



Chief Executive's Report

Report to: Board
Date: 2 October 2015
Report by: Karen Reid, Chief Executive
Report No: B-24-2015
Agenda Item: 14

PURPOSE OF REPORT

This report provides the Board with an update on key developments since the Board meeting on 26 June 2015.

RECOMMENDATIONS

That the Board:

1. Notes the information contained in this report.

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Version Control and Consultation Recording Form

Version	Consultation	Manager	Brief Description of Changes	Date
5.0	Senior Management	Executive Team	Contributed to report	09/15
1.0	Legal Services	Executive Team	Contributed to report	08/15
1.0	Resources Directorate	Executive Team	Contributed to report	08/15
	Committee Consultation (where appropriate)			
	Partnership Forum Consultation (where appropriate)			

Equality Impact Assessment

To be completed when submitting a new or updated policy (guidance, practice or procedure) for approval.

Policy Title:

Date of Initial Assessment:

EIA Carried Out

YES

NO

If yes, please attach the accompanying EIA and briefly outline the equality and diversity implications of this policy.

If no, you are confirming that this policy will have no negative impact on people with a protected characteristic and a full Equality Impact Assessment is not required.

Name:

Position:

Authorised by Director

Name: K Reid

Date: 24 September 2015

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Status: *Final*

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1.0 INTRODUCTION

This report provides Board members with an update of any key developments for the Care Inspectorate since the last report in June 2015.

2.0 INSPECTION/STRATEGIC DEVELOPMENT

A review of the annual returns has been completed, consulting with a wide range of stakeholders including Scottish Government, Social Work Scotland and service provider representative bodies (eg SCMA). The content is agreed for the December 2015 annual returns. Through the review process, there has been an agreed significant reduction in some questions, with additional questions such as continuing care and the implementation of 600 hours of childcare for vulnerable 2 year olds. A significant amount of work has been completed on fostering and adoption returns with a range of external and internal users, Local Authorities, Scottish Government and Inspectors.

The Inspection Directorate and Strategic Development Directorate worked in partnership to:

- Deliver staffing data to SSSC for their Workforce Statistics publication.
- Consult with Scottish Government and internal Heads of Inspection for Children's Services on our childcare statistics publication, especially with a focus on modifying our publication (and annual returns) in line with the changes in childcare policy.
- Reviewed retrospective information resources with Education Scotland identifying areas of potential information sharing both to increase accuracy of data and to reduce duplication for services.
- Become members of a new Scottish Government working group which is reviewing information about early learning and childcare.
- Contribute to the Sharing Intelligence for Health and Social Care working group, and provided intelligence profiles for 6 NHS Board areas to date.
- Support the delayed discharge task force by providing intelligence profiles for priority areas.
- Provide analytical support and advice to the MAPPA review.
- Run the care home census on behalf of SG/ISD.

3.0 CO-OPERATION AND JOINT WORK WITH OTHER REGULATORS

3.1 Ministerial Working Group to prevent and tackle Child Sexual Exploitation

The acting Depute Director of Inspection continued to represent the Care Inspectorate at the Ministerial Working Group to prevent and tackle child sexual exploitation, a key role in supporting the development of a national media campaign to raise public awareness later this year. The remit of the Ministerial Working Group is to set the national strategic framework for action to tackle child sexual exploitation (CSE) in Scotland, ensuring that work is taken forward within the wider child protection context.

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3.2 Community Justice Scotland Bill

The Inspection Directorate has continued to work closely with Scottish Government officials to consider potential involvement of the Care Inspectorate in future scrutiny and improvement of Community Justice. We have also submitted a comprehensive response on this to the formal consultation on the Bill.

