

Intranet Social Work England Board meeting

MEETING
19 July 2024 10:30 BST

PUBLISHED
15 July 2024

Social Work England Board Meeting

Friday 19 July 2024, 10.30 – 13.00

at The Don, Social Work England and by videoconference

AGENDA

Item	Time	Topic	Paper / Ref.	Board Action	Lead
		Welcome			Chair
1.	10.30	Apologies for Absence and Declarations of Interest	Verbal	To note/declare	Chair
2.	10.40	Minutes of the meeting held on 17 May 2024	Paper 01	To approve	Chair
3.	10.50	Matters Arising and Action Log	Paper 02	To discuss and note	Chair
4.	10.55	Chair's Report	Verbal	To note	Chair
5.	11.05	Chief Executive's Report	Paper 03	To discuss, advise and note	Chief Executive
6.	11.15	Policy Committee Chair's Report	Paper 04*	To note	Policy Committee Chair
7.	11.25	ARAC Chair's Report	Paper 05*	To note	ARAC Chair
8.	11.35	Annual Report and Accounts 2023/2024	Paper 06 [to follow]	To note	Chair; Chief Executive
9.	11.50	Finance and Commercial Report Management accounts to 30 June 2024	Paper 07	To discuss and note	Executive Director People and Business Support; Head of Finance and Commercial
10.	12.00	Quarter 1 Performance Report 2024/2025	Paper 08	To approve	Executive Directors; Head of Business Planning and Improvement
11.	12.10	Education and Training Advisory Forum Presentation	Verbal	To note	Chair of the Education and Training Advisory Forum; Executive

Item	Time	Topic	Paper / Ref.	Board Action	Lead
					Director, Professional Practice and External Engagement
12.	12.25	Any other business		To discuss	Chair
		Date of Next Meeting: Friday 27 September 2024 (Away Day)		To note	Chair
	13.00	Meeting ends			

* Papers marked with an asterisk are ‘private’ to protect confidentiality according to our guidance for publishing board papers.

LIST OF ATTENDANCE

Board Members:	Dr Andrew McCulloch	Interim Chair, Non-executive Director
	Dr Adi Cooper	Non-executive Director
	Ann Harris	Non-executive Director
	Jonathan Gorvin	Non-executive Director
	Dr Sue Ross	Non-executive Director
	Colum Conway	Chief Executive, Executive Director
Staff in Attendance:	Andy Leverton	Head of Business Planning and Improvement
	Berry Rose	Assistant Director, Regulation (Investigations)
	Katie Florence	Assistant Director, Communication, Engagement and Insight
	Kevin Stone	Education and Training Associate
	Linda Dale	Executive Director, People and Business Support
	Natalie Day	Assistant Director, Policy and Strategy
	Philip Hallam	Executive Director, Regulation
	Rachel McAssey	Assistant Director Regulation, (Registration, Advice and Adjudications)
	Richard Simpson	Head of Finance and Commercial
Sponsor team:	Sarah Blackmore	Executive Director, Professional Practice and External Engagement
	Andrew Wise	Department for Education (DfE)
	Brooke Parker	Department for Education (DfE)
Public observers:	Catherine Pearson	Department for Education (DfE)
	Alan Clamp	Professional Standards Authority
	Fatima Jalloh	News UK (Boardroom Apprentice Programme)



	Richard West	Professional Standards Authority
Minute taker:	Elizabeth Frier	Corporate Governance Manager
Apologies:	Rachael Hood	Boardroom Apprentice
	Simon Lewis	Non-executive Director

1
2
3
4
5
6
7
8
9
10
11
12

Minutes of the Social Work England Board Meeting for approval
17 May 2024, 10.30-12.45
at The Don, Social Work England and by videoconference

Board Members:	Dr Andrew McCulloch	Interim Chair, Non-executive Director
	Ann Harris	Non-executive Director
	Jonathan Gorvin	Non-executive Director
	Simon Lewis	Non-executive Director
	Dr Sue Ross	Non-executive Director
	Colum Conway	Chief Executive, Executive Director
Boardroom Apprentice:	Rachael Hood	Boardroom Apprentice
Social Work England staff in attendance:	Andy Leverton	Head of Business Planning and Improvement
	Berry Rose	Assistant Director, Regulation (Investigations)
	Jonathan Smith	Head of Communications (item 14)
	Joseph Matthews	Head of Data Protection and Information Governance, Data Protection Officer (item 6)
	Katie Florence	Assistant Director, Communication, Engagement and Insight
	Linda Dale	Executive Director, People and Business Support
	Matthew Devlin	Head of Strategic Engagement (item 14)
	Natalie Day	Assistant Director, Policy and Strategy
	Philip Hallam	Executive Director, Regulation
	Rachel McAssey	Assistant Director, Regulation (Registration, Advice and Adjudications)
Sponsor Team:	Sarah Blackmore	Executive Director, Professional Practice and External Engagement
	Andrew Wise	Department for Education
	Brooke Parker	Department for Education
	Sonia Mosley	Department for Education

Staff Observers:	Catherine Denny	Education Quality Assurance Officer
	Laura Haggett	Investigations Manager
	Nicola Meston	Investigations Manager
Public Observers	Richard West	Professional Standards Authority
Minute taker:	Sophie Rees Rumney	Executive Assistant
Apologies:	Dr Adi Cooper	Non-executive Director

1. Welcome

- 1.1 Interim Chair, Dr Andrew McCulloch, welcomed everyone to the meeting. The Chair informed the Board that Dr Adi Cooper had sent her apologies.
- 1.2 Non-executive Director Sue Ross declared that her post at Reading Borough Council had ended on the 2 May 2024. She declared that she was now authoring a Serious Incident Review for Edinburgh City Council.
- 1.3 Non-executive Director, Simon Lewis declared a recent role as an independent and external member of the University of Bradford's council.

2. Minutes of the Last Meeting

Paper 01

- 2.1 The minutes of the meeting on 22 March 2024 **were approved as a correct record.**

3. Matters Arising and Action Log

Paper 02

- 3.1 There were no matters arising. The Chair reviewed the action log.

Closed actions following the last meeting:

- **Action 92:** The Executive Director, People and Business Support to prepare a report for the Remuneration Committee on 26 April 2024 providing sickness absence analysis. *This report was discussed at the Remuneration Committee meeting on 26 April 2024.* **Action closed.**
- **Action 93:** The Corporate Governance Manager to ensure meetings with National Advisory Forum are included in the Board work programme and an in-person lunch time session is arranged between the Board and members of National Advisory Forum. *Board members have been asked about their availability for the Board and National Advisory Forum 'meet and greet' on 10 July 2024. This would form part of the NAF's annual in-person meeting, which coincides with co-production week.* **Action closed.**
- **Action 97:** Assistant Director, Policy and Strategy to circulate weekly summary of the policy landscape to Board members. *Board members have been added to the weekly distribution list for policy insights.* **Action closed.**

3.2 Actions pending sign off at the 17 May 2024 meeting:

- **Action 89:** The Executive Director, Regulation to provide the Board with a broader critical view of how the challenges with funding would be addressed in the medium/long term to include details of the effective use of resource and securing efficiency in fitness to practice. *A paper on the impact of the 2022 Rules and Regulation changes would be discussed during today's meeting. Further updates will be shared with the Board during 2024/25 on the progress of objectives relating to resourcing and efficiency improvements. Action to close.*
- **Action 96:** Executive Director, People and Business Support to prepare a paper for the Board meeting on 17 May 2024 proposing key priorities for early action to include:
 - o the shaping of the agenda for the next strategy day
 - o enhancing the role of the policy committee
 - o Board composition and discussions with the sponsor department.
 - o performance measurement
 - o medium to longer term financial plan.

The outlined topics were to be discussed as part of the 'Board Effectiveness Review' item during today's meeting. Action to close.

3.3 The following open items were **noted** by the Board:

- **Action 95:** A discussion on the professional registration of children's residential workforce and the inspection process for Approved Mental Health Professionals and Best Interests Assessors course to form part of a strategy session with the Executive and Board. *Planning for the strategy day is underway; this topic is included in the agenda discussions. Open.*

4. Chair's Report

Verbal

- 4.1 The Chair reported on his meeting with the Professional Standards Authority, noting it had been constructive. He praised the positive relationship the organisation had established with them. He shared that the Professional Standards Authority had acknowledged the backlog of hearings and expressed their understanding of the resourcing challenge.
- 4.2 The Chair also reported having met with the Chair of the General Osteopathic Council. This was primarily to offer advice and was also a mutual exchange of information.
- 4.3 The Chair gave an update on the vacancy for the Chair of the Social Work England Board. There had been no significant developments, which meant that DfE might need to extend his tenure as Interim Chair.

5. Chief Executive's Report

Paper 03

- 5.1 The Chief Executive provided an overview of his report, highlighting the success of meeting 17 out of 18 standards of good regulation in the 2022-23 PSA review. This was noted as a significant accomplishment given the available resources. He

highlighted the 'Triage and Investigations – Case Progression' paper; this work would contribute to addressing the unmet standard of timeliness within fitness to practise.

5.2 He also highlighted the organisation's preparations for the publication of the Annual Report and Accounts 2023/24, which included an external audit by the National Audit Office. The Chair commended the finance team for achieving a break-even point at year-end, highlighting the successful delivery of the budget as a notable accomplishment.

5.3 The Chief Executive also noted the recent statement issued by the British Association of Social Workers, Unison, and the Social Workers Union. He informed the Board about an upcoming meeting with the unions. The Chief Executive looked forward to further discussing the organisation's fitness to practise process, explaining the reasons behind these processes, and outlining the regulatory and legislative constraints.

Action: The Board to be kept updated on the outcomes of the meeting with BASW and the unions and the progress in this area.

5.4 The organisation had continued to work closely with the Department for Education (DfE) on their plans for the Early Career Framework (ECF) and professional registration of the children's homes workforce. Proposals for this, and our key role as regulator, were being considered and were likely to go out to the sector for consultation in due course.

Action: The Board to be kept updated on the developments of the Early Career Framework and the professional registration of the children's homes.

6. Audit and Risk Assurance Committee (ARAC) Chair's Report

Paper 04*

6.1 The Board reviewed the Audit and Risk Assurance Committee Chair's report. The Chair remarked positively on the executive leadership team's proactive approach to reviewing and adjusting risks in real time.

6.2 It was noted that several Board members had not yet participated in a risk appetite session to explore the purpose of the risk appetite statement and how it is used. Consequently, the Board supported organising a refresher session on risk appetite in the autumn. It was agreed that the session should use again use scenarios aligned with the strategic priorities to identify and discuss the organisation's appetite in responding to potential risks.

Action: Incorporate a strategic exercise on risk appetite into the upcoming September strategy day agenda to ensure all Board members have had the opportunity to explore the risk appetite statement and test that it continues to be fit for purpose.

6.3 The ARAC Chair highlighted that an in-depth discussion on specific risks associated with education and the education quality assurance (EQA) process had been held at the last committee meeting. The Executive Director, Professional Practice and External Engagement provided further details and emphasised that the coming year would be pivotal as it signifies the completion of the initial round of inspections. These inspections would conclude in March 2025, and be followed by an evaluation

1
2
3
4
5
6
7
8
9
10
11
12

of the process. So far, positive feedback had been received, and strong relationships had been established with key stakeholders.

6.4 Through feedback and the recent PSA audit, it was observed that education providers value the approach to EQA. They welcomed the collaborative approach to addressing challenges. The Executive Director, Professional Practice and External Engagement noted that the team had been learning from the inspection cycle and would now focus on the next stage of EQA in relation to specialist practice.

6.5 The Executive Director, Professional Practice and External Engagement also pointed out ongoing issues arising from the absence of an IT system to support the team's operations. Mitigations and work-arounds were in place to alleviate the impact. The Chief Executive acknowledged the team's creativity and patience regarding the IT system.

Business Case - translation and transcription services

6.6 The ARAC Chair presented the business case for translation and transcription services which had been discussed by ARAC and required approval from the Board. The contract would operate on a call-off basis with no financial obligations, usage would be capped annually.

6.7 In discussion, the Board raised the challenges encountered by deaf individuals during hearings and were informed that witnesses and complainants were more likely to need English language translation services than social workers. The Board **approved** the business case.

Cyber awareness training

Annex 04a*

6.8 The ARAC Chair raised the possibility of cyber training for the Board. It was agreed that this would be useful and should be arranged. Executive Director, People and Business Support had researched the available options and would pull together a specific cyber training proposal for Board members based on the most cost-effective approach.

Action: Executive Director to arrange cyber awareness training in consultation with the IT team, Chair and ARAC Chair.

Data Protection Officer's Annual Report 2023/24

Annex 04b*

6.9 The ARAC Chair presented this report and invited the Board to consider whether an annual DPO report continued to be required. ARAC received regular reports from the DPO on themes and trends and could instead report trends to the Board, ensuring reporting requirements were met. The ARAC Chair's report could include comparative data around breaches and other risk areas.

6.10 The Chair supported this proposal and proposed that the DPO and the Chair meet annually around April/May to check in and maintain a connection with the Board. Relevant information from these meetings would also be included in the Chair's report.

6.11 The Board **approved** the new DPO reporting arrangement.

Action: Executive Office Team to diarise an annual meeting between the Chair and the DPO around April/May.

1
2
3
4
5
6
7
8
9
10
11
12

ARAC Chair's annual report 2023/24

Annex 04c*

6.12 The ARAC Chair reminded the Board that producing an annual report was good practice introduced last year, and was positively highlighted within the governance statement of the annual report and accounts.

6.13 The Board **noted** the ARAC Chair's annual report 2023/24.

7. Remuneration Committee Chair's Report

Verbal

7.1 The Remuneration Committee Chair reported that she had chaired her inaugural Remuneration Committee meeting on 26 April 2024. She welcomed non-executive director, Simon Lewis to his inaugural meeting as committee member.

7.2 The Remuneration Committee Chair provided the Board with an update on the items discussed at the meeting. The Committee had reviewed the Chief Executive's performance, proposed objectives for 2024/25 and his decisions regarding the executive directors' performance and non-consolidated pay awards for 2023/24. There had been a review and forward-looking discussion on the people strategy.

7.3 The Committee had received a detailed analysis of the sickness absence situation and the approach to absence management. The Remuneration Committee Chair assured the Board that the Committee had been satisfied with the managerial focus on absence and the support provided by managers. It was acknowledged that preventing absences was also about maximising capacity and resources to achieve the organisation's objectives.

7.4 There had been an indication that the annual pay remit guidance would be published in the summer, later than usual. The organisation had received guidance from the Department for Education regarding provisional pay remit submission dates. The organisation would work towards the same submission date (late July) as in previous years.

8. Finance and Commercial Report

Paper 05

8.1 Executive Director, People and Business Support updated the Board in the absence of the Head of Finance and Commercial. It was noted that the full year revenue expenditure, net of fee income, was £11,283k which was £6k higher than the figure reported to ARAC at its meeting on 3 May. This was due to a VAT adjustment to a year- end accrual. This represented a full year underspend of £9k, compared to the budget of £11,292k. Full year capital expenditure was £2,192k, a £6k underspend compared to budget.

8.2 Executive Director, People and Business Support further updated that the Department for Education (DfE) had recently confirmed that our annual budget for the 2024/25 financial year had been approved by the Secretary of State. She reported that we had begun implementing the budget plan reported to the Board in March 2024, with the immediate prioritisation of recruiting to regulatory roles. It was noted that a number of budget pressures and risks had been identified, which included landlord service charges.

1

2

3

4

5

6

7

8

9

10

11

12

- 8.3 The National Audit Office (NAO) had been in the process of completing their interim audit for the 2023/24 financial year. For the final audit, the NAO were due to attend the Social Work England office over a period of two weeks at the end of May. The NAO had highlighted that in addition to their normal testing they would focus on the accounting for intangible assets and legal fees. The Board commented that this could be a tight turnaround for the NAO.
- 8.4 Alongside this, the finance and commercial team had been drafting the financial statements for the annual report and accounts for 2023/24.
- 8.5 Finally, the Executive Director, People and Business Support updated that the organisation had recently completed its first modern slavery statement. The executive leadership team (ELT) had approved the statement in March 2024, which had later been presented to ARAC at its recent meeting. The statement would be published on the public website and registered with the Cabinet Office. The Board **noted** the statement.

9. Quarter 4 Performance Report 2023/24

Paper 06

- 9.1 The Head of Business Planning and Improvement introduced the quarter 4 performance report, which set out performance against the business plan and the year-end position on key performance indicators (KPIs).

