



The Care Commission
corporate plan summary
2009–2011



This document summarises the Care Commission's Corporate Plan 2009–11 and describes:

- who we are and how we work
- how we are funded
- our aims for 2009–11
- our priorities for 2009–11
- our business plan 2009–10
- how you can get a copy of the full Corporate Plan.

Who we are and how we work

We regulate just under 15,000 care services in Scotland.

Services include childminding and daycare for children, fostering and adoption, care homes for children, young people and adults, private hospitals, hospices, care at home and housing support services and accommodation for offenders. The services we regulate care for around 320,000 people. Around 161,000 people work in the care sector in Scotland.

We regulate services by:

- assessing how they perform against what they must do by law
- taking account of:
 - the Scottish Government's National Care Standards, which describe what the people who use care services can expect of them
 - the Scottish Social Service Council's codes of conduct.

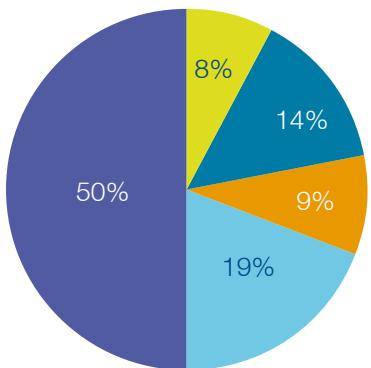
Our work involves registering services, inspecting them, investigating complaints. If required we can take enforcement action, which means we have the legal powers to force services to improve or to cancel the registration of poor care service providers, who are unable to show they can improve.

Our Board has 12 members, who are appointed by Scottish Ministers.

How we are funded

We report to the Scottish Government but are independent of it. The Scottish Government provides part of our funding, but does not have day-to-day control over how we spend it. The rest of our income is from the fees we charge.

How we have allocated our income to our aims



- █ Aim 1: being an effective regulator for improvement – inspection
- █ Aim 1: being an effective regulator for improvement – other regulatory activity
- █ Aim 1: being an effective regulator for improvement – other activity
- █ Aim 2: providing people with the right information at the right time
- █ Aim 3: contributing to and influencing social and healthcare policy

Our aims for 2009–11

We must have a Corporate Plan, agreed by Scottish Ministers, that we regularly update, for example to take account of changes to government policy.

The 2009-11 plan is based on the following:

- The experience we have gained as Scotland's regulator of care services since 2002.
- The results of independent research into what our target audiences think of what we do. This is called a stakeholder

survey and we have one carried out every three years, most recently in 2008.

- Consultation we have carried out on the Corporate Plan.

Our activities as regulator also contribute, directly and indirectly, to 15 national outcomes that the Scottish Government has identified it wants to achieve over a 10-year period.

The 2009-11 plan details three aims that we will strive to achieve, and what we expect to happen as a result.

Aim One: being an effective regulator for improvement

We will regulate care services in ways that are proportionate and targeted. That is, we will continue to devote more time to regulating and working with services that do not perform well and less time with services that show they continue performing well.

We want everyone affected by our activities to be confident that we will:

- promote practices that have been proven to work well
- new ways of working
- work with them to improve services
- continue to be tough on poor practice.

We will continue to develop more opportunities for anyone who uses care services, and their carers, to get involved in regulating care services and in other areas of our work. This is about ensuring people are listened to and involved in ways that suit their needs. We will require care services to provide evidence they are involving the people who use their services, and carers.

We will continue our programme of getting more lay assessors involved in inspections. Lay assessors are members of the public who either use services themselves or are carers of people who use services.

As a result of this aim we will:

- strive to ensure that:
 - everyone who uses care services, their carers, and their representatives have the opportunity to influence our work and be involved in planning, developing, managing and evaluating care services
 - the number of inspections involving lay assessors increases by 10%
- handle applications for registration efficiently and effectively and strive to make sure that the services we register are safe, meet the standards we expect them to and are able to meet the needs of people who use them
- inspect and grade care services:
 - using a proportionate and targeted approach, that is, spending more time regulating and working with services that do not perform well and less time with services that do
 - making sure they meet laws, regulations and other standards, including Scotland's National Care Standards
- take seriously and handle thoroughly all complaints against registered care services or against us
- implement enforcement policy and procedures effectively, efficiently and in a proportionate way (only intervening where necessary and appropriately to the risk posed).
- jointly inspect care and education services with Her Majesty's Inspectorate of Education and, where appropriate, with Scotland's Social Work Inspection Agency
- make sure care services that assess themselves do so thoroughly and on the basis of evidence they can show us

- have an organisational culture that promotes equality and diversity and eliminates all forms of discrimination
- strive to ensure that our support functions (for example, finance and human resources) are effectively and efficiently managed
- identify and take opportunities to develop and provide shared services (services shared with other organisations such as ICT, financial management or human resources)
- continue helping to reduce any damaging impact on the environment.

Aim Two: providing people with the right information at the right time

We will continue to:

- communicate with and provide information on care services, in a variety of formats, to a wide range of individuals and organisations
- develop our inspection reports by introducing a new format
- encourage people to take part in and debate at Care Commission events
- involve people at a national and local level in our work
- forge links with relevant organisations and individuals
- publish reports on the quality of care services: reports that reflect the experience of young people and adults who use care services, and their carers.

We will continue to develop and give our Involving People Group and Equalities Consultation Panel the back-up they need to continue to contribute to our work. Both of these draw membership from people who use care services, and carers.

