



## Minutes

- Meeting:** Board
- Date:** 27 June 2014
- Time:** 2.00 pm
- Venue:** Rooms 6/7/8, Compass House
- Present:** Paul Edie, Chair  
Mike Cairns, Board Member  
Ian Doig, Board Member  
Anne Haddow, Board Member  
Jim McGoldrick, Board Member  
Sally Witcher, Board Member  
Linda Pollock, Board Member  
Christine Dunlop, Board Member  
Anne Houston, Board Member
- In Attendance:** Annette Bruton, Chief Executive  
Robert Peat, Director of Inspection  
Gordon Weir, Director of Corporate Services  
Kenny McClure, Head of Legal Services  
Rami Okasha, Communications Manager  
Alan Baird, Chief Social Work Adviser  
Louise Bremner, Directorate Support Officer  
Olivia Mieszala, Admin Assistant  
Frazer Molyneux, Intern
- Apologies:** Denise Coia, Board Member,  
David Wiseman, Board Member  
Cecil Meiklejohn, Board Member  
Karen Anderson, Director of Strategic Development

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Item	Action
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The Chair welcomed everyone to the June Board meeting including Olivia Mieszala from HQ Admin and Frazer Molyneux a law student from Strathclyde University who were both in attendance to observe the board meeting.

**1.0 APOLOGIES FOR ABSENCE**

Apologies for absence, as listed above, were noted.

**2.0 DECLARATION OF INTEREST**

The Chair advised that he was a current member of the SSSC Council, the Health Improvement Scotland Board and a councillor at Edinburgh City Council.

Linda Pollock advised that she was a member of the Accounts Commission and a Trustee of Enable.

Sally Witcher advised that she was the Chief Executive Officer at Inclusion Scotland.

**3.0 MINUTE OF MEETING HELD ON 28 MARCH 2014**

The minute of the meeting held on 28 March 2014 was submitted and approved as a correct record.

**4.0 ACTION RECORD OF MEETING HELD ON 28 MARCH 2014**

The Chief Executive reviewed the action record and the following points were noted:

- The MoU meeting had taken place but the review is yet to be completed. **DoSD**
- Knowledge/lessons learned/resolution process has been substantially done. Further paper being submitted to the Complaints Committee on 10 July 2014. **DoSD**
- Policy briefing on the Scottish Government’s National Dementia Strategy to be circulated to Board Members. **DoSD**
- The amendments to the NDPB Executive Framework are still with the Government and require to be followed up. **DoCS**
- A development day to be arranged to discuss the Children and Young People Act. **DSO**

**5.0 MATTERS ARISING**

The Quality Improvement Strategy was discussed. This was the first board member and officer working group. A paper will be produced and submitted to the Board in December.

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**6.1 REPORT FROM STRATEGY AND PERFORMANCE COMMITTEE OF 23 MAY 2014 (DRAFT MINUTE)**

The Chair presented the Strategy & Performance report. The following points were noted:

- The Board were informed that the Analysis of Care Services report was very well received at the Conference of Dementia providers.
- It was highlighted to the board that for every theme the vast majority of care services have grades of good or better.
- Performance is best overall for Quality of Care and Support and poorest overall for Quality of Management & Leadership.
- The new Strategy and Performance agenda is in line with the discourse with the Scottish Government.

The Board:

- Expressed concerns about the trends for Quality of Management within some care services.
- Sought assurances that care service grades had been factored into the Inspection plan.
- Consider the frequency in which weak and unsatisfactory services should be inspected.
- Noted the report.

**6.2 MONITORING OUR PERFORMANCE 2013-14 REPORT NO: B-10-2014**

The Chief Executive presented the report and the following points were noted:

- The Chief Executive referred to point 2.3.4. in the report and advised Board Members that the Care Inspectorate have, in the past reported by percentage but we now also show raw numbers to give a fuller picture.
- Board Members attention was drawn to the staff surveys being prepared and the degree to which staff are being engaged.
- The Chief Executive advised about the developments in our management information system (Covalent) which will enable all staff to be able to input updates, notes and milestones when given the appropriate permissions. It will also allow for detailed reporting and tracking programmes and projects.
- New and innovative approaches to engaging with service users were discussed and the Board encourage

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approaches which focussed on user and carer experiences.

