

Northern Ireland

Social

Care

Council

Business Plan

2023-2024

Working together. Making a difference.

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The Northern Ireland Social Care Council – Who we are

The Northern Ireland Social Care Council (Social Care Council) is a public body, established by the Department of Health (DoH) to help raise standards in social work and social care services.

We are responsible for –

- Maintaining a register of social workers and social care workers in Northern Ireland;
- Setting standards for social workers and social care workers for their conduct, training and practice; and
- Setting standards for and regulating social work education and training in Northern Ireland.

There are approximately 43,000 people working in social work or social care in Northern Ireland who are registered with the Social Care Council.

Our purpose and our vision

Our purpose: As a regulator, everything we do is focused on high quality safe and effective care. Our work is designed to support this through standards of social work and social care. We make a difference to the quality of social work and social care services by regulating workforce standards and promoting continuous training and learning.

We help support the development of a strong and professional social work and social care workforce. A workforce who provide safe, effective and compassionate care to ensure the best outcomes for people who use services and carers.

Our vision: the Social Care Council's vision is 'To Improve Standards in Social Work and Social Care'. We have four values which underpin our culture and explain how we will work with those around us –

- We promote **respect**.
- We work with **integrity**.
- We believe in **partnership**.
- We strive for **excellence**.

We work in partnership

We deliver our business by working collaboratively across the social work and social care system and through our established partnerships. We have four Partnerships:

- People who use services and carers – **Participation Partnership**.
- Registered social workers and social care workers – **Registrants Forum**.
- Social care providers – **Leaders in Social Care Partnership**.
- Social work employers and education providers – **Professional in Practice Partnership**.

Delivering our Strategic Plan

Our Strategic Plan covers the period April 2023 to March 2027 (four years). Our Strategic Plan sets out a number of strategic themes and strategic outcomes we want to achieve over the next four years. Our strategic themes are –

- Delivering effective regulation.
- Developing the capability of the workforce.
- Leading with influence.
- Innovating and improving.

Business Plan 2023-27

This Business Plan (for 2023-24) explains what we will do this year in support of our Strategic Plan. We will report on how well we do in our Annual Report which is published on our website at: [niscc.info](https://www.niscc.info).



Chief Executive's Introduction



I am pleased to present our first Business Plan arising out of our new Strategic Plan. We consulted on our Strategic Plan for 2023-2027 and the feedback was overwhelmingly positive and supportive of the direction of travel for the Social Care Council over the next four years.

We also heard about the challenges and pressures facing social workers and social care workers brought about by COVID and also the financial

and other hardship concerns facing individuals, employers and the broader community.

We want to measure the differences we are making across all of our strategic objectives – and this Business Plan is the start of that journey. We will build on what we have already achieved and delivered in previous years and map out how we achieve our strategic actions and strategic outcomes over the next four years.

We are mindful that our organisation, like so many others, is being challenged to deliver high quality services within funding and resource constraints, while ensuring we invest in our workforce so that they too are capable and able to deliver high quality services.

We are putting in place improvements to our ICT infrastructure this year – including improvements to our Registration and Regulation system that will improve both registrants and staff's experience,

and we are developing a new Case Management system which will support our Fitness to Practise and Committee teams and improve efficiency and data collection. We are also designing an App that will support registrants in accessing our services.

We will continue to engage people who use services and carers to hear their experiences and views to help shape what we do. We are also connecting with leaders to support social care workers – we have worked in collaboration with the DoH to establish a new 'Social Care Collaborative Forum' which will help deliver reform for the social care sector.

We start this new business year from our new premises at James House in Belfast. A move of premises after 21 years – and our 21st anniversary as the Social Care Council. I have been with the Social Care Council in various roles for 21 years and have witnessed first-hand the progress in registering the workforce, engaging with registrants and others, and the changing pressures and opportunities for the social work and social care workforce. The last 3 years in particular brought about significant individual, organisational and community difficulties as a result of the pandemic – and it also enabled a new chapter for social work and social care – as the value and importance of these roles was brought into sharp focus. The work of the Social Care Council during 2023/24 will continue to reinforce the value of social work and social care to our communities.

A handwritten signature in black ink that reads "Patricia Higgins". The script is cursive and fluid.

