

Minutes

Meeting: Board

Date: 19 December 2014

Time: 2.00 pm

Venue: Rooms 6/7/8, Compass House

Present: Paul Edie, Chair
Mike Cairns, Board Member
Ian Doig, Board Member
Jim McGoldrick, Board Member
Linda Pollock, Board Member
Christine Dunlop, Board Member
Anne Houston, Board Member
Anne Haddow, Board Member
David Wiseman, Board Member
Cecil Meiklejohn, Board Member

In Attendance: Annette Bruton, Chief Executive
Karen Anderson, Director of Strategic Development
Robert Peat, Director of Inspection
Gordon Weir, Director of Corporate Services
Kenny McClure, Head of Legal Services
Arvind Salwan, Strategic Communications Manager
Louise Bremner, Directorate Support Officer
Olivia Mieszala, Admin Assistant

Apologies: Denise Coia, Board Member
Sally Witcher, Board Member

Item	Action
The Chair welcomed everyone to the December Board meeting including Arvind Salwan, the new Strategic Communications Manager, who was attending a Board meeting for the first time.	

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1.0 APOLOGIES FOR ABSENCE

Apologies for absence, as listed above, were noted.

2.0 DECLARATION OF INTEREST

The following declarations of interest were noted:

Anne Houston advised that she was the Chair of the Scottish Child Protection Committee Chairs Forum (SCPCCF).

The Board asked if a declaration of interest needed to be made where the interest was already declared in the Register of Members Interest.

The Head of Legal Services confirmed that there was no requirement to reiterate declarations of interest which were either already noted in the Register of Members' Interests or did not relate to specific agenda items.

3.0 MINUTE OF MEETING HELD ON 24 OCTOBER 2014

The minute of the meeting held on 24 October 2014 was submitted and approved subject to the following changes:

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- The Director of Corporate Services advised that the Annual Review of the Risk Register was reported to the Board annually and was also kept under review by the Audit Committee. The Board agreed to further discuss the Risk Register at the next Board Development Event.
- The Board advised that the last point under Item 7 on "assistance to people working as volunteers" should be updated to say that on a policy basis we would "seek to provide assistance to people working as volunteers".
- The word 'canal' on page 6 of the minute was to be replaced with the word 'council'.

4.0 ACTION RECORD OF MEETING HELD ON 24 OCTOBER 2014

The Chief Executive reviewed the action record and informed the Board that the Monitoring Performance report would be submitted directly to the Board.

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5.0 MATTERS ARISING

There were no matters arising.

6.0 CONFIRMATION OF BOARD AND COMMITTEE SCHEDULE APRIL 15 - MARCH 16

The Board and Committee Schedule for 2015/16 was agreed by the Board.

7.0 REPORT FROM POLICY COMMITTEE 28 NOVEMBER 2014

The Convener of the Policy Committee presented the minute from the above meeting and the following points noted:

- The Youth Employment Strategy and Corporate Parenting papers had been discussed in detail at the meeting.
- In terms of the Care Inspectorate's monitoring role it had been agreed that the Child Sexual Exploitation Paper should be taken account of during strategic and link inspections.
- Good discussion had taken place about scrutiny and improvement and members were in favour of the plan. It had been agreed that due to significant budget implications the paper would be submitted to the Resources Committee on 5 February 2015.

7.2 CHILD SEXUAL EXPLOITATION REPORT

The Director of Inspection presented the report and the following points were noted:

- Child Sexual Exploitation (CSE) had recently been the subject of much public interest and increased media coverage and it had therefore been submitted to the Board for consideration in terms of the Care Inspectorate's on going response.
- Members noted that the Care Inspectorate was an active participant in the Child Sexual Exploitation ministerial working group.
- The Care Inspectorate has widened its approach to CSE in the context of sexual abuse of children and child protection and undertakes a monitoring role through its Link Inspectors and on going inspections of children's service.
- Children can be particularly vulnerable when they are away from home and using services and the Care Inspectorate needed to continue to ensure that staff were continually developed and trained in this area to keep skills and knowledge current.

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The Board agreed that the report was clear and clarified the important role of the Care Inspectorate in the area of CSE. Members agreed that this work needed to be prioritised and were content that the links being made with CSE and child protection were being strengthened.

The Board:

- Agreed the report.

