

Social Work Inspection Agency

Freedom of Information (Scotland) Act 2002

Publication Scheme How we publish our information

Revision: 3.1

Release Date: December 2009

Preface



I am pleased to present our second publication scheme which we refer to as ‘the scheme’ throughout the document.

We are committed to promoting openness and transparency in the way we carry out our business and this publication scheme is one example of how we operate as an efficient and open organisation.

This scheme was created under the Freedom of Information (Scotland) Act 2002 and outlines the information that we will make available to you.

We have included an explanation of the ways in which our publications can be obtained and have given you an explanation of the freedom of information legislation which has been introduced within Scotland and the rest of the UK.

If you require information in a different format, please let us know. We can provide large print, audio, Braille or translations.

A handwritten signature in black ink that reads "Alexis Jay". The signature is written in a cursive style with a long horizontal flourish at the end.

Alexis Jay
Chief Social Work Inspector

March 2008

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Part A – Introduction

1. Our publication scheme

We have created this publication scheme according to Section 23 of the Freedom of Information (Scotland) Act 2002. We aim to be open and transparent and will make available as much information as we can about our organisation and its work. We also have a duty to publish information relating to the environment under Regulation 4 of the Environmental Information (Scotland) Regulations 2004 (the EIRs).

The scheme explains:

- the types of information that we publish or intend to publish;
- how publications can be accessed; and
- how much it may cost.

The scheme ensures that you can access information on our website (www.swia.gov.uk) without the need to request it from us, but you can request printed copies to be sent by post, or for electronic files to be sent by e-mail. The scheme details the information we make available and specifies what format we publish it in e.g. electronic or hard-copy. We may also be able to provide the scheme and our information in alternative formats (e.g. Braille, audiotape) and languages if required (see section 5).

All information that we have made available through the scheme is split into ‘classes’ of information. SWIA has six classes of information which are:

1. who we are and what we do;
2. financial information;
3. communications and publications;
4. policies, procedures and internal guidance;
5. regulatory functions; and
6. environmental information.

The classes and documents available are detailed within Part B of the scheme.

The information listed in the scheme will always be made available unless there is a good reason not to do so. These reasons are listed in section 7. If you request information that is not included in the scheme, we will consider your request and tell you if we can supply that information. Section 10 explains how to access information that is not available under the scheme.

The scheme has been approved by our Senior Management Team. It has also been formally approved by the Scottish Information Commissioner. For more information on the Scottish Information Commissioner, please see section 4.

We will monitor and review the scheme annually. The scheme will be sent to the Scottish Information Commissioner for approval every four years - or sooner if requested to do so.

Our Chief Executive, Alexis Jay, has overall responsibility for the scheme but daily responsibilities have been delegated to:

Andrew Wilkinson
Corporate Manager
SWIA
Ladywell House
Room 2/1/1
Ladywell Road
Edinburgh
EH12 7TB

Tel: 0131 244 4885
Email: freedomofinfo@swia.gsi.gov.uk
Website: www.swia.gov.uk

Some information that relates to internal guidance is also included in the Scottish Government's publication scheme. We have highlighted where information is available from the Scottish Government and this can be viewed at www.scotland.gov.uk or requested from:

Scottish Government
St Andrew's House
EDINBURGH
EH1 3DG

Tel: 08457 741 741
Email: ceu@scotland.gsi.gov.uk
Fax: 0131 244 8240
Minicom: 0131 244 1829

2. About the Social Work Inspection Agency (SWIA)

SWIA was established in April 2005 as an executive agency of the Scottish Executive (now called the Scottish Government). We inspect all social work services in Scotland and report to Parliament and to the public on the quality of these services, locally and nationally. We are an independent and impartial agency but remain directly accountable to Scottish Ministers for the standards of our work.

With the emphasis on people, and working in partnership with other agencies, we aim to improve social work practice and so make a real difference in people's lives.

We also carry out joint inspection work with colleagues such as Her Majesty's Inspectorate of Education, to produce reports and reviews.

