General
Social Care
Council

General Social Care Council
Annual Report and Accounts
2009 -10

General Social Care Council Annual Report and Accounts 2009-10

Annual Report and Accounts presented to Parliament pursuant to paragraph 18(4), Schedule 1 of the Care Standards Act 2000

Ordered by the House of Commons to be printed on the 22 July 2010

Contents

GSCC key achievements
2009 -10

Lowering the threshold by which we consider matters referred to us has enabled us to increase the scope of our investigation work and improve public protection. The volume of investigations being closed has increased significantly: in 2009 there was an average of nine cases per week closed. During 2010 this increased to 25 per week. A total of 59 conduct hearings were held in 2009-10 with sanctions imposed in 53 instances. These developments, coupled with good progress against our recovery and transformation plan are helping to ensure that we **deal with cases in a more timely and effective manner.**

During the academic year 2009-10 we completed **31 education course approvals and 27 re-approvals.** We started strengthening our approach to the regulation of Higher Education Institutions (HEIs) and a programme of work has begun to support this which will deliver on the ambitions of the GSCC and the Social Work Task Force. Publication of our *Raising Standards: Social Work Education in England 2008-09* report informed the sector and helped to drive up standards of social work education and training.

We have **engaged people who use social work services** to inform many aspects of our work including our inspection of education institutions offering the Social Work Degree.

The 2009 annual conference received very good feedback from attendees and positive national press coverage. Of those who completed a feedback form, **78 per cent rated the conference as excellent or very good.**

Significant investment in training and development which is equipping our staff to support the initiatives taking place in the social care sector. This includes a programme of events for staff to **learn from the experiences of social workers and users of social work services,** which is helping us to ensure our services are fit for purpose.

Improving our efficiency through the introduction of a web-based HR management information system (HRMIS). Its successful implementation has generated **significant operational efficiencies** including the provision of a single source of HR employee data, improved data quality and reduced handling time.

A successful parliamentary reception hosted by Baroness Pitkeathley, saw over 100 MPs, Peers and representatives from social care organisations gather in the House of Lords to talk about the work of the GSCC and the future of social work.

Good financial performance and budgetary achievement. This reflects our desire to provide value for money and provides a good foundation on which to face the financial challenges in the years to come.

We published *Grow Your Own Social Worker*, a step-by-step guide to help students, employers and universities to get the most out of their own schemes. It is designed to **help employers to take a long-term approach to social worker recruitment and retention.**

We have played an **important role in shaping the programme for the reform of social work** through our contributions to the Social Work Task Force. We were pleased that our contributions and the important work of the GSCC have been recognised through our membership of the Social Work Reform Board.

A new set of corporate priorities have been developed, **putting public protection at the heart of everything we do.** These priorities will provide the focus for the activities we undertake in the coming year.

The **successful recruitment of a new top team** (Chief Executive, Director of Regulatory Operations, Director of Strategy and Social Work Education, and Director of Corporate Resources) has given us a sound basis to move forward with the ambitions set out in our 2010-13 Corporate Plan and 2010-11 Business Plan. The key focus of both plans will be on the protection of the public and ensuring that the public and our stakeholders have confidence in the social work profession and the work of the GSCC.

An independent review of our governance arrangements, which is improving the way we work and aiding progress towards our priorities. There has also been **clearer accountability for organisational performance** and greater scrutiny of performance data by the GSCC Board, with the frequency of performance reporting improving along with the services we provide, such as in registering and renewing social workers' registration.

service delivery support service governance

GSCC key facts
2009-10

100,882
At the end of 2009-10 we had **100,882** registrants on the Social Care Register compared to **95,511** in the previous financial year.

59
There were **59** Conduct hearings in 2009-10. Of these, six hearings were dismissed, there were nine admonishments, 12 registrants suspended and **32 people removed from the register.**

6,024
Enrolment on the Social Work Degree for the academic year 2009-10 was **6,024**, compared to **5,879** in the previous academic year.

7,953
In 2009-10 we received **7,953** applications to join the Social Care Register as qualified social workers compared to **6,928** in the previous financial year.

23 per cent
We have provided good customer service by achieving consistently strong performance in registering and renewing the registration of social workers on the Social Care Register, despite receiving a **23 per cent** increase in applications on the previous year.

165
165 applications to the Social Care Register were refused in 2009-10 compared to **146** in the previous financial year.

9,185
To date **9,185** people have enrolled for the new social work post-qualifying award.

16,384
There are currently **16,384** students studying on Social Work Degree courses.

25 per cent

Two per cent of registered social workers are under 24; 16 per cent are aged 25-34; **25 per cent are 35-44**; 33 per cent are 45-54; and 24 per cent are over 55.

15,465

A total of **15,465** students have achieved Social Work Degree qualification since its inception in 2003, with **5,072** students passing the Social Work Degree in 2008-09. This reflects an overall pass rate of almost **90 per cent**

154

We have established a more customer-focussed approach to complaints handling, with the new approach going live March 2010. We received **154** complaints in 2009-10, which represents a slight decrease on the previous year.

50,000

Social Work Connections, our quarterly registrant e-newsletter, was delivered to over **50,000** people of which **32 per cent** opened the newsletter, which is at the top end of the industry average for a membership e-newsletter. It keeps social workers and social work students informed about relevant news and developments in the sector.

77 per cent

77 per cent of registered social workers are female and 23 per cent are male.

271

There are currently **271** approved degree courses and **331** approved university post-qualifying courses.

91.3 per cent

91.3 per cent of students register as qualified social workers after completing their course.

Foreword

Welcome to the General Social Care Council (GSCC) Annual Report and Accounts 2009-10. This publication reports on our progress in the financial year 2009-10 and on our work and priorities.

Part one gives an overview of the GSCC, our role, purpose and approach. Part two is a review of the year against the strategic aims we set out in our last annual report. Part three presents our accounts for the financial year 2009-10.

The past 12 months have been particularly challenging for the GSCC, but they have brought about significant reform and renewal. These were driven by both internal and external developments: an unprecedented level of reform across the social work sector; and problems coming to light in the management of our work to regulate the conduct of our registrants.

The main external driver for change has been the Social Work Task Force, which was established in December 2008 to review the state of social work. I was enormously impressed by the thoroughness of the task force report, published at the end of 2009, and by the clarity of its far reaching recommendations which will transform the profession. The GSCC was closely involved with the work of the task force and I am very pleased that the role of regulation in driving up the standard of professional practice is recognised.

The task force's recommendations will strengthen our regulatory powers and have a positive impact on the status and reputation of the social work profession. We are delighted to sit on the Social Work Reform Board which is driving the implementation programme and contributing to a national initiative aimed at ensuring the highest standards of practice amongst social workers.

We also very much welcome the decision to establish a National College of Social Work. I believe that in the past the profession has suffered from not having a body to promote it and educate the public about the complex and valuable work its members do. We look forward to working in close partnership with the college which will have a very important role in developing and disseminating the standards which we expect our registrants to understand and demonstrate in their practice.

The Children and Families Select Committee also conducted an inquiry into strengthening the training of social workers, which reported in July 2009. We were pleased that the committee endorsed a number of our recommendations, including the need for us to be given stronger powers to regulate the Social Work Degree. We have made some

progress in strengthening the regulation of social work education over the last year but new powers are essential if we are to ensure consistently high standards for all social work students. I am delighted that our argument has been recognised both by the select committee and the task force.

There have also been internal challenges for the GSCC. Last summer we discovered serious problems in the management of our work in investigating and taking action in cases of social worker misconduct. We alerted Government and took immediate action to address the situation. At our invitation the Council for Healthcare Regulatory Excellence (CHRE) undertook a review of our conduct function. We fully accepted the findings, conclusions and recommendations of CHRE's report, which coincided substantially with our findings and the recovery plan we had already put in place. We are on course to deliver that plan and have improved the rigour and robustness of our risk assessments, investigations and conduct proceedings.

We are now confident that we are discharging our public protection duties effectively, but we must sustain these improvements, and this will remain a priority for next year.

We have come to the end of the year with a much clearer definition of our role and focus. This clarity, together with the appointment of a new senior management team, led by a new Chief Executive, Penny Thompson, whose background as a professional social worker and a respected leader with over 30 years' experience in local government and public service, will enable us to take forward an exciting agenda and to radically improve the quality of social work practice, benefiting all those who rely on the support of social workers for their safety and wellbeing.

Rosie Varley OBE
Chair of the General Social Care Council

Introduction

It is my pleasure to introduce you to the General Social Care Council Annual Report and Accounts 2009-10. I joined the GSCC as Chief Executive on 31 March 2010, and in many ways my appointment has come at a pertinent time for the organisation.

Thanks to the hard work of my predecessors and staff across the GSCC, we have turned a corner on some of the issues outlined by Rosie in her Foreword and now have a clear focus on priorities for the coming years.

As we enter the new financial year and respond to the new Government, it is clear that we are working in a new financial and policy context. The White Paper, *Putting the Frontline First: Smarter Government* published in December 2009, outlined proposals for smarter, more efficient public services. Like all other public bodies, the GSCC must evolve to meet the financial challenges ahead and for us this comes in the context of plans for the GSCC to become financially independent over time. A key priority for this year will therefore be to look at both income generation and at how we can ensure efficiency and value for money in all of our services. One of the greatest opportunities for efficiency savings is the automation of our registration processes and work on this will be taken forward this year.

Ensuring that our conduct work remains a key element of our regulatory operations will continue to be a priority in 2010-11.
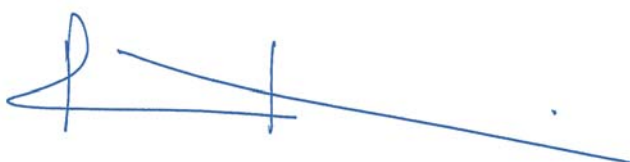
As well as revising our processes and introducing more quality assurance, we will be introducing new and refreshed powers to hear our cases. We will also be working to increase the e-enablement of our registration process, and to achieve a marked increase in take up of online registration and renewal.

Our regulatory work in social work education will also go through a major transformation programme next year. We need to adopt a more proportionate and targeted approach to our inspection of social work courses to ensure that all students consistently receive the high quality training needed for the immensely challenging careers ahead of them. We will also work closely with the Social Work Reform Board on the development of the post-qualifying training system, linked to a new career structure.

In order to achieve real and lasting success in these programmes of work, we need to ensure that everyone we work with and all who have an interest in our work, understand and have confidence in what we do. We are therefore planning a major programme of stakeholder engagement.

We aim to work in a way that is clear, fair, open and collaborative, which will help us to deliver on our ambition and priorities and to develop a reputation we can be proud of.

This is a really significant time for the GSCC where the learning from our experience so far, together with a major reform agenda across the wider sector have come together to provide us with a greater clarity of focus and a strong platform to build from. We now have a clear vision for what we need to do to provide excellence in social work registration and regulation and raise standards in social work education and training. The programme is an ambitious but exciting one, which I anticipate will lead to effective public protection and public confidence in the regulation of social work.

Penny Thompson
Chief Executive of the GSCC
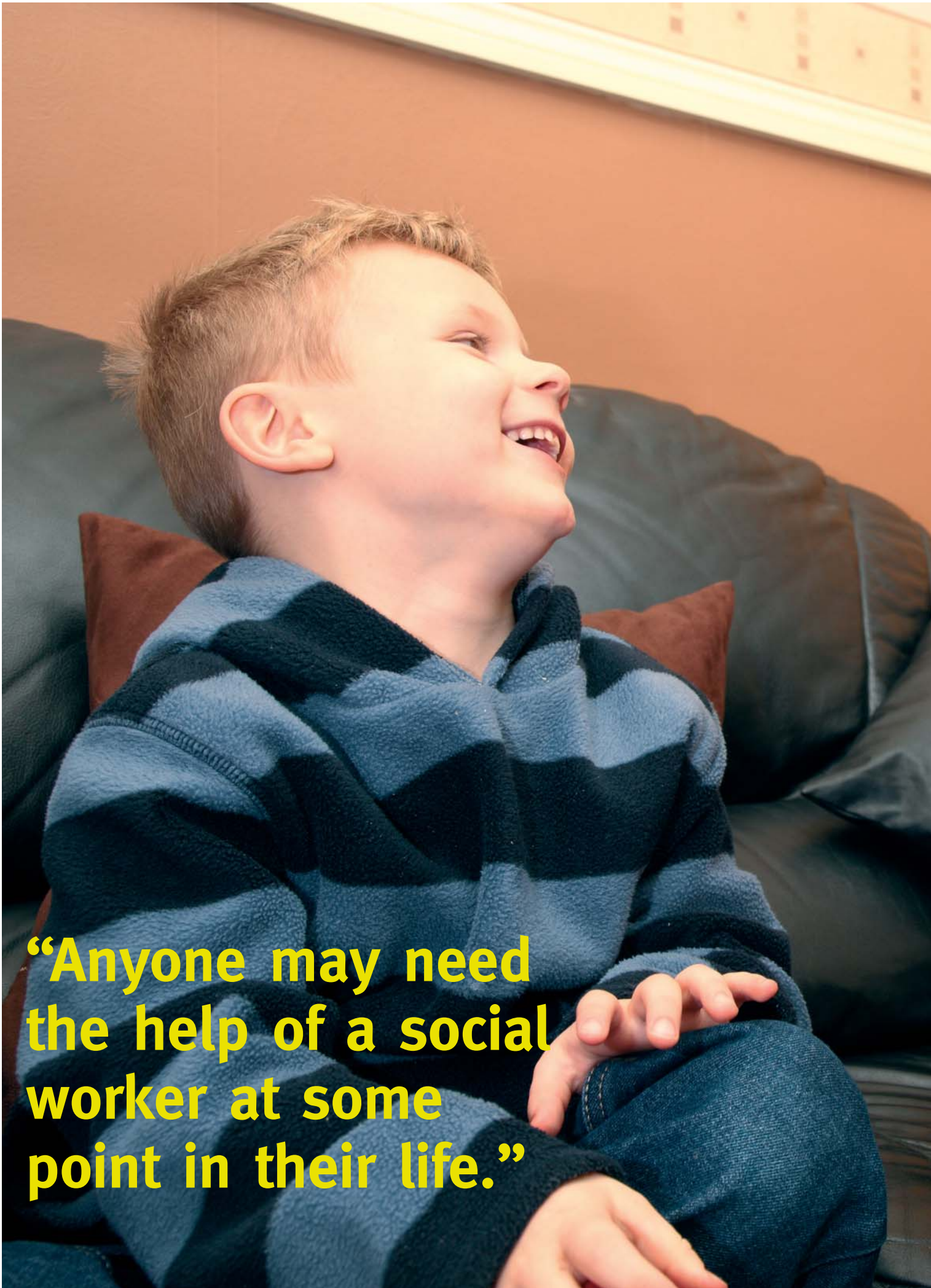
"Anyone may need the help of a social worker at some point in their life."

Part one:
about us

About the General Social Care Council

The General Social Care Council (GSCC) is the regulator of the social work profession and education in England. We protect the public by requiring high standards of education, conduct and practice of all social workers.

"It is our ambition to be a high performing regulator"

We ensure that only those who are properly trained, able and committed to high standards practise social work. We do this by maintaining a compulsory register of social workers and issuing and enforcing a code of practice for the profession. The GSCC has the power to impose sanctions on social workers who do not meet the required standards of conduct. Where public protection warrants it, an independent panel can remove them from the register following a full investigation and hearing. Social workers who have been removed from the register are no longer able to practise social work legally in England.

We also regulate and promote high standards in social work education by approving the quality of social work qualifications offered by universities.

It is our ambition to be a high performing regulator that protects the public through the regulation of social workers and their training. We strive to provide users of social work services and the public with confidence in our work and in the social work profession.

Our principles

In upholding our responsibilities as the workforce regulator we aim to:

- seek and respond to the views of the public, people who use social work services, employers and social workers
- build constructive relationships with our partners and stakeholders
- be independent, clear, fair, open, collaborative, efficient and effective in what we do
- embrace human rights, equality and diversity in all that we do
- learn and develop as an organisation
- invest in our people and make the GSCC an excellent employer.

Our priorities

Our priorities as an organisation are:

- the protection of the public through improved educational standards, excellence in registering social workers, and effective conduct systems.
- effective working with key partners
- excellent customer service and value for money
- robust governance arrangements
- excellent leadership and staff engagement
- strong organisational capability and performance.

What is social work?

Social work is an established professional discipline with a distinctive part to play in promoting and securing the wellbeing of children, adults, families and communities. It operates within a framework of legislation and Government policy, and contributes to the development of social policy, practice and service provision. It collaborates with other social care, health, education and related services to ensure people receive integrated support. It is a profession regulated by law.

Social work is committed to enabling every child and adult to fulfil their potential, achieve and maintain independence and self-direction, make choices, take control of their own lives and support arrangements, and exercise their civil and human rights. It looks at people's lives and circumstances in the round, and works with them to personalise social care responses to fit their own individual situations.

Its approaches and working methods aim to promote empowerment and creativity.

Anyone may need the help of a social worker at some point in their life. Social workers often work with particularly vulnerable groups in society such as children and adults with disabilities, people with alcohol or drug addictions and a wide range of others.

Anyone describing themselves as a 'social worker' in England must be registered with the GSCC and hold a recognised social work qualification. Social workers have to renew their registration with us every three years, which involves them declaring they are still safe to practise and providing evidence that they have kept their social work skills and knowledge up-to-date.

Adapted from a paper by Don Brand, SCIE

What we do

The General Social Care Council registers social workers and regulates their conduct and training in order to ensure public protection and high standards.

Registering social workers and social work students

Social workers and social work students must be registered with us in order to practice social work or to study social work in England. When a social worker or social work student applies to register with us, we carry out rigorous checks on their qualifications, health, character and conduct to ensure that only people who are adequately trained, safe and vetted can work with the public.

Setting a statutory code of practice

Registered social workers and social work students agree to abide by the standards set out in our code of practice. The code of practice sets out the professional standards expected of them and enables the public and others to challenge poor practice. If a social worker breaks the code of practice the GSCC can investigate and take a case to a conduct hearing. If the allegations are proven at a hearing, the social worker can be prevented from practising social work.

"people who use services and carers are involved in many aspects our work."

Assessing social work education and training

The GSCC sets the standards and assures the quality of social work education in England. We accredit Higher Education Institutions (HEIs) to run social work courses and inspect the courses to ensure that standards of delivery are high. If a social work course falls below the required standard we can refuse to approve it.

"If a social work course falls below the required standard we can refuse to approve it."

Involvement in our work

Public protection is at the very heart of our work. We carry out our regulatory duties for the safety and benefit of people who use social care services and the wider public. To ensure that the regulation we carry out is legitimate, credible and appropriate, people who use services and carers are involved in many aspects our work. For example, service users are frequently involved in the inspection of social work courses and in the GSCC's key policy-making processes. Service users have also contributed to the development of post-registration training and learning requirements for social workers.

Codes of practice

Every social worker and social work employer should have a copy of the GSCC codes of practice. They are given to each new registrant to the Social Care Register. They are also available free of charge to anyone who wants to read them on our website. The codes of practice set out the standards of professional conduct and practice required by social workers as they go about their daily work. They are intended to ensure that employers, colleagues, service users, carers and members of the public know what standards they can expect from registered social workers. The codes of practice mean that social workers have a similar system of regulation to other health and care professionals.

As a registered social worker you must:

- **Protect the rights and promote the interests of service users and carers**

- **Strive to establish and maintain the trust and confidence of service users and carers**

- **Promote the independence of service users while protecting them as far as possible from dangers or harm**

- **Respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people**

- **Uphold public trust and confidence in social care services**

- **Be accountable for their practice and take responsibility for maintaining and improving their knowledge and skills.**

"The codes of practice mean that social workers have a similar regulation to other health and care professionals such as nurses and doctors"

User of social work services case study: Amy Lloyd

We talked to Amy Lloyd, a young person with experience of using social work services, who is now helping to advise the Children and Family Court Advisory and Support Service (Cafcass) on the services that it provides for young people.