3.3 Support to The Regulation and Quality Improvement Authority (RQIA)

In June 2015, at the request of The Regulation and Quality Improvement Authority (RQIA) two Team Managers (one from Early Years and one from Registration) spent a week in Northern Ireland reviewing the registration and inspection processes for child minding and child day care, within the five Health and Social Care Trusts following it being highlighted these Trusts were not registering and inspecting the providers in a timely manner. The two Team Managers undertook a range of activities during the course of a week. Such as:

- Reviewing questionnaires (self assessments) submitted by each trust.
- Visiting various trusts.
- Looking at registration and inspection processes, comparing them against minimum standards
- Auditing some trusts' documents and policies against minimum standards
- Assessing the composition and workload of the trusts' teams, against the number of provider
- Meeting with staff from the trusts' teams to get their views on issues or problems in meeting the requirements for registration and inspection
- Meeting with the HSC Trust board

A report is being produced on their findings which will identify areas for improvement.

3.4 Joint Work with IRISS (Institute of Research and Innovation in Social Services)

Since January 2015, IRISS (Institute of Research and Innovation in Social Services) and the Care Inspectorate have been working together on an exciting new project to explore risk and innovation in the context of inspection and improvement. This is of particular relevance to our ongoing development of new inspection methodologies and approaches to planning inspections and making best use of our resources. We want to make sure that these new approaches will allow Inspectors to exercise greater professional judgment and place more emphasis on using intelligence to analyse risk to determine the most appropriate scrutiny and improvement response. To do this well, we needed our managers and staff to understand more about the role of the Care Inspectorate in stimulating innovation and supporting improvement within the care sector.

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In January 2015 IRISS administered a baseline survey of Care Inspectorate managers and staff to determine attitudes on innovation, risk and failure. IRISS then facilitated two 1-day workshops with a group of sixteen members of staff comprising Inspectors, Team Managers, and support staff. The first workshop took place in Dundee on Friday 13 March 2015 and the second was held in Paisley on Wednesday 8 April 2015. A report was produced which was considered by ET in July 2015. This was followed up by a development session delivered by IRISS to ET and the Senior Management Team on Thursday 13 August 2015. IRISS will also be delivering a presentation/workshop at the Care Inspectorate National Conference in Edinburgh on 8 September 2015.

So far, this work has been hugely successful and the feedback from those involved extremely positive. It supports our general direction of travel in terms of developing new inspection methodologies and through taking an intelligence led and risk-based approach to targeting our scrutiny and improvement work better. It also supports our direction of travel in relation to driving continuous improvement and

innovation in the services we inspect, as well as helping us to develop a more positive and inclusive organisational culture and shared values.

It also fulfils our commitment to work collaboratively with partners, including IRISS, to ensure that our staff have the skills and confidence they need to help and support services to be innovative and improve, and that we do everything possible to support our staff in their work. This can only benefit people who use services and their carers and help us in our aspiration for excellence in social work and social care for everyone who needs it.

The Chief Executive recently met with the newly appointed Director of IRISS to discuss how we could build upon this exemplary piece of work.

4.0 STRATEGIC INSPECTION

4.1 Joint Inspection of Services for Children

In Quarter 1 we concluded the fieldwork for inspections of services for children in Aberdeenshire and Western Isles. Reports of these inspections will be published shortly. Fife and Dundee inspections are ongoing.

Falkirk has been announced with fieldwork due to start in October 2015. The final inspection for 2015/16 will be formally notified in September 2015.

4.2 Joint Inspection of Services for Older People/Adults

In Quarter 1 we concluded the fieldwork for inspections of services for older people/adults in Argyll and Bute and Western Isles. Reports of these inspections will be published shortly.

The East Lothian inspection is on-going.

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The South Lanarkshire inspection is underway.

The final area due for inspection will be formally notified in September.

4.3 Reviewing & Refining the Joint Inspections of Services for Adults/Older People: Joint project between Care Inspectorate / Healthcare Improvement (Scotland)

Sections 54 to 56 of the Public Bodies (Joint Working) (Scotland) Act 2014 amend the Public Services Reform (Scotland) Act 2010 and The National Health Services (Scotland) Act 1978 to extend the remit of the Care Inspectorate and Healthcare Improvement Scotland to inspect the planning, organisation or co-ordination of the services that health boards and local authorities delegate, as set out within their integration schemes, to integration authorities. The Care Inspectorate and HIS must also review and evaluate the effectiveness of the integration authority's strategic plan.

