

Review of progress - Involvement Outcomes Action Plan 2015-18

	Outcome	Action(s)	Timescale for completion	Progress
1	People of all cultures, communities, circumstances, backgrounds and ages can be actively involved with us, and new ideas and ways of working are welcomed.	<p>Undertake a recruitment project with seldom heard groups / groups with protected characteristics which are not represented by involved people at this time. E.g. LGBT groups, minority ethnic groups, people with experience of homelessness, addictions, women's refugees.</p> <p>Develop an involved people recruitment project with our volunteers to further expand our groups, empowering our involved people to work as ambassadors for the organisation.</p>	Dec 2016	<p>COMPLETE - We continue to employ a range of different mechanisms to develop our recruitment processes and get more people who use care services involved with us.</p> <p>We have devised and filmed videos showcasing the roles and input of volunteers in our work and made these available on our YouTube channel, as well as promoting via Social Media. We also produced bespoke recruitment leaflets and application forms for young people.</p> <p>We have targeted recruitment towards people with experience of homelessness, addictions, LGBT groups, people with a diagnosis of dementia, people with learning disabilities and minority ethnic groups. We managed to recruit new inspection volunteers from all of the above groups and in total we have recruited and trained over 60 new inspection volunteers in the past three years. Since 2015, our Inspection Volunteers have been involved in 4482 regulated care inspections and around 30 joint strategic inspections. This has involved speaking to approximately 15,000 people experiencing care which has influenced our work.</p> <p>COMPLETE AND ONGOING – From our work over the past three years to develop appropriate materials and processes, and to review these, we have learned a lot about working with and listening to our volunteers to improve recruitment. We have undertaken community-based recruitment, including being in shopping centres</p>

Agenda item 13
Appendix 1

				<p>and public-facing conferences with our volunteers to promote the involvement in the organisation and speak about the opportunities available. We have been considering how we establish an ambassador role and will take this forward.</p> <p>We have made a video showcasing the work of our young and adult volunteers which are available online as well as a recruitment animation. In future, we will focus further attention on recruitment to the IPG and think about how we sustain this and keep it fresh in the next three years.</p>
		<p>Link with community groups and equality organisations to provide information on our inspection volunteer programme and Involving People Group, and encourage wider and deeper involvement for a range of people.</p>	<p>2016/17</p>	<p>COMPLETE - The Involvement team have been proactive in linking with external networks including community and advocacy groups, equality organisations and care service providers. We have attended external conferences and events to promote involvement in the organisation as well as giving tailored presentations to specific organisations. This includes:</p> <ul style="list-style-type: none"> • LGBT Age AGM • Enable #bethechange Get to know me session • Open Secret (Asian women’s organisation) • 4TH National Dementia Ambassadors Conference <p>In addition there have been a number of equality events that have been attended/planned attendance to promote our involvement opportunities e.g. Pride, MELA etc. We have supported the Executive Director of Strategy and Improvement to join the statutory Scotland Committee of the Equality and Human Rights Commission, to ensure appropriate links at a strategic level.</p>

Agenda item 13
Appendix 1

		Develop a more targeted approach and plan in terms of geography for the activities carried out by involved people. (e.g. ensuring that annually we hold involvement meetings in different areas nationally)	Dec 2015	<p>COMPLETE – all of our Inspection Volunteers work on a geographical basis and are clear about the boundaries within which they are comfortable working.</p> <p>During 2017 and 2018, we have held/scheduled national Involving People Group meetings in Glasgow, Edinburgh, Stirling, Dundee and Aberdeen.</p> <p>We have also held around 30 local inspection volunteer meetings in Edinburgh, Aberdeen, Paisley, Hamilton, Inverness, Dundee, Dumfries and Stirling.</p>
2	Our involvement opportunities make a real contribution to our work and help influence the improvement of care in Scotland.	Develop systems for involving young inspection volunteers in care service inspections.	2015/16	<p>COMPLETE – we have now met our target of having 10 young inspection volunteers involved in our care service inspection process as well as strategic joint inspections and this continues to increase. We now have around 15 young people involved with us and this is a rapidly expanding area of activity with young people involved in presenting at conferences and events. We have also invested in the development of our young volunteers and are supporting them to undertake Community Achievement Awards as well as developing formal learning logs for them to record progress and achievements in their time with us.</p>
		Consider how we widen our involvement activities into different areas, like our complaints and registration processes.	2015 - 17	<p>COMPLETE – We expanded our involvement activities into our complaints process and adult inspection volunteers attended a development session with our complaints inspectors to learn about this process.</p> <p>In 2017 have held a development session with Young Inspection Volunteers to provide feedback on accessibility of the complaints and feedback process to young people experiencing care. In addition, young inspection volunteers have been involved in giving full</p>