When did you come to use social work services?

I began to use social work services at the age of nine. I have had three social workers in my time at Riverside Children's Centre. One of my social workers was the best social worker a young person could ask for.

Did your social worker meet your expectations? How?

My social worker always involved me in any of the decisions made about where I wanted to live, which school I wanted to attend and whether I wanted to see my family or my friends etc. She really helped and listened to me, and took everything I said on board.

How did your social worker make a positive impact on your life?

My social worker made a positive impact on my life and really helped me change my circumstances around.

Did your social worker explain what she was doing and did you understand her role?

She went through everything with me and made me feel like I was part of what was going on. She made me feel like I was not just living it but helping me to turn my life around.

Do you think that regulation of social workers is important?

I think that the regulation of social workers is very important. Even though most young people don't really know what social workers are for, I have learned that they are there to help and provide a service to us. They can help change lives and bring young people and children out of the bad circumstances they are in.

Do you think it's important that social workers follow a code of practice?

Yes, I think it is important that all social workers follow a code of practice because they all need to follow the same rules and regulations. The codes of practice mean that young people and their families are reassured of the standards they can expect from social workers.

Amy is a member of the Cafcass Young People's Board, made up of young people with experience of social work services. The board was established to give young people a direct say on the way in which Cafcass is run and on the service it provides to children, young people and their families.

Registration

Registration of social workers and social work students is at the core of the GSCC's remit.

Registration helps to maintain public protection by ensuring that all social workers meet a minimum set of requirements including qualifying from a GSCC-approved Social Work Degree course. We also check applicants' character, conduct and health, and can refuse registration if we do not consider an individual is suitable to be a social worker.

Members of the public, service users, carers and employers can check whether a social worker or social work student is on the register on the GSCC website www.gscc.org.uk. They can also raise concerns about the conduct of a registered social worker and ask us to investigate.

Registration for qualified social workers is for a fixed period of three years. At the end of this period social workers must renew their registration if they wish to continue to practise as a qualified social worker. In order to renew

their registration, social workers must have completed sufficient post-registration training and learning (PRTL), to ensure that they are up-to-date with the latest developments in social work and to contribute to raising standards across the profession.

First time applicants to the register must complete a detailed application form and pay a registration fee. The application form records details of the applicant's professional qualification, employment and disciplinary and criminal record. All application forms must be endorsed by someone in a position to verify the applicant's identity, usually their employer. The applicant then signs a legally-binding personal declaration that the information they have provided is correct, that they will inform the GSCC of any changes to their status, and that they will abide by the GSCC codes of practice.

There are many social workers currently working in England who trained and qualified outside the UK. In addition to the criteria above, these individuals must prove that their social work qualification is

equivalent to the UK Social Work Degree and that they have undergone the minimum period of supervised or assessed practise as part of their training.

Using MyGSCC, our online portal, registered social workers can update their personal details, pay their fees by debit and credit card, and record their post-registration training and learning online.

"Registration helps maintain public protection by ensuring that all social workers meet a minimum set of requirements"

100,000

Over 100,000 registered social workers are on the Social Care Register – over 83,000 qualified social workers and 17,000 social work students.

FACT

Protection of title

The professional title 'social worker' is protected in England by the Care Standards Act 2000. It is a criminal offence for individuals who are not registered with the GSCC to describe themselves as a social worker with intent to deceive, or in a way that

implies they are registered with the GSCC. Employers and employment agencies are strongly advised to ensure that all of their social workers are registered by checking their name against the GSCC register.

Profile of the Social Care Register

The Social Care Register holds the details of all of the qualified social workers and social work students in England. Using this data we are able to build up an accurate profile of the make-up of our registrants and track any trends that occur over time.

All of the data presented below was extracted from the Social Care Register on 5 March 2010.

Age

Data from the Social Care Register reveals that: 2 per cent of registered social workers are under 24; 16 per cent are aged 25-34; 25 per cent are 35-44; 33 per cent are 45-54; and 24 per cent are over 55.

Registered social workers by age (2010)

- under 24
- 25-34
- 35-44
- 45-54
- over 55
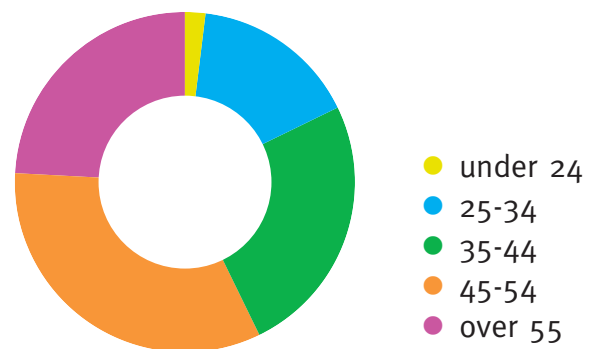
Disability

All social workers complete an equal opportunities monitoring form upon registration with the GSCC. 2 per cent of registered social workers indicated they consider themselves to be disabled within the meaning of the Disability Discrimination Act 1995. 87 per cent identify themselves as not disabled. The GSCC has no data on disability for the remaining 11 per cent.

Gender

77 per cent of registered social workers are female and 23 per cent are male. We do not currently ask about their transgender status.

Registered social workers by gender (2010)

- female
- male
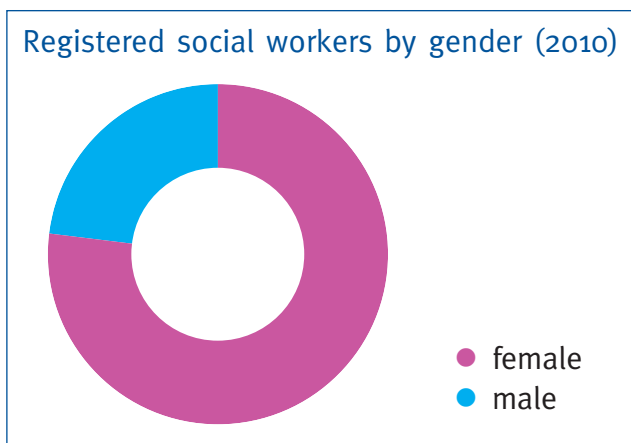
Ethnicity

70 per cent of registered social workers are White; 10 per cent Black; 4.3 per cent Asian; 1.6 per cent Mixed heritage; 0.9 per cent Chinese or Other Ethnicity; and for the remaining 13.2 per cent no ethnicity data is held. 2001 Census revealed that 91 per cent of the then working age population in England was White; 2.3 per cent Black, 4.7 per cent Asian; 1 per cent Mixed heritage; 1 per cent Chinese or Other Ethnicity.

These two sets of figures suggest that White people are proportionally under-represented in the social worker population and that Black people are over-represented.

Registered social workers by ethnicity (2010)

- white
- black
- asian
- mixed
- chinese/ other
- no data

Ethnicity of UK working age population (2001)

- white
- black
- asian
- mixed
- chinese/ other
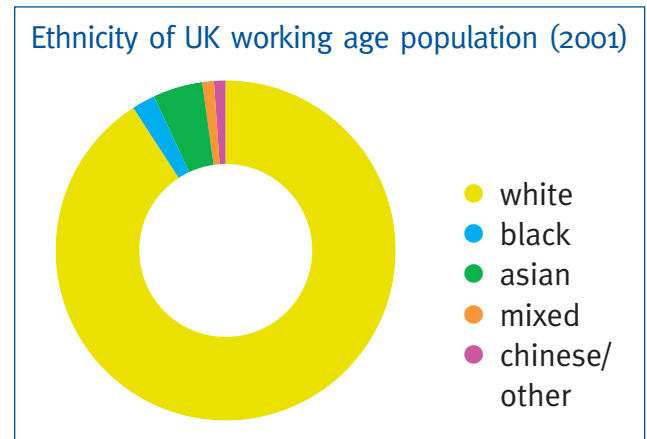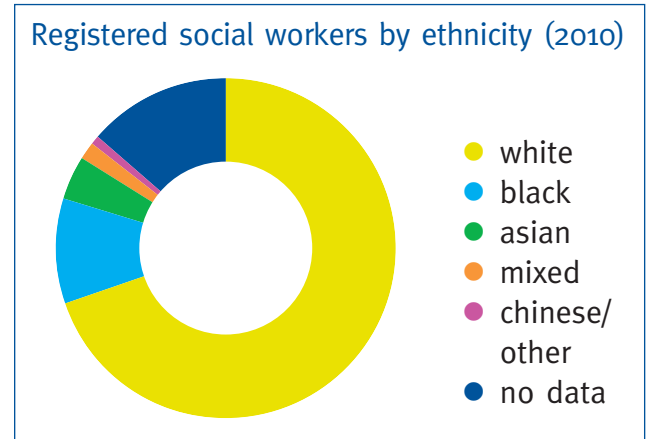
Nationality

We do not monitor the nationality of our registrants. However, the GSCC Register reveals that 77 per cent (76,859) of registered social workers obtained their social work qualification in the UK. It is reasonable to assume that a large majority of these social workers are British and that the majority of the 6,451 internationally qualified social workers are not British.

Criteria not reported

We do not currently monitor the pregnancy or maternity periods amongst our registrants. Our equal opportunities monitoring forms do not ask registrants to provide their religion or belief, or details of their sexual orientation.

Conduct

On registering with the GSCC, social workers agree to abide by a code of practice which sets the standards of conduct and practice expected of them.

This includes establishing and maintaining the trust and confidence of service users and carers and upholding public confidence in social care services. The code also includes promoting the independence of service users while protecting them as far as possible from danger or harm. Social workers must respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people.

The GSCC looks into allegations of misconduct and if someone is found to have breached the code of practice, we can take action, the strongest penalty being removal from the register. Social workers who have been removed from the register are no longer able to practise social work legally in England.

The GSCC also has a code of practice for employers that sets out their responsibilities. We strongly advise employers to adhere to this code in order to ensure public protection and raise standards across the profession.

However, the code of practice for employers is currently only a voluntary code, which we have no power to enforce.

How to complain about a social worker

If you are a user of social work services and wish to complain about a social worker, or if you wish to complain on behalf of a user of social work services, you should usually complain directly to the social worker's employer. Most complaints about social workers are settled this way.

However, if you wish to raise concerns about users of social work services being put at risk of physical, emotional, sexual or financial harm, you should contact the GSCC straight away so that we can decide if we need to be involved at an early stage.

If you do not resolve your complaint through the local complaints process, and you feel that the social worker may have committed a serious breach of the codes of practice, please make your complaint directly to the GSCC.

"if someone is found to have breached the code of practice, we can take action"

59

There were 59 Conduct hearings in 2009-10. 6 hearings were dismissed, 9 were admonishments, 12 were suspensions and 32 people removed from the register.

FACT

Conduct hearings

Our conduct hearings focus on the need for public protection, while preserving the registrant's right to a fair hearing. Conduct hearings are usually held in public and use the civil standard of proof. Panel members are appointed by the GSCC but operate independently of the GSCC in deciding the facts and sanction. Each panel sits with either three or five members present. The majority of members for each panel are lay people and the Chair is always lay. The conduct panel hears evidence and decides if the social worker has committed misconduct. If so, it will decide if action should be taken against them. If a social worker is found to have committed misconduct, the conduct panel can impose the following sanctions:

Removal from the register, preventing them from working as a social worker

Suspension from the register, which would prevent them from working as a social worker for a set period of time

Admonishment a mark next to the registrant's name on the register

Details of forthcoming and concluded hearings, along with any sanctions imposed are publicly available on the GSCC website.

Registrants have the right to appeal against the decisions of the GSCC to the First-tier tribunal.

Social work education and training

To ensure the professional competence required of social workers, we also regulate and promote high standards in all qualifying and post-qualifying social work education.

We do this by:

- setting the standards for the regulation of social work education
- approving courses against set standards and requirements
- inspecting the courses to ensure that standards of delivery remain high. If standards fall below those required, we can refuse to approve a social work course.

The GSCC is working closely to strengthen its approach to the regulation of social work education. In 2008-09, we found that more HEIs met required standards. However, we still have concerns about the quality of some social work degree and post-qualifying programmes. We want to bring about a more transparent and risk-based approach which will provide greater clarity about what we expect from course providers.

This approach will allow us to focus our resources where there is the highest risk, giving institutions that meet the standards greater freedom to deliver. Our annual publication, *Raising Standards in Social Work Education*, informs the sector on our work in social work education.

Post-qualifying education

In addition to the Social Work Degree, social workers must maintain and extend their knowledge and skills in order to remain on the Social Care Register. One way of doing this is by working towards GSCC-approved post-qualifying awards. Courses fall under five different specialist areas of social work: mental health; adult social care; practice education; leadership and management; and children and young people, their families and carers.

"social workers must maintain and extend their knowledge and skills in order to remain on the Social Care Register"

Post-registration training and learning

Every social worker registered with the GSCC should complete either 90 hours or 15 days of study towards their post-registration training and learning (PRTL) during each three-year registration period. Activities that count towards PRTL include courses, seminars, reading, teaching or other activities to contribute to their professional development or to the development of the profession as a whole. Every social worker registered with the GSCC should keep a record of their PRTL and provide evidence of it when required to do so. Failure to do so may be considered misconduct.

15,465

A total of 15,465 students have achieved Social Work Degree since its inception in 2003. The overall pass rate is almost 90 per cent.

FACT

The Social Work Degree

In 2003, professional qualifying training for social workers in the United Kingdom changed to the Social Work Degree. In England, these degrees are approved by the GSCC. We continue to recognise the Diploma in Social Work (DipSW) and other 'predecessor' social work qualifications gained before 2003 as valid social work qualifications.

Social work students spend at least 200 days in practice placements with social work organisations gaining 'on the job' experience

of different aspects of the social work profession.

More than 80 universities and colleges in England offer the Social Work Degree, which is available at both undergraduate (Bachelors) and postgraduate (Masters) level. All of the higher education institutions offering these courses have undergone rigorous checks by the GSCC to make sure they are suitable to deliver the degree.

Social worker case study: **David Glover-Wright**

David Glover-Wright is a Team Manager at a Children and Young People's service. He tells us about his experience as a Registered Social Worker.

Why did you go into social work?

I wanted to be a social worker from my teenage years onwards. This is largely due to my family influences: my mother worked as a medical secretary and often spoke about the hospital social workers she worked with. This, combined with my family circumstances, opened my eyes to human need and made me aware there was always more going on than met the eye. This fascinated me and started me on a journey where I remember thinking what an amazing opportunity social work provided – working with people, learning about their lives and hopefully making a positive difference whilst getting paid too. When I was 16 I told my careers advisor that I intended to be a social worker. This did not go down well and made me all the more determined to pursue this path.

What did you study?

I took three years off after my A level studies thinking that I needed a bit more life experience and worked as a nursing auxiliary and then a landscape gardener. This provided excellent preparation for social work training; 'life experience' was seen as a necessary prerequisite for most social work courses in the early 80s. I went on to complete a degree in sociology and applied social studies, and gained a Certificate of Qualification in Social Work (CQSW) in the final two years of the four-year course. The course was excellent and covered subjects like social history, economics, social psychology as well as practice skills. A good knowledge of social sciences is vital in social work providing a theoretical backdrop to many of the contemporary practice issues.

What placements did you do?

I had three placements, and they were all equally rewarding and challenging. My first placement was in a home for older people; I had experience of working with older people in a voluntary capacity but was unprepared for the institutional care regime I encountered. I was struck by the vulnerability of the residents who seemed to have little choice in the way they were allowed to lead their lives; their former roles and identities were relegated to fading photographs kept on bedside tables. My second placement was in a student training unit in a large area office. Social work practice was generic and this gave me my first taste of 'field work'. Practice was overseen by the student unit manager who provided excellent support teaching practice skills such as how to conduct telephone conversations and undertake 'process' recording – all of course without a computer in sight! My final placement was in a large psychiatric hospital where I later worked as a qualified social worker. The hospital was a large rurally located Victorian institution with a farm, workshops and myriad wards hidden away at the end of long, dark corridors. It was a strange and disturbing place where patients seemed to spend their time pacing up and down, smoking continuously whilst consultant psychiatrists conducted formal ward rounds. All three placements left a lasting impression on me. The practice supervision was variable but I certainly found the more I invested the more I gained in terms of learning and practice experience.

Do you think Protection of Title is important?

I have strong feelings about this. I have seen social work change significantly over the past

25 years with the role becoming more bureaucratized and politically prescribed. Social work used to be viewed as a radical political activity but this is now not the case. Contemporary social work practice means care management, care brokerage, threshold assessment, promotion of social inclusion and statutory assessment. These activities are now increasingly undertaken by other care professionals and the distinctness of social work has subsequently diminished. Social work needs to rediscover its founding values of honesty and fairness, alignment to those who are disadvantaged and empowerment of marginalized people. For these reasons I am very glad that the title 'social worker' is protected. Social work needs to retain its uniqueness and the title helps to preserve this, preventing a homogenised 'social care' approach to our work.

What's the most rewarding part of your job?

I am fortunate in that I am based in a family resource centre in the middle of Milton Keynes and not in a large office. No one day is ever the same. The variety and constant challenges mean I could be leading a team meeting one minute, then talking to an angry parent who's contact arrangements have not materialised, to helping a group of children from a local school water the plants in our garden. The richness and diversity of human experience is all around me and this is the very thing that brought me in to social work and thankfully, is still with me.

How has doing post-registration training and learning (PRTL) benefited you in your everyday work?

It has made me aware of the significance of professional development in my social work practice. It has also enabled me to focus on learning opportunities and reflect on new knowledge and skills acquired. This process enables me to maintain a learning perspective in my social work practice which

in turn can support the process of reflection. This is a vital skill in contemporary social work practice which is often subsumed by process and procedure.

Do you find being a member of a professional body helps improve the standing of social workers?

Yes, social work needs to be recognised as a profession with its own unique skills, knowledge and values. The GSCC helps to formalise this through its code of practice and helps service users and partner agencies to recognise there are tangible requirements and standards which should be followed in social work practice.

In your experience does following the codes of practice help protect service users?

Yes, as long as social workers' employers are clear about their own responsibilities to promote the code of practice and ensure that their social workers adhere to its requirements through appropriate supervision and review of practice. The code of practice should be central to the employer organisation's values. It should inform the way that social work is organised and provided.

What's the most important factor in ensuring public protection?

Effective joined up practice between services and agencies where shared values and professional safeguarding principles underpin all we do. This ensures that there is a willingness to share information and work together to promote the best interests of service users. Social workers can help this process by promoting strong underpinning values and provide a clear and articulate voice in multi agency forums to help maintain an appropriate focus on service users' needs.

GSCC governance

The GSCC is a Non Departmental Public Body established in October 2001 under the Care Standards Act 2000. It is funded by the Department of Health but works also closely with the Department for Education in delivering the children's and young people's care agenda. We also work closely with our sister organisations in Wales, Scotland and Northern Ireland.

The GSCC is managed by the Executive Management Team, overseen by an independent Council. We make regular progress reports to the Department of Health. In 2009-10 we conducted an independent review of our governance arrangements and the outcomes of this have helped us to improve the way we work and aid progress towards our priorities.

The GSCC Council

The Council determines the GSCC's strategic direction. Council members are appointed by the Appointments Commission on behalf of the Secretary of State for Health. The Council, made up of 10 members, meets publicly five times a year. The GSCC's Council has a majority of lay members and by law, the Chair must also be lay. Council members have experience across the spectrum of social care, either as people who use services, carers, or service providers from the public, private or voluntary sectors.

The Council also has a number of advisory committees, made up of Council members. These advisory committees work closely with the Executive Management Team and advise the wider Council on key areas of business. There are currently four advisory committees: the Audit Committee, the Regulation Committee, the Education and Training Committee and the Remuneration Committee.