The Board:

- Noted proposals to build capacity for self evaluation among providers.
- Discussed that the Care Inspectorate could work with providers on care standards.
- Raised concern that people weight their responses depending on who is asking the questions.
- Noted that user/carer evaluations sent directly to the Care Inspectorate seems to be preferred by those completing them.
- Highlighted that we need to continue to analyse complaints about the Care Inspectorate and what that tells us about our work.
- Noted the report.

### 6.3 **ENGAGING WITH OUR STAKEHOLDERS** **REPORT NO: B-11-2014**

The Communications Manager presented the report. The report proposes a format and processes for events that will enable face to face engagement between providers and the Care Inspectorate. The report agrees a new approach towards engaging with people who use services and their carers.

The following points were noted:

- The proposed titles of these events is 'Quality conversations' which will be held over the year, first one is intended to take place at end of July.
- There is currently no mechanism for engaging with senior managers and it is hoped these events will assist with this.
- The Care Inspectorate want to engage with people who use care services.
- The report proposes to change the way we interact with providers with more opportunities for direct contact.

The Board:

- Agreed that the paper was useful.
- Agreed that we need to keep focus and ensure that the approach outlined gets effective results.
- Noted that the Chair would attend the Quality Conversations.
- Agreed that Board Member presence at events would be useful but that resource and time constraints were a factor.

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- Noted the report.

**6.4 SHARING INFORMATION WITH THE BOARD  
REPORT NO: B-12-2014**

The Communications Manager presented the report and the following points were noted:

- Noted that the process is complex and makes sharing information more complicated.
- Noted that as Board Members, they are accountable for managing risk and should be equipped to fulfil their government role as Board Members.
- Noted that Board Members need to be informed about any significant media developments involving the Care Inspectorate.

The Board:

- That the Board need to be advised of and provided with strategic information rather than operational data. At times though detail is required.
- That the Chair requested that more strategic examples should be added to the paper and the paper brought back to the October Board.
- That the Communications manager should provide a briefing note and appendix in addition to the policy. **RO**
- Noted the report.

**6.5 INVOLVEMENT – DUTY USER FOCUS GROUP  
REPORT NO: B-13-2014**

The Chief Executive presented the report and the following points were noted:

The report sets out two recommendations:

1. To widen the incentives and rewards for young inspectors through a youth employment strategy.
2. Discusses and debates the Officer recommendation Option and makes proposals.

**The Board:**

- Discussed the issue of remunerating the work done by volunteers.
- It was noted that if volunteers were paid this could lead to various issues, such as benefits being lost and issues

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surrounding income tax.

- It was noted that volunteers could be offered a chance to get paid and a choice to get vouchers which could overcome the problems with benefits.
- It was questioned if they should be self-employed.
- It was noted that the Director of Corporate Services was of the opinion that the CI could use the HMRC test to test if someone is an employee.
- Agreed and supported Option 2 as set out in the paper.

**7.0 RESOURCES COMMITTEE PAPERS**

The Director of Corporate Services presented the Resources Committee Minutes from 18 March 2014 and 18 June 2014 in the absence of the Chair of that Committee.

**7.1 APPROVED MINUTE OF 18 MARCH 2014**

The Director of Corporate Services presented the report. It was highlighted to members that a joint meeting with the SSSC has been arranged to coincide with the next Board meeting date in October.

The Board:

Agreed and noted the report.

**7.2 DRAFT MINUTE OF 18 JUNE 2014**

The Director of Corporate Services presented the report. The following points in particular were noted:

- That Board Members attention was drawn to the annual accounts progress.
- That the report provided an update on the actual financial position.
- That there was a surplus of £119k to the revenue element of the general reserve.
- That the people management policies programme is on track.
- That the estates management plan for the co-location of the Dumfries office should continue.
- That there is a benchmarking proposal which proposes a 3-strand approach covering corporate service indicators, benchmarking with similar bodies and targeted benchmarking.

The Board:

Noted the report.

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**8.0 AUDIT COMMITTEE PAPERS**

The Director of Corporate Services presented the Audit Committee Minutes from 18 March 2014 and 18 June 2014

**8.1 APPROVED MINUTE OF 18 MARCH 2014**

The Chair of Audit Committee presented the report and advised Board Members that Audit Scotland had commented on the need to further develop the medium term financial strategy.

The Director of Corporate Services confirmed this is within the current work plan and would be reported to the Resources Committee later in the financial year.

The Committee had noted that 15 days of audit time had been carried forward to the 14/15 financial year. The Audit Committee agreed to commission an audit on the topic of inspection planning and inspection targets. It was anticipated this audit would utilise the contingency days within the audit plan and if additional audit days were required during 14/15 the Audit Committee would create added contingency days by re-scheduling planned audits.

