



Update on Corporate Plan 2019-22

Report to: Board

Date: 19 June 2019

Report by: Edith Macintosh, Interim Executive Director of Strategy and Improvement

Report No: B-17-2019

Agenda Item: 9

PURPOSE OF REPORT

This report provides the Board with an update on the development of the final draft of our Corporate Plan 2019-22

RECOMMENDATIONS

That the Board:

1. Approves the Corporate Plan 2019-22 for publication in July 2019

Version: 2.0	Status: <i>Final</i>	Date: 04/06/19
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Consultation Log

Who	Manager	Brief Description of Changes	Date
Executive Group (3 sessions)	CE Peter Macleod	Corporate Plan session led by Ingrid Gilray Head of Intelligence and Janice Gibson OWD to discuss and develop performance measures	01 May 2019
	Interim EDSI Edith Macintosh	Subgroup of EG met to draft performance measures	07 May 2019
		Final draft plan to EG	16 May 2019
Internal and External consultation	Head of OWD Janice Gibson	Comments considered and reflected in the final draft as appropriate	Ended 26 April 2019
Strategy and Improvement Directorate Day	Interim EDSI Edith Macintosh	Colleagues contributed to the Corporate Plan discussion and influenced the narrative	24 April 2019
Corporate and Customer Services Directorate	EDCCS Gordon Weir	Feedback from staff group directly Comments considered and reflected in the final draft	April 2019
Committee Consultation (where appropriate)	Chair Paul Edie	Board	19 June 2019
Partnership Forum Consultation (where appropriate)	CE Peter Macleod	Development session at Partnership Forum	09 May 2019
Equality Impact Assessment			
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: E Macintosh Position: Interim Executive Director of Strategy and Improvement	
Authorised by Director	Name:	Date: 13 May 2019	

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1.0 INTRODUCTION

The Corporate Plan 2019-22 has been developed and designed, as agreed with the Board, to be more strategic, focused on key results, with underpinning strategic objectives and one which will accelerate a shift from a focus on care services to the experiences of people and local communities. It has been designed to be inviting and attractive, easily read and understood by all.

The Board considered an update report on the development of the Corporate Plan at its March 2019 Board meeting with agreement that the final draft of the plan would be submitted to the Board meeting in June 2019 for approval with a view to publication in July 2019.

2.0 UPDATE FROM THE MARCH 2019 BOARD MEETING

Since the Board meeting in March 2019 work on developing the Corporate Plan has progressed through a public consultation which ended on 26 April 2019. This included direct consultation with Directorate teams where possible, two sessions with the Executive Group, one of which was used as a workshop to consider performance measures, and a development session with the Partnership Forum. Through some of the internal discussions with the various groups and the Chief Executive the draft plan was revised to emphasise our role with social work and more of a focus on person centred care in line with the health and social care standards.

2.1 In relation to the public consultation which was undertaken by survey monkey there was not a significant response, however, we did receive 21 external responses and 33 internal responses. The comments that were received were, on the whole, very positive stating that the Corporate Plan captures the shift in our business model, which shows us to be more intelligence led, risk based and proportionate than previously. It shows, at its heart, the values of the organisation and the Health and Social Care Standards. There was some feedback on the diagram within the plan being helpful but that some minor adjustments would make it easier to follow. These amendments have now been made. The Involving People group was encouraged to give feedback through the consultation and directly to the involving people team.

2.2 A key focus of discussion with the Executive Group was the growing impact and influence our work has and could have on developing national policy from the outset through the intelligence we gather and the experience we have in the organisation. This is reflected in the Plan and will be supported through the performance measurement framework in relation to proactive reporting on key themes and research which may be required and improvement support resources which may be developed as a result. This will support our vision for world class care on several levels by impacting nationally through initiating or contributing to policy development and translating policy to support improvement in the care sector.

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3.0 DEVELOPING PERFORMANCE MEASURES

The Executive Group held a dedicated session to develop our strategic performance measures. These are the measures that, once approved by the Board, we will report on at every public Board meeting. We have aimed to develop a small but well balanced set of measures that cover the key results we aim to deliver over the life of the Corporate Plan. We are undertaking further work to design specific and detailed measures behind each of the high level measures stated in the Corporate Plan. This detail will be set out in our performance measurement framework along with benchmarks, targets and any other relevant information. As well as containing the detailed measures, the performance framework will set out our overall approach to performance measurement and how we expect this to drive delivery of our key results and strategic objectives over the life of the Corporate Plan.

4.0 NEXT STEPS

The final draft of the Corporate Plan is attached (appendices 1 and 2). Once the Board has approved the plan any required changes will be made as appropriate. The plan will then require a final proofread and work by our graphic designer. The publication is planned for July 2019 as a web publication and some hard copies will be made available.

A social media plan will be in place which will highlight the key messages in the context of outcomes for people.

During this time development of the performance framework will be led by Ingrid Gilray, Intelligence and Analysis Manager. Representation from the Board would be welcomed to support this.

Directorate plans are being reviewed to reflect the strategic outcomes and objectives of the Corporate Plan.

5.0 BENEFITS FOR PEOPLE WHO EXPERIENCE CARE

It is imperative that the Care Inspectorate's core purpose of scrutiny, assurance and improvement support is set out clearly though strategic plans and performance outcomes which are easily understood and very accessible to people experiencing care services and everyone we collaborate and work with. Our new Corporate Plan will do this and help to provide good governance for the organisation, endeavouring to ensure our critical work is carried out in a way designed to best achieve our core aim of realising world class care.

6.0 POLICY CONSIDERATIONS

The National Performance Framework is designed to shape how the actions of the public sector will improve the quality of life for people in Scotland. A new

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National Performance Framework was launched in 2018, consisting of 11 National Outcomes and 81 National Indicators.

The period covered by the Corporate Plan will see a continued focus on the implementation of health and social care integration and self-directed support, and how they are changing how people choose and experience care services and the ways in which services are delivered. The prominence of human rights will continue to increase, through the continued implementation of the Health and Social Care Standards and the Scottish Government's intention to incorporate the UN Convention on the Rights of the Child into domestic law.

Other major policy drivers over the period of the Corporate Plan include the expansion of funded early learning and childcare to 1,140 hours from August 2020, the Independent Care Review, the Child Protection Improvement Programme and developments relating to the National Health and Social Care Workforce Plan and the Health and Social Care (Staffing) (Scotland) Bill. In addition, the UK is due to leave the European Union and the potential impact of this on health and social care in Scotland remains an issue that will continue to require attention.

7.0 CONCLUSION

The final draft Corporate Plan 2019 – 22 has been developed and reviewed with the involvement of the Board, Executive group and others. It has been subsequently refined through this and a full consultation process. The plan reflects our core purpose to provide scrutiny, assurance and improvement support, keeping people who experience care at the heart and focused on the Health and Social Care Standards. It shows our intention for an ongoing focus of our resources to where they are most needed and to further develop our intelligence led approach and business model. It also emphasises the transformative impact we can have on practice, people and communities across Scotland through our influential position on shaping and contributing to national policy and practice. The Board's approval of the Corporate Plan 2019 - 22 for publication is welcomed.

LIST OF APPENDICES

- Appendix 1 -** Final draft Corporate Plan 2019-22
- Appendix 2 -** Final draft Corporate Plan Graphic.

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