

**MINUTES OF THE SWIA MANAGEMENT BOARD MEETING
2.00 pm, THURSDAY 25 MAY 2006
HOLIDAY INN, EDINBURGH**

PRESENT: Alexis Jay, Chief Inspector
Alistair Gaw, Depute Chief Inspector
Gill Ottley, Depute Chief Inspector
David Cumming, Depute Chief Inspector
Andrew Wilkinson, Corporate Manager
Sandra Nutley, Non Executive Director
Hamish Hamill, Non Executive Director
Anne Travers (Minutes)

1. Minutes of the Meeting held on 28th February 2006
- 1.1 The minutes of the meeting held on 28th February were agreed.
2. Matters arising from minutes
- 2.1 A brief progress report was given on the 2005/06 SWIA Annual Report and Accounts (item 6.1). A draft document had been provided to Audit Scotland and the comments received were being actioned. The annual report provided a useful opportunity to detail SWIA's achievements during its first year of existence. Satisfactory progress was being made towards laying the audited annual report and accounts before the Scottish Parliament before the summer recess. [After the meeting, further analysis of the Agency's set-up costs required by Audit Scotland prevented laying of the accounts before the summer recess.]
3. Communications Strategy
- 3.1 The Board considered the draft communications strategy (paper SB 06/06). The following points were highlighted to the Board.
 - Comments on the draft paper had been incorporated from both the Scottish Executive's Media and Communications Marketing Unit and the communications section of Changing to Deliver Division.
 - An advert had been placed for the post of Media Officer (to be shared with HMle and HMIP).
 - A preliminary scoping meeting had been held with CIVIC (SWIA's website provider) to discuss updating the website, making it more interactive, and how best it might handle the dissemination of inspection derived knowledge.

- 3.2 The Board acknowledged the draft paper as a reasonable summary of its previous discussions. A number of suggested amendments were noted. The following points were discussed.
- The need to prioritise key objectives and balance resource with objectives.
 - Involvement of the Knowledge Management Board to oversee implementation of the communications strategy.
 - The formation of a working group to develop data management.
 - The strategy's target audience should be broadened beyond Scotland, particularly with regard to academic researchers in the social work field.
 - Look into linking the Policy Division's Care Knowledge website into the SWIA website. The site was considered a good information base for comparative data on local authorities.
 - Improve internal communications with the Glasgow Office possibly with video conference for meetings involving staff from both offices and senior management to use the office on a more structured basis.
 - Publish strategy when finalised.

Action Point 1 (May 06): Andrew Wilkinson to take forward development and implementation of the strategy in accordance with the Board's discussions.

4. Update on regulatory changes in England

- 4.1 The Board was updated on the Chief Inspector and Depute Chief Inspector's recent meetings with CSCI and Ofsted in London. A background paper on the inspectorate structure in England was handed out.

5. Update on regulatory changes in Wales

- 5.1 The Chief Inspector updated the board on her recent meeting with the Chief Inspector in Wales. There were no changes being made to the Inspectorates in Wales at present but a scrutiny review was to start soon.

The Board noted that the Welsh Social Services Inspectorate covers twenty two councils with a staff of forty.

Action Point 2 (May 06): Andrew Wilkinson to compare WSSI resourcing with SWIA.

6. Multi-agency inspections (update of relationship with other inspectorates/regulators)

6.1 The Board was updated on the progress being made with the relationships with other inspectorates/regulators. A useful meeting had been held with HMle in relation to the inspection of child protection services including discussions on what SWIA should look at as part of the performance inspections.

6.2 The Chief Inspector had also met with the new Head of Social Work Policy. Discussions included how much the policy makers should be involved in performance and multi-agency inspections. Decisions needed to be made on what areas the Agency should lead on. An example of this was the Performance Inspection Framework (PIF).

7. Complaints Procedure

7.1 The Board reviewed the complaints procedure (paper SB 08/06) to consider who should undertake the external reviewer function. It was agreed that non-executive directors could be perceived as too close to the Agency to undertake this function.

7.2 Suggestions were made to the text to make the procedure clearer.

Action 3 (May 06): Andrew Wilkinson to investigate the practice of other agencies in relation to external review and incorporate the suggested amendments.

8. Internal Moderation Process

8.1 The Board was advised that the Agency was looking to establish a process to review draft performance inspection reports by a panel of internal and external members. The non-executive directors confirmed that they would be happy to take part in one panel initially to view the process for themselves and determine if they could make a useful contribution.

Action 4 (May 06): Anne Travers to invite non-executive directors to the next panel to review and moderate a draft performance inspection report.

9. Finance and Staffing Update

9.1 The Board reviewed the finance and staffing update papers (08 & 09/06). It was noted that outturn spend for 2005/06 was slightly below forecast and that spend during April 2006 also was slightly below forecast (albeit with various end-year accounting adjustments still to be recorded). The Board concluded that progress had been made towards more meaningful reporting.

9.2 It was noted that a more detailed breakdown on the use of ad hoc inspectors was required and being pursued. Also, the possibility of

the Agency generating income of its own was also discussed. It was agreed that there was potential for this.

- 9.3 The Board was advised that the student statistician shown in the staffing report had recently declined to join the Agency due to changed domestic circumstances. The recently added secondment record had been problematic to collate because of gaps in the Exchange Unit's records.

10. Any Other Business

- 10.1 Hamish Hamill advised the Board that he would not be able to attend the board meeting arranged for the 30th November.
- 10.2 The date of next board meeting - 31 August 2006, 1.00 pm, Holiday Inn, Edinburgh