



**Northern Ireland Social Care Council
Confirmed Minutes of Council Meeting
Wednesday 27th June 2018 at 10.00a.m
NISCC Offices, Millennium House, Belfast**

Present: Council

Paul Martin (Chair)
Noelle Barton
Neil Bodger
Sarah Browne
Roslyn Dougherty
Gerry Guckian
David Hayes
Christine Hunter
Brenda Maitland
Jacqueline McGarvey
Catherine McPhillips
Anne O'Reilly
Lee Wilson

In Attendance:

Colum Conway - Chief Executive
Patricia Higgins – Director of Regulation & Standards
Declan McAllister- Director of Registration & Corporate Services
Maureen Martin – Council Secretary
Kevin Mulhern- Communication & Engagement Manager (for item 4 only)

Public Observers:

Arun Dheer
Catherine Hamill

Apologies:

Carolyn Ewart
Roberta Magee
Lorraine Conlon, GLO, Dept. of Health

Item		Presenter
1.	Welcome and Apologies	
1.1	<p>The Chair welcomed everyone to the meeting and apologies were noted from Carolyn Ewart, Roberta Magee and Lorraine Conlon.</p> <p>A special welcome was extended on behalf of Council to the members of the public in attendance.</p>	Chair
2.	Declarations of Interest	Chair
2.1	No Declarations of Interest were received.	
3.	Chair's Business	Chair
3.1	<p>The Chair updated members on the following:</p> <ol style="list-style-type: none"> 1. Since the last Council meeting was convened the Chief Executive has tendered his resignation and will commence appointment to the post of Chief Executive of Social Work England from 1st September 2018. The Director of Regulation & Standards is to take up the post of Chief Executive on an interim basis until a permanent appointment has been recruited. The Chair extended congratulations and formally recorded the collective thanks of Council for the commitment and accomplishments of the Chief Executive during his tenure. The Department of Health (DoH) have indicated their intention to conduct a quinquennial Landscape review of NISCC therefore a formal recruitment process for a replacement Chief Executive will be deferred until the Landscape Review is completed. Council members will be able to input into the review once the DoH formalise their decision and the Chair has been notified. 2. The Professional in Practise (PiP) Awards ceremony was held at La Mon House on 19th June 2018. The Chair formally recognised the high standard of the event and commended all those involved in its planning and delivery. 3. A welcome meeting for new Non-Executive Directors has taken place with key members of the Department of Health. It 	

	<p>was noted that the meeting had been positive and informative on the responsibility of Council around governance and maintaining an effective working relationship with the Department. The Chief Social Services Officer, Sean Holland has agreed to attend the next NISCC Council meeting pending diary availability.</p> <p>4. An invitation has been extended to Council members by Mary McColgan, RQIA to take part in their inspection programme in the capacity of lay inspector. This open offer was made to the Boards at NISCC and the Health Trusts however it was highlighted that clarity is needed individually on any potential conflict of interest and the organisation must show compliance with the NISCC/RQIA Memorandum of Understanding.</p> <p>5. Individual Non-Executive Director (NED) meetings with the Chair have been mostly completed. Following completion of the final meetings, the Chair will invite new members to sit on Council sub committees. A consistent message from the NED meetings was a request for a Council workshop on blue sky thinking around Social Care and Social Work and collective working. A half or full day in early September was proposed to examine the corporate and individual responsibilities of NEDs and to collate an open ended agenda to share with the DoH at the Council meeting in October. It was noted that the On Board training session scheduled after the Council meeting and the facilitated review of Board effectiveness including a review of the Corporate Plan would provide an excellent foundation for this workshop.</p> <p><i>Action: Date canvas for Council workshop in September to be circulated. Sean Holland, Jackie McIlroy and Christine Smyth, Office of Social Services, DoH to be invited to October Council meeting.</i></p>	Council Secretary
4.	Service Delivery Presentation – Brand Positioning – for approval	Communications & Engagement Manager
4.1	Presentation on Social Care Council – Working Together Making a Difference. A new message for our Audiences	