2023/24 Strategic theme: Prevention and impact

- 9.2 The Executive Director, Professional Practice and External Engagement reported that practice education would be a key area of focus for the year ahead. She noted that the Education and Training Advisory Forum (ETAF) had been concentrating on readiness for practice, with significant external engagement with national organisations to maintain strong working relationships. She also drew the Board's attention to the development of the course approval standards and guidance for Approved Mental Health Professionals (AMHP) and Best Interest Assessors (BIA). The Board noted the progress made.
- 9.3 The Executive Director, Professional Practice and External Engagement also provided an update on the Early Career Framework (ECF). The organisation had actively contributed to DfE consultations on social work reform. Moreover, the Policy Team would soon initiate recruitment for temporary positions to increase capacity to manage the workload. The Board expressed gratitude to the Policy Team for providing the weekly policy insights and deemed them valuable.
- 9.4 The Executive Director, Professional Practice and External Engagement provided an update on equality, diversity, and inclusion (EDI). In the absence of the Head of EDI, the EDI Steering Group had recently resumed meeting. The organisation had submitted its annual report to the benchmarking tool TIDE (talent, inclusion, diversity and equity). Last year, the organisation had achieved a silver award, and were aiming to achieve silver again this year.
- 9.5 The Board noted that the 'prevention and impact' area was the most challenging to provide assurance of progress, as the content is mostly qualitative. They suggested exploring ways to provide quantitative evidence. The Board recommended continuing to work with Head of Business Planning and Improvement and colleagues to achieve

this by drawing direct connections between objectives, actions taken, and outcomes achieved.

Action: Executive Director, Professional Practice and External Engagement to work with the Head of Business Planning and Improvement to link objectives, actions taken, and outcomes for quantitative evidence in the quarterly performance report.

2023/24 Strategic theme: Regulation and protection

- 9.6 The Executive Director, Regulation updated on registration and advice, overseas applications, and quality assurance, highlighting that good progress had been made across most areas. He thanked the registration and advice team for all their efforts, emphasising that targets had been achieved for answering phone calls and emails in Q4. The implementation of a new email and phone system had facilitated quicker responses.
- 9.7 The Executive Director, Regulation reported a strong focus on reducing the backlog of overseas cases, reporting that the overall situation for overseas cases had improved. He assured the Board that assessment times had improved in the recent quarter, resulting in fewer cases pending initial assessment.
- 9.8 It was further noted that the directorate had continued with quality assurance efforts. Interim order processing time had remained satisfactory. Monthly case drop-in sessions had begun to take place. These meetings had been designed to address complex cases and were supported by ongoing investigations. Challenges had been identified regarding access to information and providing insights for revisions to escalation policies.
- 9.9 The Board asked about timescales for the two-person panel pilot, noting that other regulators had not yet adopted this approach. It was explained that the pilot was being extended until December 2024 to establish a more substantial basis for evaluation.

2023/24 Strategic theme: Delivery and Improvement

- 9.10 The Executive Director, People and Business Support highlighted objective 8, and focused on recent improvements to digital user research. She reported that a broader user research database was now in place. This would offer the organisation a pool of testers to continuously support the development of both new and existing digital services.
- 9.11 The Executive Director, People and Business Support further updated on the digital development pipeline, highlighting that it had been proceeding largely as planned. Regular reviews of capacity, budget and prioritisation of work had been undertaken.
- 9.12 The Executive Director also reported on value for money and benefits management. She noted that during the past year, substantial work had been conducted to gather evidence of our achievements towards our objectives, focusing on cost, efficiency, and economy data. The final stages of compiling this information into a report were nearly complete. The Board requested to be kept up to date with further details.

1
2
3
4
5
6
7
8
9
10
11
12

Action: The Board to be kept up to date on the value for money and benefits management approach.

9.13 The Executive Director, People and Business Support reported significant progress on the first-year priorities of the three-year sustainability plan. In April, the staff volunteering policy had been launched, with a review scheduled at the six-month mark to evaluate its progress. She also highlighted a successful internal communications campaign and the publication of the modern slavery statement. The Board endorsed the sustainability plan and commended the team for their efforts.

10. Risk appetite statement

Paper 07

10.1 The Board was invited to approve the risk appetite statement for 2024/25, noting the changes that were proposed following discussion and agreement by the executive leadership team and the audit and risk assurance committee on 3 May.

10.2 The Board noted that the high quality and transparency of the risk appetite paper helped facilitate the approval of the statement and process. **The Board approved the risk appetite statement and the current approach to risk.**

11. Review of impact of the fitness to practise Regulation changes of December 2022
Paper 08

11.1 The Executive Director, Regulation introduced the paper. He emphasised that the changes that had been made had maintained quality, whilst enabling the achievement of significant efficiency benefits. It had been anticipated that the changes would avoid costs of up to £900k; the evaluation demonstrated that this had been achieved with the actual cost avoidance being in the region of £912k. Quality of the fitness to practise process and outcomes had not been compromised.

11.2 The Board commended the work and noted the positive outcomes being achieved. They also mentioned that some non-executive directors had observed a Decision Review Group (DRG) session, emphasising that it was evident the group remains an integral part of quality assurance regarding the decision-making process.

11.3 The Board inquired about the criteria used by the DRG to RAG-rate a decision to refuse an interim order application. It was explained that if the DRG determined that the decision fell outside the reasonable range of outcomes or the process was not followed correctly, they would rate it as "red." This rating would be given if the decision-maker did not adhere to the guidance, and/or if the decision had potential implications, such as compromising public safety or undermining public confidence in the process. Although the DRG cannot overturn a decision, they would provide feedback to the decision-makers in such cases.

11.4 The Board reflected on similar regulatory changes in the health sector, particularly accepted disposal processes, noting that the health sector could impose disposal without acceptance.

1
2
3
4
5
6
7
8
9
10
11
12

12. Triage and Investigations – Case progression

Paper 09

- 12.1 The Executive Director, Regulation introduced the paper, and explained the organisation's current position in relation to performance of the triage and investigations services within the fitness to practise function. He emphasised that the team has continued to develop its understanding of volume and how to improve timeliness. He noted meetings with other regulators, who shared similar challenges within triage. He suggested that increased legal support within the fitness to practise service would enable the organisation to plan for the introduction of in- house advocacy for interim order reviews and applications, and final order reviews, in future years. This additional support will enhance decision-making capacity, development, and the upskilling of the triage and investigations teams.
- 12.2 The Board noted positively the shift within the triage team and future plans. They also inquired about the turnover rates within the team. It was reported that staff often move to different roles within the organisation and that turnover is also related to staff dealing with distressing cases, necessitating additional support. This issue was being closely monitored.
- 12.3 The Board also noted the steep downward trend in end-of-month caseload volumes. They requested an updated caseload volume report for the Social Work England Board meeting on 31 January 2025, to understand and identify trends.

Action: An updated caseload volume report to be presented at the Social Work England Board meeting on 31 January 2025. This report will provide an overview of the end-of-month caseload volumes and allow for reporting and identification of any emerging trends.

13. Board effectiveness review

Paper 10

- 13.1 The Board discussed the interim action plan that had been developed to address the recommendations made by RedQuadrant. The Chair noted that some recommendations would be addressed during the Board strategy days, while others would be addressed in regular everyday activities.
- 13.2 The Chair noted that some recommendations may not be feasible in their entirety due to resource constraints, and actions needed to be planned in a way that was manageable for the organisation and the Board. The recommendation to meet with stakeholders could occur at the Sheffield office, while an off-site Board meeting could be held at another suitable location that met travel and scheduling needs for the Board.
- 13.3 The Chair noted that the September strategy day would be held in Sheffield. While there were various suggestions for agenda items, it was noted that maintaining a focus on upcoming important issues was important. The Board recognised the need to avoid overloading the agenda for the day to allow sufficient time and attention to be given to key matters. It was suggested that the session would begin late morning at 11.00 and finish at 17.00, and that the Board would meet again for an early evening dinner.
- 13.4 The Chair suggested increasing connections between himself and other non-executive directors outside of the board meeting cycle, in addition to annual

appraisals and performance reviews. He emphasised that this could enhance board engagement and provide members with additional insights. He reported that he was due to meet with the Policy Committee Chair, Jonathan Gorvin, and incoming Policy Committee Chair, Dr Adi Cooper to discuss the future direction of the Policy Committee.

- 13.5 The Board also discussed shorter Non-Executive Director only discussions. It was suggested that these should take place twice a year. One would take place on the strategy day, and one after the end of quarter 4.

Action: The Executive Office Team to plan a forward schedule for the Board to reflect the arrangements agreed in the Board effectiveness review interim action plan. This will include two strategy days per year, one stakeholder visit/meeting, one meeting at a location away from Sheffield convenient to the Board and two meetings per year dedicated to Non-Executive Director discussions only.

14. Impact of Social Work Week and ‘change the script’ campaign Paper 11

- 14.1 The Chair thanked the Head of Communications and Head of Strategic Engagement for the paper. The Board commended the work put into the impactful video that was part of the ‘change the script’ campaign.
- 14.2 The Head of Communications explained the campaign’s purpose, highlighting that it was launched after research conducted by YouGov to help understand perceptions of social work. The campaign advocated for the media to portray social work more accurately. The campaign utilised ringfenced funding from DfE and had catalysed a national discussion.
- 14.3 As of 3 May 2024, ongoing media coverage included a recent mention in The Guardian, BBC, The Big Issue, the Yorkshire Post and 30 other media outlets. The digital content had been accessed a combined total of 5,000 times, and 100,000 impressions had been reached across social media platforms. The toolkit had enabled stakeholders to endorse the campaign, and key government departments and social worker employers had received the campaign materials.
- 14.4 A short survey had been conducted among a sample of 385 individuals. This sample size was determined to ensure that the results could be considered representative of the general population. Participants were asked to respond to statements regarding their perceptions of social workers before and after viewing our video. The results revealed a notable increase in positive perceptions of social workers.
- 14.5 The Head of Strategic Engagement reported on the fourth iteration of Social Work Week. The week had featured 21 virtual sessions, with an additional 49 independently held sessions. The primary objectives had included creating impactful engagement, notably marked by the debut of the ‘change the script’ video launched during the opening session. Ticket sales had reached 13,000, with an actual attendance of 6549 across all sessions, consistent with expectations for a free online event. It was noted that separate Social Work Week events had been initiated by local authorities and this was starting to be observed nationwide.

14.6 Sessions had been uploaded and were accessible to watch through the organisation's YouTube channel. Social workers had been encouraged to integrate these sessions into their Continuing Professional Development (CPD) and their renewal application. A steady increase in viewership numbers had been recorded.

14.7 The Assistant Director, Communications, Engagement, and Insight noted that Social Work Week served as one tactic within a three-year strategy. She indicated plans to explore potential future iterations of the engagement week, possibly involving different delivery formats. A comprehensive evaluation of Social Work Week would be presented in the future, detailing the current position, recommendations, and future strategies.

15. AOB

15.1 The Chair requested the Board's approval to reschedule the meeting planned for the 26 July 2024 to the 19 July 2024.

Action: The Executive Office Team to reschedule the 26 July 2024 Board meeting to the 19 July 2024.

15.2 The Chair thanked the Board and staff members for their time and attendance at the meeting.

Date and Time of Next Meeting: Friday 19 July 2024 10.30am.

The meeting ended at 12.43pm.

Summary of Actions

- The Board to be kept updated on the outcomes of the meeting with BASW and the unions and the progress in this area.
- The Board to be kept updated on the developments of the Early Career Framework and the professional registration of the children's homes.
- Incorporate a strategic exercise on risk appetite into the upcoming September strategy day agenda to ensure all Board members have had the opportunity to explore the risk appetite statement and test that it continues to be fit for purpose.
- Executive Director, People and Business Support to arrange cyber awareness training in consultation with the IT team, the chair and the ARAC chair.
- Executive Office Team to diarise an annual meeting between the Chair and the DPO around April/May.
- Executive Director, Professional Practice and External Engagement to work with the Head of Business Planning and Improvement to link objectives, actions taken, and outcomes for quantitative evidence in the quarterly performance report.

1
2
3
4
5
6
7
8
9
10
11
12

- The Board to be kept up to date on the Value for Money benefits management approach.
- An updated caseload volume report to be presented at the Social Work England Board meeting on 31 January 2025. This report will provide an overview of the end-of-month caseload volumes and allow for reporting and identification of any emerging trends.
- The Executive Office Team to plan a forward schedule for the Board to reflect the arrangements agreed in the Board effectiveness review interim action plan. This will include two strategy days per year, one stakeholder visit/meeting, one meeting at a location away from Sheffield convenient to the Board and two meetings per year dedicated to Non-Executive Director discussions only.
- The Executive Office Team to reschedule the 26 July 2024 Board meeting to the 19 July 2024.

* Papers marked with an asterisk are ‘private’ to protect confidentiality according to our guidance for publishing board papers.

1
2
3
4
5
6
7
8
9
10
11
12



Summary of Actions from Board meetings up to 19 July 2024

Agenda Item 3 Paper Ref 02

Paper for the

Social Work England Board

Sponsor

The Chair

Author

Sophie Rees Rumney, Executive Assistant

Date

19 July 2024

Reviewed by

Linda Dale, Executive Director, People and Business Support

This paper is for

Assurance and Noting

Associated Strategic Objective

SO10: Continually develop and improve how we work, ensuring we are a well-run organisation that delivers the right outcomes and provides value for money.

Impact: Risk Type and Appetite

Governance and compliance – Minimalist

Equality Impact Assessment (EIA)

N/A

1
2
3
4
5
6
7
8
9
10
11
12

1. Summary

The actions below provide an audit trail of items closed at or since the last meeting on 17 May 2024. Actions still in progress or yet to complete since the last meeting are listed on the log that follows.

Closed actions following the last meeting:

- **Action 103:** Executive Director, Professional Practice and External Engagement to work with the Head of Business Planning and Improvement to link objectives, actions taken, and outcomes for quantitative evidence in the quarterly performance report. *This action has been addressed in the Quarter 1 Board performance report presented at this meeting.* **Action closed.**
- **Action 107:** The Executive Office Team to reschedule the 26 July 2024 Board meeting to the 19 July 2024. *This meeting has been rescheduled.* **Action closed.**

Actions pending sign off at the 17 May 2024 meeting:

- **Action 98:** The Board to be kept updated on the outcomes of the meeting with BASW and the unions and the progress in this area. *The meeting between Social Work England, BASW and the unions is due to take place on 15 July 2024. The Board will be updated on the progress and outcomes of the meeting during the meeting.* **Action to close.**
- **Action 99:** The Board to be kept updated on the developments of the Early Career Framework and the professional registration of the children's homes. *The Executive Director, Professional Practice and External Engagement will provide an update of recent developments as part of the quarterly performance report.* **Action to close.**

Updates on open actions are noted in the action log that follows.

2. Action required

The Board is asked to note the progress against the actions.

Social Work England Board Action Log

Action no.	Date of Meeting	Action	Owner	Due By	Update	Next review	Status
95	22/03/2024	A discussion on the professional registration of children's residential workforce and the inspection process for Approved Mental Health Professionals and Best Interests Assessors course to form part of a strategy session with the Executive and Board.	Assistant Director, Policy and Strategy	17/05/2024	Planning for the September strategy day is underway; this topic is included in the agenda planning.	25/10/2024	Open
100	17/05/2024	Incorporate a strategic exercise on risk appetite into the upcoming September strategy day agenda to ensure all Board members have had the opportunity to explore the risk appetite statement and test that it continues to be fit for purpose.	Executive Director, People and Business Support; Head of Business Planning and Improvement	19/07/2024	A risk appetite session has been incorporated into the strategy day agenda.	25/10/2024	Open
101	17/05/2024	Executive Director, People and Business Support to arrange cyber awareness training in consultation with the IT team, the chair and the ARAC chair.	Executive Director, People and Business Support; Head of Information Technology and Data	19/07/2024	Planning is underway to develop and deliver a focused session for the Board, this is likely to follow on from the October meeting.	25/10/2024	Open
102	17/05/2024	Executive Office Team to diarise an annual meeting between the	Corporate Governance Manager	19/07/2024	This action will remain open until April/May 2025.	25/10/2024	Open

Action no.	Date of Meeting	Action	Owner	Due By	Update	Next review	Status
		Chair and the DPO around April/May.					
104	17/05/2024	The Board to be kept up to date on Value for Money and the benefits management approach.	Executive Director, People and Business Support; Head of Business Planning and Improvement	19/07/2024	A brief update on this work is provided in the performance report. We plan to share the executive summary of our value for money report with the Board over the summer. Value for money and efficiency will also be an area of focus within the board strategy day.	25/10/2024	Open
105	17/05/2024	An updated caseload volume report to be presented at the Social Work England Board meeting on 31 January 2025. This report will provide an overview of the end-of-month caseload volumes and allow for reporting and identification of any emerging trends.	Executive Director, Regulation	31/01/2025	This action will remain open until 31 January 2025.	25/10/2024	Open
106	17/05/2024	The Executive Office Team to plan a forward schedule for the Board to reflect the arrangements agreed in the Board effectiveness review interim action plan. This will include two strategy days per year, one stakeholder	Corporate Governance Manager	19/07/2024	The Board will be presented with a draft forward schedule of dates for Board and committee meetings in 2024-25 during at the Board strategy day. Following the Board's steer, the Executive Office Team will continue to diarise	25/10/2024	Open

1
2
3
4
5
6
7
8
9
10
11
12

Action no.	Date of Meeting	Action	Owner	Due By	Update	Next review	Status
		visit/meeting, one meeting at a location away from Sheffield convenient to the Board and two meetings per year dedicated to Non-Executive Director discussions only.			and plan the agreed arrangements.		

