



## Corporate Plan 2011 – 2014

**Protecting the public by promoting high standards of education, training and practice for the social care workforce in Northern Ireland**

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## Our Aim - Protecting the public, raising standards

The aim of the Northern Ireland Social Care Council 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.

### **Social Care Workers** include:

- Social workers and social work students
- People who work in or manage:
  - Children's homes
  - Residential care homes
  - Nursing homes
  - Day care settings
  - Residential family centres
- People who work for a domiciliary care agency to provide personal care in their own home for people who are ill, infirm or disabled

***A social care worker registered with the Council will be viewed as safe and competent to practise.***

## Chair's Introduction

The Northern Ireland Social Care Council (NISCC) has been mandated by the Northern Ireland Assembly to promote high standards of service and care through the registration and training of the social care workforce. Its overarching 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. This Corporate Plan sets out the strategic direction for the NISCC over the period April 2011 to March 2014.

October 2011 marks the Council's 10<sup>th</sup> anniversary and a lot has been achieved in our first decade of business. Introducing workforce regulation has been a mammoth task for the NISCC. Implementing the NISCC standards for workforce conduct, training and practice has been a major culture change for the social care sector in Northern Ireland. We have developed strong working relationships with stakeholders and this partnership working has been vital in helping us to develop a competent and credible workforce that everyone can have confidence in to deliver quality social care services.

This Corporate Plan builds on the work we have achieved so far, which includes:

- development of Codes of Practice for Social Care;
- introduction and review of the Honours Degree in Social Work;
- the registration of over 14,000 social care workers; and
- establishment and implementation of a system of Registration and Conduct Committee Panels to deal with complaints against social care workers;

- introduction and review of the Assessed Year in Employment for newly qualified social workers;
- development of a Qualifications and Credit Framework for the sector;
- maintaining high quality Post Qualifying social work education and training;
- co-operative work with the Regulation and Quality Improvement Authority to raise standards and strengthen public protection;
- improvement of stakeholder engagement through development and support of the Registrants' Committee and Service User/Carer Participation Group.

All of the improvements to social care standards have been achieved within an environment of restructuring of public services and increasing financial constraints.

The Council will continue to develop its capacity at all levels to deliver on our objectives. We will ensure that the governance of Council itself promotes the achievement of its core objectives as well as ensuring that we, as a public body, work efficiently and effectively to make a difference for users of social care. Involvement of service users and carers is integral to all the work of Council and the NISCC Participation group will assist the Council in maintaining effective user involvement.

My colleagues and I on the Council, supported by our expert and committed staff, will work vigorously with all our partners to achieve the objectives outlined in this Plan, which we believe will contribute to the highest quality social care for all in Northern Ireland.



**Lily Kerr -**  
*Chair,*  
*Northern Ireland Social*  
*Care Council*

## Strategic Context

Over the next number of years the Northern Ireland Social Care Council, as with all organisations in the public sector, will face the challenge of delivering its core remit against a backdrop of tight financial constraint and increasing public scrutiny. The key role of the Council is about protecting the public and improving the quality of social care.

The Minister has recently indicated his determination to ensure all specified groups of social care workers are registered with NISCC on a compulsory basis. The timetable for the roll-out of the next stage of priority groups within the next three years of this Corporate Plan will result in NISCC registering a further 6,000 social care workers, an increase of almost 45%.

In the wider context, it has been recognised that models of professional regulation need to be modernised to ensure that they are risk based, affordable and proportionate and offer real protection for people who use services. Against this background the Council will be reviewing its model of regulation to ensure that it is fit for purpose and is benchmarked against the highest standards on a national and international basis.

To deliver against these challenges, it will be necessary to look at how the Council is funded and to review the fee structure for registrants to ensure that there is an appropriate balance between government funding and income from registrants. This will place requirements on the Council to demonstrate that it operates effectively, efficiently and economically.



**Brendan Johnston** -  
*Chief Executive,  
Northern Ireland Social  
Care Council*





HSC Health and Social Care



**Maria Somerville -**  
representative of the NISCC  
Participation Group at  
the Joint User Conference  
(March 2011)

***“My experience in NISCC has helped me in my personal circumstances as a user. I feel I am being listened to and consulted with...”***

***“Every user in this room will remember the lonely road we have all travelled. Many are still on this road alone. We need them to feel included. Organisations and Professionals need to be aware that we are your greatest asset because we mutually support each other and draw courage from each other.”***







## Our 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
- 5** – To discharge its responsibilities informed by the views of users of social care services, carers, registrants and other key stakeholders

## Strategic Objective I

### To strengthen public protection through the registration of the social care workforce

#### Context

Requiring social care workers to be registered increases public protection by ensuring that:

- People who are judged to be unsuitable to work in social care are prevented from entering the workforce;
- Social care workers are required to demonstrate that they have the training and competence to enter the workforce and to demonstrate that they remain competent, through ongoing training and learning;
- Social care workers will adhere to high standards of conduct and practice.

