

NORTHERN IRELAND SOCIAL CARE COUNCIL

BUSINESS PLAN 2016/17

NORTHERN IRELAND SOCIAL CARE COUNCIL BUSINESS PLAN APRIL 2016 – MARCH 2017

INTRODUCTION

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

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 –

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

| 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% |
| STRATEGIC OBJECTIVE: "To ensure that qualifications and standards deliver a skilled ar Social Care Workforce" | nd committed |
| KPI'S | |
| • 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 |
| STRATEGIC OBJECTIVE: "To raise awareness and knowledge of the work of the NISCC a | nd ensure its work |
| is informed and influenced by users of social care services, carers, registrants, employe stakeholders" | ers and other |
| KPI'S | |
| • 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% |

| CORPORATE SERVICES: "To ensure the NISCC has the necessary resources, people, | |
|---|------------|
| governance and estates management arrangements in place to deliver its strategic | |
| objectives" | |
| KPI'S | |
| • 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 | 20 w/days |
| calendar 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 –

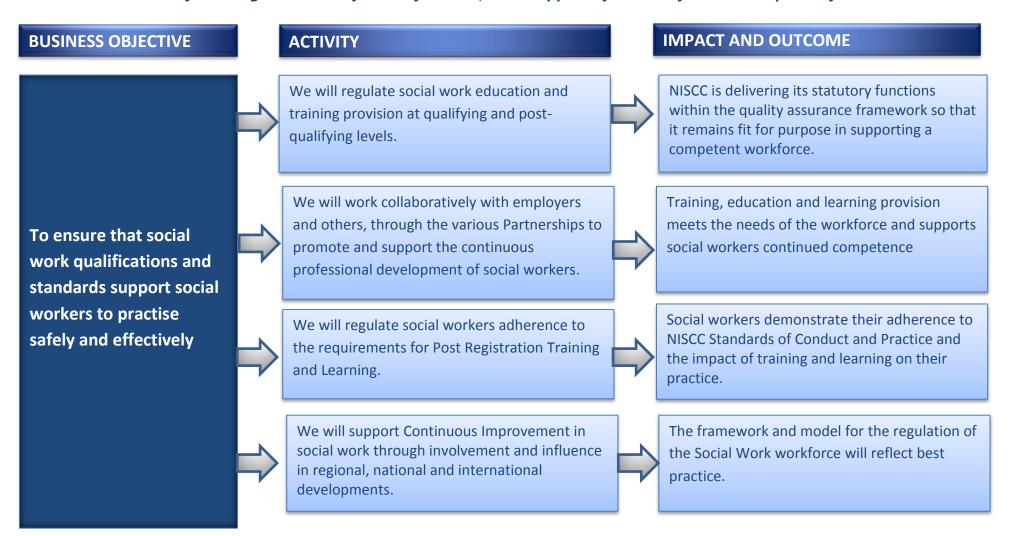
BUSINESS OBJECTIVE IMPACT AND OUTCOME ACTIVITY We will work with the DHSSPS to have in place The Model of Regulation is risk based and Fitness to Practise rules to support the proportionate, ensuring that a broader range of introduction of the reform of workforce sanctions are available. To ensure Regulation regulation. **supports Registrants** A proportionate, expeditious and cost effective model We will put in place arrangements to enable the and Employers, to of regulation is in place which reflects the needs of a implementation of Fitness to Practise. meet agreed modern workforce. standards of conduct We will deliver the conduct/Fitness to Practice The Fitness to Practise functions are managed functions within our Key Performance Indicators and practice. effectively within the governance framework. and standards during 2016/17. Awareness of the NISCC Standards of Conduct and We will continue to promote the new Standards of Conduct and Practice across the Social Care Practices is improved significantly across the Social Care Sector and there is evidence (through PRTL and sector to ensure robust quality standards and guidance are in place. other means) of the impact they are having in improving social care practice. Registration and Conduct Committees are managed We will deliver Committee Management within our Key Performance Indicators and standards effectively within the governance framework. during 2016/17.

