



Northern Ireland Social Care Council

BUSINESS PLAN 2013/14

**FINAL APRIL 2013
V1.0**

NISCC Business Plan April 2013 to March 2014

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 is currently Interim Chair), 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

The Northern Ireland Social Care Council (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 2013 to March 2014. 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 NISCC's overarching strategic objectives which are –

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, 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/

[April 2013]

STRATEGIC OBJECTIVE 1

To Strengthen Public Protection through the Registration of the Social Care Workforce



BUSINESS OBJECTIVES

OUTCOMES

1.1 To maintain the Social Care Register in line with the Key Performance Indicators and ensure it is fit for purpose during 2013/14.

The Social Care Register is accurate, up to date and accessible by Registrants, Employers and the Public in general.

1.2 To work closely with the Social Care Sector in raising awareness of Employer and Registrant Responsibilities in enforcing Compulsory Registration, following introduction of the legislation during 2013.

The specified Groups of the Social Care Workforce will be registered with the NISCC, and will be aware of their responsibilities and their Code of Practice as Registrants with the NISCC.

1.3 To ensure NISCC has the necessary procedures and processes in place to comply with standards for non-UK Qualifications and in particular the EU Directive 2005/36/EC of the European Parliament and of the Council.

All internationally qualified Social Workers will be registered by NISCC within the appropriate legislation and timeframes.

1.4 To ensure compliance with the Assessed Year in Employment (AYE) standards to properly regulate newly qualified Social Workers during 2013/14.

Assurance that newly Qualified Social Workers have successfully complied with their AYE.

1.5 To undertake an audit of 3% of Registrants Post Registration Training and Learning.

Assurance that Registrants are complying with the rules governing Post Registration Training and Learning.

STRATEGIC OBJECTIVE 2

To Improve the Quality of Social Care through the Development, Promotion and Regulation of Education and Training



BUSINESS OBJECTIVES

OUTCOMES

2.1 To review the Framework Specification for the Degree in Social Work and bring forward proposals for revision.



Recommendations made that will support and improve the readiness to practice of newly qualified Social Workers.

2.2 To undertake the 5 yearly review of approved providers of the Degree in Social Work against agreed standards and identify areas for development during 2013/14.



Recommendations will be developed for approval to improve the learning experience, outcomes and readiness to practice of Social Work Students.

2.3 To work with the Department of Health, Social Services and Public Safety (DHSSPS) and key partners to progress recommendations arising from the review of the NI Post Qualifying (PQ) Framework during 2013/14.



The Social Work workforce have access to PQ training that is relevant, timely, quality assured and appropriate to their work and client base.

2.4 To ensure processes and procedures are in place for the regulation of social work training at qualifying and post qualifying level during 2013/14.



Social Work training at qualifying and post qualifying level is fit for purpose and meets the needs of employers and service users.

STRATEGIC OBJECTIVE 3

To Strengthen and Support the Professionalism of the Social Care Workforce



BUSINESS OBJECTIVES	OUTCOMES
<p>3.1 To contribute to the implementation of the Social Work Strategy as appropriate to the role and functions of the NISCC during 2013/14.</p>	<p><i>The implementation of the Social Work strategy is reflective of issues affecting the regulation and training of the Social Care Workforce.</i></p>
<p>3.2 To work with employers, frontline staff and education providers to progress agreed projects that promote the use of technology and e-learning to support practice and/or learning and development of the Social Care workforce, and to ensure all training developed for the social care workforce is robust and fit for purpose during 2013/14.</p>	<p><i>By March 2014, there will be 15 technological learning solutions across the social work, social care and early years workforces; and Level 5 training based on minimum standards will be reviewed.</i></p>
<p>3.3 Oversee the implementation of agreed actions in support of the implementation of the Personal Social Services (PSS) Development and Training Strategy, including communication and engagement with employers, frontline staff and other key stakeholders.</p>	<p><i>Structures and processes in place to support the implementation of action plans.</i></p>
<p>3.4 To work with employers and DHSSPS to contribute to labour market intelligence in respect of the social care workforce across the independent, voluntary and statutory sectors in preparation for the rollout of Transforming Your Care.</p>	<p><i>Robust labour market intelligence for the Social Care Workforce is developed that supports decisions made around Transforming Your Care.</i></p>
<p>3.5 To work collaboratively with service users, employers, Government Departments, and other stakeholders to meet and deliver all of NISCC's objectives.</p>	<p><i>NISCC can successfully deliver its objectives informed by the views and agendas of other bodies, departments and stakeholders.</i></p>