4.1.1	<p>The Chief Executive delivered a presentation on brand positioning and advised that the Communications and Engagement Manager was also in attendance to clarify any queries during discussion on the brand refresh. The following were highlighted:</p> <ul style="list-style-type: none"> • NISCC has consulted with the Participation Partnership and the Brand Positioning presentation was delivered to the DoH and the Chair for initial review; • NISCC website is being reworked and refreshed to ensure it is more interactive and includes the Learning Zone which is adaptable and allows flexible access to learning by registrants via a mobile phone, computer or tablet; • Part of the digital strategy is to measure outcomes to ensure NISCC is engaged with registrants and key stakeholder, particularly relating to CPD , standards and what it means to be a regulated workforce.; • Current branding has been in place since 2001 and the audience and range of communication methods have changed since that time. NISCC has consulted with the DoH, staff and partnerships to develop key messages; • Refreshed branding personality aligns more to the care element of the NISCC and is more image based to reflect the modern emphasis on social media and technology; • The presentation was delivered to the DoH along with a capital funding bid for the associated costs for the rebrand ; <p>Approval was requested from Council to progress the brand refresh. Members gave positive feedback on the colour palette used in the rebrand. In particular, members queried the proposed exclusion of NI in the organisation's title. It was agreed that the preference was for N.I to be included in the title to reflect authority and the regional status of the organisation.</p> <p>Discussion took place around the wording used to ensure cognizance of the statutory function of the organisation as well as its role in learning and development. Concerns were raised that more clarity is required to ensure the function and parameters of NISCC are clearly specified to avoid confusion with other organisations like RQIA or Patient Client Council (PCC).</p>	
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	<p>It was agreed that the language will be finessed and adapted for presentation to a variety of audiences. The Communication & Engagement Manager advised that a final version will be brought back to Council for a decision on the organisation's name and logo.</p> <p><i>Decision: Council agreed in principle to progress the NISCC brand refresh and comments from Council discussion will be taken under advisement.</i></p>	
5.	Minutes of Council Meeting of Wednesday 23 May 2018 (for approval)	
5.1	The Minutes of the Council meeting of Wednesday 23 May 2018 were approved.	
6.	Matters Arising	
6.1	None	
7.	Business Matters	
7.1	<i>Draft Annual Report & Accounts 2017/18 (for approval) – Paper B</i>	
7.1.1	<p>The Director of Registration & Corporate Services spoke to the Draft Annual Report & Accounts 2017/18 and requested consideration for approval by Council. Final signatures will then be applied by the Chair and Chief Executive before the document is laid before the Assembly. .</p> <p>The following was noted:</p> <ul style="list-style-type: none"> • Council members have had sight of the previous iterations of the report following review by the Audit & Risk Assurance Committee, Internal and External Auditors; <p>The Report to Those Charged with Governance was tabled at the Audit & Risk Assurance Committee meeting on 20 June. The Northern Ireland Audit Office (NIAO) have given a positive report on the Draft Annual Report & Accounts however they cannot be finalised until the certificate is applied by the Comptroller & Auditor General. The Director of</p>	

	<p>Registration & Corporate Services highlighted that one minor adjustment had been identified in the accounts by External Auditors, Grant Thornton and gave assurance that the adjustment had not impacted the breakeven figure detrimentally;</p> <ul style="list-style-type: none"> • An amendment has been inserted into the report to reflect the comments of the Chair of the Audit & Risk Assurance Committee at the last meeting on the accountability of the entire Council around risk; • An error was noted on Page 29 – sentence to be amended to “<i>Social Care Workers leaflet</i>” • It was agreed that the word “<i>our</i>” as pertains to staff and registrants in the report is replaced by “<i>the</i>”. <p>Members commended all those who have contributed to the production of the detailed reports. It was noted that the format of the report after the first twenty pages is prescriptive by the DoH and results in a very large document. The Chief Executive confirmed that the first twenty pages of the report will be separated and used along with infographics on the NISCC website.</p> <p><i>Action: The Draft Annual Report & Accounts 2017/18 was approved by Council pending the proposed amendments agreed.</i></p>	
7.2	<i>Annual Human Resources Assurance Report (for review) – Paper C</i>	
7.2.1	<p>The Director of Registration & Corporate Services spoke on behalf of the Policy & Operations Manager on the Annual Human Resources Assurance Report and advised that the report provides assurance regarding the complement of NISCC staff across the areas of Staff Composition; Health & Wellbeing; Equality & Diversity; Staff Sickness and Learning and Development. The following were highlighted:</p> <ul style="list-style-type: none"> • At 3.24% , NISCC has one of the lowest sickness absence rates across the HSC ; • One of the key reasons for sickness absence in NISCC is for mental health issues. NISCC is supporting staff through its Health & Wellbeing programme and it was noted that NISCC is the first public sector organisation to achieve the Investors 	

