



**NORTHERN IRELAND SOCIAL CARE COUNCIL**

**BUSINESS PLAN 2016/17**

# NORTHERN IRELAND SOCIAL CARE COUNCIL

## BUSINESS PLAN APRIL 2016 – MARCH 2017

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### INTRODUCTION

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The Northern Ireland Social Care Council (NISCC) is responsible for the regulation and registration of the Social Care Workforce in Northern Ireland. It is an Arms-Length Body, sponsored by the Department of Health, Social Service and Public Safety (DHSSPS). There are currently over 23,000 people employed in the social care sector who are registered with the NISCC.

The NISCC has identified a number of key priorities which it will focus on during 2016/17, including –

- ***The continued roll-out of Registration to the Domiciliary Care and Day Care workforce***

The NISCC started a programme of engagement during 2015/16 which will continue throughout the period of this new Business Plan to ensure this important workforce is registered with the NISCC and are supported in that role. The roll out of registration to the entire social care workforce in Northern Ireland will support the NISCC's overarching aim of protecting the public when using social care services.

- ***Embedding the new Standards of Conduct and Practice***

The NISCC launched the new Standards of Conduct and Practice in 2015. The new Standards places renewed emphasis on the values and behaviours expected of Social Workers and Social Care Workers in their day to day work, including protecting the rights, interests and wellbeing of service users and carers. The NISCC will be working with Registrants and employers to raise awareness of the Standards across the sector.

- ***Embedding Fitness to Practise***

The NISCC will be introducing a 'Fitness to Practise' model of regulation, similar to that operated by other health and social care workforce regulators. This will streamline the existing conduct procedures and will extend the range of sanctions available to the Council to make them more risk based and proportionate.

- ***Improving Communication and Engagement***

The NISCC recognises the importance of effective and meaningful communication and engagement with its key stakeholders, including Registrants, employers, service users and carers and others. The NISCC will develop a new Communication Plan for 2016/17 which will set out how it will deliver this commitment including using the valuable information it receives from its stakeholders to inform and improve its business in all areas of work.

- ***Delivering high quality services in all business areas***

The NISCC is committed to continually improving high quality service delivery and embedding quality standards in its business processes. The NISCC will demonstrate that quality remains at the core of its work, including putting in place system improvements to its Socrates ICT system which supports, among other things, its online Portal to improve the user experience at all levels.

To support all of this work the NISCC will ensure it has the necessary resources in place including having a skilled and competent workforce who are committed to the delivery of the NISCC Business Plan and demonstrating high quality services against the NISCC's agreed values and behaviours. The NISCC will account for its delivery against this Business Plan in its Annual Report which is published on its website at [www.info.gov.uk](http://www.info.gov.uk)

## DELIVERING ON OUR OUTCOMES

The NISCC uses a range of ways to monitor its progress in delivering the outcomes detailed in this Business Plan. It sets clear objectives and actions that are managed and supported by all of NISCC’s staff, and also uses a wide range of Key Performance Indicators (KPI’s) across its business.

The NISCC’s KPI’s are monitored on an at least monthly basis, and provide additional management information to ensure we meet our outcomes and deliver high quality services in all aspects of our business. The NISCC’s core KPI’s are set out in the table below –

<b>STRATEGIC OBJECTIVE: “To improve the quality of social care and promote a safe social care workforce through workforce regulation”</b>	
<b>KPI’S</b>	<b>Target</b>
• Process 90% of applications/renewals within 20 working days of receiving the completed application	<b>90%</b>
• Commence the removal process for 90% registrants within 5 working days after the due date for unpaid annual fees/failure to renew.	<b>90%</b>
• Update the Register for 100% of Committee decisions within 5 working days of receipt of the information from the Committee Team	<b>100%</b>
• Increase the number of Registrants using the Online Portal to register to 70%	<b>70%</b>
• Conclude 90% of conduct cases within 15 months of opening the case	<b>90%</b>
• Conclude or refer to a conduct hearing, 80% of cases at investigation stage within 7 months	<b>80%</b>
• Conclude or refer to a conduct hearing, 85% of cases at investigation stage within 12 months	<b>85%</b>
• Conclude 100% of ISO hearings within 4 weeks of referral	<b>100%</b>

