

**Northern Ireland Social Care Council  
Participation Forum  
10.30a.m, Monday 5<sup>th</sup> March 2018  
Council Suite 1, NISCC, Belfast**



**Members at the meeting:**

Brenda Maitland (Chair)  
Anne Mallon  
Joanne Sansome  
Maria Somerville  
Lee Wilson

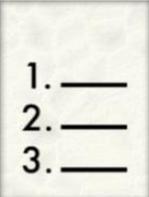
**In attendance:**

Brenda Horgan  
Declan McAllister  
Maureen Martin (note taker)  
Alexis Dickson (observer)  
André McKeown

**Apologies:**

Rionach Campbell  
Neil Irvine  
Audrey Montgomery  
Gerard McWilliams

Item	Welcome and Introduction	Decision/ Action
	<p>The Chair welcomed everyone to the meeting. Declan gave members some details of his previous background experience as a Director at NIGALA. Declan stated that he is looking forward to building on the current levels of stakeholders and key personnel/influencers, users and carers participating in this group. With the assistance of the Evaluation Manager, André McKeown, it will be possible to reflect the involvement of service users and carers in the coming year for reporting purposes in the Business Plan.</p>	

Item	Apologies	Action
<p><b>apologies</b></p> 	<p>Apologies were given for Rionach Campbell, Neil Irvine, Audrey Montgomery and Gerard McWilliams</p>	
Item	Notes of the Last Meeting	Action
	<p>The notes from the meeting of 5<sup>th</sup> December 2017 were approved.</p>	
Item	Matters Arising	Action
	<p><b>Early Intervention Partnership Forum Response</b> – (a copy of the response was circulated for review and information) Brenda H advised that a collective response had been collated and would be presented by Brenda H. This item had been discussed at a previous Participation Forum. It was felt that this was not a consultation response but a pre-consultation view and the group recommended broader participation involvement. It was noted that the document was deemed off-putting and inaccessible for readers.</p> <p>The Chair thanked Brenda H for replying on behalf of the Participation Forum group. Brenda M reiterated that the Participation Forum group should not be classified as a consultation group and is hopeful the EITP Forum extends its engagement. Members agreed that consultation and involvement/engagement needs to be reflected in real terms and Brenda H agreed to monitor and bring back any outcome to the group.</p> <p><b>Social Work Awards - event</b> to be held on Friday 9<sup>th</sup> March 2018 in Galgorm Hotel. Anne &amp; Gerard were involved in the awards judging panels for several categories. Jan Houston, Professional Advisor has met to get feedback from judges and will report to the group. Full representation on Friday from NISCC</p> <p><b>Action: Transport to be arranged to Galgorm Hotel as</b></p>	

	<i>required for Gerard and Anne to attend the Social Work Awards</i>	Maureen
<b>Item</b>	<b>Update from Chair</b>	<b>Action</b>
	<ul style="list-style-type: none"> <li>The Public Appointments Unit is due to announce this week the appointment of a new Chair and Council members by the Permanent Secretary. There are five current members continuing on the Council and seven new members appointed including a new Chair from 1<sup>st</sup> April 2018. Members will be updated by communication with background information on the new members as soon as it is available. Part of the Council member induction is to cover the role of the Participation Forum group and an early invite to a meeting will be extended to the new Chair of Council.</li> <li>A coffee morning with NISCC staff is planned for 21<sup>st</sup> March 2018 to recognise the end of tenure for Jim Perry as Chair of NISCC Council. An invitation was extended to the group to attend members – small staff gathering. Members noted that Jim had been a big supporter and advocate for the Participation Forum group.</li> <li>The Chair and Declan to carry out 1:1 meetings over the next few months with members for input around Terms of Reference, membership and representation, the skills required and remit of group and how to improve the effectiveness of the group. Members also discussed the possibility of maintaining a more informal skills pool that could be drawn on for ad hoc areas of work.</li> </ul>	
<b>Item</b>	<b>Progress against Participation Forum Action Plan</b>	<b>Action</b>
	<p><b>Participation Forum Action Plan</b></p> <p>The Chair requested feedback on content from the group on the Participation Forum Action Plan for the year.</p> <p>Declan gave more detail around the layout and colour coding (RAG) used in the action plan (Red, Amber and Green). The colour code is structured to draw attention to an outstanding</p>	