8.0 REPORT FROM RESOURCES COMMITTEE OF 9 DECEMBER

The Convener presented the minute of the Resources Committee and the following points were noted:

- There was an underspend of 101k but the Executive Team had a well tested approach to looking at alternative expenditure if this was required.
- Managers had been asked to undertake a savings exercise in the light of the potential deficit in 2015/16.
- The proposed budget for 2015/16 would be submitted to the Board for approval at the next meeting.
- The Maximising Attendance Policy had been introduced and was now being implemented.
- The post of Complaint and Concerns Co-ordinator was approved.
- There had been discussion in relation to the Estates Strategy and the Youth Employment Strategy which was particularly welcomed.
- The Committee recognised the resources implication around building in modern apprenticeship opportunities in 2015/16.

The Board:

- Noted the minute.

8.2 2014 – 15 BUDGET MONITORING

The Director of Corporate Services presented the paper and members noted the change in budget from overspend to underspend of £101k. This was attributed to the good management of the Care Inspectorate's budget. There were no further concerns highlighted in relation to the budget.

The Board:

- Agreed the report.

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8.3 YOUTH EMPLOYMENT STRATEGY

The Director of Corporate Services presented the paper and the Board noted that there was further action being taken in terms of supporting youth employment. The report set out the progress of this and it was highlighted that the Care Inspectorate had initiated 10 work placements for young people since 2013. There was on going initiatives to support staff to work with young people in a number of areas of the business.

The Board:

- Commended the Care Inspectorate's work in this regard and on the basis of the actions outlined members were happy to agree the report.

9.0 REPORT FROM AUDIT COMMITTEE 28 NOVEMBER 2014

The Convener presented the Minute of the above meeting and highlighted that the auditors had given an assurance that they would ensure action was taken to ensure internal audit reports were delivered timeously in future.

The Board:

- Noted the minute and enquired about the procedure for procuring internal audit services. The Director of Corporate Services advised that there were ongoing discussions with the internal auditors in relation to the current standard of service being provided to the Care Inspectorate.
- Noted that there was a two year contract in place with the option to extend for an additional two years. The Audit Committee in March would consider the position.

10.0 REPORT FROM COMPLAINTS COMMITTEE 11 NOVEMBER 2014

The Convener presented the Minute and outlined the following points. The Complaints Committee had considered various matters and the following points were noted:

- The 16% rise in the number of complaints received. This figure had continued to rise and it was noted that additional resources may be required in future.
- The proposed management structure for complaints and had agreed the appointment of a new Complaints Co-ordinator.
- A frontline complaints process would be developed in the longer term.

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- The statistical report on complaints highlighted the potential risks in the current process.
- Some Board members had thought that all complaints against the Care Inspectorate were investigated by the Scottish Public Service Ombudsman (SPSO). It was clarified that the Care Inspectorate would continue to investigate complaints about itself and referred to the SPSO in line with Care Inspectorate policy.
- All complaints against services were and would continue to be investigated by the Care Inspectorate
- There would be a meeting on 14 January 2015 to discuss integration of health and social care.
- The Chief Executive was continuing to hold meetings with the SPSO and informed members that this relationship was helpful at a strategic level.

The Board:

- Noted the need to clarify what information the SPSO was able to share with the Care Inspectorate regarding complaints.
- Requested that the Executive Team considered ways of strengthening quality improvement in the context of complaints investigations for example peer/team review.

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The Chair noted that due to Board Member retirement, it may be necessary to temporarily co-opt a member to the Complaints Committee should that prove necessary.

11.0 MONITORING OUR PERFORMANCE 2014 – 15 (Q2) REPORT NO: B-26-2014

The Director of Strategic Development presented the above report and the following points were noted:

- Consultation on the new complaints procedure would start in January 2015 and last until the end of March 2015. The new procedure was seen to be fair, transparent, customer focussed and accessible.
- The Care Inspectorate served 216 enforcement notices, 49 were related to the quality of care and 167 were technical.
- The Care Inspectorate had now signed off the Memorandum of Understanding documents with both SSSC and OSCR.
- Work on the development of integrated care and health assessments in partnership with HIS was progressing.
- The Care Inspectorate had been invited to nominate a representative to attend Police Scotland, National Risk & Concern Project, Partnership Reference Group, which will be chaired by the Deputy Chief Constable.

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- The Involving People Plan will increase involvement in the areas of strategic inspections and include the use of parents as inspection volunteers in early years services.
- CSQs had been analysed and there would be amendments to some of the wording. Customer satisfaction was reported at 90%; however, the number of complaints was rising.
- All Freedom of Information requests had been responded to within the timescale.
- The Executive Team had set up a Programme Board to improve governance of new methodology and projects.
- The number of complaints against the Care Inspectorate was rising. 44% of complaints about care services were registered as formal complaints within 12 working days; and 99% of complaints had been acknowledged within the 3 day timescale.
- 78% of registrations and 2533 variations in Q1 and Q2 had been completed within the timescale.
- The Care Inspectorate was now registered as a delivery centre for the Customer Service Professional Qualification.
- Currently there were vacancies for 6 full time inspector posts.
- Two inspectors had worked 70 hours overtime as a result of the Donaldson's school case.
- Firmer sickness absence policies were discussed at the Policy and Resources Committees.
- There was general satisfaction with care services but there was a need to get more detailed and complex information compiled to continue to help services maintain high standards.
- Unfilled vacancies were mentioned as a factor in inspections not being completed, but the Director of Inspection assured the Board that the majority of inspectors leaving had left to retire or moved on to promoted posts.

