

## Codes of Practice overview of changes in the 2016 revision

The following table gives an overview of the changes to the Codes.

### Code of Practice for Employers of Social Service Workers

1: As a social service employer, you must make sure people are suitable to be social service workers and that they understand their roles and responsibilities.		Overview of changes
You will		
1.1	Use thorough recruitment processes to make sure that only suitable people with appropriate attitudes and values, and the potential to gain the necessary knowledge and skills, enter the workforce.	<ul style="list-style-type: none"> <li>• Greater focus on values and attitudes and the potential to acquire knowledge and skills rather than an expectation that workers already have knowledge and skills.</li> <li>• Stronger reference to relevant guidance on safe recruitment.</li> <li>• Minor updates to language to reflect fitness to practise</li> <li>• Original Code 1.5 (managing performance of staff) removed, as covered by 2.2</li> </ul>
1.2	Check criminal records and registers and follow relevant guidance when assessing whether a person is capable of carrying out the duties of the job they have been selected for. You must do this before you appoint them.	
1.3	Ask for and provide accurate and appropriate references to share information relating to a person's suitability to work in social services.	
1.4	Give workers clear information about their roles and responsibilities, relevant legislation and the policies and procedures they must follow in their work.	

<p><b>2: As a social service employer, you must have the culture and systems in place to support social service workers to meet their Code of Practice.</b></p>		<p><b>Overview of changes</b></p>
<p><b>You will</b></p>		
2.1	Put into action and monitor written policies and procedures, particularly about reporting allegations of harm or abuse to the relevant authority.	<ul style="list-style-type: none"> <li>• Removed list of specific policies from 2.1 as too rigid and not exhaustive.</li> <li>• 'Best practice' rather than 'effective practice' in 2.2.</li> <li>• New Code 2.3 - co-production.</li> <li>• New Code 2.5 - whistleblowing.</li> <li>• New Code 2.7 – reflecting integrated working</li> <li>• New Code 2.8 reporting fitness to practise</li> <li>• Strengthened reference to reporting harm or abuse</li> </ul>
2.2	Effectively manage and supervise social service workers to promote best practice and good conduct and support staff to continuously improve their performance and make sure they are fit to practise.	
2.3	Have systems in place to listen to and consider feedback from people who use services, carers and other relevant people, to shape and improve services and the performance of social service workers.	
2.4	Have systems in place for social service workers to report inadequate resources or difficulties which might have a negative effect on the delivery of care. Work with social service workers and relevant authorities to tackle such problems.	
2.5	Have systems in place to support workers to whistleblow when they feel that working practices are inappropriate or unsafe for any reason.	
2.6	Support social service workers to meet the standards in their Code of Practice and not require them to do anything that might prevent that from happening.	

2.7	If you employ workers from other professions, support them to meet their own professional codes.	
2.8	Report workers whose fitness to practise may be impaired to the relevant authority.	

<b>3: As a social service employer, you must provide learning and development opportunities to enable social service workers to strengthen and develop their skills and knowledge.</b>		<b>Overview of changes</b>
<b>You will</b>		
3.1	Provide good quality induction, learning and development opportunities to help social service workers do their jobs effectively and prepare for new and changing roles and responsibilities.	<p>Little change to this area of the Code.</p> <ul style="list-style-type: none"> <li>• New Code 3.5 on the importance of supervision and reflective practice.</li> </ul>
3.2	Contribute to providing social care and social work education and learning, including effective workplace assessments and practice learning.	
3.3	Support staff who need to be registered with us to meet the conditions for registration and the requirement for continuing professional development.	
3.4	Respond appropriately to social service workers who need support because they do not feel able to, or well enough prepared to, carry out their work.	
3.5	Provide effective, regular supervision to social service workers to support them to develop and improve	

	through reflective practice.	
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<b>4: As a social service employer, you must have written policies and procedures in place to protect people who use services and carers, and to support social service workers.</b>		<b>Overview of changes</b>
<b>You will</b>		
4.1	Make it clear to social service workers that bullying, harassment or any form of discrimination is not acceptable and take action to deal with such behaviour.	<p>Significant updates to this area of the Code, including amended wording to overarching text.</p> <ul style="list-style-type: none"> <li>• 4.2 updated to reflect duty of candour, and split into two Codes (new 4.3) for clarity</li> <li>• 4.7 refers to the importance of support to workers whose fitness to practice is or may be impaired.</li> <li>• Updated language - from 'welfare' to 'wellbeing', and 'treatment' to 'support'. Specific references to illness and drug/alcohol abuse have been replaced with language supporting fitness to practice.</li> </ul>
4.2	Have procedures in place for social service workers to report: <ul style="list-style-type: none"> <li>• when a colleague's fitness to practise may be impaired</li> <li>• exploitation or any dangerous, discriminatory or abusive behaviour or practice</li> <li>• when care has caused, or may have caused, physical, emotional, financial or material harm or loss.</li> </ul>	
4.3	Deal with reports and allegations from social service workers promptly, effectively and openly.	
4.4	Make it clear to social service workers, people who use services and carers that violence, threats or abuse are not acceptable. Have clear policies and procedures for reducing the risk of violence and managing violent incidents.	
4.5	Support social service workers who experience trauma or violence in their work.	

