% margin.

However, we did notice a lower response rate from registered social work students, which will guide how we gather information in the future to ensure all groups in the Register are properly represented.

**Maree Allison**  
Chief Executive

# The headlines

Our Business Intelligence Team compared the 2024 results to the 2022 and 2023 Registrant Surveys for all questions where responses were provided on a scale of one to five and where the questions were asked in previous years.

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

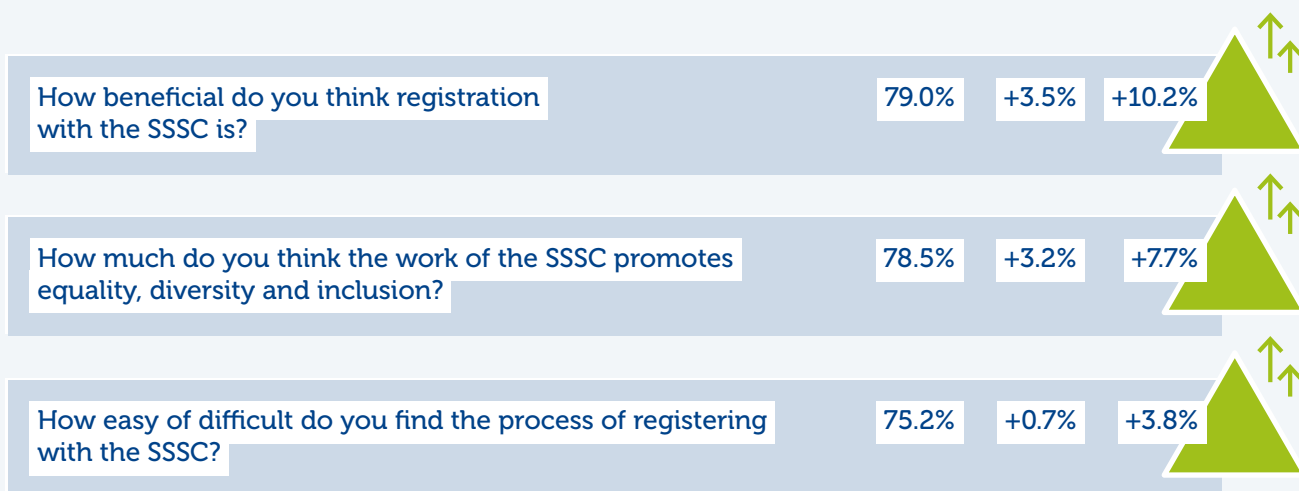
## CPL

	Weighted Average	Vs 2023	Vs 2022
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	73.3%	+2.5%	+8.3%
How helpful are the SSSC learning resources in helping you to access wellbeing support?	75.2%	+10.8%	
How helpful are the SSSC learning resources in helping you meet your CPL requirements?	77.9%	+0.1%	

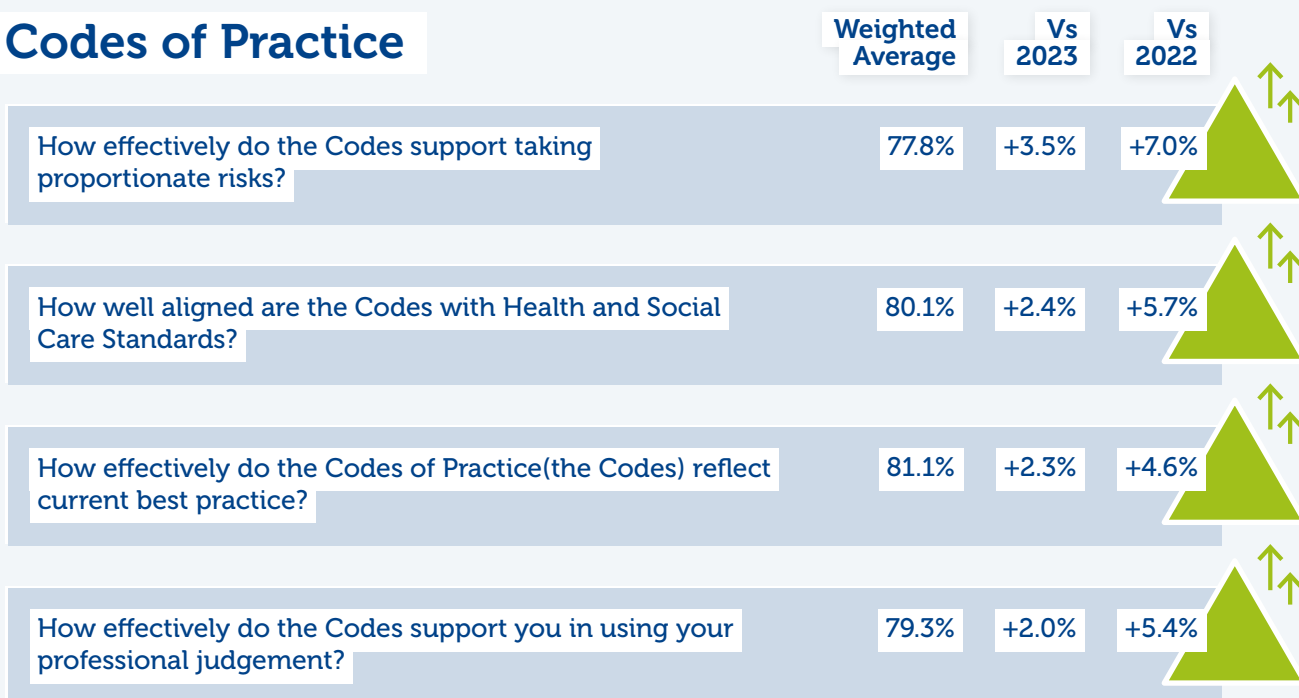
## Registration with SSSC

	Weighted Average	Vs 2023	Vs 2022
How much do you feel that being registered with the SSSC makes you feel valued for the work you do?	70.0%	+7.4%	
How well do you think the work of the SSSC promotes the value of the sector and the workforce?	73.5%	+5.7%	+9.2%
How much do you feel that being registered with the SSSC makes you feel recognised as a professional?	74.8%	+5.5%	+12.6%
How much do you believe the work of the SSSC helps improve your practice?	75.4%	+3.8%	+10.6%

