



Title:	Performance Measurement Framework 2019-22		
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Appendices:	1.	Performance Measurement Framework 2019-22	
	2.		
	3.		
	4.		
Consultation:	<ul style="list-style-type: none"> • Corporate Plan and Performance Measures approved by the Board on 15 August 2019. • Performance Measurement Framework (PMF) revised following Board and circulated to Executive Group for comment. • Final PMF approved by EG on 5 September 2019. 		
Resource Implications:	Yes		

EXECUTIVE SUMMARY

The Board approved our Corporate Plan and associated performance measures on 15 August 2015.

On 5 September 2019 the Executive Group approved the Performance Measurement Framework which sets out the operational detail of these measures, how we will report against them and highlights actions required.

The Board is invited to:

1.	Note the Performance Measurement Framework 2019-22
2.	
3.	
4.	

Links:	Corporate Plan Outcome	1, 2, 3	Risk Register - Y/N	N	Equality Impact Assessment - Y/N	N	
For Noting	x	For Discussion		For Assurance		For Decision	

If the report is marked Private/Confidential please complete section overleaf to comply with the Data Protection Act 2018 and General Data Protection Regulation 2016/679.

<p>Reason for Confidentiality/Private Report: <i>(see Reasons for Exclusion)</i></p>
<p>Disclosure after:</p>

Reasons for Exclusion	
a)	Matters relating to named care service providers or local authorities.
b)	Matters relating to named persons which were they to be discussed in public session, may give rise to a breach of the Data Protection Act 2018 or General Data Protection Regulation 2016/679.
c)	Matters relating to terms and conditions of employment; grievance; or disciplinary procedures relating to identified members of staff.
d)	Matters involving commercial confidentiality.
e)	Matters involving issues of financial sensitivity or confidentiality.
f)	Matters relating to policy or the internal business of the Care Inspectorate for discussion with the Scottish Government or other regulatory or public bodies, prior to final approval by the Board.
g)	Issues relating to potential or actual legal or statutory appeal proceedings which have not been finally determined by the courts.

PERFORMANCE MEASUREMENT FRAMEWORK 2019/20

1.0 INTRODUCTION

The Corporate Plan for 2019-22 and associated performance measures was approved by the Board on 15 August 2019.

The performance measures reflect the overall performance and impact of the Care Inspectorate. We report publicly against these measures at the quarterly public Board meetings. As a public body, we are also expected to consider our contribution to Scotland's National Performance Framework which is set out in our Corporate Plan.

Our performance measures are part of a wider performance framework, which links together all of the different elements of performance measurement including the people involved, the information required and the systems and processes that need to be in place.

This Performance Measurement Framework sets out the operational details of the measures approved by the Board in August. This has been developed with the Executive Group through workshops and with the involvement of Board members.

In setting up the Performance Measurement Framework (PMF) we have also taken account of a number of recent, relevant publications including:

- "Performance Measurement by Regulators" (National Audit Office);
- "Performance Frameworks and Board Reporting II" (National Audit Office); and
- "Impact of the CQC on Provider Performance" (King's Fund and Alliance Manchester Business School).

2.0 IMPLICATIONS AND/OR DIRECT BENEFITS

Having an approved PMF provides transparency over our approach to performance measurement and reporting. It provides enough detail to ensure that we report consistently on each measure and demonstrates the rigour with which we have identified and defined appropriate measures.

2.1 Resources

There are several actions identified in Appendix D. The majority will be met within existing resources. Where additional resources are required, then proposals will be brought back to the Executive Group.

2.2 Sustainability

There are no direct sustainability implications arising from this report.

2.3 Policy

As a public body, we are expected to consider our contribution to Scotland's National Performance Framework. The National Performance Framework is designed to shape how the actions of the public sector will improve the quality of life for people in Scotland. A new National Performance Framework was launched in 2018, consisting of 11 National Outcomes and 81 National Indicators.

From a policy perspective, the period covered by the Performance Framework is likely to see a continued focus on the implementation of health and social care integration and self-directed support and how they are changing how people choose and experience care services and the ways in which services are delivered. The Scottish Government's Programme for Government 2019-20 notes plans to improve strategic inspection as part of work to increase the effectiveness of integration, while a new implementation plan for the Self-directed Support Strategy for 2019-21 has been published alongside plans for local reform of adult social care. In addition, a three-year plan for improving support and protection given to vulnerable adults is expected by spring 2020, including a focus on how assurance and inspection activities are undertaken.

The prominence of human rights will continue to increase, through the continued implementation of the Health and Social Care Standards and the Scottish Government's intention to incorporate the UN Convention on the Rights of the Child (UNCRC) into domestic law. Improved compliance with the UNCRC is also a key aim of the recently introduced Children (Scotland) Bill, which brings with it the possibility of a new duty on the Care Inspectorate to regulate child contact centres.

Other major policy drivers over the period of the Performance Framework include:

- Expansion of funded early learning and childcare to 1,140 hours from August 2020
- Passage of the Disclosure (Scotland) Bill
- Findings of the Independent Care Review in early 2020
- Continued developments emerging from the Child Protection Improvement Programme
- Review of mental health legislation
- Ongoing developments relating to the National Health and Social Care Workforce Plan and the Health and Social Care (Staffing) (Scotland) Bill, the latter of which will require the Care Inspectorate to work in collaboration with the care sector to develop and validate appropriate staffing methodologies and tools.

In addition, the UK is due to leave the European Union and the potential impact of this on health and social care in Scotland remains an issue that will continue to require attention.

2.4 People Who Experience Care

Our measures and the reporting system presented in the PMF will help us deliver the strategic outcomes in our Corporate Plan 2019-22, which are focussed on people experiencing high quality care, experiencing positive outcomes and respecting peoples' rights.

2.5 Customers (Internal and/or External)

By using a balanced scorecard approach, we have ensured the inclusion of performance measures that focus on, and are informed by, the experiences of our key customers.

3.0 CONCLUSIONS/NEXT STEPS

The Board is invited to note the attached Performance Measurement Framework.