As a result of this aim we will:

- meet our legal requirements to provide information about the availability and quality of care services to people and organisations, including the public, young people and adults who use care services, local authorities and health organisations
- strive to make sure that everyone who uses care services, their carers and members of the public know how to contact us, find out about what we do and how to get copies of our inspection reports
- try to make inspection reports easy to read and user-friendly

- make information available to people in many forms and enable people to make their views known to us in many ways
- effectively manage and use the information we gather so that we can:
 - reassure people in general about the quality of care services
 - help people make informed decisions about choosing and using a care service
 - improve services through our work as regulator
 - contribute to social and healthcare policy
- respond effectively and efficiently to requests for information from within and outwith the organisation
- provide excellent customer services to those affected by our activities
- strive to make sure that everyone affected by, or interested in, our activities can find out about changes to how we carry out our regulatory activities
- publish national reviews on the quality of care services in Scotland and make them available to everyone affected by, or interested in, our activities
- try to make sure that anyone who wants to can get access to us in many ways, for example at national and local meetings of the Care Commission Forum and other events.

Aim Three: contributing to and influencing social and healthcare policy

We will continue to provide Scottish Ministers and the Scottish Government with reliable information, about the quality and availability of care services. We will do this by publishing inspection reports and reviews of the quality of care services, and through our care services register (a list of care services registered with us and which is on our website).

The information we provide will also continue to be available to those who commission and plan care services across Scotland, for example local authorities and health organisations.

As a result of this aim we will:

- provide evidence and expert advice to the Scottish Government on the quality of social care
- work with the Scottish Government's Scrutiny Implementation Team, to help make sure systems are in place to scrutinise care services and handle complaints and that these systems meet Scotland's needs
- develop effective working relationships with other organisations, associations, elected members and other interested people and groups
- generate news stories about our activities
- respond to government consultations on policy, law and regulations, based on the evidence we gather by regulating services.

Our priorities for 2009–11

The next two years are likely to be particularly challenging as we manage the changes arising from a recent review (the Crerar Review) of how Scottish public services are scrutinised. Therefore, we have identified these main priorities for 2009–11.

- Continuing to deliver our business as usual and improve the way we regulate care services to make the quality of care services in Scotland better.
- Ensuring that everyone who uses care services, and their carers, are involved, informed and consulted in how care services in Scotland are developed, delivered, evaluated and regulated.
- Ensuring that everyone who comes into contact with us finds us responsive, fair, accessible and consistent.
- Using our resources, including money and staff time, effectively and efficiently in this more challenging financial and economic environment.
- Contributing to and preparing for the Scottish Government's plans to create a more simplified structure for scrutinising all aspects of social work, social care and health services.

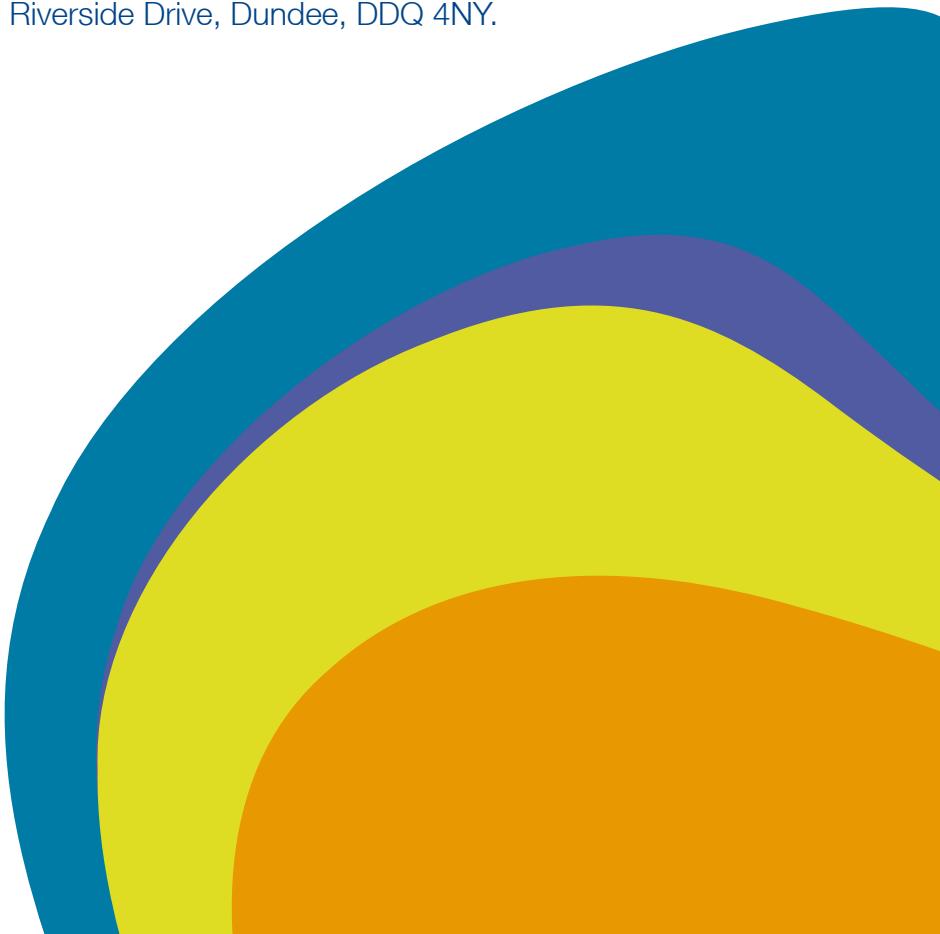
Business plan 2009–10

The Corporate Plan includes a summary business plan, which focuses on how we will realise our aims in 2009–10. It also covers areas such as identifying and managing the risks that face our organisation and setting personal objectives for all our staff.

How you can find more information

If you would like a full copy of our Corporate Plan, you can:

- visit our website: www.carecommission.com
- call our helpline on 0845 603 0890
- write to us at Compass House,
11 Riverside Drive, Dundee, DDQ 4NY.



This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is càinair eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

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