

Involvement Action Plan Review 2012 - 15

The table below outlines the progress made in carrying out the actions contained within the Involvement Plan 2012 – 15. In addition to these actions, there have been a number of notable successes, initiatives, activities and events over the last three years including:

- Successful co-production project for Involvement Plan / action 2012 – 15 and development of Involvement Charter
- Launch and recruitment event for the new Inspection Volunteer Scheme
- Increase in IV inspections from approx. **400** in 2012/13 to approx. **600** in 2014/15
- Increase in recruitment activity for inspection volunteers from approx. 40 in 2012/13 to 70 in 2014/15
- New ongoing recruitment programme for inspection volunteers with revised processes and training
- Publication of handbook guidance on the Adult Inspection Volunteer scheme for inspectors and inspection volunteers.
- Joint involvement conference for Care Inspectorate inspection volunteers and Health Improvement Scotland public partners
- New Terms of Reference for the Involving People Group, including the development of a steering group to plan work
- Introduction of new processes and dedicated Involvement Adviser for involvement of children and young people
- Recruitment of 6 young inspection volunteers in 2014/15 with improved 5 day training programme and additional development events
- Involved people represented on the presentation panel at the recruitment assessment process for senior management posts
- Introduction of a programme of development events for involved people
- Representation from our involved people at external events and conferences
- Approximately 25 involvement meetings and events in the past 3 years
- Representation from our involved people on high level strategy groups and project development groups (Balfarg improvement project, High Level Advisory Group on Care Scrutiny, Scottish government focus group, National Care Standards review project, Board development days)

| 1. Establish and develop involvement team and involvement structures | |
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| <p>The single Involvement & Equalities team was approved by the Board in December 2011 but due to the organisational restructure was not implemented until August 2013.</p> | |
| Action | Progress |
| <p>Appoint team leader/manager and develop the Involvement Team</p> | <p>As of August 2013, it was agreed that the team would sit in the Strategic Development Directorate and be led by the Head of Quality and Improvement. The Senior Involvement & Equalities Adviser would manage the day to day work of the team. The full team was in place by November 2013 and consists of Senior Involvement & Equalities Adviser; 2 Involvement Advisers (Adults / Children & Young People); Equalities & Engagement Adviser and 3 Involvement Co-ordinators.</p> <p>We will carry out an evaluation and review of the team structure in 2015/16</p> |
| <p>Expand the role of lay assessor area links to become 'Involvement champions' and replace the lay assessor advisory group with an Involvement Advisory Group.</p> | <p>Due to organisational changes in the organisation, in consultation with our involved people, we implemented a new approach based on our specialist areas of children & young people and adults. Instead of nominating specific "involvement champions" or holding a quarterly Involvement Advisory Group, we would embed involvement in the organisations culture more effectively by ensuring that our Involvement Advisers were liaising nationally with inspection, registration, complaints and methodologies colleagues to progress different involvement projects. In addition, to strengthen the Involvement Charter, we gave all of our employees the opportunity to be involved in the work we do. To do this, we established stronger links with inspection teams, worked with senior managers to improve our processes and invited inspection and support staff to our involvement events. We also had representatives from our involvement groups at our staff conferences and other external events.</p> <p>We will continue to extend opportunities for our workforce to get involved by making this a specific outcome in our new action plan.</p> |

2. Develop involvement plan

Our involvement Plan was developed between February – May 2012 and was approved by our Board in June 2012.

| Action | Progress |
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| Distribute this Involvement Plan (internally and externally) | <p>Over 1000 hard copies of the Involvement Plan 2012 – 15 have been distributed nationally. We have issued them to our workforce, all of our involved people and made them available at numerous external events where we have had information stands.</p> <p>In addition, an electronic copy was available on our website and intranet.</p> <p>As a result of feedback, we will produce our new Involvement Strategy 2015-18 in an easy read version.</p> |
| Decide on a name for people who are involved in our work – as an alternative to lay assessor/s, service user/carer inspectors and ‘involved people’. | <p>After a large consultation exercise with our workforce and involved people, we decided on the new title of “Inspection Volunteer” which makes it easier to identify the role of our volunteers from the title.</p> <p>We held a large recruitment launch, supported by Michael Matheson, the then Minister for Public Health, in February 2014 to introduce the new name of our scheme and attract interest from people with experience of using care services.</p> |