1
2
3
4
5
6
7
8
9
10
11
12



CEO Report to the Board July 2024

Agenda Item 5 Paper Ref 03

Paper for the

Social Work England Board

Sponsor

Colum Conway, Chief Executive

Author

Colum Conway

Date

19 July 2024

Reviewed by

Executive Leadership Team

This paper is for

Assurance and Noting

Associated Strategic Objective

SO10: Continually develop and improve how we work, ensuring we are a well-run organisation that delivers the right outcomes and provides value for money.

Impact: Risk Type and Appetite

Strategic approach - Open

Equality Impact Assessment (EIA)

N/A

1
2
3
4
5
6
7
8
9
10
11
12

1. Introduction

At our meeting today we will be presenting our Q1 performance report which includes RAG ratings and detailed narrative for our business plan objectives and for our KPIs. This will be discussed in detail by Executive Directors at the Board meeting. Overall, we are largely on track for our business plan objectives although the timing in some areas is under review against capacity and resources. As detailed in the report we have work to do against some of our KPIs, particularly in FtP. There has been turnover in the management team in the investigations team which has required a focus on recruitment and induction.

We will also have a brief presentation from Dr Kevin Stone, the Chair of our Education and Training Advisory Forum (ETAF). The ETAF have been instrumental in the development of the readiness for professional practice guidance and are currently working on developments in Practice Education. It is good to see Kevin at the Board meeting and his reflections will be fed into the Board's strategy day in September, education and training will be a key part of our discussion.

2. AMHP and BIA course approval standards and guidance

Following extensive consultation and engagement, we were preparing to publish our new course approval standards for AMHP and BIA courses, and accompanying guidance, in May. However, this was paused following the announcement of the pre-election period.

Being mindful of existing pressures in the sector, we were able to share the standards and guidance directly with relevant education providers ahead of publication, to allow them to prepare to meet the standards. As we have now emerged from the pre-election period, the standards and associated guidance, along with our responses to the consultations have been published. We are also now well advanced in our planning for inspections for AMHP and BIA courses, with plans to recruit a pool of inspectors with relevant expertise as well as refinements and improvements to our inspection approach based on what we have learned to date.

3. People engagement survey 2024

The results of our annual staff survey have been made available to the leadership team and the directorates. An overview has been shared with the staff team at a weekly connect session and will be explored in more detail at the all-team day in October. Heads of function are being provided with team level reports of their results and will create commitments for this financial year in collaboration with their teams. The details of the survey and accompanying commitments will also be shared with the Remuneration Committee and the Board in October.

We are pleased with the high level of engagement with the staff survey with 83% of the organisation responding to it. This is an increase of 9% from last year. Overall, the scores are relatively similar to previous years. The organisational fitness score has risen by 1 (68%) and the engagement score, calculated using the engagement specific indicators, has stayed stable (70%). The highest scoring areas are the same as 2023, role fit, support, inclusion and transparency. The lowest scoring areas have also

remained the same as 2023, tools, leadership, listening and customer. Areas that have shown significant improvement include experience, collaboration and decision making.

Alongside the scores staff have used the free text opportunity in the survey to give more detailed feedback which is now being analysed. As always there will be a mix of positive and challenging feedback in the survey. Benchmarking the scores indicates we come out relatively well and are above the public sector average in most areas.

This year the survey has included our diversity data, which allows us to have a wider view of how experiences and opinions may be different across the organisation.

The people engagement survey is only one element to our approach to staff engagement; however, it is an important indicator and helps to underpin ongoing conversations about the experience of the people who work in Social Work England and helps us formulate collaborative commitments and actions year on year.

4. Annual report and accounts

There was suggestion for a time that our annual report and accounts would not be laid before Parliament until the autumn, due to the timing of the election. However, it now seems likely that we will be in a position to lay our accounts in July. The external audit is almost complete, and the report is ready for sign off by the Board. One of the outcomes of the audit is an adjustment to the way in which we manage one of our larger contracts. It's a payment timing adjustment which does not reflect any issues of control or variation in the overall value of the contract.

A consequence of the adjustment is that it is likely to have an impact on our financial forecasts for this year end 2024/2025. The finance team will spend the summer months working to reset the forecasts in time for the next Board meeting. There is more detail on this and other matters in the various papers on the agenda today. However I wanted to take the opportunity to thank and commend the team in Social Work England on getting the report ready on time, it is a real collaborative effort, and to thank our key external stakeholders, in particular the team at the National Audit Office for their expertise and commitment to a positive working relationship.

5. Registration and renewals

As the Board will see from the Q1 performance report we are seeing continuing positive developments in the time taken to complete international applications for registration. This time of year, is always a busy one for the registration team as the UK social work students complete their degree programmes and apply to come onto the register.

Alongside this, preparations are now under way for the 2024/2025 registration renewals which begins in September. Overall, the processes are working well, and we have applied learning each year. At this stage of our development as an organisation it is good to review our approach to registration renewals. We have committed to carrying out a review of the renewals process in this year's business plan and this is now planned to take place in the latter half of the year alongside a review of our approach to CPD. It is pleasing to note the internal audit report on our fee collection process has indicated that the Board can take substantial assurance from the audit with one low level recommendation.

6. Recruitment and retention

In other papers for the meeting the Board will note a relatively high level of activity in recruitment in the first part of this year, which is contributing to an underspend in Q1. We expect this underspend to level out as the year progresses. It is useful to note that the activity includes movement in our leadership team with the recruitment of two new Assistant Directors, one is a replacement post in the Regulation Directorate, and one is a new post in People and Business Support Directorate. More information to follow in due course. Also to note the activity includes moves at management levels within the organisation. It is of great benefit to the organisation to bring new people into post, it is equally beneficial for the organisation to be able to retain within the organisation the skills, knowledge and experience of talented people and deploy them elsewhere.

I would also like to take this opportunity to thank one of our founding leaders, Berry Rose, who is leaving the organisation this month to take up a new position.

7. Conclusion

I hope the Board members find the briefing from our policy team on the outcome of the election in the UK useful. We will continue to update the Board as more information becomes available on the new government's priorities for social work and social care. I had the opportunity last week to attend a Ministerial reception at DfE to welcome the Secretary of State and the new Ministers of State to the Department which provided a useful opportunity to meet with and hear from the new ministerial team at the department. It will no doubt take some time for the new government departments to settle into their roles and we will continue to work with DHSC and DfE on policy areas of interest to social work and social care.

1
2
3
4
5
6
7
8
9
10
11
12



Finance and Commercial Update

Agenda Item 9 Paper Ref 07

Paper for the

Social Work England Board

Sponsor

Linda Dale, Executive Director, People and Business Support

Author

Richard Simpson, Head of Finance and Commercial

Date

19 July 2024

Reviewed by

Linda Dale, Executive Director, People and Business Support

This paper is for

Assurance and Noting

Associated Strategic Objective

SO10: Continually develop and improve how we work, ensuring we are a well-run organisation that delivers the right outcomes and provides value for money.

Impact: Risk Type and Appetite

Financial governance - Cautious

Equality Impact Assessment (EIA)

N/A

1
2
3
4
5
6
7
8
9
10
11
12

1. Summary

This paper provides an update on the following:

- Management accounts for the period ending 30 June 2024
- 2023/24 financial year external audit
- Commercial update

2. Action required

For discussion and noting.

3. Commentary

Management accounts

A summary set of the Management Accounts for the year to 30 June 2024 can be found in Annex A. Key highlights are:

Full year revenue expenditure, net of fee income, is £1,488k which is £1,330k lower than budget. This underspend is predominantly due to the impact of the introduction of a new method of accounting for legal fees (c£700k), following the recommendation of the National Audit Office, and a higher level of vacancies than budgeted (c£300k).

The recent change in accounting treatment for legal fees has had the effect of pushing £2.7 million of future costs into prior years. These costs relate to fitness to practise case work in progress towards milestones that have not yet completed, but will complete as part of the scheduled work planned in this and upcoming years. This accounting change requires prior-year adjustments to be made to grant-in-aid, which are being incorporated into DfE's 2023 to 2024 accounts.

The change was implemented in June, so these are the first monthly management accounts to be produced on the new basis. Further work is needed to fully assess the budgetary impact of the change and agree how we will operationally manage expenditure for legal fees going forward. We will no longer look to milestone completion as the marker to indicate budget spend. Each new instruction, where work is undertaken, will incur expenditure in the current financial year's budget. Based on current mandatory work and cases listed for a final hearing this year, legal fees for our fitness to practise case work are now likely to be c£700k underspent. We are exploring opportunities to increase activity within our regulatory functions in Q2-Q4, to bring spend back in line with budget, maximise the impact of the additional resources that have become available in 2024/25 and support the efficient and timely progression of fitness to practise cases.

In relation to staffing, we are recruiting to 32 vacant positions according to a prioritised plan which takes account of capacity within our people team to manage and support the process. It is unlikely that the majority of roles will start before the end of Q2. For this reason, the management accounts indicate a year-to-date underspend on staffing that amounts to c£300k across all directorates. Due to the application of an 8%

1
2
3
4
5
6
7
8
9
10
11
12

vacancy rate across the board when setting our staffing budget, in areas where our structure is fully resourced and there have been no vacancies (such as ELT) the management accounts will show an overspend. We are exploring the use of inward secondments to assist with particular staffing challenges in some areas, this will help to bring our staffing expenditure closer to budget.

Full year capital expenditure is £500k, which is a £35k underspend compared to budget. We expect capital expenditure to remain close to budget throughout the financial year.

We'll provide a more detailed analysis, including an end-year budget forecast, to the board in October. This will reflect the outcome of our current work to evaluate the impact of the recent accounting change and develop plans to bring spending back in line with budget by year-end.

2023/24 financial year external audit

The annual audit has completed and the final annual report and accounts is on the Board agenda for approval at this meeting.

Commercial update

At its recent meeting in May the Board approved a business case for the re-procurement of translation and transcription services. We are currently working with the budget holder to create the tender documents, including a specification of requirements, and we expect to have concluded the procurement by the end of September. This will leave 2 months before the end of the current contract, allowing adequate time to onboard a new supplier if the incumbent is unsuccessful.

Our first modern slavery statement has now been published to our external facing [website](#) and a copy has been sent to our sponsor team at the Department for Education (DfE) for their information. The statement will be reviewed each year with the first review to be undertaken in March 2025.

We have recently attended a number of Cabinet Office information sessions regarding the implementation of the new Public Procurement Act, which is due to become law in October. We will work with the DfE commercial team and our internal legal team to ensure that our processes are amended to reflect the new arrangements. Due to our size and relative lack of complexity we expect the Act to have a limited impact on our processes.

4. Conclusions and/or Recommendations

N/A

5. Annexes

1
2
3
4
5
6
7
8
9
10
11
12

Annex A – Management accounts at 30 June 2024

Income and Expenditure Statement

	Year to date amount	Year to date budget	Year to date variance
Fee income	(2,521,295)	(2,509,674)	11,621
Executive Leadership Team			
Wages & Salaries	138,838	126,975	(11,863)
Support	6,568	8,750	2,182
Total	145,405	135,725	(9,680)
People & Business Support			
Wages & Salaries	550,329	612,868	62,539
Support	527,122	648,122	121,001
Total	1,077,451	1,260,990	183,539
Regulation			
Wages & Salaries	1,419,578	1,567,711	148,134
Support	804,120	1,623,308	819,188
Total	2,223,697	3,191,019	967,322
Professional practice and external engagement			
Wages & Salaries	464,487	547,185	82,698
Support	98,375	193,622	95,247
Total	562,862	740,807	177,945
Total Expenditure	4,009,361	5,328,541	1,319,180
Net Expenditure	1,488,120	2,818,867	1,330,747
Depreciation/Amortisation	540,500	540,500	0
Net Expenditure inc Depreciation	2,028,620	3,359,367	1,330,747
Capital Expenditure	500,463	535,500	35,037
Total	2,529,084	3,894,867	1,365,784

Balance Sheet

	Cost £	Depreciation £	N.B.V £
Fixed Assets			
Buildings	1,264,299	(978,646)	285,653
Right of Use Asset	1,124,002	(386,585)	737,417
IT Equipment	1,173,916	(935,135)	238,780
Fixtures & Fittings	326,459	(320,420)	6,039
Internally generated system	7,807,986	(2,342,396)	5,465,590
Forge System (WIP)	3,250,381	0	3,250,381
	14,947,042	(4,963,181)	9,983,861
Current Assets			
Prepayments			1,208,570
Bank			4,888,021
Debtors			19,253
			6,115,844
Current Liabilities			
Accruals			(925,743)
Deferred Income			(3,824,766)
Trade Payables			(1,877,304)
			(6,627,813)
Working Capital (Current Assets less Current Liabilities)			9,471,892
Non-Current Liabilities			
Lease liability			(802,269)
Lease interest			(43,752)
Provisions			(177,586)
			(1,023,607)
Total Assets & Liabilities			8,448,285
Taxpayers equity			(8,448,285)



Performance Report Q1 2024-25

Agenda Item 10

Paper Ref 08

Paper for the

Social Work England Board

Sponsor

Colum Conway, Chief Executive

Author

Andy Leverton, Head of Business Planning and Improvement

Date

19 July 2024

Reviewed by

Executive Leadership Team

This paper is for

Discussion and Advising

Associated Strategic Objective

SO10: Continually develop and improve how we work, ensuring we are a well-run organisation that delivers the right outcomes and provides value for money.

Impact: Risk Type and Appetite

Strategic approach - Open

Equality Impact Assessment (EIA)

N/A

1
2
3
4
5
6
7
8
9
10
11
12

1. Executive summary

This report presents our performance for Q1 of 24-25 against our business plan objectives and our key performance indicators (KPIs).

Changes to the report format

We have amended the format of the performance report for 24-25 to improve clarity. Previously, we included KPIs where appropriate alongside the business plan objectives. This year, we have separated the two, reporting progress against business plan objectives first, then performance against KPIs separately in the following section.

Following feedback from the board, we have included additional performance information on fitness to practise. This is intended to complement the KPIs and provide a clearer view of how volumes and timeliness at each stage of fitness to practise affect volumes and timeliness at subsequent stages.

Following conversations with ARAC, we have made explicit under each strategic theme how our progress during the quarter has contributed to mitigating our corporate risks. This is to improve alignment between our risk and performance reporting. We have focused on the risks that are mitigated by progress towards achieving our business plan objectives. There are other corporate risks that we continue to mitigate through business-as-usual activity; these are not included explicitly in this report but will continue to be reported to ARAC and board through our usual risk reporting mechanisms.

We welcome feedback from the board on the changes in our approach for 24-25.

Key points

We are on track to deliver against 10 of our 15 business plan objectives. Changes in our fitness to practise teams have affected our capacity to progress as planned the related objectives, 6.1, 6.2 and 6.3. Capacity has also resulted in delays to delivery and improvement objectives 9.1 and 9.2. We are closely monitoring progress in these areas.

Progress against our business plan objectives is described in more detail in section 3.

We met 12 of our 17 targets in Q1. We did not meet, or were not on track to achieve year-end targets, for the following: time taken to conclude misuse of title cases, age of our triage caseload and investigation caseload, time taken to complete the case examination process and sickness absence.

Progress against our key performance indicators is set out and explained in more detail in section 4.

