## **Feedback**



Here are some points that you need to consider. You should have included these in your reflective activity.

- Accepting Mary's assurances and allowing her to work with a buddy was not the right thing to do. You have potentially put residents at risk from harm.
- You are now doing the right thing by being honest with your manager but this discovery
  will call into question your suitability to be a social service manager. Mary should be
  asked to stay off work until her PVG record arrives.
- As a social service manager you have a duty to make sure people are suitable to
  enter the workforce. The SSSC Code of Practice for Social Service Employers states
  that you should check criminal records and other relevant registers before confirming
  appointments. When you allowed Mary to start work before the necessary checks were
  complete you were not meeting the standards expected of a manager.
- You should discuss your mistakes with your manager and take steps to make sure this does not happen again. You should identify any training needs you have and act on these. You need to revise your recruitment process and have a robust system to make sure all employees complete the necessary checks before they start.
- You need a better understanding of what the PVG scheme is for and the importance of engaging with it correctly. You should spend time researching the available information and learning resources that explain the PVG scheme.
- You also need to review how you plan for and deal with staff shortages. Ask for guidance on this from your manager, HR advisor, Care Inspectorate officer or Disclosure Scotland.

When Mary was selected for the job, you should have told her that she could not start work until you had received her PVG record.