

# **The rules that your social service worker must follow when they give you support**



# About us



We are called the **Scottish Social Services Council**.



Our job is to check social service workers in Scotland.

We help make sure they are good enough and do a good job.



Social service workers give people support to do things.

For example, they may support people to stay at home and look after themselves.



We do things like:

- make rules about how social service workers must work
- do something about social service workers who do not follow the rules.

# About this document



This document has some rules that all social service workers in Scotland must follow.

The rules are called the **Codes of Practice**.



There are rules for:

- social service workers (they are the staff who give you support)
- the organisations they work for.



The rules will help make sure that social service workers are safe to work and do a good job.



The rules will also help you know how social service workers should treat you.

# The rules that social service workers must follow



Social service workers are the staff who give you support.

Here are the things they must do.

1

**Social service workers should make sure you and your carers get your rights and can live how you want**

For example, social service workers should:



- find out what you like and what you need



- support you to make your own choices and have your say.

## 2

**Social service workers should make it easy for you and your carers to trust them**



For example, social service workers should:

- be on time and work when they say they will
- tell you the truth
- tell you about any problems that may happen with your support and why.



## 3

**Social service workers should support you to do things on your own but also keep you safe**



For example, social service workers should:

- support you to understand your rights
- follow the rules about keeping people safe
- do something if someone may be unsafe





- make sure you and your carers can complain if you are not happy with your support
- make sure something is done about your complaint.

4

**Social service workers should support you to do things in a way that is safe for you and other people**

For example, social service workers should:



- support you to do new things if you want to



- work with you to see what may be safe and unsafe



- check if anyone may hurt themselves or other people
- try to stop problems like this happening.

**5**

**Social service workers should behave in a good way and help everyone trust what they do**



For example, social service workers should:

- never hurt you or anyone else
- never treat you badly or unfairly
- never try to be your friend or your boyfriend or girlfriend.



**6**

**Social service workers should work in the best way they can.**

**They should try to make their work better**



For example, social service workers should:

- follow all the rules and work in a safe way



- speak up if they cannot do their jobs or need more support



- get the right training and skills to do their jobs well



- listen to what people say about them to see what they can do better.



**There are also some rules for organisations to follow.**

**They start on the next page.**

# The rules that social service organisations must follow



They are the organisations that social service people work for.

Here are the things they must do.

1

**The organisations should make sure that social service workers are good enough**

For example, they should check that all social service workers who work for them:

- want to do a good job
- have the right skills or can learn them
- know what they need to do
- are good and safe to work there.



## 2

**The organisations should make sure that social service workers can do a good job**



For example, they should:

- have good rules for social service workers to follow.

For example, rules about what to do if someone may be unsafe.



- Give social service workers good support to do their jobs well.



- Make sure social service workers can speak up if something is wrong.



- Listen to what people say about the organisation and how it can be better.
- Work to solve any problems.

3

**The organisations should make sure that social service workers can keep learning new things and do well**



For example, social service organisations should:

- help social service workers do good training and learn new skills



- support social service workers who need more help.

4

**The organisations should make sure there are good rules about keeping everyone safe**



For example, social service organisations should:

- make sure everyone knows that it is wrong to hurt someone or treat them badly



- have good rules about what to do if something bad happens
- have good rules to help stop violence



- sort out any problems in a good and fair way



- always make sure that people who get support are safe while any problems are sorted out.

# 5

**The organisations should make sure that people know about the rules in this document**

For example, social service organisations should:

- make sure you, your carers and social service workers know about the rules in this document



- make sure you know what to do if social service workers or organisations do not follow these rules



- tell us if a social service worker is not following these rules.

And give us the information we need.

# To find out more



To find out more about these rules  
you can:

**Phone:** 0345 60 30 891



**Email:** [enquiries@sssc.uk.com](mailto:enquiries@sssc.uk.com)

**Write to:**

Scottish Social Services Council  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY



**Or look on our website at:**  
[www.sssc.uk.com/codes](http://www.sssc.uk.com/codes)

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