

Inspection of Children's Services

Education and Children's Services Committee

9 October 2012

Purpose of report

- 1 To advise Members of a forthcoming pilot inspection of services for children in Edinburgh. The inspection will examine how well public services work together to improve outcomes for children, especially children in need.

Main report

- 2 The Care Inspectorate plans to inspect services for children across the whole of Scotland through inspections of all 32 local authority areas by the end of March 2017. The inspection process is to be piloted in a small number of local authority areas, including Edinburgh. The inspection starts on 12 November and is due to conclude with the publication of a report for Scottish Ministers in February 2013.
- 3 The scrutiny bodies taking part include the Care Inspectorate, Education Scotland, Her Majesty's Inspectorate of Constabulary for Scotland (HMICS), and Healthcare Improvement Scotland. The Care Inspectorate will also collaborate with Audit Scotland in relation to its scrutiny work. The scheduling of the joint inspections across Scotland will take account of the Shared Risk Assessment process and National Scrutiny Plan for local authority services published annually by Audit Scotland.
- 4 The Care Inspectorate will deploy teams of inspectors drawn from the relevant scrutiny bodies. They will collect evidence by examining background information, reading case files, attending meetings and engaging with children, young people, parents and staff from relevant agencies.
- 5 The inspection will focus on services for children in need including family support services, services for children with disabilities and children in need of care and protection, including children who are Looked After. This will include the implementation of Getting it Right for Every Child.
- 6 The report to Scottish Ministers which follows the pilot inspection will report on how well services are working together to improve the lives of children and young people. Inspectors will also provide a detailed account of inspection findings to the Edinburgh Community Planning Partnership at the conclusion of the inspection. At the conclusion of the pilot inspection a report on the findings will be provided to the Committee.

7 A briefing session on the pilot inspection is being arranged to which all elected members will be invited.

Financial Implications

8 None

Equalities Impact

9 The inspection will evaluate how well services work together to improve outcomes for children in need

Environmental Impact

10 None

Recommendations

11 The Committee is asked to note the contents of this report and note that a report on the inspection findings will be provided in due course.

Gillian Tee
Director of Children and Families

Appendices	Appendix 1 Care Inspectorate Code of Practice for Joint Inspections of Services for Children
Contact/tel/Email	Alistair Gaw Head of Support for Children and Young People 0131 469 3388
Wards affected	All
Single Outcome Agreement	National Outcome 4 - Our young people are successful learners, confident individuals, effective contributors and responsible citizens National Outcome 5 - Our children have the best start in life and are ready to succeed National Outcome 8 - We have improved the life chances for children, young people and families at risk National Outcome 9 - We live our lives safe from crime, disorder and danger
Background Papers	None



Code of Practice for Joint Inspection of Services for Children

1. Purpose and Background

- 1.1. In September 2011, Scottish Ministers requested that Social Care and Social Work Improvement Scotland known as the Care Inspectorate lead on the development and coordination of a new model for the scrutiny and improvement of services for children and young people. As required under section 115(8)(b) of the Public Services Reform (Scotland) Act 2010, henceforth defined as 'the 2010 Act', this Code of Practice is issued by Scottish Ministers to provide general guidance on matters relating to joint inspection of services for children. This Code of Practice relates specifically to joint inspections of services for children as defined in section 115(12) of the 2010 Act and sets out how confidential information including personal records will be accessed and handled during the process of joint inspection in compliance with the requirements of the 2010 Act and regulations made there under, the European Convention on Human Rights (ECHR) and the Data Protection Act 1998.
- 1.2. At the request of Scottish Ministers, the Care Inspectorate tested out a process for inspecting services for children between April and June 2012 with a view to finalising a methodology and commencing a series of pilot inspections from September 2012.
- 1.3. The Care Inspectorate has a plan to inspect services for children across the whole of Scotland through inspections of all 32 local authority areas by the end of March 2017. The persons and bodies taking part in each inspection will include the Care Inspectorate, Education Scotland, Her Majesty's Inspectorate of Constabulary for Scotland (HMICS), and Healthcare Improvement Scotland. The Care Inspectorate will also collaborate with Audit Scotland in relation to its scrutiny work. The scheduling of joint inspections will be intelligence-led and take account of the Shared Risk Assessment process and National Scrutiny Plan for local authority services published annually by Audit Scotland.
- 1.4. Section 115 of the 2010 Act together with regulations made under the 2010 Act and this Code of Practice provide the framework for the conduct of joint inspections of services for children and the lawful exercise of powers to access and share information by inspectors during the process of a joint inspection.
- 1.5. In carrying out a joint inspection of services for children, the Care Inspectorate will deploy teams of inspectors as authorised persons. These teams will comprise a mix of staff with the relevant skills and experience drawn from the relevant persons and bodies detailed in