Lay members

Rosie Varley OBE

Rosie took up the role of GSCC Chair in November 2008. She is also a member of the NMC Appointments Board and of the Mental Health and Disability Living Allowance tribunals. She was Chair of the General Optical Council from 1998 to 2008 and Acting Chair of the Council for Healthcare Regulatory Excellence (CHRE – which oversees all health regulatory bodies) from 2006 until 2008. During 2008-09 Rosie chaired a DH working group on the governance arrangements for the new General Pharmaceutical Council. She has been an Appointments Commissioner, an NHS regional Chair, and an NHS trust chairman. Rosie is also a governor of the Priory School for children with special needs in Bury St Edmunds, and President of West Suffolk MIND.

Jill Crawford

Jill's background is in professional regulation and service user involvement. She currently leads NCT Consulting, which supports primary care trusts and acute trusts in the provision of maternity services. She also works as an Independent Consultant on health and regulatory issues. She sits on Fitness to Practice panels of the General Medical Council and was formerly the President of the Nursing and Midwifery Council. She has a particular interest in developing effective service user involvement mechanisms, developed as Chair of Milton Keynes and Bradford Maternity Service Liaison Committees.

Melanie Henwood OBE

Melanie is an independent Health and Social Care Consultant. She is a specialist adviser to the Health Select Committee, and Chair of the Advisory Group on Independent Living to the MS Society. Ms Henwood has held Visiting Fellowships with the London School of Economics, the University of Leeds and the University of New South Wales, Australia. Melanie has more than 25 years' experience in research and analysis, focusing particularly on the interface between health and care, and most recently on the emerging personalisation agenda. Melanie was Vice-Chair of the Council from 2008 to 2010; she retired from the Council in April 2010.

David Plank

David currently holds several positions including Chair of the Professional Conduct Committee, and General Osteopathic Council. He is also a Council Member of the General Chiropractic Council and Trustee and Vice Chair, Peace Hospice, Watford. He was formerly the Independent Chair of Connexions North London, and a Member of the Learning & Skills Council London North, and Panel Chair, GSCC Registration & Conduct Committees. Since retirement he has held the following interim management positions: Chief Executive, Workers' Educational Association and Deputy Chief Executive at the Museums, Libraries and Archives Council. Prior to retirement he was Chief Executive of Enfield and Watford Councils and Director of Social Services in Hammersmith & Fulham and in Hounslow.

Registrant members

David Prince CBE

David is former chief executive of The Standards Board for England which champions and ensures high standards of conduct in local authorities. He held senior positions at the Audit Commission, including managing director, strategy and resources and chief executive, District Audit. Most of his career was in local government, where posts included chief executive, Leicestershire County Council and director of finance and administration, Cambridgeshire County Council. Non-executive independent appointments include The Committee on Standards in Public Life, Leicestershire Police Authority, the audit committee of the Rural Payments Agency and the performance and best value committee of the Bar Standards Board.

John Tate

John is a Barrister and until recently was Director of Legal Services at the Independent Police Complaints Commission. In addition to his current role, John is a non-executive director at NHS Kingston Primary Care Trust where he is Chair of the Provider Services Management Committee and a lay chair of Specialist Schools at the NHS London Deanery, which has responsibility for training specialist doctors in London. He has been a senior civil servant for more than 20 years. His previous roles include Solicitor to the Bloody Sunday Inquiry, Deputy Parliamentary Ombudsman, Legal Adviser to the Health Service Ombudsman and Assistant Director at the Serious Fraud Office.

Terry Butler CBE

Terry is an independent advisor in public services and social care. He is a Registered Social Worker and was Hampshire County Council's Director of Social Services until August 2005. He joined Hampshire in 1988 from East Sussex County Council, where he was Deputy Director of Social Services, having previously worked for several social services departments in London and the Midlands. Nationally, he has acted as a Government advisor and was seconded to the Department of Health to help implement the community care reforms in the early 1990s. He was an advisor on social care to the National Patient Safety Agency until 2007 and is now an advisor to Nestor Health Care. Terry is also a member of the National Clinical Audit Advisory Committee, Patron of the Relatives and Residents Association, a non-executive director of the South Central Strategic Health Authority and an international tour leader for Jon Baines Tours. Terry is in his second term as a member of the Council.

Robin Currie

Robin is an independent advisor in voluntary sector management and a Senior Research Fellow at Liverpool Hope University. He is a Registered Social Worker with 40 years' experience as a practitioner and senior manager in local authorities and the voluntary sector. He was previously a GSCC external assessor of social work training programmes and a member of GSCC's conduct committee. Formerly a University Lecturer in Social Work, he was a

university external examiner for 20 years. He served for 15 years as an independent advisor to a local authority social services committee, as a non-executive director of Merseyside Training and Enterprise Council and as a trustee of national and local charities. He is currently on the Board of the Institute of Health and Social Care Research, Bishop Heber College, Tiruchirappalli, India.

Gordon Ratcliffe

Gordon is currently a senior manager in the NSPCC. He is a Registered Social Worker with 35 years' experience of delivering and managing childcare and child protection services. He was a practitioner and manager in Bradford before moving in 1989 to more senior roles in the NSPCC. Gordon has a particular interest in service user participation and in 2000 played a lead role in the NPSCC's strategy for involving children and young people in the development and management of services. Gordon has been a Trustee of the nationwide Children's Research Centre and for a number of years he was also an Associate Consultant with Greater Manchester Council of Voluntary Organisations providing management consultancy to voluntary organisations in the North West.

Hilary Tompsett

Hilary took over as Vice-Chair of the Council in April 2010. She is currently Head of the School of Social Work at Kingston University and St. George's, University of London, and Chair of the Joint University Council Social Work Education Committee (JUC SWEC). She is Chair of the Surrey and Sussex Social Work Education Group for the two counties and has been chair and a member of a number of national working groups on workforce development and social work education. She is a Registered Social Worker and, in a professional career spanning 14 years, worked as a practitioner and manager in children's services, mental health, a renal unit and with older people. Her research interests are in inter-professional practice and decision making.

The Executive Management Team

Our Executive Management Team comprises our Chief Executive and three directors, who are responsible for leading the organisation and setting its strategic direction.

Penny Thompson
Chief Executive

Penny joined the GSCC as Chief Executive in March 2010. She has over 30 years' experience as a senior public services manager and social worker. Before joining the GSCC she was Director of the public sector consultancy PeysnerThompson, undertaking a range of important roles and assignments including interim Deputy Chief Executive of NHS Haringey and a Consultant and Coach to OFSTED. From 2005 to 2007 Penny was Chief Executive of Hackney Borough Council, following a long career in the management of social work services, including eight years as Executive Director of Social Services at Sheffield City Council and three years as an Assistant Director of Children and Families and Children and Adults' services at Nottinghamshire County Council. Between 1987 and 1995 she was District Officer for Child Protection at Cleveland City Council. Penny graduated with an MA in Social Work in 1979. She has over 10 years' of front line social work experience in challenging environments including two years as a Social Worker at the London Borough of Tower Hamlets and eight years as a Social Worker for Sheffield City Council.

Michael Andrews
Director of Regulatory Operations

Michael Andrews took up the post of Director of Regulatory Operations from 17 May 2010, overseeing social work registration and conduct complaints, investigations and hearings, and legal services. He was previously Director of Scrutiny and Quality at the Council for Healthcare Regulatory Excellence (CHRE), which oversees the work of the nine regulatory bodies for health professionals. Before that he worked in the fitness to practise directorate of the General Medical Council. He has also worked for OFSTED and the Home Office.

Sherry Malik
Director of Strategy and Social Work Education

Sherry has worked in the public sector for nearly 25 years. She has a broad range of leadership and management experience gained in executive and non-executive roles in a variety of organisations and through inspecting/ auditing and managing front line services. Sherry is a qualified social worker. Sherry has previously worked as the Corporate Director of Strategy and Performance at the Children and Family Court Advisory Support Service (Cafcass) for six years, where her brief included business planning, service user engagement, quality assurance, and equality and diversity. Prior to that she worked as Deputy Area Performance Lead and Senior Performance Specialist for the Audit Commission for three and a half years, and as a senior manager of children's services in several local authorities and a national childcare voluntary organisation (Action for Children, formerly NCH). She has also worked in a variety of non executive roles such as with CWDC, as Vice Chair of a large NHS Trust and Chair of a Local Authority Trading Company.

Chris Savory
Director of Corporate Resources

Chris is an experienced Corporate Resources Director. He had a long career in the NHS, culminating in his appointment as Finance Director to St Thomas' Hospital. He has also been Finance Director of the National Rivers Authority and the University of Lancaster. Since 1997 he has specialised in interim Directorship roles across the public sector, covering local authorities, the Local Government Association and helping to establish the new Legal Services Board. He has also run two charities.
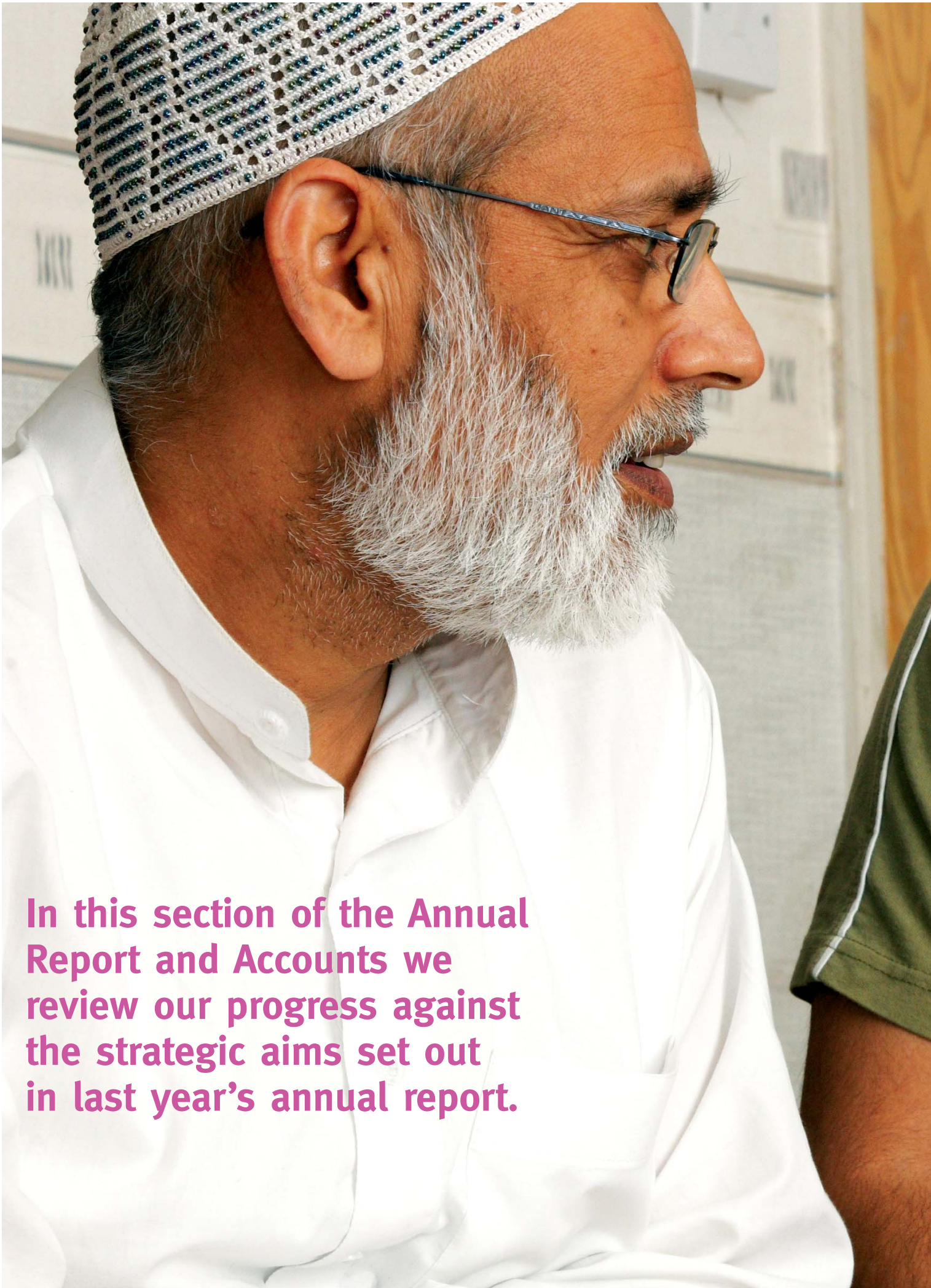
In this section of the Annual Report and Accounts we review our progress against the strategic aims set out in last year's annual report.

Part two: Review of the year 2009-10

Strategic aim 1

To improve the quality and standard of social care by continuing to develop and use the Social Care Register.

Registration with the GSCC is a requirement for all social workers practising in England. At the end of March 2010 we had a total of 100,882 registrants on the Social Care Register compared to 95,511 at the end of the previous financial year. All of the social workers on the register have undergone checks including having their qualifications and character assessed to ensure that they are suitable to join the Social Care Register.

During the year, we have sustained consistently strong performance in registering and renewing social workers to the Social Care Register. The figures below detail our progress in registration during 2009-10 and 2008-09.

Total number of registrants on the Social Care Register, 2009-10 and 2008-09

2009-10	83,464
2008-09	78,535
2009-10	17,418
2008-09	16,976
2009-10	100,882
2008-09	95,511

Qualified social worker registrants

Social work student registrants

Total number of registrants

Total number of registrants on the Social Care Register, 2009-10 and 2008-09

Category	2009-10	2008-09
Qualified social worker registrants	83,464	78,535
Social work student registrants	17,418	16,976
Total number of registrants	**100,882**	**95,511**
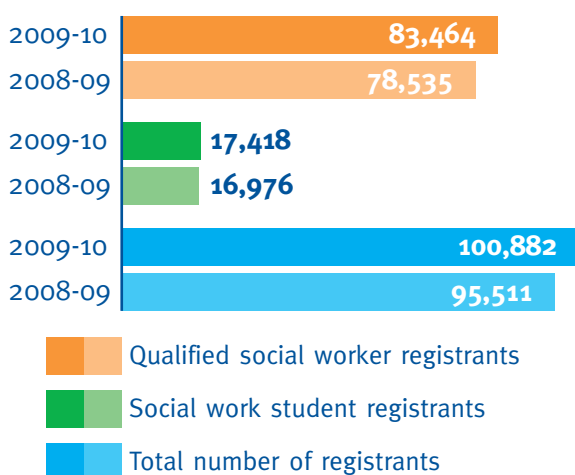
New registrations to the Social Care Register, 2009-10 and 2008-09

Category	2009-10	2008-09
Qualified social worker registrants	6,944	Not collected
Social work student registrants	6,763	Not collected
Total number of new registrations	**13,707**	**Not collected**
Refused registrations	165	146
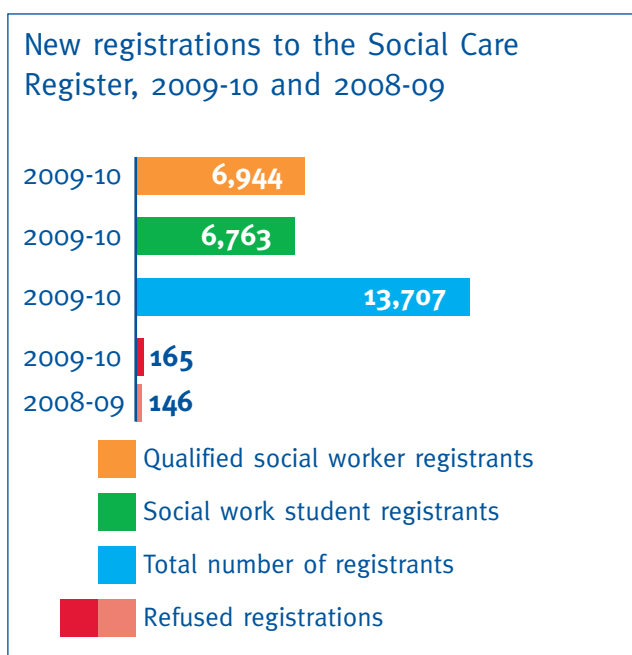
New registrations to the Social Care Register, 2009-10 and 2008-09

2009-10	6,944
2009-10	6,763
2009-10	13,707
2009-10	165
2008-09	146

- Qualified social worker registrants
- Social work student registrants
- Total number of registrants
- Refused registrations

New applications to the Social Care Register, 2009-10 and 2008-09

Category	2009-10	2008-09
Qualified social worker applications	7,953	6,928
Social work student applications	6,724	6,474
Restoration* applications	1,226	486
Total new applications received	**15,903**	**13,888**

Restoration applications are made by social workers whose registration has lapsed and are returning to the register after a period of time.

New applications to the Social Care Register, 2009-10 and 2008-09

2009-10	7,953
2008-09	6,928
2009-10	6,724
2008-09	6,474
2009-10	1,226
2008-09	486
2009-10	15,903
2008-09	13,888

- Qualified social worker applications
- Social work student applications
- Restoration applications*
- Total new applications
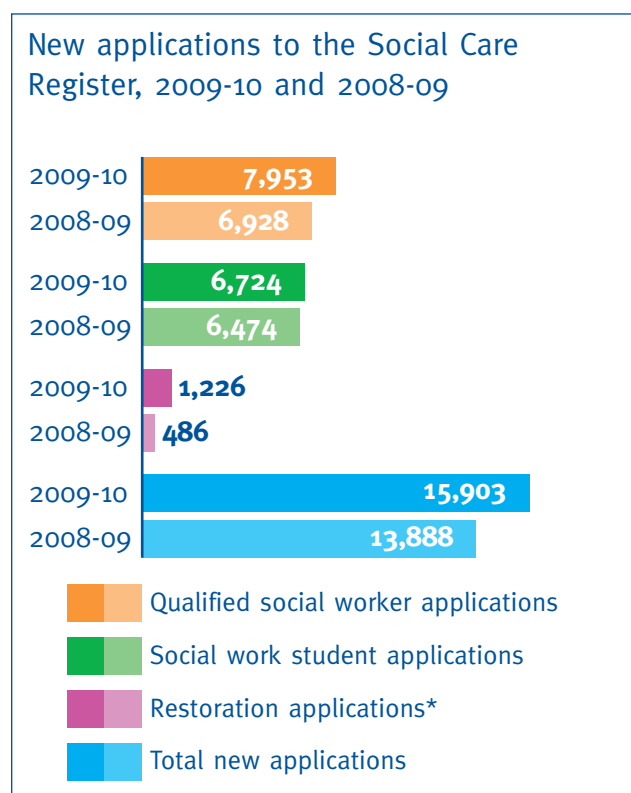
Renewal applications to the Social Care Register, 2009-10 and 2008-09

Renewals	2009-10	2008-09
Renewal applications	5,213	41,526

Non-registered social workers

Protection of the title 'social worker' was introduced in April 2005. We monitor and investigate any allegations of breaches of section 61 of the Care Standards Act, where an individual is using the title of social worker but is not registered with the GSCC.

Strategic aim 1

Recording concerns about potential applicants

We keep a record of allegations made against people who may be reasonably expected to apply to register with the GSCC. An example of this would be an individual who has a degree in social work and has been dismissed from a job in another area of social care. All concerns are held on file and used to assess the suitability of such applicants should they apply for GSCC registration in the future.

Notifiable occupations

The police inform us of people who have been arrested and state that they are social workers. A record is kept of individuals who have stated that they are a social worker but are not currently registered with the GSCC. This information is held on file and is used to assess suitability of such persons should they apply to GSCC for registration in the future. As at 31 March 2010 we have received 221 referrals under notifiable occupations.

Improving the quality of our services to registrants and increasing efficiency

In 2010-11 we are planning to improve the way we handle registration renewal applications by making better use of technology, such as making further developments to our online portal MyGSCC. By 31 March 2010 we had invited all registrants to use MyGSCC as a way of telling us about changes to their details and paying annual fees.