STRATEGIC OBJECTIVE 4

To Ensure that Social Care Staff, supported by Employers, meet agreed Standards of Conduct and Practice



BUSINESS OBJECTIVES

OUTCOMES

4.1 To ensure that robust procedures are in place to assess the suitability of Social Care Workers to be registered on the Social Care Register during 2013/14.



The integrity of the Register is maintained and only those deemed fit to practice are registered.

4.2 To implement the streamlining of internal conduct processes and procedures as part of the revised Model of Regulation following the outcome of the public consultation exercise.



Revised Rules and Procedures will be in place.

4.3 To develop a plan to give effect to the legislative changes arising from the full implementation of the outcome of the Model of Regulation consultation exercise.



Rules, processes and procedures will be developed to support the introduction of the fitness to practice model.

4.4 To review the Codes of Practice for Social Care Workers and Employers of Social Care Workers.



Consultation is undertaken to ensure the Codes of Practice are fit for purpose.

STRATEGIC OBJECTIVE 5

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



BUSINESS OBJECTIVES	OUTCOMES
5.1 To have an on-going commitment to partnership working with Service Users and Carers.	<i>The decisions of NISCC are reflective of the views and needs of services users and carers.</i>
5.2 To promote Social Work and Social Care as regulated professions.	<i>Registrants, employers and the public in general understand and value the role of NISCC as the Regulator of the Social Care Workforce.</i>
5.3 To develop and deliver a communication strategy which maximises the use of technology to improve and modernise the range of services which NISCC provides during 2013/14.	<i>Registrants, Service Users, Carers, Employers and the public in general can better access NISCC's services in a wide range of ways and outside normal working hours that best suits their needs.</i>
5.4 To deliver on our Customer Service Standards during 2013/14.	<i>High level customer service standards are delivered to all our customers.</i>

To deliver NISCC's 5 strategic objectives set out above, the NISCC will ensure it has the necessary people, systems and resources in place.



BUSINESS OBJECTIVES	OUTCOMES
<p>6.1 To ensure the NISCC has the necessary financial resources available to deliver the NISCC's Business Plan in 2013/14.</p>	<p><i>The NISCC is appropriately funded to deliver its Business Plan in 2013/14 and 'breaks even' at the end of the 2013/14 financial year.</i></p>
<p>6.2 To increase the financial independence of the NISCC in its registration function through the implementation of agreed fee adjustment proposals by September 2013.</p>	<p><i>A new Registration fee structure is agreed following a period of public consultation.</i></p>
<p>6.3 To ensure the NISCC has the necessary human resources available to deliver the NISCC's Business Plan in 2013/14.</p>	<p><i>The NISCC has a skilled and motivated workforce capable of delivering the Business Objectives, and measured against the Investors in People Standards and Knowledge and Skills Framework core dimensions.</i></p>
<p>6.4 To ensure robust systems and policies are in place to reduce sickness absence during 2013/14.</p>	<p><i>NISCC sickness absence levels remain below the Priorities for Target and within the NISCC's internal target for sickness absence management.</i></p>

