



Risk & Intelligence Delivery Programme Dashboard

Period covered	October – December 2012
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Issue date	14 February 2013

Project name Risk and intelligence strategy key deliverables & success indicators	Project lead	Stage	Outcomes	Scope	Milestones	Resources	Risk	Overall	Notes
1. New CI Key Performance Indicators (KPIs) and new data collection processes to support their delivery. Communicate to staff.	Ingrid Gilray	85% complete	G	G	G	G	G	G	New KPI's in draft. We have yet to complete technical work to establish targets for each KPI.
2. Improved pre- inspection information about regulated care services. Improved CI risk assessments due to better understanding of information from notifications.	Joan Lafferty	30% complete	G	A	A	G	G	A	Review and consultation on pre-inspection material completed. Guidance & a proforma are in development. Review of current use of annual return and notifications concluded & outcome reported. A project to scope all information received from providers is required. Extends into 2013-14 programme
3. Deliver formalised reporting on risk and intelligence to CI inspection planning process.	Ingrid Gilray	80% complete	G	G	G	G	G	G	A report on the ISLA& scrutiny programme will be prepared, following publication of the last scrutiny report in February 2013. Statistical reports to inform frequency of inspection have been submitted to the OPG. The Intelligence Team has established a model, which makes use of a wide range of data on regulated care services and this informs the Inspection Planning Team. Further work is required to refresh the information on an ongoing basis.
4. Improved intelligence from complaints data to inform all CI activity.	Ingrid Gilray	80% complete	G	G	G	G	G	G	Research on the outcome of complaints is underway. Discussions about improving reports on complaints data were concluded and actions agreed. Complaint Outcomes research project was commissioned.
5. CI develops and delivers statistical publications initially childcare.	Ingrid Gilray	80% complete	G	G	G	G	G	G	Childcare statistics publication completed and approved for publication on November 12. A paper will be submitted to ET in March with recommendations for further publications.

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6. Core data sets for strategic and joint inspections.	Ian Kerr	60% complete	G	G	G	G	G	G	Work is well underway to develop core datasets for the three inspection workstreams. SWS key stats were updated & augmented. Negotiations on core datasets underway with relevant ADSW standing committees.
7. CI improves way it shares data with key partners.	Ingrid Gilray	50% complete	G	G	G	G	G	G	We have provided SSSC with a workforce dataset. We have met with Health Improvement Scotland & there is no specific dataset that we would share at this stage. We have agreed with the NHS Information Services Division to focus on sharing information about older people, to support planned joint inspections.
8. Policy to guide CI handling of reportable intelligence. Develop reportable intelligence reports.	Ian Kerr	80% complete	G	G	G	G	G	G	Smart electronic templates were created for reports on council's delivery of social work services and reports on independent sector providers of regulated services. First drafts of reports were completed & a quality assurance exercise is planned.
9. Revised CI child, adult and public protection policy and procedures.	Ian Kerr & Christina Naismith	70% complete	G	G	G	G	G	G	A quick guide for staff was completed and the LA contacts list updated. Public protection pages created on Compassnet. A staff information card was issued. Draft CI child protection and adult protection procedures were prepared – consultation planned.
10. Improved CI ability to identify major risks posed by large providers.	Ingrid Gilray	80% complete	G	G	G	G	G	G	Provider groups' dataset completed and data loaded into PMS. ICT is working to create and deploy an update utility.
11. Improved CI use of intelligence to inform quality assurance and consistent risk assessment.	Christina Naismith	60% complete	G	G	G	G	G	G	Tender training deferred due to prioritisation of inspection targets. Revised report writing guidance completed and ready for deployment. The intelligence network is operational.
12. CI improves responsiveness to people who use services, relatives and carers, service staff and other stakeholders' views.	Ingrid Gilray	60% complete	G	G	G	G	G	G	New questionnaires were delivered for care service staff as well as a revised questionnaire for relatives of people in care homes. A new stakeholder questionnaire was created. ICT to develop online versions of the questionnaires. Staff consultation on gaps is complete.