

Care Experience Report: 2024- 2026

June 2024

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Foreword

This report sets out how we continue to put Scotland's care experienced children, young people and adults at the heart of what we do. We are proud to be a corporate parent and have a key part to play in keeping the Promise. We make sure that Scotland can count on social services being provided by a trusted, skilled, confident and valued workforce. We wholeheartedly agree with The Promise that every child deserves to grow up safe, loved and respected and that children should be able to stay with their families when they can.

Our Future Proofing Programme is a key part of our drive to modernise regulation and to keep the Promise. In May 2024 we will publish revised Codes of Practice for Social Service Workers and Employers. In June 2024 we are also updating Continuous Professional Learning (CPL) requirements and introducing return to practice requirements for social workers. All these initiatives respond to key priorities such as the need to promote trauma informed practice. We are also leading work to implement the updated Common Core of skills, knowledge and understanding and values for the Children's workforce in Scotland.

As of September 2023 we have over 170,000 people on our Register. These people deliver critical services such as residential childcare, day care of children and care at home. We support workers to make sure that they have the right values, are trauma informed and have the skills to develop strong, organic, positive and respectful relationships with children, young people and families. A small percentage of workers come into contact with our fitness to practice processes and we take action where necessary. These people deliver services that are essential to Scotland's wellbeing economy.

This report has an action plan setting out how we will put care experience and children's rights at the heart of what we do over the next three years. It also outlines how we continue to promote children's rights. Alongside this report we publish a separate one looking at how we promote the United Nations Convention on the Rights of the Child (UNCRC) in our work. We have much to do over the lifetime of the plan. We must work in partnership with many people to keep the promise, meet our corporate parenting duties and reinforce a children's rights based approach require collaboration and shared ambitions. Over the next three years we will work with partners to embed a trauma informed approach within qualifications, CPL and programme delivery. These activities are part of our unwavering focus on putting care experienced children, young people and adults and children's rights at the centre of service delivery and our approach.

We welcome your feedback on this report and how we can continue to improve the way we support Scotland's care experienced children, young people and adults.

Maree Allison, Interim Chief Executive



Who we are and what we do

The Scottish Social Services Council (SSSC) is the regulator for the social work, social care and children and young people workforce in Scotland. Our work means the people of Scotland can count on social services being provided by a trusted, skilled, confident and valued workforce.

We protect the public by registering this workforce, setting standards for their practice, conduct, training and education and by supporting their professional development. Where people fall below the standards of practice and conduct we can investigate and take action.

We:

- publish the national Codes of Practice for people working in social work, social care and children and young people services and their employers
- register this workforce and make sure they adhere to the SSSC Codes of Practice
- promote and regulate their learning and development
- lead workforce development and planning for this workforce in Scotland and provide national and official statistics.

Our Strategic Plan

The Strategic Plan for 2023 to 2026 sets out our strategic themes and outcomes. The work we will deliver through this plan will have a positive impact on the safety and wellbeing of people using social work, social care and children and young people services. We have four strategic themes and each has its own outcome.

- **Trusted:** People who use services are protected by a regulated workforce that is fit to practise.
- **Skilled:** Our work supports the workforce to deliver high standards of professional practice.
- **Confident:** our work enhances the confidence, competence and wellbeing of the workforce.
- **Valued:** the social work, social care and children and young people workforce is valued for the difference it makes to people's lives.

'We believe in designing our services with you, this is the key to achieving our vision to be a public service that makes a positive and lasting contribution.'

SSSC Strategic Plan 2023-2026

Introduction and language

Introduction

Care experienced children and young people face significant challenges and barriers. For example, we know that:

- around 1 in every 100 children born in Scotland today goes into care before their first birthday
- approximately 29% of school leavers who were born into care are not in education, employment or training nine months after leaving school, compared to 7% of all school leavers
- many people working in social work, social care and children and young people services will also have experience of care.

How we talk about care experience matters. We must keep a focus on what children and young people need to thrive. It is critical that we frame care experience in a positive way and many of our employees have attended sessions by [Each and Every Child](#). We want to make better use of our data to promote a positive narrative and to improve outcomes for children, young people and families.