2. Overall assessment

Table 1: Overview of business plan objectives for 2024-25

Business plan objective for 2024 to 2025			RAG
Prevention and Impact	1.1	Further develop our engagement and communication with the social work profession, key stakeholders and the public, to build trust and confidence in social work.	
	2.1	Publish our research findings, thematic reviews and analysis of the data we have to increase openness and transparency, and support wider learning, as part of our ongoing communication and engagement	
	3.1	Inform, influence, and support the development of government reform for social care and social work.	
	3.2	Develop a model of regulating specialist and advanced practice, with the potential for annotations to a social worker's registration status.	
	3.3	Learn more about how social workers use continuing professional development (CPD) and review our related requirements for how social workers demonstrate that they meet our professional standards.	
	4.1	Develop our approach to inspections, reapprovals and quality assurance for education and training courses that prepare social workers for specialist practice, including approved mental health professionals and best interest assessors.	
	4.2	Review learning from our inspections of social work courses and conduct an initial review of our education and training standards in preparations for a public consultation in 2025 to 2026.	
	4.3	Launch our readiness for professional practice guidance, including knowledge, skills and behaviour statements developed with the sector, in partnership with the Education and Training Advisory Forum.	
Regulation and Protection	5.1	Review our approach to registration renewal and consider whether existing arrangements offer the right balance between public protection, public confidence in the profession, and efficiency.	
	6.1	Review the options for bringing aspects of our fitness to practise advocacy in-house, to improve timeliness and reduce cost.	
	6.2	Explore alternative options for disposing of cases referred for a hearing and review the further use of options available in our legislation to support more efficient hearings processes.	
	6.3	Apply learning to improve the timeliness, efficiency and effectiveness of our triage, investigations, and case examiner processes, with a focus on early engagement with social workers.	
	7.1	Grow and develop our single points of contact network to cover all major employers of social workers in England and increase engagement with the network to support preventative responses to emerging regulatory concerns.	
Delivery & Improvement	9.1	Enhance our leadership and management development offer and review our behaviour framework to support this.	
	9.2	Review our ways of working to ensure they recognise and reinforce behaviours that support our organisational culture and values.	

For objectives 8 and 10 in our strategy for 2023 to 2026, we have no specific objectives in our business plan for 24-25. Work continues towards achieving these two strategic objectives.

Green: On track	Amber: Some issues, being managed and closely monitored	Red: Significant issues, action plan required
-----------------	---	---

Table 2: Overview of key performance indicators for 2024-25

ID	KPI Description	Target		23-24	24-25
				Q4	Q1
EQA1	Percentage of course reapproval decisions made	100% by March 2025	Q1: 79%	74%	81%
REG1	Time taken to approve UK registration applications	≤ 10 working days (median)		2	2
REG2	Time taken to approve restoration applications	≤ 20 working days (median)		5	3
REG3	Time taken to conclude misuse of title cases	≤ 60 working days (median)		59	76
REG4	Time taken to answer emails	≤ 5 working days (median)		5	3
REG5	Time taken to answer phone calls	≤ 8 minutes (median)		5	3
FTP1	Age of triage caseload	≤ 14 weeks (median) by March 2025	Q1: ≤ 21 weeks	23	24
FTP2	Age of investigation caseload	≤ 54 weeks (median) by March 2025	Q1: ≤ 60 weeks	62	68
FTP3	Time taken to complete case examination process	≤ 12 weeks (median)		13	14
FTP4	Time from receipt of referral to final FtP outcome	Monitor (weeks)		95	128
FTP5	Time taken to approve interim orders	≤ 20 working days (median)		20	18
IG1	Time taken to complete FOI requests	≥ 90% within deadline		100%	100%
IG2	Time taken to complete subject access requests	≥ 90% within deadline		100%	100%
C1	Corporate complaints response time	≥ 80% within 20 working days		83%	85%
P1	Retention rate	≥ 80%		86%	86%
P2	Sickness absence over last 12 months	≤ 8.1 days per person		8.9	8.9
FIN1	Forecast year-end variance to budget	+/- 1.5%		0.1%	0.0%
IT1	System availability excluding planned outages	≥ 99%		99.9%	99.9%

1
2
3
4
5
6
7
8
9
10
11
12

3. Business plan objectives 01 April to 30 June 2024

Strategic theme: Prevention and impact

Objective 1.1: Further develop our engagement and communication with the social work profession, key stakeholders and the public, to build trust and confidence in social work.

Management of a high-profile case

Following the outcome of the remedy hearing for the high-profile employment tribunal, we published 2 statements on our website. We handled 7 media enquiries in total, directing journalists to our published statements.

Inform and educate campaign

We continued to promote the Change the Script campaign, which seeks to inform and educate the public on the purpose of social work. We saw further national media coverage in the Big Issue, the Metro and on Radio 4 Women’s Hour.

To better understand how this type of campaign could start to change perceptions longer term, a short survey was delivered to the public, which showed significant increases in positive references to social workers. There was a 67% increase in people strongly agreeing that social workers deserve more recognition than they are currently given. This shows the power of a positive narrative in shifting public confidence and understanding of the profession.

Publication of a response to a joint statement from BASW, the SWU and Unison

BASW, the SWU and Unison published an open letter to Social Work England about delays in fitness to practise (FtP). After carefully considering the points raised in the letter, we published a [comprehensive response](#). As a result of the open letter, there were 5 articles in the sector press, all of which included part of our response.

Social Work Week 2024

Following the Social Work Week in March, we edited and released sessions as a CPD resource for the profession on our website and YouTube channel. We promoted the resources through our communications channels and will continue to promote them across the year. An initial evaluation was presented to the Board on 17 May 2024. We are completing a more comprehensive evaluation of the event, including feedback from attendees and facilitators, as well as reflections from previous years.

We will consider Social Work Week as a whole concept, reflecting on all previous years and present recommendations aligned with our continued ambition under our strategic objective to build trust and confidence in the social work profession, and in regulation, by strengthening our relationship with the sector, whilst balancing against the availability of our

1
2
3
4
5
6
7
8
9
10
11
12

resources. This evaluation will be completed in Q2, with a view to start planning Social Work Week 2025, in Q3.

Stakeholder activity

Our annual social worker survey closed at midday on 20 May. The final response rate was 2,120 responses. The results are currently being analysed to inform how we further refine, adapt, and improve the way we engage with social workers. We will be presenting a paper with our findings to the executive leadership team on 24 July. We progressed our stakeholder mapping work, identifying organisations and key individuals that have an interest in our work. We also began planning for a stakeholder survey to better understand how we are perceived through and the relationships we hold with diverse organisations. We aim to complete the mapping work and launch the survey in Q3.

Photography project

We completed a project to build a library of images that give an insight into the profession. This suite of photographs complements our campaign work to show the diversity and positive impact of social work in people’s lives.

Engagement activity

We recorded 108 engagement activities in Q1. This compares with an average of 29 per month in Q4 23-24. The regional engagement leads recorded 79 of these.

Pre-election period

It is worth noting that due to the general election being called our communication, marketing and engagement activity was significantly restricted from 25 May 2024.

Objective 2.1: Publish our research findings, thematic reviews and analysis of the data we have to increase openness and transparency, and support wider learning, as part of our ongoing communication and engagement

Data and insight approach

We have reviewed our data and insight approach for year 2 to map out the priorities and what outputs and outcomes we are wanting to see by the end of the year. This includes considering our more in-depth analysis of diversity in FtP processes to support our understanding of disparity and how we routinely share that with the sector as part of a broader publications schedule.

Policy research

Through a reconfiguration of the policy team, we have reimagined our approach to research, balancing external commissioning with building our own internal research capacity. We are currently drafting this year’s research plan, which will inform a longer-term research strategy in the Autumn.

1
2
3
4
5
6
7
8
9
10
11
12

Objective 3.1: Inform, influence and support the development of government reform for social care and social work.

Children’s social care reform

Work in this area was on hold during Q1 due to the election.

Workforce roundtable

From recruitment and retention to resources and morale, there are a number of entrenched and complex challenges facing the social work workforce. Recognising the need for shared action and commitment, we are bringing together key sector stakeholders for an in-person meeting in September to advance critical discussion in this space. This builds on sector mapping and workforce roundtables held over the past year.

Objective 3.2: Develop a model of regulating specialist and advanced practice, with the potential for annotations to a social worker’s registration status.

We discussed our proposed approach to developing a model of regulating specialist and advanced practice at a recent policy committee meeting, which was well received. This will also be considered when exploring the regulatory requirements for different specialist and advanced roles. Building on our recent research, practice education is likely to be a key focus on this work going forward.

Objective 3.3: Learn more about how social workers use continuing professional development (CPD) and review our related requirements for how social workers demonstrate that they meet our professional standards.

Following an initial scoping period, we are due to start our exploration and review of CPD. This will include engaging with social workers, people who use services, and other professionals, to understand how they feel about our CPD requirements, how social workers meet them, and what they would like us to think about as part of our review. We will align this project with the review of our renewals process, which is intrinsically linked.

Objective 4.1: Develop our approach to inspections, reapprovals and quality assurance for education and training courses that prepare social workers for specialist practice, including approved mental health professionals and best interest assessors.

We continue to evaluate the current approach to inspections as part of a broader ambition to learn from our first cycle of course inspections. We received feedback from 31 course providers in response to a survey about our inspection process where 87% of course providers graded the inspection experience as good or higher. Work continues to look at how we can most effectively use annual monitoring to complement inspection activity.

We will soon be publishing our standards and associated guidance for Applied Mental Health Professionals and Best Interest Assessors courses. We are developing a proportionate and

1
2
3
4
5
6
7
8
9
10
11
12

robust approach to inspecting these courses, including future recruitment of inspectors with relevant expertise and by drawing on our inspection experience in social work provision.

Objective 4.2: Review learning from our inspections of social work courses and conduct an initial review of our education and training standards in preparation for a public consultation in 2025 to 2026.

Learning from inspections

Though the reapproval cycle is not yet complete, work has begun on understanding the learning from our education quality assurance inspections to help shape our strategic approach to education and training systems and structures going forward.

Review of the education and training standards

Following an initial internal scoping review, we have set out the proposed activity and timelines for work across the financial year. This will include research, workshops with inspectors, engagement with our Education and Training Advisory Forum and engagement events with course providers and will inform the development of proposed changes in preparation for a public consultation in the next financial year.

Objective 4.3: Launch our readiness for professional practice guidance, including knowledge, skills and behaviour statements developed with the sector, in partnership with the Education and Training Advisory Forum.

Following extensive engagement with our Education and Training Advisory Forum, we are considering our approach to publishing the readiness for professional practice guidance in alignment with our review of the education and training standards.

Risks related to prevention and impact

CRR03: Education provision – *Our work in policy and standards does not lead to improvement in social work education*

We anticipate that our work to analyse and publish learning from our inspections, review the education and training standards, and assess the impact of our professional standard requirements for CPD, demonstrates an evidence-based approach that will enable to us make informed, robust decisions for our policy and approach to social work education.

This risk remains stable. We expect to see the risk score reduce to our desired level by June 2026, as activities undertaken as part of this strategy begin to take effect.

CRR06: External environment – *We fail to be ready to respond to strategic, political or workforce changes*

1
2
3
4
5
6
7
8
9
10
11
12

We continue to use our political monitoring tool and media monitoring to stay abreast of developing issues. We have expanded our policy team to help build further capacity for systematic environmental scanning.

Over the course of Q2, we will articulate our proactive approach to identifying and addressing regulatory risk through our data and insight hub.

We have also successfully recruited temporary dedicated resource to support the development of government reform for social care and social work to ensure we are ready to respond to changes as they occur.

This risk remains stable and within our risk appetite.

Strategic theme: Regulation and protection

Registration and Advice

Objective 5.1: Review our approach to registration renewal and consider whether existing arrangements offer the right balance between public protection, public confidence in the profession, and efficiency.

We have commenced work to review our approach to registration renewal, including clarification of interdependencies with objective 3.3 (see above). A paper setting out how this objective will be taken forward will be discussed with the executive leadership team in July.

Fitness to practise

Objective 6.1: Review the options for bringing aspects of our fitness to practise advocacy in-house, to improve timeliness and reduce cost.

We have started scoping options for bringing elements of our preparatory and advocacy work for mandatory hearings activity in-house. We have also met with other regulators to discuss how they approach similar activity. An options paper is due to be considered by the executive leadership team in July. We have also started the recruitment activity that will be necessary to achieve this objective. The timeframes and delivery of this objective are closely linked to vacancies and ongoing recruitment within the leadership of the investigations function. Progress will be kept under review as the recruitment process continues. Available staff resource will necessarily be diverted to support operational activity (see objective 6.3, below).

Objective 6.2: Explore alternative options for disposing of cases referred for a hearing and review the further use of options available in our legislation to support more efficient hearings processes.

1
2
3
4
5
6
7
8
9
10
11
12

We have commenced work on this objective, through research to identity the approaches taken by other regulators. Once this is complete, we will consider how our current legal framework could be employed. This work is dependent on staff resources continuing to be available with the FtP and legal teams.

Objective 6.3: Apply learning to improve the timeliness, efficiency and effectiveness of our triage, investigations, and case examiner processes, with a focus on early engagement with social workers.

In line with our learning and development plan for the year, in Q1 we delivered further training on the Equality Act 2010 to staff in FtP. Following on from external training on how to handle challenging communications delivered in 2023-24, staff in triage and investigations received further training on how to handle challenging communications. This training has been well received and will help staff to feel more confident in managing communications and encourage early engagement with social workers, witnesses and complainants. We have also started work on the quality assurance and decision-making framework for the case examiners, which will further support high quality and consistent decision making. It will also support the team in quality assuring decisions and providing feedback.

We held our annual regulation directorate away day, with external speakers attending to discuss the recently revised [Emerging Concerns Protocol](#), to which we are a signatory. The Emerging Concerns Protocol is for health and social care regulators and others with a role in the quality and safety of health and care. It provides a process to share information that may indicate risks to people using services, their careers, families or professionals.

We held 3 complex case meetings in the investigations team. The purpose of these meetings is to target cases that are challenging to progress and to identify any additional actions required to complete the investigation.

Recruitment is underway for an additional FtP lawyer and a paralegal to support the provision of legal and case management support in triage and investigations. There will be 4 vacancies in the investigations team management structure during Q2. While we are working to ensure that appropriate mitigations are in place to maintain our focus on timeliness, efficiency and effectiveness during the next quarter, some work associated with this objective may have to be reprioritised for later in the year.

We have commenced work as part of a project that aims to increase engagement from social workers subject to an FtP investigation, and to produce enhanced guidance on engaging with the regulator. By increasing engagement and ensuring social workers understand what information they should provide during an investigation, this will open up further opportunities to close cases by way of an accepted disposal, where appropriate. Work has started on producing an updated response form for social workers to provide during an investigation.

1
2
3
4
5
6
7
8
9
10
11
12

Objective 7.1: Develop our single point of contact network and explore local resolution pathways

A single point of contact evaluation paper was presented to the executive leadership team on 5 June, which also discussed preventative responses to emerging regulatory concerns. Work is now underway to consider the activities presented by the paper and agree next steps to fulfil our prevention and impact ambition.

Risks related to regulation and protection

CRR07: Registration demand – *We are unable to meet registration demand and process renewals and applications to join the Register within reasonable timescales with existing resources*

This risk remains stable. Due to the lean nature of registration team resourcing, we continue to balance the various workstreams to ensure that KPI targets are met. We expect the start of the 2024 renewal cycle in quarter 2 to temporarily impact upon timeliness. We are also in the process of recruiting fixed term roles to support the 2024 renewal cycle.

CRR10: Timeliness and quality within triage and investigations – *We cannot achieve quality and timeliness within triage and investigations*

We anticipate that recruitment into the triage service this will make a positive impact on volumes and timeliness from Q3. Timeliness challenges persist in the investigations service, and the reasons for this, and the continuing actions being taken, are described at 6.3 above and in the relevant section of the performance report below.

Our activity this quarter has ensured that the risk remains stable.

CRR30: Financial resources – *We are unable to secure the uplift in financial resources that we need to achieve efficient and timely delivery of all our regulatory functions (notably hearings)*

Securing efficiencies in our fitness to practise function is one of the mitigations for this risk. Demonstrating existing efficiency strengthens our case for the need for an uplift in financial resources. As mentioned above, challenges in delivering objectives 6.1, 6.2, and 6.3 are impacting on the effectiveness of this mitigation. Other mitigations continue to be progressed, including budget planning for future years in consultation with the Department for Education.

This risk remains stable, but is not yet within risk appetite.

CRR20: Misjudged decisions – *We seriously misjudge a decision we make in exercising our regulatory responsibilities*

Much of our activity towards objective 6.3 continues to mitigate this risk. Training, complex case reviews, and work on the quality assurance and decision-making framework for the case

examiners, contribute to the risk of misjudged decisions remaining within risk appetite and the risk remaining stable.

