

# SSSC: Ten Year Review

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# Who we are

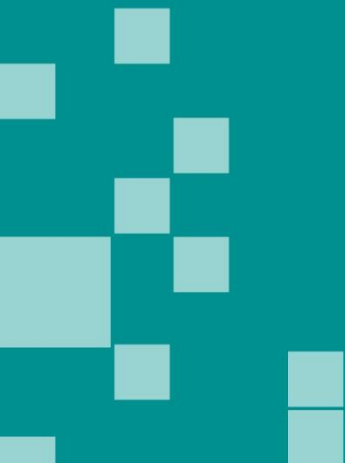
- We are the Regulator for the social services workforce in Scotland.
- Our work means the people of Scotland can count on social services being provided by a trusted, skilled and confident workforce.
- We protect the public by:
  - registering social service workers
  - setting standards for their practise, conduct, training and education
  - Supporting their professional development
  - Investigating and taking action where social service workers fall below the standards of practice expected.

# Who we are... continued

- The social services workforce includes:
  - Social workers and students
  - Care Inspectorate Officers
  - Residential Child Care Workers
  - Workers in Care Home Services for Adults
  - Managers of Adult Day Care Services
  - Workers in Day Care of Children Services
  - Workers in Residential School Care Accommodation Service, School Hostels, Residential Special Schools and Independent Boarding Schools
  - Workers in Housing Support Service
  - Care at Home Workers.

# Fitness to Practise

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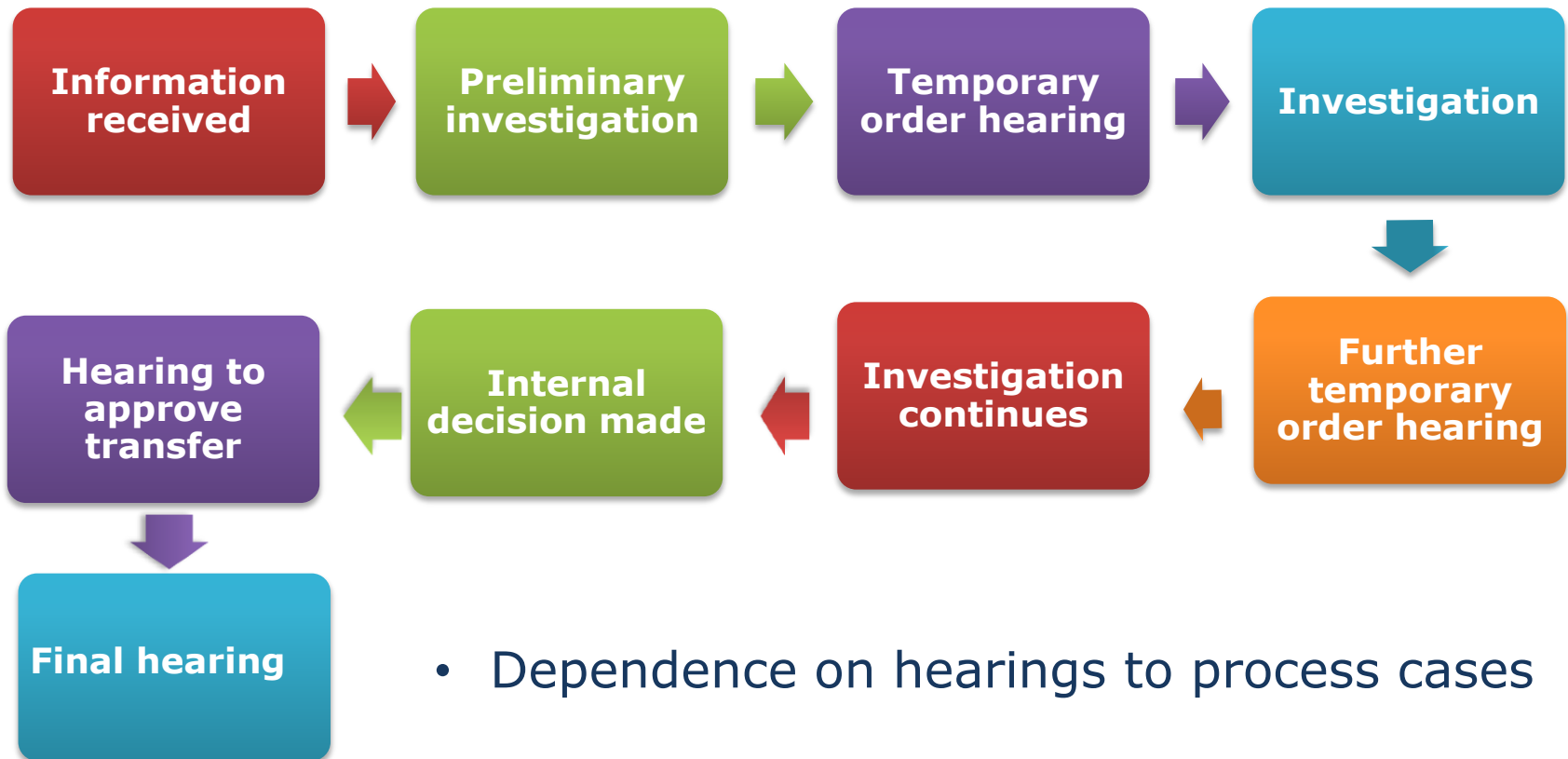
# 2007 in pop culture