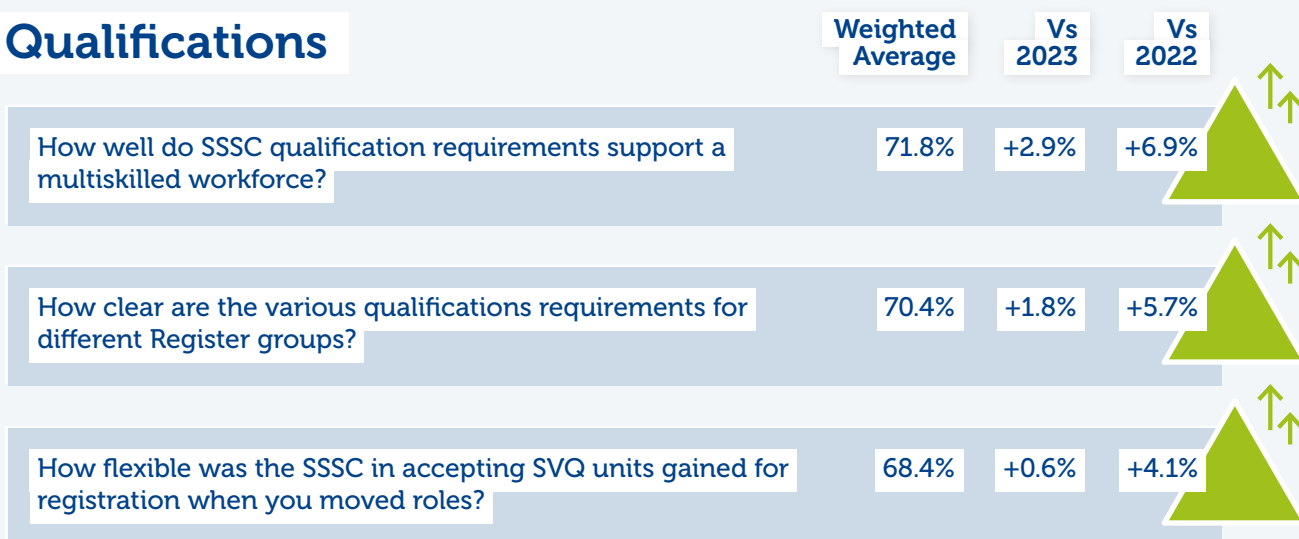




## Codes of Practice



## Qualifications





# Customer service

	Weighted Average	Vs 2023	Vs 2022
How satisfied are you with the standard of customer service you received when you contacted us?	81.3%	-2.2%	-0.4%
Thinking about your overall experience of the services provided by the SSSC, how satisfied are you?	76.4%	+2.9%	+8.8%



# About this report

**This is our first Registrant Survey Snapshot Report, providing key insights into the results of the Registrant Survey for 2024, with comparisons to surveys from previous years where the questions have stayed the same.**

We will publish this report annually to build a long term picture of how the feedback from registrants changes over time and how this informs our work each year.

## Our data

Our Business Intelligence Team used weighted averages, which reflect strength of feeling in how respondents rated us in questions where answers were given on a scale of one to five.

You can find more information about how we analysed the results in Appendix One: Methodology.

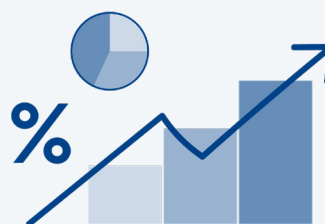
The Business Intelligence Team also provided a breakdown of the results by Register part for each question answered on a scale of one to five. You can find these breakdowns in Appendix Two: Results breakdown by Register part.

## The results

The Registrant Survey questions focus on key areas of our work, including registration with the SSSC, the Codes of Practice and continuous professional learning (CPL), as well as questions about our communications and 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.

The Registrant Survey gave the first opportunity for registrants to provide feedback on the Future Proofing Programme changes.



# Registration

We’ve seen increased positive feedback on all the questions about registration for two years in a row.

The increase in positive responses ranged from 0.7% to 7.4% to the weighted average across the seven registration questions.

‘How beneficial do you think registration with the SSSC is?’ had the highest positive response in this section. 79% of responses to this question were positive. We use the registration process to support our registrants in a number of ways and aim to use this feedback to continuously improve our resources to further benefit the workforce.

‘How much do you feel that being registered with the SSSC makes you feel valued for the work you do?’ had the biggest increase in positive responses in this section, with a 7.4% increase compared to the 2023 survey.

‘How much do you feel that being registered with the SSSC makes you feel recognised as a professional’ also had a big increase in positive responses. The weighted average for this question was 5.5% higher than the response for this question in the 2023 survey.

This question was a benchmarking question for the Future Proofing Programme, which launched on 3 June 2024. The positive response is an encouraging sign that the programme is off to a successful start.

Category	Positive %	Neutral %	Negative %	Weighted Average %
How beneficial do you think registration with the SSSC is?	77.1	14.0	8.9	79.0
How much do you think the work of the SSSC promotes equality, diversity and inclusion?	76.5	16.5	7.0	78.5
How much do you believe the work of the SSSC helps improve your practice?	73.6	15.7	10.7	75.4
How easy or difficult do you find the process of registering with the SSSC?	73.0	18.8	8.3	75.2
How much do you feel that being registered with the SSSC makes you feel recognised as a professional?	71.7	14.4	13.9	74.8
How well do you think the work of the SSSC promotes the value of the sector and the workforce?	69.8	18.6	11.6	73.5
How much do you feel that being registered with the SSSC makes you feel valued for the work you do?	65.1	17.6	17.3	70.0

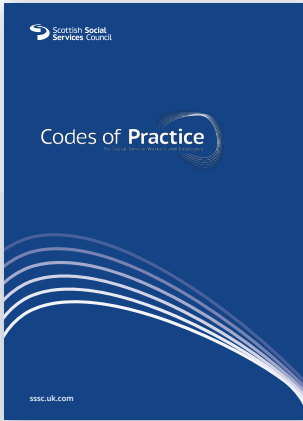
# Codes of Practice

We also saw increased positive responses to all questions about the Codes of Practice over the past two years. All questions about the Codes scored very highly, with a weighted average of over 75% for every question.

