

<i>- 'JOINT INSPECTIONS OF SERVICES FOR CHILDREN AND YOUNG PEOPLE' -</i>	
<u>Organisation / Country:</u>	Care Inspectorate / Scotland
<u>Website:</u>	Here
<u>Contact this email for further information:</u>	policy@esn-eu.org
<u>Summary:</u>	<p>The Care Inspectorate – Facts and figures The Care Inspectorate is the official body responsible for inspecting standards of care in Scotland. That means:</p> <ul style="list-style-type: none"> • they regulate and inspect 14,000 care services, • they carry out joint inspections with other regulators, • they help social work, including criminal justice social work, to meet high standards • they operate independently from the devolved Scottish Government, but are accountable to it and publicly funded, • they regulate care services for early years, children, adults and older people, and • they support improvement across all areas. <p>The Care Inspectorate has a staff of 600.</p> <p>Inspections – Facts & Figures They carry out:</p> <ul style="list-style-type: none"> • 7,000 to 9,000 inspections of regulated care services per year to grade the: <ul style="list-style-type: none"> ▪ quality of care and support ▪ quality of environment ▪ quality of staffing ▪ quality of leadership and management

	<p>12 joint inspections of community planning partnerships are carried out per year to evaluate the effectiveness of their work and to improve the outcomes for children, young people, and for older people. A community planning partnership brings together key public, private, community and voluntary representatives together with the aim of delivering better, more joined-up public services.</p> <p>Stakeholder involvement In Scotland, there are 32 community planning partnerships, each within a local government area.</p> <p>There is a joint approach to the inspection team bringing together the Care Inspectorate, Education inspectorate (Education Scotland), a health scrutiny partner (Healthcare Improvement Scotland), the Police inspectorate (Her Majesty's Inspectorate of Constabulary in Scotland).</p> <p>These inspections look at a local area, not at individual services. Following work on a test site, they carried out three pilot inspections and have completed seven full inspections (as of 2013).</p> <p>The approach The approach is child-centred and based around the experience of the child's journey, supports improved self-evaluation, and, where possible, joins up scrutiny and makes use of evidence from other inspections.</p> <p>Principles The following principles underlie the working mode:</p> <ul style="list-style-type: none"> • a rights base • outcome orientation • partnership orientation • transparency • intelligence-led and risk-based • integrated and co-ordinated work of different stakeholders • seeks to support improvement <p>Scope of work</p>
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	<p>The scope of work refers to both the young person's age range and the services.</p> <ul style="list-style-type: none"> • in terms of the child's journey from pre-birth to 18 years (and older for care leavers) • collective leadership in local areas –shared responsibility, integration and transformational change • a focus on how well services are working together to improve the lives of <ul style="list-style-type: none"> ▪ all children ▪ vulnerable children and young people ▪ continued focus on children in need of protection <p>Key features & key questions</p> <p>The Care Inspectorate developed a framework of quality indicators, supporting robust self-evaluation and evaluation by inspection teams.</p> <p>Six key questions on the indicators are important:</p> <ol style="list-style-type: none"> 1. What key outcomes have we achieved? 2. How well do we meet the needs of our stakeholders? 3. How good is our delivery of services? 4. How good is our management? 5. How good is our leadership? 6. What is our capacity for improvement? <p>These key questions are measured along 22 quality indicators covering key areas of practice and lead to assessment of 'very good' and 'weak' practices.</p> <p>The inspection</p> <p>An inspection takes 22 weeks in total and involves usually 13 days 'on site.' The key stages involve:</p> <ul style="list-style-type: none"> • notification briefings for leaders and managers • analysis of relevant inspection findings • determining the scope of the inspection • reviewing practice through case file reading
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	<ul style="list-style-type: none"> • meeting staff, managers, children, families and observing practice • reporting inspection findings • agreeing support for improvement. • dialogue with partners throughout. <p>The Care Inspectorate’s team comprises</p> <ul style="list-style-type: none"> • <i>Strategic inspectors</i>: inspectors employed by the Care Inspectorate, with significant experience in practice, management and partnership working. • <i>Associate assessors</i>: current practitioners in children’s services (credibility, challenge and capacity building.) • <i>Young inspectors</i>: specially trained young people with direct experience of care and/or social work services. <p>Young inspectors Young inspectors play a key role in the inspection team. They:</p> <ul style="list-style-type: none"> • interview senior managers and chief executives • explore corporate parenting and the involvement of children and young people in policy and service development • examine strategic plans from a young person’s perspective • speak to young people and observe practice. <p>Recruitment The Care Inspectorate works with Move On, a voluntary sector organisation, to:</p> <ul style="list-style-type: none"> • recruit young people aged 18 to 26 who have experience of care or social work services • train them in becoming young inspectors • support them in the inspection. <p>At the time of this practice collection, the Care Inspectorate had six young inspectors with a view to increasing this figure.</p>
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	<p>Benefits for young people Young inspectors are paid for their work and it offers work experience for the young people and is a valuable addition to their professional development. The experience has helped young inspectors move on to employment or full time education, thus contributing to the Scottish Government’s Youth Employment Strategy.</p> <p>Benefits for services The benefit for practitioners is that the involvement of young inspectors provides a fresh perspective, which challenges services and provides new input. This input should not be underestimated, as this form of involvement strengthens the inspectors’ empathy for a young person’s needs and aspirations.</p> <p>One former user as ‘Young Inspector’ One example biographies of youth inspectors shall be given:</p> <p><i>Alex’s story</i> Alex left care at 15 years and was recruited to be a young inspector through Move On, an NGO. He took part in early inspections in Orkney and North Ayrshire.</p> <p><i>Alex’s testimonial</i> <i>“The most important part was speaking to children and young people who were receiving care services to get their opinions. I was able to convey their thoughts and my own observations to the team who incorporated them in their reports. It was encouraging to see that certain areas of care were improving.”</i></p>
<p><u>Issues:</u></p>	<ul style="list-style-type: none"> • The young persons seeking to work as young inspector needs to have experience of care or social work services and needs to be trained to become a young inspector.
<p><u>Resources:</u></p>	<ul style="list-style-type: none"> • The number if young inspectors was expected to increase from 6 to 20 throughout 2013.
<p><u>Objectives:</u></p>	<ul style="list-style-type: none"> • Increasing better quality of and access to care for children and young people in care
	<ul style="list-style-type: none"> • Improving the involvement of users in the management of services.

<p><u>Outcomes:</u></p>	<ul style="list-style-type: none"> • Improved outcomes for all children and young people • Better assurance about the quality of services for children and young people • More help to improve services and build capacity
<p><u>Evaluation:</u></p>	<p>The inspection approach involves young inspectors has been welcomed by externals for different reasons. It has been reported to increase user involvement, to make their voice heard, and to increase young people's confidence and awareness to determine their own life course. The relationship between the young users and the professionals has improved. It has been acknowledged to improve outcomes for vulnerable children and their families.</p>