# Fitness to Practise – a snapshot

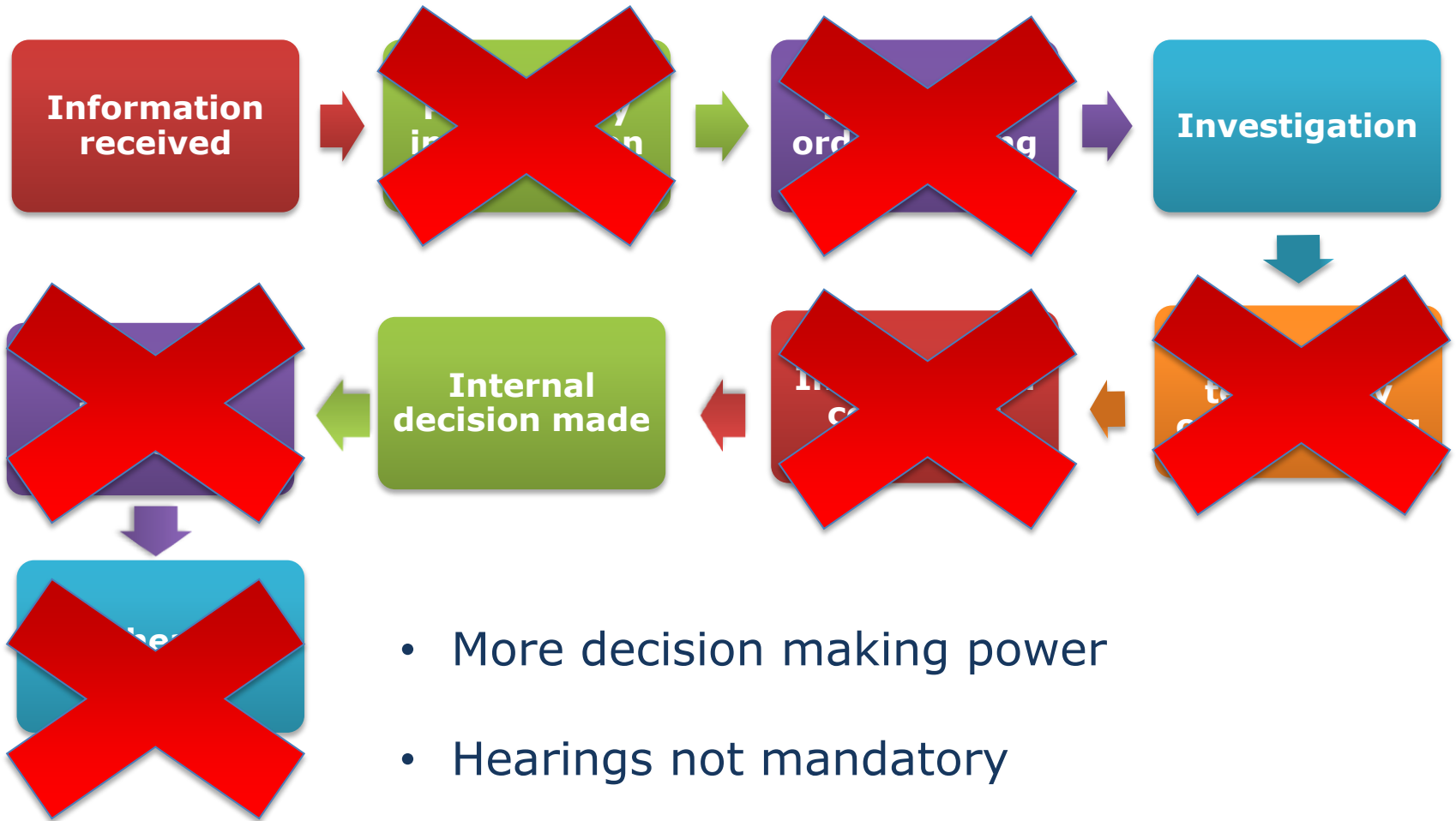
	<b>2007</b>	<b>2017</b>
Registrants	12,000	103,000
Cases opened	297	1855
Temporary Order hearings	23	276
Final hearings	5	94