The biggest increase in positive responses in this section was in response to ‘Do the Codes support taking proportionate risks?’, with an increase of 3.5% to the weighted average.

‘How effectively do the Codes reflect current best practice?’ had the highest overall positive response of the entire survey and the second highest weighted average at 81.1% positive.

We recently reviewed our Codes of Practice and launched the revised Codes on 1 May 2024. Some questions in this section are benchmarking questions for the Codes of Practice review. The increase in positive responses throughout this section give an early indication that the Codes review resulted in positive changes.



Category	Positive %	Neutral %	Negative %	Weighted Average %
How effectively do the Codes of Practice (the Codes) reflect current best practice?	82.5	13.8	3.7	81.1
How well aligned are the Codes with Health and Social Care Standards?	80.5	15.4	4.1	80.1
How effectively do the Codes support you in using your professional judgement?	79.7	15.2	5.1	79.3
How effectively do the Codes support taking proportionate risks?	77.6	17.6	4.8	77.8

# Customer service

The question ‘Thinking about your overall experience of the services provided by the SSSC, how satisfied are you?’ saw an increase to the weighted average of 2.9% compared to the 2023 survey.

‘How satisfied are you with the standard of customer service you received when you contacted us?’ was the only question that saw a drop in positive responses compared to the 2023 survey.

The 2024 survey opened on 12 August, two months after we launched the Future Proofing Programme. During this time, we had some technical issues which caused our website and MySSSC to run slowly. The introduction of the annual declaration also led to a high volume of calls and emails throughout June and July, which increased our call queue and email response times.

It may not be surprising then, that positive experiences of our customer service decreased during that time. We pride ourselves on the high standard of customer service our staff deliver when registrants contact us. We’ve used the lessons we learned from this time to continue to improve the ways we work.

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

Category	Positive %	Neutral %	Negative %	Weighted Average %
How satisfied are you with the standard of customer service you received when you contacted us?	82.5	11.3	6.7	81.3
Thinking about your overall experience of the services provided by SSSC, how satisfied are you?	75.5	16.3	8.2	76.4

# Qualifications

## Respondents gave more positive feedback for all the questions about qualifications compared to survey results from previous years.

These questions had lower levels of positive responses increases compared to other sections of the survey, with increases in positive responses varying from 1-2% across all questions.

The highest scoring question was 'How well do SSSC qualification requirements support a multiskilled workforce?', with a weighted average of 71.8% positive responses.

Respondents were asked if they had ever moved from a role in adult care to childcare or from a role in childcare to adult care. Those who answered 'yes' (756 respondents) were then directed to a follow up question: 'How flexible was the SSSC in accepting SVQ units gained for registration when you moved roles?'.

We reviewed the qualifications we accept for registration as part of the Future Proofing Programme to allow for more flexibility of benchmark qualifications across Register parts, for example moving between adult and children's services.

Due to the short time frame between the launch of the Future Proofing Programme and the Registrant Survey, it is unlikely that a high proportion of respondents had moved roles between adult and children's services in this time. The response to this question cannot be considered representative of views about the new, more flexible benchmark qualifications. We will continue to monitor registrants' views on this in future surveys.



Category	Positive %	Neutral %	Negative %	Weighted Average %
How well do SSSC qualification requirements support a multiskilled workforce?	82.5	11.3	6.7	81.3
How clear are the various qualification requirements for different Register groups?	75.5	16.3	8.2	76.4
How flexible was the SSSC in accepting SVQ units gained for registration when you moved roles?	60.7	25.4	13.9	68.4



# Continuous professional learning and our learning resources



**47.37% (3,617) of respondents told us they have used our learning resources as part of their continuous professional learning (CPL).**

These respondents were directed to follow up questions about their experiences of using our learning resources.

All the questions about CPL had an increase in positive responses compared to 2023.

‘How helpful are the SSSC learning resources in helping you to meet your CPL requirements?’ was the highest scoring question in this section with a positive response of 77.9%. This question is also included in the annual declaration to allow us to further measure customer satisfaction in this area.

‘How helpful are the SSSC learning resources in helping you to access wellbeing support?’ was new to the survey in 2023. Following the 2023 survey, we launched a new set of supervision resources on Step into Leadership, which include how supervision should be used to support workforce wellbeing. As a result, this question saw the biggest increase in positive responses across the whole survey with an increase of 10.8% compared to 2023.

We launched our new CPL for registrants on 3 June 2024. The increase in positive responses throughout this section is an early indicator that the registered workforce has received the new CPL well.

Category	Positive %	Neutral %	Negative %	Weighted Average %
How helpful are the SSSC learning resources in helping you to meet your CPL requirements?	82.5	11.3	6.7	81.3
How helpful are the SSSC learning resources in helping you to access wellbeing support?	75.5	16.3	8.2	76.4
How confident are you that your continuous professional learning (CPL) supports your career progression?	60.7	25.4	13.9	68.4
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?	69.8	20.3	9.9	73.3



# Careers in social care

We introduced two new questions about careers in social care in the 2024 survey.

Overall, these questions received positive weighted responses, with both questions scoring over 70% positive.

We cannot provide comparisons to previous years as these are new questions.

Category	Positive %	Neutral %	Negative %	Weighted Average %
How confident are you that you can find the information you need about careers in social care?	71.3	18.9	9.8	74.2
How confident are you that you know what range of roles and opportunities are available to you for a career in social care?	69.9	20.0	10.1	72.9

# The SSSC website

43.2% of survey respondents use the SSSC website and an additional 51.5% of respondents only use the website to visit MySSSC.

More than 60% of those who use the website do so monthly or more often.

The question ‘How easy do you find it to use the website?’ received a positive response rate of 69%.

36.8% of respondents told us they can always find what they’re looking for when they visit the website and 60.9% can sometimes find what they are looking for.

The main reasons for visiting the website were to find information on registration, careers in care and supporting the workforce.