**A social care worker registered with the Council will be regarded as safe and competent to practise.**

#### 2002

First ever UK Codes of Practice for Social Care Workers and Employers are published which set out minimum standards the public can expect from social care workers and their employers

#### 2003

First steps to regulating social work and social care workforce with the opening of the Register on 1 April 2003

#### 2004

Guidance published to assist registered social care workers in planning and recording the 90 hours of Post Registration Training and Learning they must complete during each three year registration period

#### 2005

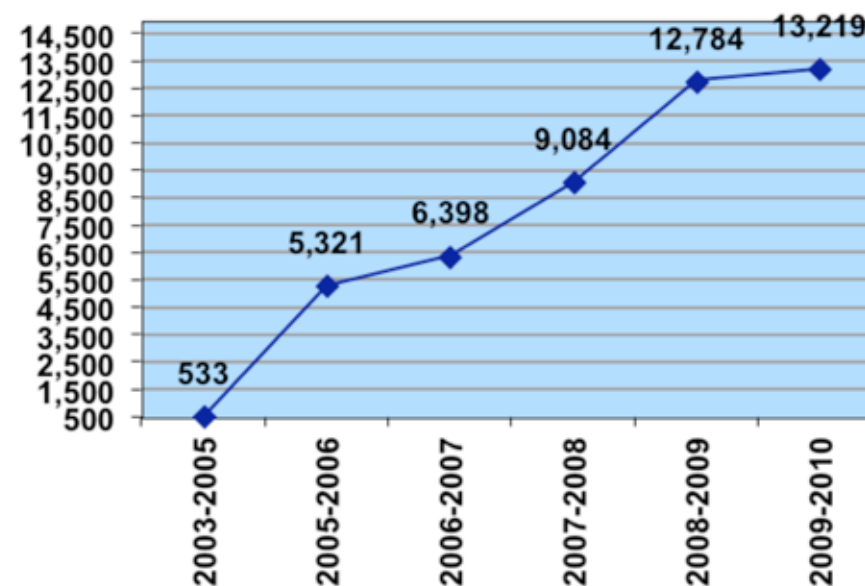
Public confidence in the social work profession enhanced when legal protection of the title 'Social Worker' is enacted. This requires that all social workers must be registered on Part I of the NISCC Social Care Register

## Performance & Achievements 2008-2010

We have:

- Registered all Social Workers practising in Northern Ireland.
- Registered all students undertaking the degree in Social Work.
- Registered over 7,000 social care staff in Adult Residential Care.
- Introduced new standards to support newly qualified social workers to complete the Assessed Year in Employment.
- Introduced revised guidance and standards for Post Registration Training and Learning for social workers.

### Register Growth | April 2003 – 31 March 2010



### 2006

Protection of the public is increased with the extension of workforce registration to include Domiciliary Care Managers and Adult Residential Care Workers

### 2010

The Minister for Health, Social Services and Public Safety announces the introduction of compulsory registration for the following groups of social care workers:

- Team leaders and all care staff in residential child care;
- Managers of residential homes;
- Managers of day care services;
- Managers of domiciliary care workers;
- Social care workers in adult residential and nursing homes.

## Business Objectives 2011-2014

Objectives	How we will achieve this Objective	Results
<p>1.1 To put in place a Model for the Regulation of the Social Care workforce through registration which reflects current thinking and best practice in regulation and which:</p> <ul style="list-style-type: none"> <li>• Is proportionate and risk based;</li> <li>• Recognises and differentiates where appropriate between the requirements for professionally qualified social workers and the broader social care workforce;</li> <li>• Supports the roll-out of compulsory registration to the Social Care Workforce in line with Ministerial decisions;</li> <li>• Ensures the efficient and effective discharge of the NISCC's regulatory functions</li> <li>• Reflects a review of the balance of income from registration fees and grant in aid provided by the Department.</li> </ul>	<p>We will carry out a review of best practice in professional registration, based on national and international standards, ensuring that the public is protected and that the requirements for registrants is balanced and proportionate.</p> <p>We will develop proposals and carry out a full consultation with the sector and appropriate stakeholders.</p> <p>We will carry out a review of fees, consult the sector and appropriate stakeholders and agree a fee structure.</p>	<p><b>A robust model of regulation that is risk based and proportionate, in line with best national and international standards of professional regulation.</b></p> <p><b>An agreed fee structure which is fair for all social care workers and represents best value for money.</b></p>
<p>1.2 To develop a Competence to Practise Framework for Social Workers and Social Care Workers which includes requirements for Post Registration Training and Learning.</p>	<p>We will develop a Framework for social workers and social care workers which will support and enhance their competence to practice.</p> <p>We will engage with the sector and carry out a full consultation on the proposed Framework.</p>	<p><b>A Competence to Practise Framework will be implemented by the end of 2012, which will have the confidence of service users and registrants, support their competence to practice and ensure that services are provided in line with best professional standards.</b></p>