# Our processes – an overview (2007)



- Dependence on hearings to process cases
- Hearings =
  - Lots of expense
  - Lots of stress for the worker
  - Lots of Notices and papers being sent

# Our processes – an overview 2017





# Our processes – Consensual disposal

- In 2007 almost every step required a panel determination.
- In 2017 it is possible for cases involving action being taken to conclude without recourse to a hearing.
- Officer decision making power has been increased. Subject to the worker consenting, SSSC officers can:
  - Impose, vary revoke temporary orders
  - Impose final sanctions.
- In 2016-17:
  - 26%** of temporary orders were imposed with consent
  - 77%** of final sanctions were imposed with consent

# Our processes – hearings

## Temporary orders:

- In 2007, if a temporary order needed reviewed, a full re-hearing took place.
- In 2017, our Rules provide that a panel must accept the decision of the previous panel in terms of the allegations (subject to various legal protections).
- The Panel's determination is restricted to re-assessing the issue of risk and whether the public interest still requires a temporary order.
- Speeds up temporary order hearings.

# Our processes – hearings continued

## Procedural hearings:

- In 2007, a Pre-Hearing Review took place before a final hearing.
- Chaired by the Legal Adviser with no Panel members present.
- Legal Advisor could hear parties on procedural/practical issues.
- 'Directions' could be issued but no decisions could be made.

# Our processes – hearings continued

## Procedural hearings:

- In 2017, the Pre-Hearing Review has been replaced with a Case Management meeting.
- Chaired by the convenor of the panel with assistance from the Legal Advisor.
- Parties require to complete a pro forma detailing a list of procedural/practical issues outlined in the Rules including issues about evidence, how the panel receives it, whether the hearing is in public or not etc.
- The convenor makes decisions.
- Means many issues are resolved before the substantive evidential hearing.

# Our approach



# Our approach

## Thresholds:

- In 2007 we asked employers to refer ALL disciplinary information to us.
- In 2017 employers are asked to refer dismissals, suspensions and demotions unless the issue relates to specific types of more serious behaviour.

## Conditions of practice:

- In 2007 we had no ability to impose conditions of practice orders, such as retraining.
- Meant in high risk cases, only option for Panels was to suspend the worker and there was less scope to rehabilitate otherwise good workers at the final sanction stage.

# Our approach continued...

## Fitness to Practise:

- In 2007 we operated a traditional 'conduct' model of Regulation.
- In 2017 we operate a Fitness to Practise model:
  - ❑ More proportionate as focus is on **current** practise
  - ❑ Improves public protection by increasing scope of issues we can look at to include deficient professional practise and health issues.

# Our approach continued...

## Learning from our data:

- In 2007 we had very limited data about common failings in practise.
- In 2017 we do work to review data coming out of our case work and collaborate with our Learning and Development team in improving the learning available to the sector to reflect what we know workers struggle with.

## More mature strategic focus:

- As a young organisation in 2007, our focus was more inward and compliance focused ie comply with the Rules and procedures we'd created.
- Now, key focuses are more outward and customer focused including increasing representation during investigations and hearings and increasing understanding of our processes.




