

Northern Ireland Social Care Council

BUSINESS PLAN 2014/15

JANUARY 2014

NISCC Business Plan April 2014 to March 2015

Introduction

The Northern Ireland Social Care Council (NISCC) is a non-departmental public body sponsored by the Department for Health, Social Services and Public Safety (NI). Its aim is to protect the public through improving safeguards for vulnerable people, raising the standards of social care practice and strengthening the professionalism of the workforce. The NISCC Council comprises a Chair, (Mr Jim Perry), and 12 non-executive members, which represents Lay, Stakeholder and Registrants. The Chair, supported by the Council, has responsibility for ensuring the Council's strategic direction and ensuring its policies and actions are in support of the wider strategic policies of the Minister for Health, Social Services and Public Safety.

Mr Colum Conway is the Chief Executive and, as such, is designated Accounting Officer. The Chief Executive has overall responsibility for the day-to-day operations and management of the Council.

Further information on the roles and responsibilities of NISCC including its organisational structure can be found on its website www.niscc.info/

NISCC Business Plan

The Northern Ireland Social Care Council (NISCC) has published its 3-year Corporate Plan for the period 2012/15. A copy of the NISCC's Corporate Plan can be found on the NISCC website. This Business Plan provides the detail on the objectives the NISCC will deliver for the period April 2014 to March 2015. This Business Plan supports the content of the Corporate Plan.

This Business Plan has been agreed with the Department of Health, Social Services and Public Safety (DHSSPSNI), through its sponsor branch the Office of Social Services (OSS).

NISCC's performance against this Plan will be monitored on a quarterly basis to Council and to the OSS, and will be reported on in the NISCC Annual Report and Accounts.

The Aim of the NISCC is to protect the public through improving safeguards for vulnerable people, raising the standards of social care practice and strengthening the professionalism of the workforce.

Strategic Objectives

The Business Objectives outlined in this Business Plan are in support of the NISCC's overarching strategic objectives which are –

- 1. To improve the quality of social care and ensure a safe social care workforce through workforce regulation;***
- 2. To ensure that qualifications and standards deliver a skilled and committed Social Care Workforce;***
- 3. To raise awareness and knowledge of the work of the NISCC and ensure its work is informed and influenced by users of social care services, carers, registrants, employers and other stakeholders.***

In addition, the NISCC has agreed a number of business objectives which reflect the value Council and Management places on investing and developing the NISCC workforce, and the importance of ensuring appropriate governance arrangements are in place to demonstrate the NISCC's commitment to delivering high-quality corporate services and financial probity.

These objectives can be found at the end of this Plan.