The Board discussed the report in detail and acknowledged that whilst too much emphasis on targets could sacrifice quality, there was still concern that there were a large number of incomplete inspections. The Board sought an explanation for the inspection figures and was assured that sickness levels and the backlog from the previous inspection year had contributed to the figures. The Board asked why sickness levels had not been factored in when planning the current year's inspections and were concerned at the lateness in reporting these issues.

The Board:

- Recommended that secondments between the Care Inspectorate and health and social care partnerships should be further developed.

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- Agreed that members should receive more regular information and monthly inspection statistics were to be provided on a monthly basis directly to Board members so that they may be better informed, faster on this important issue.

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12.0 SCRUTINY AND IMPROVEMENT PLAN 2015/16 REPORT NO: B-27-2014

The Director of Strategic Development presented the report and the following points were noted:

- The new Scrutiny and Improvement Plan was discussed at the Board Development Event in October 2014 and it was similar to the current one.
- Six joint inspections for services for children and older people had been carried out.
- The Scottish Government's Drug and Alcohol Quality Improvement Framework's purpose was to support self-evaluation for improvement.
- The Care Inspectorate would continue to inspect as set out in statute.
- Work was ongoing with 36 learning disability services to assess how well Keys to Life was being implemented.
- The 2015/16 year would see the Care Inspectorate scrutinising where intelligence indicated higher risk services.
- The Chief Executive had explained that there were proposals being considered to include improvement activities as part of workload planning and operational targets.
- The Director of Strategic Development assured Board members that finite resources were targeted to areas where intelligence indicated a higher risk and that the enforcement policy was being revised to ensure appropriate requirements were being made to improve the quality of care.

The Board:

- Noted that the report had been discussed at various Committees and earlier drafts had been considered. In terms of the budget the Board noted that the draft budget would require more work in order to make best use of the resources available.
- Discussed and noted the information provided in relation to workload planning and inspection allocation and agreed that the total capacity for inspection amounted to a significant number of days.
- Agreed the report.

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**13.0 SHARING INFORMATION WITH BOARD MEMBERS
REPORT NO: B-28-2014**

The Strategic Communications Manager presented the report and the following points were noted:

- Board members had requested the above report previously and the Strategic Communications Manager and the Chair had worked together on the paper.
- The Board was asked to agree the report which would constitute a formal process for information sharing with the Board.

The Board:

- Was satisfied with the content of the report and keen to see the protocol in operation as soon as possible.

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**14.0 CHAIR'S REPORT
REPORT NO: B-29-2014**

The Chair presented the report and the following points were noted:

- The Chair was scheduled to meet Shona Robison, the new Cabinet Secretary for Health, Wellbeing and Sport in January.
- The Chair and the Chief Executive were very pleased with the helpful visit to RQIA where they had a very warm welcome. It was noted that a return visit will be organised in due course.

The Board:

- Noted the report.

**15.0 CHIEF EXECUTIVE'S REPORT
REPORT NO: B-30-2014**

The Chief Executive presented the report and the following points were noted:

- An update in terms of the work being carried out with the delayed discharge agenda was provided and it was noted that the Depute Director of Inspection (Adult Services) was currently working with Edinburgh City Council on a pilot project in relation to this. Members noted that there were problems in the Edinburgh area with care staff and embargoes on beds was discussed to ensure that there was full understanding of the reasons for delayed discharge. NHS Grampian and NHS Highland were planning a set of

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activities to support effective discharge and proposals had been drafted by the Depute Director of Inspection (Adult Services) outlining the part we may play in supporting those areas. The Chief Executive would update the Board in relation to delayed discharge in due course.

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- Headlines of the staff survey were currently on the intranet and it was noted that 84% of staff had responded. In brief the Board noted that employees were committed to their jobs, however engagement was lower than the organisation would like. There would be focus meetings (staff briefings) to discuss the outcome and findings of the survey with employees.

The Board:

- Agreed the report.

16.0 AOCB

None.

17.0 DATE OF NEXT MEETING

Friday, 6 March 2015.

Signed:

Paul Edie
Chair