



Northern Ireland Social Care Council

BUSINESS PLAN 2012/13

Final: February 2012

NORTHERN IRELAND SOCIAL CARE COUNCIL

BUSINESS PLAN FOR APRIL 2012 TO MARCH 2013

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 of a Chair, Mrs Lily Kerr, 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.

Mr Brendan Johnston 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 2012/13

The NISCC published its 3-year Corporate Plan for the period 2012/15 in February 2012. 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 2012 to March 2013. 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.

Strategic Objectives

The Corporate and Business Objectives outlined in this Business Plan are in support of the following overarching strategic objectives –

1. To strengthen public protection through the registration of the social care workforce;
2. To improve the quality of social care through the development, promotion and regulation of education and training;
3. To strengthen and support the professionalism of the social care workforce;
4. To ensure that social care staff, supported by employers, meet agreed standards of conduct and practice; and

5. To discharge its responsibilities informed by the views of users of social care services, carers, registrants and other key stakeholders.

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

These objectives can be found at section 6 of this Plan.

Business Plan 2012/2013

Strategic Objective 1 – To Strengthen Public Protection through the Registration of the Social Care Workforce		
Business Aims	Business Objectives for 2012/13	
1.1 To maintain the Social Care Register and ensure it is fit for purpose.	1.1.1	To ensure the Social Care Register is accurate, and managed in accordance with Key Performance Indicators.
	1.1.2	To manage the integration of the Post Qualifying (PQ) database with the Social Care Register.
	1.1.3	To manage the renewal process of Social Care Workers during 2012/13 within agreed timescales and Key Performance Indicators.
	1.1.4	To work in collaboration with the Health and Social Care Board to monitor the Assessed Year in Employment.
	1.1.5	To take forward recommendations arising from the review of the Assessed Year in Employment.
	1.1.6	To audit 3% of Registrants Post Registration Training and Learning.
	1.1.7	To continue to work with the other Councils to share information on a regular and timely basis.
	1.1.8	To ensure processes for assessing non-UK Qualifications is current, robust and fit for purpose.
1.2 To ensure that registration requirements are in place to appropriately regulate newly qualified Social Workers.	1.2.1	To ensure appropriate systems and standards are in place for the Assessed Year in Employment (AYE) to properly regulate newly qualified Social Workers.

Strategic Objective 1 – To Strengthen Public Protection through the Registration of the Social Care Workforce

Business Aims	Business Objectives for 2012/13	
1.3 To roll out Registration in line with the Ministerial Programme.	1.3.1	To implement the registration of the remaining group, Social Care Workers in Adult Residential/Nursing Home Settings, as specified by the Minister.
1.4 To increase the financial independence of the NISCC of its registration functions through income generation.	1.4.1	Following a consultation exercise, to put in place a new fee level structure for Registrants.
	1.4.2	To work with the Department of Health, Social Services and Public Safety (DHSSPS) to secure any legislation amendments required to give effect to the new fee structure.
	1.4.3	To promote the use of Direct Debit facility with Registrants.

Strategic Objective 2 – To Improve the Quality of Social Care through the Development, Promotion and Regulation of Education and Training

Business Aims	Business Objectives for 2012/13	
<p>2.1 To ensure social work training at qualifying level is fit for purpose and meets the needs of employers and service users.</p>	2.1.1	To carry out annual monitoring of the Degree in Social Work against NISCC standards.
	2.1.2	To quality assure that the curriculum content is informed by new developments, policies and standards, including inspections, reviews and government policies.
	2.1.3	To take account of developments in the UK and the Republic of Ireland in relation to professional social work regulation and education and training in order to assess the impact upon the work of the NISCC.
	2.1.4	To regulate the quality and quantity of practice learning opportunities and support providers to meet NISCC's standards.
	2.1.5	To monitor and evaluate applications, enrolments, progression and outcomes from the social work degree on an annual basis.
	2.1.6	To ensure effective and efficient social work education partnership arrangements are in place to inform strategic planning and promote regional consistency which represents value for money at qualifying level.
	2.1.7	To chair a Strategic Advisory Group to ensure strategic priorities for education and training are reflected in the delivery of qualifying training.
<p>2.2 To continue to work in partnership with employers and the Higher Education Institutions (HEI's) to implement, co-ordinate, monitor and oversee the Regional Practice Learning Strategy.</p>	2.2.1	To work with employers, degree course providers and the Degree Partnership to implement the Regional Practice Learning Strategy.