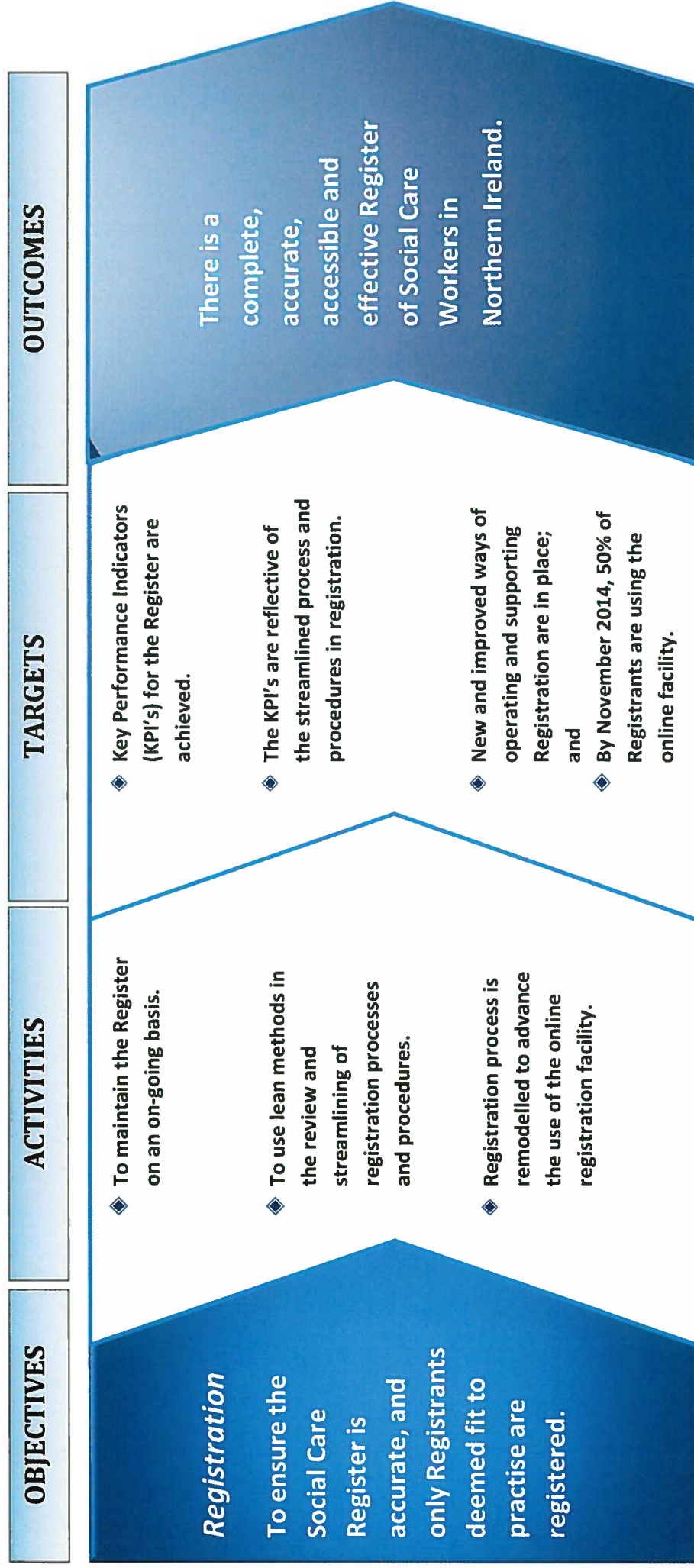
Copies of this Plan can be made available in other format on request and is available on our website at www.niscc.info/

[January 2014]

STRATEGIC OBJECTIVE 1

To improve the quality of social care and ensure a safe social care workforce through workforce regulation

The NISCC supports a safe social care workforce through a robust system of workforce regulation which includes registering Social Care Workers in Northern Ireland, and carrying-out investigations into allegations of misconduct and ensuring appropriate action is taken following those investigations. NISCC supports the Social Care Workforce through the promotion of the Codes of Practice for Social Care Workers and their Employers and the development and promotion of specific practice guidance for registered Social Care Workers.



OBJECTIVES

ACTIVITIES

TARGETS

OUTCOMES

Registration

To ensure the Social Care Register is accurate, and only Registrants deemed fit to practise are registered.

- ◆ Establish a benchmark for how the Public Facing Register (PFR) is accessed, and used by key stakeholders.
- ◆ Work with Registrants to establish their views and experience of the Registration process.
- ◆ Work with the DHSSPS to agree a timetable and project plan towards the delivery of the roll out of compulsory registration to Domiciliary Care and Day Care Workers.
- ◆ Work with Employers, Domiciliary Care and Day Care Workers to promote Registration.

- ◆ By November 2014, a benchmark analysis of the PFR will inform an action plan on usage.
- ◆ By November 2014, a review is carried out with Registrants to inform a customer improvement plan.
- ◆ The timetable and project plan is agreed for the compulsory registration of Domiciliary Care and Day Care Workers.
- ◆ By December 2014, workshops will be held with new potential Registrants and their employers.

There is a complete, accurate, accessible and effective Register of Social Care Workers in Northern Ireland.

OBJECTIVES

Regulation

To ensure Regulation supports Registrants and Employers, to meet agreed standards of Conduct and Practice.

ACTIVITIES

- ◆ Undertake suitability assessments as appropriate, and investigate all complaints within the agreed Performance Standard Framework.
- ◆ Work with the DHSSPS to effect the changes from a conduct model to a fitness to practise model.
- ◆ Complete the revision of the Codes of Practice.
- ◆ Data and issue analysis are used to systematically develop key messages and learning from Regulation.
- ◆ Develop framework method for assessing impact of regulation.
- ◆ Committees are managed in line with the Key Performance Indicator Framework.
- ◆ Framework for the training of Committee Members is revised.