## Do you use the SSSC website?



## How often do you use the SSSC website?



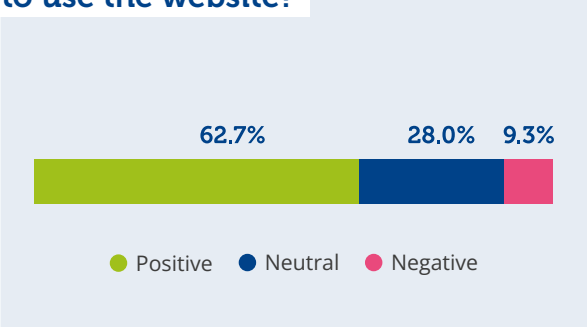
Category	Positive %	Neutral %	Negative %	Weighted Average %
How easy do you find it to use the website?	62.7	28.0	9.3	69.0



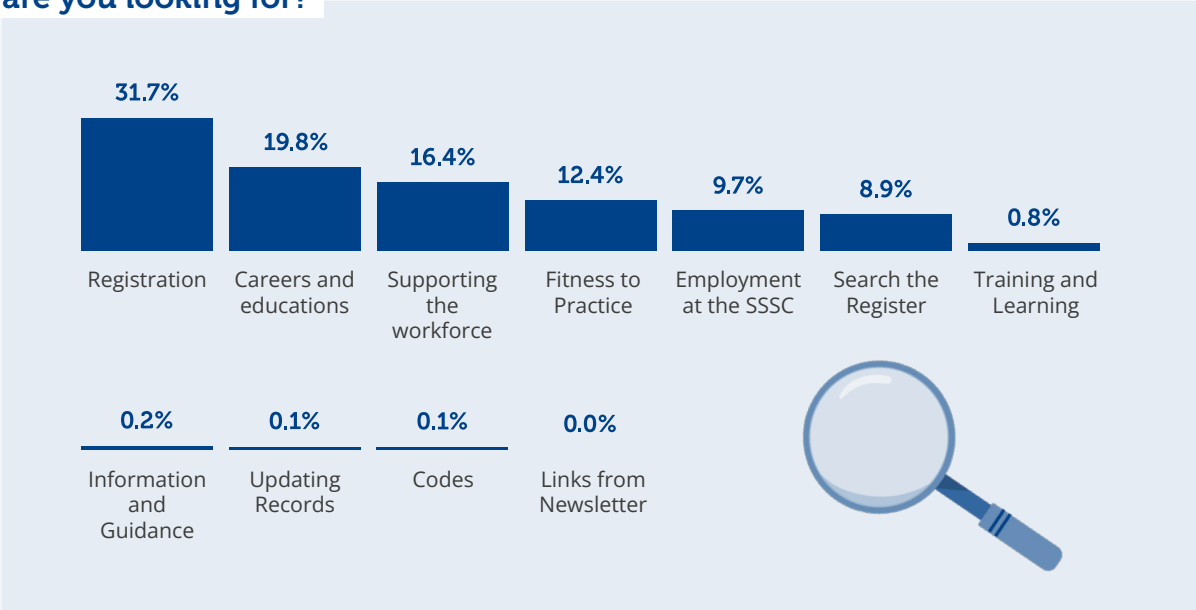
→ Can you find what you are looking for?



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



→ What kind of information are you looking for?



# Communication

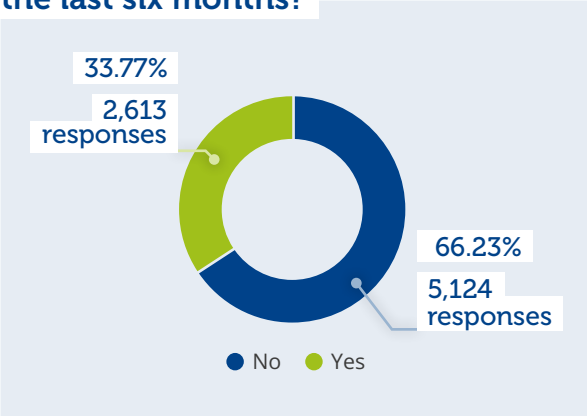
## Contacting the SSSC

2,613 (33.77% of) respondents said they had contacted us in the last six months.

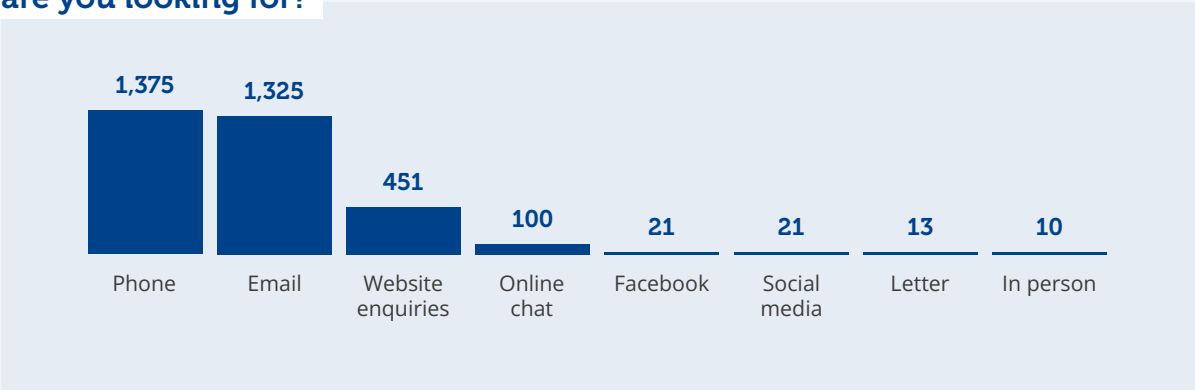
The main method of contact was telephone and email with over 1,300 responses each. An additional 451 respondents said they had contacted us through our website enquiry form. Respondents could select more than one option, which is why the number of responses for each option add up to more than the total 2,613 responses.

The main reasons for contacting us were to get advice about applying for registration or completing an annual declaration. We also received high numbers of queries about learning and development and a smaller but still significant number of queries about fitness to practise.