The SSSC is proud to be a corporate parent and is helping to keep the Promise. We register and support the workforce that provides high quality critical services to care experienced children, young people and adults every day. This plan sets out our work to support care experienced children and young people and the actions we are taking to keep the promise to Scotland's children, young people and families.

This plan begins with an analysis of our work since we published our previous plan in 2021 before setting our priorities for 2024-2026.

Language

We refer to our corporate parenting role in this report because the Children and Young People (Scotland) Act 2014 uses that term. This includes legislative duties such as a requirement for corporate parents to work collaboratively. We know that Corporate Parenting is a complicated term. We agree with the Care Review that we all need to focus on good parenting rather than corporate parenting.

We typically talk about care experienced children, young people and adults in this plan. We recognise that one term cannot describe everyone. We know that there are several words or phrases used to refer to people who have experience of care, including care experience, looked after and care leavers. The Care Review and The Promise remind us that the language of care is stigmatising for many people who have experience of care and that we need to focus on building a better narrative for everyone.

We welcome your feedback on our use of language in these reports.

Context: Corporate parenting and keeping the Promise

The Children and Young People (Scotland) Act 2014 identifies several corporate parents, including the SSSC. The 2014 Act requires corporate parents to:

- assess need
- be alert and notice if care experienced children, young people and adults need help
- promote the interests of care experience children, young people and adults and provide opportunities to improve wellbeing
- take action and make sure that care experienced children, young people and adults can access opportunities
- work together with other corporate parents to improve our approach.

We are proud to be a corporate parent. We have a key role to play in supporting the social work, social care and children and young people workforce. The SSSC can and must do more to support people who support and care for care experienced children and young people.

- The Promise is that Scotland's children and young people will grow up loved, safe and respected. The Promise followed the Care Review which involved over 5,500 people who have experience of care. The SSSC has a key part to play in keeping the promise.

This plan sets out our part in keeping the Promise to Scotland's children and young people. This includes our work to revise the [Codes of Practice for Social Service Workers and Employers](#), to promote a trauma informed practice and to lead the development of an updated [Common Core of Skills, Knowledge & Understanding and Values for the Children's Workforce in Scotland](#).

Our corporate parenting role and work to keep the Promise 2020-2023

We have carried out a range of actions since we published our previous Corporate Parenting Plan in 2021. We summarise progress under three headings.

1. We put care experienced children and young adults at heart of what we do.
2. We do what we can to ensure that care experienced children and young adults are protected by a registered workforce that is fit to practise.
3. We support services to attract and develop the staff needed to support care experienced children and young adults.

1. We put care experienced children and adults at the heart of what we do

1a. Future Proofing Programme

Our [Future Proofing Programme](#) aims to make registration simple and easy to understand. We want people to know about the benefits and value of registration and the standards, skills and qualifications needed to deliver high quality care.

- In May 2024 we will publish the revised [Codes of Practice for Social Service Workers and Employers](#). The review of the Codes is a key part of our commitment to keep the promise. They will reflect many of the priorities and ambitions set out as part of the promise such as a focus relationship-based practice. We are working with The Promise Scotland to develop a resource that will help children and young people to understand and engage with the Codes.
- In June 2024 we are introducing new requirements for registrants' continuous professional learning (CPL). Our model sets out essential skills and knowledge for each register group. We will set out proposed pathways for registrants and specialist pathways. Our approach has eight core learning elements and suggested learning topics. Child protection, adult protection and trauma informed practice will be mandatory requirements for all register groups.
- In June we are also introducing Return to Practice (RTP) requirements for social workers who have been out of practice and who have not registered for over two years. We want to make sure that social workers update their knowledge, skills and competence while building their confidence to practice. Social workers will demonstrate learning across four themes such as adult and child protection.
- The time to achieve a required qualification will reduce from five to three years. The exception will be new registrants with no recognised qualification joining as a supervisor, manager or residential childcare worker.