TARGETS

- ◆ Key Performance Indicators are achieved against key standards.
- ◆ Work with the DHSSPS to progress legislation to implement the Fitness to Practise Regulations; and Revised rules, standards and procedures are completed by March 2015.
- ◆ The Revised Codes of Practice are completed and disseminated widely in year.
- ◆ By March 2015, NISCC to produce a report that captures the learning from regulation to inform key stakeholders.
- ◆ An initial Logic model framework will be in place by March 2015.
- ◆ Procedures and processes in place to convene Registration and Conduct Committees.
- ◆ By September 2014, training provider selected and training programme in place for 2014/15.

OUTCOMES

The NISCC model of Regulation is effective in protecting the public and improving practice.

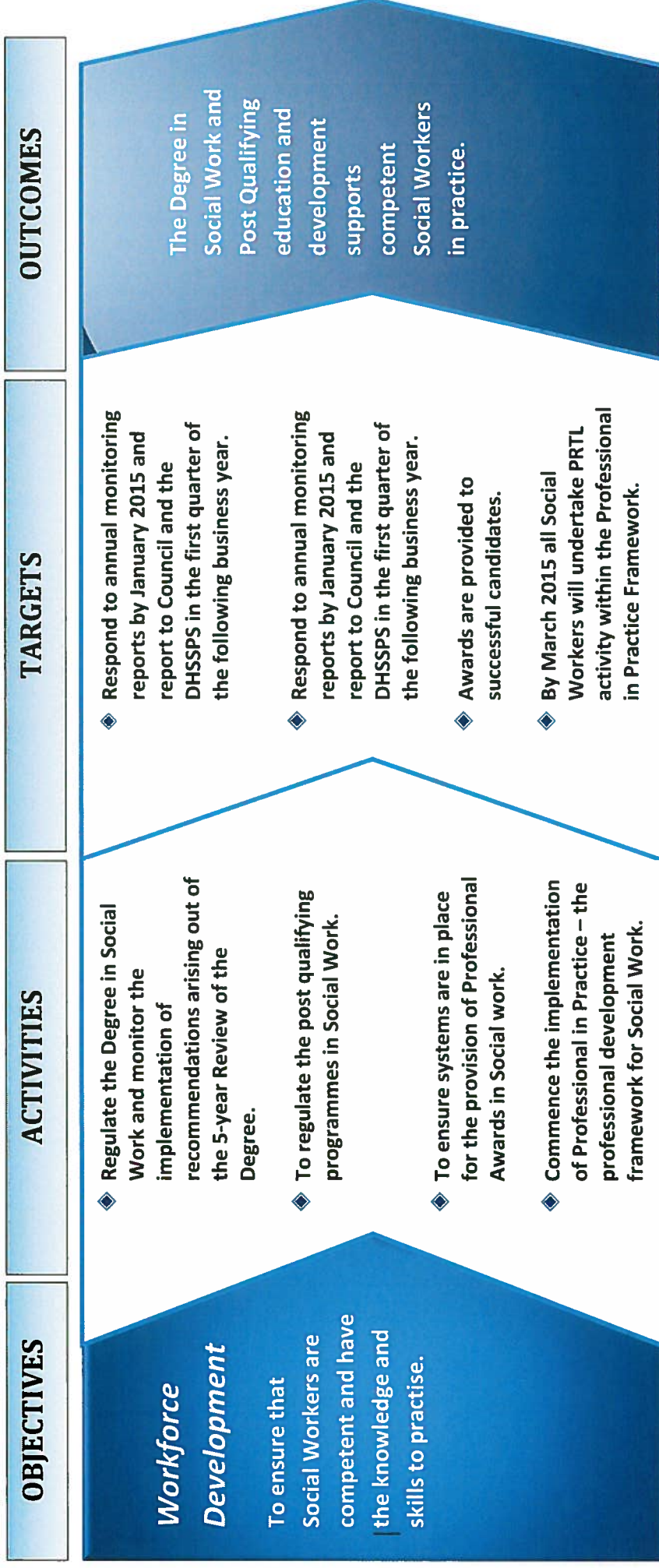
STRATEGIC OBJECTIVE 2

To ensure that qualifications and standards deliver a skilled and committed Social Care Workforce

The NISCC ensures the Social Work Workforce is suitably skilled and trained by a number of means including ensuring the regulation of the provision of the Degree in Social Work, and the regulation of a Professional Development Framework for Social Workers. NISCC sets and audits Post Registration Training and Learning requirements for Social Workers and Social Care Workers.