Our Chief Executive and Chief Social Work Inspector is Alexis Jay and she is supported by a Senior Management Team which includes:

- Marc Hendrikson, Temporary Depute Chief Social Work Inspector
- Gill Ottley, Depute Chief Social Work Inspector
- David Cumming, Depute Chief Social Work Inspector
- Andrew Wilkinson, Corporate Manger

We currently employ 55 staff, including Inspectors and administrative support staff.

3. What is the Freedom of Information (Scotland) Act 2002?

The Act was introduced by the Scottish Parliament in order to develop a greater culture of openness and accountability within the public sector. The Act came into force on 1 January 2005. There is also similar legislation in England, Wales and Northern Ireland.

The main aim of the Act is to give members of the public a general right of access to all types of recorded information held by Scottish public authorities that has not been available before. In total there are approximately 10,000 public authorities that have to comply with this new legislation.

When preparing or reviewing our publication scheme, we are obliged by the Act to have due regard to the public interest in providing access to the information that we hold which relates to:

- the services we provide;
- the costs of those services;
- the standard of those services;
- the facts that inform the important decisions we take; and
- the reasoning that informs our decisions.

We have used these principles to identify appropriate information to be included under the scheme.

It is important that the Act is not confused with the Data Protection Act 1998 where individuals already have the right to apply to us for personal information we hold about them. In section 11 we have provided brief details about how to make an application for personal information under the Data Protection Act 1998.

4. The Scottish Information Commissioner

The Freedom of Information (Scotland) Act 2002 is enforced by Kevin Dunion the Scottish Information Commissioner. He is also responsible for the approval of publication schemes for Scottish public authorities. The Scottish Information Commissioner's contact details are:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Tel: 01334 464610
E-mail: enquiries@itspublicknowledge.info
Website: www.itspublicknowledge.info

As mentioned previously there is separate freedom of information legislation for England, Wales and Northern Ireland. The relevant Act is the Freedom of Information Act 2000 and it is enforced by Richard Thomas, the Information Commissioner. He also has responsibility for the Data Protection Act 1998 on a nationwide basis. Contact details for the office of the Information Commissioner for England, Wales and Northern Ireland are:

The Office of the Information Commissioner
Wycliffe House
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545700
Website: www.informationcommissioner.gov.uk

5. How to access information from the scheme

We have made information available in both electronic and printed format. There are a number of ways that you can access our information. These are detailed below:

Online

Most of the information listed in the scheme is available from our website, www.swia.gov.uk. If you want to download any documents please read the copyright notice in section 9 of the scheme.

Email

If the information you need is listed in the scheme but not available on our website we may be able to send it by email. Our email address is freedomofinfo@swia.gov.uk

By phone

You can request information over the telephone from our Corporate Manager on 0131 244 4885.

Personal visits

You can contact us to arrange a visit to one of our offices to collect a copy of the information you need. Please contact us on 0131 244 4885 or email freedomofinfo@swia.gov.uk

Our office is open Monday to Friday 0900 to 1700 hours (Except Easter Monday, Christmas and New Year public holidays, and Scottish Government holidays). Please contact the office before your visit to ensure that we are able to provide you with the information you want as efficiently as possible. Our office addresses are:

SWIA
Ladywell House
Room 2/1/1
Ladywell Road
EDINBURGH
EH12 7TB

SWIA
Europa Buildings
450 Argyle Street
GLASGOW
G2 8LG

By post

Hard copies of information can be requested from:

Andrew Wilkinson
Corporate Manager
SWIA
Ladywell House
Room 2/1/1
Ladywell Road
Edinburgh
EH12 7TB

Tel: 0131 244 4885
Email: freedomofinfo@swia.gsi.gov.uk
Website: www.swia.gov.uk

Other formats

If you need information supplied in an alternative format e.g. on audio tape, in Braille or alternative languages please let us know. We will take all reasonable steps to provide it in the format you request. Please note that if we need to arrange for a document to be transcribed or translated into an alternative format it may take longer than normal to provide you with the information. Depending on the size of the document(s) requested, there could be a delay of up to a month in providing them. We will always provide publications as quickly as we can, however, if you request a large document, this may take up to a month to provide. We will contact you if there will be a delay.

