Ofsted/CQC Local Area Inspections

• Welcome to this Contact a Family Webinar

• If there is a technical hitch, please do bear with us

• Those of you joining by pc, laptop, tablet or smartphone should now be able to see this introduction slide
Timing & Questions

• As there are so many attendees, it is not practical for verbal questions to be taken, therefore you will all remain ‘muted’ throughout

• If at any point you have questions, please use the question icon on your GoToWebinar tool bar on your screen

• This will allow you to type your question in to the text box and submit this to the Webinar administrator

• I will select as many relevant questions to answer as time allows, if similar questions are received I will condense these where possible
Q&A Session

• Further relevant questions, not covered in the time allowed, will be answered and posted on the Contact a Family website along with the recording of this Webinar, details of which will be circulated next week.

• At the end of the Webinar a short questionnaire will launch, please take the time to complete this as this will assist with future online training events.
The Ofsted/CQC Local Area Inspection

Carol Kelsey – Hertfordshire

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Our Voice
What we will cover …..

- Aims of the Local Area Inspection
- Pre-inspection
- Inspection week
- Parental engagement
- Inspection results and next steps
- Reflections & top tips
Aims of the Local Area Inspection

To assess the effectiveness of the Local Area in

• identifying children and young people who have special educational needs and/or disabilities

• assessing and meeting the needs of children and young people who have special educational needs and/or disabilities

• improving outcomes for children and young people who have special educational needs and/or disabilities.
Background to the Inspections

- Inspections are part of the SEND accountability framework.
- Inspections intended to be constructive for local areas as well as hold them to account.
- Key focus on local areas working together to build on strengths and take forward the areas for development.
- Range of resources to support ongoing improvement of services, including: LG Inform SEND report, EHCP journeys, SEN An Analysis.
The Local Area Inspection

• Looks at C/YP on SEN support as well as EHCPs

• Looks at drawing out key themes rather than individual cases

• A report is written but no grading is given for the Local Area

• Link below to inspection framework and related documents
  • https://www.gov.uk/government/publications/local-area-send-inspection-framework
Pre-inspection

• Get a plan of action for your forum ready as soon as possible

• You only have 5 working days notice – call comes on a Monday to the Local Authority for the inspection to start the following Monday.

• Ensure your Local Authority knows it should contact the forum and who in the forum to contact and their contact details eg phone and email

• Put your plan into action – (suggestions for a plan later)

• Things move fast in the pre-inspection week so ensure that key players in the forum know what to do

• Keep lines of communication open with Local Authority so you receive inspection timetables etc
Pre-inspection

• Timing of the webinar is agreed – can be with or without forum input

• Ensure that the forum informs it’s members and other parent organisations/networks

• Ofsted/CQC informs Local Area which education/health settings it will visit

• Ask to(expect forum rep to attend any pre-inspection meeting the Local Area leads hold

• Timetable of central meetings and visits is agreed with Local Area
General outline of the Inspection week

- Monday/Tuesday: an initial briefing and then topic focused meetings with representatives from Local Area - parent reps should be included in these.

- Topic focused meetings are fast paced, looking at the key themes at a strategic level and 1 hour long. Big focus on Outcomes for CYP.

- Topics include: Early Years - Identification of SEND and Early Intervention - Support for children with disabilities - Preparation for Adulthood - Assessing and meeting needs - Outcomes and Local Area improvement - IAG (not just Local Offer) - Involvement & participation (parent reps only) - Joint Commissioning.

- Wednesday/Thursday visits to education/health settings of Ofsted/CQC’s choice

- Friday - inspectors collate their findings and feedback verbally to Local Area key officers and parent rep.
General Outline of the Inspection week

• They are inspecting the setting as part of the Local Area and following key lines of enquiry

• In the education settings they meet with leaders/professionals, children/young people and parents of CYP from the setting.

• Examples of questions asked in settings - How often is your child reviewed? How well were your child’s needs assessed,? How do the different people involved work together, Do you have a copy of your child’s plan (EHC/SEN support plan). What difference have you noticed since Sept 2014?

• Look at files and some EHC plans.

• Webinar for parents – parents have to sign up in advance online
Parental Engagement

• Forum reps involved in pre inspection and inspection topic week meetings including de-brief at the end.