Patricia Higgins,
Chief Executive, Northern Ireland Social Care Council

Strategic Theme: Deliver effective regulation



Through our regulatory activity we protect anyone who uses social work and social care services by supporting our registrants to be person-centered, values driven, competent, confident and compassionate. All social workers and social care workers must comply with our Standards of Conduct and Practice.

Professional regulation assures people who use social work and social care services that the person working with them meets our requirements for registration and will work to our Standards of Conduct and Practice in order to provide safe, effective and quality care. As part of this, it is important that we maintain an accurate and up to date register of registered social workers and social care workers. Our registration team help support registrants in keeping their registration data up to date.

Our model of regulation focuses on promoting the Standards of Conduct and Practice and supporting registrants to improve and develop in their role. A small percentage of the workforce are referred to us to review their fitness to practise, some of whom require additional support or training whilst others are suspended or removed from the register. This work is supported by our Fitness to Practise and Committee services teams.

We will continue to work with registrants and their employers to make sure they fully understand and value the importance of maintaining their registration and the value of their Standards of Conduct and Practice. We will work collaboratively with employers and other key stakeholders to improve our approach to regulation and share our learning.

We will work with the Regulation and Quality Improvement Authority (RQIA) and employers to ensure that employers are using the Standards for Employers to support social workers and social care workers including those newly appointed to that role.

We will also seek feedback from people who use services and carers about the experiences they have when they use social work or social care services – so that these experiences and views inform how we deliver our business over the next four years. We want to hear the voice of people who use services and carers – and we want to embed this in our business.

In our Strategic Plan 2023-27, we said we want to make the following differences in delivering effective regulation:

1. Social work and social care registrants use the Standards of Conduct and Practice to support their practice.
2. Regulation enables people who use services and carers to have confidence in the social work and social care workforce by ensuring that registrants work to their standards and deliver high quality care.
3. Social workers and social care workers are supported by their employers through the Standards for Employers of Social Workers and Social Care Workers.

Our objectives to deliver effective regulation in 2023-24



Strategic Actions (Strategic Plan 2023 - 2027)

Develop our model of regulation to ensure it focuses on improving standards and supporting registrants to be the best they can be.

Ensure our standards of conduct and practice are aligned with the changing context of social work and social care.

Enable social workers and social care workers, through education and training, to put standards at the heart of their practice.

Ensure employers understand their responsibilities in relation to the Standards for Employers.

Ensure the experience of people who use services and carers informs the Standards of Conduct and Practice for Social Workers

Business Objectives (2023 - 2024)

1. Deliver our Fitness to Practise (FtP) function safely and effectively in accordance with rules, emerging case law and regulatory best practice during 2023/24.
2. Work with employers and other key stakeholders to develop preventative approaches as part of workforce regulation during 2023/24.
3. Support registrants and employers to maintain and value registration during 2023/24.
4. Implement the recommendations arising from the review of hybrid/online FtP hearings by December 2023.
5. Develop and promote learning resources to support registrants' awareness of the Standards of Conduct and Practice during 2023/24.
6. Promote compliance with the Standards for Employers, in collaboration with the RQIA by January 2024.
7. By February 2024 better understand the experiences of people who use services and carers, when using social work and social care services so we can use this information to inform our business and to support effective regulation.

Indicators of Success (2023-24)

- FtP activity is managed efficiently in line with best practice, FtP Rules and key performance indicators.
- Learning is shared and we are able to monitor how this impacts practice.
- A minimum of 97% of registrants maintain their registration throughout the year.
- FtP hearings are held from January 2024 based on the findings from the review.
- At least 90% of registrants understand, comply with and report using the Standards to inform their practice.
- At least 90% of employers understand and report using the Employer Standards to support social workers and social care workers.
- We will start to have an evidence base that we can use to influence how we deliver our business in the future.

Strategic Theme: Develop the capability of the workforce



Social work and social care services are delivered within diverse communities and multi-professional environments. In order to improve outcomes for people who use services and their families, carers and communities, we will help develop a confident and competent social work and social care workforce that delivers safe, effective and high-quality care.

Continuous learning and development is a requirement of registration and through our Workforce Development function we support registrants to develop the knowledge and skills required to practice safely and to a high standard. We also monitor adherence to maintaining their professional development. By setting and monitoring standards for social work education and training at both qualifying and post qualifying levels we support safe and effective practice across the career spectrum. We regulate the delivery of the Degree in Social Work and Professional in Practice programmes (for which we are the awarding body) through robust annual monitoring and review.