If you need further information to help you decide which documents to request, please contact our corporate manager (as above).

6. Our charging policy

All information contained within our scheme is available from us free of charge where it can be downloaded from our website (although you will have to pay any charges made by your internet provider and any personal printing costs).

For those without access to the website a single printout of the information as it appears on the website (or a hard copy of a document where indicated) can be requested, or we may be able to send you the information electronically by email. These will be provided free of charge except where indicated.

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as set out below.

If we ask you to pay a charge, you will be advised of the charge and how it has been calculated. Please note that information will not be provided to you until payment has been received.

Reproduction costs:

If you need multiple printouts of information from the website or multiple hard copies of documents, you will be charged at a standard rate of 10p per A4 side of paper for black and white copying and 30p per A4 side of paper for colour copying.

Computer discs will be charged at the rate of £1.00 per CD-ROM.

Postage:

You may be asked to pay postage charges at the cost to SWIA of sending the information by first class post.

7. Reasons why we may not provide information

All information covered by our publication scheme can either be accessed through our website, or will be provided promptly following our receipt of your request.

Our aim in maintaining this publication scheme is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in Part B – Classes of information. Information will only be withheld, however, where the Freedom of Information (Scotland) Act 2002 (or, in the case of environmental information, the Environmental Information (Scotland) Regulations 2004) expressly permits it.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm an organisation's commercial interests, or endanger the protection of the environment. Information may also be withheld if it is another person's personal information, and its release would breach the data protection legislation.

Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it may, in many cases, be possible to provide copies with the withheld information edited out.

If you wish to complain about any information which has been withheld from you, please refer to section 11.

Confidentiality

Section 36(2)(a) and (b) is an exemption for information obtained by a public authority from another person in confidence, the disclosure of which would result in an actionable breach of confidence. Section 38(1)(b) is an exemption for personal information that if disclosed would breach one or more of the data protection principles.

These exemptions may apply to statements, completed questionnaires and interview notes provided to SWIA in confidence, as well as to correspondence to/from a complainant during an ongoing investigation or inspection. This is because this information is given directly to, and received by, SWIA under conditions that imply a duty of confidence. The information itself is often genuinely confidential, not publicly known and if it were to be disclosed it would cause substantial prejudice to SWIA's ability to carry out its regulatory function. If SWIA cannot expect such information to be held in confidence then in future people may be reluctant to supply SWIA with information. This would not be in the public interest.

Law Enforcement

Section 35 is an exemption relating to general law enforcement. Section 35(1)(g) exempts information from disclosure if that disclosure would, or would be likely to, prejudice substantially the exercise by a public authority of its functions.

This exemption may apply to SWIA's internal file notes, memos and reports. This is because the disclosure of this information could prejudice substantially, or be likely to prejudice substantially, SWIA's future ability to deliver its key objective of improving the quality of social work services across Scotland through systematic inspection, review and reporting of local authority social work and social care services. Where there would be a negative and damaging impact on SWIA's regulatory role of any disclosure, it would not be in the public interest to compromise SWIA's investigatory and inspection procedures in future.

Prejudice to the Effective Conduct of Public Affairs

Section 30(b)(i) and (ii) exempts information from disclosure if that disclosure would, or would be likely to, inhibit substantially the free and frank provision of advice or the free and frank exchange of views for the purposes of deliberation.

This exemption may apply to SWIA's internal file notes, memos and draft reports regarding an inspection. The release of this correspondence may inhibit substantially the free and frank provision of advice, or the exchange of views for the purposes of deliberation as it could impact negatively on SWIA's decision-making processes. Disclosing some types of correspondence would prejudice substantially SWIA's ability to carry out its inspection and investigation responsibilities. It would not be in the public interest to prejudice the effective systematic inspection, review and reporting of local authority social work and social care services.