• Standard inspection notification letter for parents from Ofsted given to LA to send out notifying of webinar

• Setting visits - parents asked about their experiences based around the 3 key inspection questions. NB settings are free to select parents to attend

• Webinar

• Email to Ofsted
Summary

- Plan, prepare and ensure you communicate effectively
- Know what the strengths and weaknesses of your area are – including examples of co-production
- Be balanced and objective
- Agree on your forum’s key messages and possibly document them
- Ensure you have evidence
- Ensure you follow up post inspection and work with the Local Area team to continue to make improvements based on the L A Inspection Letter
- Continue to work with your peers to share learning
Concerns

• Should a forum have concerns about how the inspection is being conducted then you have the following options open to you:

  • 1. If concerns arise during an inspection, these should be raised with the lead HMI as soon as possible. The lead HMI will attempt to resolve the matter before the inspection is completed.

  • 2. If it has not been possible to resolve concerns through these means, a formal complaint can be raised through Ofsted’s published complaints procedures. Ofsted will process and coordinate the investigation of the complaint on behalf of both inspectorates.
* QUESTIONS?
Inspection results and next steps

- LA receives a draft report to which they have a chance to respond – forum not involved in this stage.
- Findings discussed within LA and including the Forum
- A Local Area Improvement or Action Plan should be developed focusing on the areas flagged in the Report
- Forums inform their networks about the results and next steps
- Use the findings for ongoing co-production with LA to problem solve and make improvements
- Share learning with other LAs, as well as other PCFs
- Provide Peer Network Support to one another
Reflections on the Inspection

• Overall Ofsted/CQC were receptive and listened well to parents/CYP

• Inspection asks the right questions and also follow lines of enquiry to get further information

• Co-production was looked at but not consistently in all areas

• Length of inspection makes it demanding to cover the breadth of subject

• Question whether the time is enough when physical & population size of local areas varies so much

• Forum reps were not invited to health meetings
More reflections on the Inspection

• Timing of topic meetings & webinar not necessarily parent friendly

• Webinar – letter of invitation could match it’s audience better and many parents do not know what a webinar is

• In Herts the forum was concerned about the effectiveness of a webinar and so designed and sent out its own online survey which had 610 respondents

• View the Herts forum questions and results at link below under Ofsted Final Data Questions – feel free to use/adapt it for your forum http://www.hertsparentcarers.org.uk/ofstedcqc-inspection-feedback/
Top Tips: Prepare in Advance

- Preparation, Preparation, Preparation!
- Dedicate time and effort now to getting a plan in place - it will really help
- Be aware that there are time pressures and cost implications for the forum
- Be aware that there will be increased interest in the forum from parents in the area and possibly local media especially when the report is published
- Ensure that your LA has correct contact details for more than one person in the forum (email, phone number)
- Ensure your LA supplies forum with a copy of the timetable and start working out who reps are and inform them
Attending meetings

- Ensure you have suitable parent reps to sit in all of the topic meetings.
- Ensure they can operate strategically and are prepared.
- Take the opportunity to say what needs to be said for your families BUT ensure you have evidence.
- Evidence sources – focus group notes, survey results, event feedback etc.
- Topic meetings – reps need to be confident, assertive and able to ‘hold their own’ in a room full of professionals. If you can field 2 parents then do so.
- Encourage them to take notes with them of what they want to say and also take notes to feedback.
Communication

• Agree with your LA in advance, how they will communicate about the inspection and webinar with parents
• Tell your forum members and reps straightaway
• Make sure they know to take notes/report back if they attend meetings
• Communicate more widely with other parent groups. Ensure now that you have your communication methods covered
• Ensure there is follow-up post inspection when the report is published, so forum parents and other groups are kept in the loop
Webinar

Be prepared that many parents do not know what this is Encourage and inform them so they can take part:
• They need a tablet, pc or smartphone to take part
• It lasts 35-40 minutes
• Their details are logged but their response is anonymised
• They can hear the Inspectors but can’t be seen
• They will be asked questions and respond using their keyboard
• You can raise specific issues or give examples via your keyboard and these are logged/noted anonymously
• You can also use this webinar to help your parents familiarise themselves with the Inspection process
Questions?
Thank You

• Thank you for attending with us today

• A short questionnaire will launch at the end of this webinar

• Please take the time to complete this it will help us plan future online training events including other topics you would like to see

• The recording of this Webinar, presentation and questions will be on the parent participation Resources page of Contact a Family’s website in the next couple of weeks – an email confirming this will be sent to you once this is available