The Board:

- Noted and agreed the report.

**8.2 DRAFT MINUTE OF 18 JUNE 2014**

The Chair of Audit Committee presented the report.

The Board:

- Noted the report

**8.3 ANNUAL REVIEW OF RISK REGISTER  
REPORT NO: B-14-2014**

The Director of Corporate Services presented the report and advised Board Members that this report was a follow up from the Risk Register workshop on 7 February 2014. The following points were noted:

- That old risks were reviewed and new risks found.
- Scott Moncrieff sent a report which brought the Executive Team's view to the committee.
- There were 11 strategic risks and Directors and the Executive team have been allocated to lead on each of the strategic risks.
- That a development session should be arranged on this topic in August.

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The Board:

- Noted the report.

**8.4 DRAFT CODE OF CORPORATE GOVERNANCE  
REPORT NO: B-15-2014**

The Director of Corporate Services presented the report and advised that the report was considered at the Audit Committee and consolidates into a framework.

Board members were also advised that appendix 1a details the review dates of the key corporate governance documents.

The Board:

Agreed and noted the report.

**8.5 DRAFT CODE OF CONDUCT FOR MEMBERS**

The Director of Corporate Services presented the report and the following points noted:

- The gift limit was agreed to be £25.00.
- There is a requirement from the Standards Commission to produce such a report.
- That the previous code had been updated.

The Board:

- Agreed that the gift limit would be £25.00.
- Agreed the new code.

**9.0 RESERVATION OF POWERS & STANDING ORDERS  
REPORT NO: B-17-2014**

The Head of Legal presented the report which sought the Board's approval of proposed changes to the Reservation of Powers and Scheme of Delegation and Standing Orders. In particular, the following points were noted:

- The Strategy and Performance Committee has been removed, and replaced with a Policy committee. The monitoring of performance is now deemed a function of the Care Inspectorate's Board.
- There is no longer provision for a Complaints Sub-Committee. It has been replaced with a Complaints Committee, which reports directly to the Board.
- The terms of reference for Committees have been

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generally redrafted with a slight change in emphasis towards giving them more clearly set out decision-making responsibilities, failing which, a role in making recommendations to the Board.

- With regards item 4.1.1., references to “SCSWIS” have been substituted with references to “Care Inspectorate” throughout.
- With regards item 4.1.2, the title of the Deputy Chair has been changed to “Vice Chair”, to reflect the terminology used in relation to Committees which may have a “vice convenor”.
- The Terms of Reference of Committees have been redrafted. In general, the minimum membership of committees of the Board have been reduced from 5 to 4, and the number required for a quorum to 3.
- The committee size, quorum were also reduced as per the report recommendations.

The Board:

Agreed and noted the report.

**10.0 COMMITTEE MEMBERSHIP  
REPORT NO: B-18-2014**

The Board reviewed the Committee Membership report.

The Board:

- Agreed to the changes to membership of committees, proposed by the Chair within the report.

**11.0 CHAIR’S REPORT  
REPORT NO: B-19-2014**

The Chair presented the report which provided an update on key developments since the 28 March 2014 Board meeting. The Chair also added that Dr Denise Coia had been re-appointed as Chair of Healthcare Improvement Scotland.

The Board:

- Noted the report and congratulated Dr Coia on her appointment.

**12.0 CHIEF EXECUTIVE’S REPORT**

The Chief Executive presented the report. In particular, the following points were noted:

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- Highlighted that Partnership Forum had a very constructive development session.
- Advised that the tender for the Staff Survey was underway.
- Advised that they would be agreeing questions for the survey.
- Advised that the timescale for the employee survey being launched is September.
- Highlighted her recent work with the OECD in Indonesia to advise their government on the education system and advised that she will be drafting a short article on this after publication of the OECD report.
- The Chief Executive would be presenting at the 22<sup>nd</sup> European Social Services conference in Rome.
- That with regard to the development of care standards, that a member of staff seconded to the Government to support policy.
- Care Inspectorate was supporting policy colleagues in the drafting of the Children's Act. Secondary legislation is currently being developed.

The Board:

- Agreed the report was very helpful.
- Board members expressed interest in the staff survey

**13.0 AOCB**

**14.0 DATE OF NEXT MEETING**

The date of the next meeting was noted as 24 October 2014 at 2.00 pm, Compass House, Dundee.

Signed:

Paul Edie  
Chair

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