



Minutes

Meeting: Strategy and Performance

Date: 17 January 2012

Time: 10.30 am

Venue: Rooms 0.18/0.24, Compass House

Present: Frank Clark, Chair (Convener of Committee)
Theresa Allison
Anne Haddow
Douglas Hutchens
Cecil Meiklejohn
Carol Paton
David Wiseman

In Attendance: Jacquie Roberts, Interim Chief Executive
Karen Anderson, Director of Operations
David Cumming, Director of Operations
Gill Ottley, Director of Operations
Gordon Weir, Director of Resources
Kenny McClure, Head of Legal Services
Anne Forsyth, Executive Assistant

Item	Action
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The Chair welcomed all to the first Strategy and Performance Committee of 2012 and thanked members for all comments that had been received.

1.0 APOLOGIES FOR ABSENCE

There were no apologies.

2.0 DECLARATION OF INTEREST

David Wiseman and Douglas Hutchens, Board Members made a declaration of interest in respect of Report Number SP-01-2012, item 5.0. David Wiseman was a Board Member of IRISS and Douglas Hutchens a member of the JIT Action Team.

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3.0 MINUTE OF STRATEGY AND PERFORMANCE COMMITTEE MEETING HELD ON 15 NOVEMBER 2011

The minute of the meeting held on 15 November 2011 was submitted and approved as a correct record subject to one amendment, requested by David Wiseman, Board Member, to clarify at Item 7.0 that the frequency of inspection of services, not meeting the definition for better performing services, should be amended. The Interim Chief Executive advised the Committee that this had been actioned.

EA

4.0 MATTERS ARISING

Items 9.0-10.0 – The Convener of the Complaints Sub Committee apologised that Committee had not received the intended report. It was noted that a meeting between the Convener of the Complaints Sub Committee and the Director of Operations (Intelligence and Complaints) would take place on 17 January 2012 to take this forward.

Convener
of CSC/
DoO (I&C)

Item 8.0 – The Chair updated the Committee in relation to the on-going deliberations about ensuring the continued financial viability of care service providers. He stressed the importance of there being clarity around the expectations of the Care Inspectorate in that regard and he Committee noted that the Chair and the Director of Resources had met with CIPFA and had set out the Care Inspectorate’s current plans and actions. As a result CIPFA was reflecting on a piece of work which would externally validate our practices and would point the way to further work in this area which might usefully be taken forward.

Item 6.0 – The Interim Chief Executive informed the Committee that a letter had been received from the Cabinet Secretary for Health, Wellbeing and Cities Strategy which acknowledged the excellent approach that had been taken by the Care Inspectorate in respect of the newly registered providers of former Southern Cross care homes. The Committee specifically thanked the Director of Operations (Programming, Co-operation & Registration) and the Registration Manager for their efforts in securing a successful outcome to this challenging situation.

5.0 INSPECTION PLANNING 2012-13 REPORT NO: SP-01-2012

The Interim Chief Executive presented the report which provided the Committee with the Care Inspectorate’s inspection planning proposals for 2012-13. After an extended and detailed discussion the following points for amendment were agreed:

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- A paragraph should be added in relation to Children's Services Scrutiny, to clarify the expected role in relation to strategic commissioning and the integration opportunities that would arise from the new methodology.
- Substitution of the words 'development work' for 'pilot' throughout the document in order to accurately reflect the status of what was proposed.
- The need for clarity about the meaning of 'user focus' and that this term included unpaid carers.
- That there should be an increase in the number of inspections involving 'Lay Assessors/Inspectors' as well as an increase in the number of individuals involved.
- There was a need to give examples of improvement activity.
- There needed to be a statement about linking the improvement, innovation and best practice to other improvement activities in other bodies.

The Committee:

- Agreed that the paper would be amended following the very full discussion and a redraft of the paper would be attached to the minute.
- Noted the draft nature of Appendix 2 and that decisions still had to be taken on which local authorities would be inspected and when.
- Agreed that from the range of options Scenario 'B' would be recommended to the Resources Committee, noting that any time available from the flexible deployment inspectors' hours should be applied to increasing the sample size for better performing services.

**6.0 SCOTTISH GOVERNMENT CONSULTATION - LOCAL AUTHORITY COMPLAINTS
REPORT NO: SP-02-2012**

The Director of Operations (Intelligence & Complaints) presented the report which informed the Committee of the publication of a Scottish Government consultation document on Local Authority complaints. In particular, the following points were noted:

- In an early draft, an option of the Care Inspectorate having oversight and responsibility for reviewing local authority complaints was noted, but that would have had major resource implications and was subsequently removed from the document.
- That four options for change had been presented but that the Care Inspectorate should not be restricted by these options and that others options could be considered.

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- That the Sinclair Report made it clear that the regulator should retain its role in respect of the investigation of complaints against regulated care services.

The Committee:

- Noted the launch of the consultation document.
- Referred the consultation document to the Complaints Sub Committee for it to discuss and contribute to a formal response from the Care Inspectorate to Scottish Government.
- That as wide representation of Board Members would be invited to contribute to the Complaints Sub Committee deliberations either by attending the meeting or submitting written comments.

7.0 – REPORTS FROM COMPLAINTS SUB COMMITTEE:
8.0 14 NOVEMBER 2011
30 NOVEMBER 2011 (UNCONFIRMED)

The Convener of the Complaints Sub Committee updated the Committee on development undertaken by the Sub Committee. The following point was noted:

- Advice was being sought from Legal Services regarding the implementation of the Care Inspectorate's Dignity at Work Policy and subsequent outward facing policy.

The Committee:

- Noted the reports and update.

9.0 AOCB

There was no other competent business.

10.0 DATE OF NEXT MEETING – 13 MARCH 2012

The date of the next Strategy and Performance Committee was noted as 13 March 2012, Compass House.

The Committee recorded its thanks to the Interim Chief Executive for her time involved as Chief Executive of the Care Commission and the 13 months with the Care Inspectorate. It was acknowledged that the organisation would not have made the excellent progress which it had without her input.

Signed:

Professor Frank Clark CBE, Chair

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