



Draft Involvement Strategy 2018-21 and review of action plan 2015-18

Report to: Board
Date: 18 December 2018
Report by: Charlene Guild, OD Lead (Involvement & Culture)
Report No: B-74-2018
Agenda Item: 13

PURPOSE OF REPORT

To update Board members on the progress against our Involvement Strategy action plan 2015-2018 and propose the new strategy and action plan for 2018-21 for discussion and approval.

RECOMMENDATIONS

That the Board:

1. Note the achievements made in completing the involvement actions set out in the Involvement Strategy 2015-2018 in our strategy review paper
2. Discuss and agree proposals and action contained in the Draft Involvement Strategy 2018-2021 for publication

Version: 2.0	Status: <i>Fial</i>	Date: 10/12/18
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Version Control and Consultation Recording Form

Version	Consultation	Manager	Brief Description of Changes	Date
	Senior Management	Exec Group		21/11/18
	Legal Services			
	Corporate and Customer 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 checked="" type="checkbox"/>	NO <input type="checkbox"/>
EIA Carried Out			YES <input checked="" 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: Charlene Guild Position: OD Lead	
Authorised by Director	Name: E Macintosh		Date: 04/12/18	

1.0 BACKGROUND INFORMATION

Our involvement work assists us, whether directly or indirectly, in the achievement of all four of our strategic objectives:

1. to give public assurance and build confidence that social care in Scotland is rights-based and world class, through robust and independent scrutiny and improvement processes
2. to inform local and national policy development to contribute to ensuring a world class care system in Scotland, through intelligence-led, risk-based and evidence-based approaches to, and findings from, our scrutiny and improvement work
3. to support people's understanding of high quality, safe and compassionate care by promoting standards and quality of service they should expect and make sure their voices are heard
4. to perform as an independent, effective and efficient scrutiny and improvement body, working to consolidate excellence, deliver cultural change, invest in a competent, confident workforce and work collaboratively with partner agencies to support the delivery of safe and compassionate, rights-based care.

1.1 Our involvement strategy is a commitment to apply the high standards we expect of care providers to ourselves and our activities. We know that involving people who experience care services is the right thing to do. They are the people best placed to know what is best for them and can help us to understand their care journey and how this should influence the work we are doing.

Further to this, we have many specific duties in terms of involving people who use care services in our work including:

- The Duty of User Focus
- The Carers Act
- The Duty of Co-operation
- Corporate Parenting

The new National Health and Care Standards also promote involvement and wellbeing and its principles of Dignity and Respect, Compassion, Be included, Responsive Care and Support and Wellbeing and underpinning statements make the expectation clear that a persons' care journey is individual and meets their needs and wishes.

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2.0 INVOLVEMENT STRATEGY REVIEW 2015-18

In order to meet these duties and fulfil our legal responsibilities, every 3 years we develop and publish an Involvement Strategy to set our future commitments and actions to meaningfully involve people who experience care in our work and activities. These are reviewed and reported to our Board on an annual basis.

A full review of progress made in the period 2015 – 18 is attached as Appendix 1.

3.0 INVOLVEMENT STRATEGY – INVOLVING YOU! 2018-21

Since our last strategy in 2015, there have been many changes in the area of involvement both internally and externally. We now have one involvement team who work with all of our volunteers getting them involved in all areas of our work. Our activity has greatly increased in the past three years, with more events, inspections and consultations which is detailed in the review report. In addition, we have had the introduction of the new National Health and Social Care Standards and Corporate Parenting duties, which impact on the quality and frequency of involvement activities.

To ensure we are keeping abreast of these areas, fulfilling our commitments to our volunteers and remaining flexible and adaptable, the new Involvement Strategy (attached as appendix 2) is intended to set out high level actions and outcomes. We anticipate this will offer us the flexibility required to keep up to date with the changing landscape in terms of equalities, socio-economic duty and community empowerment while remaining responsive to the needs of those who are involved with us.

Our four involvement outcomes are as follows:

1.	Our involvement activities have a positive impact on all our work, supporting improvements in care and support across Scotland.
2.	We respect the unique contribution of all our people and they have opportunities to meet, share experiences and actively engage.
3.	Information about involvement is clear, easy to access and understand, and made widely available.
4.	We involve a wide range of people with diverse experiences, backgrounds and circumstances in ways which are meaningful and supported.

These are further underpinned by a number of high level actions on which we report progress annually.

4.0 RESOURCE IMPLICATIONS

It is expected that any costs associated with the activities highlighted within the Involvement Strategy 2018-21 will be met from existing resources. The action plan 2019/20 will be reviewed as part of the budget finalisation process.

5.0 BENEFITS FOR PEOPLE WHO USE SERVICES AND THEIR CARERS

Our involvement strategy proposals and plans are designed to assist us in ensuring that people experiencing care have the opportunity to shape our work. The involvement process also contributes towards supporting the organisation to meet our equality duty by advancing equality of opportunity, eliminating discrimination and fostering good relations between different groups. Our equality impact assessment of the Involvement Strategy is attached as Appendix 3. By fulfilling the commitments in our Draft Involvement Strategy action plan 2018 – 21, we will continue to involve people of all protected characteristics in our work and also engage with our staff and stakeholders on this basis.

6.0 CONCLUSION

The Involvement Strategy progress review 2015-18 demonstrates how we have met our commitment to involving people who experience care and their carers over the past three years. It also sets out how we have met our legal obligations in this area.

Our new involvement strategy, Involving You! 2018-21 reinforces the work that has already been done, builds upon this and suggests areas for innovation and improvement.

LIST OF APPENDICES

- Appendix 1 -** Review of Involvement Strategy 2015-18
- Appendix 2 -** Involving you!, How the CI involve people who experience care services in their work 2018-21
- Appendix 3 -** Equality Impact Assessment

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