

## The audit tool



This tool has been developed by the Scottish Social Services Council to help social service employers to audit their performance against the organisational capabilities of the Continuous Learning Framework and generate an action plan for development. We would like to acknowledge the work of the Voluntary Sector Social Services Workforce Unit who piloted an audit against organisational capability two with a number of voluntary sector employers. This audit tool builds on the work which the Workforce Unit did for this pilot.

## Using the tool to support regulation & quality assurance

The organisational capabilities were developed taking account wherever possible of the Care Commission's Quality Themes and Statements and the Social Work Inspection Agency's Performance Inspection Model. If you have recently prepared for an inspection by the Care Inspectorate (who have taken over the inspection role formerly carried out by the Care Commission and SWIA) or for an external quality assurance award such as Investors in People, you are likely to find that you have evidence for many of the organisational capabilities. Likewise, if you undertake an audit against the organisational capabilities this will almost certainly generate evidence of performance which you can use for external regulation and quality assurance purposes.

## Where should I start?

It is recommended that employers undertake a complete audit of all 6 organisational capabilities. This is because they are closely linked with the personal capabilities of the CLF, and it is important to reassure yourself that you are able to support staff appropriately if you are asking them to develop the personal capabilities. You can then of course use your discretion and decide to concentrate on developing one or two organisational capabilities. You can re-audit yourself against the capabilities individually to check progress

The indicators relating to the experience of social service workers are integral to the organisational capabilities. Evidence of the views and experience of staff will be essential for every capability. It is therefore not possible to successfully undertake this audit of the organisational capabilities without the staff survey which can be sent round electronically or printed off and distributed. Alternatively you could use your own staff survey encompassing the areas contained in the one provided.

Each of the organisational capabilities has been divided into areas for reflection. These areas for reflection draw out the key themes which are addressed in each of the capabilities. For each area of reflection there are a number of questions designed to prompt your thinking and reflection on your performance in this area. The tool also suggests a range of possible sources of evidence for each of the areas for reflection but you should not feel constrained by these and the tool gives you the option of adding further sources of evidence.

For each area of reflection there is a text box for you to record your evaluation of your performance and your evidence. You are then invited to consider carefully the evidence you have gathered and check the indicators you believe that you meet and can provide consistent evidence for.

Once you have completed all the areas of reflection for a capability, you are invited to look back over your self-assessments and consider potential areas for development.

## The audit process

The audit process involves 3 main steps:

### **1. A staff survey to gather evidence of staff perceptions**

The staff survey template in appendix 1 will enable you to get the necessary information from your workforce. If you already carry out a staff survey, you may wish to integrate the CLF questions into your existing questionnaire. You will need the results of the staff survey in order to fully complete the self-assessment.

### **2. Self-assessment against each of the 6 organisational capabilities**

Each capability has been divided into key areas for reflection, with questions designed to prompt your thinking and reflection on your performance in this area. Next you will be invited to self-assess against the CLF indicators, before highlighting potential areas for development.

To get the most out of the reflective element of the audit tool, you may want to bring a small team together to discuss the questions and answers. This helps get a more accurate assessment of your organisation and is also likely to spark ideas for improvement or development.

### **3. Developing an Action Plan**

The action-planning stage of the audit enables you to record the actions that you intend to take to consolidate or improve your organisation's performance on the Continuous Learning Framework.