



## Minutes

**Meeting:** Board  
**Date:** 14 June 2012  
**Time:** 2.00pm  
**Venue:** Rooms 7/8 Compass House

**Present:** Frank Clark, Chair  
Theresa Allison  
Morag Brown  
Mike Cairns  
Anne Haddow  
Douglas Hutchens  
Cecil Meiklejohn  
David Wiseman  
Sally Witcher

**In Attendance:** Annette Bruton, 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  
Colin McAllister, Corporate Planning, Communications and Engagement Manager  
Martin Fraser, Involving People Group (for item 2)  
Winnie Whyte, Involving People Group/Lay Assessor (for item 2)  
Anne Forsyth, Executive Assistant

**Apologies:** Denise Coia, Board Member  
Garry Coutts, Board Member

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<b>Item</b>		<b>Action</b>
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The Chair welcomed everyone to the meeting including nine observers (five for Item 2.0).

The Board:

- Agreed that item 6.1 would be presented under Item 2.0.
- Agreed that Item 10.0 would be heard in private.

**1.0 APOLOGIES FOR ABSENCE**

Apologies for absence, as listed above, were noted.

**2.0 PRESENTATION BY INVOLVING PEOPLE GROUP: INVOLVEMENT PLAN – INVOLVING PEOPLE, IMPROVING SERVICES**

The Corporate Planning, Communications and Engagement Manager introduced the members in attendance from the Involving People Group (IPG) and presented Board members with a DVD which showed what the Involvement Plan was about. The following points were highlighted:

- That this was work in progress and that there would be further input from IPG members.
- That the Board was being asked to comment on the concept rather than the detail.
- That there would be an opportunity to provide the final DVD to service providers and be available at open days/conferences etc.
- That this was inclusive and was for both staff of the Care Inspectorate and external stakeholders.

The Board:

- Thanked all who had participated to bring the DVD to its current point.
- Supported the concept and noted that further development work would be carried out.
- Agreed that the DVD captured the essence of what was involved for people of all ages who used services.

**Involvement Plan – Involving People, Improving Services  
Report No: B-05-2012**

The Chair reminded members that the Involvement Plan had been examined in detail at a Board Development Event and presented to the Strategy and Performance Committee on 13 March 2012.

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The Corporate Planning, Communications and Engagement Manager presented the Board with the Involvement Plan. The following points in particular were highlighted:

- One of the advantages of developing the Plan in addition to the good outcome was the helpful experience which had been gained from working through the process.
- That central to the Plan was the development of the Charter which would be supported by a series of immediate measures to turn the charter principles into an Action Plan.
- That the Plan laid out the aspirations, rationale and direction of travel for continued effective involvement and that by 2015 the Care Inspectorate would become an exemplar organisation and the public sector leader in involvement.
- That most of the costs involved could be contained within budget and that any request for additional staffing would be submitted to the resources Committee.  
That it was the Board's responsibility to ensure continued commitment and leadership and to oversee the implementation to ensure delivery of the required outcomes.
- That there was risk in relation to expectations and what to do when things did not go according to plan. Managing expectations was a process of engagement and involvement

The Board:

- Thanked all involved for their input to the development of the Plan and their contribution to the discussion, particularly members of the IPG.
- Supported the contents of the Involvement Plan and approved its publication and distribution subject to minor adjustments.
- Agreed to support further development of the Plan, including setting up a short-term working group of people with communication difficulties to develop a more user friendly and accessible version of the plan and the charter.
- Acknowledged and agreed that an appropriately resourced team would be sustained. A genuine commitment to 'Involvement' was part of the way in which the Care Inspectorate carried out its business, including meeting its statutory duty of user focus and that this would continue into 2013/14 and beyond.

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- Committed to provide leadership to the development and promotion of a culture of involvement where the core value was the involvement of people who used care services and their carers in a manner which contributed to improved outcomes.
- Committed the Care Inspectorate to being the leader in the field of involvement in the public sector in Scotland.

### 3.0 DECLARATION OF INTEREST

There was no declaration of interest.