paragraph 1.2 above.. The Care Inspectorate will also make use of Associates as authorised persons to augment these teams and to provide specialised skills or knowledge. Associates are people who are recruited to act as an inspector for the duration of one inspection from their current employment within children's services. The inspectors will bring recent successful experience in services for children to the inspections. The obligations of all staff taking part in the inspection, including Associates, will be governed by this Code of Practice. This will include the need to adhere to confidentiality requirements and an obligation to declare any conflict of interest.

- 1.6. A framework of quality indicators has been developed to support Community Planning Partnerships, as defined in Part 2 of the Local Government in Scotland Act 2003, with self-evaluation in relation to *'How well are we improving the lives of children, young people and families?'*. This framework also aims to support the implementation of *Getting it right for every child* and integrated approaches to improving the lives of all children and particularly the most vulnerable children, young people. The quality indicators within this framework are designed to give a focus to the collection and appraisal of evidence and will be used by teams of inspectors in their independent evaluation of the quality of services.

2. The methodology for the joint inspection of services for children and access to personal information

- 2.1. The model of inspection has been designed to focus on outcomes for children and young people and how well their lives are improving as a result of the services they are receiving. It is designed around a set of key principles for scrutiny and improvement which has been agreed by the relevant inspectorates following extensive consultation prior to the design of the inspection model. (These principles are set out in Appendix 1).
- 2.2. The inspection methodology (the detail of this methodology is set out in Appendix 2) requires a firm evidence base from a range of sources to allow teams of inspectors to reach collective judgements and evaluations about how well services are improving the lives of children and young people. The inspection process is designed to gather evidence in relation to relevant quality indicators. Evidence is gathered from a range of sources to reach an evaluation of performance in relation to selected indicators.
- 2.3. Where the Care Inspectorate considers it necessary and expedient for the purposes of any joint inspection, the evidence gathered may include information about an identified sample of individual children and young people within the local authority area. This requires access to records which contain confidential information as defined in s115(11) of the 2010 Act and relate to individual children and young people. This includes core records held by the identified lead professional for the child's multi-agency plan and/or the named person in health or education services. ("Core records", "named person", and "lead professional" are defined within the methodology for these inspections set out in Appendix 3). In addition, for those children or young people who are or have been known to be in need of protection, inspectors may seek access to records held by health, social work, police, education services and the Scottish Children's Reporter Administration subject to the right of the relevant holder of the records to disclose them. Reading these records helps inspectors to assess how services are working

together, and to evaluate how effective this is in leading to improved outcomes for children and young people.

- 2.4. For the purposes of the joint inspection of services for children and young people, inspectors will not seek access to confidential information contained within personal records for any person other than the children or young people who are or have been in receipt of services and are identified within the sample.
- 2.5. A selection of individual children, young people, parents and carers in the sample will be asked to meet with inspectors to discuss aspects of the services they have received.
- 2.6. Meetings will be arranged with staff involved in the provision of services to children and young people to give inspectors an opportunity to understand the thinking behind the decision-making and the arrangements made for children and young people and their families. Inspectors will hear views from staff on how well children's needs are being met by services and the effectiveness of the processes which support this.
- 2.7. Inspectors may also seek to attend multi-agency decision-making meetings for any children's services and carry out observations of practice.
- 2.8. Evidence from all inspection activity, including the review of practice from reading children's records will be recorded in all written documents in such a way that the child or any other individual cannot be identified from the evidence recorded. These documents will be produced only for the purposes of gathering evidence required for the carrying out of the inspection. This inspection material will be destroyed in line with Care Inspectorate's records management policy and also in accordance with the requirements of regulation 9 of the Public Services Reform (Joint Inspections) (Scotland) Regulations 2011 ("SSI 2011/183").
- 2.9. The report to Scottish Ministers which follows the joint inspection will report on how well services are working together to improve the lives of children and young people. Inspectors will also prepare and provide a written detailed account of inspection findings to Community Planning Partnerships at the conclusion of the inspection. Neither of these documents will refer in any identifiable way to individual children, young people or families.