Agenda item 13
Appendix 1

				<p>and direct feedback to Scotland Excel on their mechanisms in place for collective procurement for care services on behalf of local authorities.</p> <p>We are continuing to develop involvement activities into different areas of the organisation, and review arrangements already in place, including greater scope for evaluation.</p>
		<p>Extend our involvement opportunities into areas of policy development. (e.g. Review of National Care Standards / Scrutiny and Improvement)</p>	<p>2015 - 18</p>	<p>COMPLETE– There have been a number of targeted involvement opportunities over the past three years including:</p> <ul style="list-style-type: none"> • Business Transformation – two Involving People Group meetings and a special joint event for both IPG members and Inspection Volunteers have been held in 2017 and 2018 to gauge the opinions and experiences of involved people in changes to inspection processes and reporting. • National Care Standards – there have been a number of consultation meetings carried out with the Involving People Group and the Inspection Volunteer Group and they have fed into the wider NCS consultation process. We have also had a young inspection volunteer involved in the filming for our NCS clips. • New PDA for Inspection staff – an Inspection Volunteer has been involved in the project group for the new PDA qualification for inspection staff. This involved attending group meeting and giving the perspectives of people using care services and their carers. Involvement ins built into the PDA as a study topic.

Agenda item 13
Appendix 1

				<ul style="list-style-type: none"> • Corporate Parenting Strategy – our involvement adviser for children and young people has been involved in all stages of development of this strategy and has supported young inspection volunteers to give input to our approach. <p>This is an area we will continue to promote and increase in the organisation to ensure the voices of people using care services and their relatives are taken into consideration in our work.</p>
		<p>Develop a guidance handbook on involvement good practice aimed at care professionals.</p>	<p>2016/17</p>	<p>CARRIED FORWARD 2018-21.</p> <p>However we have published a paper aimed at care professionals and regulators called “Whose life is it anyway? Countering epistemic injustice in social service scrutiny and improvement by involving people with personal experience”. This is designed to provide theoretical and practical justifications for the importance of promoting involvement in regulation. In addition, we presented on the importance of involvement in scrutiny and improvement to delegates from over 30 countries at the IBM / IHI International Forum on Quality and Safety in Healthcare in Amsterdam. This included a specially-made video presentation from involved people at the Care Inspectorate and Healthcare Improvement Scotland.</p> <p>We supported a young inspection volunteer to speak to the European Social Services Conference in Seville in 2018 about their work and impact as an involved person.</p>

**Agenda item 13
Appendix 1**

	Carry out an internal audit of involvement activities in the organisation ensuring that we are maximising all opportunities by recording these through the use of our ICT systems.	Mar 2017	CARRIED FORWARD 2018-21 – We are currently undergoing a large scale Business Transformation Project in the organisation which will give us the opportunity to carry out this exercise on new ICT systems where the data can be shared with the rest of the organisation to provide learning and information.
	Increase the involvement of inspection volunteers on inspection visits and calls on a yearly basis.	2015 - 18	COMPLETE – we have continued to maintain our involvement activities and inspection visits on an annual basis since June 2015, and have completed 4482 inspections with a volunteer in the past three years. Volunteers spoke to 14,235 people experiencing care and fed this into our inspection process. The involvement team is now offering more diverse involvement opportunities than ever and will continue to develop and improve. Over the next three years, we will focus on ensuring that the activities we carry out remain meaningful, inclusive and varied.
	Consider development of annual conference for involved people that would include CI staff and a strategic discussion of the organisation’s progress.	2015/16	COMPLETE – the first annual involvement conference – “People Like Us” was held on 5 November 2015. It was the biggest involvement event to date with over 80 volunteers participating. We will repeat this on 8 November 2018 with a similar number of participants. As part of the evaluation of this event, we will seek and review feedback on regularity of events going forward.
	Develop a consistent process for ensuring involved people are included in the design of new scrutiny approaches (e.g. strategic commissioning / joint inspections with	2015-18	COMPLETE – we have updated our guidance for inspectors on how to involve people who use care services and their relatives in the inspection process in Summer 2017. In addition, we have supported strategic

