



Engagement with Members of the Scottish Parliament

Report to: Policy Committee

Date: 18 May 2016

Report by: Arvind Salwan

Report No: P-10-2016

Agenda Item: 10

PURPOSE OF REPORT

To inform the Policy Committee, before submission to the Board, of the Care Inspectorate's continuing engagement with Members of the Scottish Parliament (MSPs) and to present the key findings of a survey undertaken by the SSSC.

RECOMMENDATIONS

That the Policy Committee notes the information in the Report.

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Version Control and Consultation Recording Form

Version	Consultation	Manager	Brief Description of Changes	Date
	Senior Management			
	Legal Services			
	Corporate Services Directorate			
	Committee Consultation (where appropriate)			
	Partnership Forum Consultation (where appropriate)			
Equality Impact Assessment				
Confirm that Involvement and Equalities Team have been informed			YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
EIA Carried Out			YES <input type="checkbox"/>	NO <input type="checkbox"/>
If yes, please attach the accompanying EIA and appendix and briefly outline the equality and diversity implications of this policy.				
If no, you are confirming that this report has been classified as an operational report and not a new policy or change to an existing policy (guidance, practice or procedure)			Name: A Salwan Position: Strategic Communications Manager	
Authorised by Director	Name: R Okasha		Date: 10 May 2016	

1.0 INTRODUCTION AND CARE INSPECTORATE'S WORK WITH MSPs

This briefing paper is to update Board members on the Care Inspectorate's continuing work to engage MSPs; this paper also presents key findings from a survey undertaken by the SSSC, including on MSPs' awareness of our own organisation.

As MSPs newly elected in May 2016 take up post, it is important to ensure that they gain a clear understanding of the Care Inspectorate's role, operations and how we may be able to assist them in the exercise of their parliamentary duties.

2.0 BACKGROUND TO SSSC SURVEY

Ipsos MORI carries out an annual survey of MSPs to help organisations understand their profile and reputation. The SSSC participated in this survey in 2015, which involved 75 face-to-face interviews with MSPs, from September to November 2015; the results were weighted to reflect the balance of party representation in the Scottish Parliament.

Ensuring that MSPs are familiar with and favourable towards the SSSC and its aims to address two of its strategic objectives (2014-17):

- the SSSC is recognised as a well-governed and effective organisation
- the SSSC is influential in policy-making and the social services sector.

The SSSC Strategic Plan notes that, to measure its success on the second objective, there must be evidence that MSPs and other local and national politicians understand the work of the SSSC.

To help address these objectives, the SSSC has sought to develop a new approach to parliamentary activity and evaluation. Its ongoing parliamentary engagement includes regularly participating in a joint exhibition stand with other professional regulators in the Scottish Parliament and it intends to publish a leaflet for MSPs explaining the role and work of the SSSC in the near future.

3.0 SURVEY FINDINGS: OVERALL FAMILIARITY AND FAVOURABILITY

The methodology for the SSSC survey involved not just seeking impressions of familiarity and favourability about itself, but also benchmarking this against other comparable organisations.

The survey asked MSPs to describe how well they knew different organisations. Of those MSPs responding, the percentages which reported knowing the organisations very well or a fair amount are set out in the table below. MSPs were also asked whether their opinion of the organisation was positive or negative. Very small numbers of MSPs held negative opinions about any of the organisations, although more had negative opinions about the Care Inspectorate

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than other organisations (6%). The figures for those MSPs reporting favourable opinions are set out here:

Organisation	% MSPs who know very well / fair amount	% MSPs who have a favourable opinion
Scottish Social Services Council	23%	24%
Care Inspectorate	66%	58%
General Teaching Council for Scotland	49%	36%
Nursing and Midwifery Council	25%	34%

Favourability was higher amongst government MSPs (64%) than amongst opposition MSPs (54 %.)

The Care Inspectorate has the highest organisational advocacy score of all four organisations, although still less than four in ten (3%). MSPs would speak highly of the organisation (compared to 17% for the SSSC, 28% for the General Teaching Council for Scotland and 19% for the Nursery and Midwifery Council 19%).

4.0 SURVEY FINDINGS: AWARENESS OF GROUPS ON THE SSSC REGISTER

MSPs who knew at least a little about the SSSC were asked which groups of social service workers they think are registered with it, or will register with it, over the next few years. The findings were as follows:

Care home services for adults	86%
Social workers/social work students	84%
Adult day care services	83%
Care at home services	77%
Residential childcare services	74%
Day care services for children	67%
School hostel or residential special school	57%
Care Inspectorate inspectors	39%
Housing support services	32%
Independent boarding schools	25%

5.0 CARE INSPECTORATE – RESULTS OF PREVIOUS SURVEY

In 2011, the Care Inspectorate (referred to as Social Care and Social Work Improvement Scotland (SCSWIS) in the survey) undertook a survey of MSPs. In that survey, the work of SCSWIS was well known by 42% of MSPs. When asked whether their impression of SCSWIS, 36% of MSPs had a favourable opinion; a large majority had a neutral opinion. A fifth of MSPs at that stage said they

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would speak highly of SCSWIS. A very small number said they would speak critically if asked (4%) or without being asked (1%).

Given the broadly similar methodology between these two surveys, it is reasonable to conclude that knowledge about the Care Inspectorate increased significantly between 2011 and 2016, and that with that knowledge, a higher percentage of MSPs had formed a favourable opinion of the Care Inspectorate.

6.0 CARE INSPECTORATE - OUR FUTURE ACTIVITY

With new MSPs, it is important that work continues to provide public awareness about our work. During 2016/2017, the Care Inspectorate will continue to undertake a range of activity to help promote and raise the profile of our work amongst MSPs. This will involve the following activity:

6.1 Working with cross party groups

The Care Inspectorate will register as a member of three cross-party groups to include the Carers' cross-party group, the Older People, Age and Ageing cross-party group and the Children and Young People cross-party group. It is proposed that the Chair and/or other officers will attend meetings where the agenda is relevant to our work, with support provided, as required.

6.2 Ministerial engagements and visits

We will continue to identify opportunities to engage Ministers in our work, for example, a visit to a care home on Care Home Open Day (June) and events to launch thematic reports.

6.3 Events

We will secure opportunities to be represented at the Scottish Parliament, for example, with a display stall to promote our work in providing public protection and supporting improvement in care and the review of the National Care Standards.

6.4 Media engagement

We will continue to work with a wide range of media outlets to raise awareness about the role and findings of the Care Inspectorate.

6.5 We will refresh our leaflet 'How the Care Inspectorate can help MSPs and their researchers', issue this also to MPs, and provide materials for parliamentarians to use with constituents who are concerned about a care service. We will also offer to provide appropriate evidence to parliamentary committees where we have scrutiny evidence to share.

7.0 RESOURCE IMPLICATIONS

The activities above will be met from existing resources.

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8.0 BENEFITS FOR PEOPLE WHO USE SERVICES AND THEIR CARERS

Ensuring that MSPs and other legislators are aware of the Care Inspectorate's roles, responsibilities, scrutiny findings, and our improvement interventions is an important

responsibility. Our evidence base can, and should, inform the development of national policy and legislation. The work of the Care Inspectorate can also support the parliamentary work of MSPs in supporting people who have problems with, or concerns about, care.