## Business Objectives 2011-2014

Objectives	How we will achieve this Objective	Results
<p>I.3 To maintain the Social Care Register and ensure it is fit for purpose.</p>	<p>We will:-</p> <p>Replace the current 4 country ICT system (OSCAR) and ensure its replacement is fit for purpose and delivers value for money.</p> <p>Ensure registration is maintained, accurate and up to date.</p> <p>Ensure the public are aware of access to the Public Facing Register.</p>	<p><b>An amended system for registration will be in place by 2012 and will ensure that the Social Care Register:</b></p> <ul style="list-style-type: none"> <li>• <b>Is up to date</b></li> <li>• <b>Ensures that those on it are fit to practise</b></li> <li>• <b>Is accessible by employers and the public to check that staff are on the register.</b></li> </ul>
<p>I.4 To roll out Registration in line with the Ministerial Programme.</p>	<p>We will agree a phased programme for rolling out registration to the groups as announced by the Minister and implement in an economic, efficient and effective manner.</p>	<p><b>All those who are required to be registered are provided with the opportunity to register with the Council in line with the agreed timetable.</b></p>

## Strategic Objective 2

### To improve the quality of social care through the development, promotion and regulation of education and training

#### Context

**By setting robust training standards and regulating social work education and training:**

- Social workers and social care workers have access to a framework of qualifications that are underpinned by National Occupational Standards which prepares them to meet the needs of service users;
- Social care workers continue to demonstrate their competence through continued training and learning;
- The public can expect social care workers to have the knowledge and skills to practise competently.

#### **2003**

NI Degree in Social Work Partnership established to ensure regional consistency and quality in social work education across Northern Ireland

#### **2004**

Social Work Qualifying training is raised to Honours Degree Level. 273 students enrol on NISCC approved degree courses with Queens University of Belfast and University of Ulster/FE Collaborative Partnership

#### **2006**

Quality in the practice learning element of the Honours Degree in Social Work course is assured with the introduction of Standards for Practice Learning for the Degree

#### **2006**

First students graduate from the new Honours Degree in Social Work two year Relevant Graduate programme

## Performance & Achievements 2008 – 2010

We have:

- Reviewed standards of Social Work education and training provided by the Honours Degree in Social Work – Northern Ireland universities have been recognised as among the best social work training providers in the UK.
- Reviewed the implementation of the Assessed Year in Employment in partnership with the DHSSPS.
- Successfully promoted the Degree in Social Work - Each year there are approximately 10 UCAS applications for every place.
- Ensured that all National Occupational Standards are periodically reviewed, up to date and fit for purpose.
- Reformed vocational training and introduced the Qualification and Credit Framework which meets the needs of the social care workforce in Northern Ireland.
- Incorporated the PQ Partnership into the NISCC. To date, 4,549 Post Qualifying Awards in Social Work have been achieved.
- Monitored annually the Social Work Training Standards.
- Widened access to the Degree in Social Work by approving a part-time route for the Honours Degree in Social Work at QUB and UUM.
- Developed the Regional Practice Learning Strategy in collaboration with employers to secure quality Practice Learning Opportunities for social work students.

### 2006

Assessed Year in Employment introduced to support newly qualified social workers in their first year of practice

### 2007

NI Framework for Post Qualifying Social Work Education and Training is introduced, bringing PQ to Post Graduate Level qualification and supporting professional development

### 2007

Agencies providing practice learning opportunities for the Degree were required to meet Standards for Practice Learning and be NISCC Designated Practice Learning Providers

## Business Objectives 2011-2014

Objectives	How we will achieve this Objective	Results
<p>2.1 To contribute to the development of appropriate National Occupational Standards (NOS) and the implementation of the Qualifications and Credit Framework (QCF).</p>	<p>The following reviews will be undertaken;</p> <p><b>2011/12</b></p> <ul style="list-style-type: none"> <li>• Health and Social Care NOS,</li> </ul> <p><b>2012/13</b></p> <ul style="list-style-type: none"> <li>• Sensory Services NOS</li> <li>• Leadership and Management in care Services NOS</li> </ul>	<p><b>Education and Training for social care workers will be underpinned by accredited standards and a framework for qualifications which:</b></p> <ul style="list-style-type: none"> <li>• <b>Meets the needs of the workforce to have accessible, flexible and transferable qualifications which they can build on throughout their career</b></li> <li>• <b>Meets the needs of employers to deliver quality services.</b></li> <li>• <b>Meets the needs of service users to have services provided by workers who are appropriately trained and skilled.</b></li> </ul>
<p>2.2 To ensure the post qualification professional training arrangements for Social Workers are fit for purpose through a review of existing arrangements.</p>	<p>We will review the Post Qualifying education and training framework to ensure it is fit for purpose and make any proposals for change by April 2012.</p>	<p><b>Education and Training for social workers will be underpinned by approved standards and a framework for qualifications which:</b></p> <ul style="list-style-type: none"> <li>• <b>Meets the needs of the workforce to have accessible, flexible and transferable qualifications which they can build on throughout their career</b></li> <li>• <b>Meets the needs of employers to deliver quality services</b></li> <li>• <b>Meets the needs of service users to have services provided by workers who are appropriately trained and skilled.</b></li> </ul>