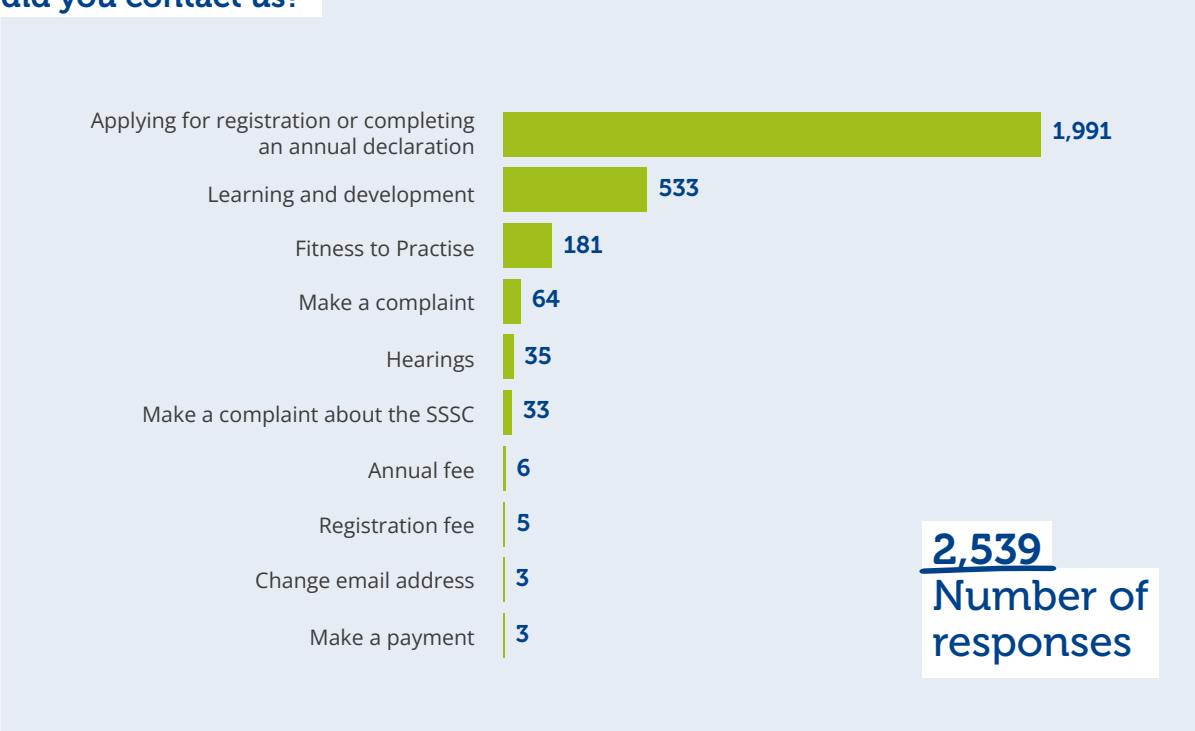
→ **Have you contact us in the last six months?**



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



→ Top phrases used in 'Why did you contact us?'



## Promoting the sector

We promote engagement with the SSSC through our newsletter, SSSC News. 2,172 respondents told us they regularly read articles in the newsletter and an additional 1,264 respondents told us they access news articles through the SSSC website.

Respondents who don't regularly read our articles told us this was because they don't use social media, lack the time or felt the articles weren't relevant to their role.

When asked 'Is there anything we could do to better promote your part of the sector?', the top five things respondents said were:

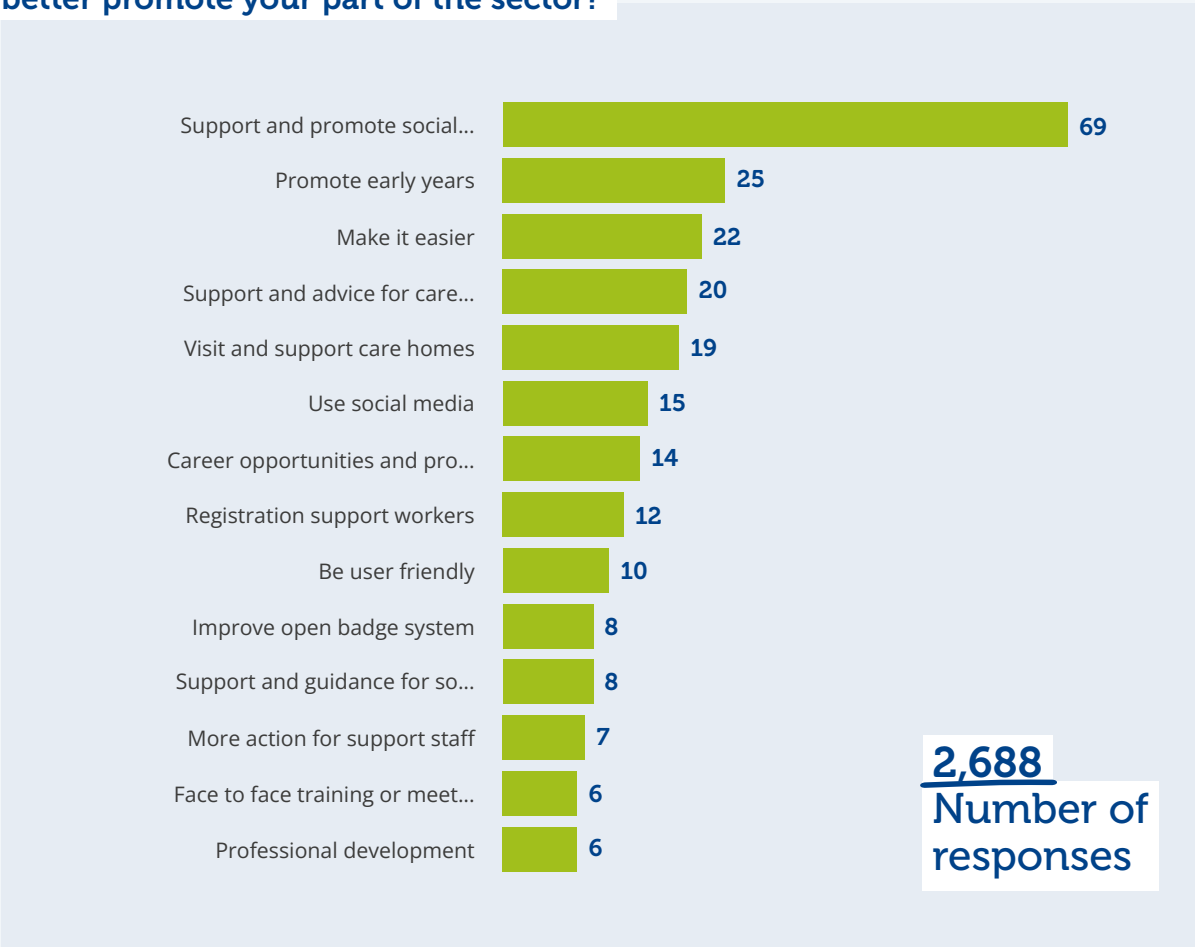
- supporting and promoting social work
- promoting early years
- making our website and resources easier to use
- providing support and advice for care workers
- visiting and supporting care homes.

