



Board Action Record - Rolling

Item No	Title	Action	Responsibility	Timescale	Status/Date Completed
Actions from 20 June 2018					
6.0	MATTERS ARISING	<ul style="list-style-type: none"> Information on the Care Inspectorate's Best Value Programme to be included in the quarterly Monitoring Performance report. Briefing on Scottish Government's Performance Framework and new National Outcomes to be circulated to the Board. 	EDCCS EDSI/ECSM	For 27.9.18 Board meeting By mid-July 2018	Completed
7.0	PRESENTATION: "ANIMAL MAGIC"	Liaise with colleagues at Healthcare Improvement around extending initiative to support children/adults in hospital with long term illnesses.	EDSI		Completed
10.0	REVIEW OF RISK REGISTER – REPORT B-44-2018	Under the individual risks document, at Strategic Risk 2, remove the reference to the Resources Committee.	EDCCS	Immediate	Completed

11.0	UPDATE ON THE CARE INSPECTORATE'S IMPROVEMENT STRATEGY – REPORT B-45-2018	A copy of the CAPA mid-way evaluation report to be circulated to Board members.	ECSM	Immediate	Completed
12.0	CHANGES TO THE CARE INSPECTORATE'S RESERVATION OF POWERS AND SCHEME OF DELEGATION, STANDING ORDERS AND FINANCIAL REGULATIONS – REPORT B-46-2018	<ul style="list-style-type: none"> • Modify section 5.4.1 of the RoP&SoD to include reference to any Board member being able to attend a meeting of the Audit Committee. • Check the requirements for publication of board papers on the Care Inspectorate website, the timing of the publication and the website search function. • Standing Orders - Check the protocol for members' declaration of interest at meetings - specifically in relation to a member being excluded, or excluding themselves. • Final versions of governance documents to be circulated to the Board. 	<p>EDCCS/ Senior Solicitor</p> <p>ECSM</p> <p>EDCCS/ECSM</p> <p>EDCCS/ECSM</p>	<p>Immediate</p> <p>Immediate</p> <p>Immediate</p> <p>On completion of modifications</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>

<p>13.0</p>	<p>MONITORING OUR PERFORMANCE QUARTER 4 REPORT 2017/18 – REPORT B-47-2018</p>	<ul style="list-style-type: none"> • Send members a copy of the Best Value annual report, submitted to the Resources Committee on 29 May 2018. • Consider removing the percentage of inspections involving an inspection volunteer from the covering report, due to the fact that there is no target set. • Include a numerical value under KPI 5. • Show the linkage between KPI 4 and monitoring measure 12, neither of which has a target/baseline. For initial consideration by the Audit Committee. • Provide information on the numbers of responses to the pilot electronic questionnaire for pupils in residential schools. (Under KPI 3) 	<p>ECSM</p> <p>EDSI</p> <p>EDSI EDCCS</p> <p>EDSI</p>	<p>Immediate</p> <p>For Q1 2018/19 report</p> <p>For Q1 report Audit Committee 13.9.18</p> <p>For Q1 report</p>	<p>Completed</p>
<p>17.0</p>	<p>COMPLAINTS ACTIVITY REPORT: QUARTER 4 2017/18 – REPORT B-49-2018</p>	<ul style="list-style-type: none"> • Key Performance Indicators in relation to complaints to be reviewed to take into account the introduction and effect of the new complaints handling process; • Reference on page 4 of the report in relation to the increased volume of complaints about combined housing support and care at home services be analysed in more detail. • The figure for complaints received by service users to be broken down into age groups. • More information to be provided in the report on the extent to which complainants feel their issues have been resolved. 	<p>All actions - EDSI</p>	<p>For report to Board on 27.9.18</p>	

CE: Chief Executive
EDCCS: Executive Director of Corporate and Customer Services
HFCG: Head of Finance and Corporate Governance

EDSA: Executive Director of Scrutiny and Assurance
EDSI: Executive Director of Strategy and Improvement
ECSM: Executive and Committee Support Manager