

Information for service providers: issuing inspection reports through the eForms system

Publication code: OPS-0711-056

Issuing Draft Inspection Reports

All reports for inspections completed on or after 15 July 2011 will be issued electronically through the eForms system.

Paper versions will only be issued on request because using the eForms system is much quicker and more efficient. Almost 98% of registered services already use eForms to complete their annual returns, self-assessments and to notify us of prescribed events.

If you have not used the eForms system before please contact the Helpdesk on 0845 603 0890.

If you have used the eForms system before but have problems accessing it, the following list of frequently asked questions may help:

1. How do I access my inspection report?

- Go to <http://eforms.scswis.com>

2. How do I get a username and password?

- Please contact the Helpdesk on 0845 603 0890.
- You must never share usernames and passwords.

3. I have a username and password but I cannot log in. What can I do?

- Passwords are case sensitive – therefore 'P' is different from 'p'. If you still have problems, please contact the Helpdesk – 0845 603 0890.
- Check that you are logging in under the correct care service (CS) number - check this against your registration certificate.

4. How do I get a username and password for a new manager?

- You will need to notify SCSWIS where there has been a change of manager.
- Contact the Helpdesk on 0845 603 0890 and ask them, for security reasons, to change the password for the new manager.
- If the Helpdesk requires more information to confirm the identity of the caller, the caller will need to contact the Inspector responsible for regulating the

service. Once the Inspector has confirmed the caller's identity (by emailing the Helpdesk), the Helpdesk will issue a username and password.

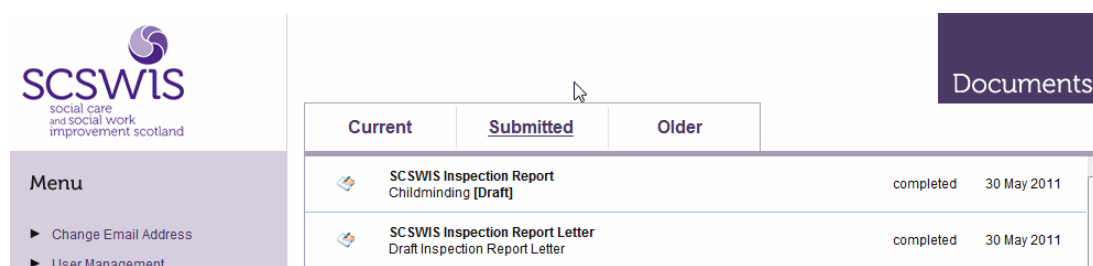
5. How do I remove someone's password to stop them accessing my eForms?

- You must contact the Helpdesk on 0845 603 0890 as soon as possible. The provider or manager of the service will need to do this.
- It is your responsibility to inform the Helpdesk of any changes which could lead to unauthorised access to their eForms.

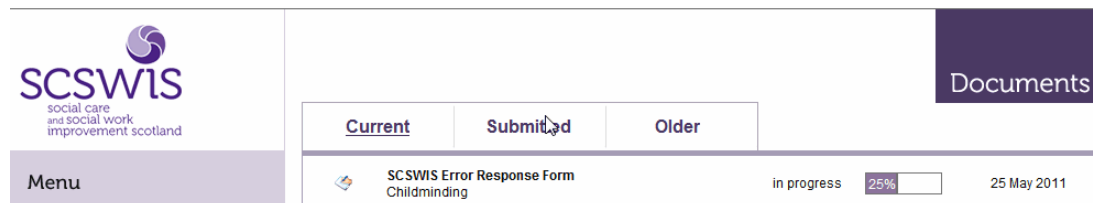
If all the details you are entering are correct and you still cannot access your eForms, please contact the Helpdesk – 0845 603 0890.

Error Response Forms

When the draft inspection report has been issued, you will receive an email advising that the draft report is available in the eForms system. You will see the draft inspection report and draft inspection report letter under the 'Submitted' tab:



The error response form will appear under the 'Current' tab:

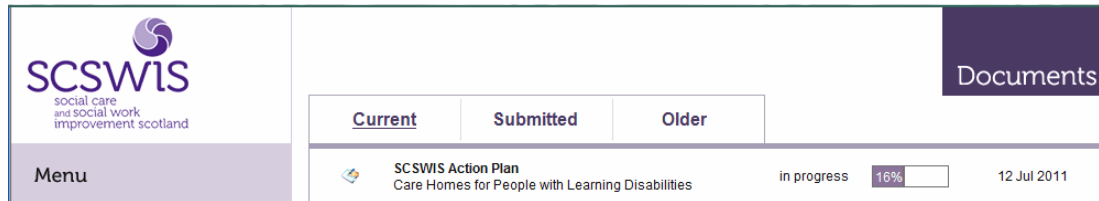


Complete the error response form electronically and submit it to SCSWIS using the eForms system. The Inspector will be informed automatically when the form is returned.

You must not print a copy of the electronic error response form and send it to SCSWIS.

Action Plans

Electronic action plans are available for completion through the eForms system. The action plan will appear under the 'Current' tab at the same time as the draft inspection report and error response form are issued:



Complete the action plan electronically and submit it to SCSWIS using the eForms system. The Inspector will be informed automatically when the form is returned.

You must not print a copy of the electronic action plan and send it to SCSWIS.

Please note that you are allowed 15 working days to return your error response form and, where appropriate, your action plan (unless another date has been agreed with your Inspector). The date for returning these is based on the date that the electronic report was sent to you through the eForms system.

Inspection Satisfaction Questionnaires (ISQs)

If your service is part of the sample selected to receive ISQs, you will receive these by post. They will be sent to you when the draft inspection report is issued.

Issuing Final Inspection Reports

When the inspection report has been finalised, you will receive an email advising that the report has been made final. The report will be posted in the eForms system and on the SCSWIS website at that time.

If you have requested a paper version of the inspection report, this will be posted to you.

Important

You must:

- Check your emails regularly – especially after an inspection has been completed.
- Make sure that SCSWIS has up-to-date email contact details. If you do not do this, you might not receive the email advising you that the draft inspection report has been issued. This could lead you to miss the opportunity to make comment on the report and return an action plan on time. You might also miss the issue of the final report, which appears on the SCSWIS website at the same time that the final report is sent to you.