

## Minutes

**Meeting:** Board  
**Date:** 24 October 2014  
**Time:** 2.00 pm  
**Venue:** Rooms 6/7/8, Compass House

**Present:** Paul Edie, Chair  
Mike Cairns, Board Member  
Ian Doig, Board Member  
Jim McGoldrick, Board Member  
Sally Witcher, Board Member  
Linda Pollock, Board Member  
Christine Dunlop, Board Member  
Anne Houston, Board Member  
Denise Coia, Board Member,  
David Wiseman, Board Member  
Cecil Meiklejohn, Board Member

**In Attendance:** Annette Bruton, Chief Executive  
Karen Anderson, Director of Strategic Development  
Robert Peat, Director of Inspection  
Gordon Weir, Director of Corporate Services  
Kenny McClure, Head of Legal Services  
Julie Edey, SSSC Council Member  
Andy Rome, SSSC Council Member  
Paul Dumbleton, SSSC Council Member  
Louise Bremner, Directorate Support Officer  
Olivia Mieszala, Admin Assistant

**Apologies:** Anne Haddow, Board Member

**Item****Action**

The Chair welcomed everyone to the October Board meeting including members of the Scottish Social Services Council Board who were 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 following declarations of interest were noted:

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 of Inclusion Scotland.

Cecil Meiklejohn advised that she was a Councillor for Falkirk North.

David Wiseman advised that he was a member of the Strategic Board for IRISS and a member of Residential Forum.

Jim McGoldrick advised that he was the Convener of the SSSC Board.

Anne Houston advised that she was the independent Chair of North Ayrshire Child Protection Committee.

Denise Coia advised that she was the Chair of Health Improvement Scotland.

In response to a question of clarification from the Chair, the Head of Legal Services advised it was not necessary to give the declaration of interest at every meeting.

**3.0 MINUTE OF MEETING HELD ON 27 JUNE 2014**

The minute of the meeting held on 27 June 2014 was submitted and it was approved subject to the following changes:

- Typing mistake on page 10, final bullet point noted on the Chief Executive's report.
- Item 6.4 from the Minute was missing on the Action Record.

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#### **4.0 ACTION RECORD OF MEETING HELD ON 27 JUNE 2014**

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

- The MoU review had taken place. The Head of Legal Services has been working on it with the Operational Support Manager.
- Policy briefing on the Scottish Government's National Dementia Strategy had been circulated to the Board Members.
- A paper on the rewards and advantages of working with the Care Inspectorate had been brought to the Board and a decision was made. The item is to stay on the Action Record as the timescale for completing the item is June 2015.
- A development day was arranged to discuss the Risk Register.

#### **5.0 MATTERS ARISING**

There were no matters arising.

#### **6.0 REPORT FROM POLICY COMMITTEE 3 SEPTEMBER 2014 (DRAFT MINUTE)**

The Chair presented the Policy Committee Minute from 3 September 2014.

The following points were discussed:

- National Care Standards Consultation.
- New Care Service Methodology.

The Board:

- Approved the new Quality Standards.
- Accepted the Service Methodology Development.
- Noted the minute.

#### **7.0 REPORT FROM RESOURCES COMMITTEE 23 SEPTEMBER 2014**

The Convener presented the Minute from 23 September 2014.

The following points were noted:

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- ICT Customer Guidance questionnaire is to be sent out to the Board Members.
- The Head of ICT and Information Governance will give a presentation on ICT at a Board Development Event early next year.
- The budget underspend was analysed. We are moving closer to the targets set out by the budget through agreed processes for budget management.
- Management training programme is ongoing and is making staff aware of policies and developing management and leadership skills.
- Consultations about social media guidance are in the draft stage.
- That on a policy basis, the Care Inspectorate would seek to provide assistance to people working as volunteers.

The Board:

- Noted that report on the Regulation, Inspection, Scrutiny Award (RISA) and RISA (Scottish Social Services) concerns policy rather than resource issues, Policy Committee rather than Resources Committee.
- Noted the Board Members need to be aware of the Care Inspectorate's protocol in an emergency.
- Noted the minute.

The Director of Corporate Services advised that there are people management policies in place and that the risk control section in the risk register would be revised at the same time as the revision of the Corporate Plan.

## **8.0 REPORT FROM AUDIT COMMITTEE OF 27 AUGUST 2014**

The Convener presented the minute.

The Board:

- Discussed the Annual Report and Accounts (see below).
- Noted that under Point 11 of the intended Auditor's Report, no issues were found by auditors and no items in the Audit needed to be brought to the Board's attention.
- Noted and approved the minute.