Agenda item 13
Appendix 1

		scrutiny partners)		inspections themed around Adult Support and Protection and Self Directed Support in 2017/18 and 2018/19.
		Report annually to the Board on the successes of our involved people and the progress made on the involvement action plan 2015 -18.	Annually 2016 / 17 /18	COMPLETE – annual reporting was captured at two 18 month intervals during the 2015-18 strategy lifecycle, as well as the approval of the involvement strategy and other associated updates.
	Outcome	Action(s)	Timescale for completion	
3	Everyone involved in our work feels respected and valued, with recognition and acknowledgement of their commitment and contribution.	Undertake an exercise to gather information on the skills and experience of our involved people and ensure that this information is evaluated and fed back to them for information.	April 2016	COMPLETE – a skills audit was carried out with our involved people in 2015/16 which was met with a good response. This has allowed us to develop a schedule of learning events including dementia awareness, LGBT awareness training, equality training,
		Produce guidance for our staff on the skills and experience of our involved people and how they can be involved in different areas of work. (e.g. How an involved person can be involved in co-presenting at conferences, training and events)	2015/16	CARRIED FORWARD 2018-21 – we have developed a One Page Profile template for all of our involved people to voluntarily complete. We have had a mixed response to this and are working on increasing the uptake. The profiles contain information about the volunteer as well as some of their support needs, likes and dislikes. These can then be given to our inspection colleagues to allow better understanding on how the volunteers can add value to their inspection process.
		Develop the Involve Newsletter to a twice yearly edition which encompasses feedback from meetings, project groups and events and input from our involved people.	2015-18	COMPLETE – we have designed a new “magazine” style format for our Involve newsletter in collaboration with our Communications colleagues. We continue to publish and distributed widely to volunteers, staff and external organisations in June and December annually.

Agenda item 13
Appendix 1

		<p>Empower our involved people to get more involved by providing relevant training and development opportunities informed by their feedback.</p>	<p>2015-18</p>	<p>CARRIED FORWARD 2018-21 – We revised the inspection volunteer and young inspection volunteer training programmes to make this more comprehensive. We have also provided dementia awareness, equality and LGBT awareness sessions for our volunteers who have a specific interest in these areas.</p> <p>Our young inspection volunteers have also received additional training on child protection, corporate parenting, LGBT awareness and communication / facilitation skills.</p> <p>This is an area that we are continue to continue and improve upon – offering our volunteers a wide range of opportunities to develop. We will work with our Organisational Development team in future to ensure we are continuing to grow this area.</p>
		<p>Commit to ensuring involvement is at the heart of our strategic project work from the outset by ensuring that involvement is built into project plans.</p>	<p>Mar 2016</p>	<p>COMPLETE – there have been a number of changes in our project management processes and involvement is more widely considered by project managers as a matter of course.</p>
		<p>Develop a “buddy system” for involved people who are new to the organisation or those who cannot attend meetings but want to be kept informed of developments around inspection and involvement activity.</p>	<p>March 2017</p>	<p>NOT COMPLETED – Although we have a number of experienced volunteers who have acted as mentors or “buddys” for new involved people, it was felt by our volunteers that a formal system was not required. They have lots of support from peers and the Involvement Co-ordinators / Adviser to ensure they always feel supported and comfortable to get involved. We have examples of friendships evolving and more experienced volunteers offering assistance to new people in travelling to events together, meeting up to discuss progress in relation to inspection visits, keeping in touch outwith meetings and ensuring no one is isolated at meetings. This has</p>