3. Arrangements for access to, holding, sharing and destruction of confidential information

- 3.1. Section 117(3) of the 2010 Act introduced a duty of confidentiality that places a requirement on inspectors not to disclose confidential information other than for the purposes of the joint inspection. Inspectors may also disclose confidential information in order to comply with a court order, to protect the welfare of a child or adult at risk, or, to assist with the prevention or detection of a crime or the apprehension or prosecution of offenders.
- 3.2. All members of the team of inspectors will receive appropriate training and will be bound by professional, legal and contractual obligations to preserve confidentiality.

- 3.3. The conduct of the inspection will ensure that due regard is paid to the principles of confidentiality as set out in the ECHR and the Data Protection Act 1998. The inspection team will avoid any unnecessary processing of information.
- 3.4. The rationale underlying the joint inspection of services for children and young people is to provide assurance regarding the effectiveness of these services and to support continuous improvement rather than to review the circumstances of individual children and young people. Access to individual records may be regarded by the Care Inspectorate as being necessary or expedient to ensure inspectors can verify specific areas relating to the relevant quality indicators.
- 3.5. A core element of each inspection will comprise a review of practice by reading the core records for a statistically valid sample of children. This is designed to provide evidence of the quality of practice and outcomes for children and young people.
- 3.6. A statistically valid sample of children and young people will be derived for each local authority area using the number and key characteristics (such as gender or age) of children who are looked after, entitled to through care and after care services, and those whose names are on the child protection register. This will be supplemented by a number of children referred by the Authority Reporter to the local authority for voluntary measures of supervision. The sample of children and young people will be selected using only the necessary information supplied by services operating within the local authority area. The arrangements for the supply and management of this information will ensure that this does not constitute confidential information and will also ensure its destruction at the time of the publication of the report to Scottish Ministers.
- 3.7. Inspectors proceed on the basis that, in circumstances where it is considered necessary or expedient for the purposes of the joint inspection, they hold the legal authority in terms of regulations 5 and 6 of SSI 2011/83 to access relevant personal records and that the consent from a child or young person, their parent or guardian is not necessary to read the relevant records pertaining to the child or young person. Following consultation with children and young people the Care Inspectorate acknowledges that children and young people need to understand that this is the case and wish to be informed that their records are to be reviewed. The Care Inspectorate will supply explanatory information in the form of a leaflet for staff, parents, carers as well as children and young people about the inspection in advance of it taking place. This will include information about the legal basis on which the Care Inspectorate may be entitled to read records without the prior consent of individual children, young people, parents or legal guardians.
- 3.8. Members of the inspection team will read the records supplied in relation to a number of children in the inspection sample. All of the records supplied concerning a particular child or young person will be allocated to one member of the inspection team by the lead officer for the inspection. In this way, an individual inspector gains an holistic view of how the child has been supported by all the services involved in the child's life. The multi-disciplinary nature of the team means that professional expertise is available in any area where further clarity may be required.
- 3.9. The joint inspection team will consider the parental or caring context within their evaluation. Relevant information for this purpose that is

contained within the child's record will be a factor in the joint inspection team's considerations.

- 3.10. The joint inspection process may identify an issue or particular case which will lead to a requirement for further information. Under these circumstances, the inspector may wish to discuss the case further with a relevant professional. For example, the inspector may wish to seek access to other health records such as those held by General Practitioners, Community Paediatricians or Mental Health practitioners.
- 3.11. While the majority of records are likely to be read by one inspector, in some instances, records could be read by more than one inspector.
- 3.12. Inspectors will always seek consent from the child, young person, or parent before attending any meetings or observing practice where a child, young person, parent or carer may be present. If such consent is not given, the inspector will respect this position and will not attend the meeting or observe the practice.
- 3.13. Any approach to meet with children or young people will be made by seeking the appropriate consent and cooperation through a member of staff already known to them.
- 3.14. Inspectors will record relevant evidence and information relating to the above only for the purposes of gathering evidence for the inspection. No names or identifying information will be recorded or identified in any material retained by the inspection team.
- 3.15. Service users and third parties other than public persons or bodies will not be identified or recognisable in the reports produced. All the notes taken by inspectors and evidence collected will use identifying numbers, not names.
- 3.16. If serious concerns arise during the inspection about the safety or welfare of a particular child or adult, this will be raised with the nominated senior officer and in line with the protocol covering such situations set out in Appendix 3. This protocol and the Code of Practice will be shared with senior staff in the services being inspected in advance of the inspection.
- 3.17. Inspection material will be destroyed in line with the Care Inspectorate's records management policy and also in accordance with the provisions of regulation 9 of SSI 2011/183. This happens immediately after the publication of the report to Scottish Ministers. Current practice is to retain one summarised and anonymous record of evidence for one year after the publication of the report. The Care Inspectorate will retain any record of inspection findings shared with senior officers within the services inspected.