Strategic theme: Delivery and improvement

For objectives 8 and 10 in our strategy for 2023 to 2026, we have no specific objectives in our business plan for 24-25. Below is a summary of our activity in Q1 towards achieving these 2 strategic objectives.

During Q1, we have delivered several digital developments that have been on our roadmap for some time. We have launched new functionality to store and manage contact details within our case management system, Forge, and a cookies manager on our website to put users more in control of their choices. We have developed an application programming interface (API) on behalf of DfE, to make it easier to bulk-search our Register and deliver the planned pilot of an early career framework for children and families social workers. This functionality may in time help other organisations, particularly large employers, to search the Register.

We are on track to complete identified accessibility improvements to our public website by the end of August, though we have encountered technical challenges in building our new data architecture. We are pausing further development work on this for now, to take stock and reassure ourselves that we have the right capabilities and are heading in the right direction.

As part of our preparation for the annual renewals cycle, we have undertaken extensive testing of the renewals digital service. This activity provides assurance to the organisation that our most extensively used digital service will be ready for 100,000 social workers to renew their registration.

Several technical upgrades are also needed this year which means that the volume of activity is putting pressure on our limited internal developer resource and contributing to bottlenecks. We are recruiting for an additional senior developer role; this has been planned for some time and we hope to be successful on this occasion.

We are in the final stages of work on our value for money evaluation report, we intend to share an executive summary with the board via correspondence over the summer. Our quality and assurance plan is on track, including the review of our decision review group and further roll out of our assurance framework in Q2.

Objective 9.1: Enhance our leadership and management development offer and review our behaviour framework to support this.

We are mostly on track to deliver this objective. Our manager development programme is scheduled across the full year and engagement has been excellent so far. 96% of managers completed both sessions on attendance management, and we had 92% attendance at the

1
2
3
4
5
6
7
8
9
10
11
12

first 2 sessions on the performance management, with another 4 on this topic planned for July. Sessions have been interactive, managers with a range of experience and working at differing levels have actively shared their knowledge and experiences.

We have re-launched our buddy scheme for managers and our managers’ forum to enable the sharing of advice and peer-to-peer support. We have concluded that we need specialist external support and capacity to complete the review of our behaviour framework, and that this work needs to be closely aligned with our work on organisational culture (see objective 9.2). Capacity issues in our people team due to maternity leave and vacancies have led to a short delay on our behaviour framework. We expect to tender over the summer and be ready to start work towards the end of Q2.

Objective 9.2: Review our ways of working to ensure they recognise and reinforce behaviours that support our organisational culture and values.

We are mostly on track to deliver this objective. We have made improvements to our office environment to create private, bookable spaces for prayer and for new mums to express or feed their babies. We have collated feedback from heads of function on our new hybrid working principles and we are on track to share good practice and details of each team’s working arrangements through a dedicated intranet site.

We have evaluated the first year of our new in-person, all team meetings. Our people value these opportunities to connect across the organisation, and we intend to continue to hold 3 in-person meetings per year.

As discussed above, we will procure external specialist support to review our organisational culture, in alignment with our behaviour framework (see objective 9.1).

Risks related to Delivery and Improvement

CRR11: Our people capability and capacity – *We do not have the capacity and resources, skills sets, talent development and sustainable people strategy that we need to effectively deliver our business and strategic objectives*

CRR12: Cultural shift – *We continue to evolve and develop as an organisation, we inadvertently lose aspects of our culture that we consider to be positive and important*

Objectives 9.1 and 9.2 in our business plan are intended to mitigate these risks and some activities are delayed by a couple of months. This will not have a significant impact on the overall risk trajectory. We received our 2024 people engagement survey results in June, our overall engagement score of 70% is the same as last year and our retention rate is stable. These suggest that there has been little overall movement on our people and culture risks, positive or negative, at this point in the year.

1
2
3
4
5
6
7
8
9
10
11
12

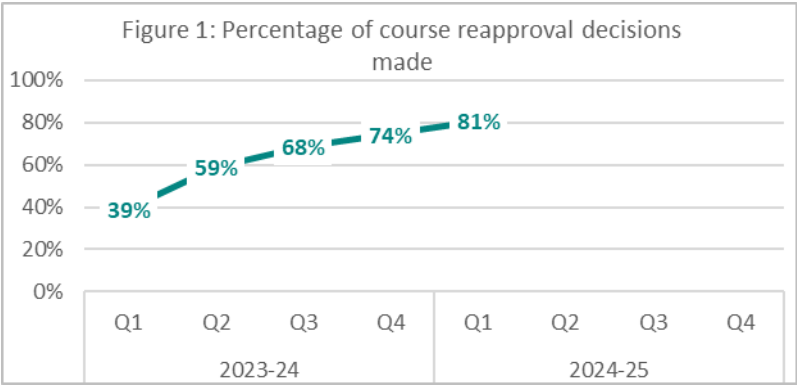
4. Performance data 01 April to 30 June 2024

Strategic theme: Prevention and impact

KPI: Percentage of course reapproval decisions made

Table 3: Education and training key performance indicator

ID	KPI Description	Target	Q1 target	Q1
EQA1	Percentage of course reapproval decisions made	100% by March 2025	79%	81%



We met our Q1 target and have to date made 81% of reapproval decisions. During the quarter, we commenced 14 inspections, during which 17 courses were considered for reapproval and 10 for approval. We made reapproval decisions for 17 courses, 5 more than anticipated. This was as a result of inspection reports and regulator decisions being completed early.

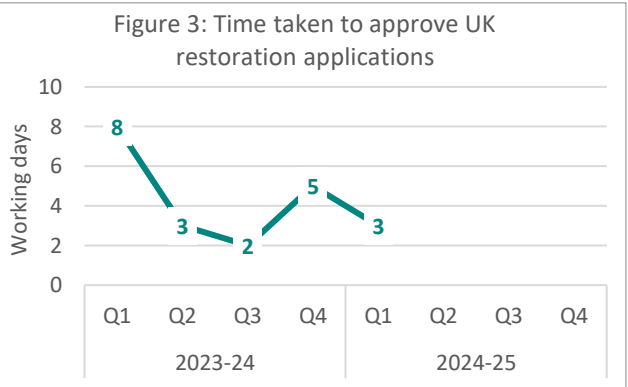
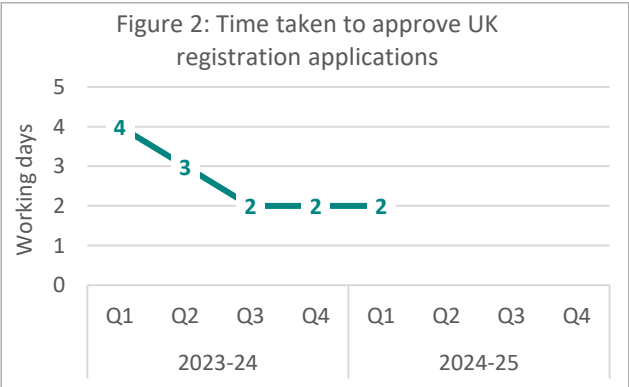
Strategic theme: Regulation and protection

Registration and Advice

Time taken to approve registration and restoration applications

Table 4: Registration and restoration applications

ID	KPI Description	Target	Q1	YTD
REG1	Time taken to approve UK registration applications	≤ 10 working days	2	2
REG2	Time taken to approve restoration applications	≤ 20 working days	3	3



We met both our Q1 targets for approving UK registration applications and restoration applications. During the quarter, we received 1,133 applications from people who qualified in the UK compared to 1,954 applications received in Q1 23-24. We are speaking to education providers to understand the reasons for the lower number of applications, and whether this will mean increased application activity in Q2.

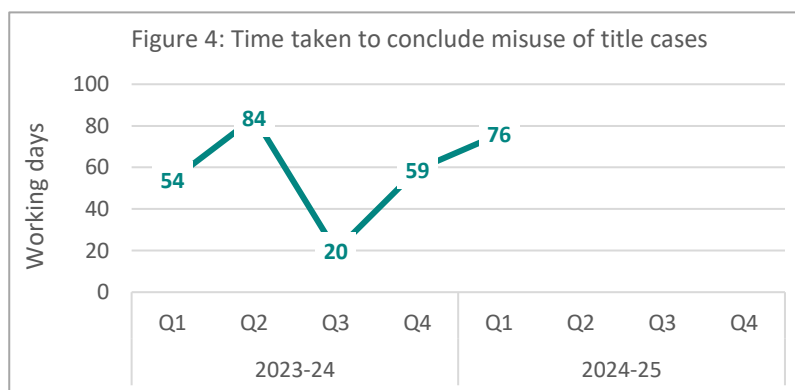
In Q1 we received 192 applications to restore to the register compared to 259 applications received in Q1 23-24. We anticipate that this year is likely to see lower numbers of restorations, following the successful renewal of social workers in 2023 and the impact of Covid and temporary registration no longer influencing volumes of restoration applications.

As reported in a separate paper to the Board in February 2024, we have taken several steps to improve the timeliness of accepting overseas applications onto the register. We have seen improvements in Q1, with 65 working days in April, 48 working days in May, and 35 working days in June. We received 421 applications from people who qualified outside the UK compared to 505 in Q1 23-24. The KPIs demonstrate ongoing operational performance, with the lower volumes also linked to improved timeliness.

Time taken to conclude misuse of title cases

Table 5: Misuse of title key performance indicator

ID	KPI Description	Target	Q1	YTD
REG3	Time taken to conclude misuse of title cases	≤ 60 working days	76	76



This is the first year we have had a target for the time taken to conclude misuse of title cases. It is apparent that the time taken varies greatly between quarters. The median time it took to conclude misuse of title cases was 88 days in April, 32 days in May, and 54 days in June. We opened 23 cases during Q1.

Cases we receive from the public often involve greater complexity in investigation as we need to establish if, and how, the protected title is being misused. Cases that we raise ourselves, when we receive information that an individual continues to practise whilst unregistered, are often more straightforward to consider. The relationship between the volumes of these cases contributes to the variability in timeliness.

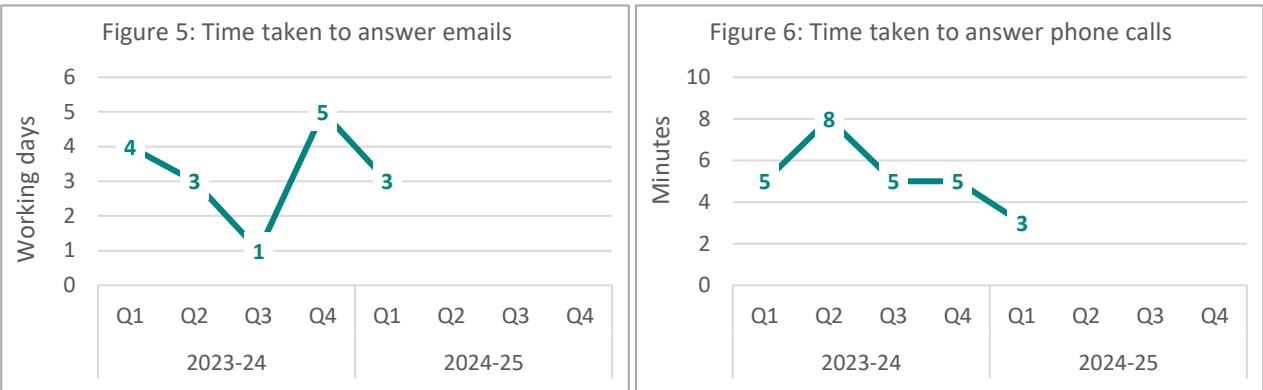
1
2
3
4
5
6
7
8
9
10
11
12

We have seen fewer cases of social workers who continue to practice because they are unaware that their registration lapsed and a greater number of cases from the public. In Q1, 78% of cases were generated from applications (93% in Q1 23-24) to join the register and 22% were generated by members of the public (7% in Q1 23-24). We will continue to closely monitor performance against this target.

Time taken to answer emails and phone calls

Table 6: Phone call and email key performance indicators

ID	KPI Description	Target	Q1	YTD
REG4	Time taken to answer emails	≤ 5 working days	3	3
REG5	Time taken to answer phone calls	≤ 8 minutes	3	3



We met both our targets for the time taken to answer emails and calls during the quarter. We received 4,328 calls in Q1 compared to 5,784 calls in Q1 23-24, which in part led to us continuing to meet our target, answering calls within 2 minutes. The reduced number of calls is likely related to the lower volume of UK applications received, and also to the improvements we have implemented to speed up assessment of overseas applications, which has led to fewer enquiries.

We received 8,653 emails in Q1 compared to 5,470 in Q1 23-24. In part, this increase is linked to the implementation of a new IT system to support efficient email management, which provides more accurate reporting. We have had 3 registration and advice vacancies for most of Q1, which has required careful operational management and flexibility of staff to ensure that the target was met.

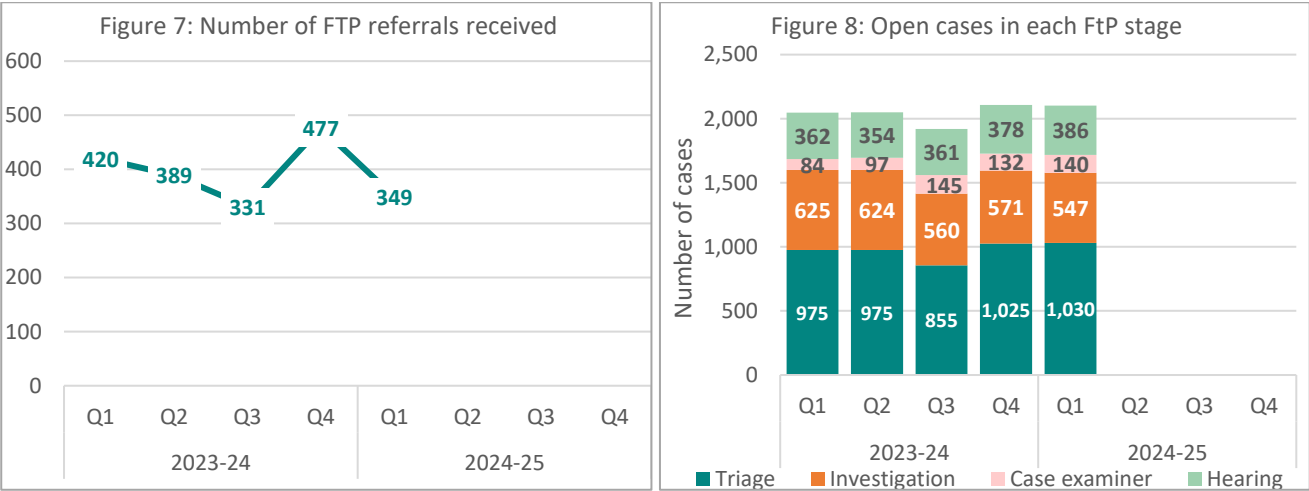
Fitness to practise

Overview of the fitness to practise FtP process

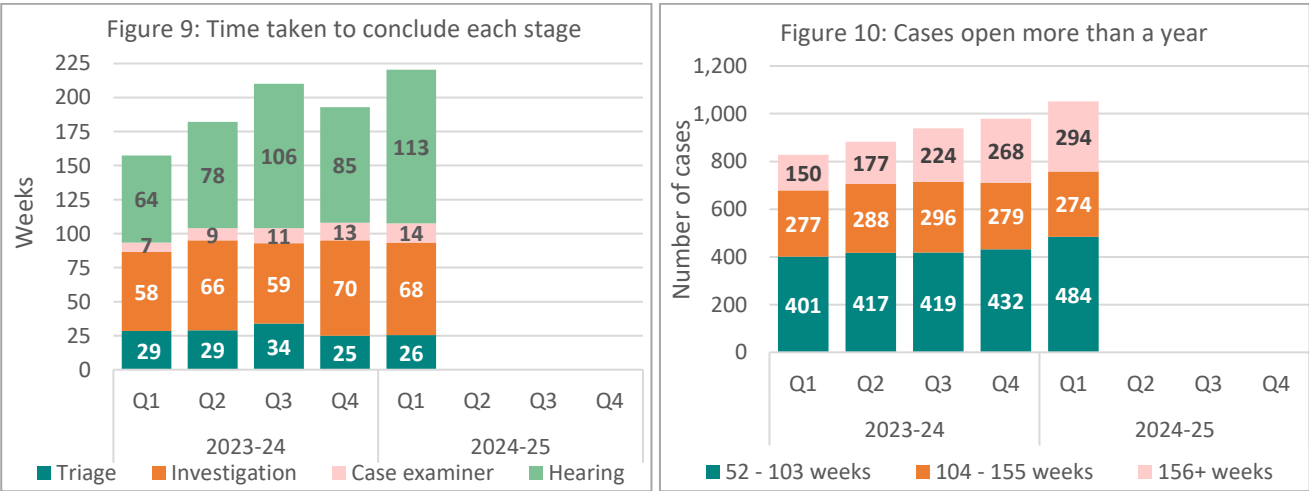
We received fewer new referrals than forecast (349 referrals received against a forecast of 459). Case numbers at the triage stage remain high (1,030), but as we discuss in reference to FTP1 below, we expect these numbers to reduce as new staff who joined in Q1 become fully

1
2
3
4
5
6
7
8
9
10
11
12

embedded in their roles. Case volumes in investigations reduced slightly, due to lower case progression from triage to investigation.