4.6	Put into action written policies and procedures that promote the wellbeing and equality of workers and respect diversity.	
4.7	Provide appropriate support to social service workers whose fitness to practise may be impaired and give clear guidance about any limits on their work while they are receiving support or treatment. While doing this you must make sure that the care and safety of people who use services is your priority.	
4.8	Make sure that where care has or may have caused physical, emotional, financial or material harm or loss, this is reported to the appropriate authorities.	

<b>5: As a social service employer, you must publicise and promote the Code of Practice for Social Service Workers to people who use services and carers and cooperate with us in our proceedings.</b>		<b>Overview of changes</b>
<b>You will</b>		
5.1	Inform social service workers about this Code of Practice for Employers of Social Service Workers and your responsibility to keep to it.	<ul style="list-style-type: none"> <li>• Updated to reflect duty of candour.</li> <li>• New 5.7 on supporting staff to cooperate with SSSC investigations</li> </ul>
5.2	Inform social service workers about the Code of Practice for Social Service Workers and their responsibility to keep to it.	
5.3	Make people who use services and carers aware of the Codes of Practice for Social Service Workers and Employers	

	Inform people who use services and carers how to raise issues relating to the Codes, including how to contact us and cooperate with any proceedings resulting from this.	
5.4	Take account of the Code of Practice for Social Service Workers when making any decision that relates to a worker's fitness to practise.	
5.5	Follow guidance on making a referral to the SSSC about a worker whose fitness to practise may be impaired. If appropriate, tell the worker that you have made a referral.	
5.6	Cooperate with SSSC investigations and those of other authorities, including providing documents, attending hearings and responding to the findings and decisions.	
5.7	Enable and support social service workers to cooperate with SSSC investigations and those of other authorities (for example, to provide witness statements, documents or other information and, where appropriate, attend hearings).	

## Code of Practice for Social Service Workers

<b>1:</b> As a social service worker, I must protect and promote the rights and interests of people who use services and carers.		<b>Overview of changes</b>
<b>I will</b>		
1.1	Treat each person as an individual.	<ul style="list-style-type: none"> <li>• Change to use the first person ('I will' rather than 'you must') throughout the worker Code.</li> <li>• Wording updated from 'equal opportunities' to 'promoting diversity and respecting different cultures and values'.</li> </ul>
1.2	Respect and, where appropriate, promote the views and wishes of people who use services and carers.	
1.3	Support the rights of people who use services to control their lives and make informed choices about the services they use.	
1.4	Respect and maintain the dignity and privacy of people who use services.	
1.5	Work in a way that promotes diversity and respects different cultures and values.	

<b>2:</b> As a social service worker, I must create and maintain the trust and confidence of people who use services and carers.		<b>Overview of changes</b>
<b>I will</b>		
2.1	Be truthful, open, honest and trustworthy.	<p>Little change to this area of the Code.</p> <ul style="list-style-type: none"> <li>• Language updated to support duty of candour</li> </ul>
2.2	Communicate in an appropriate, open, accurate and straightforward way.	

2.3	Respect confidential information and clearly explain my employer's policies about confidentiality to people who use services and carers.	(truthful, open).
2.4	Be reliable and dependable.	
2.5	Honour work commitments, agreements and arrangements and, when it is not possible to do so, explain why to people who use services, carers and my employer.	
2.6	Declare issues that might create conflicts of interest and make sure they do not influence my judgement or practice.	
2.7	Keep to policies and procedures about accepting gifts and money from people who use services and carers.	

<b>3:</b> As a social service worker, I must promote the independence of people who use services while protecting them, as far as possible, from danger and harm.		<b>Overview of changes</b>
<b>I will</b>		
3.1	Promote the independence of people who use services and empower them to understand and exercise their rights.	<p>Changes to this area of the Code cover duty of candour, fitness to practice and some updating of language.</p> <ul style="list-style-type: none"> <li>• Duty to report fitness to practise issues concerning colleagues included at 3.5.</li> <li>• New 3.6 to be open and honest when care goes wrong (duty of candour)</li> <li>• New 3.7 duty to cooperate with investigations into own or others' practice,</li> </ul>
3.2	Use established processes and procedures to report allegations of harm.  Challenge and report exploitation and any dangerous, abusive or discriminatory behaviour or practice.	
3.3	Follow practices and procedures designed to keep me and other people safe from violent and abusive behaviour at work.	

