

Title: Business Performance Report August 2022 Month 5

Date: 12th October 2022

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ACTION REQUIRED

This Paper is	For Information
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SUMMARY

The Business Performance Report provides assessment of performance achieved by the Social Care Council at the end of August 2022-23 business year. Supporting information includes an overview of activity for the period and associated data for Key Performance Indicators.

Two of the twelve Key Performance indicators are assessed as Amber for cumulative performance (registration applications processing and conclusion of FtP cases at 15 months). The report provides commentary on pressures that are impacting on these areas of the business and notes on the mitigating actions being taken to manage any associated risks.

The report includes an overview of business risks and assessments as presented to the Audit and Risk Committee meeting. Risk Assurance reports and updates will be provided separately as part of ARAC report to the Board meeting.

BACKGROUND

The Social Care Council is managing service delivery through agile working, with staff continuing to work at home the majority of the week. Staff engagement has supported the development of an Agile Working policy to facilitate the organisation in transitioning towards increasing staff presence in the office and opening up the premises to external meetings as conditions will allow. The changes to working practice are being piloted in phases and progress is being monitored to ensure this is being done safely and effectively.

- Co-ordination of business activity remains under weekly review by the COVID Business Leadership Team.
 - Achievement of critical business objectives, including staff wellbeing, is being monitored and reported at online meetings.
 - Business performance is being tracked to provide assurance on business progress.
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KEY ISSUES AND IMPLICATIONS

The Business Performance Report highlights the range of activities being delivered across each of the strategic themes and outputs as set out in the current Corporate Plan. This includes, but is not limited to –

- Work on the future agile working arrangements for staff including a pilot that was initiated at the start of May 2022;
- Recruitment completed to fill a number of fulltime and Interim appointments. Further recruitment is planned to address remaining gaps;
- Communication and engagement activities delivered (online and face-to-face) to involve stakeholders in information sessions, seminars and meetings to share knowledge about workforce development and standards
- Communications campaigns developed for digital and printed media to promote social care
- Participation Partnership virtual engagement event and video developed which is seeking to raise awareness about the work undertaken to involve the expertise of people who use services and carers in the Social Care Council work.
- Significant progress in the programme of work to create new resources and refresh existing resources for the Learning Zone.
- Delivery of the Lunchtime Seminars and the Social Care ECHO virtual network events, including some face to face socially distanced engagement;
- Plans to manage people, services and resources within the timeframes for the planned move to James House by February 2023.

ENGAGEMENT AND CONSULTATION

The Operational Leadership Team and staff were involved in the development of this Report.

RECOMMENDATIONS

That the Board notes the Report.

ASSOCIATED DOCUMENTS

Appendix I - Business Performance Report for Month 5 (August 2022)