When an integration authority has implemented their strategic plan for a period of at least a year, it will report on its performance in relation to planning and carrying out the integration functions. At this point the Care Inspectorate, Healthcare Improvement Scotland and Audit Scotland will work together to jointly assess the progress that has been made in establishing joint strategic commissioning arrangements and the early impact of the implementation of integration of health and social care. This scrutiny work will not begin until 1 April 2017 at the earliest.

A short-life review group has been established and co-chaired by a non-executive director from both the Care Inspectorate and Healthcare Improvement Scotland. The review group will act on behalf of both organisations in carrying out this review offering recommendations for next steps in the overall approach.

In particular it will:

- Identify the scope of the current model of joint inspection, what works well and what needs to change;
- Identify stakeholder perceptions on the effectiveness of the current model of inspection and the inspection report;
- Make recommendations to the respective Boards of the Care Inspectorate and Healthcare Improvement Scotland for changes to the model in the short (quarter 4 2015-16), medium (2016-17) and longer-term (2017 and beyond).

Membership of the short-life review group comprises:

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Care Inspectorate

David Wiseman, Board Member.
Karen Reid, Chief Executive
Kevin Mitchell, Acting Director of Inspection
Sue Neilson, Depute Director of Inspection (Adult Services)

Healthcare Improvement Scotland

John Glennie, Non-Executive Director
Robbie Pearson, Director of Scrutiny & Assurance
Jacqueline Macrae, Head of Quality of Care

This work commenced in Quarter 4 with the first meeting of the short-life review group taking place in August 2015. The Board will be provided with further updates on progress in due course.

4.4 National inspection of Multi-agency Public Protection Arrangements (MAPPA)

In Quarter 1 we continued the fieldwork phase of the national inspection of Multi-agency Public Protection Arrangements (MAPPA) in collaboration with Her Majesty's Inspectorate of Constabulary in Scotland. The purpose of this joint thematic review is to assess the state, efficiency and effectiveness of MAPPA in Scotland in terms of keeping people safe and reducing the potential risk of serious harm by registered sex offenders in our communities. The fieldwork phase will be concluded in August 2015 and a joint national report expected to be of some significance will be published towards the end of November 2015. A briefing paper will be provided to the Board in due course.

4.5 Link Inspectors and Contact Managers

All Team Managers continue to develop relationships within their Contact Manager role. Each Local Authority has a dedicated Contact Manager to support and enhance the regulation and improvement of regulated care services within that area. We have also developed the role and have a number of Inspectors acting as Contact Managers for multiple providers of care services.

Our Link Inspectors (Strategic Inspectors) have continued to work with strategic leaders, senior managers and staff in Community Planning Partnership areas supporting improvement and building capacity for self-evaluation.

5.0 INSPECTION OF REGULATED CARE SERVICES

5.1 Early Years - day-care of children and childminders

Implementation of the Children and Young People (Scotland) Act 2014

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At a strategic level, Early Years managers have continued to work closely with Scottish Government to support the expansion of early learning and childcare (ELCC) to 600 hours for every 3 and 4 year old and eligible 2 year olds. This has included involvement in strategic working groups and providing expertise and influence to inform the statutory guidance issued to Local Authorities and the practice guidance 'Building the Ambition'. Heads of Inspection have provided regular advice and statistical information for Ministers and parliamentary questions and, along with the Acting Director of Inspection, have accompanied the Acting Minister for Children and Young People on a series of visits of early years services in Inverness, Edinburgh and East Lothian to examine how the expansion has been implemented and what improvements can be made in planned further expansion.

The current Government are planning to extend the existing entitlement to over 1000 hours by 2020 which will have an impact on the work of the Care Inspectorate.

Through our regulation of services and strategic monitoring role with Local Authorities, we are playing an increasingly influential role assessing and reporting not only the quality in services providing funded places but also the impact on children from the different ways that local authorities are implementing ELCC. We are currently drafting a Review of the Early Learning and Childcare Expansion, which will provide a national overview of the increase in places and how children are receiving their 600 hour entitlement. Inspection methodology has also been developed so that we can produce a further national report reviewing the impact of the expansion on outcomes for children as evidenced through inspection.