# Our approach – continued...

- A 'first contact' letter in 2007

The Scottish Social Services Council (Conduct) Rules 2006A, which govern how we deal with information we receive about a worker who is registered with, state that the SSSC may make preliminary investigations and thereafter consider if the information amounts to a complaint in terms of our Rules. These Rules are available on our website at [www.sssc.uk.com](http://www.sssc.uk.com). If you would prefer a hard copy, please let me know and I will arrange for one to be sent to you.

The SSSC will await the decision of any investigation or disciplinary hearing before considering what action if any it will take.

# ...and in 2017



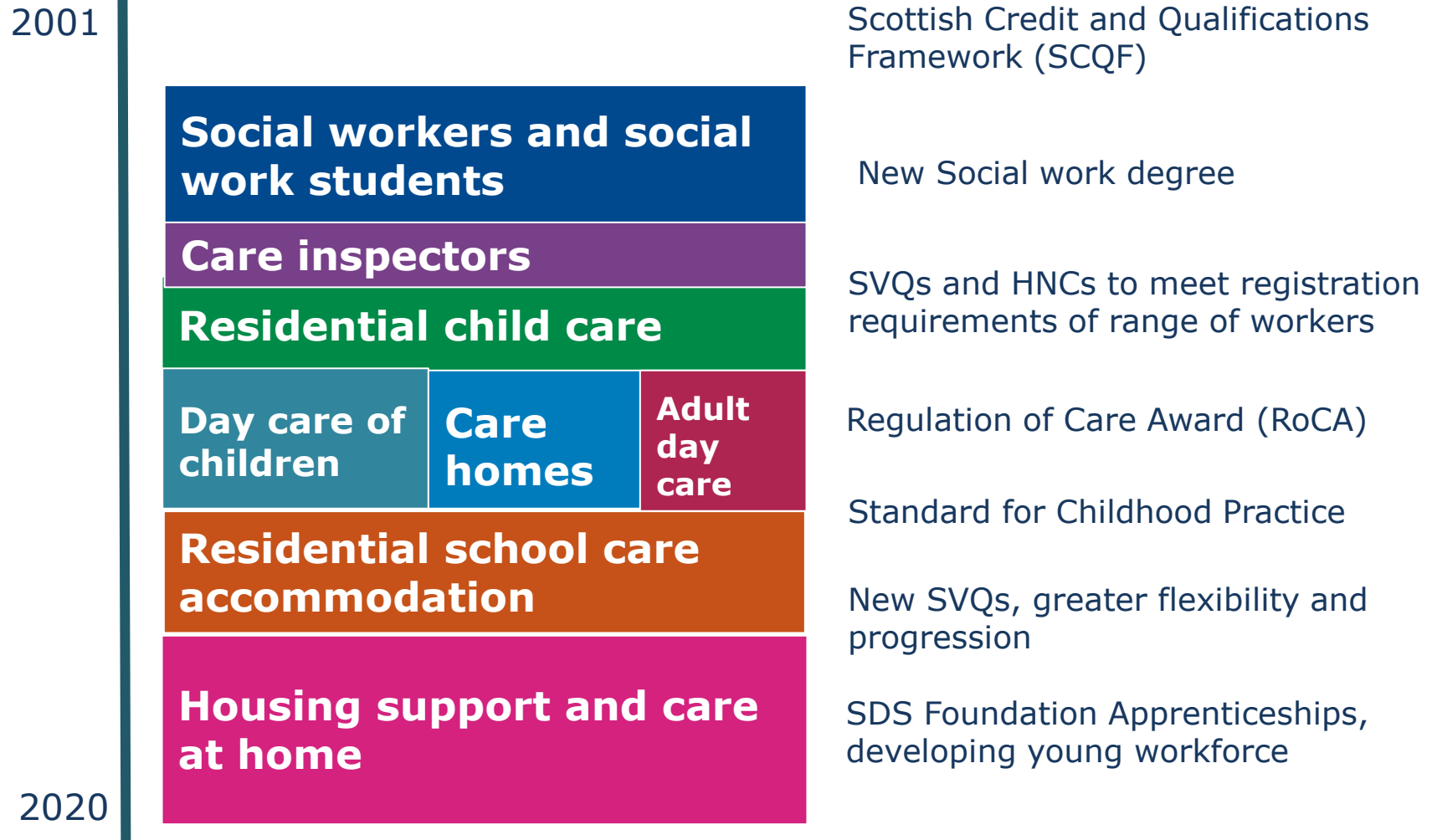
We have received information about you which may affect your registration with the SSSC. When we receive information we must carry out an investigation to see if it affects your fitness to practise.

