

Revised Corporate Plan 2016-18

Report to: Board
Date: 30 September 2016
Report by: Karen Reid, Chief Executive
Report No: B-24-2016
Agenda Item: 17

PURPOSE OF REPORT

To present the final version of the refresh of our corporate plan for 2016-18 to members for information.

RECOMMENDATIONS

That the Board:

1. Notes the revised corporate plan.
2. Notes the plan to commence consultation during 2016/17 in preparation of a new corporate plan.

Version Control and Consultation Recording Form

Version	Consultation	Manager	Brief Description of Changes	Date
	Senior Management	Executive Team		Feb & May 2016
	Legal Services			
	Corporate and Customer Services Directorate			
	Committee Consultation (where appropriate)	Policy Committee Board	Advised on content, language and how key priorities should be structured	March 2016 June 2016
	Partnership Forum Consultation (where appropriate)			
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 checked="" type="checkbox"/>	NO <input type="checkbox"/>
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 report has been classified as an operational report and not a new policy or change to an existing policy (guidance, practice or procedure)			Name: Karen Reid Position: Chief Executive	
Authorised by Director	Name: Karen Reid		Date: 21/09/16	

1.0 BACKGROUND

The current corporate plan was developed in 2013/14 for the period 2014-2018. There was widespread internal and external engagement on the plan, with almost all suggestions made by staff included. Since then, a number of policy changes have emerged in the sectors in which the Care Inspectorate works and the Care Inspectorate has appointed a new Chief Executive.

At the 30 October 2015 Board Strategic Event, members discussed the corporate plan and felt that, while it remained helpful and accurate in setting out the corporate aims and priorities, it would benefit from being refreshed for the remaining two years of the corporate planning cycle. In particular, members suggested consolidating the six strategic objectives into four to offer more focus.

At the 9 March 2016 Policy Committee, members discussed a draft which reflected those changes and proposed changes to the ancillary information about our operating environment. The Committee agreed the four new strategic objectives and recommended them to the Board. The Committee also requested officers include some of the detail in the operational plans and to reflect on the language used to ensure it is accessible to people who use services, and their carers, as well as professionals involved in the sectors in which we operate.

At the 24 June 2016 Board meeting, members discussed, and provided further comment on, the refreshed corporate plan and agreed that the final version would be presented to the September meeting for information.

2.0 CHANGES FOLLOWING 24 JUNE 2016 BOARD

The bullet points below show comments made by Board members on 24 June 2016.

Members comments:

- 2.1 • Additional reference within the Foreword section to the goal of the plan being to achieve positive outcomes for people who use services and their carers. It was also agreed to refer to the collaborative working of the Partnership Forum in developing the organisation's workforce.
- 2.2 • Ensure that correct terminology is used throughout the plan, ie "people who use services and their carers".
- 2.3 • Additional wording in the third paragraph of the Foreword to state that people who use services and their carers are helping to evaluate care services.

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- 2.4 • Recognition of technological advances and agreement to include reference to the discussions between the Care Inspectorate and policy advisers on work around tele-care.
- 2.5 • The addition of “Rights Based Care” on the list of words used in the plan.
- 2.6 • Strengthen the paragraph beginning “Increasingly, our scrutiny model...” within the Chief Executive’s Introduction on page 5 by adding the word “rights” at the end of that paragraph.
- 2.7 • Include a new paragraph on how the organisation communicates with people who use services, and how the plan relates to those people who are receiving support.

3.0 DEVELOPING THE NEXT CORPORATE PLAN

Over the next two years we will begin consultation with a wide range of people about our next corporate plan. This will include significant consultation with people who use care services, their families and carers, and people who provide and work in care services.

We will also involve and engage with our staff and Board in more innovative ways, seeking the views of other organisations that we work with, and would like to work with.

4.0 RESOURCE IMPLICATIONS

The plan does not set specific budget targets or expected costs for each strategic objective or key priority. Decisions on resourcing the plan will be taken in the usual way through the budget-setting process. The plan instead provides clarity on the strategic objectives which will inform how budgets are set and spending decisions made. It allows for flexibility in how the key priorities will be taken forward to accommodate major changes to budgets.

5.0 BENEFITS FOR PEOPLE WHO USE SERVICES AND THEIR CARERS

The Care Inspectorate must operate effectively and with strategic clarity if it is to benefit people who use services and their carers. This plan will ensure our work is well-focused, strategically relevant, and act as an important guide to ensure that all work is being undertaken for the right reasons. The key priorities in the plan will help the Care Inspectorate to work in partnership to support improved outcomes for people who use care services, their families, and their carers.

6.0 CONCLUSION

The Committee is invited to note this plan.

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LIST OF APPENDICES

Appendix 1 - Revised Corporate Plan 2016-2018