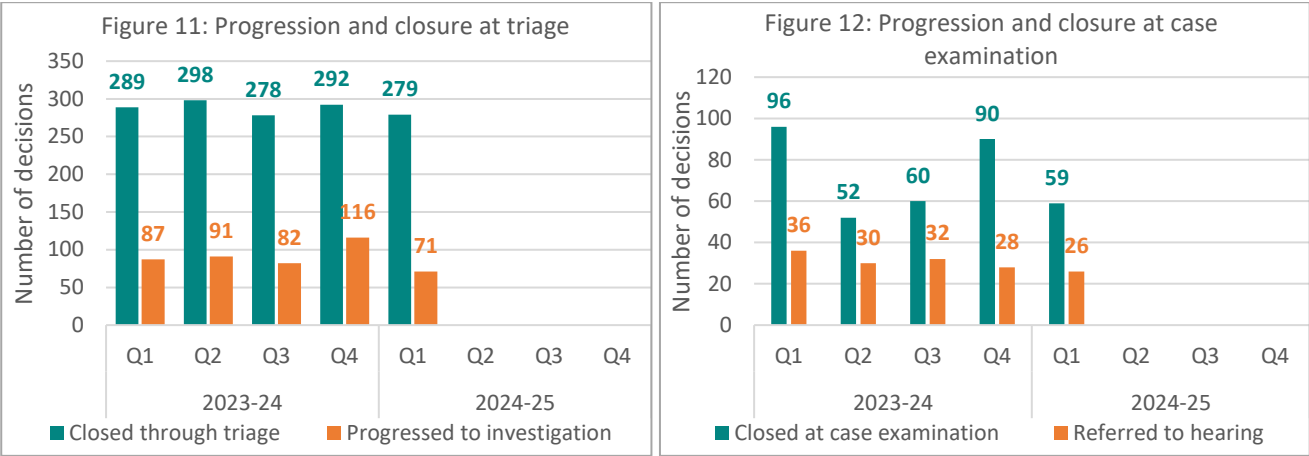


The overall number of cases at the case examiner stage increased slightly due to unplanned absence levels within the team as well as a number of cases that remained on hold due to family court matters. The hearing caseload increased in Q1 as anticipated (378 cases awaiting a hearing in Q4 to 386 cases in Q1). The hearing caseload will continue to rise this year as budget constraints mean that more cases will be referred to a hearing than we are able to conclude.



The time taken to conclude cases at the triage stage in Q4 23-24 was similar to Q1. We expect this to start to reduce from Q2 onwards as new staff start to impact on progression rates and volumes. Due to the reduced volume of final hearings in 24-25, the total number of cases over 52 weeks old has increased during Q1. We continue to target the progression of our oldest cases at the investigations stage.

1
2
3
4
5
6
7
8
9
10
11
12



As set out above, fewer cases were progressed from triage to investigation in Q1. This has resulted in a reduction in the investigation caseload. While we do not expect the additional capacity in the triage team to significantly increase the volume of cases being referred into the investigations service, we will monitor this closely.

The volume of cases being referred to hearing have remained consistent. The closure rate has decreased in Q1 due to reduced lay case examiner capacity and due to a slightly increased adjournment rate. However, we continue to close cases by way of no impairment or accepted disposal continue as appropriate.

FTP internal quality standards

In Q1, we undertook the following quality assurance activities:

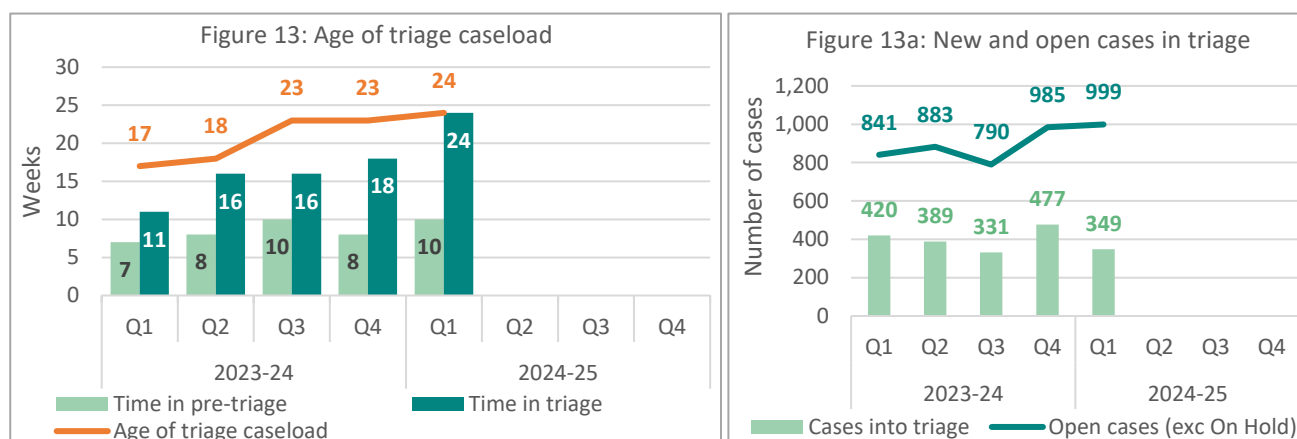
- We focused quality assurance audits on our risk assessment and interim order processes and decisions. Audits were also initiated reviewing the effectiveness of case progression within triage, investigation and case examination. The results from these activities are due to be reported in Q2.
- Our decision review group met 3 times in the quarter and the overall quality score was 93%.
- We dealt with 2 appeals by registrants either in relation to final hearing or interim order decisions and 2 applications for judicial review. Alongside this, we continue to receive learning points from the Authority relating to cases that they have considered through the section 29 process. We have reviewed these learning points and shared internally and shared with partners.
- Our legal team received 2 new applications to review a case examiner decision using the powers given to us in our revised legal framework, and we had one ongoing application. One of the new applications received during the quarter was determined ineligible for review. The other 2 applications were being considered at stage 1 of the

process. No applications were referred back to the case examiners for a fresh decision in Q1.

Age of triage caseload

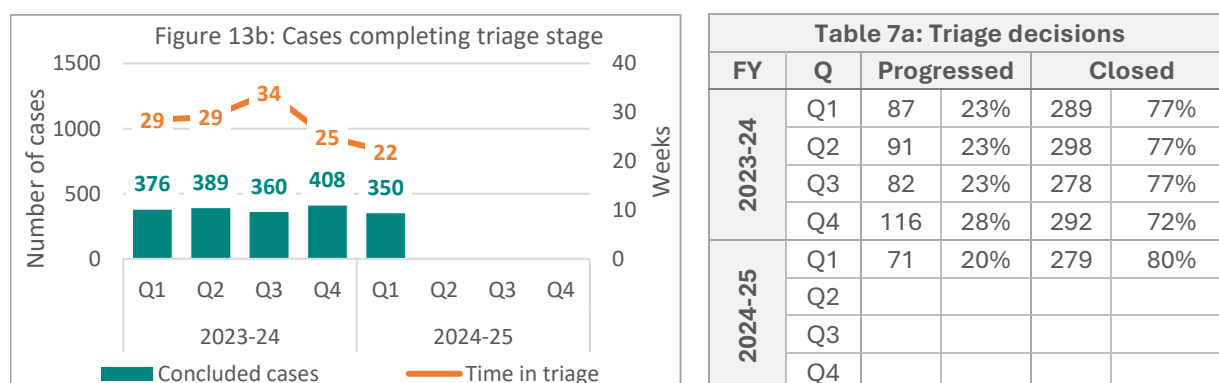
Table 7: Triage and investigations key performance indicators

ID	KPI Description	Target	Q1 target	Q1
FTP1	Age of triage caseload	≤ 14 weeks by March 2025	21	24



The age of the triage caseload remained broadly stable when compared with Q3 and Q4 of 23-24. It has increased to 24 weeks due to a build-up of cases.

We welcomed 6 people into new roles within the triage team and further developed our plans for how we will use additional capacity to reduce the volume and age of cases in the triage service. We anticipate that new starters will be working at full capacity by the beginning of Q3. Performance against our delivery plan will be monitored closely by the FtP leadership team.



The time taken to complete the triage stage reduced slightly this quarter¹. This is due to a higher proportion of younger cases being concluded in the triage service in Q1. The proportion of cases referred to investigation in Q1 was 20%, lower than in any quarter last

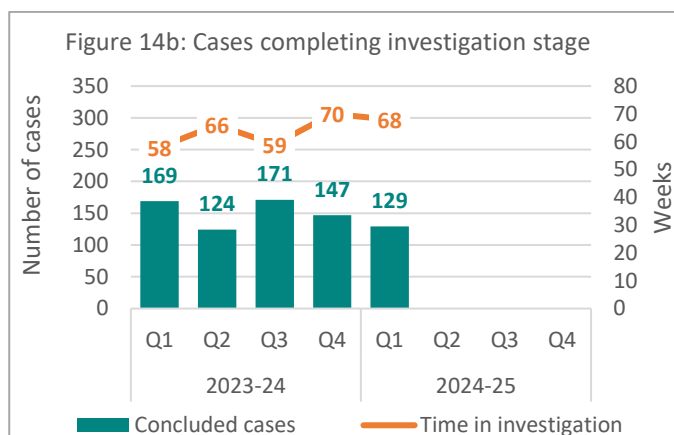
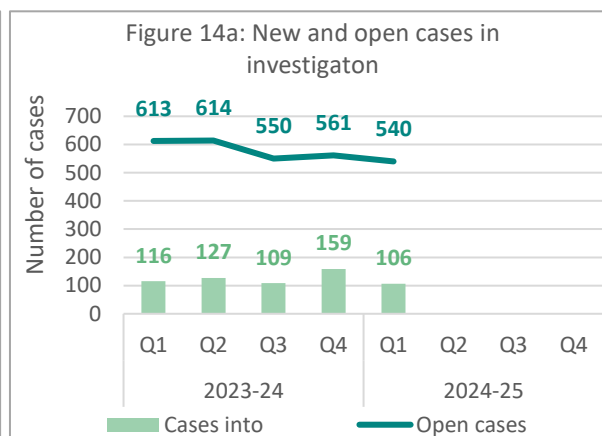
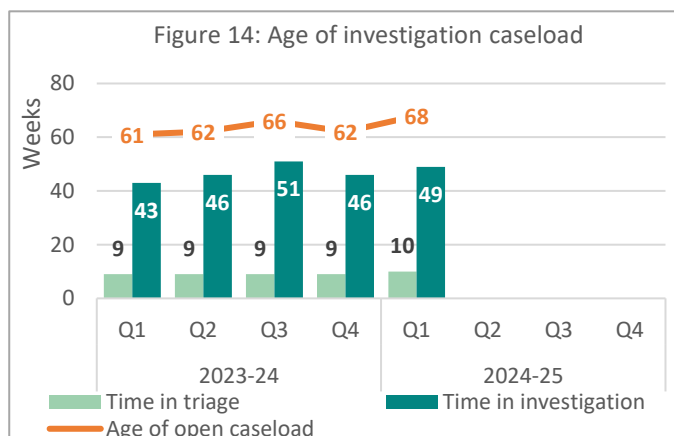
¹ The time taken to complete the triage stage measures the median time in weeks that it took for cases to be concluded. This means they are either closed or referred to the investigations stage. Whereas FTP1 measures the median age of cases that are open in the triage service.

year. We continue to close the majority of cases at the triage stage, as most concerns do not meet the threshold for further investigation.

Age of investigation caseload

Table 8: Triage and investigations key performance indicators

ID	KPI Description	Target	Q1 target	Q1
FTP2	Age of investigation caseload	≤ 54 weeks by March 2025	60	68



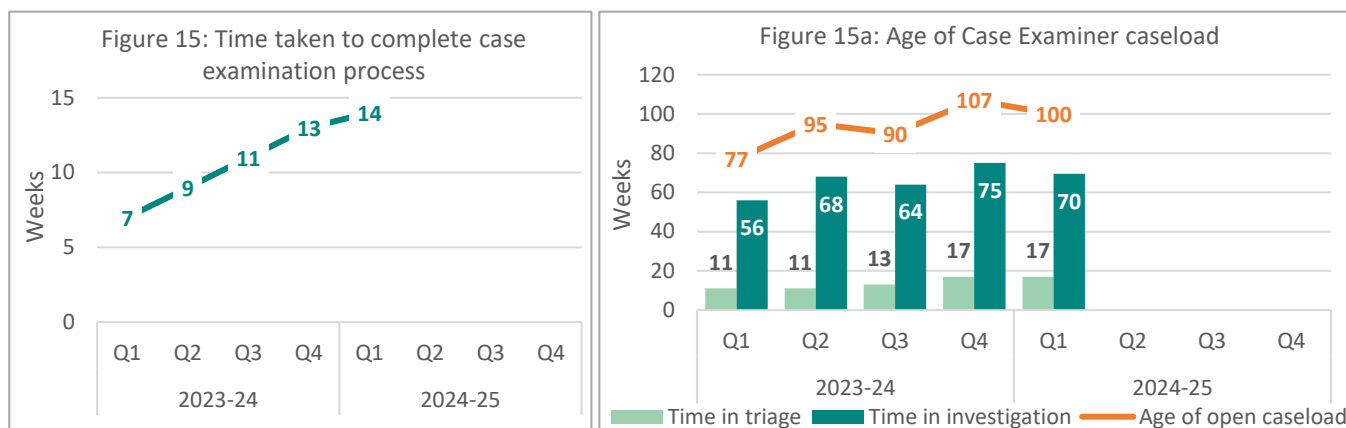
We have carefully reviewed why the median age of the investigation caseload has increased during Q1 (see figure 14). The median age is affected by the age of cases entering the investigations stage and the age of cases leaving. We concluded a higher proportion of younger cases than usual in Q1, meaning the age of the remaining open caseload increased as a result. Additionally, a higher than usual proportion of older cases were referred into the investigations service. Therefore, the median age of the investigations caseload has increased.

In Q1, we have undertaken targeted reviews of our 50 oldest cases at the investigation stage. We concluded 10 of these cases during Q1 and we referred 11 cases to the complex case meeting for specialist review by our senior FtP lawyer. We will continue to undertake targeted reviews of the oldest cases in the service to ensure that appropriate plans are in place to progress these cases, which will be monitored on a monthly basis.

Time taken to complete case examination process

Table 9: Case examination key performance indicator

ID	KPI Description	Target	Q1	YTD
FTP3	Time taken to complete case examination process	≤ 12 weeks	14	14



Our performance against this target has been impacted by long-term absences in the case examiner team. The caseload is also affected by a number of cases that are on hold whilst we further consider family court information (approximately 17%). The number of cases adjourned back to investigation from case examiners has increased from 23 in Q1 23-24 to 31 in Q1 24-25. This impacts our performance against FTP3, as an adjourned case will take 4-12 weeks longer to complete the case examiner stage. However, as there are fewer requests for amendments to regulatory concerns being made, we anticipate the number of adjournments to reduce.

In Q1, we introduced a short video to support social workers who are offered an accepted disposal outcome, to better understand the options available to them. In Q2 we will move from monthly allocations to weekly allocations for cases that get referred to a hearing, which will support timeliness.