## Business Objectives 2011-2014

Objectives	How we will achieve this Objective	Results
<p>2.3 To continue to work in partnership with employers and the universities to implement, co-ordinate, monitor and oversee the Regional Practice Learning Strategy.</p>	<p>We will report on the implementation of the Regional Practice Learning Strategy</p> <ul style="list-style-type: none"> <li>• By April 2012 we will have audited practice learning provision against the targets set in the strategy</li> <li>• By April 2012 we will have developed information systems for practice learning provision</li> </ul> <p>We will regulate all Designated Practice Learning Providers on an annual basis against the targets in the Strategy.</p>	<p><b>All students undertaking the Degree in Social Work will be provided with high quality practice learning opportunities which will support their learning needs and will ensure that they have at least one practice learning opportunity in children's services.</b></p>
<p>2.4 To ensure social work training at qualifying and post-qualifying levels is fit for purpose and meets the needs of employers and service users.</p>	<p>We will carry out annual monitoring of the Degree in Social Work, practice learning providers and Post qualifying training programmes.</p> <p>We will carry out a five year review of the Degree in Social Work during 2013/14.</p> <p>We will carry out reviews of 19 Post Qualifying Programmes.</p> <p>We will work with the Degree Partnership to ensure that the new partnership arrangements deliver regional consistency in social work education and training</p> <p>We will Chair a Strategic Advisory Group to ensure strategic priorities for education and training are reflected in the delivery of qualifying and PQ training.</p> <p>We will manage and oversee a professional framework at Post Qualifying level that is responsive to workforce needs.</p> <p>We will publish an annual report on the regulation of social work education and training.</p>	<p><b>NISCC will be able to provide objective assurance to government, employers, learners and the public that the quality of social work education remains in line with required standards.</b></p>

## Strategic Objective 3

### To strengthen and support the professionalism of the social care workforce

#### Context

**Setting robust standards for training and practice improves the quality of social care and protects the public from poor and unprofessional practice.**

This means that social care workers will:

- Be appropriately trained for their task;
- Gain the knowledge, skills, values and attitudes to perform their roles competently and professionally;
- Recognition through continued registration for training undertaken.

#### **2004**

National Occupational Standards for Health and Social Care were revised and published

#### **2005**

NISCC, as part of the UK alliance Skills for Care and Development licensed as the Sector Skills Council for the Social Care, Children and Young People's workforce in NI. SfCD works with employers, training providers and government agencies to identify the skills and types of workers needed and to develop the training to produce a competent and confident workforce

#### **2006**

Assessed Year in Employment was introduced to provide newly qualified social workers with the opportunity to demonstrate sustained competence in the workplace linked to continuing registration requirements.

#### **2006**

Sector Qualifications and Learning Strategy is agreed by the sector to develop the skills for future workforce needs

## Performance & Achievements 2008 – 2011

We have:

- Worked in partnership with employers, service users and other stakeholders to develop appropriate training standards and qualifications.
- Developed a sector skills agreement which updated Labour Market Information outlining and predicting the training/skills needs of the workforce.
- Actively promoted careers in social work and social care work.
- Agreed a Memorandum of Understanding with the RQIA.
- Developed a flexible and rewarding qualification structure for Social Care, Early Years and Child Care Workers in NI – the Qualification and Credit Framework.

### 2006

Publication of the Personal Social Services Development and Training Strategy 2006-2016. NISCC is tasked with co-ordinating and overseeing the implementation of this strategy in partnership with employers and other key stakeholders assisting the sector to implement these training requirements

### 2006

NISCC Induction Standards for Social Care provide confidence that a new social care worker, or a worker changing job role, must meet agreed standards in skills and knowledge within six months of taking up their post

### 2008

The promotion of all age apprenticeships resulting in an overall total of 1,352 apprenticeships in Health and Social Care.

### 2010

Development of a new Qualification and Credit Framework for Social Care workers.