• 90% of suitability assessments are concluded within one month of the case created	90%
• Conclude 90% of conduct hearings under the conduct procedure within 5 months of date of transfer	90%
• Conclude 90% of conduct hearings under the health procedure within 8 months of the date of transfer	90%
<b>STRATEGIC OBJECTIVE: “To ensure that qualifications and standards deliver a skilled and committed Social Care Workforce”</b>	
<b>KPI’S</b>	
• Conclude the quality assurance process with all approved social work education and training providers within 2 months of receipt of annual reports.	2 months
• Conclude the annual audits of social workers and social care managers PRTL within 2 months of the commencement of the audit.	2 months
• 20% of social workers are actively engaged with the Professional in Practice credit system	20%
• To provide a minimum of 15 face to face engagement opportunities with social workers and social care workers to promote and support continuous learning and development	15
<b>STRATEGIC OBJECTIVE: “To raise awareness and knowledge of the work of the NISCC and ensure its work is informed and influenced by users of social care services, carers, registrants, employers and other stakeholders”</b>	
<b>KPI’S</b>	
• 100% of employers in Social Care across NI are aware of their responsibilities for registering their Social Care staff	100%
• Contact 100% of those newly registered including their employers, to establish a benchmark of registrants’ understanding of the NISCC’s Standards of Conduct and Practice	100%
• 85% of people involved in NISCC’s Partnerships report that their involvement has influenced the work of the NISCC	85%

<b>CORPORATE SERVICES: “To ensure the NISCC has the necessary resources, people, governance and estates management arrangements in place to deliver its strategic objectives”</b>	
<b>KPI’S</b>	
• Deliver our services to a high quality so that at least 80% of our customers view our services as good to excellent	80%
• Respond to 100% complaints about NISCC staff and/or its services within 20 working days of receipt	100%
• Comply with our legal obligations to respond to FOI queries (within 20 working days) and DPA requests (within 40 calendar days)	20 w/days
• Deliver breakeven target of 0.25% or £20k (whichever is the greater)	0.25%/£20k
• Pay 95% invoices upon full completion/receipt within 30 days	95%
• 98% of staff have an annual appraisal completed and a new learning plan and objectives set by May 2016	98%
• Maintain sickness absence levels to below 3%	3%

*In addition to the KPI’s set out above, the NISCC reviews a wide range of other internal performance indicators and standards across all of its business functions which inform both business performance and business planning.*

## STRATEGIC OBJECTIVE 1 –

To improve the quality of social care and promote a safe social care workforce through workforce regulation