## **8.2 DRAFT MINUTE OF 23 SEPTEMBER 2014**

The Convener presented the minute.

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The Board:

- Noted that shared services with SSSC provide value for money.
- Noted the minute.

### **8.3 COMBINED ISA260 REPORT TO THOSE CHARGED WITH GOVERNANCE AND ANNUAL REPORT AND ACCOUNTS**

The Convener presented the report, which is set out for the Audit Committee consideration and the following points were noted:

- The Annual Report entails a summary of the matters arising from the audit of the financial statements for 2013/14.
- Auditors discourage material changes to the Annual Report.
- No misstatements were found in the audit.
- The report was highlighted at a session with Scottish Ministers.

The Board:

- Noted that the information about relationship with the care providers could be developed in more depth in the forthcoming Review of the Year.
- Suggested that no material changes should be made to the report. The Board Members agreed a small number of typing changes.
- Noted and agreed the report.

The Director of Corporate Services noted the changes and agreed them as an action.

### **8.4 ANNUAL REPORT AND ACCOUNTS**

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

- The Care Inspectorate received positive feedback from Audit Scotland.
- There is a new approach to financial planning in 2015/16.
- Draft Report and Accounts were looked at in detail and recommended to the Board.

The Board:

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- Accepted the report subject to a few typing amendments.
- Discussed the funding and financial position of the Care Inspectorate.
- Discussed the roles of contact managers and link inspectors in developing intelligence at strategic level in each local Council area.

## **AUDIT COMMITTEE ANNUAL REPORT TO THE BOARD**

### **8.5 REPORT NO: B-21-2014**

The Convener presented the Report, which summarises the work of the Audit Committee for the last financial year.

The Board:

- Discussed the effectiveness of the Audit Committee and agreed the Committee operates effectively.
- Considered the recommendations.
- Looked at the Committee strengths and areas of development.
- Agreed external audit plan.
- Noted and agreed the report

### **9.0 Q1 MONITORING OUR PERFORMANCE REPORT 14/15**

#### **REPORT NO: B-22-2014**

The Director of Strategic Development presented the report, which highlights the Care Inspectorate's performance against six strategic objectives and focuses on experience and outcomes for children and the following points were noted:

- Inspection of the quality of care introduced a new approach to assessing childminders.
- The Care Inspectorate implemented a new procedure for complaints against the Care Inspectorate, which is in line with the Scottish Public Services Ombudsman's model complaints procedure.
- Performance is monitored with the help of Care Standards Questionnaires, which get completed by people who use services, their relatives and carers.
- Under Strategic Objective 1, of the Corporate Plan, the National Registration Team is implementing a "Two-Stage" process.  
Business Support Staff will take on some work in collecting feedback from providers at the early stages of the registration process. The new process is more efficient for providers and staff.

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- The Care Inspectorate has started a series of Quality Conversations for providers and senior staff to exchange ideas.
- The National Enquiry Line undertook 6041 calls, 18% of which was transferred to duty inspectors. There were 21 complaints against the Care Inspectorate and 1203 complaints about care services.
- We completed 82% of registrations within the timescale.
- We are using locums where possible. Staff are working part-time to fill vacancies.
- There are 21 inspection volunteers.
- The quality of inspections is fundamentally important.
- A new policy on maximising attendance is being introduced.
- The Director of Strategic Development advised about the new methodology for inspecting all regulated care service, which is in line with the development of the new Care Standards.
- Our targets comply with the statutory frequencies of inspection.
- 75% of planned draft care service inspection reports were completed in quarter one.

#### The Board:

- Questioned the inspection performance in Q1. Board Members requested that up to date performance information on inspection was provided at each Board.
- Questioned why statistic percentages are down in a number of areas. The Director of Corporate Services advised it is due to sickness absence and the completion of the backlog of inspection. Staff performance was also discussed, but the Board Members were advised that the Management Development Programme was being rolled out and has been very valuable in clarifying expectations in terms of performance.
- Noted that the number of services that were not inspected last year are causing concern. The Care Inspectorate will focus work where there is a significant risk.
- Identified that the sickness absence policy needs to be renewed in line with the new policy measures as Board Members were aware sickness was still proving to be an issue.
- Questioned if, with the changing methodology, we need to build extra capacity. The Board Members also asked when the methodology will be done. They were informed that we are working with providers to see how we can help them improve, which may require additional resources.
- Noted that we should not just focus on the number of inspected services, but also on the quality of inspection.