Agenda item 13
Appendix 1

				happened more organically than we first anticipated and there was no appetite to formalise the process already in place.
	Outcome	Action(s)	Timescale for completion	
4	Being involved in our work is easy to access, with open, inclusive and understandable information and processes	Continue to produce involvement materials on “how to get involved” and develop a variety of ways to apply including online recruitment methods.	2016/17	COMPLETE – As part of our Investing in Volunteers accreditation, we have produced an online application form as well as other recruitment materials and posters to promote our involvement work and encourage more people to engage with us.
		Develop both easy read and summary versions of the involvement strategy and action plan 2015-18 and ensure these are accessible.	2015/16	COMPLETE – both versions of the full Involvement Strategy are available on our website and the summary version is in printed hard copy and included in our publications at promotional events and conferences.
		Create and develop ways for involved people to communicate easily through social media (e.g. develop Yammer groups for involvement activities)	2015/16	CARRIED FORWARD 2018-21 – Although over the past three years, we have been building on our previous work with Yammer and have extended our social media presence during the Year of Young People in 2018, (primarily with the input and support of our Young Inspection Volunteers) we are keen to expand this area greatly. We are currently exploring YIV engagement with other social media platforms and will review/roll out this approach to all involved people as required as part of our next strategy for 2018-21. We have heavily promoted our involvement work through existing Care Inspectorate social media accounts.

**Agenda item 13
Appendix 1**

		Develop a plan with inspection staff to ensure that they are promoting our involvement opportunities when out on inspection visits.	2016/17	COMPLETE –We have continued to build relationships with our inspection colleagues and share our news about involvement via New Today, Chief Executive update emails, the intranet and internet, where appropriate.
		Attend a wider range of community events, such as Mela, Pride, to promote our involvement opportunities to diverse groups	2015 and ongoing	COMPLETE – We have continued to attend Pride on an annual basis, and have extended our attendance to cover Grampian, Edinburgh, Glasgow and Dundee in 2018/19.
5	We develop and share good involvement practices by working with relevant organisations and agencies.	Build better links with community groups and organisations to provide information on the role of the Care Inspectorate and how people who use services and carers can get involved with us.	2016 -18	<p>COMPLETE - this is an ongoing priority and the Involvement team have been proactive in linking with external networks including community and advocacy groups, equality organisations and care service providers. We have attended external conferences and events to promote involvement in the organisation as well as giving tailored presentations to specific organisations. This includes:</p> <ul style="list-style-type: none"> • LGBT Age AGM • Enable #bethechange Get to know me session • Open Secret (Asian women’s organisation) • 4TH National Dementia Ambassadors Conference • Carers Coalition <p>In addition there have been a number of equality events that have been attended/planned attendance to promote our involvement opportunities e.g. Pride</p>
		Continue to work jointly with organisations to ensure that we are providing the correct level of support for our involved people and barriers to involvement are tackled	2015 -18	COMPLETE – we continue to work with Move On who provide external support to our young inspection volunteers allowing them to take part in our strategic joint inspection process, and have confirmed that we will continue to work with an external provider for the life

Agenda item 13
Appendix 1

				cycle of the new strategy for 2018-21. In addition, we have worked with childminders, support agencies and providers to ensure that anyone who wants to get involved with us can do so without financial or support barriers.
		Undertake a best practice benchmarking exercise on our involvement activities with the approach taken by other organisations both nationally and internationally	2016/17	CARRIED FORWARD 2018-21 – due to changes in staffing within the Involvement and Equalities team during 2017/18, this is an area that we will consider in conjunction with our action above to “ <i>Develop a guidance handbook on involvement good practice aimed at care professionals</i> ”.
		Develop specific initiatives for involvement in collaboration with relevant organisations. (E.g. involvement of people with dementia / joint events with Education Scotland and Healthcare Improvement Scotland).	2015 - 18	COMPLETE – we have been working on the pilot project over the past year to involve people with a diagnosis of dementia as inspection volunteers in the inspection process. We also had an external support worker to ensure that our inspection volunteers involved were well supported during inspection as well as having a point of contact for any questions, concerns or anxieties. This project has been the subject of many presentations in terms of innovation and research. We are delighted that we will continue to involve 3 of the inspection volunteers in our inspection process in future. The involvement team maintain strong links and relationships with our colleagues in HIS and have held joint conferences etc in the past and are looking at ways to replicate their success in the next year.
		Develop a plan to widen our network of contacts and adopt a more proactive approach to promoting our involvement work with peers.	2016/17	COMPLETE – we have made a number of new networks and contacts over the past eighteen months with different advocacy organisations, provider organisations and umbrella groups – some of which have been mentioned in above actions. It is a priority for the team to continue