8. Records management and archiving

Our records management policy covers the management of all SWIA information. It adheres to the principles of the Public Records Act 1958 and 1967, which requires that all files are reviewed regularly for disposal and examined for possible historical preservation by the National Archives of Scotland (NAS). The policy is based firmly on the agreed Scottish Government Information Management Principles.

The policy also considers the impact of the Data Protection Act 1998 and Freedom of Information (Scotland) Act 2002, including the Code of Practice on Records Management and Code of Practice on Access to Scottish Government Information.

Information that is not required for our business purposes is stored at a place approved by the Scottish Government for the purpose of holding public records.

9. Our copyright policy

SWIA holds the copyright for the vast majority of information in this publication scheme. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The publication scheme may, however, contain information where the copyright holder is not SWIA. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. Wherever possible, this scheme will indicate where we do not own the copyright on documents within Part B – Classes of information.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland at www.oqps.gov.uk. We can provide you with a copy of this information if you do not have internet access.

10. How to access information which is not available under our scheme

If the information you are seeking is not available under this publication scheme, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to:

Andrew Wilkinson
Corporate Manager
SWIA
Ladywell House
Room 2/1/1
Ladywell Road
Edinburgh
EH12 7TB

Charges for information which is not available under our scheme

The charges for information which is available under this scheme are set out under section 6 – Our Charging Policy. If you submit a request to us for information which is not available under the scheme the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for environmental information

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to the authority of providing the information:

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

11. The Data Protection Act 1998

The Data Protection Act 1998 works in two ways. It gives individuals certain rights and it also states that those organisations that record and use personal information must be open about how the information is used. They must also follow the eight principles of good information handling.

The Principles

Anyone processing personal data must comply with the eight enforceable principles of good practice. The Data Protection Act 1998 states that data must be:

- processed fairly and lawfully;
- processed for limited purposes;
- adequate, relevant and not excessive;
- accurate and up-to-date;
- kept no longer than necessary;
- processed in accordance with the data subject's rights;
- secure; and
- restricted from transfer to countries outside the European Economic Area without adequate protection.

How can I obtain information that SWIA holds on me?

The subject access provisions of the Data Protection Act 1998, give individuals the right to apply for a copy of any personal data that we hold.

To apply for a copy of any information that we may hold about you please contact:

Andrew Wilkinson
Corporate Manager
SWIA
Ladywell House
Room 2/1/1
Ladywell Road
Edinburgh
EH12 7TB

Tel: 0131 244 4885
Fax: 0131 244 5496
Email: freedomofinfo@swia.gsi.gov.uk
Website: www.swia.gov.uk

12. The Disability Discrimination Act 1995

The scheme is designed to meet the disability compliance standards and comply with the Disability Discrimination Act 1995. We use various techniques to provide pages on our website which will meet the accessibility standards for site visitors with movement, cognitive and visual impairments. This includes visitors to the website who are using assistive technologies. Our website is designed to be heard using screen readers such as 'JAWS' and 'Supernova' and has been validated using 'Bobby 5.20.3.2'. We will also

ensure that hard copy versions of the scheme meet the accessibility standards and we are committed to making alternative formats of the scheme available on request.

Further information on the Disability Discrimination Act 1995 can be found by contacting:

Equality and Human Rights Commission Scotland
Freepost RRLL-GYLB-UJTA
The Optima Building
58 Robertson Street
Glasgow
G2 8DU

Tel: 0845 604 5510

Textphone: 0845 604 5520

Fax: 0141 228 5912

Website: www.equalityhumanrights.com

13. How to make a complaint

Our aim is to make our publication scheme as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the publication scheme, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact:

Andrew Wilkinson
Corporate Manager
SWIA
Ladywell House
Room 2/1/1
Ladywell Road
Edinburgh
EH12 7TB

Tel: 0131 244 4885

Fax: 0131 244 5496

Email: info@swia.gsi.gov.uk

Website: www.swia.gov.uk

Any complaint will be acknowledged within two working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under this scheme and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three step process, and he operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. His office can be contacted as follows:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Tel: 01334 464 610
E-mail: enquiries@itspublicknowledge.info
Website: www.itspublicknowledge.info

14. Feedback

We are required by the Freedom of Information (Scotland) Act 2002 to maintain and review our publication scheme. As part of this process, we welcome any feedback on how we can develop our scheme further.