'It is the opinion of the Review that the Future Proofing Programme work...has the potential to contribute to more effective registration practices that support the workforce and those using services.'

Independent Review of Inspection, Scrutiny and Regulation of Social Care in
Scotland, 2023



1b. Revising the Common Core of skills, knowledge, understanding and values

- [The Promise's Change Programme ONE](#) identifies the need for a national values-based recruitment and workforce development framework which will be adhered to by all organisations and people involved in supporting children and families. As part of that commitment we are leading work to refresh and embed the [Common Core of skills, knowledge and understanding and values for the Children's workforce in Scotland](#). We will work with partners to make sure that the Core is meaningful and helps to drive values-based recruitment and workforce development.

1c. Registration

- As of September 2023, there are approximately 170,000 registered people working in social work, social care and children and young people services, including social workers and people working in day care of children, residential childcare and residential school care accommodation services. This figure is approximately 80% of the total social service workforce of 211,510 in Scotland. In 2023 we began publishing a new series of reports on our register. During 2022/23 [all but two parts of our register increased in size](#).
 - The number of people working in day care of children services on our Register grew from 42,425 in 2022 to 44,290 in 2023. +1,865 (+4.40%)
 - The number of registered social workers increased from 10,674 in 2022 to 10,826 in 2023. +152 (+1.42%)
 - In 2022/23 the number of people working in residential childcare services fell from 8,230 in 2022 to 8,153 in 2023.
 - As of February 2024 more than 85% of practitioners in day care of children services meet our qualification requirements for registration.

1d. Supporting vulnerable Fitness to Practise witnesses

- We may ask care experienced children and young people to attend a hearing as a witness, although this is rare. We support all vulnerable witnesses – including care experienced children and young people - to attend hearings. We assign a hearings officer to support a witness before, during and after a hearing. All our hearing officers are trained mental health first aiders. We put special measures in place to protect vulnerable witnesses when giving evidence in hearings. These can include using a video link, using pre-recorded evidence, or using a screen. We are securing an advocacy and intermediary service for witnesses and members of the public complainants.
- We are considering further improvements as part of the Open University's Witness to Harm project examining witnesses' experiences of Fitness to Practise hearings.

1e. Assessing our impact and putting people first

- In 2022 we published [Involving People: Our engagement strategy and framework 2023-2026](#). The Framework sets out the importance of taking a people-led approach to designing our services. The Framework highlights our commitment to follow the principles of the [Scottish Approach to Service Design](#). Stakeholders contribute to the development of our learning resources and supported a review of the way we contact people as part of our Fitness to Practise processes.
- We use Equality Impact Assessments (EQIA) to help us consider the needs of diverse groups when we make decisions. Our assessment prompts us to consider care experience as part of the development of everything from our continuous education policy to our Future Proofing Programme. We are taking steps to streamline our process and to make sure we think about care experience and children's rights from the start of our work.
- We must do more to support children, young people and adults to access their rights. We are looking at how we can do more to make our resources accessible as we prepare for the commencement of the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024.

1f. Supporting the SSSC's workforce

- Our staff conferences have had sessions with The Promise and Who Cares? Scotland. We held a session with Each and Every Child on the need to reframe the way we view care experience. We continue to develop regular briefings for our staff on our Corporate Parenting, how Scotland is keeping the promise, our role and key publications such as The Promise's Plan 21-24.
- In April 2023 we achieved the Gold Standard for Investors in People and we are on track to keep it. We have recently achieved the Silver Investors in Young People Award. These awards recognise several areas such as our work to promote learning and development opportunities and to support our staff health and wellbeing.
- Our People Strategy sets out our ongoing commitment to continue developing our staff and our drive to be a trauma informed organisation. We continue to explore how we can support more people with care experience to consider, join and develop a career with us.
- We deliver or arrange staff training on topics such as child protection, adult support and protection, human rights, unconscious bias and children's rights. We are developing further training on people protection.

'The presentation by Who Cares? took me back to front line practice and why we do what we do.'

