

MINUTES

- Meeting:** Board
- Date:** 16 June 2011
- Time:** 2.00pm
- Venue:** Rooms 7 & 8, Compass House, Dundee
- Present:** Frank Clark, Chair
Theresa Allison
Morag Brown
Denise Coia
Garry Coutts
Anne Haddow
Douglas Hutchens
Cecil Meiklejohn
Carol Paton
David Wiseman
Sally Witcher
- In Attendance:** Jacquie C Roberts, Interim Chief Executive
Karen Anderson, Director of Operations
David Cumming, Director of Operations
Gill Ottley, Director of Operations
Gordon Weir, Director of Resources
Marian Martin, Assistant Chief Inspector
Diana King, Solicitor (representing Kenny McClure, Head of Legal Services)
Anne Forsyth, Executive Assistant
- Apologies:** Mike Cairns, Board Member
Alexis Jay, Chief Social Work Adviser
Kenny McClure, Head of Legal Services

Item	Action
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The Chair welcomed all to the second Board meeting of Social Care and Social Work Improvement Scotland.

The Chair began with introductory remarks about where SCSWIS was ten weeks into the creation of the new organisation and how it was responding to unprecedented pressures.

Status: <i>Approved 18/08/11</i>	Published: <i>30/03/12</i>
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The following points were noted:

- The Chair and Interim Chief Executive would be meeting the Deputy First Minister on Wednesday 22 June 2011.
- The Board needed to keep sight of where it wanted to get to in the medium to long-term while holding realistic expectations in the short-term.
- The 25% budget reductions were regarded as targets to work towards and risks would be assessed at intervals during the following three years.

1.0 APOLOGIES FOR ABSENCE

Apologies for absence, as listed, above, were noted.

2.0 DECLARATION OF INTEREST

Garry Coutts, Board Member made a declaration of interest in respect of holding the positions of Convener of the Scottish Social Services Council and Chair of NHS Highland.

3.0 MINUTE OF PUBLIC BOARD MEETING HELD ON 7 APRIL 2011

The minute of the meeting held on 7 April 2011 was submitted and approved as a correct record subject to minor amendments.

**Executive
Assistant**

4.0 MATTERS ARISING

Item 1.0 – The Interim Chief Executive informed the Board that a draft protocol had been drawn up in respect of information sharing between SCSWIS and the Chief Social Work Adviser.

Item 4.0 – The Board noted that Human Resources officers had started work on the process for recruitment of the substantive Chief Executive.

The Director of Operations (Planning, Assurance and Public Reporting) confirmed that all relevant EIAs had been completed for papers presented to the Board on 7 April 2011.

Item 6.0 – The Board noted that work was underway to move forward on an appropriate qualification for SCSWIS inspectors and that a meeting between SCSWIS, SSSC and Scottish Government would take place on 28 June 2011. It was confirmed that the Resources Committee would be presented with any proposals.

Status: <i>Approved 18/08/11</i>	Published: <i>30/03/12</i>
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5.0 REPORT FROM STRATEGY AND PERFORMANCE COMMITTEE OF 17 MAY 2011 (UNCONFIRMED MINUTE)

The Chair presented the minute to the Board for consideration and discussion of the recommendations made by the Committee.

The Board:

- Noted the Complaints Sub Committee Convener's confirmation that:
 - the Committee would not only be considering complaints reviews but would also contribute to the development of a system for capturing and analysing lessons learned in the process; and
 - to assist with diary planning for members a Sub Committee would be programmed for each month.
- Noted that the Corporate Plan had been fully discussed and that members would have a two day development session in September to consider this and the next iteration of the Plan in more detail.
- Noted that feedback had been provided on the Corporate Plan by the Involving People Group and that a full EIA would be undertaken.
- Approved the Corporate Plan subject to the amendments that had been identified and agreed that the Director of Operations (Planning, Assurance and Public Reporting) would consult with staff, make any further appropriate amendments and engage in discussion with Sponsor branch officials.

