



Joint inspections of services for children and young people subject to compulsory supervision orders living at home with their parents

Partnership briefing

Approach to participation

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Purpose of this approach

The purpose of our approach to participation is to maximise and elevate the voices and experiences of children, young people and families with living experiences of the services we are inspecting.

For these joint inspections, we have a specific key line of enquiry that focuses on the theme of voice, participation and involvement: *The services children and young people receive are well planned and delivered in a way which is compassionate and by staff who put children and young people at the heart of decision-making. People in the workforce ensure that children, young people and parents are meaningfully listened to, heard and included.*

In our [quality framework](#) quality indicators 5.4 *Involving individual children and young people* and 6.3 *participation of children, young people, families and other stakeholders* provide more details and quality illustrations for partnerships.

Core elements of our approach

- The identification of an inspection team member and a partnership officer with a lead responsibility for participation
- Early engagement focussed specifically on involvement
- The development of a participation action plan
- Emphasis on identifying and harnessing existing partnership approaches
- Emphasis on children and young people being supported to take part by people they know.

The inspection team will take advantage of effective approaches already in place and for children, young people and families to get the support they need, from people who know them, to have their voice heard.

Delivering the approach

Maximising participation of children, young people and families is a core task for all inspection team members. The inspection lead will nominate a team member to lead on engagement and involvement (the inspection participation lead). In our notification we will ask the partnership to identify a partnership participation lead.

They will work together and lead on the development and delivery of a **participation plan**. This relationship will be key to the success of the approach. The inspection participation lead will engage early and maintain ongoing contact with the partnership participation lead. Each will have responsibility for reporting progress with the plan to the partnership inspection coordinator and the inspection lead

respectively. The partnership participation lead will have experience of leading on and coordinating engagement and involvement activity in the partnership area.

An **initial meeting** will provide opportunity for the discussion of inspection activities and activities ongoing in the partnership which are focussed on listening to children, young people and families about their experience of relevant services. This meeting could include participation staff, reviewing officers, young people and advocacy workers. All attending the meeting will have current responsibility for ensuring that children, young people and families have an opportunity to have their say in matters affecting them, including service development and improvement. This group will agree how we share feedback at the end of the inspection.

This discussion will identify how these activities will contribute evidence to be considered by the inspection team. A participation plan will be developed in this meeting and reviewed in ongoing contact. See appendix 1 for an example plan. The participation plan should include:

- How the partnership will identify and share what they have already gathered
- How the inspection team can be involved in planned activities
- How the inspection activities themselves will be supported
- How accessibility needs will be anticipated and met.

The role of young inspection volunteers

Young inspection volunteers are a core part of inspection teams. They will play a role in the initial and subsequent participation meetings. They will help deliver the participation plan, especially during engagement week. Young inspection volunteers also co-produce pre and post inspection communications for children and young people. The participation lead has regular opportunities to receive the views and reflections of young inspection volunteers. The participation lead will use this feedback to produce an internal report on the impact of the approach taken to maximise participation to inform future participation work.

Tools to support participation

We have developed a range of ways to help children, young people and parents understand the purpose of the inspection and how they can be involved. These are:

- Information leaflet for children, young people and parents
- A video for children and young people
- A team profile
- Easy read information for parents.

Timeline for participation during the inspection

Preparation (weeks 1 – 4)

- Inspection lead nominates the inspection participation lead
- Notification letter asks the partnership to identify a partnership participation lead
- Inspection participation lead arranges initial participation meeting
- Initial meeting takes place and agrees a participation plan
- Children and young people and parents and carers' surveys open (week 4)
- Partnership submits already existing written information about participation and involvement using document log (week 4)

Gather and analyse evidence (weeks 5 – 10)

- Regular meetings between participation leads to progress participation plan
- Children and young people and parents and carers' surveys continue (weeks 4-8)
- Participation is monitored through regular meetings between inspection participation lead and partnership participation lead (and where relevant the larger group)
- Following record reading exercise the inspection participation lead and coordinator will meet to discuss the best way to hear from the children, young people and families identified for meeting in the engagement week

Onsite activity and final analysis (weeks 11- 14)

- During engagement week (week 12) we will meet with a range of children, young people and families, as planned
- Young inspection volunteers will take part in engagement with children, young people and families during engagement week
- Inspection team analyses all evidence and will evaluate QI 5.4

Reporting and publication (weeks 14 – 21)

- Inspection report will include an evaluation on quality indicator 5.4 *involving individual children, young people and families*
- Inspection report will include messages for children, young people and families
- Inspection team, including young inspection volunteers, will provide feedback for children, young people and families.
- Participation lead will produce an internal report on the impact of the approach taken to maximise participation to inform future participation work.

Appendix 1: Example participation action plan

Activity	When	Steps	Who will help	completed
All		- initial conversation on suggested approach	Participation group	
		- review effectiveness of approach taken	Participation group	
Written documents		- discuss already existing written information about participation and involvements, including any feedback, surveys etc from children, young people and families	Partnership group	
		- include in written submission and document log in week 4	Partnership participation lead	
Surveys		- communication with all lead professionals and named person to identify best support	Partnership participation lead	
		- online link for survey shared with partnership	SSO	
		- survey completed with support from named person/lead professional/other trusted staff	Named person/lead professional/other	
		- support and advice to partnership staff	Partnership participation lead	
		- update on completion rates	SSO	
		- survey closed – report on completion rates	SSO	
Individual conversations		- proposed sample of 15 identified	CI analyst	
		- discussion on the best ways to hear from children, young people and families	Inspection participation lead/ Partnership participation lead	
		- timetabling of relevant activities – meetings, phone calls, online conversations	Inspection coordinator/Inspection lead	
		- development of interview questions/areas for discussion	Inspection team (incl. YIV)	
Group discussions		- completion of individual conversations – report on rate of completion	Inspection team/SSO	
		- Identify existing groups or planned events which may be relevant for inspection focus	Partnership participation lead	
		- Flexible timetabling to make use of pre planned dates	Inspection coordinator	
		- Development of areas for discussion	Inspection team (incl. YIV)	
	- Completion of group discussions – report on engagement	Inspection team/Inspection participation lead		
	- Feedback for children, young people and families			

Headquarters

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

web: www.careinspectorate.com

email: enquiries@careinspectorate.gov.scot

telephone: 0345 600 9527

X@careinspect

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