

Scottish Social Services Council



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at the heart of wellbeing

The Scottish Social Services Council regulates the people who work in social care services.

They are here to make sure that people receive the highest quality of care from social service workers and that their rights are promoted and protected. Various kinds of organisations provide the services which employ the workers they regulate: local authorities, individuals, businesses, charities and voluntary organisations.

What do we mean by a care or social service worker?

There are lots of different job titles. Here are some of them:

Carer, support worker, social worker, care home worker, housing support worker, care at home worker, care assistant.

All social care workers are registered with SSSC.

Who regulates people working in social work and social services?

The Scottish Social Services Council (SSSC) regulates all our support staff and people who work in a range of different social services to make sure that you can have confidence that they are skilled, trained and able to do the job.

They help to protect you by keeping a register of the workers who must meet the standards set out in the SSSC Code of Practice for Social Service Workers. They must also have the right qualifications and skills for the job they do.

All registered support service providers are inspected on a regular basis by the Care Inspectorate who look to ensure that social care workers practice is in line with social care standards. Check their website: careinspectorate.com

Most people who work in social services will be registered with the SSSC, however some people may be registered with other regulators, for example, nurses may be registered with the Nursing and Midwifery Council (NMC). Registration is compulsory, if someone isn't registered with the SSSC or NMC but is working, their employer will be breaking the law.

What standards should I expect from social service workers?

All individual social service workers must meet standards of practice and behaviour set out in the SSSC Code of Practice for Social Service Workers. All care services also have responsibilities as employers which are set out in the SSSC Code of Practice for Employers.

What should I do if I have concerns about a social service worker?

If you have concerns about the ability or behaviour of someone who works with and cares for you, your family or someone you care for you should complain to the service that provides the care. You may want to talk to the person themselves or to their manager to see if they can put things right.

However, if that doesn't help or if you think what's happened is serious and questions the person's ability to do their job you can speak to the SSSC too. They can investigate complaints and, if necessary, can remove a person from the SSSC Register which means they cannot work in social services.

Who can make a complaint to the SSSC?

Anyone can raise a concern or complain. Often the quickest way to resolve a complaint is by raising it directly with the provider. We would encourage you to do this wherever possible. If you make a complaint to the SSSC, you can be sure that:

- Complaints are taken seriously and handled thoroughly.
- Complaints are dealt with on an individual basis, and can be made anonymously.
- The SSSC will decide how your complaint will be investigated, depending on what your complaint is about.
- If the SSSC think there will be a delay, they will let you know and give you the reasons for the delay.
- The SSSC always try to resolve complaints locally.

**If you would like to raise a concern or complaint visit:
[sssc.uk.com/make-a-complaint](https://www.sssc.uk.com/make-a-complaint)**

The codes of practice are available on the SSSC website: sssc.uk.com. If you require a printed copy these are available from your support service.

Contact Information

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