



**care**  
inspectorate

## Participation and Equalities Annual Delivery Plan 2024-2025



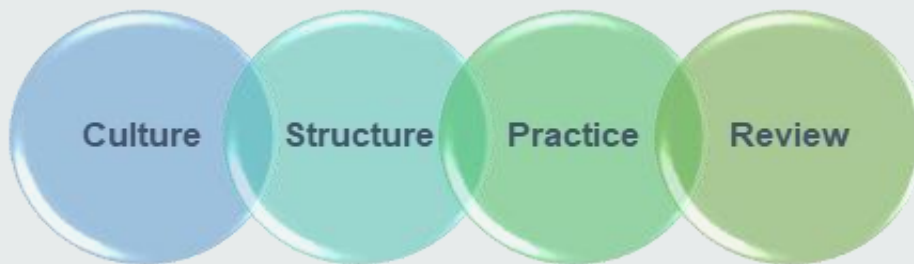
HAPPY TO TRANSLATE

**Background.**

It is vital that the voices of those who experience care, their families, and unpaid carers shape what we do and how we do it. It is critical that everyone has choice and control over their support and care. In our Corporate Plan 2022 – 2025, Quality Improvement and Involvement Strategy, The Promise, our Corporate Parenting Plan 2021 – 2023, and our previous involvement strategy, Involving You 2018-2021, we have recognised the value and importance of the voices of those who experience care in developing our work.

**A whole systems approach to participation**

As Kirby et al (2003) suggest, organisations that demonstrate successful participation are those that recognise that it reaches 'beyond specific events to include a whole overarching approach'. Four elements which need to be considered to ensure that a whole-systems approach is established.



By considering these four components required for participation development, it is more likely to result in development and improvement.

Culture: this refers to an ethos and commitment to participation from our organisation to ensure it is shared by all leaders, managers, staff, volunteers, and people experiencing care.
Structure: the planning, development, and resourcing of participation is evident in across all our operations, processes, and governance structures
Practice: the ways of working, methods for participation, skills and knowledge which enable people experiencing care to participate so that they are genuinely 'equal partners'
Review: the monitoring and evaluation systems which enable us to evidence change affected by people experiencing care's participation

## Participation Delivery Plan

The following priority areas of work have been identified in the Quality improvement and involvement strategy (2022 – 2025) pillar 3 and these intrinsically link to the Corporate Plan 2022 – 2025. And Equality, Diversity and Inclusion strategy 2021- 2025. (CYP (Children and Young People) Promise Implementation Plan)

1. Work towards our vision and strategic outcomes within our Equality, Diversity, and Inclusion strategy 2021-2025.
2. 2 Review our progress after one year into the activities identified in our Corporate Parenting plan. This is our pledge that we will listen to our children and young people and will do our best to act to improve their life chances.
3. Play a key role in pioneering and supporting necessary shifts in policy, practice, and culture so Scotland can #KeepThePromise it made to care experienced infants, children, young people, adults, and their families – that every child grows up loved, safe, respected, and able to realise their full potential.
4. Maintain our commitment to the United Nations Convention on the Rights of the Child (UNCRC (United Nations Convention on the Rights of the Child)) implementation through representation on the national strategic implementation board and strengthen the organisational Children’s Rights and Corporate Parenting group.
5. Support volunteers of all ages to participate in and co-design our core scrutiny and quality improvement activity.
6. Strengthen the way we work by continuing to involve and engage with those who experience care and those important to them in our plans and processes.
7. Work with organisations that represent those who experience care to help improve the quality.
8. Measure the impact of our approach using corporate key performance indicators and evaluations.

**To deliver the following priorities outlined in this delivery plan, we have developed these into work areas, to ensure meaningful participation is taking place, considering the whole system’s approach. It also ensures that there is overall understanding of what this means at a local level within the Participation and Equalities Team and how we assess our performance.**

## Area 1 – Culture

We continue to work towards participation and equalities being on everyone's work plan and agenda; committing to the change of culture that participation is everyone's responsibility. This will include training, skills development and reviewing how participation has been effective in our work.