The Care Inspectorate

Joint inspections of Services for Children: Key Principles

User-focused: involving service users in the design and delivery of scrutiny

Outcome focused: targeting inspection at improving the quality of outcomes for the most vulnerable children and young people based on the *Getting it right for every child* framework.

Partnership-orientated: emphasising the collective responsibility of community planning partners and the effectiveness of partnership working to improve outcomes for children and young people, making best use of resources.

Transparent: providing a complementary approach to robust self-evaluation for improvement and independent inspection of children's services.

Intelligence-led and risk-based: taking a proportionate approach to inspection which is influenced by reliable information and robust self-evaluation.

Integrated and coordinated: a multi-agency focus drawing on the collective participation of relevant scrutiny bodies and the Audit Scotland-led Shared Risk Assessment.

Improvement-led: supporting continuous and sustained improvements.

Outline of the methodology for joint inspections of services for children

1. Notification of Inspection

Joint inspections of services for children will be included within the annual publication of a national scrutiny plan for local authorities led by Audit Scotland. Chief Officers and Community Planning Partners will receive 12 weeks written notice of the actual date of commencement of each inspection (inspection date).

The written notification will identify the Inspection Lead Officer and be accompanied by a request for the following:-

- a key contact/coordinator for the multi-agency inspection who can assist in the successful engagement of all relevant partners within the Community Planning Partnership area throughout the inspection
- information about local community planning structures and strategic planning arrangements for children's services
- the calendar of partnership/multi-agency working group meetings due to take place in the next 6 months
- the necessary information (whereby individuals are not identifiable) about children who are looked after, included on the child protection register in the previous 12 months, referred by the Authority Reporter to the local Authority for voluntary measures of supervision to derive a statistically valid sample of children to be supplied within 6 weeks of the inspection date.
- the means by which an electronic survey of a sample of relevant staff targeting "named persons" and other staff who make a vital contribution to the delivery of successful services for children but are not likely to feature within multi-agency focus groups of staff.
- background information and documentation required for the inspection team to be supplied within 6 weeks of the inspection date

2. Briefings

The Inspection Lead Officer assisted by the Depute Inspection Lead Officer will arrange and carry out information briefings 6 weeks after the notification of the inspection. The purpose of these briefings is to:-

- To provide Chief Officers and Community Planning Partners with an outline of the inspection process, key dates and opportunities for engagement with the inspection team.
- To provide operational managers with the relevant information, understanding and materials to assist with the planning and preparation for the inspection.
- Define the statistically valid sample of children for the core phase of the inspection

The Care Inspectorate will supply information material for staff, parents, carers as well as children and young people about the inspection. This will include information regarding the legal basis on which the Care Inspectorate may be entitled to read records without the prior consent of individual children, young people, parents or legal guardians.

3. Integration of care service inspections

Inspections of care services for children will be used to obtain evidence of:-

- the quality of care services within the Community Planning Partnership area
- the experiences of and outcomes for individual children and young people within a care service

- the views of carers – for example foster carers
- the views of staff

Individual registered care services inspections can take place at any time in accordance with a plan approved by Scottish Ministers. In advance of a Joint Inspection, careful scheduling of a series of short notice or unannounced inspections of registered care services will be conducted and completed prior to the inspection date and in advance of Scoping Phase One. A selection of up to 30 of the most relevant services with a local authority area will be identified. These may include fostering, adoption, care homes for children and young people, school care accommodation, day care of children and childminders who are contracted to provide care for vulnerable children.

The themes and statements for care service inspections (refer to www.careinspectorate.com) are linked to the Quality Indicators used in the inspections of services for children to provide a consistent focus and gathering of evidence. This arrangement will not affect any aspect of the inspection of the care service or the report which will be published. The experience should not be any different for the provider of the care service, staff or any service user from an inspection which is carried out at any other time.

4. Scoping

The scoping phase will be undertaken by a multi-agency team of inspectors drawn from the inspection bodies participating in the inspection. The participants will include relevant “link” or “lead” inspectors/officers who provide support and challenge to services for children in the local authority area under scrutiny, and include inspectors with experience in evaluating the quality of outcomes for service users across a range of services. The Lead Inspection Officer and the Depute Lead Inspection Officer role will not be carried out by an inspector who has or has recently had a role in supporting and challenging services within the Community Planning Partnership area.