An important role in shaping the future of social care

Published in March 2010, the Government report *Building a Safe and Confident Future: Implementing the Recommendations of the Social Work Task Force* sets out its priorities and ambitions for the reform programme identified by the Social Work Task Force. We have received praise for our contribution to the work of the Social Work Task Force and we now sit on the Social Work Reform Board which is overseeing the implementation of the proposals. We are pleased that we have been given a key role in taking these reforms forward, including plans to develop a license to practice system of registration.

Also in March 2010, the Government launched a White Paper, *Building the National Care Service*. Amongst its proposals are that the GSCC's remit will become focused on the regulation of social workers, with the Health Professions Council asked to run a pilot of a licensing system for social care workers and healthcare assistants. It also proposed that the GSCC will come under the umbrella of the Council for Healthcare Regulatory Excellence, which, reflecting our inclusion, will become the Council for Care Regulatory Excellence. We welcome these proposals, which are subject to Parliamentary approval.

Strategic aim 2

Develop and enforce professional standards of practice and conduct in order to improve services and to safeguard the public.

The vast majority of social workers carry out their work with integrity and professionalism. However, where misconduct occurs, it is the GSCC's responsibility to hold these social workers to account and, where appropriate, to take action to admonish, suspend or remove them from the Social Care Register.

During 2009 we uncovered some serious problems in the management of our conduct work, following which the Secretary of State commissioned the Council for Healthcare Regulatory Excellence (CHRE) to perform a review of our conduct function. We welcomed the CHRE's subsequent report and accepted its findings, conclusions and recommendations, which coincided substantially with the recovery plan we already had in place.

Our management arrangements have been reviewed and a new Director of Regulatory Operations, and a Head of Investigations have been appointed to implement the changes identified in the recovery and transformation plan, and the CHRE report. We have also appointed more investigators to allow us to make good progress with the backlog of work identified by the GSCC prior to the CHRE review. We had completed investigations into all the conduct cases that were received prior to 2008 by end of February 2010.

Significant progress has been made against the first stage of our conduct recovery and transformation plan, including the ongoing allocation of all referrals within two weeks of receipt by the Intake and Assessment Service.

We are also strengthening our risk assessment arrangements and have introduced a more effective system for monitoring our performance. This is supported by weekly performance reports to the GSCC's Council and the Department of Health.

The CHRE recommended that we materially improve the performance management of the Conduct function. This has been done and we have been providing detailed weekly reports to the Department of Health since the introduction of new reporting arrangements in September 2009. These reports are used for weekly performance meetings involving managers from across the investigations and hearings functions.

From September 2009 to the end of March 2010 we received, on average, 91 new referrals about social workers or applicants to the Social Care Register each week.

Of these, 63 on average were closed at the initial risk assessment stage and 28 on average were passed on for full investigation. When the new reporting processes were introduced in September 2009 there were 420 ongoing investigation cases. At the end of March 2010 there were 651. Volumes of investigations being closed were an average of 25 per week in the first three months of 2010 compared to nine per week in 2009.

Strategic aim 2

Of the 529 cases closed in 2009-10, 153 (29 per cent) went on to an independent hearing panel where decisions are made about whether or not a sanction should be applied and, if so, what kind of sanction. The outcomes of those hearings are split as follows:

Outcomes of conduct hearings in 2009-10 and 2008-09

Outcomes	2009-10	2008-09
Dismissed	6	3
Admonishment	9	7
Suspension	12	5
Removal	32	18
Total conduct hearings	**59**	**33**

We provide high quality training for all of our panel chairs and are making good progress with reappointment of members on revised terms and conditions.

In order to improve public protection, we have lowered the threshold for investigating cases that are brought to our attention. This caused an increase in our workload and discussions are taking place with the Department of Health about the resource implications of this.

We have commenced a review of the rules governing our conduct and registration processes to ensure they are fit for purpose and help us deliver high quality services. We plan to consult on the draft rules in 2010. The new rules will provide a wider range of sanctions, enabling us to impose remediative sanctions, through conditions, in appropriate cases.

We have established an external advisory group comprising of representatives from the key employer sectors (e.g. the associations of directors of adults and children's services) the General Medical Council, the Nursing and Midwifery Council, the General Teaching Council as well as the other care councils to support our work on a root and branch review of policies and procedures in investigations and hearings. This will enable us to implement good practice from throughout the UK.

Strategic aim 3

Ensure high quality training for social workers.

Regulating the quality of initial and ongoing training for social workers is at the heart of ensuring high standards in social work practice, and a core part of our remit. We inspect the quality of training against standards and content agreed by the Government and work closely with others, including Higher Education Institutions (HEIs), people who use social work services, students, employers and skills councils to ensure that high quality, relevant social work education is being delivered.

Social Work Degree (SWD) and university post-qualifying (UPQ) courses approved to date

Category	SWD	UPQ
Approved courses	271	331
Students reported on courses*	214	217

* There are a number of courses that have no students reported to be studying on them. This does not necessarily mean that these courses are not running.

Course approvals

Course approvals by academic year

Year	SWD	UPQ	Total
2008-09	17	63	80
2009-10	2	29	31

Course re-approvals by academic year

Only Social Work Degree courses were re-approved in 2008-09 and 2009-10 academic years. The number of courses approved in 2009-10 will increase, as there are courses due for reapproval later in the academic year.

Course re-approvals by academic year

Year	SWD
2008-09	114
2009-10	27

There were no inspections carried out during the academic year 2008-09 and one in 2009-10.

Degree annual monitoring

During the degree annual monitoring process for the academic year 2008-09, the following responses have been sent to Higher Education Institutions (HEIs).

Responses sent to HEIs during the academic year 2008-09

HEIs meeting requirements	8
HEIs meeting requirements, but require development in some areas	63
HEIs that do not meet requirements	7
HEIs yet to be considered	6

Strategic aim 3

Those HEIs with areas for development and that do not meet requirements will have action plans developed. They will be required to report progress against these action plans at specified intervals.

The Social Work Degree (SWD)

Total number of students enrolled on the SWD by intake (academic) year

Intake Year	Total
2003-04	2,583
2004-05	4,766
2005-06	6,151
2006-07	6,013
2007-08	5,594
2008-09	5,879
2009-10	6,024
Total	37,010

There has been an increase in the number of students enrolled on the SWD over the past four years, with 2009-10 having the second highest number of enrolled students since the degree started in 2003.

Number of students qualifying with the SWD by academic year

Result	Passes
2003-04	0
2004-05	4
2005-06	1,038
2006-07	2,981
2007-08	4,457
2008-09	5,072
2009-10**	1,913
Total	15,465

The number of students qualifying each academic year has increased.

** The figure for students receiving the degree qualification in 2009-10 academic year is correct as of 4 May 2010. This figure will change as the year progresses.

91 per cent of students register as qualified social workers after completing their course, which represents 14,069 of 15,465 degree achievers to date since the Social Work Degree began in the 2003-04 academic year.

Social Work Degree overview by academic year

Total number of students enrolled on the SWD by intake (academic) year

Number of students qualifying with the SWD by academic year (**see note on p. 42)
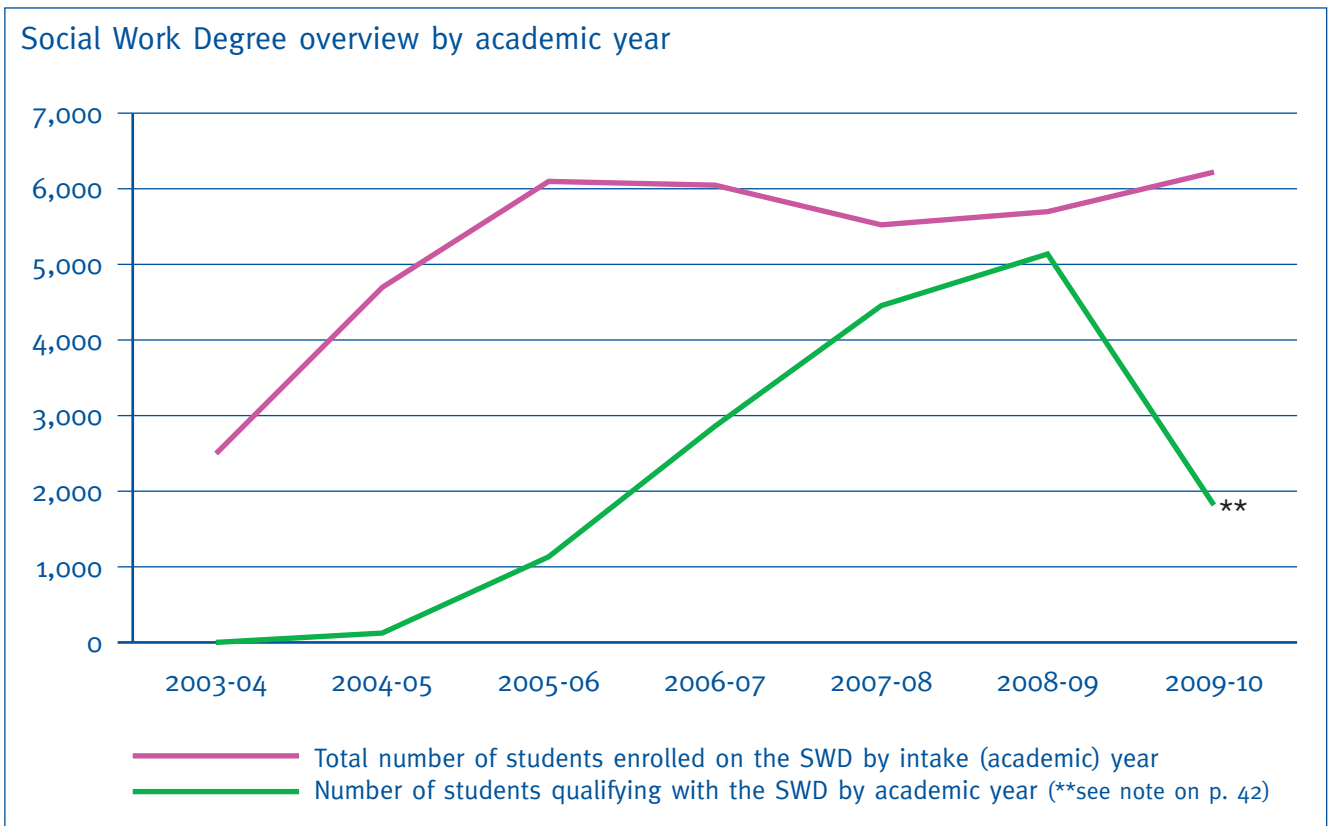
University post-qualifying (UPQ) courses

Number of students enrolled on UPQ courses by intake (academic) year

The number of students enrolled on UPQ courses has increased since 2006-07. The number of students enrolled on UPQ courses for the academic year 2009-10 will increase because more enrolments will occur before the end of the year.

Intake Year	Total
2006-07	301
2007-08	2,902
2008-09	3,492
2009-10	2,490
Total	**9,185**

Number of students enrolled on UPQ courses
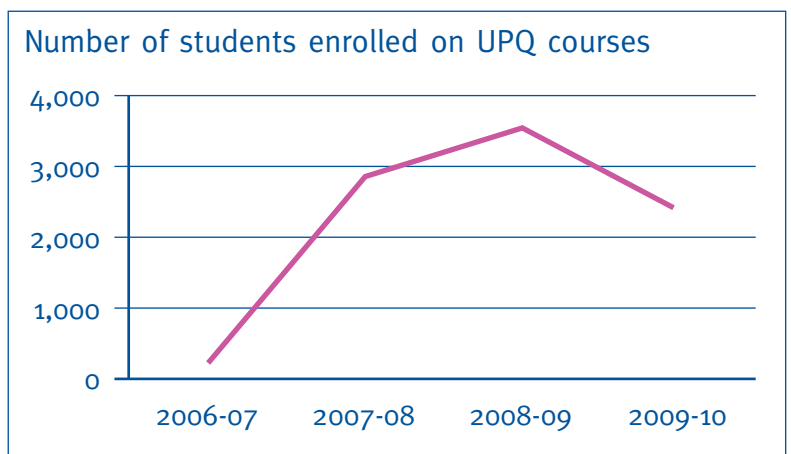
Strategic aim **3**

Raising Standards

At the GSCC parliamentary reception in March 2010 we launched *Raising Standards: Social Work Education in England 2008-09*. This publication is our annual report on the overall state of social work education and training in England.

The report found that enrolment on Social Work Degrees for the academic year 2008-09 increased slightly from the previous year. Employment-based routes to social work education have the highest pass rates (83 per cent), whilst college-based undergraduate courses have the lowest pass rates (54.5 per cent) and highest referral, withdrawal and failure rates.

We are encouraged that the intake into social work education from non-white ethnic groups is, at 19 per cent, significantly above the national population average of 7.9 per cent. Concerns remain that there are not sufficient numbers of men in the profession at 13.6 per cent. Male enrolments in social work training reflect a very small rise (0.6 per cent) but there is a continued predominance of females entering social work training.

A total of 15,465 students have achieved the Social Work Degree qualification since its inception in 2003. This reflects an overall pass rate of 80.9 per cent, a failure rate of 2-3 per cent and withdrawal rate of 17 per cent.

The pass rate for post-qualifying (PQ) courses in 2007-08 was over 83 per cent but we are concerned that only eight per cent of social workers are taking up PQ training courses. We are calling for employers to provide more opportunities for PQ training and development.

The report found that whilst there has been an improvement in HEI performance there is still some way to go. We are strengthening our approach to inspecting HEIs that run Social Work Degree and post-qualifying programmes to make it more rigorous and robust.

Grow Your Own Social Worker toolkit

In November 2009 we published *Grow Your Own Social Worker*, a step-by-step guide to help students, employers and universities get the most out of Grow Your Own schemes. Grow Your Own schemes can be used by employers to hire, train and keep social workers to tackle the recruitment and retention difficulties in the sector, and help people access qualifications through flexible routes. *Grow Your Own Social Worker* helps employers to take a long-term approach to social worker recruitment and retention.

Inspection

The work of the Social Work Task Force and our own experience shows that there are concerns that the current training is not equipping social work students with the right level of skills and knowledge to meet the demands of the work place. The quality of teaching and placements also is not adequate in some cases.

Over the last year we have strengthened our approach to the regulation of social work education. We are developing a new risk-based approach that targets programmes at greatest risk of falling below the expected standards whilst leaving others to manage without our intervention. This has resulted in more visits by our inspectors to universities at the greatest risk.

We will be publishing all of our annual monitoring reports to make the improvement of programmes more transparent to the public. We have developed new regulatory standards that will help us to be more consistent in our approach to inspection. These will be implemented next year.

Influencing the agenda

The GSCC has been involved in the Social Work Reform Board's education working group. We are developing policy options for Government to change the requirements and curriculum for social work education. These will also help to develop more robust entry standards to qualifying level courses and options for making practice learning more successful.

Post-registration training and learning (PRTL)

The current national post-qualifying framework provides guidelines on the post-registration training and learning (PRTL) of social workers. However, we believe the quality of the ongoing training and learning undertaken by social workers needs to be boosted. For example, too few social workers are currently taking post-qualifying awards. Therefore we welcome Social Work Task Force's recommendation for the creation of a more coherent and effective national framework for the continuing professional development of social workers.

We will work with partners to develop a continuous professional development framework in which a more detailed and prescriptive post-registration training and learning (PRTL) regime plays a key part, and in which a revised PQ framework makes an important contribution.

Under the new registration rules, we will seek more detailed evidence of compliance with PRTL requirements from a proportion of social workers following renewal of registration.

Strategic aim **4**

To act as a strategic leader in social care, working in partnership with others to inform the debate and research on social care and regulatory policy.

The GSCC has a significant part to play in providing expertise, evidence and advice to shape developments in the social care sector to improve the quality of practice in order to protect the public.

The Social Work Task Force and Social Work Reform Board

We provided detailed submissions to the Task Force outlining ways in which better regulation could support the reform of the social work profession. We were then invited to participate in the work of the Reform Board and all of its sub-groups. We have offered advice about how regulatory arrangements can be changed to support improvements in initial training, to make successful completion of an 'assessed year in employment' the gateway to full registration, and how the proposed new standard for employers can link with the GSCC code of practice for employers. In the longer term, we have been asked to support work on developing a licence to practice system of registration.

Engagement with social workers and users of services

People with experience of social work services are involved in key areas of the GSCC's work and the involvement strategy has been incorporated into work plans for all teams for the year 2010-11. In August 2009 we recruited an Involvement Adviser to develop links with people who use services so that we are able to consult with them in our work and invite them to participate in our events.

A number of events have been set-up to give staff the opportunity to meet people who use services and social workers. This is a powerful way of increasing understanding of job roles, extending the concept of public protection and enhancing work satisfaction. For example, we have set up informal discussions for staff with a speaker presenting service-user or social worker perspectives. GSCC staff members are interested in the people we aim to protect, and this is an excellent base for developing future initiatives.

More specifically, we have sought to increase our understanding of the impact of regulatory processes by bringing people with experience of children's social work into our Registration team development day. We have also held focus groups with people with experience of being looked after; of mental health services and of services for older people, in order to develop proposals for changes to the GSCC website.

We work with a pool of people who have experience of social work services to support higher education institutions offering the degree in social work. These people are active in attending inspection visits alongside GSCC Inspectors as part of the approval/ re-approval process for social work courses. As part of a new initiative, they have recently completed training to enable them to take part in annual higher educational institution monitoring visits as well.

Social Work Connections

Social Work Connections is the GSCC's registrant e-newsletter, which is sent to all Registered Social Workers and students for whom we have accurate email addresses. It gets delivered to over 50,000 people each quarter. In 2009-10 (June, September and December 2009 and March 2010 issues) the newsletter was read by 32 per cent of recipients, which is at the top end of the industry average for a membership e-newsletter, rather than one that people actively sign-up to receive.

User-generated content is provided in the form of comments being posted on articles. Personal case studies from social workers and students are particularly well-received by readers, with many comments generated. In December 2009 we conducted a readership survey which confirmed that recipients read most issues, were happy with the frequency of issues and felt that the articles were relevant to them. From March 2010 we decided to focus more specifically on GSCC news and wider social work issues that are of relevance to the GSCC and social workers.

In each issue we also conduct an online poll, which attracts high levels of response. The polls act as a forum for registered social workers and students to express their opinions on a range of issues from whistleblowing through to assessment of placements, and we publicise the results which are used to inform our work.

GSCC website

We have begun to redevelop the GSCC website. Focus groups were held with service users, social workers and HEIs to inform the type of features and content that these groups needs.

Employer engagement

Over the course of 2009-10 we have begun to develop a programme of engagement with employers through individual meetings across the country and presentations at employer group forums. The focus has been largely on local authorities, but has also encompassed the private and voluntary sector. These have proved valuable methods for engaging with employers and for raising the profile of the GSCC in England's regions. Our discussions have focused on codes of practice for employers and employees, registration, conduct, social work training and educations and post-qualifying learning.

The GSCC Annual Conference 2009

The 2009 GSCC annual conference, 'social work: a profession to be proud of', attracted a range of influential speakers from Government, other social care organisations and the media. Speakers and delegates came together to discuss the future of the profession and explore ways to improve the status of social work. Evaluation of the success of the event indicated high levels of satisfaction, with 78 per cent of survey respondents rating the conference as excellent or very good.

"I find the SWC really interesting reading and it helps to keep me informed of what is going on in social work as much of my time is spent in a NHS service. Keep up the good work." **Social Work Connections reader**

Strategic aim 5

Strive for excellence in delivery through continuous improvement and ensure the organisation is flexible and adaptable to change.

There has been an independent review of our governance arrangements. The outcomes of this have helped us to improve the way we work and is aiding progress towards our priorities. We have successfully recruited a new Chief Executive Officer and executive management team.