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 –



BUSINESS OBJECTIVE IMPACT AND OUTCOME ACTIVITY We will work collaboratively with employers The leadership and strategic direction for the social care workforce has improved through and others, through the Workforce Development Partnership, to support the capacity building, partnership working and development of leadership and strategic adherence to an agreed plan and direction for direction for the social care workforce workforce development. **Based on the NISCC** We will work with employers, education Training, education and qualifications and Standards of Conduct providers and Government to support the learning provision in the social care sector development of training and qualifications to better meets the needs of the workforce and and Practice, the meet the skill needs of the social care supports social care workers and Managers' onstandards underpinning going competence and development. workforce. training and continuous development meet the Social care workers demonstrate their skills needs of the Social We will regulate social care workers adherence continued competence and the relevance of Care workforce to the requirements for Post Registration their training and learning in relation to the Training and Learning. NISCC Standards of Conduct and Practice. We will support Continuous Improvement in The framework and model for the regulation of social care work through involvement and the Social Care Workforce reflect best practice. influence in regional, national and international initiatives.

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.

BUSINESS OBJECTIVE

FINANCE:

To ensure the NISCC has the necessary financial resources in place to deliver the NISCC's

Business Plan for 2016/17

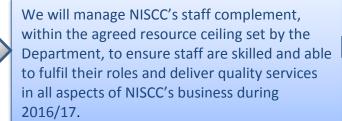
ACTIVITY

We will deliver and manage robust budgetary monitoring and reporting arrangements to support the delivery of the NISCC Business Plan for 2016/17 in accordance with Departmental and Legislative guidance.

We will work with relevant bodies to meet financial targets in relation to prompt payments and payment of undisputed invoices during 2016/17 in accordance with Departmental and Legislative guidance.

HUMAN RESOURCES:

To ensure the NISCC has the necessary staffing complement in place to deliver the NISCC's Business Plan for 2016/17



We will deliver our learning and development strategy during 2016/17 to ensure staff are adequately trained to do their jobs well.

IMPACT AND OUTCOME

NISCC is able to manage its priorities within its budgetary allocation and achieve the financial breakeven target of 0.25% or £20k (whichever is the greater) by March 2017, with any issues identified at an early stage and elevated within the governance infrastructure at the relevant level.

NISCC is compliant on government wide regulations concerning the effective and efficient throughput of invoices and achieves the minimum standard of paying 95% of undisputed invoices within 30 days throughout 2016-17.

NISCC has the a sustainable staff complement able to support the NISCC's key functions and front line services so that it can deliver on all of its business commitments and priorities.

The learning and development framework at NISCC provides a quality assurance and support structure for staff that means they are competent and confident in their roles and are motivated to delivering all aspects of the 2016/17 Business Plan.

BUSINESS OBJECTIVE

estates: To ensure value for money is achieved in the management of the NISCC estate and assets

ACTIVITY

We will develop a Property Asset Management (PAM) Plan for 2016/17 by April 2016.

IMPACT AND OUTCOME

The 2016/17 PAM Plan is delivered during 2016/17 to manage the NISCC estate and ensure best value for money is achieved.

GOVERNANCE &

INFORMATION:

To ensure the NISCC has robust governance arrangements in place in line with best practice

We will deliver the NISCC's Risk Management Strategy during 2016/17 ensuring compliance with same, and in line with relevant Controls Assurance Standards.

We will oversee and manage the transition of a shared services model for the provision of Information Governance during 2016/17, ensuring compliance.

NISCC is able to provide assurance on its ability to deliver its business plan through robust risk management procedures and high levels of governance and accountability.

NISCC is compliant with legislation and standards in relation to information managements, and reflects best practice.

We will ensure NISCC compliance with all areas of governance in all aspects of NISCC's business during 2016/17.

NISCC operates robust governance arrangements both at a strategic and operational level, thereby ensuring transparent and accountable disposal of all aspects of its business.

DATABASE DEVELOPMENT:

To ensure the NISCC
Database which supports
the NISCC's functions, is fit
for purpose and
sustainable.

ACTIVITY

We will implement an upgrade to the Socrates ICT system by December 2016 to provide a more efficient and effective system for staff, Registrants, employers and all key stakeholders, benchmarked against available feedback for the current system.

IMPACT AND OUTCOME

The overall Socrates system will provide a better ICT support system for NISCC and will improve the user experience at all levels. The impact on the users' experience is will be measured through feedback and surveys following full implementation.

QUALITY SERVICES:

To deliver high quality services in all of our business that reflects the expectations of our service users, carers, registrants, employers and stakeholders.

We will support the implementation of Quality 2020 including ensuring quality outcomes are embedded in the NISCC business agenda during 2016/17.



The services provided by the NISCC demonstrate high quality provision in their development, delivery and impact. Quality is at the core of the work delivered by the NISCC and is used to measure its impact on its stakeholder groups.

[APRIL 2016 - FINAL]