## Business Objectives 2011-2014

Objectives	How we will achieve this Objective	Results
3.1 To contribute to the implementation of the Social Work Strategy as appropriate to the role and functions of the NISCC.	We will work with the DHSSPS to implement the social work strategy as required.	<b>The NISCC will meet targets set by the DHSSPS.</b>
3.2 To identify key priority training and development needs of social care staff in adult residential, day care and domiciliary care settings in the voluntary and private sectors and engage with funders, commissioners, providers and employers to identify options to support access to appropriate provision.	<p>We will work with commissioners, employers and training providers to identify priority qualifications for the Health and Social Care.</p> <p>We will identify appropriate training for managers across social care contexts.</p>	<b>A competence to practice framework aligning training opportunities and qualifications to job roles.</b>
3.3 To encourage the development of appropriate education and training provision to meet the needs of the Social Care Workforce.	<p>We will work in collaboration with employers on aligning QCF units with already existing in house training.</p> <p>We will identify with the Colleges of Further Education priority training for the workforce needs.</p> <p>We will encourage the provision of training in leadership and management.</p> <p>We will work as part of the Skills for Care and Development, the UK Sector Skills Council.</p>	<b>Cost effective training provision will be available through in-house training provision and apprenticeships.</b>



## Business Objectives 2011-2014

Objectives	How we will achieve this Objective	Results
<p>3.4 To promote awareness across the Social Work and relevant Social Care Professions of their responsibilities as a regulated profession.</p>	<p>We will work with registrants, employers, Trade Unions and Professional bodies to promote awareness of the responsibilities of registered social workers and social care workers as members of a regulated profession. We will do this through the provision of information and guidance.</p>	<p><b>Every registered social care worker in Northern Ireland will be required to demonstrate through renewal of registration their adherence to their responsibilities as a regulated professional.</b></p>
<p>3.5 To bring forward an implementation plan in partnership with key stakeholders for the remaining years of Personal Social Services Development and Training Strategy and coordinate, monitor and report on progress towards achievement of strategic priorities on an annual basis.</p>	<p>We will put in place project management arrangements involving a range of stakeholders across social work and social care.</p> <p>We will work with stakeholders to identify priorities and action plans to progress achievement of targets and report annually on outcomes and results.</p>	<p><b>Regular reports to government, employers and the public on the outcomes of the PSS Development and Training Strategy.</b></p>

## Strategic Objective 4

### To ensure that social care staff, supported by employers, meet agreed standards of conduct and practice

#### Context

Registered Social Care Workers are required to adhere to a Code of Practice and to be fit to practise. Employers of Social Care Workers are required to support them and to adhere to an Employers Code of Practice. Social care workers who fail to adhere to the Code and are found not to be fit for practice will be dealt with, up to and including being removed from the register. This protects the public by ensuring that:

- Social care workers adhere to high standards of conduct and practice;
- Social care workers who are judged to be unsuitable are removed from the Register and prevented from working in social care;
- Service users and carers can raise concerns about the practice of social care workers.

#### 2002

First ever UK Codes of Practice for Social Care Workers and Employers are published which set out minimum standards the public can expect from social care workers and their employers

#### 2003

Rules governing the procedures to admonish, suspend or remove registrants who commit misconduct are approved by the Council

#### 2005

Produced guidance for the public, employers and registrants about the complaints process

## Performance & Achievements 2008 – 2010

We have:

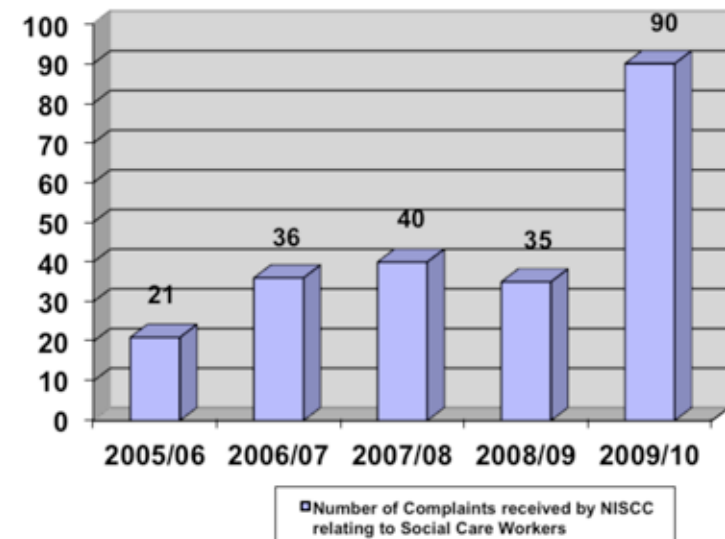
- Established and maintained a regulatory framework which is fit for purpose.
- Taken action against 19 social workers and social care workers who have breached the Code of Practice.
- Investigated 165 complaints against registrants.
- Assessed 710 registrants' suitability for registration.
- Carried out an audit of the NISCC conduct function against the Council for Healthcare Regulatory Excellence Performance Standards and developed and implemented an Action Plan.
- Produced and published a report on our conduct work for August 2003 – March 2010.