Performance management

There has been an overhaul of the way that performance is managed and reported to the GSCC Council and the Department of Health. The Performance and Customer Services team has worked hard to strengthen the quality of reporting. We report conduct figures to the GSCC Council and the Department of Health on a weekly basis. There is still much work to do in this area but both the Council and the Department of Health have noted a marked improvement.

We have improved our efficiency through the implementation activity of a web-based HR Management Information System (HRMIS) which commenced in September 2008. To date, the following key achievements have been partially realised across the GSCC:

- provision of a single source of HR employee data, improved data quality and reduced data handling
- process automation
- reduction in resource and associated costs required to deliver transactional HR services
- improved customer service and support from HR service
- modernisation of HR services

- improved HR related management information
- a more proactive, preventative approach to the management of staff welfare
- improved employee control over personal data.

From April 2010 we will focus on extending the HRMIS system across the GSCC. This will provide strategic benefits including the modernisation of HR services to support culture change and improving the delivery of the HR service across the organisation.

MyGSCC

The use of our online portal for registered social workers and social work students, MyGSCC, continues to help them provide timely updates to their registration details. During the year MyGSCC has processed over 800 changes of employment records and approximately 1,000 change of contact details. Over 6,000 annual payments have been submitted via MyGSCC during the year. We have witnessed an increase in the rate of payments submitted via MyGSCC in early 2010, and this may indicate greater confidence in the process by registrants. During 2010-11 we will promote the use of MyGSCC further in order to encourage increased usage of the portal. We will also further increase the number of self-service activities available to registrants as part of this work. We are investigating ways of further automating existing processes and looking into introducing extra self-help facilities including telephone assistance.

Training and development

There has been significant investment in training and development, which is equipping our staff to lead and support the initiatives that are taking place in the GSCC and across the social care sector. We recognise that the organisation is going through a period of extreme change, and in order to help staff deal with these changes we have run a series of Managing Change events for Managers and Staff.

Equality and diversity

In December 2008 we launched the GSCC Equality Scheme 2008-2011 which sets out our three-year action plan for meeting our duties and principles in relation to age, disability, gender, race, religion and belief, sexual orientation and transgender equality.

During 2009-10 we have continued to make good progress on delivering our Equality Scheme. In particular:

- we have launched a Communications Handbook providing detailed guidance to our staff on producing accessible communications and writing in plain English
- we publish our codes of practice for social work employers and social work employees in 30 languages and in a variety of accessible formats such as large print, easy read, makaton, audio and pictorial
- all publications can be made available in alternative formats on request
- our website redevelopment plans have been influenced by focus groups held with

people who have mentioned various accessibility requirements and will draw on their feedback in the forthcoming redevelopment of the GSCC website
- we have continued to provide equality and diversity training to our staff. 43 members of staff received this training this year (11 managers and 32 staff)
- we have completed accessibility audits at both of our offices and made reasonable adjustments where necessary
- we have carried out monitoring and desk-based research to build up our evidence base about the demographic profile and differing needs of our various stakeholders. This information has strengthened our equality impact assessment capabilities
- we have co-published a 'Grow your own social workers' best practice guide to encourage social care employers to adopt sponsorship schemes that support their staff to study for a social work degree. There is evidence that such schemes help to tackle age and gender inequality by removing financial barriers that would otherwise prevent many mature people, particularly men, from studying to be a social worker
- we have worked with other professional regulators and children's workforce organisations to share best practice and explore possibilities for working together to consult with equality groups and shape strategic action
- we have commissioned and publicised further equal opportunities monitoring of progression rates amongst social work degree students. The inequalities revealed by this monitoring informed our recent

Strategic aim 5

decision to require higher education institutions to report to us next year with the findings of their equality impact assessments about student selection and progression.

Further information about the work the GSCC is taking to promote equality and value diversity can be found at http://www.gscc.org.uk/About+us/Equality+and+Diversity/

Freedom of Information

In 2009-10 we responded to 41 requests for information under the Freedom of Information Act and 61 data subject access requests under the Data Protection Act.

Complaints

The new complaints policy was launched March 2010. This more customer-focussed approach to complaint handling reflects best practice and is written from the customer's point of view, making it easier for the customer to complain and helping the GSCC to resolve their concerns more efficiently.

The main issues that arise to complaints are lack of communications when dealing with a referral and disagreement with decisions made by the GSCC. Work is taking place to review our processes and look at how we communicate with customers when dealing with a referral. Further work will take place throughout the year to review and improve the GSCC's customer service offer.

Number of complaints received and outcomes, 2009-10 and 2008-09

	2009-10	2008-09
Complaints Received	154	158
Upheld	37	55
Partially Upheld	47	43
Not Upheld	70	60

2009-10

2008-09

- upheld
- partially upheld
- not upheld
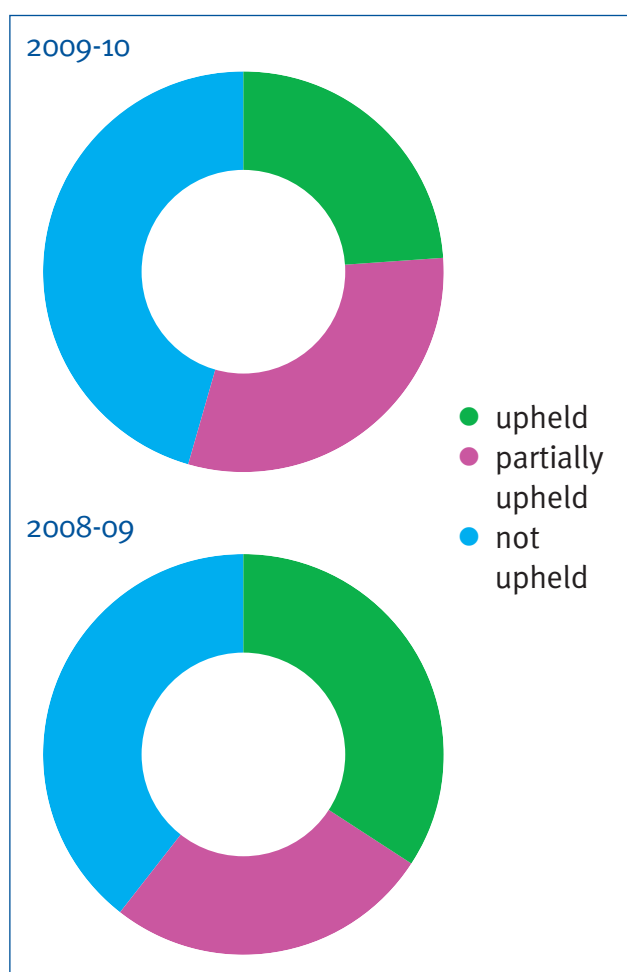
There has been a slight decrease in the total number of complaints received.

Number of complaints received by service area, 2009-10 and 2008-09

	2009-10	2008-09
Registration	64	113
Conduct	76	34
Other service area	14	11

There has been a decrease in the number of complaints relating to our Registration function. However complaints relating to Conduct have increased by over 50 per cent, which partly reflects increased volumes of work but also the need to improve our communications when dealing with referrals.

Internal communications

In 2009 we conducted staff focus groups to measure the effectiveness of our internal communications. The results of these have been used to devise an internal communications action plan launched in March 2010. The internal communications action plan is intended to promote better communications across the organisation so that staff feel well informed and valued. It includes measures such as standardising team briefings across the organisation, putting in place a formal system to cascade information,

a regular staff blog by the chief executive, and online forums for staff to discuss organisational issues. We are also planning to hold two sets of staff events each year to involve staff in shaping the organisation's priorities. We will use staff feedback on the effectiveness of the internal communications action plan to continue to improve our staff engagement work in the future.

Part three: GSCC Accounts 2009 -10

Management Commentary

Financial position

For ease of cross referencing to the primary Financial Statements and the Notes to the Accounts presented later in the Annual Accounts section of the report, references have been included where appropriate and are shown in []. The cross references relating to the Financial Statements are:

- [SFP] for Statement of Financial Position as at 31 March 2010;

- [SCF] for Statement of Cash Flows for the year ended 31 March 2010;
- [NEA] for Net Expenditure Account for the year ended 31 March 2010.

The cross references used in relation to information shown in the Notes to the Accounts are identified by reference to the Note number, for example [N4] for the information on Education Support Grants.

Financing and income

Government grants
GSCC is funded predominantly by its sponsoring department, the Department of Health (DH) with various Grants in Aid.

In 2009-10 the GSCC had access to £43.075m (2008-09 £42.648m) DH grants as detailed below:

Table 1

Grant Type	2009-10 £000s	2008-09 £000s
Education support grants (ESG)	26,596	25,979
Capital grants	800	1,100
Support management and administration	15,679	15,569

The ESG was all drawn down in full. Only £700k (2008-09 £575k) of the capital grant was accessed.

The £15.679m (2008-09 £15.569m) support management and administration grants compromised of four grants:

	2009-10	2008-09
Table 2 Support management and administration Grants		
	£000s	**£000s**
Core to fund operational activity	8,529	8,529
Conduct Specific to meeting increasing activity volumes	2,600	1,800
Four Countries Specific to meet the operational costs of the on line registration system	650	650
Next Groups Specific to support operations in opening the register to domiciliary workers	3,900	3,900
Transitional funding	N/A	690

All these grants were drawn down in full except Next Groups of which only £1.296m (2008-09 £3.900m) was accessed making the total value of grants accessed £40.371m [SCF] (2008-09 £43.777m). This was to ensure that the GSCC did not exceed its cash holding limit at the end of the financial year.

Following the CHRE review the Government announced that it had put on hold its intention that the GSCC should register residential and domiciliary social workers.

To support the conduct recovery and transformation plan that was approved by DH in July 2009, the Next Groups grant was diverted to fund this activity.

Management Commentary

Non-grant Income

In addition to Government grant, the DH allows the GSCC to retain registration fee income from the qualified social workers and students, and income from recharges and fees. For 2009-10 the GSCC projection from this was £3.075m. The actual non-grant income receivable [N8] totalled £3.391m (2008-09 £3.652m) and was made up of:

Table 3 **GSCC income**		
	2009-10 **£000s**	**2008-09** **£000s**
Social Worker registration fees	2,533	2,570
Student fees post qualifying	–	17
Rentals from operating leases	571	308
Recharges to devolved social care authorities	266	659
Other operating income	21	98

As expected from the closure of the old style post qualifying courses at the 31st March 2007 the income from student records fell again from £0.017m in 2008-09 to zero in 2009-10. Income from registration of social workers and social work students is now at a stable income base of £2.5m, as the registration base of qualified social workers, the largest registrant group, is now relatively constant with new registrants joining being offset by those leaving the service.

Expenditure

Table 4 Activity budgets				

	2009-10			2008-09
	Budget	**Outturn**	**Variance**	**Outturn**
	£000s	**£000s**	**£000s**	**£000s**
Operating activity	18,723	18,696	(27)	18,083
Distribution of ESG	26,596	26,570	(26)	27,392
Total Operational activities	**45,319**	**45,266**	**(53)**	**45,475**
Capital activity	831	914	83	986
Total Cash Expenditure	**46,150**	**46,180**	**30**	**46,461**

Table 4 above shows how the GSCC planned to utilise the £43.075m of DH grants and expected non grant income of £3.075m for operational (including transformation) activity, capital activity and distribution to Higher Education Institutes as ESG compared with the actual outturn.

GSCC's gross costs [NEA] in 2009-10 was £47.811m (2008-09 £47.778m) and included the following items not shown in table 4.

Table 5 Non cash items		

	2009-10 Outturn	2008-09 Outturn
	£000s	**£000s**
Depreciation	2,191	2,007
Provision	383	–
Pensions current and past service costs	(340)	78
Return on Pension Scheme Assets	311	218
Total Operating Expenditure	**2,545**	**2,303**

Education Support Grants

Payments made on education support grants [N4] decreased to £26.570m in 2008-09 from £27.392m in 2008-09. The actual spend was slightly less than the budget of £26.596m in part due to closing DipSW programmes and post qualifying consortia returning unspent funds of £0.066m. The funding was utilised as follows:

Table 6 Distribution of ESG	
	2009-10 Outturn **£000s**
To higher education institutions to support practice learning opportunities for social work degree courses	25,575
To higher education institutions to support the involvement of people who use services and carers in the design and delivery of the social work degree	702
Payments to voluntary organisations supporting members of staff to undertake the social work degree	359
Return of unspent funds	(66)
Total Operating Expenditure	**26,570**

Risk and uncertainty

A comprehensive statement on the GSCC's internal control forms part of these Accounts. The statement covers the scope of responsibility of the GSCC's Accounting Officer, the purpose of the system of internal control, the GSCC's capacity to handle risk, the GSCC's risk and control framework, a review of the effectiveness of internal control in the year, and any significant internal control problems that have occurred.

Auditors

The GSCC is audited by the Comptroller and Auditor General. The Chief Executive, as Accounting Officer, has responsibility to ensure that there is no relevant audit information of which the auditors are unaware and has taken all necessary steps to make herself aware of any relevant audit information and to establish that the GSCC's auditors are aware of this information.

The GSCC employs Moore Stephens LLP to provide internal audit services.

Payment of creditors

The GSCC complies with the Confederation of British Industry's (CBI's) Better Payment Practice Code. Unless the amounts charged are considered to be wrong, the GSCC's policy is to settle invoices within contractual periods, and in the absence of contractual provisions, within 30 days of the date of receipt of goods and services or receipt of a valid invoice, whichever is later.

For invoices received between 1 April 2009 and 31 March 2010, 96 per cent (2008-09 94 per cent) of invoices by number were paid in accordance with these terms. No claims were received from suppliers for statutory interest under the Late Payment of Commercial Debts (Interest) Act 1998.

Employee policies

The GSCC has adopted principles of openness and participation in its organisation and places a high level of importance on both informing and consulting staff. It does so by providing access to Council papers and management minutes, through oral and written briefings and by staff meetings. Information is only withheld where this can be shown to be justified or where a duty of confidence is owed to a third party, in accordance with the Data Protection Act 1998.

The Council has a formal recognition agreement with the Unite trade union, through which staff are informed and consulted about all aspects of their employment.

Penny Thompson
Chief Executive
Date: 2 July 2010

Remuneration report

The Companies Act section 234B and schedule 7A include requirements for the disclosure of information about directors' remuneration. These requirements are interpreted in HM Treasury's Financial Reporting Manual (FReM) (paras 7.2.16-23) and are covered in the paragraphs below.

GSCC has operated its existing pay and grading framework since 2004/05. It was based on a performance-related pay (PRP) principle, that those who contribute more to the organisation by achieving stretching, challenging and business-focused objectives would receive greater reward through an annual assessment and related incremental rises.

As a NDPB, GSCC is responsible for the design and implementation of its own pay and reward structure. However it is to be noted that this is the case so long as the structure which is implemented is aligned to the Civil Service Pay Guidelines, which cover not only the structure itself, but also the basis on which pay awards can be made, and how the overall payroll costs are to be managed.

Authority to negotiate on the pay award for 2009/10 was given on the basis that GSCC has committed to reviewing its pay structure to bring it more closely into alignment with the Civil Service Pay Guidelines and the review is a precondition of the presentation of any future pay remit to the Department of Health. Subsequently in March 2010, the current process of awarding incremental rises and non-consolidated pay points based on performance assessment was suspended, pending negotiations with the Trade Union who have collective bargaining rights, at this stage this is only intended to apply to the 2010/11 pay settlement, whilst the full review of the Pay and Grading Framework takes place.

The general contract of employment for GSCC staff is not time limited. The notice periods on appointment for staff are 4 weeks, 8 weeks or 12 weeks depending on their grade. Notice periods for staff increase on the anniversary of their appointment up to a maximum of 12 weeks.

The average number of working days lost due to sickness was 10 days per full time staff member.

The majority of the GSCC's employees are eligible for membership of the Local Government Pension Scheme (LGPS) via an admission agreement with Essex County Council Pension Fund. The scheme is a multi-employer defined benefit scheme. The GSCC has implemented Financial Reporting Standard 17, retirement benefits in full. Note 20 to the Annual Accounts provides full details. Information on the remuneration of staff is covered in Note 5 to the Annual Accounts.

Remuneration of Chief Executive and Senior Managers

As required by the FReM, GSCC has provided in the three tables below information on the salary and pension rights of named individuals who are the "most senior managers" of the GSCC, and the Council members.

Senior managers at the GSCC who are permanently employed have the standard terms and conditions of employment as for other staff. All permanently employed senior managers have open-ended contracts until they reach the normal retirement age of 65 years. All permanently employed senior managers have notice periods of 12 weeks. There is no provision made in the accounts for early retirement of senior managers. No permanently employed senior managers received benefits in kind.

The information in the table below has been subject to an external audit.

Table 7 Permanently employed Senior Managers

Staff name and date of appointment	Remuneration year ended 31/03/10	Real increase/ (decrease) in accrued pension and lump sum over year	Total accrued pension at 31/3/10 and related lump sum	CETV* at 31/3/09 (nearest £000s)	CETV* at 31/3/10 (nearest £000s)	Real increase/ (decrease) in transfer value over year net of adjustment for market conditions (nearest £000s)
	£'000	£'000	£'000	£'000	£'000	£'000
Mike Wardle (Left 04/11/09)	90 – 95			807	853	
Lin Hinnigan (Left 11/01/10)	75 – 80			12	34	
Richard Healey (Death in Service 02/07/09)	25 – 30			9	N/A	
Heather Wing (Left 09/04/09)	0 – 5	N/A	N/A	N/A	N/A	N/A

* CETV – cash equivalent transfer values

Pension entitlements of permanently employed Chief Executive and Senior Managers

Table 7 shows the cash equivalent transfer value (CETV) accrued at the beginning and end of the reporting period. Also shown is the increase in CETV effectively funded by the employer. It takes account of the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement). A CETV is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time.

Interim Senior Managers

As required by FReM 7.2.21 (l) details of amounts payable to third parties for services of interim senior managers are disclosed in the table below.

Table 8

Third Party	Senior Manager	Dates to/from	Cost (£000s)
Gatenby Sanderson Ltd	Hilary Lloyd*	01/04/09 – 31/03/10	221
Solace enterprises Ltd	Ron Alker**	10/07/09 – 30/11/09	86
David Clark	David Clark**	30/11/09 – 31/03/10	50
John Fraser	John Fraser+	04/01/10 – 31/03/10	42
General Medical Council	Paul Philip++	21/07/09 – 30/09/10	52
Paul Snell	Paul Snell++	01/10/09 – 31/03/10	154

*	Director of Regulation	+	Director of Strategy
**	Director of Corporate Resources	++	Acting Chief Executive

Remuneration of GSCC Council Members

The remuneration for members of the Council is determined by the Secretary of State. The Chair of Council is appointed for a three year term and Council Members for up to four year terms. Both the Chair and Council Members can be re-appointed for an additional term.

There is no notice period for the Chair or Council Members. Members of the Council are paid by the GSCC. Members of the Council do not receive a pension. The table below shows details of remuneration of members of Council during 2009-10 and 2008-09.