BUSINESS OBJECTIVES	OUTCOMES
<p>6.5 To improve the efficiency of the NISCC during 2013/14 in line with the introduction of the new SOCRATES (Social Care, Registration and Training, Education System) and other ICT systems including FPL (Finance, Procurement and Logistics) and HRPTS (Human Resources, Payroll and Travel & Subsistence).</p>	<p><i>The NISCC will offer a wide range of modern services that meet the needs of Registrants, Employers, and the public in general. The NISCC will be an efficient organisation that optimises technology to work smarter and better and provide value for money.</i></p>
<p>6.6 To work with the DHSSPS to take forward the recommendations arising from the Landscape Review of the NISCC during 2013/14.</p>	<p><i>The NISCC's governance and performance management arrangements are in place.</i></p>
<p>6.7 To work with the DHSSPS in complying with revised Central Audit Governance Unit guidance on ALB governance, assurance and accountability during 2013/14 as are detailed in the NISCC's Operational Plan (these priorities are attached to this Business Plan at Annex 1).</p>	<p><i>The NISCC is fully compliant in the areas of governance, resources, and quality management, and demonstrates best practice and value for money.</i></p>
<p>6.8 To develop an Asset Management Strategy during 2013/14 to ensure the NISCC's property costs represent value for money, surplus assets are disposed of, and the NISCC has access to the right level of skills and expertise in this area.</p>	<p><i>The NISCC's assets are properly recorded and managed in line with best practice.</i></p>

NISCC BUSINESS PLAN 2013/14**Business Plan Objective 6.7**

The following objectives are an extract from the NISCC's Operational Plan for 2013/14 in support of Business Plan Objective 6.7 above.

Op. Plan Ref.	Operational Plan Objective	Actions	Timescale
	<i>CORPORATE - Governance</i>		
6.1.2	To work with the DHSSPS in complying with revised DHSSPS guidance on ALB governance, assurance and accountability during 2013/14 as are detailed in the NISCC's Operational Plan.	<p>6.1.2.1 Ensure all relevant guidance is disseminated and implemented throughout NISCC as relevant.</p> <p>6.1.2.2 Deliver a robust performance management reporting arrangement within Council on all aspects of NISCC business, governance, assurance and accountability.</p>	During 2013/14
6.1.3	Prepare and submit to the Department a: a) End Year (2012/13) Governance Statement; and b) Mid-year (2013/14) assurance statement On a timely basis and in accordance with Departmental timescales.	<p>6.1.3.1 Develop a Governance Statement in line with departmental guidance by May 2013.</p> <p>6.1.3.2 Develop a Mid-year assurance statement in line with Departmental guidance by October 2013.</p>	<p>a) By May 2013</p> <p>b) By Oct 2013</p>
6.1.4	By 30 September 2013 undertake a review of the NISCC's Assurance Framework against Departmental guidance issued in April 2009.	<p>6.1.4.1 Develop a new Assurance Framework for 2013/14.</p> <p>6.1.4.2 Review the Assurance Framework on a quarterly basis.</p>	By 30 September 2013

6.1.5	Ensure that the Audit Committee self-assessment is completed and returned to the Department by September 2013.	6.1.5.1 Self-Assessment of Audit Committee carried out and recommendations implemented, including those from previous self-assessments.	By September 2013
6.1.6	By 30 September 2013 undertake a review and report to Council on the effectiveness of the NISCC's systems in place to monitor and review progress on implementation of actions resulting from legislative, regulatory, licensing or other inspections, inquiries, Internal Audit reports, RQIA reports and external audit findings.	6.1.6.1 Review the current arrangements in place to monitor all actions arising from reviews and other fora and make recommendations to enhance these arrangements where appropriate. 6.1.6.2 Present findings of the above review to Council and provide relevant assurances regarding these arrangements.	By 30 September 2013
6.1.7	During 2013/14 and where applicable assess the current level of compliance within controls assurance standards in a timely manner and in accordance with Departmental guidance and timescales.	6.1.7.1 Carry out all Controls Assurance Standards applicable to the NISCC by January 2014 and work with Internal Audit on reviewing these. 6.1.7.2 Report on progress against the Controls Assurance Standards to Council on quarterly basis through the Performance Management Report.	On-going during 2013/14
6.1.8	Ensure compliance on a timely basis with the documentary requirements set out in the MS/FM where this applies.	6.1.8.1 Carry out a review of the NISCC's MSFM. 6.1.8.2 Table the MSFM to Council on an annual basis.	During 2013/14
<i>CORPORATE – Business Planning</i>			
6.1.9	Ensure the NISCC's 2014/15 Business Plan is prepared in line with Departmental requirements, approved by Council and submitted to the Department by end of January 2014.	6.1.9.1 Develop draft Business Plan in liaison with senior officials and key stakeholders by December 2013. 6.1.9.2 Submit draft to Council for approval.	By 31 January 2014