NISCC delivers the Sector Skills Council functions in Northern Ireland and contributes to the development of National Occupational Standards which meet social care workforce needs.

NISCC actively contributes to and supports the delivery of government strategies aimed at improving the skills base of the Social Care workforce while seeking to influence and inform those strategies where ever possible.



OBJECTIVES

Workforce Development

To ensure that Social Workers are competent and have the knowledge and skills to practise.

ACTIVITIES

- ◆ Review the systems and processes for the regulation of qualifying and post qualifying training which support the NISCC awarding body function for Professional in Practice using the Lean methodology.
- ◆ To set and monitor standards for Assessed Year in Employment.
- ◆ To undertake an audit of Social Workers PRTL and provide a report to Council.

TARGETS

- ◆ Recommendations for streamlining systems and processes are implemented by March 2015.
- ◆ By March 2015, to have undertaken monitoring of the independent sector.
- ◆ 3% of Social Workers' PRTL is audited in June 2014 and January 2015 and a report is produced for Council.

OUTCOMES

The Degree in Social Work and Post Qualifying education and development supports competent Social Workers in practice.

Workforce Development

To ensure that the standards underpinning training and continuous development meet the skills needs of the Social Care Workforce.

- ◆ To work collaboratively with the DHSSPS, HSC Board and Employers to identify the training needs of the Social Care workforce to support the implementation of Transforming Your Care.
- ◆ Continue to support employers to implement the PSS Training Strategy and undertake a review of the priorities.
- ◆ As a member of Skills for Care and Development deliver an agreed work programme to support up-skill of the Social Care Workforce.
- ◆ To undertake an audit of Social Care Workers PRTL and provide a report to Council.

- ◆ By March 2015, to have identified with the DHSSPS, HSC Board and Employers, the training needs of the Social Care Workforce to support the roll out of Transforming Your Care.
- ◆ By March 2015, provide a report on a review of the PSS Training Strategy to DHSSPS and Council.
- ◆ Skills for Care and Development NI Business Plan delivered by March 2015 against agreed targets and timescales.
- ◆ 3% of Social Care Workers' PRTL is audited in June 2014 and January 2015 and a report is produced for Council.

Learning and Development provision for the Social Care Workforce is based on Departmental policy, relevant standards and identified workforce skills needs.

OBJECTIVES

ACTIVITIES

TARGETS

OUTCOMES

To ensure that the standards underpinning training and continuous development meet the skills needs of the Social Care Workforce.

- ◆ To support and build capacity of social care employers to comply with the NISCC Induction Standards and post registration requirements of Social Care Workers.
- ◆ Work with Education and Training Providers to ensure that they are exploiting the full range of models of learning to meet identified development needs so that education and development are future proofed.

- ◆ Analyse findings from conduct and RQIA inspections to enable employers understand the importance of practice development and improvement; and Support Employer learning through Workforce Development Partnership Workshops and other forums throughout 2014/15 business year.
- ◆ Education and Training Providers are supported throughout 2014/15 business year to identify where development and learning can be achieved through technology-based solutions alongside more traditional methods.

Learning and Development provision for the Social Care Workforce is based on Departmental policy, relevant standards and identified workforce skills needs.

Workforce Development
To ensure the NISCC continues to play a key role, as a regulator of the Social Care Workforce, in developing and implementing government wide strategies in support of the overarching social care system in NI.

- ◆ Support the implementation of the Social Work Strategy.
- ◆ To support and influence the implementation of Quality 2020 to promote outcomes for the Social Work and Social Care Workforce.