If you would to comment on any aspect of this publication scheme, then please contact us. For example, you may wish to tell us about:

- other information that you would like to see included in the scheme;
- whether you found the scheme easy to use;
- whether you found the publication scheme useful;
- whether our staff were helpful;
- other ways in which our publication scheme can be improved.

Please send comments or suggestions to:

Andrew Wilkinson
Corporate Manager
SWIA
Ladywell House
Room 2/1/1
Ladywell Road
Edinburgh
EH12 7TB

Tel: 0131 244 4885
Email: freedomofinfo@swia.gsi.gov.uk

Part B – Classes of information

In the scheme, the information that we publish is organised into six classes. These are:

1. who we are and what we do;
2. financial information;
3. communications and publications;
4. policies, procedures and internal guidance;
5. regulatory functions; and
6. environmental information.

The scheme does not list all of the information held or published by SWIA. If the information you require is not included in the scheme you can submit a written request. We will respond to your request in accordance with the Freedom of Information (Scotland) Act 2002.

Our aim is to be as open as possible. However, information may be withheld from any of the classes of information listed above where we consider that disclosure may seriously prejudice law enforcement, legal proceedings or enforcement activity or where the disclosure is otherwise prohibited by law (see section 7). We may also withhold information which is personal information under the Data Protection Act 1998.

Some important information relating to our work is published by other bodies and is therefore not included in the scheme. This information includes material such as Acts of the Scottish Parliament and subordinate legislation, and answers given by the Scottish Ministers to parliamentary questions.

Copies of Acts of the Scottish Parliament and subordinate legislation can be viewed and downloaded free of charge from the website of the Office of the Queen's Printer for Scotland (OQPS). Their web address is www.oqps.gov.uk

Class 1: Who we are and what we do

This class contains information about who we are, how we function, and our core responsibilities and objectives.

Senior Management Team	
Description	The names and designations of current members of the Senior Management Team.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Framework Document	
Description	The current framework document setting out SWIA's responsibilities and objectives of Office of the Social Work Inspection Agency (SWIA). It also sets out the management and resources framework within which SWIA operates.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Corporate Plan	
Description	The current corporate plan setting out SWIA's aims and key objectives.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

SWIA Charter	
Description	The Charter sets out what we do and the values that direct our work.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Partner's Launch Bulletin	
Description	A bulletin of the official launch of SWIA on 31 May 2005, including a summary of presentations, feedback on the workshops and feedback on the launch itself.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Frequently asked Questions	
Description	A selection of frequently asked questions.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Agreed board papers and minutes of board meetings	
Description	Agendas and minutes of the SWIA Board which will include non-executive directors
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Audit committee minutes	
Description	Minutes of SWIA's audit committee
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Location and contact details for the SWIA offices	
Description	Location map, address, telephone number and fax number for the Edinburgh and Glasgow offices
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

SWIA Matters Newsletter	
Description	The quarterly SWIA Matters newsletter
Availability	Online: http://www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Class 2: Financial information

This class contains information on how we spend public money.

Business Plan	
Description	Describes SWIA's business objectives and accountable targets for the current accounting year.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Annual Report and accounts 2005/06	
Description	Annual report detailing our performance 2005/06.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Annual Report and accounts 2006/07	
Description	Annual report detailing our performance during 2006/07.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Annual Report and accounts 2007/08	
Description	Annual report detailing our performance during 2007/08.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Annual Report and accounts 2008/09	
Description	Annual report detailing our performance during 2008/09.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Class 3: Communications and publications

This class contains reports on our inspections, information leaflets, statistical information from our inspections and consultation documents.