<i>CORPORATE – Business Continuity/Emergency Preparedness</i>			
6.1.10	During 2013/14 test and review business continuity management plans to ensure arrangements to maintain services to a pre-defined level through a business disruption.	<p>6.1.10.1 Work with Health Estates to update the Plan in relation to the identification of suitable back-up premises.</p> <p>6.1.10.2 Arrange a test exercise before September 2013 involving the Business Continuity Team.</p> <p>6.1.10.3 Review the Business Continuity Plan/Strategy on the back of any issues arising from the test exercise and report these to SMT and Council.</p> <p>6.1.10.4 Review NISCC's compliance against the Emergency Planning Controls Assurance Standard and implement any recommendations arising.</p>	By December 2013
<i>CORPORATE – Information Governance</i>			
6.1.11	During 2013/14 implement and monitor action plans to achieve moderate compliance with the revised Information Management Controls Assurance Standard.	6.1.11.1 CAS on Information Governance to be carried out and action points identified.	On-going during 2013/14
6.1.12	<p>Take steps to maintain/improve the quality of information/data being presented to the Council by:</p> <p>a) Identifying before the end of April 2013 an Executive Board member with lead responsibility for providing assurance on the quality of data/information presented to the Council to support decision-making</p> <p>b) Taking steps to ensure that during 2013/14 a data quality assurance process is in place which provides the Council with assurance that data collected and information provided to them is fit for purpose, robust and of a consistently high standard; and</p>	<p>6.1.12.1</p> <p>a) Member of SMT to be identified with lead responsibility.</p> <p>b) Review of data quality assurance carried out during 2013/14.</p> <p>Report on review presented to SMT and Council before March 2014.</p>	<p>a) By 30 April 2013</p> <p>b) On-going during 2013/14</p>

	c) Ensuring that the Council is provided with and considers as appropriate the publications of NI official and national statistics on health and in particular those that inform progress against ministerial targets.	c) System established to ensure relevant publications are reviewed and tabled to Council where appropriate.	c) On-going during 2013/14
RESOURCES – FINANCE – Prompt Payment Performance			
6.1.19	<p>Deliver on the prompt payment invoices by:</p> <p>a) Achieving/maintaining the minimum standard of paying 95% of invoices within 30 days or other agreed terms during 2013/14; and</p> <p>b) Establishing and delivering a realistic 10 day prompt payment target for the NISCC, expressed as a percentage of invoices to be paid within 10 working days during 2013/14.</p>	<p>6.1.19.1</p> <p>a) Ensure staff receive appropriate training on e-Procurement and invoice approval.</p> <p>Review prompt payment statistics in-house and with BSO on a monthly basis.</p> <p>Take decisive and corrective action as required should the target be at risk.</p> <p>b) Work with BSO Finance to agree a reasonable percentage by June 2013.</p>	<p>a) During 2013/14</p> <p>b) June 2013</p>
RESOURCES – FINANCE – Quality of Financial Forecasts			
6.1.20	<p>Improve the quality of financial forecasts during 2013/14 by ensuring that the:</p> <p>a) Actual year-end forecast and monthly profiled financial forecast of expenditure provided to DHSSPS each month is prepared on a robust basis in line with deadlines and that any variances +/- 5% of the previous month's forecast are fully explained;</p> <p>b) Monthly year-end financial forecast as at September 2013 (and subsequent months) should be within +/- 0.5% of the final outturn.</p>	<p>6.1.20.1</p> <p>a) Systems and checks in place to ensure robust variance analysis is carried out on the year-end and monthly forecasts and within agreed deadlines.</p> <p>Financial reports tabled to the SMT (monthly) and Council (quarterly).</p> <p>b) Quarterly reviews of year-end forecasts are carried out to provide assurance of final outturn position.</p>	<p>a) During 2013/14</p> <p>b) During 2013/14</p>
6.1.21	Achieve a financial breakeven target of £20k of revenue allocation for 2013-14.	6.1.21.1 Systems and checks in place to ensure robust variance	By 31 March 2014