We want to ensure that we use our knowledge of the workforce to shape learning and development in the future. As part of this we will actively promote the Professional in Practice Framework this year to increase uptake and engagement – and will promote our learning resources targeting, in particular, the social care workforce. We will continue to engage the workforce through lunchtime seminars, Social Care Managers Forums and webinars.

We appreciate that the sector and communities are changing with people who use services, carers and registrants having a wide and diverse range of cultural backgrounds. It is essential that in planning and developing the workforce's capability that we are mindful of that diversity to ensure the workforce is equipped to deliver high quality services in a diverse setting. We will also engage Social Work Leaders to support leadership at all levels of the profession through the implementation of the Social Work Leadership Framework.

In our Strategic Plan 2023-27, we said we want to make the following differences in developing the capability of the workforce:

1. Career choices for the social care workforce are supported by continuous learning and development.
2. There is increased engagement in the Professional in Practice Framework and Digital Learning Resources to support learning and development.
3. Leadership capability is embedded in qualifying and post-qualifying social work education and training.
4. The social work and social care workforce are supported to work effectively with people of various cultural backgrounds and understand how their own cultural beliefs may differ from other cultures.

Our objectives to develop the capability of the workforce in 2023-24



Strategic Actions (Strategic Plan 2023 - 2027)

Establish a qualifications and continuous learning framework which can support a career in social care that strengthens the capability of the social care workforce.

Ensure the delivery of high-quality qualifying and post-qualifying social work education and training that is accessible, flexible and equips social workers to meet the needs of the people they work with in an increasingly diverse society.

Embed the Professional in Practice Framework for social workers as the benchmark for safety, quality, improvement and continued fitness for practice.

Support the development of social work leadership capability using the DoH Leadership Framework.

Promote uptake and engagement in continuous learning through the development of a Digital Learning Strategy.

Business Objectives (2023 - 2024)

1. Work with the Leaders in Social Care Partnership and the DoH to support the delivery of social care workforce reform during 2023/24.
2. Approve and assure standards of social work education and training at qualifying and post qualifying levels including a review of the Degree in Social Work during 2023/24.
3. Work with social work registrants, employers and others to promote a culture of continuous learning and improvement through engagement in the PiP Framework during 2023/24.
4. Engage with Social Work Leaders to support leadership at all levels of the profession by implementing the Social Work Leadership Framework during 2023/24.
5. Carry out a scoping exercise to inform a Digital Learning Strategy by March 2024 which will support a culture of continuous professional learning and development

Indicators of Success (2023-24)

- Recommendations identified by the Partnership are delivered.
- Social work education meets the required standards.
- Social work education reflects the diversity of the workforce.
- The redesign of the PiP Credit Accumulation Route will be complete.
- Evidence of engagement with social work leaders to support the Social Work Leadership Framework.
- Analysis and scoping paper will shape the framework for the Digital Strategy.

Strategic Theme: Lead with influence



As the workforce regulator, we have a key role to play in empowering social workers and social care workers to effectively contribute to the delivery of high-quality services. In order to support and develop the workforce, we need to understand the environment in which they work. There is a need to build our evidence base, using research, data and intelligence, to inform the provision of sufficient numbers of the right people, with the right knowledge, skills and values, are in the workforce. Our focus will be on supporting them in a way that reflects the value of their work and the contribution they make to the wider health and social care system. This is critical to the improvement and transformation of health and social care services.

Key to our work is the information and intelligence we hold about the social work and social care workforce. We are uniquely placed to collect and use this information and our ambition remains to use our workforce intelligence to inform strategic decisions to support the sector. We will develop our information and analysis capabilities to prepare annual 'State of the Nation' reports on the social work and social care sector to share learning and inform strategic direction and decision making.

We will improve how we share and access data across the health and social care system to present this to decision makers and leaders so that they are informed when developing policy and responding to the challenges faced by the social work and social care workforce. We are

particularly interested in seeing how we can support social care – and are therefore working with the Department of Health (DoH) as part of a new 'Social Care Collaborative Forum' – we will report on progress on this later in the year.

We will also work with employers and education providers to promote careers in social work and social care to help strengthen the capability and diversity of the workforce.