### **Priorities – By March 2025 we will.**

1. Create a collective and inclusive participation culture where groups and individuals work together, recognising respective skills, abilities, and contributions from across the organisation.
2. Support the work of the Promise and widen the use of Participation champions across all areas of our work.
3. Develop participation and equalities guidance across our organisation, sharing best practice and learning.
4. Provide information on participation and equalities during the induction programme for new inspectors, this will include highlighting the role of staff networks.
5. Continue to look at inclusive practice for recruiting inspection volunteers, including reviewing our current application forms and processes, to ensure that they are fully accessible.

## Area 2 – Structure

To have structures in place that support good practice, in relation to engaging with people experiencing care, unpaid carers, and care experienced people. This aim helps us evaluate our techniques and methods and ensures that we reach out to wider groups.

### **Priorities – By March 2025 we will.**

1. Scope out how we best support participation in Early Learning and Childcare, ensuring that we hear the voices of babies, infants and young children.
2. Work with our colleagues in finance to develop our policies to be accessible in terms of how we plan, organise and fund participatory events.
3. Improve equality impact assessments to ensure that they link with participation and engaging with lived experience communities.
4. Codesign an online participation and equalities community, considering how Citizen Lab can support this.

5. Work towards the family firm approach which involves providing enhanced support to looked after young people and care leavers.
6. Increase the number of volunteer recruitment campaigns to increase the diversity of our volunteer workforce by running **four** recruitment campaigns.
7. Engage with external community groups with the priority areas being race and disability.

### Area 3 – Practice

For people experiencing care, unpaid carers can participate fully in our work and in a way that they influence change or improvements to our work. For people experiencing care, unpaid carers, care experienced people and staff/ volunteers to both feel equally confident and supported in participation activities.

#### **Priorities – By March 2025 we will.**

1. Provide support to the Care Home Improvement Programme (CHIP), ensuring human rights and equalities are an integral part. This will reach potentially **60** care home participants.
2. The participation and equalities team will strengthen the ongoing development of staff networks and how these inform the future direction of our work.
3. Update the website and hub content in relation human rights, equality and non-discrimination.
4. Support the delivery of the (Professional Development Award) PDA and offer enhanced support in participation and equalities, as part of the scrutiny skills and practice module, to **30** inspectors in 2024/2025.
5. Deliver **12** group meetings (**6** in each area) and **1** Development Day for inspection volunteers and this will provide opportunities to share best practice and get feedback on our work.
6. Use the Scottish Approach to Service Design scope out an improvement programme focusing on care experienced children and young people's mental health and wellbeing needs.

#### Area 4 –Review

To have systems in place telling us how well we are performing in relation to developing our culture, structures, and practice to grow towards fuller participation. This will enable us to evaluate if we are a listening and learning organisation.

#### Priorities – By March 2025 we will.

1. In partnership with a strategic inspector, develop a baseline for how as an organisation we are working towards trauma informed organisation in line with the [Roadmap for Creating Trauma-Informed and Responsive Change: Guidance for Organisations, Systems and Workforces in Scotland](#). This will help identify and reflect on progress, strengths and opportunities for embedding a trauma-informed and responsive approach across policy and practice.
2. Improve equalities monitoring for volunteers, including updating existing volunteers equalities information.
3. In partnership with the methodology section, incorporate how people experiencing care' views are reflected in our inspection reports.
4. Continue to provide support on feedback methods/ Care Survey Questionnaires, ensuring that they are accessible for people experiencing care and their care.
5. Review equality outcomes for 2021-2025 and consult on new equality outcomes for 2025-2030, which will be further strengthened by working with communities.

KPI-8 days per quarter that  
inspection volunteers and care





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#Keep The Promise