		analysis is carried out on the year-end and monthly forecasts and within agreed deadlines.	
		6.1.21.2 Quarterly reviews of year-end forecasts are carried out to provide assurance of final outturn position.	
RESOURCES – FINANCE – Efficiency/Value for Money			
6.1.23	<p>Improve efficiency and value for money by:</p> <p>a) Conducting a review of management costs within NISCC and prepare a report and savings plan to be approved by Council and the Department by June 2013.</p> <p>b) Developing a plan to deliver efficiencies (productivity and cash releasing) during 2014/15 by 30 June 2013</p> <p>c) Identifying efficiencies to be delivered during 2013/14.</p>	<p>6.1.23.1</p> <p>a) 4-year Savings Delivery Plan agreed in 2010 is reviewed by Council and SMT on a quarterly basis.</p> <p>b) Plan in place – will continued to be reviewed as above.</p> <p>c) As above. Continual scrutiny of management accounts on a monthly basis.</p>	<p>a) By 30 June 2013</p> <p>b) by 30 June 2013</p> <p>c) During 2013/14</p>
RESOURCES – FINANCE – Business Cases			
6.1.24	<p>Improve the quality of business cases (revenue and capital) and post project evaluations by:</p> <p>a) Conducting an annual review of the processes regarding the preparation and approval of all business cases to ensure they are compliant with extant guidance. Report findings of the review to Council and the Department by 30 April 2013;</p> <p>b) Developing a database for all revenue and capital business cases by 30 April 2013 and copy to the Department;</p> <p>c) For capital projects ensuring that submission to the Department is in line with agreed timeframes; and</p> <p>d) Ensuring that a suitable skills base is maintained/ developed to develop business cases.</p>	<p>6.1.24.1</p> <p>a) Systems established to annually review business case preparation and report findings to Council and the Department by end April 2013.</p> <p>b) Register/database created to record details of business cases and copied to Department.</p> <p>c) Ensure compliance with guidance on submission of capital business cases.</p> <p>d) Training needs reviewed as part of NISCC's Training Needs Analysis.</p>	<p>a) By 30 April 2013</p> <p>b) By 30 April 2013</p> <p>c) During 2013/14</p> <p>d) During 2013/14</p>

	RESOURCES – FINANCE – Procurement		
6.1.25	Set out steps to provide assurance during 2013/14 to Council to demonstrate compliance with DFP and Departmental procurement requirements/guidance including: a) Procurement Guidance Notes as set out in HSC Finance circulars, Procurement Estates Letters (PELs), the Ministerially approved recommendations in the Department's Review of Procurement, and agreed recommendations of the Public Accounts Committee.	6.1.25.1 Table the NISCC Register of Departmental Circulars and guidance to Audit and Council on a quarterly basis, which includes procurement updates, PELs and other related information. 6.1.25.2 Procurement activities and compliance is reported through the Performance Management Report to Council on quarterly basis.	During 2013/14
6.1.26	During 2013/14, adoption or maintenance of good procurement practice, as specified to the NISCC in the Department's Review of Procurement, or as separately promulgated by the Department, and establish a process to provide assurance to Council in this regard.	6.1.26.1 Review of procurement procedures using the Controls Assurance Standards and in light of FPL implementation. 6.1.26.2 Regular assurance to Council on a monthly basis through the Performance Management Report.	During 2013/14
	RESOURCES – FINANCE – Annual Accounts		
6.1.27	Prepare annual accounts on a timely basis in accordance with Departmental timescales	6.1.27.1 Work with BSO Finance to ensure the annual accounts are produced in time to be considered and approved by the Audit Committee and Council.	By June 2013 (or earlier if specified)
	RESOURCES – ESTATE – Asset Management		
6.1.28	To develop an Asset Management Strategy during 2013/14 to ensure the NISCC's property costs represent value for money, surplus assets are disposed of, and the NISCC has access to the right level of skills and expertise in this area.	6.1.28.1 Draft an Asset Management Strategy that reflects NISCC's assets and table to Council for Approval. 6.1.28.2 Implement and review the NISCC's Property Asset Management Plan.	By 29 February 2014 During 2013/14
6.1.29	a) To agree a strategy to support the Programme for Government target to reduce greenhouse gas emissions by at least 35% on 1990 levels by	6.1.29.1 a) Draft an Environmental Support Strategy for the NISCC	a) By 31 March 2014