Table 9a: Number of open cases at case examination stage	2023-24				2023-24			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	84	97	145	132	140			

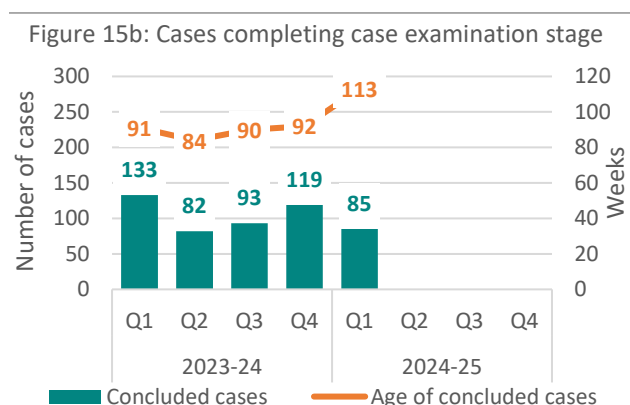


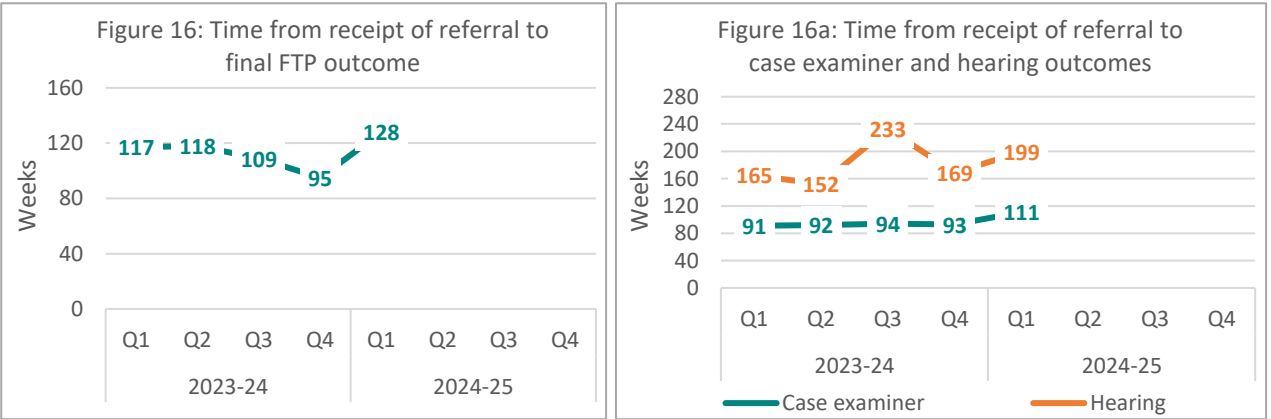
Table 9b: Case examiner decisions							
FY	Q	Closed		Accepted Disposal		Referred to hearing	
2023-24	Q1	75	56%	21	16%	36	27%
	Q2	30	37%	22	27%	30	37%
	Q3	49	53%	11	12%	32	35%
	Q4	55	47%	35	30%	28	24%
2024-25	Q1	34	40%	25	29%	26	31%
	Q2						
	Q3						
	Q4						

During Q1, 40% of cases that were considered by the case examiners were closed with no impairment, 29% were closed through accepted disposal, and 31% were referred to a final hearing. We continue to implement the learning from last year’s business plan objective to optimise accepted disposals.

Time from receipt of referral to final FtP outcome

Table 10: Final FtP outcome key performance indicator

ID	KPI Description	Target	Q1	YTD
FTP4	Time from receipt of referral to final FtP outcome	Monitor (weeks)	128	128



The increase in time taken from receipt to conclusion by case examiners has been impacted by the factors set out above. Our ability to conclude only a small number of final hearings within the budget available continues to affect the time taken to conclude cases at this stage.

Table 10a: Number of open cases at hearing stage	2023-24				2023-24			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	362	354	361	378	386			

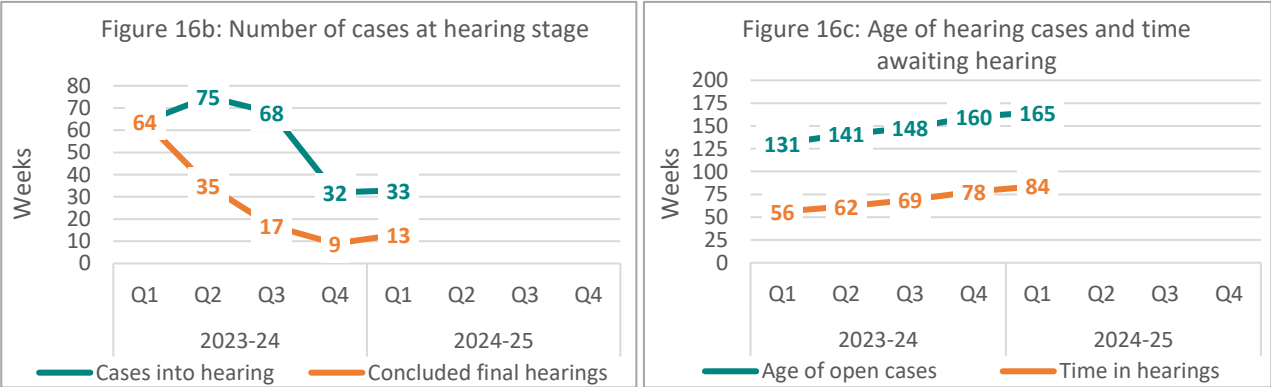


Table 10b: Hearing outcomes	2023-24				2023-24			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
No impairment, no further action	13	13	4	0	4			
No impairment, advice	0	0	0	0	0			
No impairment, warning	6	2	3	0	2			

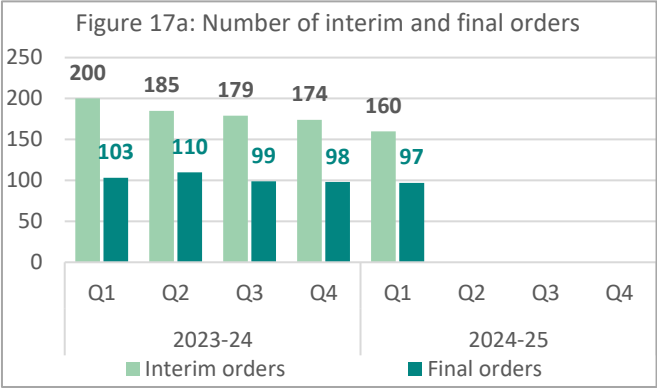
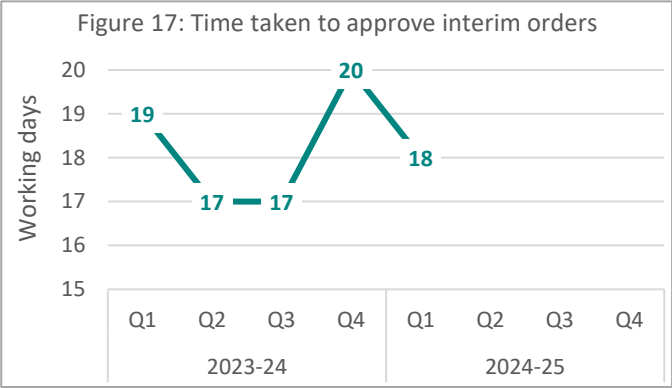
Impaired, no further action	2	0	0	0	0			
Impaired, advice	0	0	0	0	0			
Impaired, warning order	7	3	0	1	0			
Impaired, conditions of practice order	2	3	1	1	2			
Impaired, suspension order	20	10	3	4	3			
Impaired, removal order	14	4	6	3	2			

We held 13 final hearings during Q1. We continue where appropriate to update parties in relation to the status of their case.

Time taken to approve interim orders

Table 11: Interim orders key performance indicator

ID	KPI Description	Target	Q1	YTD
FTP5	Time taken to approve interim orders	≤ 20 working days	18	18



We met our target for time taken to approve interim orders. In Q1 we held 122 mandatory hearings (interim order applications, interim order reviews and final order reviews). All statutory review timescales were met.

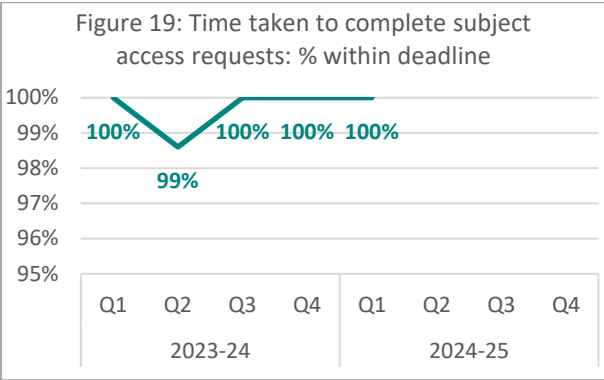
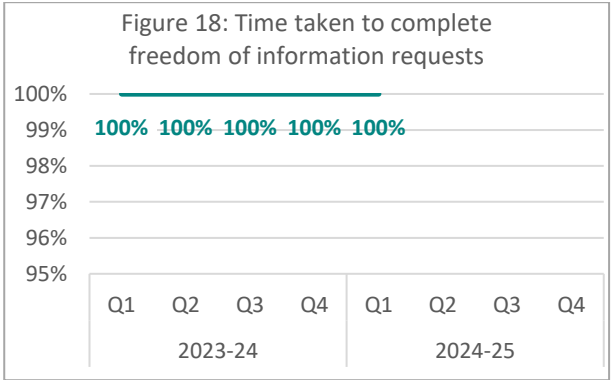
The hearing and case review teams continue to support social workers and other hearing participants, particularly where they await a listing for a final hearing.

Strategic theme: Delivery and improvement

Information governance

Table 12: Information governance key performance indicators

ID	KPI Description	Target	Q1	YTD
IG1	Time taken to complete FOI requests	≥ 90% within deadline	100%	100%
IG2	Time taken to complete subject access requests	≥ 90% within deadline	100%	100%

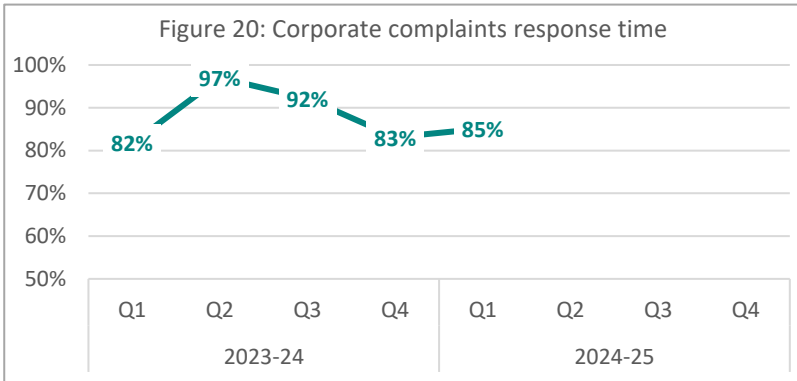


We met both of our information governance targets in Q1.

Corporate complaints response time

Table 13: Corporate complaints key performance indicators

ID	KPI Description	Target	Q1	YTD
C1	Corporate complaints response time	≥ 80% within 20 working days	85%	85%

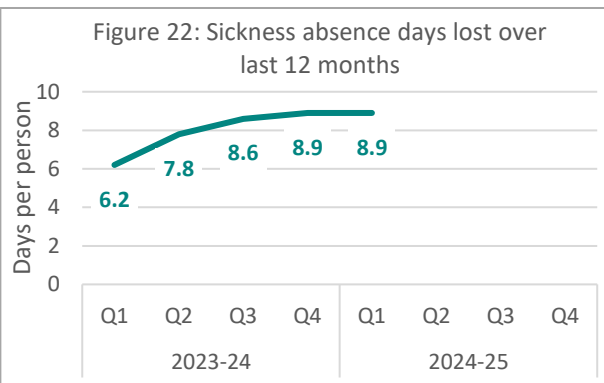
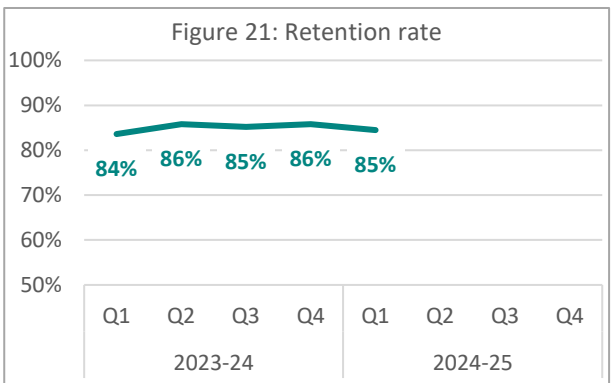


We increased our target for corporate complaints response time from 70% in 23-24 to 80% in 24-25. We met this target in Q1.

People

Table 14: People key performance indicators

ID	KPI Description	Target	Q1
P1	Retention rate	≥ 80%	85%
P2	Sickness absence over last 12 months	8.1 days	8.9



1
2
3
4
5
6
7
8
9
10
11
12

In Q1, we met our retention target. Due to internal moves and resignations, we are recruiting for a new leadership team in our investigations function. Our executive director has been closely involved to plan the approach of recruiting to these leadership roles, with a focus on managing communications and mitigating risk.

Many of workforce that are approaching over 4 years of service with the organisation, with 45% having served between 4 and 6 years. We continue to monitor length of service to plan mitigations.

Sickness absence during Q1 was slightly lower than during the same period last year, but not by enough to affect the 12-month rolling figure set out in figure 22. Last year, sickness absence increased during Q2 and remained high for most of the year. If sickness levels remain low into Q2 this year, we would expect to see the KPI start to reduce.

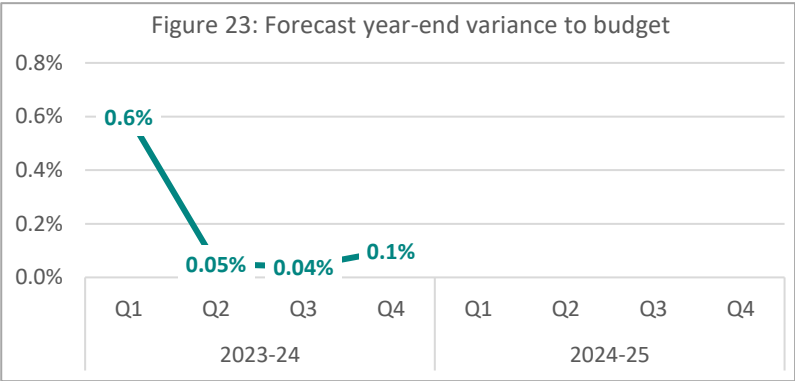
We have had a small number of cases of long-term sickness this quarter, which are not work related. We are working closely with these individuals and their managers to support a sustained return to work. The most common reason for sickness absence in Q1 were mental health, viruses and time off for recovery from operations.

As discussed under objective 9.1, we have recently completed our managers workshop on managing absence, to ensure managers clearly understand our policy and support them to effectively manage absence in their teams.

Forecast year-end variance to budget

Table 15: Finance key performance indicator

ID	KPI Description	Target	Q1
FIN1	Forecast year-end variance to budget	+/- 1.5%	0.0%

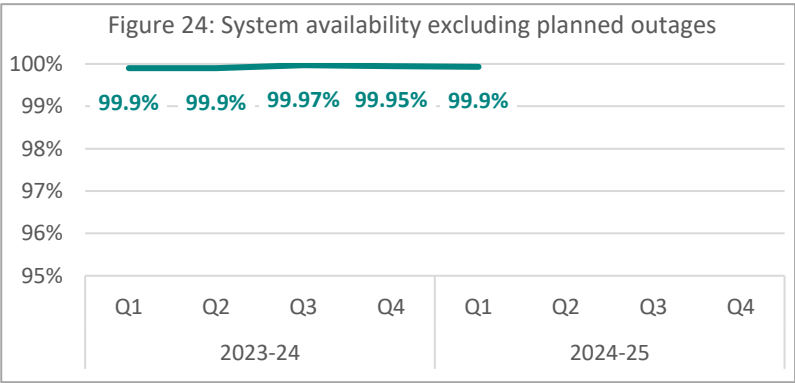


Whilst the impact from the change in the accounting method for legal fees has yet to be fully assessed we expect total expenditure, net of fee income, to finish the year close to the annual budget.

System availability

Table 16: IT key performance indicator

ID	KPI Description	Target	Q1	YTD
IT1	System availability excluding planned outages	≥ 99%	99.9%	99.9%



We met our target in Q1. We continue to invest in our infrastructure to ensure our systems are resilient to peaks in demand. We remain focused on our quality assurance and user acceptance testing processes to reduce the impact of new feature deployments on our live services.