### 2007

The first NISCC Social Care Conduct hearing into alleged misconduct by a NISCC Registrant is held. The action taken demonstrates to the public that social care workers who have not met the standards set out in their Code of Practice will receive a sanction

### 2010

Mapped Codes of Practice for Employers with RQIA Regulations



## Business Objectives 2011-2014

Objectives	How we will achieve this Objective	Results
<p>4.1 To continue to develop best practice as a professional regulator by continued benchmarking against CHRE and other national and international standards and the development and implementation of subsequent action plans for improvement.</p>	<p>We will fully implement the actions arising from the review of the NISCC against the CHRE performance standards.</p> <p>We will continue to review the NISCC procedures and processes against best practice standards for Regulators.</p> <p>We will ensure that the NISCC conduct procedures are risk based and proportionate.</p> <p>We will publish an annual report on conduct work.</p>	<p><b>Improve public protection by ensuring that practitioners who are not fit to practice are appropriately disciplined and removed from the register.</b></p> <p><b>Protection for Social Care workers by ensuring that conduct procedures are human rights compliant and proportionate.</b></p> <p><b>Reassurance for employers and government that social care workers who are not safe or competent to practice will be removed from the register.</b></p>
<p>4.2 To collaborate with Councils in England, Scotland and Wales to maintain alignment in respect of standards of professional regulation of the workforce and professional training and thresholds and sanctions in conduct.</p>	<p>We will work with the General Social Care Council, the Scottish Social Services Council and the Care Council for Wales to ensure appropriate UK alignment on conduct policies, procedures and practice guidance.</p> <p>We will engage with the Health Professions Council as they take over the role of social work regulator in England, to ensure appropriate alignment in social work regulation.</p>	<p><b>Close collaboration with the other UK Social Care Councils will ensure systems are in place to protect service users and the public.</b></p>



## Business Objectives 2011-2014

Objectives	How we will achieve this Objective	Results
<p>4.3 To review the model for the regulation of the social care workforce with particular reference to conduct issues and fitness to practice and bring forward proposals for proportionate, risk-based conduct processes for social work and social care workers, in line with best practice and current thinking in the field.</p>	<p>We will carry out a review of best practice in professional regulation, based on national and international standards, ensuring that the public is protected and that the rights of registrants are respected.</p> <p>We will develop proposals and carry out a full consultation with the sector and appropriate stakeholders.</p> <p>During 2011/12 we will work with the DHSSPS to bring forward a Fitness to Practice model of regulation and identify necessary changes in legislation.</p>	<p><b>A robust model of regulation that is risk based and proportionate, in line with best national and international standards of professional regulation.</b></p>
<p>4.4 To ensure that lessons learned from conduct work are disseminated to registrants.</p>	<p>We will carry out a review of the lessons learned from conduct work and we will produce practice guidance based on lessons learned.</p>	<p><b>Employers and social care workers will have access to guidance on practice.</b></p>
<p>4.5 To work in partnership with the Regulation and Quality Improvement Authority to protect the public.</p>	<p>We will keep the Memorandum of Understanding under review.</p> <p>We will work collaboratively to ensure that standards of practice for social care workers and employers are upheld.</p>	<p><b>Compliance with the requirements of Memorandum of Understanding.</b></p>

## Strategic Objective 5

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

#### Context

The NISCC recognises the responsibility it has to all those who use social care services and the NISCC therefore places great emphasis on the need to:

- Support and facilitate the involvement of Registrants and Social Care Users and Carers in influencing, challenging and advising the work of NISCC;
- Ensure that all aspects of the Council's responsibilities and work are informed by the needs of people who use services and the perspectives of those who provide services;
- Continue to work in partnership on joint research into effective service user and carer involvement. 'Looking Out From the Middle' research was published. This has been taken forward at annual service user and carer-led conferences hosted jointly by NISCC/SCIE/RQIA;
- Continue the work of the NISCC Participation Group for Service Users and Carers. This group is focused on enabling people who use social care services and their carers to contribute effectively to NISCC activities.

