

---

### Overview

This unit is about confirming and reporting the outcomes of inspections. It includes confirming any follow-up actions required and, where applicable, monitoring to ensure that required actions are taken.

(Note; in this context the term “inspection” may also apply to review or investigation).

There is one element:

Report and follow-up outcomes of inspections or reviews

### Target Group

The unit is recommended for those who co-ordinate or lead inspections, reviews or investigations and who are responsible for reporting on their outcomes.

## SFJYB2

### Report and follow-up outcomes of inspections or reviews

---

#### Performance criteria

*You must be able to:*

- P1 detail findings and recommendations to the organisation, which may include:
  - P1.1 recognition of noteworthy and/or innovative practice
  - P1.2 compliance
  - P1.3 recommendations and/or requirements for improvement
  - P1.4 grading (where relevant)
- P2 provide a clear explanation of any noteworthy or unsatisfactory performance, including the evidence which supports your findings
- P3 identify and agree any corrective actions and reasonable time scales in accordance with your organisation's policies and procedures for enforcement
- P4 inform other relevant persons or organisations of any unsatisfactory performance and any actions taken in response
- P5 confirm the nature and timing of any proposed follow-up inspections
- P6 monitor follow-up actions (where applicable and relevant to inspectorate policies and procedures) e.g.
  - P6.1 confirm that any agreed corrective actions are taken and when outstanding issues are resolved
  - P6.2 provide warnings when continuing or repeated unsatisfactory performance may lead to further action
  - P6.3 take further action (in accordance with policies and procedures for enforcement) if non-compliance is continuing and/or likely to cause significant risk to staff, service users, or the public
- P7 produce timely inspection reports which are clear and structured, in line with organisational practice
- P8 ensure written inspection reports describe the findings, judgements, recommendations and context of the inspection, with reference to relevant sources of evidence
- P9 check that written inspection reports are accurate and appropriate to the intended audience
- P10 gain approval for final written inspection reports from the relevant people
- P11 submit final reports for publication (where applicable)

# SFJYB2

## Report and follow-up outcomes of inspections or reviews

---

### Knowledge and understanding

*You need to know and understand:*

- K1 current and relevant legal, regulatory and ethical requirements in your sector
- K2 equal opportunities legislation and how to promote and monitor equal opportunities and diversity in the workplace
- K3 how to present information clearly and concisely
- K4 the criteria against which organisations are assessed
- K5 how to make judgements against defined criteria (including grading if applicable)
- K6 what constitutes noteworthy and/or innovative practice
- K7 the implications of unsatisfactory performance
- K8 how to identify situations where individuals may be at risk and how to respond
- K9 inspectorate policies and procedures for enforcement
- K10 inspectorate requirements or specification for written reports (e.g. house-style)
- K11 the features of a clear, well structured report
- K12 how to formulate clear and specific findings and recommendations
- K13 how to reference sources of evidence
- K14 the importance of ensuring that written reports are appropriate for their intended audience
- K15 who may need to provide approval for written reports
- K16 how to submit a report for publication

# SFJYB2

## Report and follow-up outcomes of inspections or reviews

---

### Additional Information

#### Behaviours

1. ensure judgements of evidence are as transparent as possible (i.e. the reasons for your judgements are clear to everyone involved)
2. are objective and fair
3. encourage and acknowledge improvements in practice
4. are vigilant for signs of risk to service users, staff, inspectors or the public
5. organise and prioritise data and evidence from various sources
6. communicate clearly, concisely, accurately and in ways that promote understanding

#### Skills

Listed below are the main generic 'skills' which need to be applied in reporting and following-up outcomes of inspections or reviews. These skills are explicit/implicit in the detailed content of the unit and are listed here as additional information.

1. Analysing
2. Communicating
3. Consulting
4. Decision making
5. Evaluating
6. Influencing and persuading
7. Information management
8. Investigating
9. Involving others
10. Making judgements
11. Providing feedback
12. Writing accurately and clearly.

#### Glossary

Frequently used terms and how they should be interpreted in the context of the Inspection of Public Services NOS

##### Criteria

The principles or standards by which judgements are made.

##### Inspectorate

A body which conducts inspections, reviews or investigations.

##### Organisation

Any public, private or voluntary sector body (including part of a larger body which is acting autonomously).

## SFJYB2

### Report and follow-up outcomes of inspections or reviews

---

#### **Risk**

Types of risk will depend on the sector and/or organisation subject to inspection, and may include the risk of harm to individuals and/or organisations.

#### **Links to other NOS**

This unit is linked to Skills for Justice units:

SfJ HD1. Develop productive working relationships with colleagues (ML D1)

SfJ HB8. Ensure compliance with legal, regulatory, ethical and social requirements (ML B8)

SfJ HG2. Establish, maintain and use relationships with the media to explain and promote the agency and its work (CJ A401)

## SFJYB2

### Report and follow-up outcomes of inspections or reviews

---

<b>Developed by</b>	Skills for Justice
---------------------	--------------------

---

<b>Version number</b>	1
-----------------------	---

---

<b>Date approved</b>	July 2007
----------------------	-----------

---

<b>Indicative review date</b>	July 2009
-------------------------------	-----------

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Original
---------------	----------

---

<b>Originating organisation</b>	Skills for Justice
---------------------------------	--------------------

---

<b>Original URN</b>	SfJ YB2
---------------------	---------

---

<b>Relevant occupations</b>	Public Services; Public Service Professionals
-----------------------------	---

---

<b>Suite</b>	Inspection of Public Sector Services
--------------	--------------------------------------

---

<b>Key words</b>	report writing, reporting, reporting outcomes of inspections,
------------------	---