In our Strategic Plan 2023-27, we said we want to make the following differences in leading with influence:

1. Workforce data and intelligence improves understanding of the role and value of social work and social care and informs the development of policy and strategy.
2. The contribution of social work and social care is recognised and valued by those who engage in the services they provide.
3. There is greater diversity in the social work and social care workforce.
4. A more stable and sustainable workforce exists across both social work and social care.

Our objectives to deliver lead with influence in 2023-24



Strategic Actions (Strategic Plan 2023 - 2027)

Develop our capacity and capability for data analysis and insight to unlock intelligence about the workforce, and the context of social work and social care practice.

Work with our partnerships and networks to promote a collaborative working environment to enable transformation and improvement.

Work collaboratively with Health and Social Care Workforce regulators and the RQIA, using our data and insights to inform, improve and enhance service user safety and experience of social work and social care workforce and services.

Influence the recognition of the value and contribution the social work and social care workforce make to society.

Promote careers in social work and social care that reflects the diversity of our communities.

Business Objectives (2023 - 2024)

1. Scope the production of a State of the Nation Report on the social work and social care workforce by December 2023;
2. Work with the DoH and other stakeholders to build and share our data sets to inform the social care sector during 2023/24.
3. Support the reform, transformation and development of the social care workforce through our work with the Leaders in Social Care Partnership and the Social Care Collaborative Forum during 2023/24.
4. Work with other regulators, including RQIA to ensure data and intelligence is used to inform the delivery of safe and effective care during 2023/24.
5. Raise the profile of social work and the Degree in Social Work, while increasing recognition of the value of the social care and social workforce during 2023/24.
6. Promote careers in social work and social care, including targeting sectors to promote the diversity of the workforce during 2023/24.

Indicators of Success (2023-24)

- Data on the social work and social care workforce is available.
- Contribution to HSC data sets and reporting available.
- The programme of work for the Leaders in Social Care Partnership for 2023/24 is delivered.
- Regular engagement with regulators and RQIA to share information in a way that supports safe and effective care.
- Using surveys, increase awareness in the Degree in Social Work by 10%.
- Using surveys, develop a benchmark on the recognition of the value of social work and social care.
- Targeted and public relations campaign delivered.

Strategic Theme: Innovate and improve



We are an innovative regulator, with a culture that supports inclusion, collaboration and creativity. We will develop our digital systems to deliver efficient and effective workforce regulation, and will support our registrants to engage with digital innovation.

The use of technology has revolutionised the way we work, how we manage our lives and how we communicate. It underpins how we engage and secure services and we expect it to work and deliver what we need quickly and efficiently. The Social Care Council, like many organisations, fast tracked its use of technology in response to the COVID pandemic – and is now harnessing that learning to create hybrid ways of working – where both ICT and traditional face to face communication and engagement are blended.

The Department of Health produced its Digital Strategy this year and we are working to ensure that how we deliver our business is modern, innovative and embraces the Digital Strategy. This year we will carry out an upgrade to our Registration and Regulation ICT system that will improve the experience of both registrants and staff. At the same time we are developing a new electronic case management system to support our Fitness to Practise and Committee functions which will create efficiencies in their processes and improve data reporting.

We know that people increasingly want to access services using Apps which are more accessible, user friendly and mobile. We are therefore designing a new Registration App that will support registrants

access their information, carry out a number of transactions and also build a community with their peers and colleagues.

We will continue to support innovation and development in our day to day business supported by our Database Team and Workforce Development Team to ensure that we are continually maximising the use of the technology that is available to us.

In our Strategic Plan 2023-27, we said we want to make the following differences in innovating and improving:

1. Stakeholders' experience of engaging with us is positive and our services fulfil their needs.
2. Registrants are able to engage effectively and easily with our systems and processes.
3. The Social Care Council maximises the use of digital innovation to deliver high quality services.

Our objectives to innovate and improve in 2023-24



Strategic Actions (Strategic Plan 2023 - 2027)

Work in partnership with our registrants and employers to co-produce a future proofed regulation and registration system.

Embed a culture and model of continuous improvement to ensure the efficient delivery of Social Care Council services.

Improve our digital registration, regulation and development systems to ensure a seamless and efficient service for registrants and all of our stakeholders.