'Who Cares? Scotland session was excellent, highly informative and I can use this in my role.'

Survey responses following SSSC staff conference



1g. Supporting panel members

- Fitness to Practise panel members receive support and training on key areas such as unconscious bias and bespoke training on trauma informed question techniques.

2. We do what we can to ensure that care experienced children and adults are protected by a registered workforce

We continue to work closely with The Promise and others to deliver the actions in Plan 21-24. Our key priorities include the implementation of our Future Proofing Programme and supporting the development of a trauma-informed workforce.

2a. Developing the social work, social care and children and young people workforce

- We are working with UK partners to review the National Occupational Standards (NOS). The NOS describe the knowledge, skills and understanding that a worker needs to be competent at their job. All qualifications accepted by the SSSC to meet qualification requirements are underpinned by the NOS. We will revise the language and strengthen elements of the current qualifications to meet ambitions in the Promise such as upholding and promoting rights and compassionate care. We will consider children's views as part of the review. The review will be complete by December 2025.
- [The SSSC's Learning Strategy 2021-24](#) sets out our approach to providing workers, employers and others with learning support. In recent years our resources have supported priorities including the implementation of the:
 - National guidance for Child Protection
 - Age of Criminal Responsibility (Scotland Act 2019)
 - Keeping Sisters and Brothers Together: Sibling national guidance
- Our learning resources are available from our [Learning Zone website](#). They include the [23 Things ELC Leadership resource for early learning and childcare services](#) and the Safe Administration of Medication (SafeMed).
- In 2023 we created the [National Directory of Continuous Professional Learning \(CPL\) for the Early Learning and Childcare Workforce](#). These free modules that cover several topics including supporting parents to further engage in child development and building confidence in identifying and responding to additional support needs.
- We supported the development of the National Joint Investigative Interviewing (JII) training programme. This is a comprehensive training programme that underpins the Scottish Child Interview Model for joint investigative interviewing. The training is for police officers and social workers who conduct joint investigative interviews.

2b. Promoting a trauma informed approach in social work, social care and children and young people workforce

- We support the Scottish Government and our partners to develop a trauma informed and trauma responsive workforce and services. We continue to promote the [National Trauma Training Programme](#) resources. We are working with NHS Education for Scotland (NES) and other partners to promote the National Trauma Transformation Programme's learning resources.
- We want to embed trauma informed practice in qualifications, CPL requirements and programme delivery. We want our learning resources to be accessible to all and to make sure the workforce has increased access to wellbeing support.
- We have an endorsement process which recognises the NES national trauma and learning resources that support the social work, social care and children and young people workforce to gain the specialist skills and knowledge they need to carry out their role. We monitor and review the resources to ensure they are up to date for current practice. We signpost to these resources in the suggested learning to meet the mandatory CPL requirements and specify the required level of training for different roles. We also highlight trauma informed practice on our [Newly Qualified Social Worker website](#).
- We have embedded QR codes into the national trauma training modules so that learners can record learning via our [My Learning App](#) and the NES Turas platform.
- We are supporting the Office of the Chief Social Work Adviser's work on the development of reflective practice resources to support social workers.

2c. A trauma informed SSSC

We want to be a trauma informed organisation. We want to use language that is inclusive, welcoming and follows trauma informed practice.

- Fitness to Practise staff have had trauma informed training and a session on the Trauma Informed Justice Framework.
- We have set up a Trauma Informed Champions Group. The Group uses a trauma informed lens to consider implications for the SSSC. The group are reviewing our policies and are considering training for our wider workforce.
- Panel members have been receiving training and awareness sessions on trauma informed practice since 2021. Members have recently had training on the Trauma Informed Justice Framework and trauma informed questioning.
- We have renovated our office and hearing rooms, using a trauma informed lens to provide calm, suitable spaces.

2d. A regulated workforce protects people who use services

Fitness to Practise (FtP) is about protecting and enhancing the safety and welfare of people who use services. A minority of SSSC registrants come into contact with our FtP processes. We must be sure that people on our Register meet the standards of character, conduct and competence necessary to do their job safely and effectively in line with the SSSC Code of Practice. We investigate concerns about workers and act where necessary. We continue to improve our approach to FtP and have made several improvements since 2021.