We have worked in partnership with Education Scotland on the implementation of the Act, including staff development sessions.

5.2 Strategic Influence

By providing regular information and advice to Scottish Government on a range of early years issues, we have improved our position as the key statutory agency to inform policy at a time when the early years sector receives increased state support and assumes a higher profile across the public sector. For example, as well as the 600 hour expansion, we have recently supported Ministers in responding to parliamentary questions and developing policy regarding childcare vouchers and applying 'Millie's Law' on first aid in Scotland. We have also improved our profile with other key early years stakeholders and have been invited to give influential presentations at events run by organisations such as Play Scotland, Early Years Scotland and the National Day Nurseries Association. Through our Early Years Forum there is also the opportunity for national organisations to discuss key issues such as the quality and expansion of services to children.

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5.3 Workforce Review

A report commissioned by Scottish Government for an independent review of the Scottish early learning and childcare workforce and of the out of school care workforce by Professor Iram Siraj was published on 15 April 2015. The report makes a number of recommendations which will have an impact on how we undertake our work in the future, expectations on the quality and skills of the workforce, pre- registration training of childminders, registration of childminders with SSSC, more integrated framework of inspection between Education Scotland and Care Inspectorate and evaluation on outcomes for children. The Care Inspectorate made a significant contribution to the Workforce Review, as a reference group member and through providing detailed statistical evidence and professional judgement to inform different aspects of the review. We also provided comment on the draft report prior to publication. We have produced a joint response with Education Scotland to the review's recommendations and this response is currently being considered by Scottish Government.

5.4 Education Scotland

With regard to our joint work with Education Scotland, we have begun a 'mini review' of shared inspections of early learning and childcare services. We have also started a series of joint professional dialogue sessions for inspectors. As part of closer working on early learning and childcare issues, information analysts from both agencies met and agreed to share data on regulated services, which will result in reducing duplicate information requests from providers.

5.5 Inspection Targets

While individual Inspector performance in meeting targets has been maintained, there has been slippage this year against the national target due to difficulties filling seven vacancies, particularly in the North. There are also a number of staff off on a long term sickness absence which has an impact on our inspection activity. A targeted recruitment campaign has filled some of these geographical vacancies and some Inspectors are travelling to carry out additional inspections in the North on an overtime basis in order to address the shortfall. We have reviewed our overtime policy and there is now more opportunity for colleagues to undertake overtime while ensuring that health and wellbeing of colleagues is paramount.

5.6 Enforcement

Rates of enforcement in early years services remains constant. During this period there have been a few cases involving early years services that have resulted in Care Inspectorate making application to the Sheriff with a view to cancelling the service's certificate for registration. In such circumstances, when there have been serious concerns about the safety and welfare of children, it is not unusual for the service provider to cancel their registration voluntarily prior to formal court action.

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5.7 Inspection Methodology

We are currently working closely with the Strategic Directorate to develop a test of change for inspections of early years services, which will pilot a more outcome focussed and less compliance based model of inspection.

5.8 Adults and Older People Inspection

Two SOFI training events were delivered to Inspectors in Adult teams in June and a further two events are being held in September for Complaints Inspectors.

5.9 Self-Directed Support - Data Collection

The Head of Inspection Older People's Services (East) met with Scottish Government policy colleagues to discuss how the information that our inspections generate might inform their work in assessing the impact and implementation of Self-Directed Support. This led to a further meeting with colleagues from our Intelligence Team and the Scottish Government's Analytical Services Division (Health) to share information on the range of data that is collected from a number of sources, which may be able to be shared to support our scrutiny activity and inform their assessment of the impact of a range of health and social care policies and strategies.

5.10 Self-Directed Support - Registration of Personal Assistants

The Head of Inspection Older People's (East) attended a meeting of the Direct Payments Working Group, along with the National Registration Manager to discuss our approach to registration and inspection and to reflect on the implications that Self-Directed Support brings for our work. This extended to discussions on the reasons why Personal Assistants are exempt from Registration. The Direct Payments Working Group highlighted how Personal Assistants are being used to deliver support in a range of different ways (in teams, on a self-employed basis, in cooperatives, etc). The group advised that they will provide further details on these approaches, the Care Inspectorate has given a commitment to consider any examples against the current regulations that exempt PAs from registration, recognising that it is always incumbent on service providers to seek our and take their own advice at the point of setting up new services.