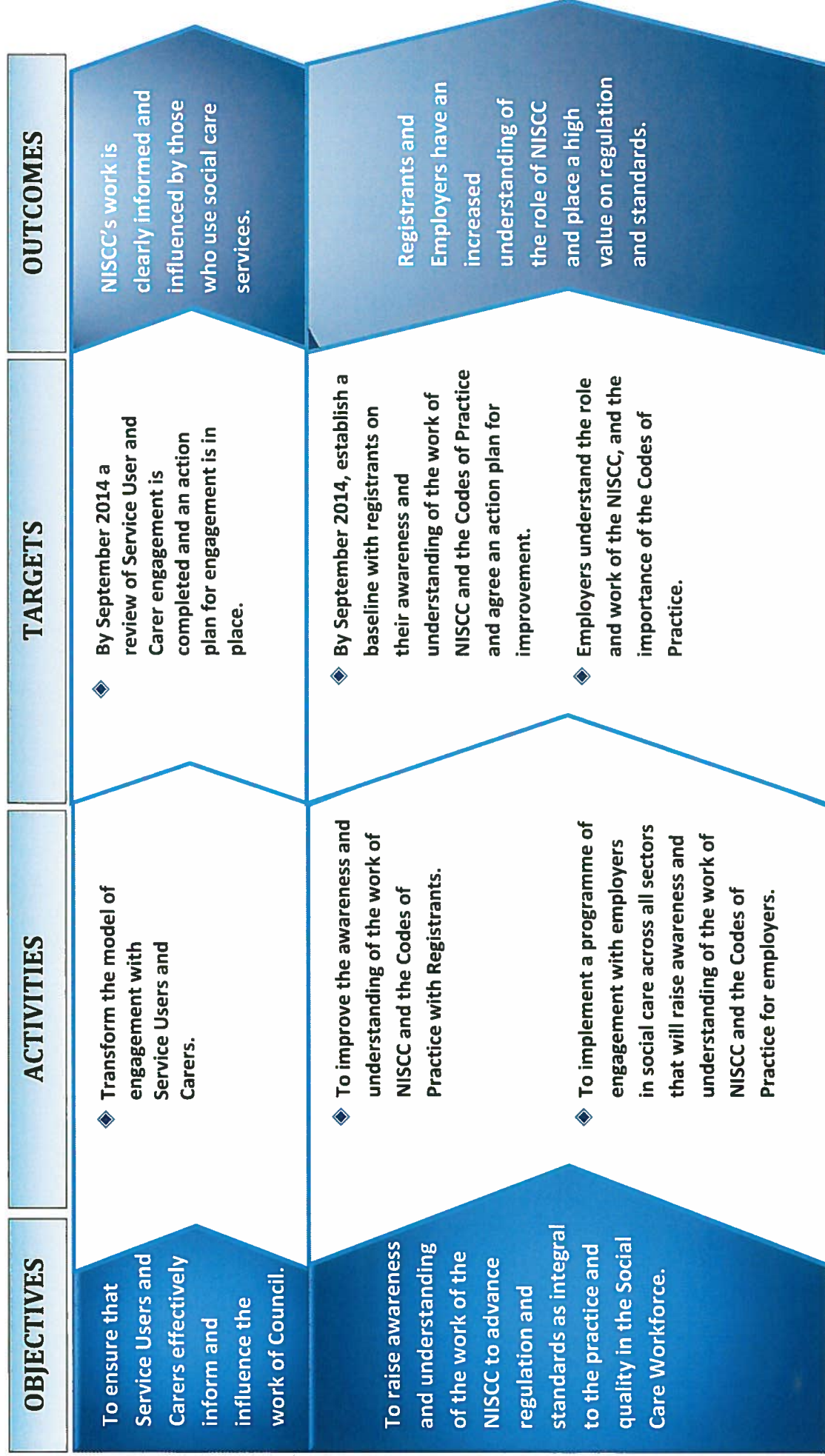
- ◆ To actively participate in the Steering, Implementation and Working Groups, and undertake a lead role in the professional leadership element of the Strategy.
- ◆ To actively participate in the Quality 2020 Strategic Implementation Group and Working Groups, contributing to key pieces of work.