Table 9 Chair of Council and Council Members

	Appointment Start/End date	Remuneration 2009/10	Remuneration 2008/09
		£000	£000
Varley, R (chair)	Started 01/11/08	45 – 50	15 – 20
Bostan, H	Ended 31/03/10	5 – 10	0 – 5
Butler, T *	Started 13/10/05	10 – 15	5 – 10
Crawford, J	Started 01/09/09	0 – 5	N/A
Currie, R	Started 01/09/09	0 – 5	N/A
Henwood, M	Started 01/05/02	5 – 10	5 – 10
Knight, J	Ended 31/07/10	0 – 5	0 – 5
Leadbetter, M	Ended 30/04/09	0 – 5	5 – 10
Marsh, H	Ended 31/08/09	0 – 5	5 – 10
Mcclimont, W	Ended 31/08/09	0 – 5	5 – 10
Prince, D	Started 03/09/07	5 – 10	5 – 10
Ratcliffe, G	Started 01/09/09	0 – 5	N/A
Tate, J	Started 01/09/09	0 – 5	N/A
Tompsett, H **	Started 01/09/08	10 – 15	0 – 5

*   Received payment of £6,890 for activities other than as a Council Member
**   Received payment of £3,577 for activities other than as a Council Member

Penny Thompson
Chief Executive
Date: 2 July 2010

General Social Care Council Accounts 2009-10

Statement of the GSCC's and Chief Executive's Responsibilities

Under Section 18 of Schedule 1 to the Care Standards Act 2000, the General Social Care Council and the Chief Executive as Accounting Officer are required to prepare a statement of accounts for each financial year in the form and on the basis directed by the Secretary of State for Health, with the consent of the Treasury. The accounts are prepared on an accruals basis and must give a true and fair view of the GSCC's state of affairs at the year end and of its surplus/deficit, changes in taxpayers' equity and cash flows for the financial year.

In preparing the accounts, the GSCC and the Chief Executive as Accounting Officer are required to:

- observe the accounts direction issued by the Secretary of State with the consent of the Treasury, including the relevant accounting and disclosure requirements, and apply suitable accounting policies on a consistent basis;
- make judgements and estimates on a reasonable basis;
- state whether applicable accounting standards as set out in the *Government Financial Reporting Manual* have been followed, and disclose and explain any material departures in the accounts; and
- prepare the accounts on a going concern basis.

The Accounting Officer for the Department of Health has appointed the Chief Executive as the Accounting Officer for the GSCC. The Chief Executive's relevant responsibilities as Accounting Officer, including responsibility for the propriety and regularity of the public finances for which they are answerable and for the keeping of proper records, are set out in the non-departmental public bodies' Accounting Officer Memorandum issued by the Treasury and published in *Managing Public Money*.

Statement on Internal Control

1. Scope of responsibility

As Accounting Officer, I have responsibility for maintaining a sound system of internal control that supports:

- the obligations laid down, or arising from, the Care Standards Act 2000, which sets out the constitution, general powers and duties of the GSCC;
- the GSCC Management Statement and Financial Memorandum, which was agreed in September 2002 by the Minister of State for Community Care. It sets out the broad framework within which the GSCC is expected to operate, including how the GSCC is to be held to account for its performance. The document covers responsibilities and accountability; planning, budgeting and control; and external accountability;
- the achievement of GSCC's policies, aims and objectives; whilst
- safeguarding the public funds and assets for which I am personally responsible, in accordance with the responsibilities assigned to me in *Managing Public Money*.

I was appointed as Accounting Officer of the GSCC on 31 March 2010. During the financial year 2009-10, there had been three Chief Executives in post as follows:

Mike Wardle was the substantive Chief Executive until 20 July 2009. As reported in the GSCC's Annual Report and Accounts 2008-09 the substantive Chief Executive identified, and alerted Government, that a backlog of referrals to our conduct service, some of which had not been adequately risk assessed, was building up. This was a matter of extreme concern to the Council and the Department of Health. The Council suspended the substantive Chief Executive on 20 July 2009, pending an investigation. Following a disciplinary hearing Mike Wardle was dismissed on 4 November 2009.

Paul Philip was Acting Chief Executive and Accounting Officer of the GSCC from 21 July 2009 to 30 September 2009. Paul Philip's priority was to provide leadership regarding improving the effectiveness of the processes of the GSCC's conduct function, which considers issues or complaints relating to the suitability of applicants for registration as social workers and the conduct of registered social workers. He reported to a closed session of the Council in August 2009 on the issues he had identified and the remedial action and associated priorities required. The Council acknowledged the findings and started receiving updates on the improvements to the effectiveness of the conduct processes.

Paul Snell was Acting Chief Executive and Accounting Officer of the GSCC from 1 October 2009 to 30 March 2010. His priorities were to continue the work started by Paul Philip, to deliver the conduct transformation plan; to respond positively to, and act upon, the findings and recommendations in the CHRE Report; to improve performance management within the organisation and ensure proper accountability to the Chair and Council of the GSCC; and finally to work with the other stakeholders to enhance GSCC's services for the protection of the public.

2. The purpose of the system of internal control

The system of internal control is designed to manage risk to a reasonable level rather than to eliminate all risk of failure to achieve policies, aims and objectives; it can therefore only provide reasonable and not absolute assurance of effectiveness.

The system of internal control is based on a continuous process designed to identify and prioritise the risks to the achievement of GSCC's policies, aims and objectives; to evaluate the likelihood of those risks being realised and the impact should they be realised; and to manage them efficiently, effectively and economically.

The system of internal control has been in place in the GSCC for the year ended 31 March 2010 and up to the date of the approval of the Annual Report and Accounts and accords with Treasury guidance.

3. Capacity to handle risk

The Management Statement and Financial Memorandum sets out the arrangements for sponsorship by the Department of Health (DH). From September 2009, following the concerns about the Council's conduct service which had been reported to Ministers, DH held monthly accountability meetings with the Chair and Chief Executive in place of the normal quarterly meetings, and received weekly reports on the progress made by the Council in recovering from the critical situation which had been identified.

In addition, frequent contact with officials from both the DH and other Departments, particularly the Department for Education, with which the GSCC works closely in order to ensure that the GSCC's operations reflect changed priorities and objectives in relation to the social care workforce, continued. Officials from the DH and DCSF attend the GSCC's Council meetings. The DH receives the papers of the Audit Committee of Council.

Ministers are involved in the management of risk through the approval process of the GSCC's annual Business Plan 2009-10 and the three-year Corporate Plan 2009-10 to 2011-12, in accordance with the agreed Management Statement. The Corporate and Business Plans include sections on accountability and governance, management of strategic risks and sensitivity analysis together with a copy of the GSCC's strategic risk register. The section on management of risks explains the components the GSCC has in place to deliver a risk management framework that allows early identification of risks and appropriate risk control measures to be put in place.

The Audit Committee reviews, on behalf of the Council, the establishment and maintenance of an effective system of internal control and risk management. The Committee reviews the adequacy of all risk and control related disclosure statements, together with any accompanying internal audit statements, prior to endorsement by the full Council.

As the Chief Executive and Accounting Officer, I am fully responsible for the day-to-day management of the GSCC and for having in place effective systems of risk management and internal control. I am accountable to Parliament and to the Principal Accounting Officer of the Department of Health for the efficient management and overall performance of the GSCC.

The internal audit strategy and annual audit plan are sent each year to the Head of Internal Audit at the Department of Health.

The Chief Executive attends Audit Committee and Council meetings, and has ultimate responsibility for all reports that are submitted to them.

The Director of Corporate Resources is the designated Risk Management Co-ordinator for the GSCC with responsibility for leadership on the effective delivery of risk management and internal control. Throughout 2009-10, the successive Directors chaired regular, usually monthly, meetings of the Risk Management Working Group (RMWG), comprising heads of service from each of the directorates. The RMWG reported its observations to the Executive Management Team (EMT) and to the Audit Committee. The Corporate Risk Register was also considered at Leadership Team meetings, comprising all heads of services and EMT. The programmes and projects undertaken by the GSCC include both an assessment of initial risk and continuing risk management.

In January 2010 the Council initiated a review of its governance arrangements, with support from external consultants. At a meeting in March 2010 the Council took some key decisions on how the governance of the organisation should be strengthened, and these new arrangements – along with some consequential changes to relevant documentation such as the Scheme of Delegation – are being implemented in 2010-11.

An internal audit report on Decision Making, submitted in February 2010, makes a number of recommendations for improving the documentation of decision-taking responsibilities and reporting and escalation processes. The report also observed that the organisation's risk appetite had if anything dropped too low – however understandably – in the wake of concerns over the conduct function. The report's recommendations are being implemented in the context of the changes arising from the Council's review of governance and the appointment of the new Executive Management Team.

4. The risk and control framework

The GSCC's Risk Management Strategy sets out the key features of the risk management framework and provides guidance for staff on their role in the process. GSCC has a two-tier risk management structure comprising a strategic risk register, which identifies risks to the organisation as a whole, and a corporate risk register, which identifies risks to delivering key aims and objectives set out in the Business Plan.

Both the strategic and the corporate risk registers are available to staff on GSCC's intranet. The registers identify risk owners and control actions along with progress and next steps on these. Version control records revisions and updates to the register, allowing risk owners to identify and respond to developments easily and in a timely fashion.

Risks are identified in a variety of ways, including by general and continuing review of operations, evaluation of new opportunities and developments and by assessment of complaints and incidents. All the reports to the Executive Management Team and to the Council and its committees include a section, within the standard report template, on risk implications.

Other regular reports, such as performance indicators, summaries of customer complaints, and budget monitoring are produced for EMT meetings, Council meetings and for discussion at accountability meetings with the GSCC's sponsor department. At each meeting, the Council receives performance and budget information to enable it to scrutinize more effectively the work of the organisation.

Where specific, significant activity requires it, the GSCC establishes a project management structure to oversee and monitor progress.

In March 2010 the Audit Committee reviewed the Council's risk management and assurance framework, together with the current strategic risk register. The Committee recommended to the Council, and the Council approved, a revised framework which provides for a tighter focus on the most critical strategic risks to the effective delivery of the Council's public protection objectives, and a stronger and clearer line of accountability through the Executive Directors for the management of these risks. The Audit Committee will

systematically review each of the strategic risks twice a year as part of a deep dive and Directors will be required to provide the Chief Executive with an assurance statement twice a year. These arrangements are being implemented in 2010-11.

Information assurance
Progress against the DH relevant guidelines to its ALBs on the standards required for information security were reported to the Audit Committee in June and November 2009 and March 2010. The DH ALBs are setting objectives against a variety of information assurance measures and the GSCC is making good progress towards its agreed targets. Further reviews are planned with DH to progress these measures.

The Accounting Officer has overall responsibility for ensuring that information risks are assessed and mitigated to an acceptable level. A Senior Information Risk Owner (SIRO) supports this responsibility, in accordance with Cabinet Office requirements. The SIRO is an Executive Director whose role is to lead and foster a culture that values, protects and uses information for the public good and advises the Accounting Officer on the information risks.

An internal audit on Data Handling and Security was undertaken as part of the 2009-10 audit plan. In the final report the internal auditors acknowledged that considerable work has been undertaken to improve the information handling and security arrangements in place at the GSCC. This included the development of a documentary framework and it was noted that there was confidence amongst officers that escalation procedures to report serious untoward incidents relating to data leaks operated effectively. However, the internal auditors also commented that due to a lack of

continuity of staff during the year, including the role of SIRO, as much progress as might have been expected with regards to information security had not been achieved. I am pleased to confirm that we now have a fully staffed, permanent top team and that the role of SIRO is being fulfilled by the Corporate Director of Resources.

We have established procedures to assist in the identification of incidents and the potential risk of incidents.

Personal data related incidents

We had two one-off adverse data security incidents during the year. These were reported to the Audit Committee and to DH in June and July 2009, to Council in July 2009 and were included in our previous Annual Report and Accounts 2008-09. The first of these incidents was categorised by DH as the lowest grade and some changes to procedures have been put in place to ensure that this will not recur. The second one-off incident was assessed as medium grade and as a result we made a number of changes to ensure we learn from this mistake. This has included the introduction of new quality checking procedures for material being returned to our applicants or registrants and the implementation of refresher training in this area of work with our staff.

5. Review of effectiveness

As Accounting Officer, I have responsibility for reviewing the effectiveness of the system of internal control. My review of the effectiveness of the system of internal control is informed by the work of the internal auditors and the executive directors within the GSCC who have responsibility for the development and maintenance of the internal control framework, and comments made by the external auditors in their management letter and other reports. I have been advised on the implications of the result of my review of the effectiveness of the system of internal control by the Council, the Audit Committee and a plan to address weaknesses and ensure continuous improvement of the system is in place.

My review is informed in a number of ways:

Internal Audit: The head of internal audit provides me with an opinion on the overall arrangements for gaining assurance through the Assurance Framework and on the controls reviewed as part of the internal audit work. In the 2009-10 Annual Report the head of internal audit provided the following assurance for the year:

2009/10 has been a challenging year for the GSCC. The concerns raised around the effectiveness of the processes within the conduct function, and the work undertaken in the year to address these, has impacted widely across the organisation particularly in terms of pressure on resources. This has led to a common thread arising from our audit reports, for example recommendations from prior years in key areas not having been implemented due to resources being effectively redirected from other areas to focus on conduct related issues as well as the number of staff changes. An impact has also been seen on decision making processes and increased risk tolerance levels. Throughout the year, there has been significant reliance on a succession of interim appointments in Executive Management Team posts and other management posts. Although the GSCC has made efforts to mitigate the risk through appropriate handover arrangements, this potentially represents a significant internal control issue, particularly around loss of corporate knowledge, continuity and maintenance of the risk and control framework.

Overall it is clear that these issues do not enable us to fully provide a positive reasonable assurance on the overall adequacy and effectiveness of the GSCC's risk management, control and governance processes during 2009/10. Whilst this is the case, we feel assured that the ongoing risks and issues faced are being appropriately managed with an appropriate reporting mechanism up to Council.

The Department of Health assesses the effectiveness of the GSCC's internal audit arrangements by scrutiny of the audit plans and reports prepared by the GSCC's internal audit contractor on future and past activity. Once these plans and reports have been approved by the GSCC's Chief Executive and Accounting Officer, they are forwarded to the Head of Internal Audit at DH in compliance with the Management Statement. The audit plan 2009-10 was approved by EMT and then considered by the Audit Committee at its meeting on 5 June 2009.

All internal audit recommendations are logged and tracked and any outstanding actions are closely managed. Progress is reported regularly to the Audit Committee and formal sign off is obtained from the responsible officers, together with supporting documentation.

The Director of Corporate Resources is the designated lead officer for the Audit Committee and is also the Risk Management Coordinator.

Executive Management Team (EMT): Executive directors who have responsibility for the development and maintenance of a system of internal control in their areas of work provide me with assurance. The Assurance Framework itself provides me with evidence that the

effectiveness of controls that manage the risks to the organisation achieving its principle objectives have been reviewed.

I chair the GSCC's EMT meetings, which previously met twice a month and from April 2010 meets weekly. EMT considers all strategic and policy issues affecting the GSCC's delivery of its aims and objectives. EMT has collective responsibility for the financial, performance and risk management of the organisation. With regard to risk management, EMT considers the risk implications of all proposals that are brought before it for consideration and decision. The Council's Risk Management Policy includes the provision of an Annual Risk Statement. The statement is presented by the Director of Corporate Resources to the Annual Risk Meeting of the Executive Management Team. The Annual Risk Meeting for 2009-10 took place on 23 February 2010.

Agendas and minutes of all EMT meetings, including the Annual Risk Meeting, are published on the GSCC's Intranet and are available to all staff.

Risk Management Working Group (RMWG): The RMWG provides additional high level cross-directorate assurance. The RMWG's primary concern is to review and assess the current status of risk management throughout the organisation and to make an assessment on whether or not the group feels that what is in place is adequate. The future of the group was reviewed in the context of the revised risk management and assurance framework and it has been agreed that, going forward, individual directors will be required to manage risks to their directorate business plan and the role of the group is therefore redundant. In its place the Leadership Team will be called upon as necessary.

Audit Committee: The Audit Committee meets at least three times per year. For 2009-10, the meetings were held on 5 June 2009, 29 September 2009, 6 November 2009, and 10 March 2010. The National Audit Office and the internal audit provider may request that the Audit Committee meets additionally, if they consider that to be necessary. The internal audit providers (currently Moore Stephens LLP) and the external auditors (NAO together with their outsourced provider Deloitte) meet with the members of the Audit Committee separately (without GSCC officers present) immediately after each June committee meeting.

Work plans for the year were constructed, and complied with, to ensure that all the responsibilities in the terms of reference on which the Committee was to provide advice were covered during the year. The work of the Audit Committee is detailed in the Chair of Audit Committees Annual Report 2009-10 to Council and is a further source of assurance for me. Papers considered by the Council are available to members of the public and can be located at http://www.gscc.org.uk/About+us/Council+meetings.

The Audit Committee considered the Annual Report and Accounts 2008-09 at its meetings on 5 June 2009, 29 September 2009 and 6 November 2009. Approving and signing the Annual Report and Accounts was deferred as a result of the suspension of the Chief Executive and subsequent changes related to the conduct review by CHRE.

Paul Philip has provided a letter of representation regarding the period to 30 September 2009 and Paul Snell for the period 1 October 2009 to 30 March 2010, which will enable me to sign the accounts as the current Accounting Officer. NAO have also reported to the Audit Committee that following the completion of their audit, that they have not identified any material errors in the 2009-10 accounts.

6. Significant internal control issues

As stated above and as reported at the GSCC's Annual Report and Accounts 2008-09, Paul Philip was Acting Chief Executive of the GSCC from 21 July 2009 to 30 September 2009 and Paul Snell from 1 October 2009 to 30 March 2010. The substantive Chief Executive who had been in post over the financial year 2008-09 and during the first quarter of 2009-10, identified, and alerted Government, that a backlog of referrals to our conduct service, some of which had not been adequately risk assessed, was building up. As this was a matter of extreme concern to the Council and to the Department of Health, the Council suspended the substantive Chief Executive on 20 July 2009, whilst we looked into how the issue arose.

The Chair invited the Council for Healthcare Regulatory Excellence (CHRE) to undertake a review of the conduct function and a limited review was conducted in November 2008. Following which, during the summer and early autumn of 2009 the CHRE was asked by the Secretary of State to undertake a comprehensive review of the GSCC's conduct function.

The CHRE's report was published on 4 November 2009 and the Chair wrote to the Secretaries of State for Health and for Children, Schools and Families to accept the findings, conclusions and recommendations. The CHRE's conclusions are outlined below:

Conclusions

This review of the GSCC's conduct function, its management and governance, reveals an organisation looking in another direction. The GSCC's focus on public protection was not as strongly expressed in its conduct function as it should have been, possibly because it was giving greater attention to its other statutory duties of developing and improving social work education, establishing a register, and maintaining public confidence in social care services.

The GSCC's conduct function was not effective, efficient or well governed. It needs to be if the professionalism of social workers is to be properly supported and challenged to deliver the highest possible practice standards.

There was a failure to appreciate properly the public and organisational risks of weaknesses in the conduct function, in particular the consequences of the growing backlog in 2007, and the impact on that of the decision in 2008 to stop referring cases because of financial difficulties.

There was a failure to manage effectively the operation of the conduct team when it was split between offices in Rugby and London, so that differences in practice, record keeping and quality were allowed to develop. This was largely due to the lack of a fully functioning case management system.

There was a failure to have accurate management information on the performance of the conduct function so that decisions by the Council and its committees were based on incomplete or inaccurate reports which provided an unjustifiable level of assurance and resulted in decisions based on a false prospectus.

Quality assurance was not consistent across the conduct function, allowing inadequate investigations, inconsistent decision and poor record keeping to prevail.

The work of the GSCC was overseen by two government departments, (including three directorates of the DH), by its internal auditors and by the National Audit Office. It would help the GSCC to have clearer lines of accountability and external oversight.

The review recognised that the new Chair of the GSCC, its Council and managers are actively addressing the organisation's problems in the conduct function. The interim Chief Executive appointed in July 2009 has taken immediate action with Council to bring about improvements. A recovery plan has been developed and is under discussion with the Department of Health. The CHRE report and the recommendations in it will provide a check against that recovery plan and will be a constructive contribution to renewal and significant organisational change. The context for CHRE's conclusions and recommendations is set out fully in their report.

Work commenced in July 2009 to start to address improvements in our conduct work. The Council meeting on 23 November 2009 agreed the recommendations and a formal action plan to the CHRE's conclusions was considered. Progress in implementing this action plan has been overseen by a Programme Board chaired by the Chief Executive, and has been reported regularly to the Council and – as a basis for discussion at the monthly accountability meetings – to DH.