Strategic Objective 2 – To Improve the Quality of Social Care through the Development, Promotion and Regulation of Education and Training

Business Aims	Business Objectives for 2012/13	
	2.2.2	<p>To implement the Regional Practice Learning Strategy:</p> <ul style="list-style-type: none"> • To progress the recommendations contained in the Regional Practice Learning Strategy Progress Report to the DHSSPS dated March 2010; • To prioritise and implement action plans in relation to the targets; • To audit all Designated Practice Learning Providers on agreed targets in the Strategy.
2.3 To provide a professional framework for post qualifying education and training	2.3.1	To regulate post qualifying education and training (including the Individual Assessment Route) against NISCC standards.
	2.3.2	To quality assure that the curriculum content is informed by new developments, policies and standards, including inspections and reviews.
	2.3.3	To monitor and evaluate applications, enrolments, progression and outcomes from the PQ Framework on an annual basis.
	2.3.4	To ensure effective and efficient partnership arrangements are in place to deliver the NI PQ Framework and to ensure it remains fit for purpose and responsive to the needs of key stakeholders.
	2.3.5	To engage with employers and key stakeholders, including the Commissioner for Personal Social Services (PSS) training to identify workforce needs, gaps in provision and priorities for development in the NI PQ Framework.

Strategic Objective 2 – To Improve the Quality of Social Care through the Development, Promotion and Regulation of Education and Training

Business Aims	Business Objectives for 2012/13	
	2.3.6	To promote and provide information on the PQ Framework to all key stakeholders in a range of accessible formats.
	2.3.7	To take account of developments in post qualifying social work education and training in the UK and Republic of Ireland to inform the continued development of the NI PQ Framework.
	2.3.8	To take forward the implementation of the recommendations from the Review of the PQ Framework (2011/2012).
	2.3.9	To publish an annual report on the regulation, development activity and outcomes in relation to social work education and training.

Strategic Objective 3 – To Strengthen and Support the Professionalism of the Social Care Workforce		
Business Aims	Business Objectives for 2012/13	
3.1 To contribute to the implementation of the Social Work Strategy as appropriate to the role and functions of the NISCC.	3.1.1	To continue to work with the DHSSPS as required to implement the Social Work Strategy.
	3.1.2	To consider the findings from the scoping exercise of the Code of practice for social care workers and the Code of practice for employers of social care workers.
3.2 To develop National Occupational Standards (NOS) for social care and Early Years.	3.2.1	To review the following National Occupational Standards – - Sensory Services - Leadership and Management in Care Services.
	3.2.2	To continue to work with the DHSSPS, the Department for Employment and Learning NI (DELNI) and the Department of Education NI (DENI) to ensure that standards and qualifications are compliant with respective government policies.
3.3 To work, as part of Skills for Care and Development, to ensure that NI skills needs are reflected in the UK context.	3.3.1	To continue to collate and analyse the findings from Labour Market Intelligence in adult residential care, day care and domiciliary care in the voluntary sectors.
	3.3.2	To identify the training needs, skills requirements, skills gaps for the workforce in order to begin to plan for predicted increased demand for services identified through demographic projections.
	3.3.3	Subject to UK Commission for Employment and Skills (UKCES) funding, to compile the NI national report for the 2012/13 Sector Skills Assessment Report to UKCES.