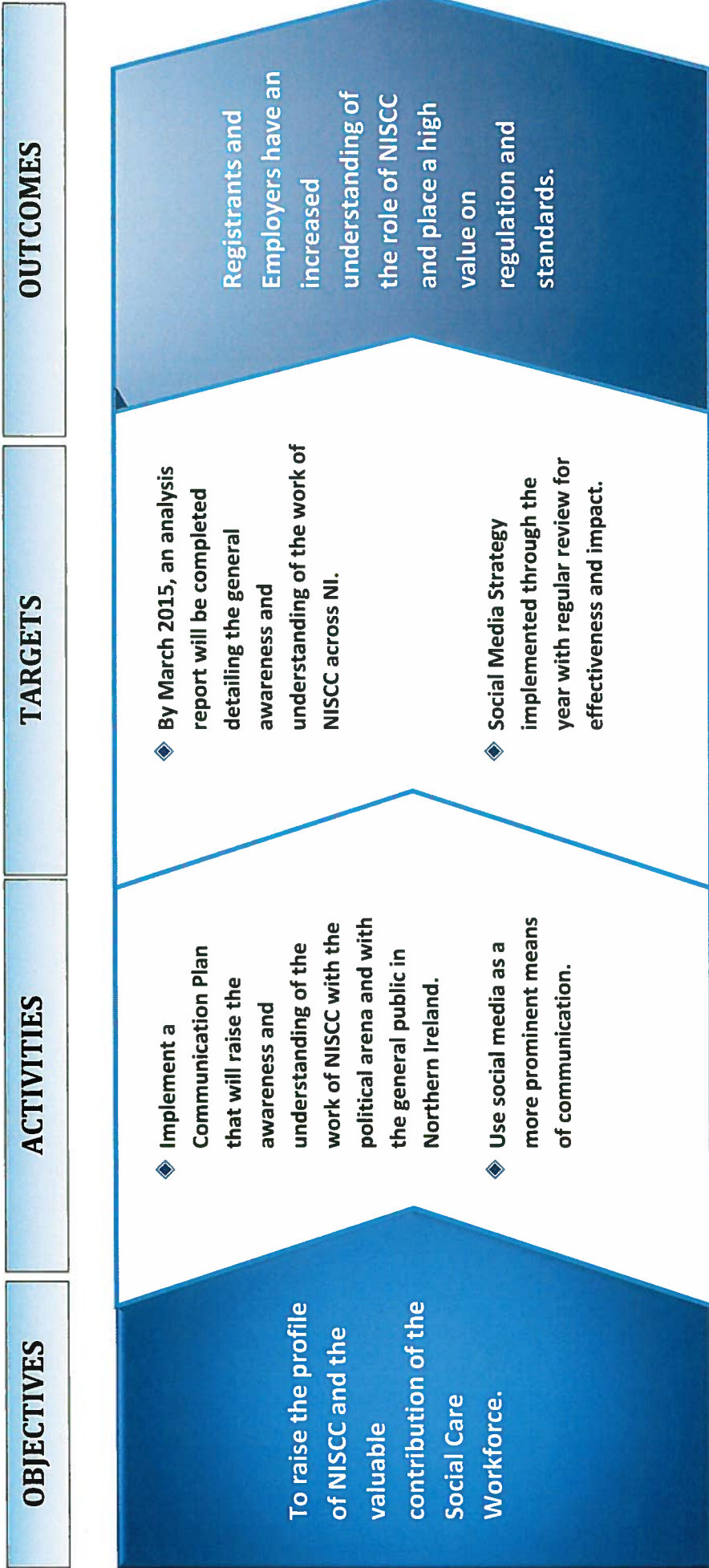
NISCC actively contributes to, supports and influences the delivery of government strategies aimed at improving the skills base of the Social Work and Social Care Workforce.

