

Joint inspection of services for children and young people in need of care and protection

Post-inspection feedback questionnaire

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Following the joint inspection of services for children and young people in need of care and protection led by the Care Inspectorate in ***** Community Planning Partnership (CPP) area, we would value your feedback. The information you give will help us monitor, review and improve the way we inspect.

We ask that you complete a single return that represents the views of all relevant partners. To achieve this, we encourage you to consult with key people involved in the inspection before completing this form. Please use the spaces to provide additional comments so that we can take account of them as we continue to improve our approach.

No critical entry on this form will be taken to represent a complaint. If you wish to make a complaint about any aspect of the inspection, please write separately to Helen Happer, Chief Inspector (Strategic Scrutiny), Care Inspectorate, Victoria Quay, EDINBURGH, EH6 6QQ (helen.happer@careinspectorate.gov.scot)

*****, Strategic Inspector (*****@careinspectorate.gov.scot, Tel: , Mobile: 07****), your link inspector, will be pleased to answer any questions you may have about this questionnaire or its completion.

We would be grateful if you would send your completed questionnaire to Chris Lumb, Service Manager (Strategic Scrutiny, Children and Young People), Care Inspectorate, Victoria Quay, EDINBURGH, EH6 6QQ (christopher.lumb@careinspectorate.gov.scot) by ***** 201*.

Thank you in advance for your cooperation.

**Joint inspection of services for children and young people
in need of care and protection
Post-inspection feedback questionnaire**

CPP area:	Enter name
Care Inspectorate inspection lead:	Enter name
CPP representative coordinating response:	Enter name
Date:	Enter date

1. Please rate the quality of the information we gave you about the inspection:

A. How useful were the written materials provided following the announcement letter?

6 Very useful	5	4	3	2	1 Not very useful

B. How helpful was the initial briefing meeting in Week 4 after the inspection was announced?

6 Very helpful	5	4	3	2	1 Not very helpful

C. How useful was the facilitated self-evaluation session in helping partners prepare their joint self-evaluation?

6 Very useful	5	4	3	2	1 Not very useful

D. How helpful was the briefing given to the participation co-ordinator after the inspection was announced?

6 Very helpful	5	4	3	2	1 Not very helpful

E. How well did we help you to coordinate the inspection?

6 Very helpful	5	4	3	2	1 Not very helpful

F. How well did we help you to coordinate the participation activity?

6 Very helpful	5	4	3	2	1 Not very helpful

G. Do you have any suggestions about how the preparation could have been more effective?

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2. We asked for a range of pre-inspection information (eg. the pre-inspection return, self-evaluation, caseload sample and supporting documents and other materials). Please rate how clearly we communicated with you about our expectations of what you should provide.

A. The pre-inspection return:

6 Absolutely clear	5	4	3	2	1 Not clear at all

B. The self-evaluation:

6 Absolutely clear	5	4	3	2	1 Not clear at all

C. Caseload sample:

6 Absolutely clear	5	4	3	2	1 Not clear at all

D. Supporting documents and other materials:

6 Absolutely clear	5	4	3	2	1 Not clear at all

E. Do you have any suggestions for how this could have been clearer?

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3. We held a number of meetings with the partnership during the inspection and we provided information about the purpose and focus of each of these meetings.

A. How helpful was the meeting with the partnership during the inspection in keeping you informed about the scope and progress and about emerging findings?

6 Very helpful	5	4	3	2	1 Not very helpful

B. How helpful was the final meeting with the partnership when we had the opportunity to discuss the draft report and more detail of the findings of the inspection?

6 Very helpful	5	4	3	2	1 Not very helpful

C. Do you have any suggestions for how they could have been more helpful?

4. We used a variety of methods during the inspection. These included reading the self-evaluation and other documents submitted by the partnership, auditing a sample of case files; hearing directly from young people and families; as well as meeting with staff and leaders throughout the area

A. How suitable do you think these methods were in gathering the evidence that we needed during the inspection?

6 Very helpful	5	4	3	2	1 Not very helpful

B. Do you have any suggestions for how we could have gathered the evidence ore effectively?

5. Our aim is to scope each inspection and be proportionate in our inspection activity.

A. In your opinion, how well did we achieve this?

6 Very helpful	5	4	3	2	1 Not very helpful

B. Do you have any suggestions for how this could be improved?

6. Our intention is to put the views and experiences of children, young people and families at the heart of the inspection and to engage with appropriate groups or individual children and young people in need of care and protection.

A. In your opinion, how well did we achieve this?

6 Very helpful	5	4	3	2	1 Not very helpful

B. Do you have any suggestions for how this could be improved?

7. Our aim is that each inspection and its findings should help to improve services for children and young people in need of care and protection.

A. How well do you think that the final published report reflects the findings of the inspection?

6 Very helpful	5	4	3	2	1 Not very helpful

B. Do you have any suggestions for how they could have been better reflected?

6 Very helpful	5	4	3	2	1 Not very helpful

C. To what extent do you think that the inspection will contribute to the on-going improvement of services for children and young people in need of care and protection across Scotland?

6 Very helpful	5	4	3	2	1 Not very helpful

8. Do you have any other comments to make about the inspection?

Thank you for completing the questionnaire.

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