Strategic Objective 3 – To Strengthen and Support the Professionalism of the Social Care Workforce		
Business Aims	Business Objectives for 2012/13	
3.4 To ensure the priorities for social work and social care training align with government policies and strategies.	3.4.1	To coordinate, monitor and report progress to Council and the DHSSPS on the achievement of strategic priorities for the PSS Development and Training Strategy, 2006-2016, on a year on year basis.
	3.4.2	To engage with key stakeholders to ensure training provision within the NI PQ Framework aligns with government policies and strategies across sectors and settings.
	3.4.3	To engage with key stakeholders in the Social Care Sector to ensure sufficiency in social care training provision, and to ensure that training provided results in employability.
3.5 To provide information and guidance to employers and registrants to support continuous improvements of social work and social care practice.	3.5.1	To recognise and promote best practice in social work and social care.
	3.5.2	To signpost relevant Social Care Institute for Excellence (SCIE) guidance and training resources on the NISCC website.
3.6 To implement the new Continuous Learning Framework (CLF) for Social Care Workers	3.6.1	To take forward a communication and implementation strategy with Social Care Registrants and their Employers.

Strategic Objective 4 – To Ensure that Social Care Staff, Supported by Employers, Meet Agreed Standards of Conduct and Practice

Business Aims	Business Objectives for 2012/13	
<p>4.1 To ensure that the Model for the Regulation of the Social Care workforce is proportionate, risk based and reflects best practice in regulation.</p>	4.1.1	To investigate complaints within agreed rules, policies and procedures in accordance with the highest standards of regulation.
	4.1.2	To carry out suitability assessments for all applications for registration to ensure those who are on the Register are fit to practice.
	4.1.3	To implement the outcomes and recommendations arising from the review of the current Model for Regulation.
	4.1.4	To work with the DHSSPS to secure any legislative changes required to give effect to the outcome of the review of the Model for Regulation.
	4.1.5	To convene Registration and Conduct Committee hearings within agreed rules, policies and procedures, and in accordance with the highest standards of regulation and professionalism.
	4.1.6	To put in place a system to enable examples of best practice and lessons learned in the areas of regulation and conduct to be disseminated to Committee Members.
	4.1.7	To undertake a recruitment and training programme for new Committee Members.
<p>4.2 To collaborate with Councils in Scotland, Wales and England and the Republic of Ireland to share information and best practice in respect of professional regulation.</p>	4.2.1	To participate in meetings with the other Councils in England, Scotland, Wales and the Republic of Ireland to ensure appropriate UK alignment on conduct policies, procedures and practice guidance.
<p>4.3 To work in partnership with the Regulation and Quality Improvement Authority (RQIA) to ensure that the standards of practice for social care workers and employers are upheld.</p>	4.3.1	To engage with Employers to produce guidance on the roles and responsibilities within the Social Care Governance Framework.

Strategic Objective 5 – To Discharge its Responsibilities Informed by the Views of Users of Social Care Services, Carers, Registrants and other Key Stakeholders

Business Aims	Business Objectives for 2012/13	
5.1 To have an ongoing commitment to partnership working with Users and Carers and Registrants.	5.1.1	To identify opportunities for joint working between the User Participation Group, Registrants' Committee to improve participation in NISCC activities.
	5.1.2	To implement the Action Plan arising out of the Principles of Participation and Quality Standards to embed the involvement of service users and carers in the way in which the NISCC delivers its business.
	5.1.3	To implement targeted measures to engage with under-represented groups of users.
5.2 To implement the NISCC Communication Strategy to include promotion of the Codes of Practice.	5.2.1	To continue to monitor and drive forward the Communications Action Plan related to the promotion of NISCC.
	5.2.2	To support the NISCC Workforce Development Committee and partners to raise the profile of the social care sector and promote public confidence in the social care workforce.
	5.2.3	To develop a targeted Communications Action Plan to support the staged roll-out of registration in accordance with the Programme Plan for the Roll-out of Registration.
	5.2.4	To promote the Codes of Practice.
5.3 To optimise developing technology to assist stakeholder engagement and communications across NISCC services.	5.3.1	To review the services that are available online and explore opportunities to promote online and other e-services.

