

CARE INSPECTORATE RISK APPETITE STATEMENT

2018-19 Draft

As a scrutiny body that supports improvement we manage risk on a day to day basis. Through use of evidence and intelligence, we monitor and assess whether providers, community planning partners and health and social care partners are managing the different risks for people who experience care and their carers to deliver positive outcomes that meet the needs, rights and choices of individuals. We use this risk based intelligence to inform how we best deploy our finite resources to scrutinise and support improvement across care services and the broader care sector.

As a regulator, we must ensure that we are managing the risks to our organisation in a highly effective way and set the standard that we expect of others. We need to do this in a way that balances safeguarding public protection and providing assurance on the quality of care with supporting the need for innovation in the way that services are planned, commissioned and delivered.

Reputation and Credibility

- We understand that reputational risk is of critical importance to the work we do. We therefore aim to be open, transparent and proportionate in our scrutiny and improvement work as issues arise. This is of significance across all our regulatory activities and the use of evidence and professional judgement and evaluation must be underpinned by sound and consistent approaches to risk assessment and quality assurance. Our overall approach to risk where there are public protection issues needs to be evidence informed and **averse**.
- However, we do recognise that there will be occasions when we need to take risks to protect the public or support new ways of service design and delivery. We will take these risks in an informed, deliberate and thoughtful way with qualitative evaluation being an inherent part of our approach, knowing that some examples of innovation may not be successful or viable – in this regard, our risk appetite is **open**.
- The Care Inspectorate's risk appetite allows for decisions to be taken that have the potential to expose the Care Inspectorate to additional scrutiny from e.g. Government or media but only where appropriate steps have been taken to minimise any adverse exposure. Our approach in this regard is **cautious**.

Operational and Policy Delivery

- We are willing to consider all potential delivery options and choose one that is most likely to result in successful delivery while also providing an acceptable level of reward (best value, stakeholder satisfaction etc.). Rather than avoiding innovation, we are open to innovation as long as there are commensurate quality assurance processes, evaluation and robust internal controls. Our appetite in this regard is therefore **open**.

