

Consultation feedback on our *Strategic Plan 2023 - 2027*

We would like to thank everyone who responded to the consultation on our new Strategic Plan for 2023 - 2027. We received responses through a survey to registrants and employers, meetings with our partnerships, Board, staff and numerous other stakeholders.

We considered every response and comment in detail, and as a result we:

- made changes to our draft *Strategic Plan 2023-2027*, and
- noted the things we can put into our annual *Business Plan 2023-2024*, which will support the delivery of our Strategic Plan over the next four years.

Your responses were overwhelmingly positive with many of you welcoming how accessible and easy the Strategic Plan is to read. You also gave us feedback on what matters most to you and what you need both now and into the future.

What you told us

These are some of the things you told us:

- Employers need to understand the importance of the *Standards of Conduct and Practice for Employers* and put these into practice to support social workers and social care workers.
- The importance of explaining how we provide assurance through our regulatory processes to protect people who use social work and social care services.
- The need to use our data to inform policy development and influence change for social workers and social care workers.
- The need to reflect the voice of people who use services and carers.
- Speak up for social care workers – and the pressures the sector is under.
- The challenges arising from the diversity of the workforce and the people who access those services.

- The challenges in recruiting and retaining staff, and the need to support careers for social care workers.

What we have done

We changed the *Strategic Plan 2023-2027* to reflect your feedback (and noted actions that we can include in this years and future Business Plans):

- We added a new strategic action to ensure employers understand their responsibilities in relation to their Standards.
- We added a new strategic action to ensure that the experience of people who use services and carers inform the Standards – ensuring their voice is heard and understood.
- We added a new strategic action to promote careers in social work and social care.
- We added new strategic actions on diversity in the workforce and creating a more stable and sustainable workforce.
- We included outcomes about the cultural differences in the workforce and society.

We also made some changes to our photos and graphics and changed some of our terminology.

We also heard your comments about the environment registrants are working in, the concerns registrants have about their terms and conditions and the need to collaborate with and influence others to make meaningful and positive changes. We will use our leadership work to raise these concerns – and will review our engagement and communication messages to ensure they are reaching all of our registrants.

We would like to thank everyone who took the time to respond to us and we are grateful for the openness and honesty in your response. We will use this information over the next four years to deliver our Strategic Plan.

We welcome continued engagement with you – and you can, at any time, send us comments and feedback about our work to:

BusinessSupport@niscc.hscni.net.

Northern Ireland Social Care Council