5.11 Self-Directed Support (SDS) - Residential Care Pilot

The Head of Inspection Older People's Services (East), along with colleagues from Registration, have met with the Scottish Government Policy Team and representatives from East Renfrewshire and Moray Councils, being the two areas that have been awarded funding to test the potential of making SDS available in residential care settings. The rationale behind this is that it is considered unfair that residents in Care Homes are currently the only group not allowed to direct their own support as a consequence of where they are living. These pilots have been advanced in response to that, and in order to allow these pilots to proceed changes

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will be made to the direct payment (DP) regulations in parliament in October. We have recognised the importance of being involved at the planning stage to ensure that our approach to registering and inspecting these services is supportive and does not inhibit innovation.

5.12 Improvements to the Quality of Care

Following a Significant Case Review carried out by West Sussex Safeguarding Board into Orchid View Care Home the Care Quality Commission, who had been criticised for their failings, undertook their own review and highlighted a number of areas for improvement. We are confident that the Care Inspectorate has more robust, well-established processes for gathering and sharing intelligence and responding swiftly than was the case in the Care Quality Commission (CQC) at that time. However, we are now carrying out our own formal review of the findings from these reports to confirm this, to learn any lessons that may apply to our regulatory activities and our interface with other partners when care services are failing and to improve.

5.13 Training

As a result of identified training and development needs for Adult specialist teams courses and support have been accessed from the NHS NES (Train the Trainer: Supporting people whose behaviour is challenging). We also arranged for the provider with whom we were working closely with to secure sustained improvement had places on the course. This means we can learn and work collaboratively by gaining shared knowledge and experience of best practice in the sector and apply this learning to improve outcomes for people. Links with NHS NES have also been strengthened with a view to linking into the strategic delivery of Keys to Life recommendations and the potential to develop NES courses which have relevance and credibility for Care Inspectorate development.

6.0 DEVELOPING METHODOLOGY FOR REGULATED CARE SERVICES

6.1 Co-operation with other Regulators

Work is underway to refresh the memorandum of understanding with Healthcare Improvement Scotland. We have taken an interest in their approach to quality improvement consolidation and will respond to their current consultation into proposed Quality of Care Reviews.

We have continued to work closely with SSSC, including in examining the feasibility of career development frameworks for inspectors who are registered by the Council.

A pilot information sharing protocol with the City of Aberdeen Division, Police Scotland is to be extended until the 31 December 2015. This pilot is about developing the intelligence picture in relation to serious and organised crime and possible involvement in the care sector.

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Involvement in work with other regulatory bodies is being co-ordinated via Anna Fowlie, Chief Executive of the SSSC to identify a streamlined approach to the joint investigation of complaints. The Care Inspectorate has contributed approaches to 'critical incident management' and approaches to the 'command and control' of joint incidents.

Following the presentation of oral evidence to the Scottish Parliament on integrated health and care complaint handling the Care Inspectorate along with the Scottish Public Services Ombudsman is to become involved in assisting the Scottish Government to produce guidance.

6.2 Methodology

A test of thematic inspections is continuing in care homes for adults with learning disabilities. There has been limited opportunity to evaluate the inspections to date, but the anecdotal evidence is that they are being well received by all. Follow-up inspections in services which require improvement have commenced in this quarter.

Further tests of change in highly performing services will take place in Q3 and Q4, including in 10% of day care of children services and in some care at home and housing support services.

Work has begun to examine, with Healthcare Improvement Scotland, the approach to methodology for the joint inspections of adult services.

6.3 National Care Standards

Work continues to support the development of new standards. In recent months, the Project Board (chaired by Scottish Government) has agreed a project initiation document. The Development Group (chaired by the Care Inspectorate and Healthcare Improvement Scotland) has begun to develop a communications and engagement strategy, reflecting on the equality and human rights implications of the new standards, and facilitate the development of draft overarching principles which will apply to all health and social care settings.