We also asked respondents which topics they would be interested in. Respondents could select more than one topic, which is why the responses for each category add up to more than the 7,433 total responses.

Almost all the categories for this question got more than 1,000 responses each. The highest responses were in favour of articles about:

- CPL
- MyLearning
- the Codes of Practice
- career opportunities
- the registration journey.

### → Top phrases used in 'Is there anything we could do to better promote your part of the sector?'



→ **What are you interested in?**





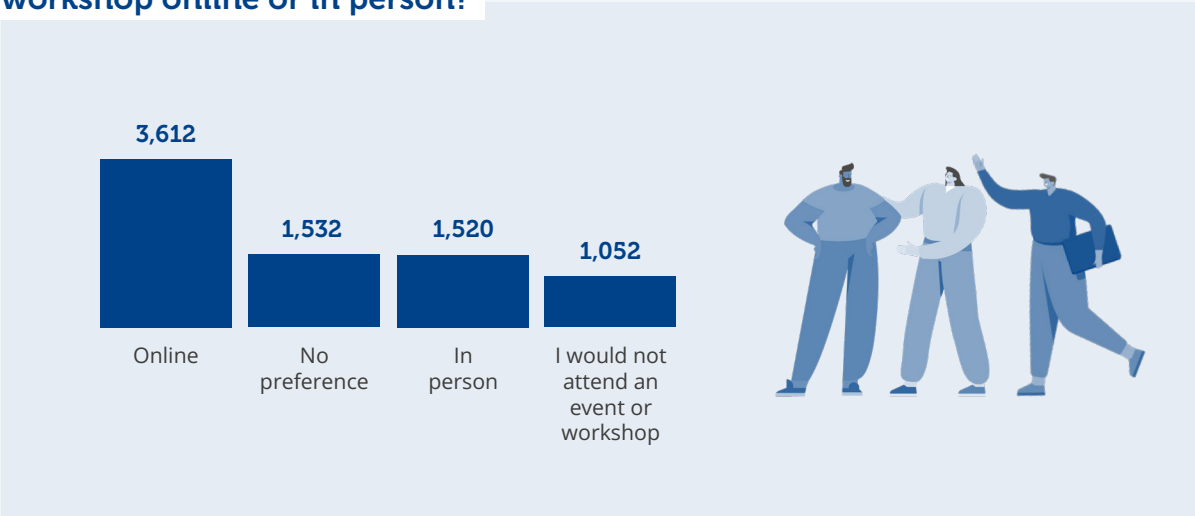
## Events

We asked several questions about our events. 3,612 respondents told us they would prefer to attend events online, 1,520 would prefer to attend in person, 1,532 had no preference and 1,052 respondents told us they would not attend an event or workshop.

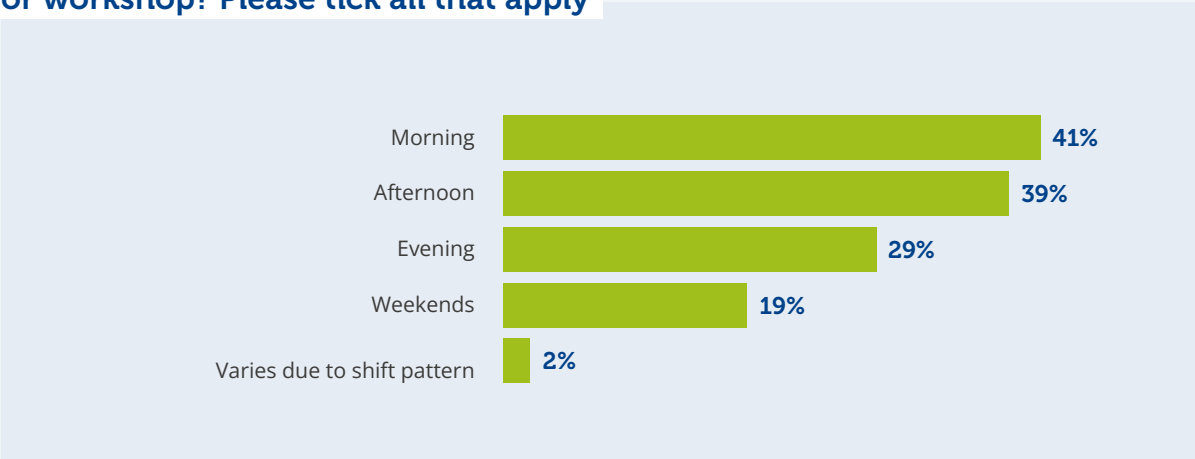
When asked why they would not attend, the main reasons were that respondents were too busy or had family commitments which would prevent them from attending.

We also asked what time of day respondents would prefer to attend events. 41% said they would prefer to attend in the morning and 39% would prefer to attend in the afternoon. A significant proportion of respondents (29% and 19%) expressed a preference for evening or weekend events.

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



→ **What time of day would you prefer to attend an SSSC event or workshop? Please tick all that apply**



# Appendix one: Methodology

The survey ran from 12 August to 9 September 2024 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 168,570 registrants. We received 7,764 responses, giving us a response rate of 4.61%.