Engage the Digital Strategy to inform our digital innovation and system improvement.

Business Objectives (2023 - 2024)

1. Develop an engagement strategy by October 2023 for the Social Care Council, which is informed by our existing registrant engagement and supports the growth of community confidence.
2. Carry out a review of the current user experience journey for registrants by December 2023.
3. Complete development work to support the efficient delivery of registration services, improve practitioner experience and improve the integrity and quality of the Register data by January 2024.
4. Deliver an improved registration and regulation system by June 2023 that will support an improved end user experience for staff, registrants and employer.
5. Implement a new case management system, by January 2024, for Fitness to Practise to support efficiency and effectiveness and enhance reporting capability.
6. Develop an App to support the regulation and registration system for social workers and social care workers by December 2023.

Indicators of Success (2023-24)

- Engagement strategy in place supporting meaningful engagement.
- User data and experiences available and used in designing our business.
- Registration systems and processes are efficient and effective.
- Business benefits from upgrade fully realised with a 20% increase in satisfaction levels.
- Business benefits from new system fully realised by March 2024.
- Uptake of new App by 10% of register by March 2024, with 50%+ satisfaction level.

Delivering our Strategy for 2023-2027

People, Communication and Engagement, Evaluation and Resources

The Social Care Council is an IIP Gold accredited employer and also holds the Gold IIP Health and Wellbeing Award. Staff at the Social Care Council work from the office and remotely in line with the organisation's Agile Working Policy. The Policy enables staff to collaborate and connect within and across teams while delivering high quality services – and also benefit from the flexibility of working remotely from time to time. Our Health and Wellbeing Committee, which is represented by staff from each of the functions, manages our Health and Wellbeing Programme and initiatives, reporting to all staff and the Senior Leadership Team.

There are 65 staff employed by the Social Care Council a number of whom work part time or other form of flexible working. The workforce supports a range of front line and back office functions, supporting the overall delivery of the Social Care Council's Business Plan. This includes supporting the organisation's procurement and estate management activity. The Senior Leadership Team has worked with staff to ensure its staffing resource is deployed to support its business priorities.

We are committed to equality and diversity including making positive change in line with our values and representing those we provide our services to. We will continue to pursue positive change in this important area. We will deliver our new Equality and Disability Action Plans to support this.

The organisation moved premises this year – to James House in Belfast and is now co-located with other HSC organisations to generate efficiencies in accommodation related costs and overheads.

The organisation has robust governance and financial systems in place to provide assurance to the Social Care Council's Board that it is delivering its business priorities against best practice and government accounting regulations – this includes managing risks and incidents, producing an Annual Report and Accounts, an Annual Equality Scheme Progress Report, managing complaints, business performance and information and evaluation reporting.

The organisation is also supported by a small Communication and Engagement team who have an extensive remit to support engagement and collaboration, social media, events and surveys, website management and producing online and hard copy products – both for internal and external use and consumption.

Delivering our Strategy for 2023-2027

Strategic Actions (Strategic Plan 2023 - 2027)

People

We will invest in the capacity and capability of our people, empowering creativity, continuous learning and improvement in everything we do.

Communications and Engagement

We will maximise our ability to inform, connect, engage, support, collaborate and empower registrants, people who use services, carers and stakeholders.

Evaluation

We will develop an effective model of evaluation that will measure our progress against our outcomes, demonstrate the impact of our work and use this to inform our annual business and operational plans.

Resources

We will work with the DoH to ensure we have adequate resource for the sustainable growth necessary to realise the outcomes of the Strategic Plan.

Business Objectives 2023 - 2024

1. Deliver an action plan to implement the IIP Framework, which includes our Health and Wellbeing programme, by February 2024.
2. Develop a Reward and Recognition framework for all staff that supports our culture, values, equality and diversity commitments and People Plan by October 2023.
3. Deliver the Social Care Council's Leadership Programme for managers at all levels in the organisation by March 2024.
4. Working with BSO HR and the HSC Leadership Centre, develop a People Plan to support the organisation in delivering its Strategic Plan, by March 2024.
5. Deliver and evaluate the Registration Training Programme with HSC Leadership Centre by December 2023.
6. Develop and implement an internal communications plan to include digital opportunities such as redeveloping the intranet using SharePoint and investing in the right tools around updating staff by March 2024.
7. Improve our use of evaluation approaches to demonstrate impact in key areas of business by March 2024.
8. Ensure we break even by March 2024.
9. Comply to a high standard with all governance related policies, procedures, audits, business performance and risk reporting and related activity during 2023/24.
10. Maximise use of our SLA's with BSO during 2023/24.

