

## **Arrangements for giving feedback to the local authority during the review process and for dealing with concerns**

### **Ongoing dialogue**

Formal feedback and presentation of the headline findings to the local authority (and to the service user and carer reference group) takes place soon after the fieldwork has been completed. However, the joint review process is underpinned throughout by considerable dialogue between the reviewers and the authority. The relationship between the lead reviewer and the link officer is especially important in managing the review as a joint enterprise.

It is anticipated that the lead reviewer will meet regularly with the director of social services during the fieldwork to discuss:

- emerging themes;
- the authority's perception of the way in which the review is being conducted;
- how best to approach particular areas of investigation;
- any concerns that need to be brought to the attention of the director.

This approach is consistent with the need to ensure that the review process is delivered in a spirit of partnership and that the final outcome of the review is anticipated as far as possible. Comments made at any interim stage can be subject to change in the light of further evidence. The authority may wish to provide more information to corroborate or challenge the initial perception that has been created.

### **Responding to specific issues**

From time to time reviewers will identify important themes, issues or individual cases that need to be taken up speedily with the local authority. These may range from small-scale but important matters such as individual poor practice

or a failure of a service to be delivered through to high risk situations in which the authority will need to ensure that there is immediate intervention.

Reviewers will deal with these situations at the appropriate level. They may decide that a cause for particular concern can be resolved in immediate discussion with the relevant manager and subsequent confirmation that the matter has been rectified. Other issues may need to be referred to more senior managers for resolution. The lead reviewer will always notify the director of social services about any serious concerns, as defined in the protocol for intervention (see Section 3.07 in the Handbook).

The lead reviewer will report and refer in writing to the director of social services specific concerns about individual cases that cannot be resolved immediately, with the expectation that the matter will be investigated and resolved. The director will provide the lead manager in SSIW with a report to this effect.