

How we can help you

Information Service (Education & Training)

We publish a range of materials about social work and social care education and training opportunities. These are available from **www.niscc.info** or call the Information Service on **028 9041 7600**.

Registration Helpline

Every social care worker in NI will be registered with the NISCC and they will be accountable for standards in their conduct, practice and training. Contact us for advice on registering or the training and development needed to keep registration valid.

Conduct Team

We will investigate concerns about a social care worker's behaviour or the quality of the care they are providing. As well as reporting your concerns to the social care worker involved, or to the organisation they work for, you should tell the NISCC about any behaviour by a social care worker that seriously concerns you and that doesn't meet the standards set out in the Code of Practice.

Contact the NISCC

Northern Ireland Social Care Council,
7th Floor Millennium House,
19-25 Great Victoria Street, Belfast BT2 7AQ

Switchboard Tel: 028 9041 7600 Textphone: 028 9023 9340
Registration Helpline: 028 9041 7633 Fax: 028 9041 7601

Email: info@nisocialcarecouncil.org.uk
Website: www.niscc.info



Raising standards in the social care workforce
Registering, regulating & developing the social care workforce

Northern Ireland Social Care Council is an independent public body. We regulate standards of social care conduct and practice and we promote workforce training and development to help protect the public from poor standards of social care work.

We are here to help make sure people working in social care services are trained properly to help them do their job well; that they understand how they should work with the people they support and they are accountable for standards in their conduct and practice.



NISCC has developed codes of practice which social care workers and their employers must keep. Employers must support workers to keep the standards in their Code of Practice.

The code requires social care workers to:

- Protect service users' rights and make sure they are listened to;
- Earn and keep service users' trust;
- Help keep service users and others safe from harm;
- Help service users to live as independently and safely as possible;
- Be accountable for the standard of care they provide; and
- Do the best job they can.



Workforce Registration & Regulation

NISCC is registering and regulating over 30,000 people working in social care who provide vital services for 200,000 people in NI every day. The social care workforce includes people working in a range of job roles, providing, managing or supplying personal care and support to individuals, families and communities.

Registration with the NISCC recognises a worker's commitment to provide quality services for those who need it most. It shows that they are suitably trained, professional in their practice and accountable for the work they do. Registered workers must:

- **Be of good character;**
- **Be fit to practise in social care;**
- **Update their skills and training; and**
- **Meet the standards in the NISCC Code of Practice.**

The NISCC Registration and Conduct Rules ensure that we register and regulate the workforce in a fair and robust manner. Service users, workers and employers can now be confident that a registered social care worker who brings the profession into disrepute by providing poor practice, or by behaving inappropriately, will be investigated by the NISCC. Workers are being registered in phases according to job role and location. Registration is open for:

- Social workers and social work students
- Team leaders in residential child care
- Residential child care staff
- Head of residential homes and day centres
- Domiciliary care managers
- Adult residential care staff

The final phase of registration opens in 2010 and includes social care staff in day care, social work assistants and domiciliary care workers. Information is available from the website **www.niscc.info**
Email **registration@nisocialcarecouncil.org.uk**
or call the helpline on **028 9041 7633** (Registration Helpline open Monday-Friday 10.00-12.00 & 14.00-16.00)

Workforce Development & Training

NISCC is a partner in Skills for Care and Development (SfC&D), the Sector Skills Council responsible for social care and children's services throughout the UK. Sector Skills Councils are independent, UK-wide organisations made up from each of the UK member countries and licensed by the Department for Education & Skills to support training and development of the workforce. SfC&D is an alliance of six existing organisations: the Care Council for Wales, Children's Workforce Development Council, General Social Care Council, NISCC, Scottish Social Services Council and Skills for Care.

We need a skilled and flexible workforce to help deliver high quality social care and children's services, now and in the future. This means improving the availability and quality of training for the sector by working with employers, government bodies and training providers. We are working to reduce skills gaps and shortages to help improve standards across the social care and children's services workforce. Updates are available from **www.niscc.info**

Regulating Social Work Education & Training

We set standards and approve training for social work education and training at qualifying and post qualifying levels in NI. Social work training is monitored to ensure our required standards are being met, and that social workers are equipped with the knowledge and skills to deliver quality services that meet service users' needs and also that they continue to learn and develop throughout their career.

NISCC operates an annual programme of thematic reviews crossing all levels of approved training and relating to issues raised by employers or through inspections by RQIA or other relevant inspection bodies. These reviews will be used to ensure that training develops to reflect changes in service requirements and meets the needs of people who use social care services. Information about the Quality Assurance Framework is available from **www.niscc.info**