#### 2001

Reference Group formed to input service user/carers perspective on NISCC projects and contribute to SCIE activities for Northern Ireland

#### 2006

Workforce Development Committee is established to facilitate involvement of external stakeholders in SfCD work

#### 2006

First NISCC conference 'Shaping the Future' of social care in NI provided an opportunity for stakeholders to discuss how social care must develop to meet the changing expectations and needs of the public

#### 2008

NISCC on behalf of DHSSPS hosts consultation events across NI on the Roles and Tasks which are unique to social work. The consultation feedback was used to inform the DHSSPS July 2010 draft Social Work Strategy

## Performance & Achievements 2008 – 2011

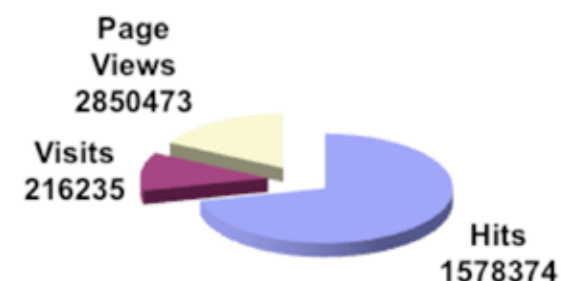
We have:

- Established a User and Carer Forum (Participation Group), which meets monthly.
- Supported three User and Carers conferences organised by NISCC Participation Group.
- Established NISCC Registrants' Committee to support better communication between NISCC and its Registrants.
- Hosted first NISCC Registrants' Roadshow – July 09 in Newry - an opportunity for Registrants to meet the Council and Registrants' Committee. Subsequent roadshows have been held in Omagh and Ballymena.
- Introduced user friendly processes for Registrants through online payments, telephone payments.
- Promoted the NISCC website which continues to grow with traffic for 2009/10 more than double the activity for 2008/09.
- Supported NISCC stakeholders to contribute to DHSSPS in Social Work Strategy consultation in 2010.

### 2009

First NISCC/HSC joint conference 'Social Work at its Best' – an opportunity for practitioners and service users to share and celebrate good practice in social work. This was followed up in September 2010 with a conference for newly qualified social workers and first line managers to share best practice

### Website Statistics 2009/2010



## Business Objectives 2011-2014

Objective	How we will achieve this Objective	Results
<p>5.1 To have an ongoing commitment to partnership working with Users and Carers and Registrants.</p>	<p>We will continue to work in partnership with Users and Carers and Registrants in ensuring their views are represented in the NISCC work.</p> <p>We will further develop participation from a variety of sources and to facilitate this we will undertake an exercise to identify underrepresented groups and or advocates for these groups. We will develop a database of hard to reach groups to widen participation.</p>	<p><b>Registrants will have an opportunity to inform, comment on and influence the work of Council.</b></p> <p><b>Service Users will have an opportunity to inform, comment on and influence the work of Council.</b></p>
<p>5.2 To have a commitment to quality assure stakeholder experience across NISCC services to agreed service standards.</p>	<p>NISCC will develop agreed service standards by working in partnership with the key stakeholder groupings.</p>	<p><b>Agreed service standards for stakeholder evaluation and experience developed.</b></p>
<p>5.3 To implement the NISCC Communication Strategy to include promotion of the Codes of Practice.</p>	<p>We will implement the NISCC Communication Strategy to include the promotion of the Codes of Practice by working with employers, users and carers, registrants, council and staff groups through the partnership arrangements.</p>	<p><b>The public and service users will be informed of the standards they can expect of social care workers and their employers.</b></p> <p><b>Employers and registrants will be informed of their responsibilities under the Codes of Practice.</b></p>

## Business Objectives 2011-2014

Objective	How we will achieve this Objective	Results
5.4 To facilitate stakeholder engagement through the development of the NISCC website.	To further enhance stakeholder engagement the NISCC will work with service users and carers and registrants to ensure the NISCC website is delivering through maximising the use of the website via technological advances and legislative requirements for accessibility.	<b>The NISCC website will be fit for purpose and will be viewed by users as a valuable source of information.</b>



## Organisation and People

The five Strategic Objectives of the organisation are supported by a range of Corporate functions which include:

- Governance
- Risk Management
- Human Resources
- Finance
- Integrated Communications Technology

The NISCC keeps under regular review the people, systems and resources needed to meet its business objectives. The business process within the NISCC need to ensure that it deliver on its core functions economically, efficiently and effectively all within the context of a robust governance framework.

### 2001

NISCC is established as the regulator for the social care workforce in NI. Increasing Public Protection by setting standards for social care workers conduct, training and practice

NISCC also undertakes responsibility for standards of social work education in Northern Ireland

### 2005

NISCC support for staff training and development is recognised by the award of Investors in People status. This was reaccredited in 2008

### 2007

Oscar Registration Conduct ICT management system introduced. Governance arrangements reviewed

## Performance and Achievements 2008 – 2010:

We have:

- Maintained excellent record of achievement with respect to working within budget.
- Maintained robust governance arrangements, as verified by external sources.
- Achieved Investor in People status.
- Implemented Agenda for Change process.
- Matched and assimilated staff job profiles to Agenda for Change banding
- Developed a Human Resources and Financial Strategy.
- Updated Risk Management processes.