Indicators of Success (2023-24)

- IIP Gold maintained
- Action Plan delivered
- Strategy co-designed with staff and being used by all staff.
- Positive culture in place that embraces equality and diversity.
- 80% of Leaders complete the course by March 2024.
- People Plan developed.
- Outcomes in the report are realised.
- Intranet is overhauled and staff satisfaction levels increase by 20%.
- All staff understand how evaluation operates and can apply it.
- Break even achieved.
- Audits provide satisfactory assurance.
- Board satisfied with level of assurance.
- SLA's reviewed and signed off.

Appendix I – Key Performance Indicators (KPI's)

What We Will Measure

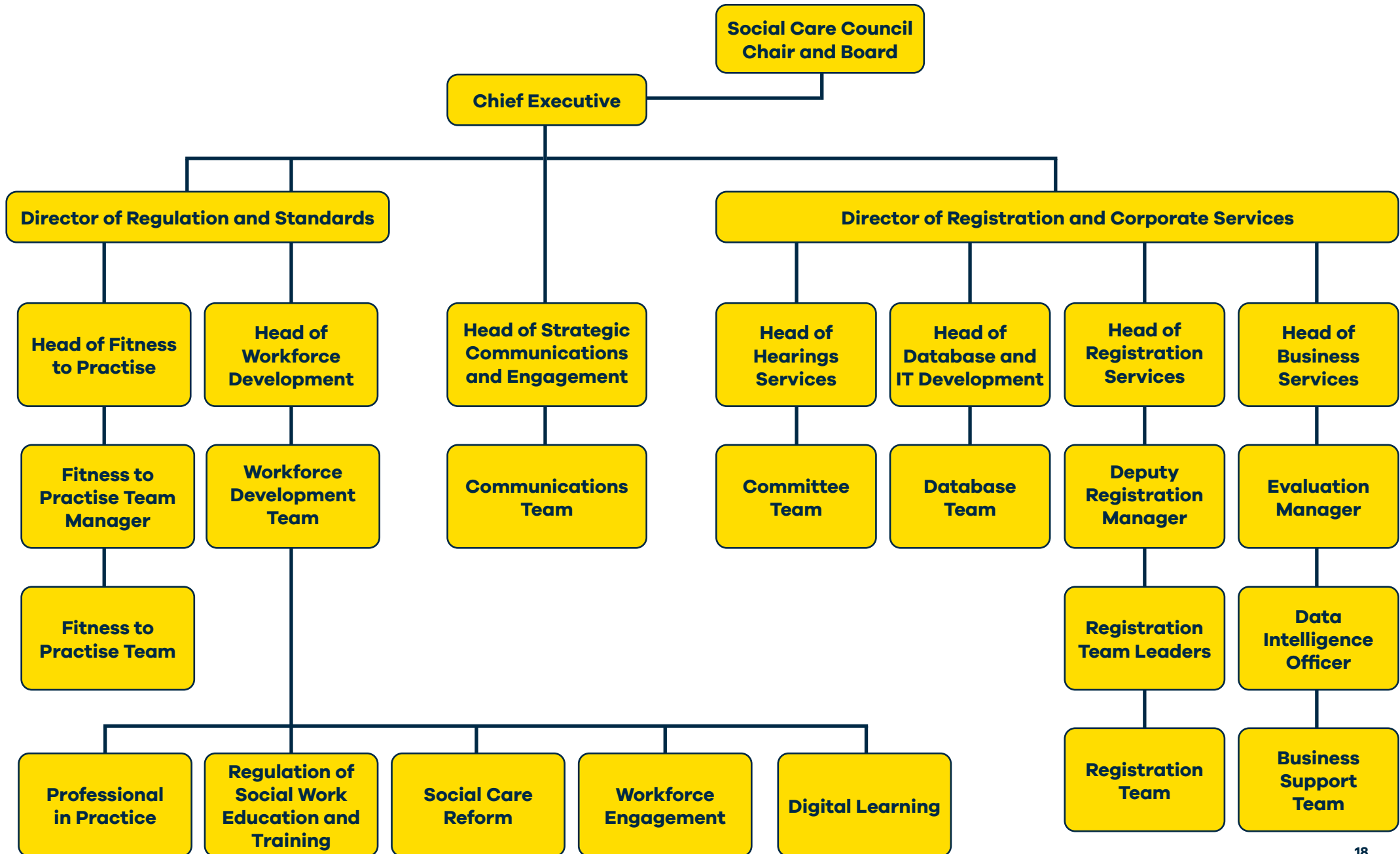
KPI's

KPI Description		
We will provide quality services that achieve a minimum of 85% stakeholder satisfaction throughout the year		85%
We will process 100% of completed applications/renewals within 20 working days of submission.		100% within 20 working days
We will update the register for all Fitness to Practise decisions within 2 working days of receipt of the information.		2 Working days
We will triage all referrals to the Fitness to Practise Team within 3 working days.		3 Working days
We will conclude 100% of Interim Suspension Order (ISO hearings within 4 weeks of referral.		100% within 4 weeks
We will conclude 90% of Fitness to Practise cases within 15 months of opening the case.		90% within 15 months
We will complete 100% of Quality Assurance processes for social work education and training within time frames agreed with providers and identify recommendations for improvement.		100%
We will ensure our staff absence levels do not exceed 4% during the year.		4%
We will ensure we achieve the minimum standard of paying 95% of undisputed invoices within 30 days		95% within 30 days
We will ensure we achieve the minimum standard of paying 75% of undisputed invoices within the 10 day prompt payment target.		75% in 10 days
We will manage our finances to achieve financial breakeven target of 0.25% or £20k (whichever is greater).		0.25%/£20k
We will ensure the Online Registration Portal is available at least 98% of time during the year.		98%

Appendix II – Terms and Definitions Used in this Plan

Board	The Social Care Council Board are appointed by the Minister for Health to make sure that the organisation is managing its work properly and is carrying out the functions that they were set up to do
CPD	Continuous Professional Development – ongoing learning and training
DoH	Department of Health – the government body responsible for Health and Social Care in Northern Ireland
FtP	Fitness to Practise – a registrant's suitability to work in social work or social care