| <p>3. Promote a principled approach to involvement within the organisation Our Involvement Charter was developed in co-production with people who use care services and carers and sets out our commitment to involvement in the organisation.</p> | |
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| Action | Progress |
| Produce the Involvement Charter - in a poster format and have it displayed prominently. | Our Involvement Charter is now displayed in each of our local offices. These will remain on display in local offices as the Charter will be incorporated in our 2015 – 18 Strategy. |
| Promote involvement through activities such as an annual Care Inspectorate ‘Involvement Day’. | We have continued to hold annual development days for our Involving People in September 2013 and October 2014. Details of these events are available within our Involve newsletters. We will continue to commit to developing our involved people and are planning on more joint events and conferences in 2015 – 18. |
| The Involvement Charter will be well known and staff will be aware that they need to evidence that they are working towards achieving the commitments. | All of our staff should be aware of the Involvement Charter (which is displayed prominently in all of our office reception areas) through our Involvement Plan 2012 – 15 and associated articles, emails and news items. Inspection reports detail the role inspection volunteers have played on inspections, where relevant. We will continue to promote involvement activities to our staff and encourage them to get more involved in joint events. We have included this as a specific outcome in our Action Plan 2015-18. |
| Link the organisation’s commitment to the Involvement Charter and employees’ performance appraisal and objectives | Our Performance Development Review System for all employees is currently being updated by the Organisational Development team and the involvement team has ensured that this action has been fed back into the process. |

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| Have a true organisational culture of involvement | <p>This has been a difficult action to define and is probably best measured by our activities and feedback from everyone involved with us. Developing and improving our culture is one of our organisational priorities that we are continuing to work on. In the past three years we have carried out a number of involvement activities which should help us to achieve this goal including produced a handbook for all of our inspectors and inspection volunteers clarifying the scheme and their roles within it. We have also increased the number of inspections that inspection volunteers are involved in and we have held events where staff and volunteers have been able to discuss involvement and speak about improving this.</p> <p>Our new Action Plan will continue to address this in a more measurable way and use actions to keep on developing and improving our culture of involvement.</p> |

4. Externally promote Care Inspectorate Involvement

We actively promote involvement with the organisation and over the past three years, we have developed new recruitment leaflets and application forms; carried out recruitment presentations in care services; held a recruitment campaign to launch our updated Inspection Volunteer scheme in Feb 2014; had a recruitment stall at a number of conferences and events; advertised and placed articles about involvement in Care News and continued to produce our Involve newsletter.

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| Carry out more work to promote the Care Inspectorate's involvement activities through advertising and the use of social media | <p>We started to use the Care Inspectorate's social media profiles to let people know about how to get involved and any relevant events we attended. This links closely to the wider social media strategy.</p> <p>We have had lots of feedback about this and know this is an area where we need to develop and improve. We are in the process of establishing an Involvement group on Yammer so we can keep up to date with our involved people who use social media.</p> |

5. Develop a knowledge base of good involvement practice

The Involvement & Equalities team has ensured our involvement activities are current and leading the way for other organisations. We work in partnerships with other relevant organisations to improve and develop involvement best practice and learn from each other. We also keep up with current and new practices by engaging in relevant conferences and involvement sector events. We also work closely with organisations like Who Cares? Scotland, Move On, Youthlink Scotland etc. to help us involve and support people who use care services and their carers.

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| <p>Be aware of innovative involvement practices across Scotland and beyond and participate in relevant networks of good practice</p> | <p>The team members and our involved people have had the opportunity to attend events, conferences and working groups to ensure that we have kept aware of innovative practices in involvement. In addition, we have also held a number of “ideas sessions” as we find that our best ideas and new ways of working come from listening to and developing the experiences of people who use care services and carers.</p> <p>We will continue to have a national involvement presence and work with our involved people to ensure that our involvement work is among the leaders in this field.</p> |

| <p>6. Develop the role of involved people in scrutiny development</p> <p>We have now involved inspection volunteers and young inspection volunteers on all 6 joint inspections of services for children and young people. This has been a great success and well supported by our strategic inspectors. Feedback on their contribution from partnerships has been positive. We continue to recruit, train and support our young inspection volunteers and have a number of improved strategies in place for this.</p> | |
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| Action | Progress |
| <p>Participate in the development of scrutiny methods, particularly inspection of social work and care services.</p> | <p>We have committed to having an Inspection Volunteer and/or Young Inspector on joint inspections of services for children and young people. This has included developing our involvement structures for young people and delivering training to all our involved people on our strategic inspection process.</p> <p>We have had a number of opportunities for our involved people to get involved in project groups, working groups and one off events for scrutiny methods.</p> <p>We will extend the involvement of our involved people in our strategic and scrutiny development work</p> |
| <p>Carry out an organisation wide self evaluation/audit of involvement (how we involve people now and how we could improve)</p> <p>Produce a matrix/map of involvement opportunities and information about how to get involved in our work and this will be clear and readily available</p> | <p>Due to the restructure of the inspection directorate we decided that the most effective way to promote our involvement opportunities both internally and externally was not simply to carry out an audit, but to ensure that up to date information and opportunities were being made widely available to people who might potentially be involved in our work. This involved producing informative and up to date recruitment packs including an updated application form and involvement leaflet. In addition, we have also produced a DVD with our involved people talking about their experiences with us and an online animation which explains to people the ways in which they can get involved with the Care Inspectorate. We also produce our Involve newsletter on a biannual basis which includes summaries of all of our involvement events over a six month period and useful information, articles and details of events.</p> <p>Our new action plan has a specific outcome to involve staff in our involvement activities and give opportunities for joint working with our involved people.</p> |

