



Joint inspection of adult services

Integration and outcomes

Inspection Co-ordinator Profile v4.0

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The role of the partnership inspection co-ordinator is integral to the smooth running of the joint inspections. In order to support the partnership to identify the best person to undertake this role, the following profile outlines the experience, skills and knowledge required.

Authority and seniority

The inspection co-ordinator should be at a sufficiently senior level within the local authority or partnership. Where we are inspecting a partnership, the co-ordinator can be from any of the agencies within the partnership. They should be able to delegate work relating to the inspection to people within all relevant agencies and be given authority to hold others undertaking this work to account. This will likely include people at a more senior level than themselves.

Time required

The person should also be afforded the relevant time and resources required to undertake the role for the duration of the joint inspection (approximately 3 - 6 months, dependent on specific inspection types). Local authorities and partnerships should expect the majority of the inspection co-ordinator's time to be focussed on the joint inspection over this period. Certain aspects of the joint inspections require more focussed input than others and more concentration of the co-ordinator's time. The lead inspector and strategic support officer will discuss this with the co-ordinator at the beginning of each individual inspection. The time required will also be influenced by the level of business support given to the inspection co-ordinator (see later).

Communication during the joint inspection

The co-ordinator will need to communicate and disseminate information about the joint inspection regularly, appropriately and effectively across all relevant agencies and to relevant individuals. The co-ordinator will be required to hold regular meetings with the inspection lead and to co-ordinate the completion of any tasks arising from these meetings within agreed timescales.

Support for the co-ordinator

The partnership should identify appropriate business support for the co-ordinator. Co-ordinating the joint inspection will require access to relevant IT systems, the co-ordination of data and management of people and their diaries. It would also be helpful to identify someone who can take over the role of co-ordinator, should the original co-ordinator become unavailable to continue in the role. For the record reading phase in particular, it would also be helpful to identify an IT support officer.

Skills, knowledge and experience required

- Co-ordination: the ability to co-ordinate people, diaries, data and information effectively and timeously.
- Project management: the ability to plan, delegate, manage, oversee and remain accountable for the completion of tasks and actions arising to support the joint inspection.
- Time management: the ability to dedicate time to support the joint inspection, including an appreciation that input will be required for the full duration of the joint inspection but will be more concentrated for specific tasks.
- Communication and engagement: the ability to disseminate information to relevant individuals and across all agencies involved in the joint inspection and communicate regularly and routinely across the partnership and with the inspection lead; the co-ordinator will also need to oversee communication with adults and children who use services, and with their families and unpaid carers, to ensure timely engagement with the inspection team.
- Constructive challenge: the authority and ability to hold people – of all levels of seniority – to account to ensure agreed tasks are completed and to ensure the smooth running of the joint inspection.
- Knowledge: a good knowledge of the services being inspected, including knowledge and understanding of processes, procedures and practice across different agencies; it would be helpful if the co-ordinator was familiar with the quality framework for the relevant inspection type.