The Care Inspectorate have committed additional dedicated resources to this project, through appointing a full time strategic lead and part time project officer as well as access to time and support from teams across the organisation.

7.0 HEALTH IMPROVEMENT TEAM

Two members of the Health Improvement Team will be presenting at the Alzheimer Europe Conference held in Slovenia in September on the promoting continence work for people living with dementia. Planning is also underway to hold two study days in November in partnership with the Chief Nursing Officer (CNO) and Scottish Government to promote a greater understanding of continence for people living with dementia.

The Rehabilitation Consultant has completed the Improvement Advisor qualification with the Institute for Healthcare Improvement (IHI) based in Boston. This is a ten month programme. Part of the programme of work included carrying out an improvement project which supported the strategic objectives of the organisation.

8.0 REGISTRATION AND COMPLAINTS

8.1 National Registration Team

The National Registration Team has commenced work on further streamlining business processes and identifying new ways of efficient and effective working in anticipation of expected budgetary restrictions.

8.2 National Complaints Team

The National Complaints Team has commenced work on further streamlining business process and identifying new ways of working in anticipation of expected budgetary restrictions. This includes examining the link between complaints and inspection, and re-assessing whether something is progressed as a complaint or at an inspection. This involves testing an approach of bringing forward an inspection that has been planned in light of a complaint, and also carrying out a fuller inspection at the point at which a complaint is being investigated. We are also seeking to improve the reports provided following a complaint investigation. Work is also underway to analyse the many hundreds of responses received to our consultation on complaint handling.

9.0 LEGAL AND ENFORCEMENT ISSUES

The Care Inspectorate has power to take enforcement action against registered care services where they are performing poorly with resulting poor outcomes for services users or where it is necessary to address issues resulting in serious risk to life, health or well-being. Where enforcement actions may attract an especially high profile, where they have resulted in appeals to the sheriff or where they take the form of an application to the sheriff to cancel the registration of a care service. Appendix 1 contains details of any court proceedings in which the Care Inspectorate is currently involved.

10.0 CORPORATE SERVICES

10.1 Partnership Working

Partnership working remains strong. The Partnership Forum met in June with the new Chief Executive and positively endorsed her principles and approach for future partnership working. Work continued on the Staff survey action plan and a joint document was released to all staff called 'We said we are doing'. This sets out a

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clear visible joint responsibility and commitment from ET and the Partnership forum to addressing the issues raised by staff and involving them in making some of the necessary changes ahead.

10.2 HR Policy Programme

Progress against the HR policy programme during Quarter 1 proceeded to plan. The following progress was achieved during Quarter 1:

The new Capability Policy was approved by Resources Committee and Partnership Forum. The new policy was implemented on 1st July 2015 and a programme of training and briefings for managers and employees is currently being scheduled.

The following policies were considered and comments received – these will be fully discussed at the September Resources Committee;

- Alcohol and drugs misuse
- Homeworking
- Flexible working
- Equal Pay
- Career Break
- Carer's Leave
- Shared parental leave

Due to the progress with key policies that support carer's in the workplace we have now applied for the Carer's Kitemark award which recognises employers who actively support carers at work.

10.3 Healthy Working Lives

The Healthy Working Lives group are actively working towards the silver award. We have also now formalised our new Health and Safety posts and arrangements such as engaging an external Health and Safety Consultant to support the delivery of our improvement action plan following the fundamental review of health and safety in February 2015.

Positive feedback from new starts was received in relation to the new Corporate Induction and work is underway to review and build on the induction experience.

The May development week provided direct learning and development opportunities for our operational staff and other opportunities are in place for supporting the remaining workforce. This is the last of the development weeks, a new delivery model will be implemented which will allow development to be tailored to specialisms or functions and individual needs. Heads of Inspection are working with OD colleagues to progress this.

10.4 Survey Action Plan

The joint staff survey action plan document 'we said we're doing' has been launched to the workforce. Work is now underway to deliver on the actions and pledges made in the document.