The purpose of the scoping phase is to analyse a range of data and supporting evidence to reach judgements about the level of scrutiny activity required to make confident conclusions about the quality of services for children. It strives to ensure that any scrutiny activity which follows is intelligence-led and targeted at areas of risk.

A scoping tool will be used to identify areas of significant concern, uncertainty, strength and exceptional performance. The scoping tool will provide a rationale for the need for more targeted scrutiny over and above the core activities set out below. This tool will be shared at each of the 3 phases set out below and provide a focus for discussion with representatives of the Community Planning Partnership and senior/operational officers responsible for the strategic planning and delivery of integrated children’s services.

Scoping will be carried out in three phases.

Scoping Phase One will be undertaken off-site and in advance of the inspection date.

Together, the team will review intelligence, information and evidence from scrutiny bodies (e.g. inspection findings and the Shared Risk Assessment). The range of data which will be reviewed will include:-

- Economic, demographic and statistical data (this will include an agreed set of core data for each area which will be used in every inspection)
- Care Inspectorate evidence in relation to the regulation of care services and the inspection of social work services
- Evidence and intelligence from other relevant scrutiny bodies

- Available documentation in respect of local Community Planning Partnerships, Integrated Children’s Services planning and Child Protection Committees
 - Integrated children’s services plan and progress reports
 - Service and improvement plans
- Analysis of the findings from up to 30 relevant care service inspections completed in advance of the scoping phase

Scoping Phase Two will be carried out on-site and start on the inspection date. Together, the team will carry out a series of scrutiny events which will include:-

- Review of self-evaluation material and supporting evidence, including progress reports, joint self-evaluation carried out by the Child Protection Committee, single agency self-evaluation, reports of Significant Case Reviews and Case Reviews
- Activity to provide evidence to support evaluative comment on leadership
- Activity which engages young people as inspectors in providing evidence on the effectiveness of involving children and young people and other relevant stakeholders in service development
- Review the findings of an electronic survey of a sample of staff across services targeting “named persons” and other staff who make a vital contribution to the delivery of successful services for children but are not likely to feature within focus groups.
- Position statements which will be requested in relation to a number of important areas including:-
 - Post adoption support

Scoping Phase Three will comprise a review of practice by reading the core records of a statistically valid sample of children. This activity is a core element for each inspection and is designed to provide evidence of the quality of practice and outcomes for children and young people as well as influencing the extent and nature of further inspection activity within the Proportionate Phase (as defined in section 5). In Phase 3 of Scoping the inspection team will be supplemented by a number of inspectors with experience in evaluating the quality of outcomes for service users across a range of services. This will ensure that the task is completed within a reasonable timescale.

A statistically valid sample will be selected from information about all children in the local authority area who are or have been within categories (a) to (d) in the last 12 months supplemented by a small number of children in category (e) to ensure that evidence is gathered for those children who have not met the threshold for statutory measures of care.

- (a) Children on/off CPR in the last year
- (b) Children looked after at home
- (c) Children looked after and accommodated
- (d) Young people entitled to through care and after care services
- (e) Children referred to the local authority for voluntary measures of supervision by the Children’s Reporter

(The Core Phase will include a number of activities designed to review the effectiveness of local processes for early intervention. For example this will include the review of decision-making and tracking the impact of the resulting intervention for a small number of children considered by early screening groups).

With the exception of cases where children are in need of protection, inspectors will only review the core records held by the Lead Professional or Named Person (where there is no current Lead Professional). The records which will be requested will be those which relate to current and recent involvement extending to the last 18 months and wherever possible inspectors will access electronic recording systems to reduce the need for printing etc.

In cases where children are in need of protection the core records in health, education, social work and police will be requested.

5. Core/Proportionate Phase

The purpose of this phase is to conduct the essential activity to support confident evaluations about the quality of outcomes for children. Proportionate scrutiny will be carried out in relation to **areas of uncertainty** about the quality of outcomes for children currently being achieved who remain after the scoping and core phase is completed.

This will be scrutiny activity necessary to:-

- a) reach confident conclusions and provide public assurance about the quality of outcomes for children currently being achieved
- b) facilitate positive change by identifying areas for improvement and give public assurance about the capacity for continuous improvement

A number of scrutiny activities will be planned in each inspection and carried out in a proportionate way. This means that the focus of the questions or “enquiry” will follow the agreed outcomes of the scoping activities.