STRATEGIC OBJECTIVE 3

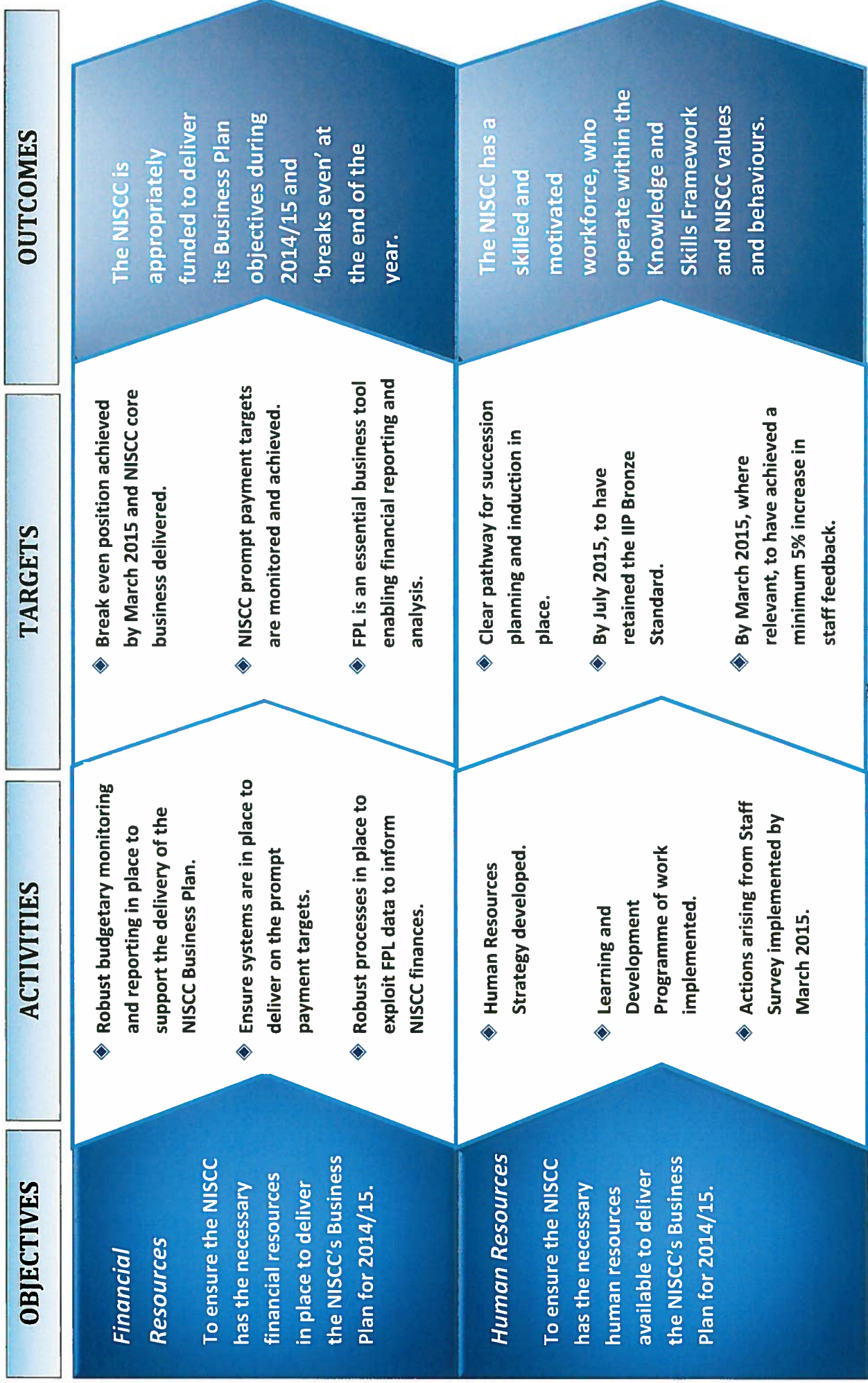
To raise awareness and knowledge of the NISCC and ensure its work is informed and influenced by users of social care services, carers, registrants, employers and other stakeholders

The NISCC is committed to full, active and enthusiastic engagement with users of social care services, carers, registrants, employers and other stakeholders in developing and delivering our work. NISCC is also committed to ensuring our key stakeholders are well informed about the work of the NISCC and the value of and contribution made by the Social Care Workforce.





To deliver NISCC's strategic objectives set out above, the NISCC will ensure it has the necessary resources, people, governance and estates management arrangements in place.





NISCC BUSINESS PLAN 2014/15

The following objectives are set by the Department of Health, Social Services and Public Safety, as the sponsor department for the Northern Ireland Social Care Council. They detail what is required of the NISCC during 2014/15 in terms of Governance, Resources and Quality.

	<i>Operational Plan Objective</i>	<i>Milestone</i>	<i>Performance Standard/Actions/Events</i>
	GOVERNANCE		
1.	To maintain and work to strengthen Governance, risk management and control systems	<p>1.1 To comply with the Department's ALB business planning and performance monitoring requirements</p> <p>1.2 Full compliance with the Department's governance requirements and specified timescales.</p>	<ul style="list-style-type: none"> • Meet the timescales of the Department's ALB business planning process and ensure that draft business plans are with the Department by mid-January each year. • Provide the Department with accurate and timely information which meets the Department's performance management & reporting requirements and deadlines. • Compliance with Department's processes and timescales for the completion of : <ul style="list-style-type: none"> - Mid-year Assurance Statements and End year Governance Statements; - Board Governance Self-assessment Tool; - NAO Audit Committee Checklist; and - Mid-year and End-year accountability meetings. - the Controls Assurance Standards process. • By 31 March 2015 achieve substantive compliance with the Information Management Controls Assurance Standards.

