

**MINUTES OF THE SWIA MANAGEMENT BOARD MEETING
2.00 pm, THURSDAY 31st AUGUST 2006
HOLIDAY INN, EDINBURGH**

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

1. Minutes of the Meeting held on 25 May 2006

1.1 The Board agreed the following amendments to the minutes:

- paragraph 3.2 - bullet point 2 – the name of the Knowledge Management Board should be renamed to Knowledge Management Group; and
- paragraph 3.2 – bullet point 5 – the Policy Division website was ‘Care Scotland’ not ‘Care Knowledge’.

2. Matters arising from Minutes

2.1 Action Point (AP) update –

- AP1 (May 06) – The Board was advised that the Communications Strategy had been revised in accordance with discussions at the previous Board meeting and progress/ implementation was being overseen by the Knowledge Management Group. An assessment day for 3 potential marketing consultants identified by SE Procurement had been arranged for 29 September. It was agreed that Andrew Wilkinson should provide a final draft of the strategy incorporating the appointed marketing consultants’ input to the next board meeting in November 2006.

The Board asked for an update on the Media Officer post. Andrew Wilkinson explained that HMle (who would utilise 60% of the post) was conducting the recruitment process and had encountered problems agreeing the media supplement that should apply to the post. He would continue to press for a quick resolution.

- AP2 (May 06) – The Board was advised that very little information on SSIW was available via the Internet so low key contact had been made with SSIW. Basic information had been collated and suggested as the basis for a comparison exercise but no response had been received to date. The Chief Inspector stated that some of the Senior Management

Team were meeting with the Acting Chief Inspector (Wales) in September and would add this to the Agenda for that meeting.

- AP3 (May 06) – Other agencies such as HMIe had used independent external people suitably qualified in the field to provide an external review of individual complaints. It was agreed that SWIA should follow this practice rather than involve the Non Executive Directors (NEDs). It was agreed also that all SWIA staff should be made aware of the Complaints Procedure.
- AP 4 (May 06) – this action point had been completed.

Action Point 1 (August 06) – Andrew Wilkinson to have a final draft of the Communication Strategy available for the Board meeting on 30th November 2006.

Action Point 2 (August 06) – Senior Management Team to discuss informal benchmarking of resourcing with the Acting Chief Inspector SSIW during their meeting in September 2006.

Action Point 3 (August 06) – Andrew Wilkinson to arrange for the Complaints Procedure to be amended and ensure SWIA staff are aware of the procedures to be followed.

3. Scrutiny Review – Professor Crerar’s letter of 11 August 2006

3.1 The Board discussed the meeting held with Professor Crerar, Chair of the Independent Review of Regulation, Audit, Inspection and Complaints Handling of Public Services in Scotland. The meeting had involved discussions on wide ranging subjects with a lot of time being spent on the structural differences in services inspections. Professor Crerar’s 11 August 2006 letter informed SWIA of the timescales for the Review. An early draft of his report was expected in February 2007 with the final report in June 2007.

3.2 The letter advised that the next stage for scrutiny bodies would be the completion of a questionnaire detailing existing activities. The questionnaire was expected in early September. The Non Executive Directors expressed interest in having sight of the questionnaire.

Action Point 4 (August 06) – Anne Travers to ensure Non Executive Directors are emailed a copy of the questionnaire when received.

4. Relocation Review

4.1 The Board discussed the policy of relocation within the Scottish Executive and meetings already held with the Relocation Team. The Chief Inspector advised that the Head of the Education Department had agreed that the review should be deferred until after the conclusion

of the Scrutiny Review. The Board agreed that SWIA should continue to liaise with PS/ED to confirm deferral of the relocation.

