



# An Intelligence Model: How the Care Inspectorate will use intelligence to prioritise its business

**Report to:** Board  
**Date:** 29 March 2018  
**Report by:** Ewan Stewart, Head of Risk, Intelligence and Professional Standards  
**Report No:** B-39-2018  
**Agenda Item:** 14

## PURPOSE OF REPORT

To advise the Board of the Care Inspectorate's intelligence model.

## RECOMMENDATIONS

That the Board:

1. Agrees the model.

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**Consultation Log**

Who	Comment	Response	Changes Made as a Result/Action
Senior Management			
Legal Services			
Corporate and Customer Services Directorate			
Committee Consultation (where appropriate)	Quality and Strategy Committee 22 Feb 2018	Modifications requested	Model revised for Board
Partnership Forum Consultation (where appropriate)			
<b>Equality Impact Assessment</b>			
Confirm that Involvement and Equalities Team have been informed	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>	
EIA Carried Out	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>	
If yes, please attach the accompanying EIA and appendix and briefly outline the equality and diversity implications of this policy.			
If no, you are confirming that this report has been classified as an operational report and not a new policy or change to an existing policy (guidance, practice or procedure)	Name: Ewan Stewart Position: Head of Risk, Intelligence and Professional Standards		
Authorised by Director	Rami Okasha	Date: 21 March 2018	

## 1.0 INTRODUCTION

Our new approach, 'An Intelligence Model: how the Care Inspectorate will use intelligence to prioritise its business' was presented to the Quality and Strategy Committee on 22 February 2018, following a presentation on the Intelligence Model to the Board at its Board Development Event on 1 February 2018.

## 2.0 IMPLEMENTING THE INTELLIGENCE STRATEGY

Work has been on going to develop our organisational approach to making better use of intelligence.

We have always made use of data and information but our new strategy describes how we move to becoming intelligence-led, using information which has been subject to a defined analysis to inform our scrutiny and improvement decisions. This will support the move from a cyclical process of scrutiny to a risk-based approach to scrutiny and improvement. Because our new digital system will be designed to help store, assess and use information about care, we need to be ready and equipped to make the most of that information. We need to think holistically about risk and uncertainty, speak a common risk language, and effectively use forward-looking risk concepts and tools in making better decisions, focusing our attention on the risk factors in care and creating lasting value for people who experience care and their carers. The effective use of intelligence will help us do this.

.This way of conducting our business will:

- target our scrutiny and improvement work in ways which can have greatest impact for people experiencing care and their carers;
- maximise the effectiveness of business and digital transformation;
- strengthen and differentiate the Care Inspectorate's work in the sector we work
- inform and influence policy at a local and national level, including working in partnership with other organisations.

This strategy makes us one of the most innovative regulators in the UK in respect of how we use intelligence. Even as the strategy has been developed, there has been significant interest from other organisations in Scotland, the UK and abroad about our thinking on intelligence.

Over time, this is an important way of making sure that all our work is risk-based, intelligence-led and directed at where we can have the greatest impact. The new strategy represents a different way of working in the Care Inspectorate, and will of course take time to bed in as we become used to

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thinking about how all the work we do contributes to the intelligence base we hold about care

**3.0 BENEFITS FOR PEOPLE WHO EXPERIENCE CARE**

Allowing the Care Inspectorate to target its work based on intelligence and risk supports us in making improvements where they can have the greatest impact. This will directly increase our ability to improve the quality of care experienced by people, and their carers.

**LIST OF APPENDICES**

**Appendix 1 -** Care Inspectorate Intelligence Model

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