The annual OD report for 2014/15 was positively received by the Executive Team, Partnership Forum and the Resources Committee. It included HR/OD metrics and outlined progress achieved as well as priorities to be met in the coming year.

10.5 Financial Performance

External Audit of 2014/15 Annual Report and Accounts

The External Audit of our Annual Reports and Accounts by Audit Scotland is nearing completion. No significant issues have been identified to date.

10.6 Staff Experience

Scottish Government legislation, policies and strategies indicate that all health and social service practices will need to increasingly impact on the support people with dementia receive. In order to have our own workforce ready to meet this need we have worked closely with the SSSC and NES to develop an enhanced dementia resource for regulators which will be piloted with a group of Inspectors starting in September through to February. The Inspectors from the pilot group will then be supported to facilitate learning sets in their own teams.

The three sections of this resource are:

- Informing and promoting person centred, family orientated care and community connections
- Supporting health and wellbeing
- Promoting and protecting people's rights

11.0 POLICY AND PARLIAMENTARY ENGAGEMENT

Between 1 June and 21 August 2015 the organisation responded to the following formal consultations:

- Scotland's Adoption Register Regulations 2016 – **Scottish Government**
- Consultation events on Guidance Part 10 & Part 11 Children and Young People Act – **Scottish Government**
- Standards for Pressure Ulcers (Scoping Report) – **Healthcare Improvement Scotland**
- Revised Food in Hospitals; National Catering and Nutritional Specification for Food and Fluid in Hospitals in Scotland – **Scottish Government**
- Social care of older people with complex care needs and multiple long-term conditions: draft guideline – **National Institute for Health and Care Excellence (NICE)**

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- Call for evidence on the Health (Tobacco, Nicotine etc. and Care) (Scotland) Bill – **Scottish Parliament’s Health & Sport Committee**
- Call for evidence on the Community Justice (Scotland) Bill – **Scottish Parliament’s Justice Committee**
- Call for evidence on palliative care – **Scottish Parliament’s Health & Sport Committee**
- English language requirements and process for registration with the NMC – **Nursing and Midwifery Council**

In the coming months we also plan to respond to:

- Draft Secondary Legislation for Part 11 of the Children and Young People (Scotland) Act – **Scottish Government** – closing date 31 August 2015
- What matters to you about the future of palliative and end of life care in Scotland: Engagement Paper – **Scottish Government** – closing date 31 August 2015
- Further extension of coverage of the Freedom of Information (Scotland) Act 2002 to more organisations – **Scottish Government** – closing date 4 September 2015
- The Removal Of The 3 Year Limitation Period From Civil Actions For Damages For Personal Injury For In Care Survivors Of Historical Child Abuse – **Scottish Government** – closing date 30 September 2015
- Reviewing the quality of care – **Healthcare Improvement Scotland** – closing date 30 September 2015

12.0 DUTY OF USER FOCUS

12.1 Involvement

- Inspection Volunteers (Adults) have carried out 124 inspections in quarter 1. They have spoken to 925 people receiving services and 306 family members or friends. A total of 895 hours has been spent on inspection activity by our volunteers. There are currently 69 Inspection Volunteers who are active and available for inspections. In addition to this, 14 Inspection Volunteers are undergoing the recruitment process in some way. We have now signed up for the Investors in Volunteers Award.
- The Involving People Group held its first meeting of this year in June 2015 and discussed the new Involvement Strategy, equalities issues and improvements to our newsletter, Involve.
- Between April and June this year, young inspectors have been involved in strategic inspections in Aberdeen and Western Isles. Care service inspections involving a young Inspection Volunteer have begun with great feedback from both the Inspector and the residential care service about the input and value of the young person.

12.2 Equalities

- We attended the MELA (Glasgow and Edinburgh) and PRIDE events for the first time to promote the work of the Care Inspectorate. We have worked with CERTIS advocacy, the Lanarkshire gender based violence forum and other organisations to highlight our equality work. We have also signed up to the LGBT Youth Scotland Charter Mark scheme.

LIST OF APPENDICES

Appendix 1 – Legal Issues

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