HR	Human Resources – manages staff well-being, development and their employment
HSC	Health and Social Care – the people, systems and facilities that provide medical and personal care and support
ICT	Information and Communications Technology – computers, networks, websites and Apps we use
LiP	Investors in People – an award for good standards in staff and organisation management and development
ISO	Interim Suspension Order – temporary action to stop a registrant working while we investigate a serious complaint
KPI	Key Performance Indicator – standards we use to measure how well we are doing our job
NI	Northern Ireland
PiP	Professional in Practice – a Continuous Professional Development framework that supports and provides professional recognition for social workers' learning and development
PPI	Personal and Public Involvement is a term to describe how people get involved in the planning, commissioning, development, delivery and evaluation of the services they receive
PTRL	Post Registration Training and Learning – a minimum of 90 hours of learning that all registrants must complete during the cycle of registration
Register	The Social Care Council's register is an electronic list of social workers and social care workers working in Northern Ireland (and also students studying for the Degree in Social Work in Northern Ireland).
Registrant	A person approved for registration on the Social Care Council's Register – social workers, social care workers and social work student
RQIA	Regulation and Quality Improvement Authority – inspects Health and Social Care organisations to ensure standards are being met
Social Care Council	Refers to the Northern Ireland Social Care Council.
Social Care Worker	Individuals who provide support and/or personal care for people in their own homes, day care, residential care, or nursing home settings.
Social Worker	Individuals with a recognised social work qualification who improve and safeguard the social wellbeing of individuals, families and communities.
Stakeholders	People who are involved with our work or who are affected by what we do

Appendix III – Organisation Structure 2023-24



Our Purpose

To protect the public and safeguard service users through the regulation and development of the social work and social care workforce.



Our Values

Our Vision

To have a thriving, capable and compassionate social work and social care workforce providing the highest quality of care, protection and support to people in need.

We will realise our vision by taking forward four priorities:

Regulate



Deliver effective regulation

Support



Develop the capability of the workforce

Influence



Lead with influence

Innovate



Innovate and improve



Northern Ireland

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