### 2009

Governance arrangements reviewed and an Assurance Framework developed

### 2010

Registration services improved to include telephone payments, web-based application process for students and online management of registration records for registrants and employers. Equality Scheme developed and consulted on. Inequality Audit undertaken and action plan developed



INVESTOR IN PEOPLE

## Business Objectives 2011-2014

Objective	How we will achieve this Objective	Results
To strengthen accountability arrangements and 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.	NISCC will carry out a review of governance arrangements to ensure it meets standards set down by government.	<b>For each year of this corporate plan an assurance framework produced and the annual report and accounts produced according to FReM within agreed timescales.</b>
To deliver savings and efficiencies in line with Departmental requirements as set out in a Director of Finance letter dated 8 July 2010.	The NISCC will develop budgetary control processes which will underpin the NISCC Savings Delivery Plan for the period of this corporate plan.	<b>Each year of this plan the NISCC will deliver on the budget 2010 process.</b>
To deliver a corporate HR Strategy based on Departmental decisions regarding the roll-out of compulsory registration.	Through consultation with management and staff the NISCC will ensure appropriately trained and skilled people will continue to deliver on the core functions of the NISCC, including the roll out of registration. This will be done through ongoing revision of HR strategy, continued commitment to the IIP status and streamlined business processes.	<b>Re-accreditation of IIP status.</b>  <b>Processes refined in line with training developments and ICT developments.</b>  <b>Revised HR strategy agreed with DHSSPS.</b>

## Business Objectives 2011-2014

Objective	How we will achieve this Objective	Results
<p>To deliver an Option Appraisal design to accrue revenue efficiencies in the NISCC lease and accommodation agreement by October 2011.</p>	<p>The NISCC will work with the Office of Social Services, Health Estates and Land and Property Services to ensure relevant information is gathered which will help in the preparation of an options appraisal and a business case based on NISCC accommodation requirements.</p>	<p><b>The accommodation needs of NISCC will continue to be met economically on the basis of best value for money.</b></p>
<p>To deliver proposals to support the NISCC IT requirements for the registration function in the context of the GSCC transfer to HPC and the future viability of OSCAR.</p>	<p>An options appraisal will be undertaken to identify the various options available to the NISCC in respect of a registration ICT system.</p> <p>The NISCC will undertake to write a statement of requirements for a replacement registration ICT system.</p> <p>The NISCC will work with the SSSC and the CCW to ensure appropriate arrangements are in place to facilitate the migration of data from the OSCAR system to a new registration ICT system.</p> <p>The NISCC will undertake a procurement exercise which will be facilitated by PALS.</p>	<p><b>The Registration of Social Care Workers will continue to be supported by an ICT structure which meets the needs of the NISCC, registrants, users and carers.</b></p>





## Appendix I – Glossary of Terms and Abbreviations

<b>AYE</b>	<b>Assessed Year in Employment</b>	<b>OSCAR</b>	<b>Online Social Care Register</b>
<b>CHRE</b>	<b>Council for Healthcare Regulatory Excellence</b>	<b>PALS</b>	<b>Procurement and Logistics Service</b>
<b>DHSSPS(NI)</b>	<b>Department of Health, Social Services &amp; Public Safety (Northern Ireland)</b>	<b>PQ</b>	<b>Post Qualifying</b>
<b>FReM</b>	<b>Financial Reporting Manual</b>	<b>PQI</b>	<b>Post Qualifying, Stage I (Consolidation)</b>
<b>HPSS</b>	<b>Health and Personal Social Services</b>	<b>PSS</b>	<b>Personal Social Services</b>
<b>HSC</b>	<b>Health and Social Care</b>	<b>QCF</b>	<b>Qualification and Credit Framework</b>
<b>HPC</b>	<b>Health Professions Councils</b>	<b>QUB</b>	<b>Queens University of Belfast</b>
<b>IiP</b>	<b>Investors in People</b>	<b>RQIA</b>	<b>Regulation and Quality Improvement Authority</b>
<b>NDPB</b>	<b>Non-Departmental Public Body</b>	<b>SCIE</b>	<b>Social Care Institute for Excellence</b>
<b>NHS</b>	<b>National Health Service</b>	<b>SfCD</b>	<b>Skills for Care and Development</b>
<b>NI</b>	<b>Northern Ireland</b>	<b>SMT</b>	<b>Senior Management Team</b>
<b>NIPQETP</b>	<b>Northern Ireland Post Qualifying Education &amp; Training Partnership</b>	<b>SSC</b>	<b>Sector Skills Council</b>
<b>NISCC</b>	<b>Northern Ireland Social Care Council</b>	<b>UK</b>	<b>United Kingdom</b>
<b>NOS</b>	<b>National Occupational Standards</b>	<b>UUM</b>	<b>University of Ulster, Magee Campus</b>





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March 2011