



# Insight and the personal statement form

# Disclaimer

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# What is the personal statement?



Scottish Social  
Services Council

## Personal statement form

If the SSSC are investigating your fitness to practise, you may be asked to complete a personal statement form.

The form asks you to provide your response to allegation(s) made against you.

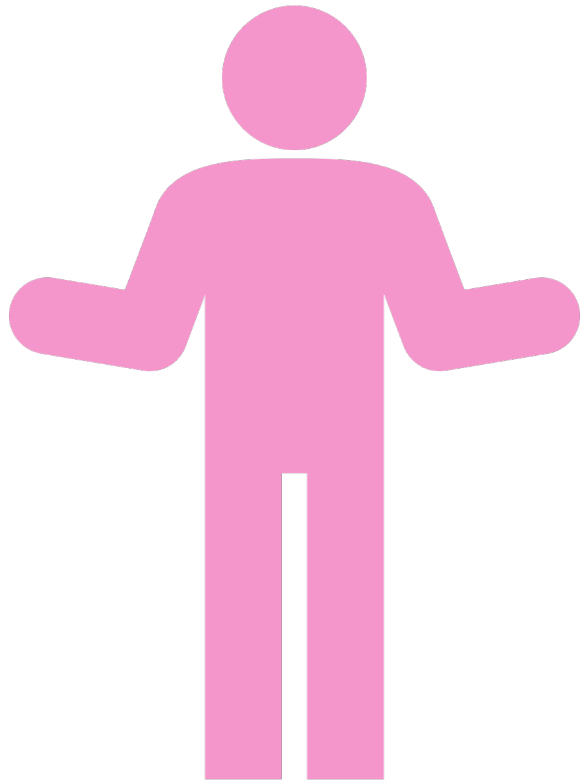
It is recommended that you take legal advice before submitting the form.

You are not obliged to complete the personal statement. However, the investigation will proceed whether you do or not and we encourage you to engage with SSSC during the investigation process.

# What will the personal statement be used for?

- Your response in the personal statement is extremely important.
- It will help the SSSC to decide whether the Codes of Practice have been breached and whether you pose a risk to others by continuing to work.
- If your case proceeds to a Fitness to Practice Impairment Hearing, your personal statement will be used at that hearing.

# What does insight mean?



- The personal statement form asks you about your insight.
- Insight is the expectation that a worker will be able to stand back and accept that, with hindsight, they should have behaved differently. It is also expected that they will take steps to prevent a recurrence (section 8.1, [SSSC Decisions Guidance](#).)

# What does insight mean?

- A worker is likely to have insight if they:
  - have taken steps to address the concern(s) such as training and learning
  - have apologised at an early stage of the process and admitted the facts
  - accept they should have behaved differently (particularly when a worker refers to a lack of experience) and show reflection, understanding and empathy
- A worker who lacks insight may:
  - fail to apologise or accept their mistakes, including failing to be open and honest during the SSSC's processes, including during a hearing
  - offer to take steps to address the concerns but fail to do so, or only do so when prompted immediately before or during a hearing
  - fail to develop insight at the right time, for example insight is only displayed immediately before or during a hearing
  - (section 8.1, [SSSC Decisions Guidance.](#))

# Advice for completing the personal statement form

- The following slides show the types of questions (*written in blue italics, on left side of the slide*) that you might be asked, and give guidance on how to answer each one.
- It might help to write draft responses that you can change before submitting your final version of the form.
- You do not need to use the form. If you prefer, you can type up your responses in a Word document.
  - If you do this, be sure to refer to the word document in the form. For example, complete the form and in the relevant boxes say “See Personal Statement attached”.

# Guidance for completing the personal statement form

- You may wish to begin your response with your background - how long you have been employed in the care sector and whether you have received a sanction from the SSSC before.
- You can ask for an extension to complete the form.
- You can also add to your personal statement at any time.
  - If you do this, make sure that you are adding detail, and not contradicting yourself.



