

Care Inspectorate Board: Information sharing protocol

The Care Inspectorate handles and deals with a large amount of information every day. Some of this information is operational and some of it is strategic. Some of it is highly sensitive personal information.

It is important that the right information is shared across different parts of the Care Inspectorate. The Board requires appropriate information to be able to understand in detail the work of the inspectorate, provide strategic governance, and be aware of significant issues that arise from time to time. Primarily, the Chief Executive and other senior officers are responsible for providing information to the Board. Much information the Board requires is shared in the form of papers for committee meetings and board meetings.

That said, there are often circumstances whereby information needs to be shared with the Chair, committee convenors and Board members outwith the regular committee cycle. This protocol sets out a way in which such information with the Board will be shared.

1. Sharing day-to-day information

Type of information	When will it be shared	With whom	By whom	Examples
Significant organisational developments	As they arise	Chair	Chief Executive	Key performance measures not being met. Senior staff turnover. Personnel issues involving senior staff. Changes in major areas of business operation.
Information about significant media developments involving care or the Care Inspectorate	As they arise	Chair	Director of Strategic Development	Anticipated media stories about the Care Inspectorate (excluding regular proactive press releases or stories associated with routine regulatory activity). This includes where regulatory action results in potential service closure or where there

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				are significant adverse outcomes for people who use services.
Information about significant parliamentary or governmental developments involving care or the Care Inspectorate	As they arise	Chair	Chief Executive / DoSD	New Bills, controversial PQs affecting the Care Inspectorate, knowledge about ministerial statements and major consultations about the care sector.
Critical cases arising from our inspection work (see also section 2 below)	As they arise	Chair	Director of Inspection	Cases which give rise to the need to review policy, significantly change practice, or re-direct resources.
Court proceedings involving the Care Inspectorate	As they arise	Chair	Director of Strategic Development	For example, where the Care Inspectorate is subject to a judicial review or where a major court proceeding is needed that cannot be reported to the Board through the cycle of the Chief Executive's report.
Press releases which we issue proactively (as opposed to routine comments on stories)	At point of issue	Board	Communications Team	All press releases issued by the Care Inspectorate
Joint Inspection reports	At point of publication	Board	Inspection Admin	Inspection reports arising from our Joint Inspections of Services for Children and Young People and our Joint Inspections of Services for Adults.
Major publications	At point of embargoed release	Board	Communications Team	For example, one-off thematic reports, studies, reviews and commissioned work.
Routine publications	At point of publication	Board	Communications Team	For example, annual childcare statistics, periodic reviews of the deaths of looked after children, and periodic reviews of

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				criminal justice social work serious incidents reviews.
Urgent and significant financial developments	As they arise	Chair & Convenor of Resources & Convenor of Audit	Director of Corporate Services	Changes to our funding, significant liabilities that arise that cannot be reported in the usual cycle of committee reports. Fraud or unauthorised expenditure over 5k.
Urgent and significant human resources developments	As they arise	Chair & Convenor of Resources	Director of Corporate Services	Official disputes with trade unions. Staff dismissals. Human resource matters involving Directors or above
Official statistics	Briefing provided in advance	Board	Director of Strategic Development	Where the Care Inspectorate provides, ad hoc, official statistics or data produced to official statistics standard.

In the event of the Chair having a conflict of interest due to his elected responsibilities, the vice chair will also be notified of matters which in other circumstances would be notified to the Chair; this will also apply when the vice chair is deputising for the Chair.

There will types of information which senior managers will not be able to share the Board. This includes personal data about people using care services, and potentially other people, and information about matters subject to police investigation.

2. Sharing information in relation to serious incidents

The Care Inspectorate also undertakes important roles in relation to serious incidents. This table shows the type of information to be shared with the Chair of the board in each case:

Type of serious incident	When information is to be shared	Information which remains as confidential as possible to operational staff	Person responsible for informing the Chair	Examples
<i>Deaths of looked after children</i>	Notifications of deaths which are not from life-limiting medical conditions	Names of children and services	Director of Inspection	Where we are notified of the deaths of looked after children, other than from life-limited medical conditions.
<i>Criminal Justice Serious Incident Reviews</i>	Notifications which are of a very serious nature and which raise policy or procedural issues	Name of offender or victim	Director of Inspection	Where we are notified of a serious incident in criminal justice social work services which, on the face of it, suggests a need for services to change policy or practice.
<i>Notifications to the Mental Welfare Commission</i>	In cases where reports are made and where (a) a policy or procedural issues or (b) serious reputational issues need to be considered	Names of people involved	Director of Inspection / Director of Strategic Development	Where we make a referral to the Mental Welfare Commission which has wider implications for policy and practice.
<i>Deaths of a person using a care service</i>	When a major policy or reputational issue arises	Names of people involved	Director of Inspection / Director of Strategic Development	Where we are notified of the death of a person using a care service and whether that may cause a major issue of policy to be identified or affect public confidence in regulation.

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<i>Child Protection and Adult Protection issues</i>	When a major policy or reputational issue arises or if the Care Inspectorate calls for a significant case review	All details which may identify the child or adult in question	Director of Inspection / Director of Strategic Development	Where a child or adult protection issue arises which may cause a major issue of policy to be identified or affect public confidence in regulation.
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3. Other circumstances

There are some cases when information about operational matters cannot be shared. For example, there have been cases where police officers are pursuing active enquiries into events in or related to care services. In these circumstances, the Care Inspectorate has been asked to limit severely its communication about certain care services for a limited period of time. In these cases, information is carefully controlled, usually with a member of the Executive Team allocated as a lead director to provide senior oversight of regulatory work. In such circumstances, the information which can be shared may differ significantly from the above.