There have been four key strands to the conduct transformation programme: rules changes; re-design of process; organisation design (including, crucially, development of capacity and capability); and implementation

of the recommendations from the review of Registration and Conduct Committees. We have been managing these strands in close alignment because of the clear practical dependencies between them.

At the same time we have needed to maintain the operational improvements we have already made to management of casework and deal with the increasing volumes that these improvements have driven, as better risk assessment and lowered thresholds resulted in more investigations and hearings. We also had to cope with operational consequences resulting from the urgent need to allocate significant volumes of cases for investigation during the autumn. This added a layer of complexity which presented a significant management challenge:

- competing time pressures on key staff could constrain their ability to achieve the required throughput of casework at the same time as the necessary transformation activity is completed, especially as the same staff were involved in parallel strands of work that reach key stages simultaneously. Organisation design work in conduct and the review of GSCC pay and grading could be unsettling factors during this period;
- an election and potential change of administration could delay Ministerial consideration of Rules changes and therefore the related transformational change in conduct processes;
- the timetable for Rules changes was necessarily very tight, limiting the time available for consideration of policy issues and further constraining the ability of key staff to contribute in the time available.

Council have noted the improvements in the conduct function reports demonstrating that the "front end" of the casework process is operating more effectively and efficiently

following successful introduction of new practices and the deployment of additional staff resources where necessary.

Meanwhile, whilst the complex interdependencies will continue to make complete certainty and eradication of all risk impossible, we have put arrangements in place which are enabling us to manage the range of issues we face:

- the CHRE Response Programme Board meets fortnightly, supplementing the weekly conduct performance monitoring enabled by reports to Council, DH and DfE by considering cross-organisational and programme progress, dependencies, risks and issues;
- the timetable for achieving Rules changes has been developed in close collaboration with DH, who will seek to ensure adherence to the timetable and continuity of the process;
- our daily monitoring of performance in managing casework volumes and throughput, augmented by weekly review meetings enables us to track pressures and spot where to act if this becomes necessary to ensure key staff can attend to this work as well as contribute to Rules changes and re-design of processes;
- the workstrands and project plans themselves are kept under review and where critical issues arise which make it necessary we will adjust them, re-scheduling where possible to ease any pressures on resources or time;
- in order to gain maximum benefit from the Rules changes, our proposals have been prioritised by balancing key criteria – alignment with public protection and transformation objectives and achievability in the short timescale available for completion of the development, drafting, consultation and agreement process.

General Social Care Council Accounts 2009-10

As reported in the GSCC's Annual Report and Accounts 2008-09, during August 2009, Paul Philip identified a number of significant control issues relating to the management and progress of the Council's conduct work. In particular, there was lack of adequate and appropriate performance management information. This, in turn, led to a position where the organisation could not properly performance manage its work to ensure any real degree of operational effectiveness in relation to casework management. Since then there have been a range of improvements in the performance information provided, both to the EMT and to the Council, and a revised set of key performance indicators was developed for implementation in 2010-11.

Likewise, human resource and management accounting processes need improving in order to maximise management control. In particular, sickness management and management of the amount of temporary staff have been reviewed and a programme of work to prioritise appointments to substantive posts is being developed. A programme to review current HR policies and procedures; giving priority to those which pose the greatest risk to the organisation's effectiveness, was agreed by the Council in March 2010 and is now being progressed.

The development of a cost based approach to budget setting needs improving and should be taken forward quickly in the coming months in order that the organisation can better understand the cost drivers of its business and demonstrate better value for money.

During the course of 2009-10, and for a variety of reasons, the Council had to make a succession of interim appointments to its Executive Management Team posts, as summarised below:

Chief Executive:

Substantive	Mike Wardle	Oct 07 to 4 Nov 09
Acting	Paul Philip	21 Jul 09 to 30 Sept 09
Acting	Paul Snell	01 Oct 09 to 30 Mar 10
Substantive	Penny Thompson	31 March 2010

Director of Corporate Resources:

Substantive	Richard Healey	21 Oct 08 to 02 Jul 09
Interim	Ron Alker	10 Jul 09 to 30 Nov 09
Interim	David Clark	30 Nov 09 to 5 May 10
Interim	Chris Savory	27 April 2010 to 15 Jun 10
Substantive	Chris Savory	16 June 2010

Director of Strategy and Social Work Education:		
Substantive	Lin Hinnigan	03 Oct 08 to 11 Jan 10
Interim	John Fraser	4 Jan 10 to 31 Mar 10
Substantive	Sherry Malik	14 April 2010

Director of Regulatory Operations:		
Interim	Hilary Lloyd	Mar 09 to 17 May 10
Substantive	Michael Andrews	17 May 2010

This was itself a significant internal control issue, properly identified as such by our internal auditors. New, permanent appointments have now been made to all three director posts and planned transition and induction arrangements have minimised the risk surrounding the transfer of knowledge during the hand over periods.

Following my appointment as the permanent Chief Executive on 31 March 2010, I have been impressed and encouraged by the open and welcoming response that I have received since joining the GSCC. I have spent time getting to know staff and key partners, listening and learning, and setting out my approach to leadership and management of an organisation which has at its heart the protection of the public, through delivery of first rate regulation and effective partnering with employers, registrants, the Government and sister professional and service regulators.

I am committed to developing an agenda which is ambitious, strategic and deliverable.

I have been very appreciative of the warm and open reception that I have received from sister regulators and I intend to develop and maintain close working relationships in order to learn from best practice and participate in mutual support of our operations as necessary.

I would like to pay tribute to those colleagues who have made a contribution to the delivery of our recovery programme over the last year. What I have observed, is that truly heroic efforts have been made over the last months to address the severe problems faced by the GSCC which came to light in the conduct function. I consider myself fortunate to be joining the organisation and taking up this leadership role at a point where the confidence of key stakeholders, including the previous Government, has increased and the journey of improvement is clearly well underway.

Penny Thompson
Chief Executive
Date: 2 July 2010

The Certificate and Report of the Comptroller and Auditor General to the Houses of Parliament

I certify that I have audited the financial statements of the General Social Care Council (Council) for the year ended 31 March 2010 under the Care Standards Act 2000. These comprise the Net Expenditure Account, the Statement of the Financial Position, the Statement of Cash Flows and the Statement of Changes in Taxpayers' Equity and related notes. These financial statements have been prepared under the accounting policies set out within them. I have also audited the information in the Remuneration Report that is described in that report as having being audited.

Respective responsibilities of the Council, Chief Executive and auditor

As explained more fully in the Statement of the GSCC's and Chief Executive Responsibilities, the Council and Chief Executive as Accounting Officer are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. My responsibility is to audit the financial statements in accordance with applicable law and International Standards on auditing (UK and Ireland). Those standards require me and my staff to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the Audit of the Financial Statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the Council's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Council; and the overall presentation of the financial statements.

In addition, I am required to obtain evidence sufficient to give reasonable assurance that the expenditure and income reported in the financial statements have been applied to the purposes intended by Parliament and the financial transactions confirm to the authorities which govern them.

Opinion on Regularity

In my opinion, in all material respects the expenditure and income have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them.

Opinion on financial statements

In my opinion:

- the financial statements give a true and fair view, of the state of the Council's affairs as at 31 March 2010 and of its net expenditure, changes in taxpayers' equity and cashflows for the year then ended; and
- the financial statements have been properly prepared in accordance with the Care Standards Act (2000) and directions made thereunder by the Secretary of State for Health with the consent of HM Treasury.

Opinion on other matters

In my opinion:

- the part of the Remuneration Report to be audited has been properly prepared in accordance with directions issued by the Secretary of State for Health with the approval of HM Treasury under the Care Standards Act (2000); and
- the information given in GSCC Governance, the GSCC Council, Strategic aim 5 and the Management Commentary, within the Annual Report, for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which I report by exception

I have nothing to report in respect of the following matters which I report to you if, in my opinion:

- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records or returns; or
- I have not received all the information and explanations I require for my audit; or
- the Statement of Internal control does not reflect compliance with HM Treasury's guidance.

Report

I have no observations to make on these financial statements.

Amyas C E Morse
Comptroller and Auditor General
National Audit Office
157-197 Buckingham Palace Road, Victoria
London SW1W 9SP

Date: 8 July 2010

Financial Statements 2009-10

Net Expenditure Account for the year ended 31 March 2010

	Note	2009/10		2008/09	
		£'000	£'000	£'000	£'000
Expenditure					
Programme					
Education support grants	4		26,570		27,392
Operating					
Staff costs	5	8,442		8,852	
Non pay costs	6	10,297		9,309	
Depreciation and amortisation	6	2,191		2,007	
Charge on pension scheme assets	6	311		218	
			21,241		20,386
Gross costs			47,811		47,778
Income					
Income from activities	8	(2,533)		(2,570)	
Other income	8	(858)		(1,082)	
			(3,391)		(3,652)
Net expenditure			44,420		44,126
Cost of capital			133		221
Net expenditure after cost of capital			**44,553**		**44,347**

All activities are from continuing operations

The notes on pages 82 to 104 form part of these accounts.

Statement of Financial Position As at 31 March 2010

	Note	2010		2009		1 April 2008	
		£'000	£'000	£'000	£'000	£'000	£'000
Non-Current Assets							
Property, plant and equipment	9	1,116		1,243		1,268	
Intangible assets	9	4,900		6,241		7,335	
Total non-current assets			6,016		7,484		8,603
Current Assets							
Trade and other receivables	10	457		756		1,538	
Other current assets	10	845		551		729	
Cash at bank and in hand	11	1,672		4,100		1,975	
Total current assets			2,974		5,407		4,242
Total assets			8,990		12,891		12,845
Current Liabilities							
Trade and other payables	12	(284)		(347)		(985)	
Creditors and accruals	12	(1,340)		(1,292)		(491)	
Total current liabilities			(1,624)		(1,639)		(1,476)
Non-current assets plus current assets less current liabilities			7,366		11,252		11,369
Non-Current Liabilities							
Provisions	13	(383)		–		–	
Pensions liability	20	(6,855)		(3,807)		(4,477)	
			(7,238)		(3,807)		(4,477)
Net assets			**128**		**7,445**		**6,892**
Funds							
Revaluation reserve			44		235		299
General reserves			84		7,210		6,593
	17		**128**		**7,445**		**6,892**

Penny Thompson
Chief Executive
Date: 2 July 2010

The notes on pages 82 to 104 form part of these accounts.

Statement of Cash Flows for the year ended 31 March 2010

	Note	Year ended 31/03/2010	Year ended 31/03/2009
		£'000	£'000
Net Cash outflow from operating activities	19	(41,885)	(40,666)
Cash flows from investing activities			
Purchase of property, plant and equipment	9	(489)	(490)
Purchase of intangibles assets	9	(425)	(498)
Proceeds from disposal of property, plant and equipment		–	2
Net cash outflow from investing activities		(914)	(986)
Cash flows from financing activities			
– Education support grants		26,596	27,633
– Operating		13,075	15,569
– Capital		700	575
Net financing		40,371	43,777
Net increase/(decrease) in cash and cash equivalents in the period		**(2,428)**	**2,125**
Cash and cash equivalents at the beginning of the period	11	4,100	1,975
Cash and cash equivalents at the end of the period	11	1,672	4,100

The notes on pages 82 to 104 form part of these accounts.

Statement of Changes in Taxpayers' Equity for the year ended 31 March 2008

	Note	Revaluation Reserve	I & E Reserve	Total Reserves
		£'000	£'000	£'000
Balance at 31 March 2008		299	6,593	6,892
Changes in accounting policy		–	–	–
Restated Balance at 1 April 2008	17	**299**	**6,593**	**6,892**
Changes in Taxpayers' Equity 2008-09				
Net gains/(loss) on revaluation of property, plant and equipment	9	(62)	–	(62)
Net gains/(loss) on revaluation of intangible assets	9	(2)	–	(2)
Non cash charges – cost of capital	17	–	221	221
Transfer between reserves – Actuarial gain	17	–	966	966
Retained surplus/(deficit)		–	(570)	(570)
Total recognised income and expense for 2008-09		(64)	617	553
Balance at 31 March 2009	2	**235**	**7,210**	**7,445**
Changes in Taxpayers' Equity 2009-10				
Net gains/(loss) on revaluation of property, plant and equipment	9	15	–	15
Net gains/(loss) on revaluation of intangible assets	9	(206)	–	(206)
Non cash charges – cost of capital	17	–	133	133
Actuarial loss	17	–	(2,898)	(2,898)
Adjustments to general reserves	17	–	(179)	(179)
Retained deficit		–	(4,182)	(4,182)
Total recognised income and expense for 2009-10		(191)	(7,126)	(7,317)
Balance at 31 March 2010		**44**	**84**	**128**

The notes on pages 82 to 104 form part of these accounts.

Notes to financial statements for the year ending 31 March 2010

1. Statement of accounting policies

These financial statements have been prepared in accordance with the 2009-10 Government Reporting Manual (FReM) issued by HM Treasury. The accounting policies contained in the FReM apply International Financial Reporting Standards (IFRS) as adapted or interpreted for the public sector context. Where the FReM permits a choice of accounting policy, the accounting policy which is judged to be most appropriate to the particular circumstances of the GSCC for the purposes of giving a true and fair view has been selected. The particular policies adopted by the GSCC for the reportable activity are described below. They have been applied consistently in dealing with items that are considered material to the accounts.

1.1 Accounting convention

The financial statements have been prepared under the historical cost convention modified to account for the revaluation of property, plant and equipment, intangible assets and inventories.

The financial statements have been prepared on a going concern basis.

1.2 Format of accounts

The GSCC is required to draw up its accounts in a form determined by the Secretary of State for Health with the approval of the Treasury. The GSCC is required to prepare its accounts on an accruals basis and to present its published financial statements in a format as set out in the Accounts Direction. Guidance from Department of Health publications have been followed to ensure the shadow accounts met the revised requirements of IFRS.

1.3 Materiality

IAS 1 and IAS 8 state that accounting policies in IFRSs need not be applied when the effect of applying them is immaterial. The shadow 2008-9 accounts do not contain any significant or material changes to the numbers reported in the GAAP accounts and have been reported as such. Also, no material errors have been found in previously reported GAAP accounts which require an adjustment under IFRS guidelines.

1.4 Non-current assets

1.4.1 Property, plant and equipment
Property, plant and equipment includes building improvements, office equipment and furniture, computer equipment and the costs of acquiring computer software systems (including cost of implementation). All assets falling into these categories with a value of £5,000 or more have been capitalised. Also assets of similar types have been capitalised where the value of individual assets is less than £5,000, provided that the total value of all assets of that type exceeds £5,000. PP&E are stated at current cost less depreciation.

The accounting treatment of PP&E under IAS 16 Property, Plant & Equipment has been reviewed and no material changes to current policy or calculations due to impairments deemed necessary.

1.4.2 Intangible fixed assets

Intangible fixed assets comprise purchased licences to use third party software systems (including cost of implementation). All assets falling into this category with a value of £5,000 or more have been capitalised.

Intangible assets are stated at current cost less depreciation. The accounting treatment under IAS 38 Intangible Assets has been reviewed and no material changes to current policy or calculations due to impairments deemed necessary.

1.4.3 Development costs

Development expenditure is capitalised if it meets the criteria specified in Managing Public Money, which was originally adapted from SSAP13 to take account of the not-for-profit context. IAS 38 Intangible Assets has been reviewed under the heading 'Internally Generated Intangible Assets' and capitalised development costs held at GSCC deemed to meet the criteria laid down by the IAS for recognition.

1.4.4 Depreciation

Depreciation is provided on all tangible fixed assets held at the year end on a straight line basis, at rates calculated to write off the cost over their estimated useful economic lives as follows:

Building improvements	shorter of lease term or UEL
Office equipment and furniture	10 years
Computer equipment	4 years
Computer software	5-10 years

A full year's depreciation is charged in the year of acquisition and none in the year of disposal.

1.4.5 Amortisation of intangible fixed assets

Amortisation is provided on software licences held at the year end on a straight line basis, at rates calculated to write off the cost over the shorter of the period of the licence or their estimated useful economic life with computer software licences 2 - 10 years. Three years of amortisation has been provided on the Social Care Regulation programme as elements of the system were operational in the 2006-07 financial year. The useful economic life of the system is seven years.

1.4.5 Indexation

Fixed assets, except Development costs, are re-valued as at 31 March using indices taken from "Price index numbers for current cost accounting" issued by the Office for National Statistics.

1.4.6 Impairments

Impairment losses resulting from short-term changes in price that are considered to be recoverable in the longer term are taken in full to the revaluation reserve. These include impairments resulting from the revaluation of fixed assets. An annual impairment review is conducted which assesses whether the recoverable value of an asset is below its carrying value.

1.5 Financing and income

The majority of the GSCC's funding is Grant in Aid provided by the Department of Health. The funds may be used to meet the general objectives of the GSCC at the discretion of the GSCC's Council, subject to total cash payments in each year not exceeding several cash limits imposed by the Department. These cash limits cover payments in respect of operating costs, training support grants and capital. All other income is credited to income in the year in which it is earned.

1.6 Expenditure

1.6.1 Management and administration

Management and administration costs relate to expenditure incurred in the management of the GSCC's activities, including quality-assurance work to ensure training is delivered to the appropriate standard, organisational administration and compliance with statutory requirements.

1.6.2 Education support grants

Education support grants comprise expenditure on social work degree grants, grants and practice learning/practice teaching grants. Grants payable are recorded as expenditure in the period that the underlying activity giving entitlement to the grant occurs.

1.7 Pensions

The majority of the GSCC's employees are eligible for membership of the Local Government Pension Scheme (LGPS) via an admission agreement with Essex County Council Pension Fund. The scheme is a multi-employer defined benefit scheme.
The assets of the LGPS are held and managed by the constituent administering authorities and therefore entirely independent of the GSCC's finances.

The GSCC originally implemented financial reporting standard, FRS 17, *Retirement benefits* in full. A review of IAS 19 Employee Benefits has concluded that there are no material differences to be reported under IAS requirements. Note 20 provides full details.

1.8 Leases

Operating lease rentals and related service charges are charged directly to the Expenditure Account in line with IAS 17 Leases requirements, on a straight line basis.

The lease register has been reviewed as part of the preparation of the shadow accounts and status of all leases considered for the definitions of 'operating lease' or 'finance lease'. All GSCC leases follow the IAS 17 definition for operating lease, in that they are agreements 'whereby the lessor conveys to the lessee in return for a payment or series of payments the right to use an asset for an agreed period of time'. No GSCC leases qualify to be classified as finance leases, whereby any of the risks and rewards incidental to the ownership of the asset have been transferred to the GSCC.

1.9 Value Added Tax

The GSCC is not registered for Value Added Tax (VAT). All figures reported in these statements therefore include VAT.

1.10 Capital charge

A charge, reflecting the cost of capital utilised by the GSCC, is included in Expenditure Account. The charge is calculated at the real rate set by HM Treasury 3.5 per cent on average carrying amount of all assets less liabilities, except for:

a Property, plant and equipment and intangible assets where the cost of capital charge is based on opening values, adjusted pro rata for in year:
- Additions at cost
- Disposals as valued in the opening statement of the financial position (plus any subsequent capital expenditure prior to disposal)
- Impairments at the amount of the reduction of the opening statement of financial position value (plus any subsequent capital expenditure)
- Depreciation of property, plant and equipment and amortisation of intangible assets;

b donated assets, and cash balances with the Office of the Paymaster General, where the charge is nil.