Self evaluation guides	
Description	Guides to assist local authorities and voluntary organisations with self evaluation
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Reports on performance inspections of social work services	
Description	Reports on performance inspections of social work services in local authorities throughout Scotland. A full list of available reports can be obtained from the Freedom of See section 5 for contact details.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Summary leaflets of reports on performance inspections of social work services	
Description	Summary reports on performance inspections of social work services in local authorities throughout Scotland. A full list of available reports can be obtained from the Freedom of See section 5 for contact details.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Performance inspection of social work services – Introduction	
Description	Information leaflet providing an introduction to performance inspections
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Reports on inspections of criminal justice social work services	
Description	Reports on inspections of criminal justice of social work services in local authorities throughout Scotland. A full list of available reports can be obtained from the Freedom of See section 5 for contact details.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Reports on multi-agency inspections	
Description	Reports on multi-agency inspections. A full list of available reports can be obtained from the Freedom of See section 5 for contact details.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Summary leaflets of reports on multi-agency inspections	
Description	Summary reports on multi-agency inspections. A full list of available summary leaflets can be obtained from the Freedom of See section 5 for contact details.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Reports on reviews, special inspections and investigations	
Description	Reports on reviews, special inspections and investigations that have been carried out. A full list of available summary leaflets can be obtained from the Freedom of See section 5 for contact details
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Creating a positive future for looked after children and young people in Scotland – Extraordinary Lives – full report	
Description	Review of the experiences and children, young people and adults looked after by local authorities in Scotland. June 2006
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Extraordinary Lives - summary report	
Description	Summary report of children looked after by local authorities. June 2006
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

The health of looked after and accommodated children and young people in Scotland	
Description	Report on the health of children and young people in Scotland. June 2006
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Time well spent: a study of well-being and children's daily activities	
Description	Study on children looked after by local authorities. June 2006
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Celebrating Success: what helps looked after children succeed.	
Description	What helped looked after children to become and feel successful. June 2006
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Children looked after by local authorities: the legal framework	
Description	Overview of the law affecting children under the care or supervision of local authorities. June 2006
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Looking after the family: a study of children looked after in kinship care in Scotland	
Description	Study of children looked after in kinship care. June 2006
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Safe Care and Education at Geilsland Residential School Joint Inspection Report	
Description	This review was undertaken jointly by SWIA and Her Majesty's Inspectorate of Constabulary (HMIC). December 2005
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

No Fear As Long As We Work Together – Follow up joint Inspection of Scottish Borders Council and NHS Borders	
Description	Joint inspection with the Mental Welfare Commission for Scotland. Verifying implementation of their action plan for services for people with learning disabilities. October 2005
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

21st Century Social Work: Reducing Re-offending: Key Practice Skills	
Description	This literature review addresses best practice in working with offenders to reduce their offending. March 2005
Availability	Online: www.scotland.gov.uk/Publications/2005/04/21132007/20080 By post or email: See section 5 for contact details
Cost	Free of charge

Joint Inspection of Edinburgh Secure Services	
Description	Joint Report By: Social Work Services Inspectorate, The Scottish Commission for the Regulation of Care and HM Inspectorate of Education assisted by the Scottish Executive Health Department. October 2004
Availability	Online: www.scotland.gov.uk/library5/social/jiess-00.asp By post or email: See section 5 for contact details
Cost	Free of charge

Report of an Inspection of Rossie Secure Accommodation Services Montrose	
Description	An inspection of Rossie Secure Accommodation Services was undertaken by the Social Work Services Inspectorate (SWSI) and HM Inspectorate of Education (HMIE), assisted by the Scottish Executive Health. February 2004
Availability	Online: www.scotland.gov.uk/library5/social/irsa-00.asp By post or email: See section 5 for contact details
Cost	Free of charge