Our Business Intelligence Team 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 enough responses had been received from 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	54,190	382	1,651
Social care workforce	112,609	383	5,235
Social work students	1,643	312	57
Social workers	10,930	372	677
Total recipients	168,570	384	7,764



We can consider the response for all Register parts except 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 %
Codes of Practice	73.4	21.4	5.1	75.2
Customer service	69.6	20.4	10.0	72.5
Continuous professional learning (CPL)	66.3	23.1	10.6	70.4
Registration with SSSC	64.7	21.6	13.7	69.8
Qualifications	61.6	28.2	10.3	68.2
Career in social care	59.6	26.4	14.0	66.8
Our website	55.8	33.3	10.9	64.9





## Children and young people workforce continued

Category	Positive %	Neutral %	Negative %	Weighted Average %
<b>Codes of Practice</b>				
How effectively do the Codes of Practice (the Codes) reflect current best practice?	76.6	19.0	4.4	77.2
How well aligned are the Codes with Health and Social Care Standards?	73.8	21.4	4.8	75.6
How effectively do the Codes support you in using your professional judgement?	72.9	21.2	5.9	74.8
How effectively do the Codes support taking proportionate risks?	70.3	24.1	5.6	73.2
<b>Customer service</b>				
How satisfied are you with the standard of customer service you received when you contacted us?	73.2	16.4	10.5	74.9
Thinking about your overall experience of the services provided by the SSSC, how satisfied are you?	68.6	21.6	9.8	71.8
<b>Continuous professional learning (CPL)</b>				
How helpful are the SSSC learning resources in helping you to meet your CPL requirements?	72.2	20.4	7.4	73.3
How confident are you that your continuous professional learning (CPL) supports your career progression?	67.0	20.9	12.1	70.8
How helpful are the SSSC learning resources in helping you to access wellbeing support?	64.2	26.0	9.8	69.4
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?	63.6	25.1	11.2	69.1



## Children and young people workforce continued

Category	Positive %	Neutral %	Negative %	Weighted Average %
<b>Registration with SSSC</b>				
How much do you think the work of the SSSC promotes equality, diversity and inclusion?	70.7	21.5	7.8	74.7
How beneficial do you think registration with the SSSC is?	69.7	18.9	11.4	73.6
How easy or difficult do you find the process of registering with the SSSC?	69.9	21.6	8.5	73.5
How much do you believe the work of the SSSC helps improve your practice?	64.1	21.6	14.2	68.6
How much do you feel that being registered with the SSSC makes you feel recognised as a professional?	63.0	19.1	17.9	68.0
How well do you think the work of the SSSC promotes the value of the sector and the workforce?	60.7	24.9	14.3	67.0
How much do you feel that being registered with the SSSC makes you feel valued for the work you do?	55.0	23.6	21.4	62.9
<b>Qualifications</b>				
How flexible was the SSSC in accepting SVQ units gained for registration when you moved roles?	61.3	27.6	11.0	68.9
How clear are the various qualification requirements for different Register groups?	62.1	27.1	11.0	68.9
How well do SSSC qualification requirements support a multiskilled workforce?	61.0	29.3	9.7	67.9
<b>Career in social care</b>				
How confident are you that you can find the information you need about careers in social care?	60.2	26.5	13.3	67.4
How confident are you that you know what range of roles and opportunities are available to you for a career in social care?	59.1	26.3	14.6	66.2
<b>Our website</b>				
How easy do you find it to use the website?	55.8	33.3	10.9	64.9

## Social care workforce

Category	Positive %	Neutral %	Negative %	Weighted Average %
Codes of Practice	83.3	12.9	3.7	81.9
Customer service	80.5	13.0	6.5	80.2
Registration with SSSC	76.1	14.5	9.4	77.9
Continuous professional learning (CPL)	75.2	16.7	8.1	76.9
Career in social care	75.0	16.7	8.3	76.3
Qualifications	67.9	23.2	8.9	72.2
Our website	65.6	26.1	8.4	70.8

Category	Positive %	Neutral %	Negative %	Weighted Average %
<b>Codes of Practice</b>				
How effectively do the Codes of Practice (the Codes) reflect current best practice?	85.2	11.6	3.2	83.1
How well aligned are the Codes with Health and Social Care Standards?	83.8	12.6	3.5	82.4
How effectively do the Codes support you in using your professional judgement?	83.3	12.5	4.2	81.8
How effectively do the Codes support taking proportionate risks?	81.0	15.1	4.0	80.2
<b>Customer service</b>				
How satisfied are you with the standard of customer service you received when you contacted us?	84.9	9.5	5.6	83.5
Thinking about your overall experience of the services provided by the SSSC, how satisfied are you?	78.9	14.3	6.8	79.0





## Social care workforce continued

Category	Positive %	Neutral %	Negative %	Weighted Average %
<b>Registration with the SSSC</b>				
How beneficial do you think registration with the SSSC is?	80.5	12.1	7.4	81.6
How much do you think the work of the SSSC promotes equality, diversity and inclusion?	79.9	14.3	5.8	80.9
How much do you believe the work of the SSSC helps improve your practice?	78.6	13.1	8.3	79.1
How much do you feel that being registered with the SSSC makes you feel recognised as a professional?	75.1	12.8	12.1	77.4
How well do you think the work of the SSSC promotes the value of the sector and the workforce?	74.2	16.0	9.8	76.7
How easy or difficult do you find the process of registering with the SSSC?	74.3	17.9	7.8	76.1
How much do you feel that being registered with the SSSC makes you feel valued for the work you do?	70.0	15.4	14.6	73.7
<b>Continuous professional learning</b>				
How helpful are the SSSC learning resources in helping you to meet your CPL requirements?	81.4	14.2	4.4	80.3
How helpful are the SSSC learning resources in helping you to access wellbeing support?	77.5	16.7	5.8	78.4
How confident are you that your continuous professional learning (CPL) supports your career progression?	73.9	16.0	10.1	76.1
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?	72.6	18.6	8.8	75.4



## Social care workforce continued

Category	Positive %	Neutral %	Negative %	Weighted Average %
<b>Career in social care</b>				
How confident are you that you can find the information you need about careers in social care?	76.1	15.8	8.2	77.2
How confident are you that you know what range of roles and opportunities are available to you for a career in social care?	73.9	17.7	8.4	75.4
<b>Qualifications</b>				
How well do SSSC qualification requirements support a multiskilled workforce?	70.1	22.1	7.8	73.6
How clear are the various qualification requirements for different Register groups?	66.3	21.6	16.9	68.1
How flexible was the SSSC in accepting SVQ units gained for registration when you moved roles?	61.5	21.6	16.9	68.1
<b>Our website</b>				
How easy do you find it to use the website?	65.6	26.1	8.4	70.8

## Social work students

Category	Positive %	Neutral %	Negative %	Weighted Average %
Customer service	82.7	16.0	1.3	80.3
Codes of Practice	82.3	14.6	3.1	79.1
Registration with SSSC	78.8	13.9	7.3	78.4
Career in social care	73.7	17.5	8.8	75.4
Continuous professional learning (CPL)	70.3	25.0	4.7	73.5
Our website	65.5	25.5	9.1	68.6
Qualifications	56.3	31.9	11.8	67.4