- We [updated and combined the FtP rules](#) and [decisions guidance for FtP Panels and SSSC staff](#). The guidance sets out priorities such as our focus on helping decision makers to reach proportionate and fair decisions, to be consistent and transparent. We are making it easier for employers to identify when to raise FtP concerns with us. In 2022 we updated our [Fitness to Practise Thresholds Policy](#) and our [Employer Referral Guidance](#).
- We have introduced a [dedicated and independent wellbeing line for people undergoing FtP investigations](#). We also have links to [free online resources](#) including webinars and wellbeing articles. We signpost workers to independent advisors such as a trade unions and professional bodies.
- We continue to deliver online hearings. Our [Remote Hearing Guidance](#) sets out how we aim to meet everyone's needs. We hold in person hearings where appropriate.
- We are recruiting legally qualified chairs for our Fitness to Practise Hearings. Chairs must be aware of trauma informed practice and the [Trauma Informed Justice Framework](#).
- We encourage registrants to take part in hearings as it gives them a chance to explain their position on allegations. We also know that registrants who take part in hearings often have a better outcome. Before the pandemic approximately 26% of registrants took part in hearing. In 2022/23 this figure increased to 56%. We are working with key partners such as local law clinics and centres to explore how we can improve worker representation.
- In January 2024 we published the [first Fitness to practise data report](#).

2e. Using data to support workforce planning and to inform our understanding of regulation

- As the regulator for the social work, social care and children and young people workforce we are in the unique position of holding reliable information on the registered workforce. [We recently published a report on the 168,000 people on our Register](#). Our data helps Scottish Government, employers and others to identify trends and supports workforce planning.
- We continue to publish data on vacancies and key policy priorities. For example, in 2022 and 2023 we published a [report examining ten years of residential childcare workforce data](#) and a report on the [movement of day care of children workforce](#). These reports provide critical information on the profile of the workforce and inform the expansion of funded early learning and childcare.



2f. Understanding vacancies and workforce trends

- In September 2023 [the SSSC and the Care Inspectorate published the Staff Vacancies in Care Services 2022 report](#). The report has data from the Care Inspectorate's annual returns and provides the authoritative source of data on the sector. It shows the number and percentage of residential childcare services reporting that hard to fill vacancies has continued to increase since 2020, with over half of all services reporting difficulties as of December 2022.
- In October 2023 we published our first new report examining data on [vacancies and hard to fill vacancies for practicing social workers \(PSWs\)](#). The report covers main grade social workers (SW) and senior social worker (SSW) posts. The report shows a slight increase in the number of whole time equivalent (WTE) practising social workers over a five-year period. It also shows an overall PSW vacancy rate of 11.8%. The report is a snapshot as of June 2023 and we intend to publish these reports every six months.

3. We support social services to attract and develop the staff needed to support care experienced children and adults

3a. Attracting people to work in social work, social care and children and young people services

- We work with Scottish Government and others to promote career pathways. We continue to scope graduate apprenticeship routes and new pathways for senior phase pupils. We are supporting the development of a graduate apprenticeship for social work. We are also developing a new integrated qualification which would allow individuals to work across different roles and settings.
- In October 2023 the SSSC and Care Inspectorate published [new guidance on safer recruitment](#). The guidance highlights the way that people with care experience suffer stigma and highlights the need for employers to take a trauma informed approach. The guidance also suggests some practical steps such as sources of funding for learning, paying for expenses to attend an interview and offering enhanced feedback. The guidance signposts recruiters to several key resources and organisations such as Redress Scotland and Who Cares? Scotland.
- We work with Skills Development Scotland to promote Modern Apprenticeships (MAs). We manage the MA for social services and healthcare (SSH) and social services (Children and Young People). An MA is available for people of any age and can support recruitment and retention. There is also the opportunity to receive enhanced funding to enable better service to care experienced and disabled people up to the age of 29. We continue to share stories as part of [Modern Apprenticeship week](#).
- We worked with Disclosure Scotland to create a podcast about the disclosure process, including the Protection of Vulnerable Groups (PVG) Scheme. The podcast explores:
 - how care experience can unfairly result in an increased likelihood of contact with the police for some behaviours by young people
 - how we consider any individual circumstances such as previous convictions in recruitment.