### 4.0 MINUTE OF MEETING HELD ON 8 MARCH 2012

The minute of the meeting held on 8 March 2012 was submitted and approved as a correct record, subject to minor amendment.

EA

### 5.0 MATTERS ARISING

There were no matters arising.

### 6.0 REPORT FROM STRATEGY AND PERFORMANCE COMMITTEE OF 13 MARCH 2012

The Chair presented the minute to the Board for consideration and discussion of the recommendations made by the Committee.

The Board:

- Noted the report.

#### 6.1 Involvement Plan – Involving People, Improving Services Report No: B-05-2012

As discussed under Item 2.0.

#### 6.2 Strategic Intelligence and Risk Frameworks and Improvement Plan Report No: B-06-2012

The Chair introduced the report which had brought together the three key elements as a single interrelated entity. There had been significant discussion both within the Board Development Event on 28 February 2012 and the Strategy and Performance Committee on 13 March 2012.

The Director of Operations (Intelligence and Complaints) presented the report which sought Board approval of the Intelligence and Risk Frameworks, and the integrated Intelligence

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and Risk Improvement Plan and governance arrangements for the oversight of its implementation. The following points in particular were highlighted:

- That the team had the benefit of the Internal Audit report post-December 2011 and that the auditors had been reassured by the work in progress which had taken on board their advice and direction.
- The whole issue of intelligence had taken on added significance in respect of the Integration of Health and Social Care agenda. Sound intelligence would be needed to assist in providing the assurance that the required outcomes expected from the proposed changes were being experienced in practice.
- That it was important to be clear that this was a Framework which had the flexibility to take account of changing circumstances and as a consequence further development work would continue.

The Board:

- Approved the Intelligence and Risk Frameworks.
- Approved the integrated Intelligence and Risk Improvement Plan and the key deliverables for 2012/13
- Approved the proposed governance arrangements for the delivery of the integrated Improvement Plan.

## **7.0 REPORT FROM STRATEGY AND PERFORMANCE COMMITTEE OF 9 MAY 2012**

The Chair presented the minute to the Board for consideration and discussion of the recommendations made by the Committee.

The Board:

- Noted the report.

## **7.1 Monitoring our Performance Q4 2011/12**

The Chair informed the Board that members had met on 12 June 2012 to set the Care Inspectorate's Key Performance Indicators (KPIs) and that the Executive Team had taken forward the consideration of the new Performance and Quality Indicators for 2013/14.

The Board:

- Noted the update and was assured that progress was being made.

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## 7.2 Towards a New Complaints Procedure for the Care Inspectorate

The Director of Operations (Intelligence and Complaints) advised Board members that the Convener of the Complaints Sub Committee had led a full discussion at a meeting of the Committee on 17 April 2012 and the Strategy and Performance Committee had subsequently approved the recommendations at its meeting on 9 May 2012. The following points in particular were noted:

- The Committee had approved the recommendation of a move to a three stage process. This allowed for freedom of choice which was in line with SPSO principles.
- That the timescale for formal investigations would be reduced to 20 working days which was in line with other public bodies. The Board further noted however, that if there was a complex case then a negotiation would be made to move to 28 days and that every attempt would be made to predict which cases fell into that category.
- That additional training for staff would be required and that Board members' time commitment would need to be monitored.
- That a minimum of three members were required for the Complaints Sub Committee which did not preclude other members being involved.

The Board:

- Endorsed what the Strategy and Performance Committee had determined in its consideration of a new complaints procedure for the Care Inspectorate which would be tested in practice.

## 8.0 REPORT FROM RESOURCES COMMITTEE OF 20 MARCH 2012

The Chair and Convener of the Resources Committee presented the minute to the Board for consideration and discussion of the recommendations made by the Committee. The following points were noted:

- That the outstanding issues in respect of the West of Scotland Property (Paisley) had been resolved and that the phased move from Europa to Paisley had commenced.
- That in keeping with the Scottish Government's requirement to approve lease renewals, the business cases for Stirling, Dunfermline and Galashiels had been submitted.