Strategic Objective 5 – To Discharge its Responsibilities Informed by the Views of Users of Social Care Services, Carers, Registrants and other Key Stakeholders

Business Aims	Business Objectives for 2012/13	
	5.3.2	To implement the strategy to promote awareness of the Public Facing Register and to ensure users and employers can easily access public facing information from the NISCC register as displayed on the NISCC website.
	5.3.3	To monitor the level of customer satisfaction in relation to the NISCC website and online services.
5.4 To promote awareness across the Social Work and relevant Social Care Professions of their responsibilities as a regulated profession.	5.4.1	To engage with key stakeholders to promote awareness of NISCC and social work as a regulated profession.
	5.4.2	To promote social work and social care as a career.
	5.4.3	To review information and guidance materials to ensure it remains accurate, relevant and up to date.
	5.4.4	To continue to promote ongoing Post Registration Training and Learning (PRTL) to the Social Care workforce.
	5.4.5	To monitor the quality of customer service provided to all NISCC customers.

To ensure NISCC has the people, systems and resources needed to deliver its business objectives.

Business Aims

Business Objectives for 2012/13

Governance

1. To ensure robust and effective governance, performance management and information systems are in place in respect of all aspects of the Council's business, including Skills for Care and Development.	6.1.1	To implement the actions agreed with the Department arising out of the Landscape Review.
	6.1.2	To ensure all risks are identified, managed, reviewed and recorded on the Risk Register in accordance with NISCC's Risk Management Strategy.
	6.1.3	To produce the NISCC Annual Report and Accounts for 2011/12 within the agreed timeframe.
	6.1.4	To produce the NISCC Corporate Plan for 2013/16 and Business Plan for 2013/14 with the agreed timeframe.
	6.1.5	To ensure that Key Performance Indicators are in place for all of NISCC functions.

Funding

2. To secure the necessary funding to be able to deliver on the NISCC's strategic objectives and priorities.	6.2.1	To have robust systems of budgetary control in place to ensure NISCC remains within budget and to support effective monitoring of the budget, through the continual review of systems including a review of the management accounting system.
	6.2.2	To engage with the Office of Social Services, DHSSPS, to agree an appropriate level of funding that enables the NISCC to meet its strategic objectives and priorities.
	6.2.3	To undertake a review of non grant-in-aid income.

To ensure NISCC has the people, systems and resources needed to deliver its business objectives.

Business Aims	Business Objectives for 2012/13	
	6.2.4	To continue to ensure savings and efficiencies are delivered in line with Departmental requirements as set out in the Director of Finance letter dated 8 July 2010.
People		
3. To ensure appropriate people management strategies are in place to support the NISCC workforce to deliver against NISCC's strategic and business objectives.	6.3.1	To work with key stakeholders to implement the NISCC Human Resource (HR) Strategy in the management and career development of its staff.
	6.3.2	To have an appropriately trained and skilled workforce in place to deliver on NISCC business objectives.
	6.3.3	To review the service standards for Communications, Enquiries, Finance, Administration, Registration Services and Committee Management to ensure they remain and fit for purpose.
	6.3.4	To ensure relevant and current HR policies are in place and are implemented by all staff, including but not restricted to – <ul style="list-style-type: none"> • Performance Management; • KSF; • Absence Management; • Diversity and Equality; • Code of Conduct; and • Health and Safety.
	6.3.5	To develop a three year strategy to continuously improve the way in which the NISCC invests in its learning and development of its staff against the Investors in People (IIP) standards.

To ensure NISCC has the people, systems and resources needed to deliver its business objectives.

Business Aims

Business Objectives for 2012/13

Infrastructure

<p>4. To ensure the NISCC's business processes are fit for purpose and make best use of developments in ICT systems to utilise e-enablement</p>	<p>6.4.1</p>	<p>To work with the Business Services Organisation (BSO) in implementing the new Health and Social Care (HSC) HR and Finance systems.</p>
	<p>6.4.2</p>	<p>To review the business processes of the Registration ICT system to ensure it continues to deliver efficiencies.</p>
	<p>6.4.3</p>	<p>To ensure that optimal use is made of the new ICT systems to inform processes for –</p> <ul style="list-style-type: none"> - Registration - PQ Framework - Conduct - Committee management.
<p>5. To implement the findings of the review of NISCC Office accommodation</p>	<p>6.5.1</p>	<p>To work with the DHSSPS, Health Estates Investment Group and the Landlord to implement the recommendations arising out of the review of NISCC Office Accommodation needs by October 2012.</p>

[February 2012]