

New Involvement Strategy 2015-18 and Review of Involvement Activities 2012-15

Report to: Board

Date: 26 June 2015

Report by: Charlene Guild, Senior Involvement and Equalities Adviser

Report No: B-06-2015

Agenda Item: 6

PURPOSE OF REPORT

To advise Board members on the progress of our Involvement Action Plan 2012-2015 and to seek approval for the proposed new Involvement Strategy and Action Plan 2015-2018 and the accompanying equality impact assessment, to support our organisational commitments and the duty of user focus.

RECOMMENDATIONS

That the Board:

1. Notes the content of the Involvement Action Plan review 2012-2015.
2. Discusses and approves the draft Involvement Strategy and Action Plan 2015-2018.

Version: 1.0	Status: <i>Draft</i>	Date: 19/06/2015
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Version Control and Consultation Recording Form

Version	Consultation	Manager	Brief Description of Changes	Date
	Senior Management			
	Legal Services			
	Resources Directorate			
	Committee Consultation (where appropriate)			
	Partnership Forum Consultation (where appropriate)			
<p>Equality Impact Assessment</p> <p>To be completed when submitting a new or updated policy (guidance, practice or procedure) for approval.</p>				
Policy Title:		Involvement Strategy 2015 -18		
Date of Initial Assessment:		05 June 2015		
EIA Carried Out		YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	
If yes, please attach the accompanying EIA and briefly outline the equality and diversity implications of this policy.				
If no, you are confirming that this policy will have no negative impact on people with a protected characteristic and a full Equality Impact Assessment is not required.		Name: Position:		
Authorised by Director	Name:	Date:		

Version: 2.0	Status: <i>Final</i>	Date: 19/06/2015
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1.0 CORPORATE PLAN REFERENCE

Involving people who use care services and their carers in our work assists us, whether directly or indirectly, in the achievement of all six of our strategic objectives:

1. provide assurance and build confidence through robust regulation and inspection of the quality of care
2. contribute to building a rights based, world class care system in Scotland
3. support people's understanding of high quality, safe and compassionate care by promoting the standards and quality of service they should expect and make sure their voices are heard
4. build capacity within care services to make sure there is high quality development and improvement of rights based care across Scotland
5. support and inform local and national policy development by providing high quality, evidence based advice and information on care
6. perform effectively and efficiently as an independent scrutiny and improvement body and work in partnership with others

2.0 BACKGROUND

We developed our last Involvement Plan (Involving people, Improving Services) 2012-15 to help us meet our organisational commitment to involvement and our duty of user focus, putting people who use services and their carers at the heart of our work. The plan was developed in co-production with our involved people over a six month period and laid the foundations for improving on existing involvement work and developing new robust activities and practices. It was approved by the Board in June 2012 and in the subsequent three years there have been a number of advancements in our involvement work within the organisation.

The introduction of our single Involvement and Equalities team in August 2013 has allowed for a more unified approach and we have seen an increase in our involvement activities, both strategic and operational. For example, in 2012/13 we carried out approximately 400 inspections with an inspection volunteer. This increased to 600 during 2014/15. We have also doubled the amount of involvement events (like Involving People Groups, development events and individual consultations) from 10 in 2012/13 to over 20 individual events in 2014/15. Further information is contained within the review of our Involvement Action Plan 2012-15 which is attached as Appendix 1.

To ensure we continue to develop and grow our involvement activities in the next three years, it is important that our new involvement strategy and action plan is ambitious and focused with clear outcomes for success.

Version: 2.0	Status: <i>Final</i>	Date: 19/06/2015
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3.0 NEW INVOLVEMENT STRATEGY 'WORKING TOGETHER, IMPROVING TOGETHER' 2015-18

Our new involvement strategy and action plan 2015–18 (Appendix 2) demonstrates our commitment to involving people who use care services and carers by setting six clear outcomes as measurements for success. The action plan outlines our intentions to build upon, strengthen and improve our previous involvement activity in this area. We have called our new strategy, 'Working Together, Improving Together' as this is exactly the approach we intend to take in building and improving upon the work carried out in the past.

The strategy is crucial in setting the scene for a culture of involvement in the organisation and continues our commitment to the Charter for Involvement. It seeks to underpin an approach whereby the Care Inspectorate is continually improving and increasing the involvement activities we offer. It is our ambition that involvement is embedded in our organisational culture and core business in every level of the organisation. This will make us more efficient and able in responding to the changes in service provision and scrutiny approaches and assist the smooth integration of health and social care services.

To allow us to embed a culture of involvement in our organisation, the action plan has highlighted key areas of work where introducing processes for involvement will be significant. For example, we will develop ways in which our involved people can influence and work with colleagues in our complaints and registration teams.

