

8.1 Model agenda for introductory meeting with the local authority

Initial Meeting between (NAME OF COUNCIL) and Chief / Depute Chief Inspector, SWIA

(DATE, TIME AND PLACE)

Draft Agenda

1. Welcome and Introductions (NAME OF COUNCIL)/CI or DCI
2. Purpose of Performance Inspection CI or DCI
3. Key Issues for (NAME OF COUNCIL) (NAME OF COUNCIL)
4. Outline Details of the Performance Inspection CI or DCI including:
 - Inspection team - Roles and responsibilities
 - Timetable
 - (NAME OF COUNCIL) Performance inspection co-ordinator - Roles and responsibilities
 - Communication with elected members and Chief Executive
 - Discussion about service users and carers involvement
 - Co-ordination with other regulatory and inspection bodies, e.g. HMIE, Care Commission, Audit Scotland
5. Future liaison meetings: Director and Chief / Depute Social Work Inspector
6. Any Other Business

8.2 Model agenda for the first planning meeting with the local authority inspection co-ordinator

First planning meeting between lead inspector, local authority inspection co-ordinator and SWIA inspection support manager.

Likely duration of meeting – 2 hours.

Model Agenda

1. Introductions
2. The performance inspection process
3. Overview of the inspection timetable and the tasks involved
4. Project planning - roles and responsibilities
5. Managing the performance inspection:
 - advance information;
 - surveys (people, who use services, and carers, staff, partners and stakeholders);
 - selection of case files and case file reading process; and
 - interviews, group meetings and focus groups for Phase 2 Fieldwork.
6. Publicising the performance inspection in advance
7. Support arrangements for the SWIA performance inspection team when on site
8. Next steps
9. AOB

9.1 Case file analysis - guidance for the local authority

1. Introduction

The primary purpose of analysing files is to assist SWIA to reach a valid judgement in respect of the following key questions:

- What key outcomes for people who use services have we achieved?
- What impact have we had on people who use services?
- How good is our delivery of key processes?

In addition, the overall quality of files (e.g. up to date recording which is fit for purpose) will also be analysed.

2. Sampling

The number of case files requested from the local authority will be determined by:

- the size of the local authority and
- issues arising from the advanced information.

Between 100 and 200 case records will be randomly selected from a range of categories (see below). The number and type of case files will be determined by the lead inspector, in consultation with the local authority co-ordinator. The lead inspector will ensure that a record of each stage of the sampling process is kept, including reasons for the sample size selected.

3. Files to be analysed

Representative selection of case files will be based on the following categories:

Adult Services (up to 100 case records)

- Older people (excluding older people with dementia), receiving residential / respite / short break services, or intensive domiciliary services (5 days per week or more)
- Older people with dementia
- People aged < 65 with physical disabilities
- People aged < 65 with sensory impairments
- People with mental health problems