

Developing a Common Approach to Inspecting Services for Children

Neil McKechnie

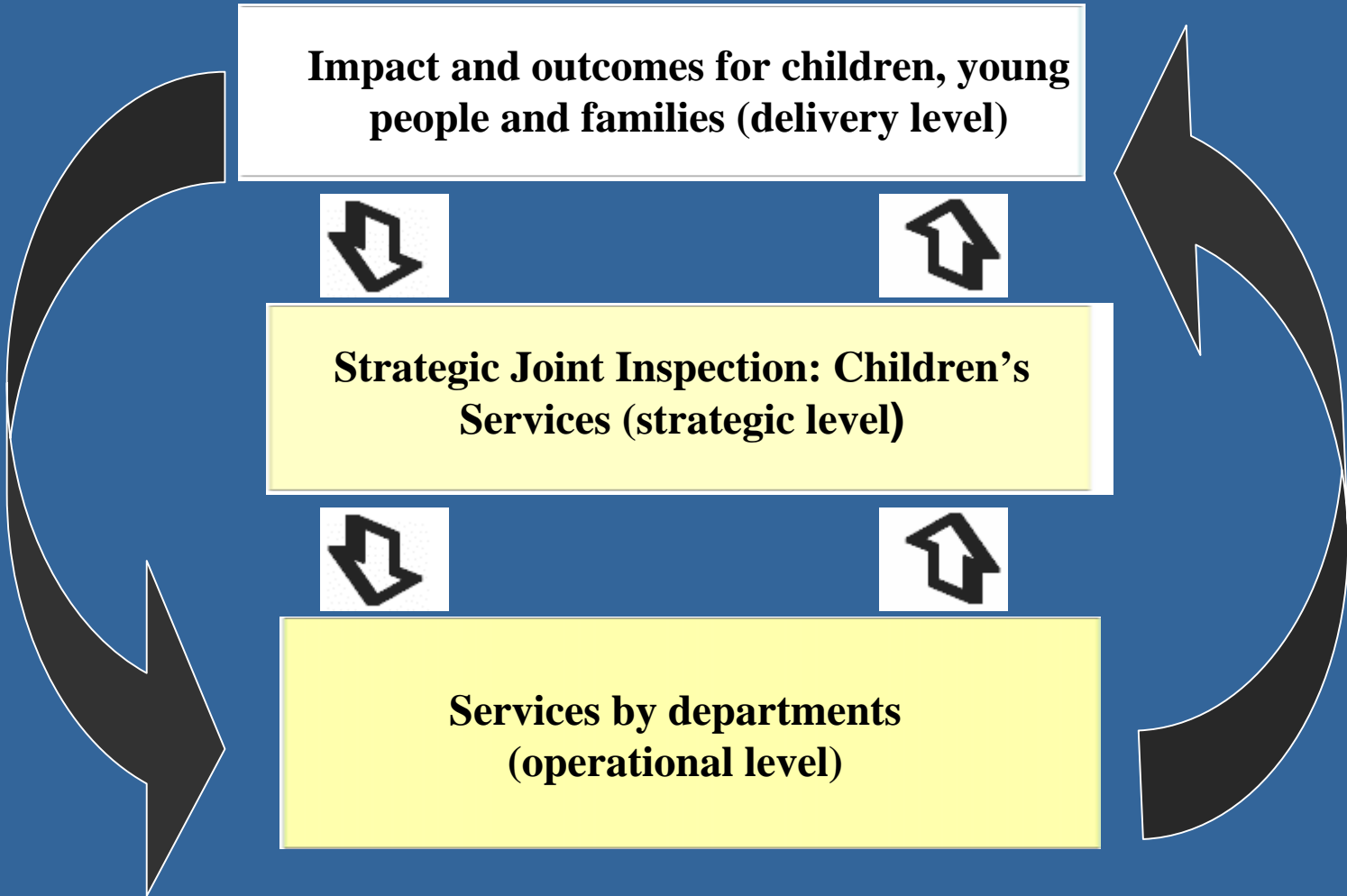
Director, Services for Children Unit

Background

- For Scotland's Children
- Vision for an ambitious Scotland
- Integrated children's services plans
- Partnership Agreement
- *Making Services Better for Scotland's Children*

Inspection

- Purposes of inspection
- Complementarity of inspection and self-evaluation
- Coherent framework for children's services



Impact and outcomes for children, young people and families (delivery level)



Strategic Joint Inspection: Children's Services (strategic level)

Services by departments (operational level)

Evaluating Services for Children

- What key outcomes have we achieved?
- What impact have we had in meeting the needs of our stakeholders?
- How good is our delivery of key processes?
- How good is our operational management?
- How good is our strategic leadership?
- What is our capacity for improvement?

What key outcomes have we achieved?

1. Key Performance Outcomes

- Continuous improvement and performance (against national measures)
- Performance against local objectives

What impact have we had in meeting the needs of children and families?

2. Impact on children and families

- Impact on individual children and families and units which deliver services directly to children and families

How good is our delivery of key processes?

5. Delivery of key processes

- Delivering services to children and families
- Working in partnerships with children and families
- Inclusion, equality and fairness
- Improving services
- Improving the quality of units which deliver services to children and families

How good is our operational management?

6. Policy development and planning

- Policy review & development)
- Participation of children and families and other relevant people
- Operational planning

How good is our strategic leadership?

9. Leadership and direction

- Vision, values and aims
- Leadership and direction
- Leadership of people and partnerships
- Leadership of change and improvement

What is our capacity for improvement?

10. Capacity for improvement

- Global judgement based on evidence of all key areas, in particular, outcomes, impacts and leadership direction

3. Impact on staff

- Impact on staff (motivation and satisfaction)

7. Management and support of staff

- Recruitment and retention
- Staff deployment & teamwork
- Development of staff

4. Impact on the community

- Impact on parents/carers and families
- Impact on the wider community

8. Resources and capacity building

- Financial management
- Resource management
- Management information systems
- Developing partnership working



Coherent System of Inspection

- Co-operation in 3 broad areas:
 - Sharing of inspection findings
 - Harmonisation of inspection cycles
 - Use of evidence from self-evaluation

What we will deliver

- Inspection more streamlined
- More holistic analysis of how children's needs are met
- Public reporting on the effectiveness of joint service delivery
- Moves towards focussing on impact and outcomes for children
- Inspection part of the overall quality assurance framework for children