# Learning & Development

[Phillip.gillespie@sssc.uk.com](mailto:Phillip.gillespie@sssc.uk.com)



# Opening of SSSC register to parts of workforce and key qualification developments

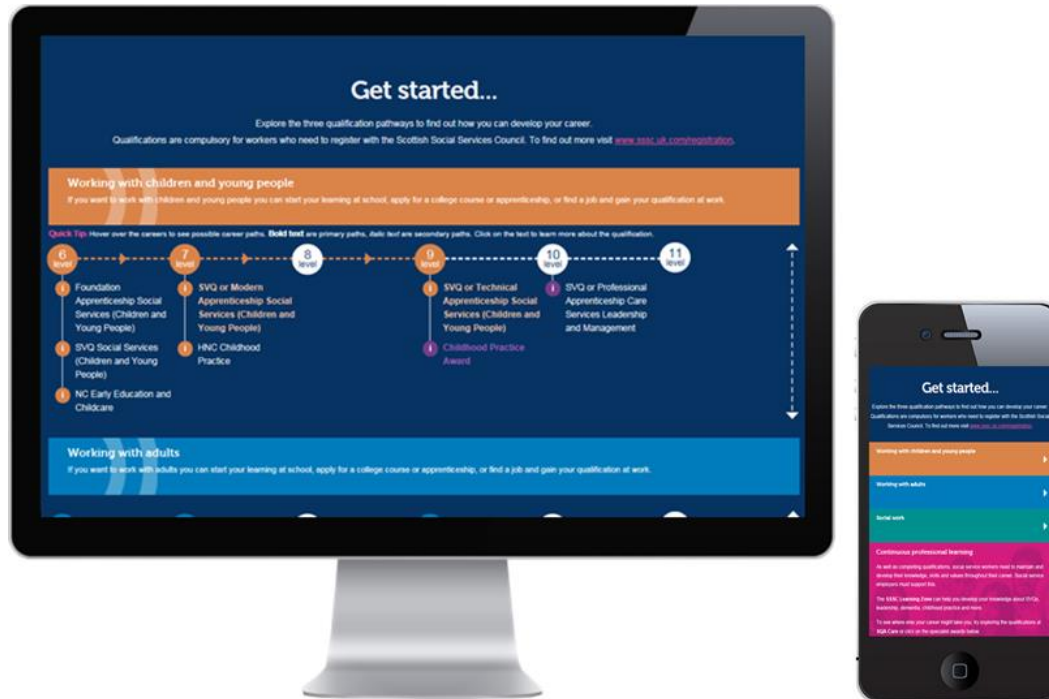


“One in every 13 people employed in Scotland work in social services and the value to us in terms of creating the society we want to live in cannot be underestimated.

“Through gaining qualifications relevant to their role and working to the SSSC Code of Practice, registration gives the public confidence in the workforce and they can trust that the people who care for our loved ones have the right skills and knowledge.”

Anna Fowlie, SSSC Chief Executive

# Careers in social services



[learn.sssc.uk.com/careers](https://learn.sssc.uk.com/careers)

# SSSC Learning Strategy

1. Qualifications and learning resources are designed to maximise learning that takes place directly in the practice context (situated learning).
2. Where it is not possible to deliver learning in the practice context, learning programmes and resources focus on complex problems and their solutions, and deliver learning in environments which simulate real world practice contexts as closely as possible (authentic learning).
3. The development and use of digital capabilities is embedded in all qualification structures, programmes and learning resources as appropriate (digital and information literacy).
4. The development of digital learning skills is encouraged and promoted throughout the workforce. The use of different types and formats of learning is explored and developed.