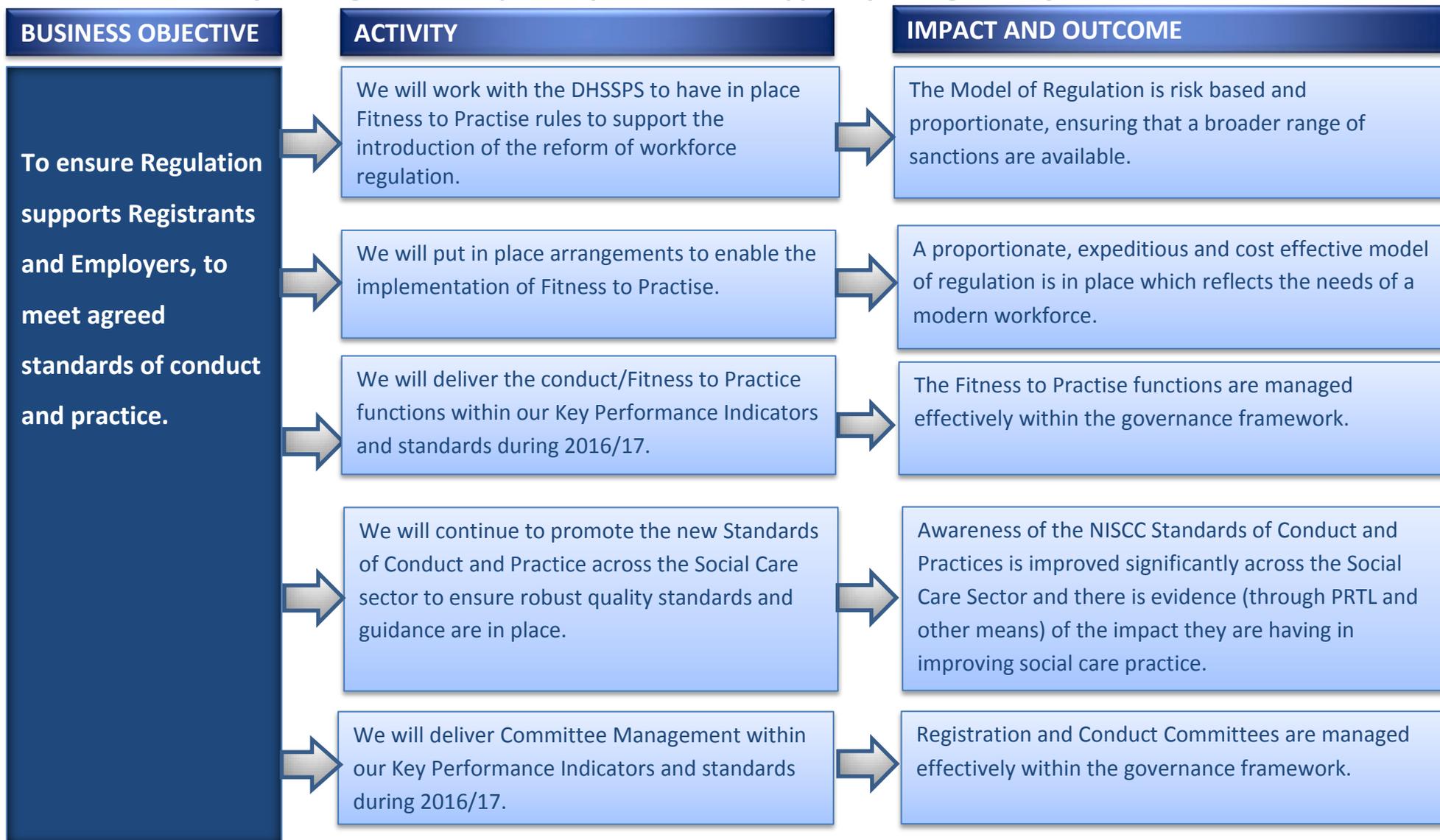
### REGISTRATION:

*The NISCC has set the following business objectives for 2016/17 in support of its Registration function –*



## REGULATION:

*The NISCC has set the following business objectives for 2016/17 in support of its Regulation function –*



## STRATEGIC OBJECTIVE 2

To ensure that qualifications and standards deliver a skilled and committed Social Care Workforce

### WORKFORCE DEVELOPMENT:

*The NISCC has set the following business objectives for 2016/17 in support of its Workforce Development function –*