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| Scope the models of payment/rewards/incentives for involvement in order to make recommendations to the Executive Team and the Board. | <p>A paper was presented to the Board in June 2014 in regards to our options on rewarding and valuing our volunteers. It was agreed that instead of financial payment, the Care Inspectorate would invest more resources into development and training.</p> <p>We have introduced a number of development opportunities and events for all of our involved people in 2014/15 and will consolidate this with an approved programme of events for involvement in 2015/16.</p> |
| We will develop a recruitment plan for involved people. | <p>We held a national recruitment event for our newly launched inspection volunteer scheme in February 2014 with the minister. In addition, we have formed an Involvement project group with responsibility for recruitment of new members and promotion of our involvement activities. The work of this group will feed into our new action plan.</p> |
| Continue to support people involved in our work and carry out a 'skills audit' in order that we have a data base of people's personal experience, skills, knowledge and interests. | <p>A "skills audit" was carried out with all of our involved people via an online survey or paper copy questionnaire. Support was provided for those who requested it. Responses allowed the team to identify areas for development and training including; dementia training; advanced dementia training and revised Inspection Volunteer training.</p> <p>In the next three years, it has been suggested that we use the "One Page Profile" method to gather all information about our involved people in one place and to develop further a diary of development events.</p> |
| Provide support to people who need it in a way that suits them best. | <p>We aim to have an involvement activity that suits everyone but understand that at times people require additional and sometimes tailored support to allow them to get involved. We work with our involved people on an individual level to ensure that they can get involved in the way that suits them best.</p> |
| Develop additional core involvement training for people who are involved in our work and then additional specialist areas (for example, care service inspections, local authority/integrated inspections). | <p>We now have around 12 trained adult inspection volunteers who are actively taking part in joint strategic inspection process. In addition, we employed an Involvement Adviser to work specifically with children and young people, consolidating the Young Inspection Volunteer scheme and expanding and developing our work in this area.</p> <p>We have also developed a generic and specialist training programme for all of our involved people.</p> |

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| Develop and deliver more training and tools for all Care Inspectorate staff on the principles and methods of involvement | A number of training and development sessions have taken place over the past three years for staff in terms of involvement methods and tools. |
| Develop and implement specific user group strategies - setting out how to involve more young people, harder to reach groups of people (those who experienced homelessness, domestic abuse, drug and alcohol addictions, criminal justice services) and those from ethnic minority communities. | <p>To enable us to carry out this action effectively, we appointed two involvement advisers, one to work directly with adults and the other with children and young people. This has allowed the team to develop in a number of new areas and introduce new involvement activities and more opportunities with increased support for our involved people.</p> <p>Our new action plan has a specific outcome to involve people from all backgrounds, cultures and communities and work with seldom heard groups to ensure we are reflecting their experiences of care in our work.</p> |
| Have developed local community groups to enable more people to become involved in our work | <p>We focussed on ensuring we increased our inspection volunteer activity in local areas. We carried out 593 inspections with an IV last year 2014/15 which has increased from around 350 in 2012/13.</p> <p>Although we do not have the resources to support local community groups consistently across Scotland, we have been more proactive and have been delivering focus groups, presentations and hosting literature stands in services, at conferences and events and in shopping centres This approach fits strongly with the direction of travel around stakeholder consultation agreed by the Board in 2014, where the Care Inspectorate is more proactive in engaging with people who use services in settings, groups and places they are already familiar with, rather than relying to heavily on groups or settings established by the Care Inspectorate. We also encourage our involved people to develop their own support networks as they become more confident in building relationships with their peers.</p> |
| Have developed systems to monitor achievements and progress in the area of involvement and report on the outcomes annually. | Annual updates on our involvement activities are provided to the Chief Executive and Executive Team on a quarterly basis. In addition, we feedback the achievements and successes of our involvement work and involved people through our Involve Newsletter on a bi-annual basis. We also present our annual successes to involved people at different events and conferences. |

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| <p>We will make sure that we review the outcomes and actions within the Involvement Plan on an ongoing basis.</p> | <p>We know that it is important to review how well we are doing to achieve the Involvement Outcomes and whether we are achieving the commitments detailed in the Involvement Charter</p> <p>We will set up a short term working group to develop processes to review, evaluate and report on the progress of this Involvement Plan and its intended outcomes. As part of this, we will seek to include the measures of involvement evaluation we develop within the Key Performance Indicators (KPIs) of the organisation as a whole and involve members of the Involving People Group in the wider performance reporting process.</p> |