- approaches for people concerned about past convictions
- how employers can consider lived experience as an asset.
- We worked with relevant universities and the Social Work Education Partnership (SWEP) to explore additional funding models across social work education support for social work students during a particularly challenging economic climate.
- We supported the College Development Network to implement a new online 'Introduction to a career in social care' course. We meet with colleges and umbrella bodies to identify actions we can take to improve communication between colleges and employers to increase recruitment opportunities for those participants who wish to move into employment.
- Our [Careers in Care website](#) helps people to identify and develop their career. It includes case studies from social work, residential childcare and day care of children services. In 2023 we added further information and case studies.

3b. Support people to work in social work, social care and children and young people services

- We are working with Scottish Government and partners to promote social work career pathways. We continue to scope a new graduate apprenticeship route.
- We host a regular employability and careers group with employment support providers, employers and national partners. The members share information and good practice aimed at improving career entry routes for people who experience barriers to work, including those with previous care experience which might have impacted on their choices and opportunities. These events help to highlight the diverse pathways available and where additional support is available for people with different backgrounds and experiences, with care experience one example.
- We work with organisations supporting young people to overcome personal life challenges. For example, we collaborated with the Princes Trust to provide flexible online and in-person employability programmes to young people up to age 30. Our Career Ambassadors regularly take part in information sessions with young people completing the Princes Trust's Explore social care courses. A key highlight are Celebration events at the end of the programmes where inspiring young people share what they have learned and talk about their future aspirations.
- The Scottish Government intends to implement a mandatory Newly Qualified Social Worker (NQS) Supported Year in Scotland from September 2024. An overarching aim of this project is to make sure that all NQSWs have the support they need to make the transition from education to the workplace.
 - We have developed recommendations to support the implementation of a sustainable and accessible approach to implementing the supported year. We have continued to undertake research and a pilot study to prepare for the supported year.

- Several areas are undertaking a small scale early implementation of the NQSW supported year. These include 12 local authorities, two health and social care partnerships and SWIIS Foster Care Scotland. In November 2022 [a further ten areas](#) were awarded grant funding to implement the NSQW Supported Year.
- Further information on the development of a Newly Qualified Social Worker Supported Year (NQSW) in Scotland is available from our [NQSW website](#).



Care experience and children’s rights plan 2024-2026

This plan sets out our key outcomes as a Corporate Parent between 2024 and 2026. These outcomes reflect our statutory responsibilities, our [Strategic Plan for 2023-2026](#) and our ongoing activities to support Scotland’s care experienced children, young people, adults and families. It also sets out the steps that we will take to continue to incorporate the UN Convention on the Rights of the Child (UNCRC) into our work.

Monitoring

- Our Equality, Diversity and Inclusion Group (EDIG) will monitor and review the progress on our actions.
- We will report on progress in our next reports.

Outcome 1: SSSC’s employees and our stakeholders will have knowledge, skills and opportunities to support children and care experienced children, young people and adults

Action	Lead Directorate	Timescales
New training resources for our employees 1. Continue to support our employees to consider the corporate parenting duty and the incorporation of the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024 (The UNCRC Act).	Strategy and Performance	July 2024
Meeting our statutory obligations 2. Publish and monitor our care experience report and children's rights plans. 3. Introduce a new integrated assessment process. The new assessment will include statutory assessments such as the Equality Impact	Strategy and Performance Strategy and Performance/Finance and Resources	May 2024 April 2024