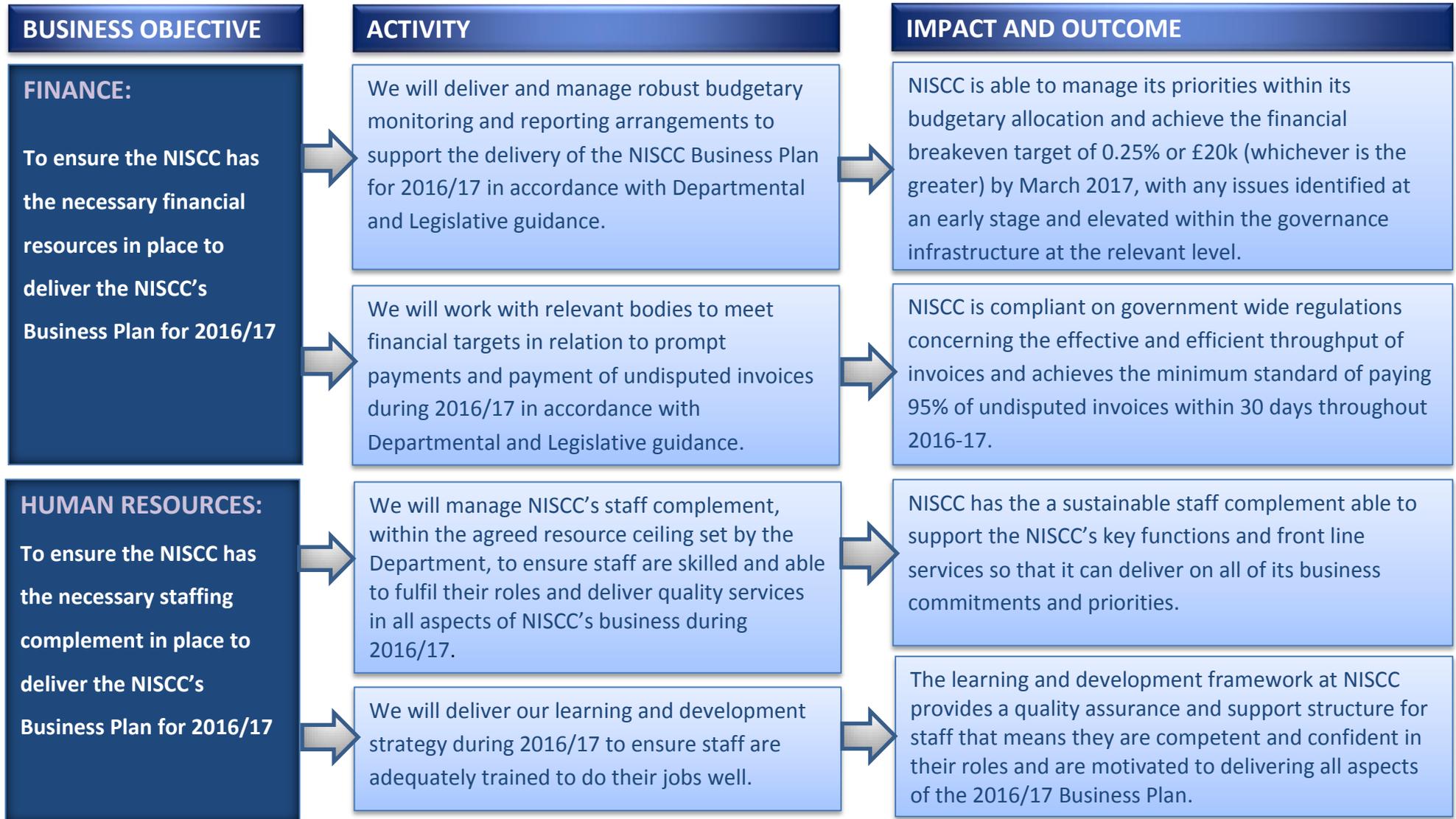
## STRATEGIC OBJECTIVE 3

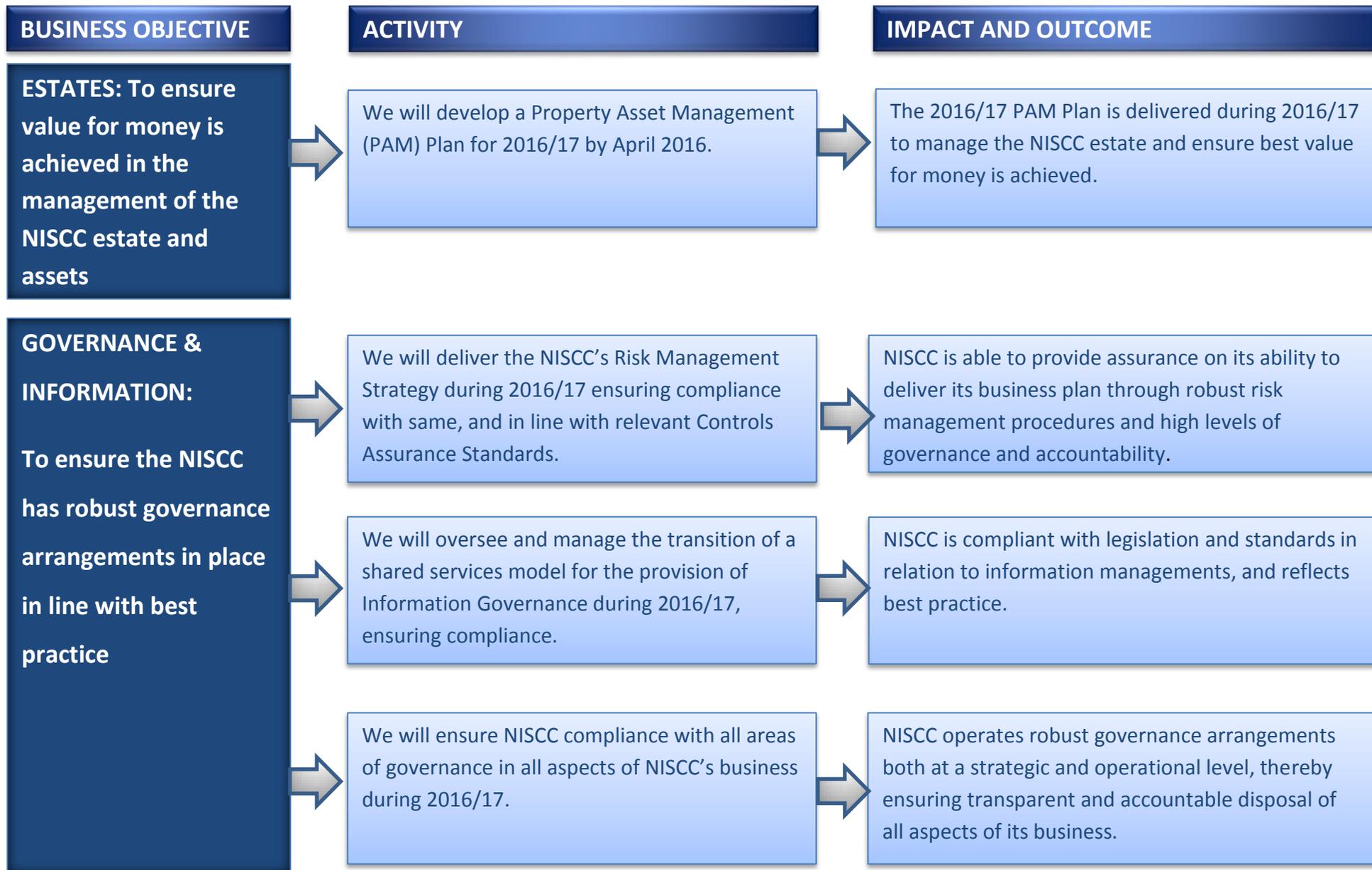
To raise awareness and knowledge of the work of the NISCC and ensure its work is informed and influenced by users of social care services, carers, registrants, employers and other stakeholders

