

Education and Training Committee – 16 September 2010

Service user involvement in the approval and monitoring processes of the Education Department

Executive summary and recommendations

Introduction

At its meeting on 8 June 2010, the Education and Training Committee directed the Education Department to investigate two areas for further work for service user involvement and return with further information. These areas of work were:

- (i) creating a new standard or amending existing standards to specifically address service user engagement;
- (ii) commissioning research to explore the link between service user engagement and public protection.

For each piece of work, the Committee requested information about:

- the schedule of implementation;
- potential implementation models; and,
- any other major issues to consider.

Decision

The Education and Training Committee is asked to discuss the issues in the paper and agree the recommendations for further work made by the executive.

Background information

1. CHRE performance review for 2009-10
2. CHRE performance review for 2007-08
3. Education and Training Committee 8 June 2010 (item 8)
4. Education and Training Committee 10 March 2010 (item 9)
5. Education and Training Committee 25 September 2009 (item 8)
6. Education and Training Committee 25 March 2009 (item 9)
7. Revised Standards of education and training guidance
8. Approval process - supplementary information for education providers
9. Annual monitoring - supplementary information for education providers
10. Major change - supplementary information for education providers

Resource implications

There may be resource implications from this paper.

The Education Department work plan for 2010-2011 does not currently include any employee time in relation to recruitment of partners beyond the usual activity to ensure appropriate numbers of registrant partners.

Financial implications

There may be financial implications from this paper.

The Policy and Standards Department workplan for future years will need to consider the outcomes from this paper.

Appendices

None

Date of paper

16 September 2010

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2010-05-19	b	EDU	PPR	Service User Involvement cover paper	Final DD: None	Public RD: None

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Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2010-07-30	a	EDU	PPR	Service user involvement - September ETC	Draft DD: None	Public RD: None

Overview

At its meeting on 8 June 2010, the Education and Training Committee directed the Education Department to investigate two areas for further work for service user involvement and return with further information. These areas of work were:

- (i) creating a new standard or amending existing standards to specifically address service user engagement;
- (ii) commissioning research to explore the link between service user engagement and public protection.

For each piece of work, the Committee requested information about:

- the schedule of implementation;
- potential implementation models; and,
- any other major issues to consider.

The Committee is asked to discuss the paper and agree the further work to be undertaken by the executive.

A new standard /amendments to the standards of education and training

The Committee considered to proposals to amend the standards of education and training to ensure service user involvement in programme delivery. As outlined in the June report, the Committee agreed amending existing guidance to make evidence of service user involvement mandatory would run contrary to the design of the standards and guidance. The Committee agreed the creation of a new standard or amendments to existing standards would be appropriate. As indicated in its' 2009/2010 performance review of the HPC, the Council for Health and Regulatory Excellence (CHRE) considers it appropriate 'that patient involvement is reflected in the design and delivery of education programmes and that any evaluation of courses takes the views of patients into account' (pg 61). In light of this information from CHRE, the Committees' decision to amend the standards is proportionate.

The Director of Policy and Standards has indicated the department workplan could include this piece work. However, it has been suggested any phasing of this process should take into account the findings of the pilot of lay members and any commissioned research into service user engagement. It is anticipated the Policy and Standards Department would commence this piece of work in the 2012-13 financial year with implementation of the revised standards of education and training being put into effect in September 2013. The development of a new standard according to these timescales is dependent on receiving:

- Final outcomes from the pilot of lay visitors on visit panels;

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- Final outcomes of the commissioned research into service user involvement.

The next review of the SETs is not due to take place until 2014/15. The Committee may consider it appropriate to schedule this review earlier given the introduction of new or amended standards in September 2013. The option still remains to implement changes to standards in line with the routine review of the standards, however at the last Committee the view was expressed that this was not desirable.

Impact of the regulation of social workers

In light of the regulation of social workers being transferred to the HPC, the Committee may consider implementing new or amended standards of education and training prior to timescales outlined above. Service user engagement in the approval and monitoring of social work programmes is already in place and further development in planning. Furthermore, the Social Work Task Force deemed 'The regulator of social work education will have an important role to play in taking a more robust approach to ensuring that requirements are met, that the curriculum is kept up to date and that employers and service users are engaged in its design and delivery.'

The implementation of a new standard or amending existing standards, addressing service user involvement would ensure our approval and monitoring activities address the needs of social work education. As work progresses for the transfer of regulation to the HPC, further changes to existing standards will most likely be required. In light of the impact of social work, amending the standards and conducting consultation would need to commence in the 2011-12 financial year with implementation of these revised standards in September 2012.

It is anticipated, should the Committee agree to this timeframe, the outcomes from the proposed pilot and commissioned research will not be realised prior to commencing this work. If this is the case, the Committee may reconsider the priority for commencing these.

Schedule for implementation

The Committee should discuss which timeline for implementation will be appropriate to embed service user engagement into the standards of education and training. The table below provides a summary of the key issues which have already been discussed.

Implementation	Scope	Financial year
September 2012	<ul style="list-style-type: none"> • Implementation of revised standards to make service user involvement mandatory 	2011-12

	(incorporated with a revision of standards in preparation for regulation of social workers)	
September 2013	<ul style="list-style-type: none"> • Implementation of amended standards to make service user involvement mandatory (incorporated with a revision of standards) • Revision of standards will include outcomes from pilot and commission research in to service user engagement. 	2012-13

Assessment of programmes using revised standards

The three operational processes will be used to assess programmes after the implementation of the revised standards. The table below outlines how each process will be used.

Process	Approval	Major change	Annual monitoring
New programme	<ul style="list-style-type: none"> • Assessed against revised standards • Evidence of service user involvement will be required to meet standards 	N/A	N/A
Approved programme	<ul style="list-style-type: none"> • Assessed against revised standards • Evidence of service user involvement will be required to meet standards 	<ul style="list-style-type: none"> • Programmes can submit major changes to address revised standards 	<ul style="list-style-type: none"> • Periodic assessment from 2013-14 will require education providers to demonstrate how they meet the revised standards

Commissioned research into service user engagement

The June report to ETC outlined that any further commissioned research into service user engagement should focus in two key areas:

- Exploring the link between public protection and service user engagement;
- Investigating and analysing the current strategies of service user engagement on currently approved programmes with the HPC (or other professions).

The Committee agreed and asked the Executive to consider the scope for the research and the predicted phasing for the piece of work. As mentioned previously, this research will inform the development of a new standard or amendments to existing standards of education and training. The research will be commissioned by the Policy and Standards Department in the 2011-12 financial year.

The research will focus on:

1. An exploration of the link between public protection and service user involvement
2. Service user involvement influencing clinical practice
3. Service user involvement influencing public protection
4. Service user involvement increasing public protection

Research methods should include consultation with a variety of groups from within pre-registration programmes and also through networks found in clinical settings. This will provide an evidence base to determine where service user involvement is best suited to influence practice and public protection.

Evidence addressing these areas should inform any further discussions about where service user involvement is best placed within education and training. Also, the regulatory position in relation to service user involvement should be more easily defined based on this research.

Directions for Committee discussion

The Committee is asked to discuss and agree the following actions:

- The Executive (led by Policy and Standards Department) to create a new standard or amend existing standards which specifically addresses service user engagement as part of a standards review in 2011-12 or 2012-13 financial year.
- The Executive (led by Policy and Standards Department) to commission research in the 2011-12 financial year to investigate service user engagement in education and training programmes and the link to public protection.