Category	Positive %	Neutral %	Negative %	Weighted Average %
<b>Customer service</b>				
How satisfied are you with the standard of customer service you received when you contacted us?	88.9	11.1		87.5
Thinking about your overall experience of the services provided by the SSSC, how satisfied are you?	80.7	17.5	1.8	78.1
<b>Codes of Practice</b>				
How well aligned are the Codes with Health and Social Care Standards?	89.1	10.9		82.7
How effectively do the Codes of Practice (the Codes) reflect current best practice?	86.0	12.3	1.8	80.3
How effectively do the Codes support you in using your professional judgement?	78.9	15.8	5.3	77.6
How effectively do the Codes support taking proportionate risks?	75.4	19.3	5.3	75.9



## Social work students continued

Category	Positive %	Neutral %	Negative %	Weighted Average %
<b>Registration with the SSSC</b>				
How beneficial do you think registration with the SSSC is?	87.7	7.0	5.3	84.6
How much do you feel that being registered with the SSSC makes you feel recognised as a professional?	85.7	8.9	5.4	83.9
How much do you think the work of the SSSC promotes equality, diversity and inclusion?	80.7	12.3	7.0	79.8
How well do you think the work of the SSSC promotes the value of the sector and the workforce?	77.2	17.5	5.3	78.5
How much do you believe the work of the SSSC helps improve your practice?	77.2	19.3	3.5	78.1
How easy or difficult do you find the process of registering with the SSSC?	70.2	17.5	12.3	71.9
How much do you feel that being registered with the SSSC makes you feel valued for the work you do?	73.2	14.3	12.5	71.9
<b>Career in social care</b>				
How confident are you that you know what range of roles and opportunities are available to you for a career in social care?	71.9	22.8	5.3	76.3
How confident are you that you can find the information you need about careers in social care?	75.4	12.3	12.3	74.6
<b>Continuous professional learning</b>				
How confident are you that your continuous professional learning (CPL) supports your career progression?	78.9	15.8	5.3	79.4
How helpful are the SSSC learning resources in helping you to meet your CPL requirements?	72.2	27.8		72.2
How helpful are the SSSC learning resources in helping you to access wellbeing support?	66.7	33.3		70.8
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?	61.8	30.9	7.3	68.6



Social work students continued

Category	Positive %	Neutral %	Negative %	Weighted Average %
Our website				
How easy do you find it to use the website?	65.5	25.5	9.1	68.6
Qualifications				
How flexible was the SSSC in accepting SVQ units gained for registration when you moved roles?	71.4	28.6		82.1
How well do SSSC qualification requirements support a multiskilled workforce?	60.0	30.9	9.1	70.0
How clear are the various qualification requirements for different Register groups?	50.9	33.3	15.8	63.2



## Social workers

Category	Positive %	Neutral %	Negative %	Weighted Average %
Codes of Practice	70.4	21.5	8.0	72.1
Customer service	67.8	18.0	14.2	69.6
Career in social care	62.8	23.6	13.6	68.7
Continuous professional learning (CPL)	64.4	20.8	14.8	68.2
Qualifications	61.5	27.6	10.9	67.9
Registration with SSSC	62.0	19.5	18.5	67.3
Our website	57.1	30.6	12.3	65.5

Category	Positive %	Neutral %	Negative %	Weighted Average %
<b>Codes of Practice</b>				
How effectively do the Codes of Practice (the Codes) reflect current best practice?	75.4	18.7	5.8	75.4
How well aligned are the Codes with Health and Social Care Standards?	69.6	23.3	7.2	72.2
How effectively do the Codes support you in using your professional judgement?	68.7	22.2	9.1	70.4
How effectively do the Codes support taking proportionate risks?	68.1	21.9	10.0	70.4
<b>Customer service</b>				
How satisfied are you with the standard of customer service you received when you contacted us?	76.4	15.0	8.6	76.5
Thinking about your overall experience of the services provided by the SSSC, how satisfied are you?	64.9	19.0	16.1	67.2
<b>Career in social care</b>				
How confident are you that you know what range of roles and opportunities are available to you for a career in social care?	65.5	22.0	12.4	70.1
How confident are you that you can find the information you need about careers in social care?	60.0	25.1	14.8	67.2





## Social workers continued

Category	Positive %	Neutral %	Negative %	Weighted Average %
<b>Continuous professional learning</b>				
How helpful are the SSSC learning resources in helping you to meet your continuous professional standards (CPL)?	71.2	18.8	10.0	71.8
How confident are you that your continuous professional learning (CPL) supports your career progression?	64.0	19.8	16.2	68.3
How helpful are continuous professional learning (CPL) requirements in supporting you to have the rights skills as a member of the social work, social care and children and young people workforce?	63.0	21.2	15.8	67.1
How helpful are the SSSC learning resources in helping you access wellbeing support?	60.7	24.3	15.0	66.7
<b>Qualifications</b>				
How clear are the various qualification requirements for different Register groups?	63.6	25.6	10.8	69.2
How flexible was the SSSC in accepting SVQ units gained for registration when you moved roles?	55.1	35.6	9.3	66.9
How well do SSSC qualification requirements support a multiskilled workforce?	60.6	28.1	11.2	66.7





## Social workers continued

Category	Positive %	Neutral %	Negative %	Weighted Average %
<b>Registration with SSSC</b>				
How easy or difficult do you find the process of registering with the SSSC?	70.5	18.8	10.7	72.5
How beneficial do you think registration with the SSSC is?	67.9	16.8	15.3	72.0
How much do you feel that being registered with the SSSC makes you feel recognised as a professional?	65.2	15.8	19.0	69.9
How much do you think the work of the SSSC promotes equality, diversity and inclusion?	64.5	22.0	13.5	69.7
How well do you think the work of the SSSC promotes the value of the sector and the workforce?	57.3	22.8	19.9	64.8
How much do you believe the work of the SSSC helps improve your practice?	57.4	20.7	22.0	63.3
How much do you feel that being registered with the SSSC makes you feel valued for the work you do?	51.4	19.6	29.0	58.7
<b>Our website</b>				
How easy do you find it to use the website?	57.1	30.6	12.3	65.5



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