DoO
(PA&PR)

6.0 REPORT FROM RESOURCES COMMITTEE OF 31 MAY 2011 (UNCONFIRMED MINUTE)

The Convener of the Resources Committee presented the minute to the Board for consideration and discussion of the recommendations made by the Committee:

The Board:

- Noted the very constructive first meeting and how the business of the Committee would be scheduled over the year.
- Noted that the Resources Committee would act as the Project Board overseeing the Best Value process.
- Raised concerns around the assumption of a 20% cut in the child protection budget and the requirement to be more accurate where this assumption had come from. The Board agreed that minute needed a qualifying statement to explain the details behind the assumption.

Status: <i>Approved 18/08/11</i>	Published: <i>30/03/12</i>
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7.0 REPORT FROM AUDIT COMMITTEE OF 31 MAY 2011 (UNCONFIRMED MINUTE)

In the absence of the Convener of the Audit Committee, Sally Witcher, Board Member presented the draft minute to the Board for consideration and discussion of the recommendations made by the Committee.

The Board:

- Noted that a workshop was being arranged to develop the risk register, and were assured that there were presently no urgent risks to be considered.
- Noted that development time was needed to consider and agree KPIs.
- Agreed that the Complaints Sub Committee would be provided with any Internal Audit report that related to complaints.
- Noted that any outstanding Internal Audit issues from the Care Commission had been carried forward and would be addressed by SCSWIS in its Audit Plan.
- Agreed that development time arising from both the Resources and Audit Committee needed to be clarified and arranged on appropriate dates, avoiding timing conflicts.

DoR

8.0 INTERIM CHIEF EXECUTIVE'S REPORT: THE FIRST TWO MONTHS REPORT NO: B-07-2011

The Interim Chief Executive presented the report which advised the Board on the progress made in SCSWIS' first two months of operation. In particular the following points were noted:

- The multi-agency child protection inspections were on target for completion.
- The initial scrutiny level assessments (ISLAs) were on track for completion and any significant items would be brought to the attention of members.
- The Quarter 1 inspections had been scheduled to focus on poorly performing services, particularly in relation to Care Homes for Older People, but that sampling of good performing services was continuing to provide assurance and protection for vulnerable people.
- The National Complaints Team was functioning well and a successful two day training event had taken place.
- The redraft of the complaints procedure was out for internal consultation and would be presented to the Strategy and Performance Committee prior to the Board.
- The new National Enquiry Line (NEL) had been very busy and was working well.

Status: <i>Approved 18/08/11</i>	Published: <i>30/03/12</i>
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- The National Registration Team was functioning well and applications received had been slightly lower compared to the same period of the Care Commission the previous year.
- Further recruitment to the post of Communications Manager was required.
- The greatest pressures had been on the Admin staff who had coped well.
- An interim Employee Development plan was in place which had begun with a focus on the new national teams.
- There would be a review of the interim structure after 12 months.
- The current quality assurance arrangements gave confidence of business as usual and that schedules were in place.
- SCSWIS had submitted an appeal in relation to the All Stars Nursery and unannounced inspections were continuing to be carried out to monitor the quality of care provided at the nursery.
- SCSWIS was working on a joint statement about standards and principles of good care and treatment with the Scottish Consortium for Learning Disability (SCLD) following the BBC Panorama programme on 31 May 2011. SCSWIS had three Castlebeck registered services and was undertaking unannounced inspections of these services.
- SCSWIS had not yet been informed of detailed arrangements for Sponsor Ministers and that dealing with cross-cutting policy interests in Scottish Government continued to present a challenge.
- The Executive Team had a positive meeting with the Chief Social Work officers on 11 May 2011 and that Directors would now be meeting with them in their areas.

The Board:

- Noted the information contained in the report and commended staff on their achievements within such a short period of time.

9.0 UPDATE ON SCSWIS INVOLVEMENT ACTIVITIES REPORT NO: B-08-2011

The Chair highlighted that the involvement activities had been covered that morning within the Board's very successful development event with representatives of the Involving People Group and Lay Assessors. The report identified the wide range of factors which would be taken into account in the formal review which was planned.

Status: <i>Approved 18/08/11</i>	Published: <i>30/03/12</i>
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The Director of Operations (Planning, Assurance and Public Reporting) presented the report and the following points were noted:

- SCSWIS' inheritance and the continuation of a number of involvement activities from the three predecessor bodies.
- The involvement review would make recommendations for unifying, developing and improving these activities.
- The involvement of members within the Involving People Group.
- The suggestion of a locally-based Scotland-wide programme of involvement in the future.