1
2
3
4
5
6
7
8
9
10
11
12

Annex A

Statistical data 2024-25

Education and training			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of concerns received ⁱ	2024-25		0	0	0									
	2023-24		0	0	0	0	0	1	0	0	0	0	0	0
Number of re-approval inspections started	2024-25		5	7	5									
	2023-24		11	16	13	11	0	0	6	7	6	5	2	10
Re-approval decisions	Number completed	2024-25	6	5	6									
		2023-24	3	2	12	21	7	21	8	6	10	0	11	5
	Number re-approved	2024-25	0	4	0									
		2023-24	1	0	0	1	3	7	0	0	0	0	0	3
	Number re-approved with conditions	2024-25	6	1	6									
		2023-24	2	2	12	20	4	14	8	6	10	0	11	2
	Number not re-approved	2024-25	0	0	0									
		2023-24	0	0	0	0	0	0	0	0	0	0	0	0
Approval decisions	Number completed	2024-25	4	3	3									
		2023-24	3	0	6	10	3	2	0	1	6	0	1	3
	Number approved	2024-25	1	3	0									
		2023-24	0	0	0	0	1	1	0	0	0	0	0	0
	Number approved with conditions	2024-25	3	0	3									
		2023-24	3	0	6	9	2	1	0	1	6	0	1	3
	Number not approved	2024-25	0	0	0									
		2023-24	0	0	0	1	0	0	0	0	0	0	0	0

Registration			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of registered social workers		2024-25	103,000	103,133	103,353									
		2023-24	99,893	100,316	100,677	101,460	102,388	103,284	104,138	103,324	101,779	102,179	102,475	102,861
Number of social workers joining the register		2024-25	245	198	332									
		2023-24	437	468	504	822	989	985	1,130	368	726	414	312	400
Number of social workers leaving the register		2024-25	103	65	109									
		2023-24	112	43	124	37	58	85	273	1,185	2,286	7	12	14
Number of new registration applications received ⁱⁱ	All applications	2024-25	298	255	580									
		2023-24	535	725	694	1,333	1,230	1,321	999	648	337	442	367	468
	UK graduates	2024-25	139	122	451									
		2023-24	394	536	519	1,151	1064	1,184	863	517	222	335	246	325
	Overseas graduates	2024-25	159	133	129									
		2023-24	141	189	175	182	166	137	136	131	115	107	121	143
Median time taken to approve registration applications (working days) ⁱⁱⁱ	All applications	2024-25	8	12	2									
		2023-24	4	6	4	3	4	4	3	2	3	3	5	3
	UK graduates	2024-25	2	2	1									
		2023-24	4	5	3	3	4	3	2	1	2	3	2	2
	Overseas graduates	2024-25	65	48	35									
		2023-24	52	55	55	56	54	54	51	58	56	62	74	75
Number of restoration applications received		2024-25	59	61	72									
		2023-24	79	85	95	81	65	76	82	129	495	119	76	88
Median time taken to approve restoration applications (working days) ^{iv}		2024-25	3	3	2									
		2023-24	14	7	3	1	9	2	2	1	2	4	8	5
Number of misuse of title cases opened		2024-25	9	4	10									
		2023-24	18	13	13	8	9	5	15	19	25	11	6	6

Registration		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of misuse of title cases closed	2024-25	14	7	5									
	2023-24	15	17	17	13	6	18	8	10	19	11	8	13
Median time taken to conclude misuse of title cases (working days) ^v	2024-25	88	32	54									
	2023-24	59	64	42	69	61	114	53	47	0	49	44	74
Number of phone calls received	2024-25	1,455	1,400	1,473									
	2023-24	1,770	1,843	2,171	2,627	2,696	3,845	4,243	6,775	3,627	2,328	1,774	1,592
Median time taken to answer phone calls (minutes)	2024-25	3	3	3									
	2023-24	6	5	6	6	5	12	9	3	6	7	4	4
Number of emails received	2024-25	3,387	2,793	2,473									
	2023-24	1,643	1,850	1,977	2,057	2,557	4,376	4,481	6,109	3,488	3,474	3,297	5,695
Median time taken to answer emails (working days)	2024-25	4	1	5									
	2023-24	3	4	3	5	2	5	4	1	1	5	5	4

Continued professional development		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Percentage of social workers that have submitted at least one piece of CPD	2024-25	4%	5%	6%									
	2023-24	4%	5%	7%	10%	13%	20%	35%	96%	0.3%	1%	2%	3%
Percentage of social workers meeting all CPD requirements ^{vi}	2024-25	1%	2%	2%									
	2023-24	1%	2%	3%	4%	7%	14%	27%	96%	0.06%	0.2%	0.5%	1%
Total number of valid CPD items recorded (cumulative)	2024-25	6,406	8,272	10,146									
	2023-24	7,414	9,004	13,406	18,451	26,328	43,756	77,756	222,148	441	1,709	3,077	4,872

Fitness to practise		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of concerns received	2024-25	128	158	151									
	2023-24	141	142	155	146	156	146	170	202	147	222	147	123
Triage	Median age of pre-triage and triage caseload (weeks)	2024-25	22	22	24								
		2023-24	17	17	17	19	19	18	20	19	23	22	23

Fitness to practise			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Triage	Number of new pre-triage cases	2024-25	131	119	99									
		2023-24	123	151	146	138	144	107	101	136	94	214	154	109
	Number of open pre-triage cases	2024-25	269	283	290									
		2023-24	307	294	305	263	272	316	282	272	195	252	254	262
Triage ^{vii}	Percentage of cases closed at the pre-triage stage	2024-25	24%	25%	33%									
		2023-24	13%	21%	12%	22%	30%	16%	22%	17%	16%	20%	23%	22%
	Median time taken to complete pre-triage stage (weeks)	2024-25	6	6	5									
		2023-24	6	7	8	6	4	4	9	7	8	4	4	5
	Number of cases that progressed to triage	2024-25	96	82	63									
		2023-24	120	130	120	140	95	53	105	122	144	125	119	80
	Number open triage cases (excluding on hold cases)	2024-25	708	704	709									
		2023-24	490	527	536	615	623	567	588	589	595	680	713	723
	Percentage of cases closed at the triage stage	2024-25	71%	76%	70%									
		2023-24	70%	69%	74%	62%	66%	77%	82%	69%	53%	70%	58%	58%
Investigation ^{viii}	Median time taken to complete triage stage (weeks)	2024-25	21	26	27									
		2023-24	13	19	22	18	25	27	24	29	17	25	16	17
	Number of cases that progressed to investigation	2024-25	32	22	19									
		2023-24	26	32	31	31	35	27	17	42	24	42	43	32
	Number open investigation cases (excluding on hold cases)	2024-25	557	547	540									
		2023-24	667	648	613	606	612	614	574	561	550	562	569	561
	Median age of investigation caseload (weeks)	2024-25	62	64	68									
		2023-24	63	64	61	63	61	62	64	63	66	64	62	62
	Median time taken to complete investigation stage (weeks)	2024-25	70	76	49									
		2023-24	33	51	70	59	70	68	66	53	58	66	70	73
		2024-25	133	142	140									

Case examiner ^{ix}	Number of open case examiner cases	2023-24	77	82	84	101	96	97	111	134	145	148	151	132
Fitness to practise			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Case examiner ^x	Percentage of cases closed at the case examiner stage	2024-25	45%	91%	80%									
		2023-24	72%	80%	67%	70%	44%	84%	63%	79%	54%	79%	74%	78%
	Median time taken to complete case examiner stage (weeks)	2024-25	15	13	14									
		2023-24	7	8	6	6	9	11	12	11	11	13	13	12
	Number of accepted disposals offered	2024-25	14	7	11									
		2023-24	2	14	13	9	8	8	8	10	9	15	13	14
Hearings	Number of cases that progressed to hearings	2024-25	18	2	6									
		2023-24	8	9	19	7	19	4	15	6	11	6	11	11
	Number of open cases in hearings (excluding post-hearing cases)	2024-25	392	391	386									
		2023-24	386	378	362	356	366	354	362	361	361	365	373	378
	Number of concluded final hearings	2024-25	5	6	2									
		2023-24	17	19	28	14	7	14	4	6	7	3	3	3
Interim orders	Median time take to approve interim orders (working days)	2024-25	17	18	26									
		2023-24	19	20	19	18	18	17	20	N/A	17	28	19	18
	Number of interim order application hearings held	2024-25	1	3	1									
		2023-24	6	4	7	4	7	4	4	1	4	5	2	4
	Number of interim orders imposed	2024-25	1	3	1									
		2023-24	6	3	6	4	6	4	4	0	4	5	1	3
Number of final order reviews held		2024-25	11	8	11									
		2023-24	10	14	11	8	14	11	10	15	7	10	7	6
Median time from receipt of referral to final FtP outcome (weeks) - Including on hold cases		2024-25	125	126	140									
		2023-24	99	127	118	113	128	129	86	119	126	112	93	85
Median time from receipt of referral to final FtP outcome (weeks) - Excluding on hold cases		2024-25	125	126	138									
		2023-24	99	118	118	113	128	120	66	107	126	112	78	72

FTP Internal quality score	2024-25	97%	88%	94%									
	2023-24	93%	93%	92%	93%	85%	85%	92%	94%	100%	86%	89%	97%
People		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Retention rate	2024-25	85%	85%	85%									
	2023-24	83%	85%	84%	86%	87%	86%	86%	86%	85%	86%	86%	86%
Headcount of staff ^{xi}	2024-25	233	232	234									
	2023-24	249	247	245	240	237	238	242	242	241	238	238	236
Days lost to sickness per employee over previous 12 months	2024-25	8.9	8.8	8.9									
	2023-24	5.7	6.0	6.2	6.5	7.1	7.8	8.1	8.4	8.6	9.2	9.4	8.9

Corporate complaints		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Corporate complaints responded to within timescales	2024-25	74%	94%	91%									
	2023-24	87%	86%	77%	97%	100%	91%	96%	88%	94%	89%	81%	75%
Number of corporate complaints received (stage 1 only)	2024-25	17	12	6									
	2023-24	23	20	27	37	33	24	26	15	23	24	9	13
Number of corporate complaints that missed 20-day timescale ^{xii}	2024-25	5	1	1									
	2023-24	2	3	8	1	0	2	1	4	1	3	3	4
Median response time over previous 12 months (working days)	2024-25	15	15	15									
	2023-24	18	18	18	18	18	16	15	16	15	15	15	15

^{i-xii} Figures under this indicator have been amended since 2023-24. At the start of each financial year, we check the monthly figures for the previous year and make any necessary amendments. These retrospective changes are expected due to a variety of reasons, for example changes being made on systems after the data has been captured or if there have been changes in processes. We will footnote, by exception, any changes each quarter that may impact our performance reporting.

Annex B

Course reapproval decisions Q1 2024-25

Provider	Course	Region	Inspection dates		Link to inspection report	Decision
			From	to		
Liverpool John Moores University	BA (Hons) Social Work Degree Apprenticeship	North West	22 November 2023	24 November 2023	https://www.socialworkengland.org.uk/media/gjstf01h/20231126_ljmur2_cp83_final_report.pdf	Approved with conditions
University of Sunderland	BA (Hons) Social Work PT	North East	12 December 2023	15 December 2023	https://www.socialworkengland.org.uk/media/g1hncfrf/20240403_usunr1_final.pdf	Approved with conditions
	BA (Hons) Social Work FT	North East	12 December 2023	15 December 2023	https://www.socialworkengland.org.uk/media/g1hncfrf/20240403_usunr1_final.pdf	Approved with conditions
	MA Social Work PT	North East	12 December 2023	15 December 2023	https://www.socialworkengland.org.uk/media/g1hncfrf/20240403_usunr1_final.pdf	Approved with conditions
	MA Social Work FT	North East	12 December 2023	15 December 2023	https://www.socialworkengland.org.uk/media/g1hncfrf/20240403_usunr1_final.pdf	Approved with conditions
Staffordshire University	BA (Hons) Social Work Practice (Apprenticeship)	Midlands	23 January 2024	25 January 2024	https://www.socialworkengland.org.uk/media/aiuc3aiy/20240212_sur2_final_v1.pdf	Approved with conditions
	MA Social Work	Midlands	23 January 2024	25 January 2024	https://www.socialworkengland.org.uk/media/3brlr2nj/240624_sur3-inspection-report_ma-pgdip_rd.pdf	Approved with conditions
	Pg Dip Social Work (masters exit route)	Midlands	23 January 2024	25 January 2024	https://www.socialworkengland.org.uk/media/3brlr2nj/240624_sur3-inspection-report_ma-pgdip_rd.pdf	Approved with conditions

University of Winchester	BA (Hons) Social Work Degree Apprenticeship	South East	16-Jan-24	18 January 2024	https://www.socialworkengland.org.uk/media/zx3jcc22/20240520_uchr2_final.pdf	Approved with conditions
Birmingham City University	BSc (Hons) Social Work	Midlands	12-Mar-24	15 March 2024	https://www.socialworkengland.org.uk/media/ismmphob/07052024_bcur1_bsc_msc_final.pdf	Approved
	MSc Social Work	Midlands	12-Mar-24	15 March 2024	https://www.socialworkengland.org.uk/media/ismmphob/07052024_bcur1_bsc_msc_final.pdf	Approved
	Pg Dip Social Work (masters exit route)	Midlands	12-Mar-24	15 March 2024	https://www.socialworkengland.org.uk/media/ismmphob/07052024_bcur1_bsc_msc_final.pdf	Approved
University of Central Lancashire	PG Dip Social Work Step Up	North West	05 March 2024	08 March 2024	https://www.socialworkengland.org.uk/media/tafbhgi5/20240621_baapp_maapp_stepup_reapproval_inspection_-_final_report_uclr2.pdf	Approved with conditions
	BA (Hons) Social Work Degree Apprenticeship	North West	05 March 2024	08 March 2024	https://www.socialworkengland.org.uk/media/tafbhgi5/20240621_baapp_maapp_stepup_reapproval_inspection_-_final_report_uclr2.pdf	Approved with conditions
University of Sussex	PG Dip Step Up	South East	13 February 2024	15 February 2024	https://www.socialworkengland.org.uk/media/aqghgm2e/20240221_ususr2_cp288_final_report.pdf	Approved
Solent University	BA (Hons) Social Work Degree Apprenticeship	South East	05 March 2024	08 March 2024	https://www.socialworkengland.org.uk/media/achdiwue/solent-university-inspection-report-apprenticeship.pdf	Approved with conditions
University of Birmingham	Pg Dip Social Work	Midlands	09 April 2024	11 April 2024	https://www.socialworkengland.org.uk/media/qtqar1ju/13062024_ubir2_pg dip_stepup_final.pdf	Approved with conditions

Course approval decisions Q1 2024-25

Provider	Course	Region	Inspection dates		Link to inspection report	Decision
			From	to		
University of Sunderland	BA (Hons) Social Work PT	North East	12 December 2023	15 December 2023	https://www.socialworkengland.org.uk/media/g1hncfrf/20240403_usunr1_final.pdf	Approved with conditions
	BA (Hons) Social Work FT	North East	12 December 2023	15 December 2023	https://www.socialworkengland.org.uk/media/g1hncfrf/20240403_usunr1_final.pdf	Approved with conditions
London South Bank University	BA (Hons) Social Work Degree Apprenticeship	London	30 January 2024	01 February 2024	https://www.socialworkengland.org.uk/media/fwldffzy/20240215_final_approval_report_lsbu_ba-hons-degreeapprenticeship.pdf	Approved with conditions
University of Hertfordshire	BA (Hons) Social Work Degree Apprenticeship	East	13 February 2024	15 February 2024	https://www.socialworkengland.org.uk/media/jj1nb4i4/29042024_uhbada_final.pdf	Approved
Birmingham City University	BSc (Hons) Social Work	Midlands	12 March 2024	15 March 2024	https://www.socialworkengland.org.uk/media/ismmphob/07052024_bcur1_bsc_msc_final.pdf	Approved
	MSc Social Work	Midlands	12 March 2024	15 March 2024	https://www.socialworkengland.org.uk/media/ismmphob/07052024_bcur1_bsc_msc_final.pdf	Approved
	Pg Dip Social Work (masters exit route)	Midlands	12 March 2024	15 March 2024	https://www.socialworkengland.org.uk/media/ismmphob/07052024_bcur1_bsc_msc_final.pdf	Approved
Solent University	MA Social Work	South East	05 March 2024	08 March 2024	https://www.socialworkengland.org.uk/media/evbe3nvh/solent-university-inspection-report-ma-pg-dip.pdf	Approved with conditions
	PG Dip Social Work (masters exit route only)	South East	05 March 2024	08 March 2024	https://www.socialworkengland.org.uk/media/evbe3nvh/solent-university-inspection-report-ma-pg-dip.pdf	Approved with conditions
University of Central Lancashire	MA Social Work Degree Apprenticeship	North West	05 March 2024	08 March 2024	https://www.socialworkengland.org.uk/media/tafbhgi5/20240621_baapp_maapp_stepup_reapproval_inspection_final_report_uclr2.pdf	Approved with conditions