action or to what has been completed since a previous meeting as well as giving a summary of the highlights of the previous few months. Declan presented the appendix which gives full detail of action plan – key action and RAG status/owner/due date/progress to date and the area of involvement relevant to the Participation Forum. There is a new column linked to Corporate Plan showing outcome desired and the impact. If it is outside the due date (amber), manageable (green), due date not achievable (red). Council will be kept informed on the status of the action plan and this will reflect how much oversight the partnership group has on the overall Corporate Plan. The Chair noted that the role of the Participation Forum is to drill down further into the detail of impact and highlighted the different approach to progressing and measuring impact and outcomes.

It was noted that the status of the Value Based Recruitment action in the action plan is amber with a target date of March 2018 however it was felt that this target is not achievable. Brenda H noted that a definitive date for completion has not yet been agreed but it is expected that this will be March 2019. Brenda H will update members once this completion date is finalised.

The Chair noted that NISCC now has representation on a steering group in capacity with Disability Action and is advising around understanding and overcoming attitudes to disability (see plan). Joanne has recently completed a Masters in research and has been requested to engage with Catherine as a resource. Initial meetings are currently being arranged so Joanne will take part in a fuller group discussion at a later date.

DoH is supporting NISCC with funding to develop a range of resources to support the Social Care workforce with a focus on values and career pathways into care. NISCC is involved in work around Values Based Recruitment. The Participation Forum group amongst others will be consulted on what values service users and carers would like in their social care workers and what they consider to be the key values that underpin the role.

**Online info and animations for Social Care workers** - The Participation Forum group should be critical on context and

	<p>information contained online and in the animations. These will help raise the profile of Social Care and disseminate the impact of key messages from service users and carers.</p> <p><b>Action: Evaluation Manager, Andre McKeown to pick up on how to measure impact/evaluation for the Participation Forum</b></p>	<p>Andre</p>
<p><b>Item</b></p>	<p><b>Our Business Plan for the next 12 months and</b></p> <p><b>How will we know we have achieved our Outcomes?</b></p>	<p><b>Action</b></p>
	<p><b>Synergy project-</b> this is a rolling project for NISCC and gives more insight for staff into the challenges and activity of the social care workforce. Feedback has been collated from both staff and employers to evaluate the level of understanding before and after placements and how the experience has been of impact.</p> <p>It was noted that the Participation Partnership has a key role of in having oversight of the placements to be able to give expert opinion on the value and outcome of the placements.</p> <p>Good feedback was received from the last synergy placements and Andre will follow up with the project lead, Paul Rooney, on upcoming placements and how information and feedback is tracked. The Chair suggested at some point the project could be also linked to a staff attitude survey as will need some sense of how Synergy is impacting the organisation overall.</p> <p>Brenda H noted the impact of Social Care Manager forums could see good qualitative input from feedback particularly around Triangle model of care.</p> <p>Andre requested individual feedback from members over the next few weeks on the Business Plan objectives/ outcomes to ensure the oversight and evidence role of the group is being accurately reflected. This will give assurance that NISCC is feedback and input on board.</p> <p><b>Focus for the year on Participation Forum themes:</b></p>	

**Standards, Regulation and Workforce Development** - it was discussed how to work to promote standards within the social care workforce to improve service for users and carers.

Leading with our partners to improve quality as a public sector organisation we can provide info to DoH, Trusts and social care sector/employers and influence change for service users and carers

**Communication and Engagement** – discussion took place around different methods of engagement for the workforce, service users, carers, MLAs and Departmental , employers. It was agreed that the message needs to be consistent about improving the conditions and raising the profile of social care workers.

**How do we measure impact and outcome of all activity?**

**Strategic Theme 1** – Putting standards at the heart of social work and social care practice and education & training.

Web based information and education should be available along with a programme of engagement with measureable outcomes against engagement.