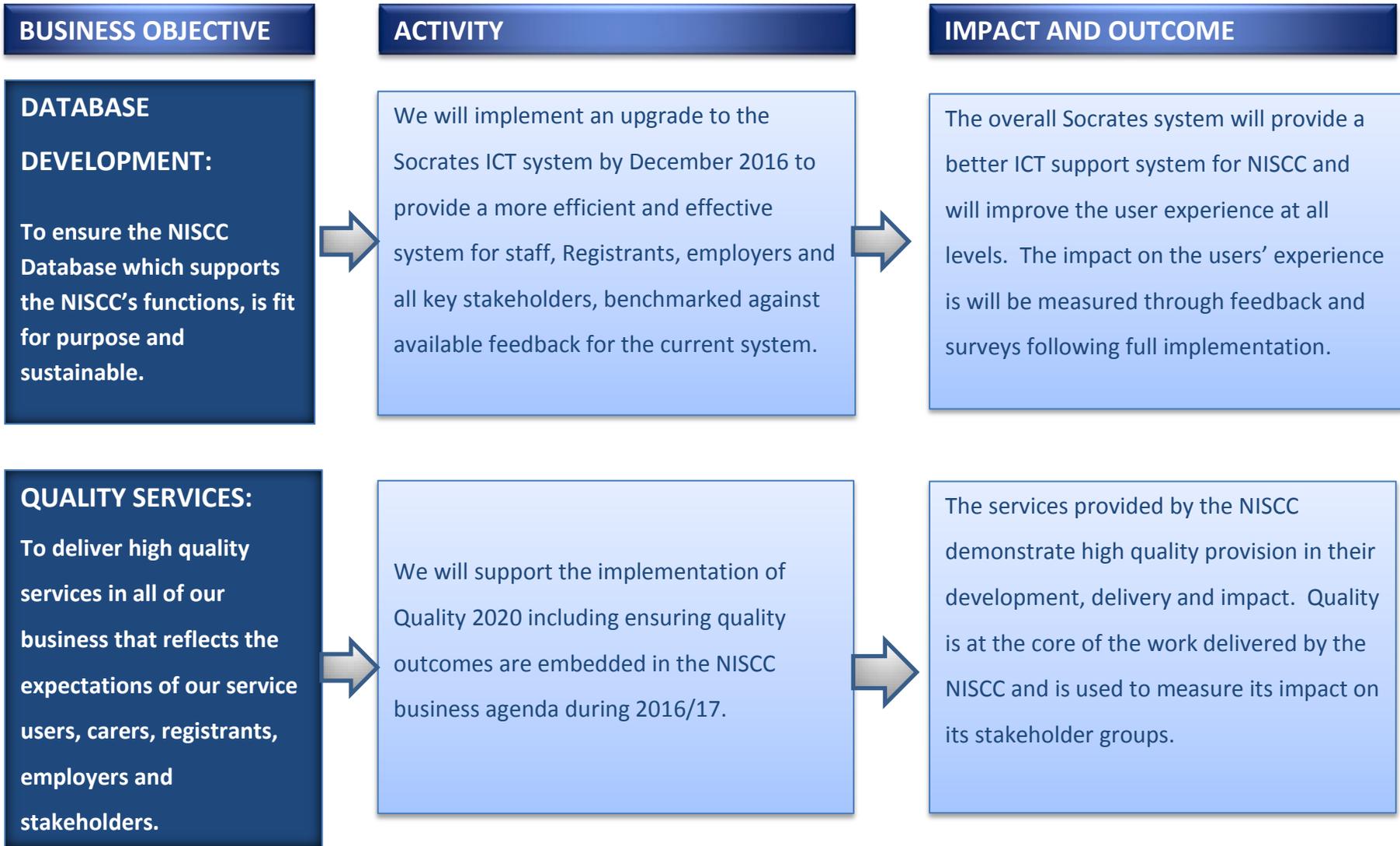


## CORPORATE SERVICES

To ensure the NISCC has the necessary resources, people, governance and estates management arrangements in place to deliver its strategic objectives.







[APRIL 2016 - FINAL]