*'Information  
we have  
about the  
allegation(s)'*

- This section will list the allegation(s) made against you
- Names of people involved will be anonymised

*'Is the  
information  
we have  
correct:  
Yes/No  
/Partly'*

- You must select one box
- This can be difficult to answer - think carefully when selecting your option

*'Please give us your own view of what happened or any further information you would like us to know about?'*

- Here you can provide your version of events - respond as fully and with as much detail as you can. It's ok to repeat yourself.
- If there is more than one allegation, structure your answer by responding to one at a time. You can use the numbered letters which are listed in the 'information we have about the allegations' box.
- Try to only include information relevant to the allegation(s).
- If it was a one-off incident, emphasise this when explaining what happened.
- Your response will vary depending on the allegation(s). However, asking yourself these questions might help you to structure your response:
  - What happened
  - Who else was there/was anyone else involved
  - Did anyone raise a concern with you or management (either at the time or afterwards)
  - Was there an incident report
  - Were there any repercussions (for example disciplinary action)

*'Please give us your own view of what happened or any further information you would like us to know about?'*

- If you deny an allegation, make this clear in your response and explain why you are denying it.
- If you accept the allegation, be honest from the start and explain the reasons for it happening.
- Try not to blame others for what happened, but note down if other people were there or you were following instructions from another person when the incident happened.
- If only part of the allegation is correct, explain the sections which you admit to and the parts that you do not.

*'If you accept the allegation(s) either fully or partly are correct, what, if any insight do you have about your conduct or the impact of your competence or health condition on your ability to practise?'*

*Your reflections and insights are important factors when we make our decision. You may want to think about:  
what you have learned from the experience  
how you handled the matter we are considering and what you would do differently, if anything  
what was the impact or potential impact of your behaviour?'*

*How did you handle the matter we are considering and what would you do differently, if anything?'*

- When you read the allegation(s) it is natural to feel defensive about them, you may also not want to admit to them. However, showing insight is a very important part of the SSSC process.
- Engaging and attending the SSSC processes are important to showing insight.
- It can be difficult to respond to this section if you deny the allegation(s). However, in considering a worker's insight, the decision maker should also bear in mind that the worker has the right to deny any allegations.

*'What was the impact or potential impact of your behaviour? Think about:*

*people who use services,  
Colleagues,  
Others,  
your own registration and how it may be viewed by the public, the reputation of the profession'*

- Try to respond to each bullet point individually (there may be some overlap in your response).
- 'others' could include the family members of people who use services, or people who witnessed your alleged behaviour.

*'Is there any further information you would like us to take into account, such as personal references?'*

- If there is any further information that you were not able to include in the previous boxes, you can write it here.
- You are not obliged to provide personal references, however it can be helpful.
- A referee is a person who knows your work and can comment on your positive personal qualities as well as your competence to do the job.
  - For example, supervisors, managers or colleagues (from current or previous roles) who understand and know you as a worker.
  - Who you ask to be a referee may vary depending on the nature of the allegation.
- Ask your referee if they can type a reference and send it to you. You can then submit the reference yourself with the personal statement form.

*'We want to know if there is anything we can do to make the process easier for you. If you consider yourself to have a disability or any other protected characteristic as set out in the Equality Act 2010 which might affect your ability to take part in the process, please tell us as soon as possible.*

*Please also tell us if there are any reasonable adjustments we can make to help you taken part in our investigation, for example providing documents in a particular font size.*

*Please let us know if you consider yourself to have a disability or any other protected characteristic and what, if any, special measures we can put in place to help you'*

- The protected characteristics in the Equality Act 2010 are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
  - If you consider that you have one or any of these characteristics and that it might affect your ability to take part in the SSSC process, please complete this section.
- Tell SSSC what disability or characteristic you have and how that would hinder how you participate in a hearing or any SSSC processes. Try to provide as much information as possible.
- You should suggest what steps the SSSC can take to help.
  - For example, you may have difficulty in reading written material and require larger font; or you may suffer from anxiety and need more time to process information or require breaks during the hearing.



# What do I do with the form once I have completed it?



Follow the instructions on the form - you can upload it to your portal account, send it by email to your case holder quoting the reference number or by mail.