Agenda item 13
Appendix 1

				promoting our involvement activities and ensure that anyone who wants to be involved in our work has the opportunity to do so.
		Ensure all of our involvement activities are added to The Hub website and linked internally to our other improvement work.	2015-18	COMPLETE – the involvement team work closely with our colleagues in policy to share relevant involvement articles on the Hub, and this will remain a priority into our next strategy for 2018-21.
		Undertake the steps required in relation to the Investing in Volunteers accreditation scheme to strengthen our public commitment to involving people.	August 2016	<p>COMPLETE – the Investing in Volunteers was completed and awarded in January 2017 after twelve months of policy development and steering group meetings in co-production with our volunteers. We have produced policies and guidance for:</p> <ul style="list-style-type: none"> • Problem Solving • Complaints and Concerns • Finance & Expenses • Exit interviews and letters • Induction materials • Risk assessment • Role of IV in the inspection process <p>As part of the process involved people, staff and board members/senior leadership were interviewed on their experiences of involvement in the organisation, and a summary report of findings was prepared for the organisation by Volunteer Scotland. Accreditation lasts for 3 years to January 2020, and the re-accreditation process should begin in January 2019.</p>

	Outcome	Action(s)	Timescale for completion	
6.	Our employees know and understand our involvement activities, and have opportunities to get involved.	Agree a series of joint events for employees and involved people and ensure that our employees are represented at involvement activities where appropriate.	2015 - 18	COMPLETE – we have continued to be proactive in inviting our staff to involvement events and vice versa in the past eighteen months. We have adopted the same process for external conferences where appropriate. In addition, we have continued to invite colleagues to our involvement and equalities team meetings to ensure that our staff are well informed about our involvement processes, and that we can receive first hand updates on work in other areas of the organisation.
		Provide regular updates to our employees on the progress of involvement work in the organisation.	2015 -18	COMPLETE – we have continued to provide our employees with copies of our Involve magazine which gives details of all of our current involvement work. In addition we have been attending inspection group meetings when practical to discuss how our volunteers can be more involved in the inspection process and have produced updated guidance on our inspection volunteer scheme for inspectors. As a team, we have also provided input to quarterly directorate meetings, inductions, executive group and other larger scale staff meetings.
		Develop active online discussions around involvement issues.	2015/16	CARRIED FORWARD 2018-21 although we have started the process of discussing relevant involvement issues on our Yammer group, progress and interaction has been gradual. The involvement team recognise the need to develop these areas to ensure everyone who wants to can get involved in relevant discussions.

Agenda item 13
Appendix 1

		Consider linking involvement activity into our employee performance development review system.	2016/17	CARREID FORWARD 2018-21 – Our PDRS system is currently being reviewed with a new system expected to be embedded by 2019-20. We will revisit this action at this point if still relevant.
		Develop a plan to empower all employees by being clear where involvement is linked to the strategic outcomes and developing a culture of involvement in the organisation.	2016-18	COMPLETE – although no formal plan has been produced, through our proactive approach in meeting with our employees and producing our Involve magazine our approach has developed organically over the life cycle of the strategy. A large culture programme has also been developed over the past three years which has seen many improvements made in the overall culture and a different level of engagement between colleagues take place. This approach has strengthened relationships between our operational staff and volunteers and there is a shift in how we view our work with them.
		Consider where involved people could be involved in our staff development events (e.g. staff conference) to share their experiences and promote the value of our involvement work.	2016/17	COMPLETE – we are committed to involving our volunteers in any relevant staff development and have invited representatives of our involved people to staff conferences, consultation events and board meetings in the past eighteen months. Moving forward, we are working with our colleagues in learning and development to ensure volunteers have access to relevant training and learning opportunities..