The Board:

- Noted the current involvement activities taking assurance from the continued good practice from the Care Commission, SWIA and HMIE and the energy and commitment to maintain this
- Agreed that the review, which reflected discussions at the Board's development time with the Involving People Group and Lay Assessors would take place.
- Agreed that a verbal update would be provided to the Board at its meeting on 18 August 2011 and that completion of the Review was targeted for the end of September 2011.

**DoO
(PA&PR)**

10.0 CORPORATE HEALTH AND SAFETY POLICY REPORT NO: B-09-2011

The Director of Resources presented the report which provided the Corporate Health and Safety Policy to support SCSWIS' commitment to ensure the health, safety and wellbeing of its staff and members of the public who may visit its premises. In particular the following points were noted:

- Violence/aggressive behaviour to staff needed to be included and cross referenced to the relevant policy.
- That alcohol addiction was included in a separate HR policy.
- That the development of the Health and Safety Policy should incorporate equality and diversity implications.

The Board:

- Approved the Corporate Health and Safety Policy subject to amendments and points raised.
- Agreed that the final version should be circulated to members.

DoR

Status: *Approved 18/08/11*

Published: *30/03/12*

11.0 SHARED SERVICES STRATEGY REPORT NO: B-10-2011

The Director of Resources presented the report which provided the Board with a Shared Services Strategy that had been developed to set out the aims and activities for ensuring that the support services maximise their potential through appropriate sharing arrangements. The following points were noted:

- The potential for the development of shared services was clearly greater than the current arrangements that existed between SCSWIS, SSSC and OSCR.
- It was recognised that the current arrangements provided a building block for any further development both between SCSWIS and SSSC and the wider community of public bodies, which would ultimately be shown through benchmarking activity.
- That the Director of Resources was developing an action plan to support the delivery of the strategy which would be aligned with the agreed approach to ensuring best value.

The Board:

- Approved in principle the Shared Services Strategy, subject to referring it back to the Resources Committee for detailed consideration.
- Noted that a similar paper was to be considered by the SSSC at its Council meeting on 21 June 2011 and that finalisation of the document would take place following Council's discussion.
- Any significant amendments requiring to be considered following that meeting, would be referred to the Board for consideration.

12.0 AOCB

12.1 Care Homes for Older People in Scotland

The Interim Chief Executive updated the Board on current issues within the Care Homes for Older People sector. The following points were noted:

- Issues concerned with the fragility of the sector had been identified by the Care Commission since 2008.
- There was evidence to support, however, that some improvements had been made in the sector.
- Care Homes for Older People represented less than 10% of the number of registered services.

Status: <i>Approved 18/08/11</i>	Published: <i>30/03/12</i>
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- There was the need for assurance that there was a tight regulatory regime in place for looking at both Care Homes for Older People and at Care at Home services.
- The coverage in the media of recent events would have raised understandable anxieties in the minds of the public and SCSWIS was working hard to provide some balance and give assurances about the SCSWIS approach to poor performing services whilst still sampling good performing services.
- There had been significant issues around investment in the care home sector and its connection with the overall health and social care provision for older people.
- There may be a gap in monitoring the economic/financial performance of large provider companies and SCSWIS would contribute to any discussion on this issue.

The Director of Operations (Programming, Co-operation and Registration) updated the Board on the Southern Cross situation and the following points were noted:

- At a meeting on 15 June 2011 which was attended by the Director of Operations, which included the Scottish Director of Southern Cross, most Local Authorities and Health Boards, some reassurances had been given in respect of maintaining continuity of services.
- SCSWIS would continue to inspect and sample practice, including the good performers.
- There were some Southern Cross services that were underperforming which were being monitored closely.
- The public would expect SCSWIS to give priority and attention to any risks of deterioration in services.
- SCSWIS needed to be clear about its role and was carrying out its duty and informing Local Authorities.
- SCSWIS would carry out its responsibilities for registering changes of providers in as effective and expeditious manner as possible if required.

13.0 DATE OF NEXT MEETING

The date of the next Public Board meeting was noted as 18 August 2011, Elliot House, Edinburgh

Status: <i>Approved 18/08/11</i>	Published: <i>30/03/12</i>
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