Action Point 5 (August 06) - SWIA should continue to liaise with PS/ED to confirm deferral of the relocation

5. Feedback on the Moderation process including the legal position
 - 5.1 The NEDs were advised that the feedback from SWIA staff on their involvement in the moderation process had been very positive. The NEDs commented that they had welcomed the chance to be involved and had found the process interesting, informative and had given them a better understanding of the work of the Agency. It also provided an opportunity to meet some of the SWIA staff. They requested that as much notice as possible should be given for each moderation meeting to allow the attending NED to read the draft inspection report thoroughly.
 - 5.2 The Board was advised that a meeting had been held with the Office of the Solicitors of the Scottish Executive (OSSE) who had been clear that SWIA did not require an appeal process and that the final decision on any changes to an inspection report was for the Chief Inspector.

Action Point 6 (August 06) – Andrew Wilkinson to inform Inspection Project Managers of the request by the NEDs for sufficient advance notice of a moderation meeting.

6. Outcomes of the Development Days
 - 6.1 The Board were advised that on day one of the Development days the guest speakers were from CSCI. Their presentations indicated a comforting similarity of experience. The discussions that followed had been very worthwhile.
 - 6.2 Day two covered important policy updates. A lot of positive feedback had been received from staff. More needed to be done on training for Inspectors.
 - 6.3 Future training would include an away day in January 2007 and lunchtime seminars covering a wide variety of subjects were being planned.
7. Approval of 2005/06 Accounts and Annual Report
 - 7.1 Andrew Wilkinson began by advising the Board that the Audit Committee had formally approved the unqualified accounts for 2005/06. The Board discussed the Annual Report suggesting various amendments.

7.2 The Board agreed that the Annual Report was a good document and also formally approved the Accounts for 2005/06.

8. Impact of Inspections

8.1 The Board discussed the first performance inspection report, after the pilots, due to be published on 8th September. The report was likely to attract a lot of attention which the Board agreed was good for SWIA. Ministers had been very supportive in the outcomes of the report.

8.2 The possibility of conducting research into the impact of the inspections on local authorities was also discussed. It was suggested that the Agency consult with the Scottish Executive Research Committee to see if any funding was available from its budget.

9. Finance Report

9.1 The Board was informed that the Agency had employed an Accountant, Stuart Ainslie, for 6 months to assist with the setting up of independent financial control systems providing greater separation from the Scottish Executive as recommended during the recent audits.

9.2 Andrew Wilkinson confirmed that whilst work was still required, the budget control reporting process already was more robust. Spend to date was showing a slight under spend but the expenditure profile was likely to be heavier in the second half of the year. Problems with the formal transfer of the Agency's budget continued with Fin Ed sympathetic but unable to offer any resolution. It was agreed that the Chief Inspector should discuss the problem with the Head of the Education Department.

Action Point 7 (August 06) – The Chief Inspector to approach the Head of the Education Department concerning the formal transfer of budget to SWIA.

10. Staffing

10.1 Andrew Wilkinson advised the Board that the actual staffing figures now were being reconciled against payroll costs. The Agency was in the process of recruiting inspectors to replace natural wastage and sessional inspectors.

11. AOB

11.1 SWIA Website – The Board was advised that the Agency's website was in the process of being updated. The layout and navigation had been improved and the images of mouths replaced with faces. The insertion of images of report covers was being looked into. Thereafter, the media officer and marketing consultant would be involved in

restructuring the website to handle dissemination of inspection derived knowledge.

- 11.2 Bulgaria – Gill Ottley advised the Board that following a visit to the Agency by a group of Bulgarian social workers an invitation had been received for two of SWIA’s Inspectors to visit Bulgaria to produce and deliver an integrated child protection training package. The visit had been arranged between UNICEF, SWIA and Bulgarian Authorities. The Inspectors were due to make a two day visit and a five day visit before Christmas.
- 11.3 Board meetings – It was suggested that agenda structure should be reviewed to ensure maximum benefit to the Agency. It was agreed also that the first meeting for 2007 should be held at the Glasgow Office and the remaining dates for 2007 should be planned.

Action Point 8 (August 06) – The Senior Management Team to consider future Board Meeting agenda items.

Action Point 9 (August 06) – Anne Travers to agree dates for the 2007 meetings and arrange for the first meeting in the Glasgow Office.

12. The date of the next meeting - 30th November 2006, 1.00 pm, Holiday Inn, Edinburgh.