	2025 b) To put in place mechanisms to support the DHSSPS objectives as outlined in the Sustainable Development Strategy “Everyone’s Involved” and the Strategy Implementation Plan “focused on the future”.	which is proportionate to the organisation, and is consistent with the other small agencies. b) Scope the NISCC’s impact on sustainable development and bring forward proposals to Council by March 2014	b) By 31 March 2014
<i>RESOURCES – HUMAN RESOURCES – Staff Absences</i>			
6.1.31	To ensure robust system and policies are in place to reduce sickness absence during 2013/14.	6.1.31.1 Review the implementation of the Attendance at Work Protocol and ensure it is equally and fairly applied across all teams, and report on its application through the Performance Management Report.	During 2013/14
6.1.32	Take steps to minimise sickness absence during 2013/14 by: a) Establishing a realistic sickness absence target for the NISCC, expressed as a percentage of available staff days to be achieved during 2013/14; b) Identifying the key steps and actions to be taken during 2013/14 to reduce or where appropriate maintain current sickness absence level; c) Undertaking a review and report to Council and the Department by 30 September 2013 of the key reasons behind staff absence and patterns in long term and short term absence.	6.1.32.1 a) To retain the NISCC’s sick absence levels to 3% or less during 2013/14. b) Develop and monitor actions/plans to ensure absence level targets are achieved. Ensure all staff and managers are suitably trained in absent management. c) Provide a report on absence patterns and reasons for absence for the Department’s attention, and report same to Council through the Performance Management Report.	a) During 2013/14 b) During 2013/14 c) By 30 September 2013
<i>RESOURCES – HUMAN RESOURCES – Staff Appraisal/Development</i>			
6.1.33	Deliver the key steps and milestones identified during 2013/14 to continue to deliver the knowledge and skills framework.	6.1.33.1 Ensure KSF is further embedded throughout the NISCC and operated in accordance with the guidance.	During 2013/14
6.1.34	Take steps to ensure by 30 June 2013, 90% of staff will have had an annual appraisal of their performance during 2012/13.	6.1.34.1 Set targets for completion of performance appraisals and report on this to SMT and Council. 6.1.34.2	By 30 June 2013

		Communicate to all managers to ensure appraisals are carried out for staff by end May 2013.	
RESOURCES – HUMAN RESOURCES – Pensions			
6.1.35	Outline the key steps and milestones to be achieved during 2013/14 to prepare for auto enrolment of staff on pension schemes.	6.1.35.1 Engage the BSO HR and Pensions Branch to deliver auto enrolment. 6.1.35.2 Ensure effective communication with staff is in place on auto-enrolment through the staff newsletter, team briefings and key messages.	During 2013/14
QUALITY – Q2020			
6.1.36	Work as part of the Regional group to publish the first Annual Quality Report by 31 March 2014.	6.1.36.1 NISCC to continue to contribute to Q2020 Strategy through its membership on the Regional Working Group, and provide regular update reports to SMT and Council.	By 31 March 2014
QUALITY – Other Specific Priorities			
6.1.37	During 2013/14 NISCC should develop arrangements for monitoring user feedback and service users' satisfaction and experience of the NISCC.	6.1.37.1 Quarterly surveys to issue to specified groups using a wide range of methods. 6.1.37.2 Continue to support the NISCC Participation Partnership to ensure effective and meaningful engagement.	During 2013/14

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