

**Title: Business Performance Report Quarter 2 – 2023/24 Business Year  
(July – September March 2023)**

**Date: 28 November 2023**

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Standards**

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## **ACTION REQUIRED**

<b>This Paper is</b>	<b>For Information</b>
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## **SUMMARY**

The Business Performance Report provides a cumulative assessment of performance achieved by the Social Care Council up to 30 September 2023 (end of Quarter 2 of the 202/24 Business Year). Supporting information includes an overview of activity for the period April – September 2023 and supporting data for Key Performance Indicators.

- 11 KPIs were rated GREEN
- 1 KPI was rated as AMBER. –

One of the twelve Key Performance indicators, registration processing, has been assessed as AMBER. This KPI is marginally below the lower tolerance limit of 92% for it to be assessed as GREEN. Further detail on the factors affecting this KPI and assurance on the effective management of any associated risks is provided in Section 2 of the report.

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## BACKGROUND

During Quarter 2 of 2023/24 business year, the Social Care Council effectively delivered all services using an agile model of business delivery which has maximised the use of technology for meetings, services and engagement. Feedback from stakeholders and staff reports a positive experience of engaging with and working for the organisation

- Business activity and outcomes has been monitored on a monthly basis by the Leadership Team to ensure progress towards the 2023/24 Business Plan is achieved.
  - Business performance is being tracked against the Business Plan objectives and KPIs to provide assurance on business progress.
  - Achievement of business objectives, including staff wellbeing, is being monitored and reported through in-person and online meetings for staff, managers and Operational Leads that staff and teams are aware of their contributions to the business.
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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 –

- Presentation of the Health and Wellbeing IIP Gold award at the IIP ceremony (first employer in the UK to attain this). The Social Care Council was also invited to be a key speaker at the event to share their IIP journey
- Complaints training for all staff and new governance arrangements rolled out including a revised Complaints Policy
- Risk Management Committee and ARAC met to review the organisational risks to the organisation including a revised Risk Management Strategy and Procedures
- Annual Equality Progress Report for 2022/23 produced
- Draft Quality 2020 Report for 2022/23 produced and submitted to the DoH for approval
- Annual Property Asset Management Plan for 22/23 developed including an action plan for 2023/24
- Annual Report and Accounts laid in the NI Assembly and published on the website
- Development of 'Raising Concerns' policy for staff
- Review of Social Work Degree and reapproval of Ulster University Approved Professional in Practice Programmes
- Development of the Care in Practice Framework and the Level 2 Certificate
- Social Care Collaborative Forum and Children's Strategic Reform Board meetings and workstreams meetings
- Social Care Making a Difference campaign closing activities, including BBC news story featuring a care worker in Radius Housing
- Information sessions promoting registration, regulation, standards and development with new registrants/employers/students
- Online engagement to welcome new social work students 'Class of 2023'
- Surveys and engagement for the review of Fitness to Practise referrals guidance and delivery of hearings
- Evaluation planning for the review of the Credit Accumulation Route within the Professional in Practice Framework

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## **ENGAGEMENT AND CONSULTATION**

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

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## **RECOMMENDATIONS**

That the Board notes the Report.

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## **ASSOCIATED DOCUMENTS**

**Appendix I - Business Performance Report for Quarter 2 (July – September 2023)**