3.4	Tell my employer, or the appropriate authority, about any resourcing or operational difficulties that might get in the way of providing care.	<p>including attendance at hearings where appropriate.</p> <p>Update of language: substance 'abuse' to substance 'misuse'.</p>
3.5	Tell my employer, or an appropriate authority, when a colleague's fitness to practise may be impaired.	
3.6	Be open and honest with my employer, people who use services and carers when care has or may have caused physical, emotional, financial or material harm or loss.	
3.7	Cooperate with any investigations by my employer, the SSSC or another authority into my fitness to practise or the fitness to practise of others. This may include attending hearings and providing witness statements, documents or other information.	
3.8	Keep to my employer's health and safety policies, including those relating to substance misuse.	
3.9	<p>Enable people who use services and carers to make complaints.</p> <p>Take complaints seriously and either respond to them or pass them to the appropriate person.</p> <p>Take appropriate action when there is an allegation of harm.</p>	
3.10	Recognise and use responsibly the power and authority I have when working with people who use services and carers.	

<b>4:</b> As a social service worker, I must respect the rights of people who use services, while striving to make sure that their behaviour does not harm themselves or other people.		<b>Overview of changes</b>
<b>I will</b>		
4.1	Recognise that people who use services have the right to take risks and support them to work positively with potential and actual risks to themselves or others.	Little change to this area of the Code.  • Language updated to reflect risk enablement.
4.2	Follow risk assessment policies and procedures to assess whether the behaviour of people who use services presents a risk of harm to themselves or others.	
4.3	Take necessary steps to reduce the risks of people who use services harming themselves or other people.	
4.4	Make sure that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments.	

<b>5:</b> As a social service worker, I must uphold public trust and confidence in social services.		<b>Overview of changes</b>
<b>I will not</b>		
5.1	Abuse, neglect or harm people who use services, carers or my colleagues.	• Change of wording in overarching Code from 'I must not...' to 'I will not....'  • Focus on 'inappropriate' relationships rather than 'personal ones', and inclusion of inappropriate relationships with carers.
5.2	Exploit people who use services, carers or my colleagues.	
5.3	Abuse the trust of people who use services or carers, or the access I have to personal information about them or their property, home or	

	workplace.	
5.4	Form inappropriate relationships with people who use services or carers.	
5.5	Discriminate against people who use services, carers or my colleagues.	
5.6	Condone any discrimination by people who use services, carers or my colleagues.	
5.7	Put myself or other people at unnecessary risk.	
5.8	Behave, while in or outside work, in a way which would bring my suitability to work in social services into question.	

<b>6:</b> As a social service worker, I am accountable for the quality of my work and will take responsibility for maintaining and improving my knowledge and skills.		<b>Overview of changes</b>
<b>I will</b>		
6.1	Meet relevant standards of practice and work in a lawful, safe and effective way.	Changes in this area of the Code further cover fitness to practise along with a duty to support colleagues from other professions to meet their own professional codes.  • Inclusion of duty to report any concerns over own fitness to practise.  • New 6.8 reflecting integrated working and respect for other professions.
6.2	Maintain clear, accurate and up-to-date records in line with procedures relating to my work.	
6.3	Tell my employer or the appropriate authority about any personal difficulties that might affect my ability to do my job competently and safely, and tell the SSSC about anything that may affect my fitness to practise.	
6.4	Ask for assistance from my employer or the appropriate authority if I do not feel able to or, well enough prepared to, carry out any part of	

	my work or if I am not sure about how to proceed.	<ul style="list-style-type: none"> <li>• Language updates: changed 'agency' to 'profession' and 'training' to 'learning'.</li> <li>• 6.10 has been moved from section 1.</li> </ul>
6.5	Work openly with and cooperate with colleagues and treat them with respect.	
6.6	Recognise that I remain responsible for the work that I have delegated to others.	
6.7	Recognise and respect the roles and expertise of workers from other professions and work in partnership with them.	
6.8	Respect the responsibilities of colleagues who follow different professional codes.	
6.9	Undertake relevant learning to maintain and improve my knowledge and skills and contribute to the learning and development of others.	
6.10	Listen to feedback from people who use services, carers and other relevant people and consider that feedback to improve my practice.	