Standard activities will include

- a proportionate selection of interviews with children, young people, parents and carers
- a proportionate number of interviews of multi-agency focus groups of staff in ‘teams around the child’
- multi-agency or single-agency focus groups of staff around selected themes such as early intervention and corporate parenting
- observations of groups or key processes
- focus groups of young people around particular themes or issues
- site visits

This phase will also carry out activity to validate best practice which can be promoted nationally.

6. Reporting inspection findings

It is intended that the emerging findings will be shared through a number of professional discussions which will take place throughout the inspection. At the conclusion of the inspection, the findings will be shared orally with the Chief Officers and the Community Planning Partnership within two weeks of the completion of the proportionate phase.

The reporting of the joint inspections will answer the following questions:-

- How well are the lives of children, young people and their families improving?
- How well do we work together to improve the lives of children and families?
- How well do we lead and improve the quality of our work and achieve better outcomes for children and families?

The report of findings will be completed within 4 weeks and allow Chief Officers and Community Planning Partners the opportunity to provide an accuracy check on the content of the reports.

It is proposed that the inspection reporting will produce a short narrative public report in plain English. Chief Officers and Community Planning Partners will be provided with a more detailed record of the inspection findings. The purpose is to assist partners in maintaining effective practices and take forward those areas which require improvements.

7. Supporting improvement

The Care Inspectorate will request a joint action plan detailing how the Community Planning Partnership intends to make any improvements identified as a result of the inspection to be received within 6 weeks of the receipt of the record of inspection findings. The Care Inspectorate and its scrutiny partners will consider this action plan and agree any ongoing role to build capacity and assist the improvement in the quality of services for children. The aim will be to offer support to aid improvement between the relevant scrutiny/improvement bodies and the Community Planning Partnerships.

The Care Inspectorate

Joint Inspections of Services for Children

Protocol for addressing matters of concern

Concerns that a child or person may be at risk of abuse or harm

The protection of the welfare of children and any adult at risk of abuse or harm is paramount. The actions and decisions of inspectors will support this. Inspectors may have cause to believe during the course of a joint inspection that a child or adult is at risk of harm as a result of abuse or poor practice during the course of an inspection. In these circumstances inspectors have a responsibility to report concerns and ensure that those services with a responsibility to investigate and take the necessary actions to protect the child or adult at risk are able to do so. Inspectors will have access to the relevant inter-agency guidance, policies and procedures for public protection to assist in the reporting of concerns.

Inspectors may judge that the quality of the services provided to children and families as so inadequate that it places an individual or individuals' safety and/or welfare at immediate risk. For example, this could be risky behaviour by a teenager which is disregarded, or, a protection/risk management plan which has not been implemented.

Inspectors may judge the quality of the services provided as being inadequate over a period of time in such a way as to compromise the health or well-being of the child and family in the longer term. For example, this could include a young person who has very onerous caring responsibilities with no support or a child who has ongoing contact with an emotionally abusive parent and does not wish to see the parent.

Addressing matters of concern during a joint inspection

1. In any event concerns will **not** be raised directly with the parent, carer or staff providing a service to the individual or family.
2. For the conduct of the Joint Inspection, community planning partners will be asked to nominate an appropriate senior officer to receive any concerns raised by the Lead Officer for the inspection under this protocol.
3. The inspector(s) will report their concerns in the first instance to the Lead Officer for the inspection.
4. The inspector will record the necessary details and information onto the required sections of the Care Inspectorate proforma with the date on which it is completed and their signature.
5. The Lead Officer for the inspection will take immediate action in line with the relevant inter-agency procedures to report all instances where it is believed that a child or adult is at immediate risk of harm, or, may have experienced abuse which has hitherto not been the subject of a satisfactory investigation.
6. The Lead Officer will consider all of the information available and make a decision about reporting concerns about the inadequacy of the quality of the services provided in relation to an individual. This decision will take account of the need to report concerns about individuals outside and as distinct from the responsibility to report the emerging and overall inspection findings in relation to the quality of services.
7. The Lead Officer for the inspection will record the necessary details and information onto the required sections of the Care Inspectorate proforma along with the date on which it is completed and their signature.

8. In all instances it is the responsibility of the services operating within the local authority area to act upon the information provided by the Lead Officer for the inspection.
9. The Lead Officer for the inspection will check that action has been taken and note the details of this in the Care Inspectorate proforma.