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- That business cases for Oban, Elgin and Irvine would be considered at the Resources Committee on 25 September 2012.
- That a report on the efficiencies made in respect of property since the beginning of the Care Inspectorate would be submitted to the Resources Committee on 25 September 2012.

The Board:

- Noted the report.

#### **9.0 REPORT FROM AUDIT COMMITTEE OF 20 MARCH 2012**

The Convener of the Audit Committee presented the minute to the Board for consideration and discussion of the recommendations made by the Committee. The following points were noted:

- That the Internal Auditors would ensure the inclusion of Board Members in future complaints audits.
- That the Internal Auditors had provided and conducted an interim review of the Risk Analysis and intelligence Strategy Development audit which had been helpful and that the Chair had been able to report to Scottish Government.
- That the Chair had shared the Review of Governance of ICT Investment Decision audit and that this had been brought to a satisfactory conclusion.

The Board:

- Noted the report.

#### **10.0 REPORT FROM REMUNERATION COMMITTEE OF 20 MARCH 2012**

The Chair presented the minute to the Board, in closed session, for consideration and discussion of the recommendations made by the Committee.

The Board:

- Noted the report and approved the recommendations.

#### **11.0 CHIEF EXECUTIVE'S REPORT**

The Chief Executive presented the report which provided the Board with an update on key developments since the March 2012 Board meeting. In particular, the following points were noted:

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- Progress had been made in respect of the structural review and which would be considered by the Resources Committee on 19 June 2012. A Special Board meeting had been set for 10 July 2012 to consider the Resources Committee's recommendations.
- That the registration team continued to make a positive impact on improving outcomes for users of registered care services and played an important role in protecting services users from unsuitable new services or changes to existing services.
- That the Care Inspectorate's response to the Self-Directed Support Bill had been provided to the Health and Sport Committee by the Chair and Director of Operations (Programming, Co-operation and Registration) on 15 May 2012.
- That the date for responses to the Health and Social Care Bill had been extended to 11 September 2012 and that members would be given ample time to review and contribute to the Care Inspectorate's response.
- The updated Legal and Enforcement Issues in respect of:
  - 'Erskine Bridge' Fatal Accident Inquiry
  - 'All Stars' Appeal: Davies and Mowat - v - Care Inspectorate
  - Care Inspectorate - v - Moore House School Limited
  - The Rowan Tree Nursery Limited - v - Care Inspectorate
  - Happitots Day Nurseries Limited - v - Care Inspectorateand if members required any further information, contact should be made with the Chief Executive, Director of Operations (Planning, Assurance and Public Reporting) or the Head of Legal Services.
- The helpful Appendix that provided the Care Inspectorate's representation on key Scottish Government and policy groups. This would be provided to members periodically in the future, when there was anything of specific interest or significant changes. This underlined how much work was being carried out and how dynamic the environment was currently and assured the Board that the Care Inspectorate was making an appropriate contribution and influence in its thinking and providing the correct scrutiny response.
- That an award ceremony had been held on 24 April 2012 for the RoCA graduands. The awards had been presented by the Deputy First Minister which was much appreciated. The Board gave their congratulations to the Inspectors and

to the members of the Involving People Group whose contribution to the RoCA programme had been acknowledged.

- That the Board was assured that work was being taken forward in development of an action plan which would propose improvements to quality assurance processes. An update on progress would be included in the Chief Executive's report to Board on 6 September 2012.
- That the Care Inspectorate had advised Scottish Government that it would be publishing a report on its child protection findings from 2009-2012 in the autumn of 2012.

**CE**

The Board:

- Noted the report.

**12.0 AOCB**

There was no other competent business.

**13.0 DATE OF NEXT MEETING**

The date of the next Public Board meeting was noted as 6 September 2012, at 2.00 pm, Compass House, Dundee.

The Board noted that a Special Board meeting would take place on 10 July 2012 at 10.30 am, Compass House, Dundee to discuss the proposed organisational structure plan.

Signed:

Professor Frank Clark CBE  
Chair

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