**Strategic Theme 2-** Regulating the social care workforce

How is it ensured that regulation is in place and how do we improve and support registrants’ standards and check on compliance? It was suggested that engaging with other UK regulators would be a useful way to gauge that the NISCC model of regulation is benchmarked against other UK regulators so a consistent level of regulation and service is delivered.

**Strategic Theme 3-** How to develop the social care and social work workforces?

Currently social workers have long standing training development though PiP (Professional in Practice) and PRTL (Post Registration Training & Learning) . Approximately half of the social workers registered are engaged in PiP and this is a possible area of work to raise the profile of this award to ensure social workers are keeping their practice up to date and delivering

a high quality service.

The Social Care workforce is now registered and needs a similar learning and development framework which is currently under development. Brenda H noted that formal qualifications and informal training has been pulled together and workshops are underway to review the QCF framework. An ongoing review of the sector qualifications has been undertaken to ensure the content is correct and to look at how mandatory and practice training could travel between jobs rather than have to repeat training. The Chair noted that this could be an area of interest for the Participation Forum group. Anne highlighted the importance for service users to understand the training requirements for staff and the impact of this training for service users and carers.

**Strategic Theme 4 – Key Influencer**

NISCC is placed as a key influence on the quality of care and how to build the workforce to deliver services over the next 10 years line with NISCC standards. It was noted that NISCC is the only organisation in N.I that has a map of workforce numbers and training information.

**Strategic Theme 5 - Communicate, Connect, Engage**

How to shape messages to ensure that key messages are given to key audiences across the whole spectrum including registrants, service users and carers, employers, Department of Health. NISCC needs to be innovative to get the message out so the public better understand the role of NISCC as a regulator.

**Running our Partnership Forum – A review on what we do?**

Declan noted that a new Chair has been appointed and he had also joined the group recently. The group reviewed some of the work of the group over the previous 10 years and its influence and impact ; easy read standards, input into the development of the Corporate Plan, Relationship Based Social Work book chapter, Social Work Awards panel, and speaking at events. It was agreed that, looking forward, the direction of forum should be to engage and have meaningful involvement with decision

	<p>making at NISCC on policies and key plans and members receive regular updates and progress reports from the previous meeting and that any actions identified are in plan and delivered on.</p> <p>NISCC need to be involved in PPI and group need to challenge NISCC on policy on engaging with users and carers however it was noted that there may be a governance element as the forum is a subcommittee of Council so any concerns around risk or participation need to be raised with the Chair or Declan to ensure the Council is aware of any issues.</p> <p>Declan advised that a review would be carried on to check how effective the forum is as a subcommittee and to look at what has worked and what needs to be improved . Declan queried whether the group considered that there were any other areas that the forum should be involved in as a subcommittee of Council.</p> <p><b><i>Action: Once the remit of the Participation Partnership Forum is finalised, a Terms of Reference will be drawn up and signed off by Council.</i></b></p>	Declan
Item	AOB	Action
	<p>Anne updated that she is attending a meeting on 6 March at the Seagoe Centre, Portadown re 5 Year Disability Planning at the South Eastern HSCT. Anne expressed concern that the meeting not as implied in the invitation about the future of day care and was not very well organised to take carer needs into account.</p> <p>The Chair queried whether feedback from the group on the principles and best practice of events would be useful to collate to send to out to organisations to help ensure the event and engagement is relevant and meaningful. It was suggested that this could be a useful area to discuss with Joe Duffy as part of his research.</p> <p>Joanne advised that Disability had asked her to contribute a chapter to a book they are writing and as she is also starting a phd around disability, she would be interested in sharing some research and presenting to the forum.</p>	

	<b>Action: Presentation by Joanne to be added to next agenda and if possible to attend a lunch time seminar/new council induction session.</b>	Maureen
<b>Item</b>	<b>Date of Next Meeting</b>	<b>Action</b>
	Date of next meeting: date canvas TBA for next 3 meetings <b>Action: Date canvas to be circulated for 2018 meetings</b>	Maureen

Approved by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date of Approval: \_\_\_\_\_