# SSSC Learning Strategy

“The Scottish Social Services Council (SSSC) has a key role in helping the social service sector see the connections in different learning activities and the resources available to support workers and others.”



# How using the data for learning resources could help to reduce investigations



Analyse  
data from  
cases



Write  
scenarios  
based on  
common  
issues



Create  
realistic digital  
media



Fewer  
workers being  
investigated



Workers have  
flexible  
access to  
learning



Free online  
learning  
resources  
published

# Making Better Decisions

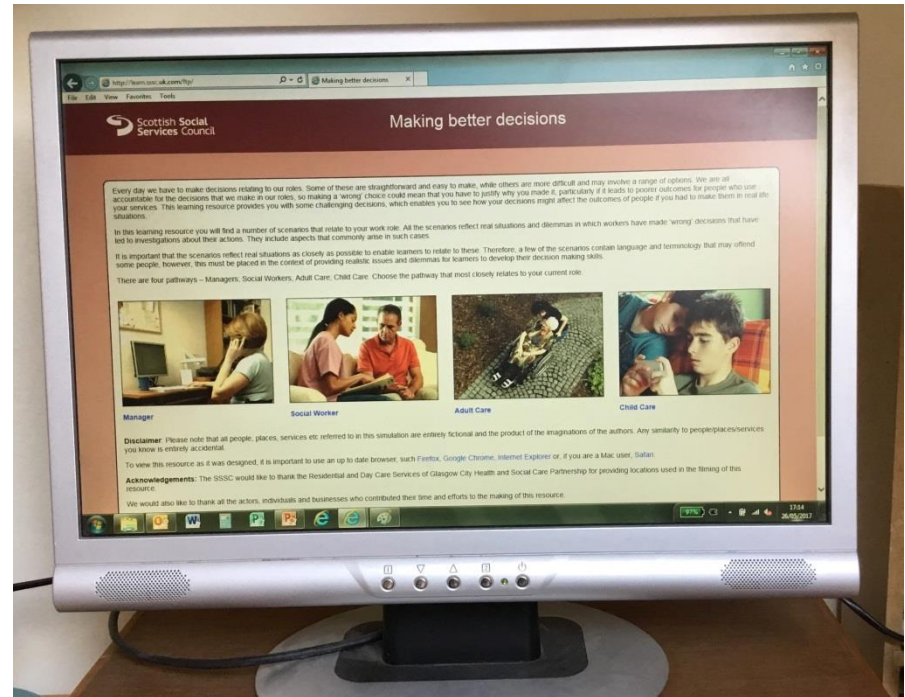
Resource based on real issues

Provides safe-environment for workers to test their decision making

Encourages reflective practice

Feedback is available

An example of how different parts of the SSSC work together to promote learning



# The SSSC learning zone

The SSSC learning zone is where you will find all our digital learning resources

All the resources are free

All based on requests from the sector or identified gaps in availability elsewhere

Many are Open Education Resources (OER)

Also some resources from other agencies relevant to social care sector

The screenshot shows the SSSC Learning Zone website. At the top, there is an orange header with the Scottish Social Services Council logo and the text 'SSSC Learning Zone'. Below the header is a navigation menu with links: Home, About, Apps and resources, Step into leadership, Webinars, and Badges. A cookie consent banner is visible, stating 'Like most other websites, this one uses cookies to remember your preferences and how often you visit.' Below this, there is a search bar with the text 'Search for an app or resource:' and a 'Search' button. The main content area is titled 'A fresh and flexible approach to learning' and includes a paragraph about the SSSC Learning Zone's purpose. Below this, there is a section titled 'Apps and resources from the SSSC' which features four resource cards: 'Making better decisions', 'Adult support and protection', 'Safe administration of medication', and 'Informed about dementia'. Each card includes a thumbnail image, a title, and a brief description of the resource.

learn.sssc.uk.com

# Open Badges

Digital records of achievements and skills

Linked to the evidence submitted with applications

Encourages learning

Open badges for Making Better Decisions and SafeMed

Increasing number of employers in the sector are now issuing open badges



Over 1000 new pieces of learning have been assessed and recognised

[badges.sssc.uk.com](https://badges.sssc.uk.com)

# THANK YOU