			<ul style="list-style-type: none"> By 31 March 2015, carry out an independent evaluation of Board governance arrangements. During 2014/15 test and review business continuity management plans to ensure arrangements to maintain services to a pre-defined level through a business disruption.
	1.3	Emergency preparedness/Business Continuity	
	RESOURCES e.g. Finance, Human Resources, Estate, Information		
2.	To promote the efficient, economic and effective use of staff, monies, equipment, estates and other resources	<p>2.1 Deliver on key Departmental and Executive financial commitments/requirements.</p> <p>2.2 Deliver accurate financial reports and financial forecasts on a timely basis in accordance with Departmental timescales.</p>	<ul style="list-style-type: none"> Achieve the financial breakeven target of 0.25% or £20k (whichever is the greater) of revenue allocation by March 2015. Achieve/maintain the minimum standard of paying 95% of undisputed invoices within 30 days throughout 2014/15. Reflecting on the 10 day target set for 2013/14, establish and deliver a realistic 10 day prompt payment target for the organisation, expressed as a percentage of invoices to be paid within 10 working days. Annual Report and Accounts for 2013/14 to be certified by the C&AG and laid in the Assembly before the 2014 summer recess. The actual year-end forecast and monthly profiled financial forecast of expenditure provided to DHSSPS each month is prepared on a robust basis and that any variances +/- 5% of the previous month's forecast are fully explained. The monthly year-end financial forecast as at September 2014 (and subsequent months) should be within +/- 0.5% of the final outturn.

		<p>2.3 Improve Efficiency and Value for Money.</p>	<ul style="list-style-type: none"> • Delivering productivity and cash releasing efficiencies as set out in 2014/15 Savings Plans, by March 2015. • Developing plans to deliver efficiencies (productivity and cash releasing) in 2015/16 by 30 June 2014. • For capital, external consultancy/revenue business cases, ensure that submission to the Department is in line with agreed timeframes. • Ensure that a suitable skills base is maintained/developed to develop business cases and provide written assurance to your Board by March 2015.
		<p>2.4 Ensure compliance with public procurement policy.</p>	<ul style="list-style-type: none"> • Ensure STAs >£30k are publicly published on a monthly basis in line with CPD requirements. • Establish a process by June 2014 to provide assurance to your Board that your organisation has adopted and maintained good procurement practice, as specified in the Department's Review of Procurement, or as separately promulgated by the Department. Report to the Board in September 2014 and March 2015 on this matter. <i>(This should include consideration of DFP and Departmental requirements/guidance such as Procurement Guidance Notes as set out in HSC Finance circulars, Procurement Estates Letters (PELs) and the Ministerially approved recommendations in the Department's Review of Procurement).</i>
		<p>2.5 Asset and Estate Management.</p>	<ul style="list-style-type: none"> • Ensure property costs demonstrate value for money: (a) Submit a Property Asset Management Plan, in line with Departmental requirements, to the Department by 30 April 2014.

		<ul style="list-style-type: none"> Dispose of surplus assets in line with current Guidance: (b) Updates on current, planned and potential annual disposal plans to be submitted to the Department on a quarterly basis.
	2.6 Sustainable Development	<ul style="list-style-type: none"> To support the DHSSPS Sustainable Development Duty: <ul style="list-style-type: none"> (a) To submit a Sustainable Development Report, in line with Departmental requirements, by 30 April 2014. a) PFG target to reduce greenhouse gas emissions by at least 35% on 1990 levels by 2025 <p>DHSSPS objectives as outlined in the Sustainable Development Strategy "Everyone's Involved" and the Strategy implementation plan "focused on the future"</p> <ul style="list-style-type: none"> Reduce or maintain staff absence rates to 3% By 30 June 2014, 90% of staff to have had an annual appraisal of their performance during 2013/14 and an agreed personal development plan for 2014/15.
	2.7 Staff Sickness Absence	
	2.8 Staff Appraisal/development	
	QUALITY	
3.	To Deliver High Quality Services	3.1 Quality 2020
		<ul style="list-style-type: none"> By September 2014, to publish an individual ALB 2013/14 Annual Quality Report.