2. First-time adoption of IFRS

	Revaluation reserve	General Fund	Total
	£'000	£'000	£'000
Taxpayers' equity at 31 March 2009 under UK GAAP	235	7,210	7,445
Adjustments	–	–	–
Taxpayers' equity at 1 April 2009 under IFRS	**235**	**7,210**	**7,445**
Taxpayers' equity at 1 April 2008 under UK GAAP and IFRS	**299**	**6,593**	**6,892**

	£'000
Net expenditure for 2008-09 under UK GAAP	44,347
Adjustments	–
Net expenditure for 2008-09 under IFRS	**44,347**

3. Reconciliation of net expenditure and gross capital expenditure to Grant in Aid

		2009/10	2008/09
		£'000	£'000
Total Net Expenditure for the financial year	Net expenditure account	44,553	44,347
Operating Grant in Aid	Cash flow statement	39,671	43,202
Over spend against Financing received from the Department of Health		**(4,882)**	**(1,145)**

		2009/10	2008/09
		£'000	£'000
Gross capital costs	Cash flow statement	(914)	(986)
Net book value of assets disposed		–	36
Net capital resource outturn		(914)	(950)
Capital Grant in Aid	Cash flow statement	700	575
Over spend against Financing received from the Department of Health		**(214)**	**(375)**

In 2009-10, GSCC's gross capital expenditure above included £300k on the development of the UK social care regulation system. In 2009-10 GSCC received contributions of £138k from the other UK Care Councils towards these costs, which is not reflected in the above table.

4. Programme expenditure – Education support grants

	2009/10	2008/09
	£'000	£'000
Social Work Degree Grants	26,239	27,127
Other Grants *	331	265
Total	**26,570**	**27,392**

* Other grants comprises: grants to voluntary organisations £359k (2008-09 £293k), PQ consortia £28k refund (2008-09 £34k refund) and practice teaching programme zero (2008-09 £6k).

5. Staff numbers and related costs

The total cost of employing staff was:

	2009/10	2008/09
	£'000	£'000
Pay		
Salaries and wages	5,388	5,666
National insurance employers' contributions	411	414
Occupational pension scheme, employers' contributions	489	469
Pensions: deficiency payments	212	202
Current and past service costs*	(340)	78
Short term employee benefits*	29	31
Total permanently employed staff	6,189	6,860
Other	2,266	1,992
Total pay costs	8,455	8,852
Less receivables in respect of outward secondment	(13)	–
Total net costs	**8,442**	**8,852**

* IAS 19 Employee Benefits disclosure

The average number of whole-time equivalent employees, including the Chief Executive, during the period ended 31 March 2009 was:

	2009/10	2008/09
	No.	No.
Directly employed	201	194
Other	38	44
Total	**239**	**238**

6. Other expenditure

	2009/10	2008/09
	£'000	£'000
Running costs		
Staff travel and subsistence expenses	304	337
Staff development and training	270	270
Staff recruitment	361	342
Premises costs (excluding operating lease payments)	873	934
Rentals under operating leases:		
– Hire of plant and machinery	131	98
– Other	1,237	1,198
Communications	287	409
Other office services	1,423	1,552
Assessors' and Verifiers' costs	13	30
Business Development	832	1,764
Publications and Promotions	423	414
Courses and Workshops	209	138
Cost of Council and Committees	143	161
International Recognition Service	–	21
Conduct including legal fees	3,220	1,456
Audit Fees	81	60
Other fees and charges	192	76
Non-cash items		
– (Decrease)/increase in provision for doubtful debts	(85)	15
– Depreciation	631	417
– Amortisation	1,560	1,590
– Loss on disposal of fixed assets	–	34
– Provision provided in the year	383	–
– Charge on pension scheme assets	311	218
Total	**12,799**	**11,534**

During the year the GSCC did not purchase any non audit items from its auditor the National Audit Office.

Note – There were no transitional costs in 2009-10 (2008-09 £0.345m).

7. Notional costs

Notional cost of capital has been calculated in accordance with HM Treasury requirements at a rate of 3.5 per cent on the average value of the net assets during the year. The notional cost for 2009-10 is £133k (08-09 £221k).

The GSCC has adopted the requirements of IAS 37 and made no allowance for notional insurance costs.

8. Income

	2009/10	2008/09
	£'000	£'000
Social care registration fees	2,533	2,570
Student Fees post qualifying	–	17
Rentals from operating leases	571	308
Income from devolved social care authorities	266	659
Other operating income	21	98
Total	**3,391**	**3,652**

Other operating income comprises of £20k from other bodies within the Department of Health and £1k from issuing duplicating certificates for social workers' qualifications.

9. Property, plant and equipment

	Land & Buildings	Furniture & Fittings	Information Technology	Total
	£'000	£'000	£'000	£'000
Cost or revaluation				
At 1 April 2009	1,708	814	702	3,224
Additions	350	15	124	489
Revaluation	(195)	3	121	(71)
At 31 March 2010	**1,863**	**832**	**947**	**3,642**
Depreciation				
At 1 April 2009	1,095	502	384	1,981
Provided during the period	397	81	153	631
Revaluation	(150)	2	62	(86)
At 31 March 2010	**1,342**	**585**	**599**	**2,526**
Net book value				
At 31 March 2010	**521**	**247**	**348**	**1,116**
At 31 March 2009	**613**	**312**	**318**	**1,243**

9. Property, plant and equipment *continued*

	Land & Buildings	Furniture & Fittings	Information Technology	Total
	£'000	£'000	£'000	£'000
Cost or revaluation				
At 1 April 2008	1,745	818	415	2,978
Additions	93	41	356	490
Revaluation	(130)	22	(40)	(148)
Disposals	–	(67)	(29)	(96)
At 31 March 2009	**1,708**	**814**	**702**	**3,224**
Depreciation				
At 1 April 2008	992	444	274	1,710
Provided during the period	187	78	152	417
Revaluation	(84)	15	(17)	(86)
Disposals	–	(35)	(25)	(60)
At 31 March 2009	**1,095**	**502**	**384**	**1,981**
Net book value				
At 31 March 2009	**613**	**312**	**318**	**1,243**
At 31 March 2008	**753**	**374**	**141**	**1,268**

Land and buildings comprises building improvements. GSCC does not own any buildings.

9. Property, plant and equipment *continued*

Intangible assets

	Software Licences	Development Expenditure	Total
	£'000	£'000	£'000
Cost or revaluation			
At 1 April 2009	269	10,308	10,577
Additions	125	300	425
Revaluation	35	(478)	(443)
At 31 March 2010	**429**	**10,130**	**10,559**
Amortisation			
At 1 April 2009	239	4,097	4,336
Provided during the period	59	1,501	1,560
Revaluation	15	(252)	(237)
At 31 March 2010	**313**	**5,346**	**5,659**
Net book value			
At 31 March 2010	**116**	**4,784**	**4,900**
At 31 March 2009	**30**	**6,211**	**6,241**

9. Property, plant and equipment *continued*

Intangible assets

	Software Licences	Development Expenditure	Total
	£'000	£'000	£'000
Cost or revaluation			
At 1 April 2008	237	9,851	10,088
Additions	41	457	498
Revaluation	(9)	–	(9)
At 31 March 2009	**269**	**10,308**	**10,577**
Amortisation			
At 1 April 2008	215	2,538	2,753
Provided during the period	31	1,559	1,590
Revaluation	(7)	–	(7)
At 31 March 2009	**239**	**4,097**	**4,336**
Net book value			
At 31 March 2009	**30**	**6,211**	**6,241**
At 31 March 2008	**22**	**7,313**	**7,335**

10. Trade receivables and other current assets

	2009/10	2008/09	2007/08
	£'000	£'000	£'000
Trade receivables	450	748	1,498
Other receivables	7	8	40
Prepayments and accrued income	845	551	729
Total	**1,302**	**1,307**	**2,267**

Intra-government balances

	2009/10	2008/09	2007/08
	£'000	£'000	£'000
Balances with central government bodies	31	191	276
Balances with local government	–	–	199
Balances with bodies external to Government	1,271	1,116	1,792
Total	**1,302**	**1,307**	**2,267**

11. Cash and cash equivalents

	2009/10	2008/09	2007/08
	£'000	£'000	£'000
Balance at start of year	4,100	1,975	4,128
Net change in cash and cash equivalents outflow/(inflow)	(2,428)	2,125	(2,153)
Balance at end of year	**1,672**	**4,100**	**1,975**

All balances were held with commercial banks and cash in hand.

12. Trade payables and other current liabilities

	2009/10	2008/09	2007/08
	£'000	£'000	£'000
Trade payables	41	347	985
Other payables	63	–	–
Other liabilities: Tax and social security	132	148	137
Other liabilities: Accrued expenditure and deferred income	1,388	1,144	354
Total	**1,624**	**1,639**	**1,476**

Intra-government balances

	2009/10	2008/09	2007/08
	£'000	£'000	£'000
Balances with central government bodies	132	148	137
Balances with local government	–	68	–
Balances with bodies external to government	1,492	1,423	1,339
Total	**1,624**	**1,639**	**1,476**

13. Provisions for liabilities and charges

	Dilapidations
	£'000
Balance at 1 April 2009	–
Provided in the year	383
Balance at 31 March 2010	**383**

The whole of this provision is for dilapidations in line with the leases for the premises occupied by the GSCC.

14. Capital commitments

	2009/10	2008/09
	£'000	£'000
Contractual capital commitments at 31 March 2010 not otherwise included in the financial statements		
Property, plant and equipment	–	31
Intangible assets	78	32

15. Commitments under leases

Total minimum future lease payments under operating leases are given in the table below for each of the following periods.

	2009/10	2008/09
	£'000	£'000
Buildings		
Leases which expire between 1 and 5 years	2,113	3,322
Leases which expire after 5 years	–	–
Sub-total	**2,113**	**3,322**
Other		
Leases which expire between 1 and 5 years	43	66
Leases which expire after 5 years	–	–
Sub-total	**43**	**66**
Total	**2,156**	**3,388**

The above figures exclude maintenance agreements for equipment and service charges for buildings. £470k of the buildings rent shown above is rechargeable.

16. Contingent liabilities disclosed under IAS 37

GSCC's former Chief Executive has made an employment claim against GSCC which may be considered by a Tribunal during 2010/11. The Council is robustly defending this claim. No provision for future costs in respect of this claim has been included in these accounts.

17. Movement in reserves

	2009/10	2008/09	2007/08
	£'000	£'000	£'000
At 1 April 2009 general reserve	7,445	6,892	8,444
Adjustment to general reserve	(179)	–	1,947
Indexation of fixed assets	(191)	(64)	86
Adjustment to general reserve for capital charge	133	221	302
Actuarial gain/(loss)	(2,898)	966	(2,170)
Grant received in period	40,371	43,777	40,348
Net expenditure	(44,553)	(44,347)	(42,065)
Balance at 31 March	**128**	**7,445**	**6,892**
Balance excluding pensions liability	6,983	11,252	11,369
Pension liability	(6,855)	(3,807)	(4,477)
Balance at 31 March	**128**	**7,445**	**6,892**

18. Reconciliation of net movement in funds

	2009/10	2008/09	2007/08
	£'000	£'000	£'000
Total reserves at 1 April	7,445	6,892	8,444
Movement in reserves	(4,419)	(413)	618
Actuarial gain/(loss)	(2,898)	966	(2,170)
Total reserves at 31 March	**128**	**7,445**	**6,892**

19. Reconciliation of net operating cost to operating cash flow

	2009/10	2008/09
	£'000	£'000
Net surplus after cost of capital and interest	(44,553)	(44,347)
Adjustment for capital charge	133	221
Depreciation and amortisation charges	2,191	2,007
Increase/(decrease) in trade and other receivables	5	960
Loss on disposal of property, plant and equipment	–	34
Increase/(decrease) in trade payables and Provisions	368	163
Increase/(reduction) in pension liability	3,048	(670)
Adjustments to general reserves	(3,077)	966
Net Cash outflow from operating activities	**(41,885)**	**(40,666)**

20. Pension scheme

In line with Accounting Standards Board requirements, the GSCC has implemented IAS 19 in full.

(i) Contribution rates

The majority of the GSCC's employees are eligible for membership of the Local Government Pension Scheme (LGPS) via an admission agreement with Essex County Council pension fund. The scheme is a multi-employer defined benefit scheme. Contributions are paid by employees depending on salary as outlined in the table below.

Full time equivalent salary	Contribution rate
£0.00 – £12,000	5.50%
£12,000.01 – £14,000	5.80%
£14,000.01 – £18,000	5.90%
£18,000.01 – £30,000	6.50%
£30,000.01 – £40,000	6.80%
£40,000.01 – £75,000	7.20%
£75,000.01 – or more	7.50%

Employer contributions are paid at 10.7 per cent of pensionable pay.
The GSCC will make a deficit payment of £221,447 during 2010/11.

20. Pension scheme *continued*

(ii) Actuarial information

(a)

Triennial valuations of the Essex Fund are carried out by Mercer Limited, a qualified actuary. The latest valuation as at 31 March 2007 showed a deficit of £1.947m. For the year ending 31 March 2010, the GSCC contributed deficit payments to the Fund of £0.212m (2008/09 £0.202m).

Under accounting standard IAS 19, the principal financial assumptions made by the actuary are:

	As at 31/03/2010	As at 31/03/2009	As at 31/03/2008
Rate of increase in salaries	5.0%	4.8%	5.1%
Rate of increase in pensions in payment	3.5%	3.3%	3.6%
Discount rate	5.7%	7.1%	6.1%
Rate of inflation	3.5%	3.3%	3.6%

The expected rate of return on plan assets is based on market expectations, at the beginning of the period, for investment returns over the entire life of the related obligation. The assumption used is the average of the following assumptions appropriate to the individual asset classes weighted by the proportion of the assets in the particular class. The assumed investment return on government bonds is the yield on 20-year fixed interest gilts at the relevant date. The expected investment return on corporate bonds is based on market yields at the relevant date, restricted to 2 per cent p.a. over and above that available on gilts, reflecting an increased risk of default in the corporate bond yield. The assumed investment return on equities is the yield on 20-year fixed interest gilts plus an allowance of about 3.5 per cent p.a. for the "risk premium" associated with equity investment.

20. Pension scheme *continued*

(b)
The assets in the scheme and the expected rate of return were (IAS 19 disclosure)

	Expected rate of return at 31/03/2010	Value at 31/03/2009	Expected rate of return at 31/03/2009	Value at 31/03/2009	Expected rate of return at 31/03/2008	Value at 31/03/2008
	%	£'000	%	£'000	%	£'000
Equities	7.5	8,761	7.5	6,840	7.5	7,429
Government Bonds	4.5	1,025	4.0	799	4.6	995
Other Bonds	5.2	1,298	6.0	487	5.4	698
Property	6.5	1,207	6.5	900	6.5	1,132
Cash/liquidity	0.5	688	0.5	156	5.3	328
Fair value of assets		12,979		9,182		10,582
Actuarial value of scheme liabilities		(19,834)		(12,989)		(15,059)
Deficit in the scheme		**(6,855)**		**(3,807)**		**(4,477)**
Actual return on plan assets		3,307		(2,307)		(477)

20. Pension scheme *continued*

(c)
Components of pension cost for the period to 31 March

	2010 £'000	2009 £'000	2008 £'000
Current service cost	479	752	628
Interest on Pension Liabilities	929	949	696
Expected return on assets	(618)	(731)	(713)
Past service cost	45	–	177
Effect of curtails or settlements	88	–	–
Total pension cost recognised in Net Expenditure Account	**923**	**970**	**788**

(d)
Change in Benefit Obligation during period to 31 March

	2010 £'000	2009 £'000	2008 £'000
Benefit obligation at beginning of period	12,989	15,029	12,515
Current Service Cost	479	752	628
Interest on Pension Liabilities	929	949	696
Member Contributions	309	298	231
Past Service Cost	45	–	177
Effect of curtailments or settlements	88	(4,014)	941
Actuarial(gains)/losses on liabilities	5,587	(55)	(129)
Benefits/transfers paid	(592)	–	–
Benefit obligation at end of period	**19,834**	**12,989**	**15,059**

20. Pension scheme *continued*

(e)
Change in Plan Asset during period to 31 March

	2010	2009	2008
	£'000	£'000	£'000
Fair value of plan assets at beginning of period	9,136	10,572	10,567
Expected return on plan assets	618	731	713
Actuarial gains/(losses) on assets	2,689	(3,038)	(1,227)
Employer contributions	819	674	427
Member contributions	309	298	231
Benefits/transfers paid	(592)	(55)	(129)
Fair value of plan assets at end of period	**12,979**	**9,182**	**10,582**

(f)
Statement of changes in taxpayers' equity

	2010	2009	2008
	£'000	£'000	£'000
Actuarial (gains)/losses	2,898	(966)	2,170
Effect of paragraph 41 limit	–	–	–
Total pension (gain)/cost recognised in SOCITE	**2,898**	**(966)**	**2,170**

(g)
History of experience gains and losses (IAS 19 Disclosure)

	2010	2009	2008
	£'000	£'000	£'000
Actual Return on Plan Assets	3,307	(2,307)	(477)
Experience Gain/(losses) on assets	2,689	(3,038)	(1,227)
Experience Gain and losses on liabilities	–	–	(183)

21. Related party transactions

The GSCC is a Non-Departmental Public Body of the Department of Health. The Department of Health is regarded as a related party. During the period, the GSCC received £40,371,000 as grant in aid from DH and £20,000 as other operating income from other central government bodies. GSCC has had a number of material transactions with other departments and bodies for which the DH is considered to be the parent department via:

Scottish Social Services Council: GSCC earned income of £240,610 through recharges for the UK Social Care Regulation programme and for costs of providing external assessment (of social work courses) service to the SSSC.

Care Council for Wales: GSCC earned income of £143,096 through recharges for the UK Social Care Regulation Programme and for cost of providing the external assessment (of social work courses) service to the CCW.

Northern Ireland Social Care Council: GSCC earned income of £71,646 through recharges for the UK Social Care Regulation Programme and for costs of providing external assessment (of social work courses) service to the NISCC.

None of the GSCC's board members, key managerial staff, or other related parties have undertaken any material transactions with the GSCC during the period.

22. IAS 32 Financial instruments

International Accounting Standard 32, Financial Instruments: Disclosure and Presentation, requires disclosure of the role that financial instruments have had during the period in creating or changing the risks the GSCC faces in undertaking its activities. As permitted by FRS 13, debtors and creditors which mature or become payable within 12 months from the balance sheet date have been omitted from disclosures.

(i) Liquidity Risk

The GSCC operates within a funding envelope that is provided partly by the Department of Health and partly by income received as fees from social work registrants. The mix of funding allows the GSCC to ensure that its commitments are consistent with its income across the year.

(ii) Currency Risk

The GSCC is not exposed to currency risk.

22. IAS 32 Financial instruments *continued*

(iii) Credit Risk

The GSCC is not exposed to significant credit risk.

(iv) Market and Interest Rate Risk

Market risk is defined under IFRS.

In accordance with the requirements of IFRS 7 as "the risk that the fair value or cash flows of a financial instrument will fluctuate due to changes in market prices. Market risk reflects interest rate risk, currency risk, and other price risks."

(v) Financial Assets and Liabilities

The GSCC's financial assets and liabilities carry nil rate of interest All financial liabilities are due within one year. Income received from registrants is based on standard rates below market average for the services received. Therefore the GSCC is not exposed to any significant market or interest rate risks.

23. Post balance sheet events

In accordance with the requirements of IAS 10 events after the balance sheet date, post balance sheet events are considered up to the date on which the accounts are authorised for issue. This is interpreted as the date of the Certificate and Report of the Comptroller and Auditor General.

It was announced in the Budget on Tuesday 22nd June 2010 that the Government will adopt the Consumer Price Index (CPI) for the indexation of public service pensions from April 2011. This will have an impact upon the operation of the pension schemes that the GSCC provides to employees. HM Treasury has not yet provided guidance on the implications of the change for pension scheme valuations and other actuarial costings.

24. Losses and special payments

There are no losses or special payments made during the period.

Contact us

If you would like more information
on the work of the GSCC or have
a general enquiry, please contact:

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