Reports on care arrangements and education in secure accommodation	
Description	Joint reports by Social Work Services Inspectorate and HM Inspectorate of Education assisted by the Scottish Executive Health Department and the Scottish Commission for the Regulation of Care. A full list of available reports from June 2001 to August 2003 can be obtained from the Freedom of See section 5 for contact details.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Progress With Complexity The 2003 National Overview Report	
Description	The Chief Social Work Inspector's 3rd Annual Report 2003
Availability	Online: www.scotland.gov.uk/library5/social/prco.pdf By post or email: See section 5 for contact details
Cost	Free of charge

Progress with Complexity The 2003 Local Reports	
Description	Short Reviews of Social Work Services in Scottish Local Authorities The Chief Social Work Inspector's 3rd Annual Report 2003
Availability	Online: www.scotland.gov.uk/library5/social/pwc03.pdf By post or email: See section 5 for contact details
Cost	Free of charge

Progress with Complexity The 2003 Local Reports	
Description	Short Reviews of Social Work Services in Scottish Local Authorities The Chief Social Work Inspector's 3rd Annual Report 2003
Availability	Online: www.scotland.gov.uk/library5/social/pwc03.pdf By post or email: See section 5 for contact details
Cost	Free of charge

Getting Our Priorities Right: Good Practice Guidance for Working with Children and Families Affected by Substance Misuse	
Description	Good practice guidance. February 2003
Availability	Online: www.scotland.gov.uk/library5/education/gopr-00.asp By post or email: See section 5 for contact details
Cost	Free of charge

Getting Our Priorities Right: Policy and Practice Guidelines for Working with Children and Families Affected by Problem Drug Use	
Description	Policy and practice guidelines. September 2001
Availability	Online: www.scotland.gov.uk/library3/social/gopr-00.asp By post or email: See section 5 for contact details
Cost	Free of charge

Settled in Court? An Inspection of Social Work Services at Four Sheriff Courts	
Description	Inspection with a focus on the services provided at the Sheriff Court level. July 2001
Availability	Online: www.scotland.gov.uk/library3/social/sic-00.asp By post or email: See section 5 for contact details
Cost	Free of charge

Inspection data	
Description	Statistical data from SWIA performance inspections.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Communication strategy	
Description	Sets out our strategy for ensuring that we are communicating fully with all our stakeholders, both internal and external, making the best use of all available sources.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Class 4: Policies, procedures and internal guidance

This class contains written protocols and internal guidance for delivering / meeting our functions and responsibilities.

Inspection timetable	
Description	Current and previous annual inspection timetables.
Availability	Online: www.swia.gov.uk By post: See section 5 for contact details
Cost	Free of charge

SWIA performance improvement handbook 2009-11	
Description	Detailed guidance of the SWIA performance improvement process.
Availability	Online: www.swia.gov.uk By post: See section 5 for contact details
Cost	Free of charge

SWIA performance inspection handbook 2006-10	
Description	Detailed guidance of the SWIA performance inspection process.
Availability	Online: www.swia.gov.uk By post: See section 5 for contact details
Cost	Free of charge

Data Protection policy statement	
Description	Statement explaining how SWIA will deal with public enquiries in accordance with the Data Protection Act 1998.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Information management policy	
Description	Policy for the management of all SWIA information.
Availability	Online: www.swia.gov.uk By post: See section 5 for contact details
Cost	Free of charge

Complaint procedure	
Description	The procedure for making a complaint about SWIA.
Availability	Online: www.swia.gov.uk By post: See section 5 for contact details
Cost	Free of charge

Class 5: Regulatory functions

This class contains information about our performance.

Annual Report and accounts 2005/06	
Description	Annual report detailing our performance 2005/06.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Annual Report and accounts 2006/07	
Description	Annual report detailing our performance during 2006/07.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Annual Report and accounts 2007/08	
Description	Annual report detailing our performance during 2006/07.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Annual Report and accounts 2008/09	
Description	Annual report detailing our performance during 2006/07.
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge

Class 6: Environmental information

This class contains information about our environmental policies.

Environmental policy	
Description	Environmental policy (currently being developed)
Availability	Online: www.swia.gov.uk By post or email: See section 5 for contact details
Cost	Free of charge