

How are inspections work.

What is the purpose of our inspections?

They're not about trying to catch anyone out, or looking for things to criticise. They're about finding strengths to promote. The organisations we work with use our inspections to provide an even better service for the public.

A standard inspection goes through seven phases.

In the scoping and setting up phases, we work with the organisation we're inspecting to design an inspection they can use to improve. We then develop the questions the inspection will address, and decide who and what we need to see to answer them.

That way, everyone can feel ready for the pre-on-site and on-site phases. In these phases, we gather all the evidence we need to identify strengths and make our recommendations. That usually means reviewing documents and casefiles, and doing surveys, interviews and focus groups.

In the evaluation phase, we put all that evidence together, and talk through our findings with the organisation we're inspecting, to make sure all our recommendations will be accurate, fair, and useful.

The report writing phase is about putting those recommendations down in writing, along with all the evidence that backs them up.

After the publication and finalisation phase, both the public and the organisation we inspected will have a transparent record of what we did, what we found, and what we recommend. And the organisation will have a series of independent, evidence-based recommendations it can use to provide an even better service to the public.

You can find all our inspection reports on our website. And you can find out more detail about what our inspections involve in our Inspection Handbook.