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- Noted that point 2.1.3 on developing a computer game was very informative and interesting.
- Noted that a small number of inspection satisfaction questionnaires are being returned.
- Questioned if the Care Inspectorate does need to impose the duty to publish enforcement notices on providers.

The Head of Legal services informed that there is no statutory requirement on services to show enforcement notices. The Care Inspectorate provides the information on our website.

## **10.0 THE CARE INSPECTORATE'S EQUALITY DUTIES REPORT NO: B-23-2014**

The Director of Strategic Development presented the report, which advised about duties arising from the Equalities Act 2010 and changes to the role of women on boards of public bodies and the following points were noted:

- Chief Executive advised that everyone is responsible for equality. It is one of our key values.

The Board:

- Discussed the public sector equality duty.
- Discussed protected characteristics under the Act.
- Acknowledged that all Board Members need to be aware of the general duty.
- Noted the timescales set out by the Act.
- Noted that equalities must influence all final decisions.
- Acknowledged that the Board Members have a crucial role and they are legally responsible for making key equality decisions and setting strategic directions. This is evidenced in the corporate plan.
- Noted the role of women in the Board Appointments and that women are underrepresented on Public Boards in general.
- Discussed ethnic and gender equality.
- Discussed current internal and external equality work.
- Noted that equality training should be completed by November 2014 for staff.
- Discussed equality impact assessment.
- Noted that "where appropriate" is a vague term and it can be interpreted in different ways.
- Noted the importance of the role of intelligence as they provide information about what is going on in the organisation.

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- Asked about opportunities for Board Members to increase their visibility externally and internally.
- Agreed the paper.

**11.0 CHAIR'S REPORT  
REPORT NO: B-24/2014**

The Chair presented his report and the following points were noted:

- Dr Sally Witcher is leaving the Board in February 2015. The recruitment for her replacement is underway.
- Office visits by the Chair are useful and they should continue. The Chair had a constructive meeting with various representatives and spoke to staff all over Scotland.
- The Care Inspectorate is further developing constructive relationship with its stakeholders through Quality Conversations. The Chair met with COSLA, SOLACE and CCPS.
- The Chair noted that Community Care Providers Scotland is now called the Coalition of Care and Support Providers in Scotland.
- The Strategic Oversight Group is in progress.
- Working with the care providers in Scotland is high on the agenda and brings together scrutiny bodies.
- The dates for the Staff Conference 2015 will be available as soon as they are agreed.
- The Chair acknowledged how well the Board contributed to the staff conference.

The Board:

- Was enthusiastic about Staff Conference 2014.
- Asked to get the date of the next Staff Conference as soon as possible to be able to schedule in.

**12.0 CHIEF EXECUTIVE'S REPORT  
REPORT NO: B-25-2014**

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

- The Care Inspectorate has received a lot of international interest.
- Another Chinese delegation is due to visit the Care Inspectorate.

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- The Care Inspectorate took part in a European Social Network meeting. We are also hoping that a sub-network of that group, which will be focused on international scrutiny and improvement will commence.
- There will be a conference about Inspection Planning for children's services. The director of Strategic Development will chair part of the conference and we have been offered a free place at the conference in Brussels.
- The Chief Executive will attend a conference in Brighton.
- The Director of Inspection visited Guernsey. He was approached and invited to assist with the change of personnel, which was not further developed.
- Depute Director (Children's Services and Criminal Justice) continues to attend the Child Sexual Exploitation Ministerial Working Group. The Care Inspectorate is committed to bring an update on that in the form of a report to the Policy Committee in due course.
- National summit is to look at the National Strategy in relation to Child Sexual Exploitation.
- The Care Inspectorate continues to recruit inspection volunteers.

The Board:

- Commented on the usefulness of IPADs. The Board Members were informed that practically every member of staff who needed an IPAD has received one.
- Noted the importance of Intelligence and Analysis in inspection planning.
- Agreed the report.

### **13.0 AOCB**

The Chair presented the Complaints Committee Minute of 10 July 2014 in the absence on the Convenor.

The Board:

- Noted that frontline resolution is desirable and we are working with services and complainants to resolve concerns and complaints as soon as possible.
- Agreed that Complaints and Concerns is a better description.
- Agreed the minute.

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#### 14.0 DATE OF NEXT MEETING

The date of the next meeting was noted as 9 December 2014 at 2.00 pm, Compass House, Dundee.

Signed:

Paul Edie  
Chair