<p>Assessment (EQIA) and a requirement to consider a trauma informed approach to our work.</p> <p>4. Undertake an internal review of our readiness for the Incorporation of the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024 and investigate where we can do more to treat care experience as a protected characteristic at the SSSC.</p>	Strategy and Performance	July 2024
<p>Supporting our future and current SSSC workforce</p> <p>5. Consider and implement recommendations following our recent Investors in Young People Silver Award. The findings will contribute to our next People Strategy.</p> <p>6. Enhance training and development opportunities for young people across SSSC, including links with education, training and apprenticeship providers and reestablish young people mentoring scheme, create and support employee networks and ensure young people's forum has a voice in influencing policies and strategies.</p>	<p>Finance and Resources</p> <p>Finance and Resources</p>	<p>New People Strategy in 2024/25.</p> <p>October 2024</p>
<p>Supporting our stakeholders</p> <p>7. Continue to publish National and Official Statistics on the wider social work, social care and children and young workforce which support planning and raise awareness of the role and challenges for people who support children and care experienced children, young people and adults.</p>	Workforce, Education and Standards	Ongoing

Outcome 2: We support the development of trauma informed approach in the social work, social care and children and young people workforce, and within the SSSC

Action	Lead Directorate	Timescales
8. Embed trauma informed practice in the Codes of Practice, qualifications, continuous professional learning requirements and programme delivery.	Workforce, Education and Standards	Codes covered under Future Proofing Programme. Wider work to promote trauma informed practice: ongoing.
9. Complete a trauma lens assessment for the SSSC, exploring areas such as access to building and our policies. Support our staff to become trauma informed using the National Trauma Transformation Programme (NTTP) materials.	Organisational Development and Human Resources	Ongoing
10. Support employers to develop their own trauma resources and to use the NTTP resources to support learning and staff wellbeing. Support wider work to develop a trauma informed social work approach. We are working with social workers to develop a better understanding of professional supervision and how it informs trauma informed practice.	Workforce, Education and Standards	Ongoing
11. Secure an advocacy and intermediary service for fitness to practise witnesses and member of the public complainants.	Regulation	Ongoing

Outcome 3: Children and care experienced people are supported by a workforce that is confident, competent and is supported with their wellbeing

Action	Lead Directorate	Timescales
Implement the Future Proofing Programme		
12. Implement our Future Proofing Programme. Revise the Codes of Practice for Social Service Workers and Employers and work with The Promise to help children and young people to understand their rights and what they can expect from workers and employers. Before we can	All directorates	Codes of Practice: May 2024

make any changes our legislation will have to be updated. The Scottish Government recently held a consultation on our proposals.		Registration changes: If our legislation is updated we would start making changes in early 2024 ahead of the go live date in summer 2024.
13. Implement the Continuous Professional Learning and Return to Practice models.	Workforce, Education and Standards	June 2024.
Newly Qualified Social Work Supported Year		
14. Support the implementation of a mandatory Newly Qualified Social Worker (NQS) Supported Year in Scotland.	Workforce, Education and Standards	Implementation of mandatory year provisionally scheduled from September 2024.
Common Core of skills, knowledge and understanding and values for the Children's workforce in Scotland	Workforce, Education and Standards	Launch of new Common Core: 1 st Quarter of 2024/25. Work to implement Common Core to continue after that date.
15. Lead and work with children and young people and key stakeholders to refresh and embed the Common Core of skills, knowledge and understanding and values for the Children's workforce in Scotland, and work with key partners to support ongoing implementation of framework.		
Consider views of care experience children and young people as part of development of standards and resources		
16. Consider children's views as part of the review of the National Occupational Standards (NOS). The NOS describe the knowledge, skills and understanding that a worker needs to be competent at their job.	Workforce, Education and Standards	Revised NOS by December 2025.
17. Continue to work with key stakeholders, employers and the workforce to develop learning resources.	Workforce, Education and Standards	Ongoing

<p>Protecting witnesses</p> <p>18. Consider improvements resulting from Open University's Witness to Harm project. The study is examining patient, family and colleague witnesses' experiences of Fitness to Practise proceedings.</p>	<p>Regulation</p>	<p>Study due to report in 2024.</p>
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