	<p>in People's (IIP) Health & Wellbeing Award ;</p> <ul style="list-style-type: none"> • NISCC has a Service Level Agreement (SLA) with the HSC Leadership Centre to deliver its Learning and Development needs which are identified through annual appraisals; <p>Members discussed the report and the reduction in sickness absence was noted. It was agreed that further future proofing work is to be completed to capture and understand the needs of working carers as this is an area that is being highlighted by other organisations.</p> <p>In response to a query on succession planning, the Director of Registration & Corporate Services advised that the recommendations on succession planning from IIP are being progressed.</p> <p>Action: Council formally commended NISCC on the achievement of the Investors in People Health & Wellbeing Award and noted the Annual Human Resources Assurance Report</p>	
8.0	Performance Reporting	
8.1.1	Financial Performance Report 2018/19(for review)- Papers D1 & D2	
8.1.1.1	<p>The Director of Registration & Corporate Services spoke to the Financial Performance Report and advised that the purpose of the report was to update the Council on the current financial position for income and expenditure as at the end of May 2018. The following were highlighted:</p> <ul style="list-style-type: none"> • Registration fee income- year to date surplus against budget of £9k; • £362k RRL income has been drawn down at Month 2; • Pay - £2k underspend at month 2. Four payroll errors as a result of BSO Payroll processing in respect of four new Non Executive Directors were noted . BSO Payroll have taken actions to correct errors and the payroll figures in the report have taken the errors into account: • Non pay- overspend of £12k at month 2 due to key reasons 	

	<p>around catering, travel and general services including IIP assessment, Pip specification work and Interactive web design;</p> <ul style="list-style-type: none"> • Current forecast shows a £61k overspend against budget. <p>The Director of Registration & Corporate Services advised that the report had been brought to council to note the organisation as outside the breakeven position. Council commended the Director of Registration & Corporate Services for bringing the report to Council to give advanced knowledge and recommended that a contingency plan is shown to have been implemented to manage the budget and that the risk is escalated on the risk register in case a breach of targets ensues requiring a financial audit to be carried out by Internal Audit. The Chief Executive confirmed that SMT will monitor the situation and a midyear budget update report will be provided at the next Council meeting outlining a plan to address the over spend if it is still in effect at that time.</p> <p>Action: Council noted the Financial Performance Report 2018/19</p>	
8.1.2	Budget Profile 2018/19 (for review)	
8.1.2.1	<p>The Director of Registration & Corporate Services spoke to the Budget Profile 2018/19 and advised that the purpose of the report is to set out the budget profile for 2018/19 to enable monitoring of the monthly expenditure against budget.</p> <p>The following were highlighted:</p> <ul style="list-style-type: none"> • On receipt of the DoH Allocation Letter in March 2018, the current Revenue Resource Limit (RRL) is set at £2,000,970 for 2018/19. Overall income from RRL and Registration fees shows a reduction of 1.26% from previous year. It was noted that registration fee income is volatile due to the churn rate in the social care workforce ; • Increase in pay costs of £19k made up by 1% pay award for 2018/19 which is not funded by DoH; full effect salaries for Non-Executive Directors and for appointments made in 2017/18 and Apprenticeship Levy which is not funded by DoH; • Non pay costs have been reduced by £97k. Some of the savings have been made through reductions in one off costs 	

	<p>associated with furniture, equipment, memberships and audits along with reductions in advertising, staff training and events.</p> <p>The Council commended the Senior Management team on the level of detail and assurance provided by the Performance Report. A member noted that the report also demonstrates the influence of Non – Executive Directors on the strategic direction of the organisation, particularly in the areas of leadership, communication and engagement.</p> <p>Action: A detailed report would be provided in the Appendix in place of the summary box.</p> <p>Action: Council noted the Budget Profile 2018/19.</p>	DRCS
8.2	Business Performance Report April 2018 (for information) – Paper E	
8.2.1	<p>The Director of Registration & Corporate Services gave a brief overview of the Business Performance Report and invited questions from members. The following were highlighted:</p> <ul style="list-style-type: none"> • Registration- 11 out of 12 Key Performance Indicators (KPIs) are on target. The outstanding KPI is relating to the processing of new applications and renewals which is mitigated by recent staff changes including resignations and recruitment delays; • An overview of activity over the next 6 months has been included in the report and this will be reported on in the next Performance Report. <p>Discussion took place on the Business Performance Report and reference was made to the red Registration KPIs as being indicative of increased productivity with less resources in the Registration team. It was pointed out that credit should be given for the good performances as indicated by the green KPIs.</p> <p>The Director of Registration & Corporate Services confirmed that a Digital Information Strategy will be implemented over the next 12 months which should positively impact online fee payments. The</p>	