4.0 CONSULTATION ACTIVITY

We carried out a number of consultation activities, listed below, around our involvement outcomes and action plan 2015-18 to ensure all of our involved people had an opportunity to contribute ideas and suggestions.

- Involving People Group development day – consultation exercise on our 3 year action plan – October 2014
- Development event for Young Inspectors – November 2014
- Involving People Group meeting – March 2015
- Focus group for Inspection Volunteers – April 2015
- Online survey questionnaire for all involved people – April 2015

There were a number of consistent themes throughout the various consultation methods including:

- promoting our involvement activity to seldom heard and specific equality groups (e.g. people with experience of homelessness; addictions; mental health; dementia; LGBT groups)

Version: 2.0	Status: <i>Final</i>	Date: 19/06/2015
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- ensuring that everything we produce about involvement is easily accessible and understandable
- expanding involvement into new areas of the organisation like our complaints and registration work
- continuing to develop a culture of involving people in the organisation and throughout all of the work we do
- taking a role to promote examples of good practice in involvement work with care service providers
- ensuring all Care Inspectorate employees are aware of and embrace our involvement commitments and opportunities to get involved.

All of these and other suggestions were incorporated into our new action plan 2015-18.

5.0 INVOLVEMENT OUTCOMES 2015 -18

Our new involvement action plan focuses around six clear outcomes which will help us meet our strategic objectives. They are based on the existing Involvement Charter which will remain a marker for our commitment to our involved people and involvement activities. We have not changed the things that have worked for us over the past three years, but seek to strengthen and improve them.

1. People of all cultures, communities, circumstances, backgrounds and ages are actively involved with us, and new ideas and ways of working are welcomed.
2. Our involvement opportunities make a real contribution to our work and help influence the improvement of care in Scotland.
3. Everyone involved in our work feels respected and valued, with recognition and acknowledgement of their commitment and contribution.
4. Being involved in our work is easy to access, with open, inclusive and understandable information and processes
5. We develop and share good involvement practices by working with relevant organisations and agencies.
6. Our employees know and understand our involvement activities, and have opportunities to get involved.

The new outcomes are based on evidence, research and engagement activity with our involved people. As we have developed outcomes for our equality work, it is consistent to do the same for our involvement activities. This approach will allow us to measure and evaluate the clear and specific involvement work streams developed to deliver the outcomes. The implementation of the action plan will be progressed and led by the Involvement & Equalities Team.

The involvement action plan 2012-15 allowed us to continue developing and improving our commitment to involvement in the organisation. Our new Involvement Strategy 2015-18 will allow us to build upon these strong foundations and implement new and challenging workstreams in the organisation with our involved people.

6.0 RESOURCE IMPLICATIONS

It is expected that costs associated with the activities in the action plan will be met from existing budgets. In the event of additional resources being required for a particular area of work, a separate business case would be made for this. As we undertake best value reviews, we will ensure our involvement work is included in this.

7.0 BENEFITS FOR PEOPLE WHO USE SERVICES AND THEIR CARERS

Through our involvement work, we see the value of putting people who use care services and carers at the heart of what we do. We know we cannot meet our strategic objectives without listening to and acting upon their feedback and experiences about what is important to them and the wider public. We know that those who use care services are 'experts by experience' and that using this information to strengthen and improve the work we do as 'experts by profession' leads to true involvement and ultimately, high quality, safe and compassionate care which reflects the rights, choices and individual needs of people.

All of the involvement activities highlighted in this report give people who use care services and carers an opportunity to inform the work we do, help us to develop our practices and lead the way in best practice for care providers. This, in turn, leads to improvements in the quality of Scotland's care and social work services.

By improving the way we involve people and ensuring fairness of opportunity we can ensure that the views and needs of people who use services remain central to us and that we are in a position to expect a high standard of involvement of service providers at all levels.

Version: 2.0	Status: <i>Final</i>	Date: 19/06/2015
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8.0 CONCLUSION

Over the past three years, we have developed and improved our involvement work, fulfilled the commitments within our action plan and in turn, our duty of focus. We need to continue this good work and enhance our reputation as a leader in the field of involving people. Continuing our clear and focussed commitments to involving people who use care services and carers over the next three years will ensure that we are responding to the diverse needs of all communities and making involvement a priority for the organisation.

LIST OF APPENDICES

- Appendix 1 -** Involvement Action Plan Review 2012-15
- Appendix 2 -** Involvement Strategy 2015-18
- Appendix 3 -** Involvement Strategy 2015-18 Equality Impact Assessment