	<p>new SOCRATES system will address the current delay in sync between fee payment and update to registration. The new system is mobile friendly and allows access to online fee payment.</p> <p>Action: Council noted the Business Performance Report April 2018</p>	
8.3	Annual Report on Regulation and Workforce Development (for information) – Paper F	
8.3.1	<p>The Director of Regulation & Standards gave an overview of the report and advised that it provides detailed analysis of the work undertaken across the Regulation, Registration and Workforce Development functions along with an overview of the impact of the work towards raising standards in Social Work and Social Care.</p> <p>It was noted that the report is particularly useful to give new Non-Executive Directors a good overview of the broad scope of activity for each function. The report is currently mainly activity based but this format may be shaped differently to reflect the more outcomes based requirements for the Evaluation Framework which is now in place.</p> <p>Members endorsed the report as well presented and comprehensive and an excellent source of real time intelligence and information. It was recommended that the report is included in the Induction pack for Non- Executive Directors.</p> <p>A member raised concerns that the report indicated 4000 Social Care workers had left the register and queried as to whether it was possible to ascertain if they were working unregistered. Although this information is not accessible, the Director of Registration & Corporate Services is to provide a profile as to whether they were short term or long term registrants.</p> <p>Action: Council noted the Annual Report on Regulation and Workforce Development. The Director of Registration & Corporate Services to provide a profile of Social Care registrants who have left the register as to whether short term or long term.</p>	DRCS
8.4	Audit of Fitness to Practise Committee Decisions	
8.4.1	The Director of Regulation & Standards gave context around the	

	<p>report on the Audit of Fitness to Practise Committee Decisions. As part of the continuing review of the Fitness to Practise model of regulation, NISCC commissioned Fieldfisher to undertake an independent audit of the decisions of the Fitness to Practise Committee. A report on an audit of Consensual Disposals and closed cases which was previously considered by Council has also been included in Appendix 2 of the report for information for new Council members.</p> <p>Fieldfisher were satisfied overall with the decisions made by the Fitness to Practise Committee and further learning recommendations arising from the audit include refresher training in writing decisions and on health allegations and health-related evidence.</p> <p>An action plan based on the recommendations from the audit has been implemented and included at Appendix 1.</p> <p>Following discussion it was agreed that the report would be amended to include an assurance statement in the notes to reflect that the review has been completed by an independent auditor and sits outside the overarching remit of both Internal and External Auditors.</p> <p><i>Action: Council approved the Audit of Fitness to Practise Committee Decisions report pending amendment by the Director of Regulation & Standards to include an assurance statement in the notes to reflect that the review has been completed by an independent auditor</i></p>	DR&S
9.	Partnership Updates	
9.1	<i>Participation Partnership Forum unconfirmed minutes 14 June 2018 (for information)- Paper H</i>	
9.1.1	The temporary Committee Chair gave an overview on the work of the Participation Partnership Forum and particularly highlighted a recent “conversational” presentation delivered by a member of the Partnership, Joanne Sansome, with Dr. Joe Duffy, QUB on her experiences through her Social Services Masters research. Joanne complimented NISCC for the confidence she has achieved and	

	<p>support she has received from the Partnership.</p> <p>A member who had attended endorsed the presentation and the Chief Executive confirmed that a video of the presentation would be taken forward for upload to the NISCC website.</p> <p>An amendment to the attendance list of the minutes was noted as a member's name was recorded twice.</p> <p><i>Council noted the Participation Partnership Forum unconfirmed minutes of 14 June 2018 pending the agreed amendment to the attendance list.</i></p>	
9.2	<i>PiP Partnership unconfirmed minutes 30 May 2018 (for information)- Paper I</i>	
9.2.1	<p>The PiP Partnership Chair spoke to the unconfirmed minutes of the meeting on 30 May 2018 and highlighted item 10.1 relating to the Terms of Reference. The Chair of the PiP Partnership confirmed that the Terms of Reference have been endorsed on the basis that a quorum of one third of the full membership is set and will liaise with Council in relation to the appointment of a Deputy Chair for the Partnership</p> <p><i>Action: Council noted the PiP Partnership unconfirmed minutes 30 May 2018</i></p>	
10.	Governance	
10.1	<i>Audit & Risk Assurance Draft Unconfirmed minutes 20 June 2018 (for information) – Paper J tabled</i>	
10.1.1	<p>The Chair of the Audit & Risk Assurance Committee gave a brief overview of the meeting on 20 June 2018. Audit & Risk Assurance Committee members had attended from Internal Audit, External Audit and NIAO to review and approve year end papers.</p> <p>The Chair of the Audit & Risk Assurance Committee thanked Committee members and the Director of Registration & Corporate Services for their support whilst she has been in post as interim Chair.</p> <p><i>Action: Council noted the Audit & Risk Assurance Draft</i></p>	

	<i>Unconfirmed minutes 20 June 2018</i>	
11.	AOB	
11.1.1	A member circulated a leaflet on the Churchill Fellowship travel grant for information.	
11.1.2	Discussion took place briefly around the NIASW report on violence and intimidation of Social Workers and Social Care workers and the potential commission of research on this subject by NISCC.	
12.	Date of Next Meeting(s)	
12.1	The following date was noted: <ul style="list-style-type: none"> • 10th October 2018- Council Meeting 	

Approved by Council 10th October 2018

Signature:



Signed by Chair of Council, Paul Martin

Date: 10th October 2018