Data sources and ICT support for inspection activity and how they improve outcomes

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- Ofsted carried out last year 39,915 inspections

- Dependency on reliable data and ICT systems that can deliver information at the appropriate time for inspectors

- Major government review identified the need for better information systems

- The objective was to develop increased intelligence and increased efficiency within Ofsted

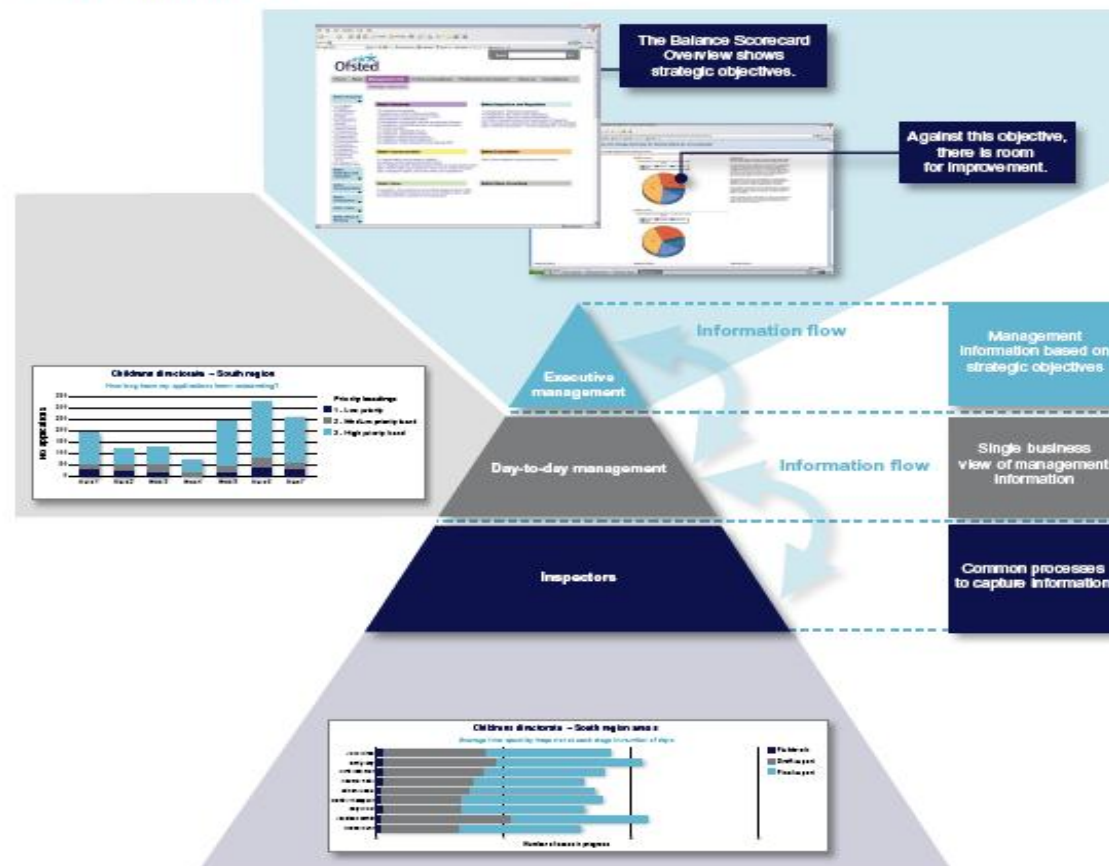- 2008 to 2010 implementation of the intelligence and information strategy

- Main potential areas of benefit:
  - Faster and more reliable sharing of electronic documents and records
  - Meeting without travelling and so saving cost
  - Rapid searching of inspection reports and other documents for key words
  - Single store for all data

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What it could look like

The Balance Scorecard Overview shows strategic objectives.

Against this objective, there is room for improvement.

Information flow

Management information based on strategic objectives

Executive management

Day-to-day management

Information flow

Single business view of management information

Inspectors

Common processes to capture information

Children directorate – South region

Children directorate – South region areas

What is it...

Central focus on performance;
using information to have more impact

Contribution to priorities	
Better outcomes	
Better inspection and regulation	
Better communication	✓
Better consultation	
Better value for money	✓
Better ways of working	✓

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2. Richer communications to users and stakeholders

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What it could look like
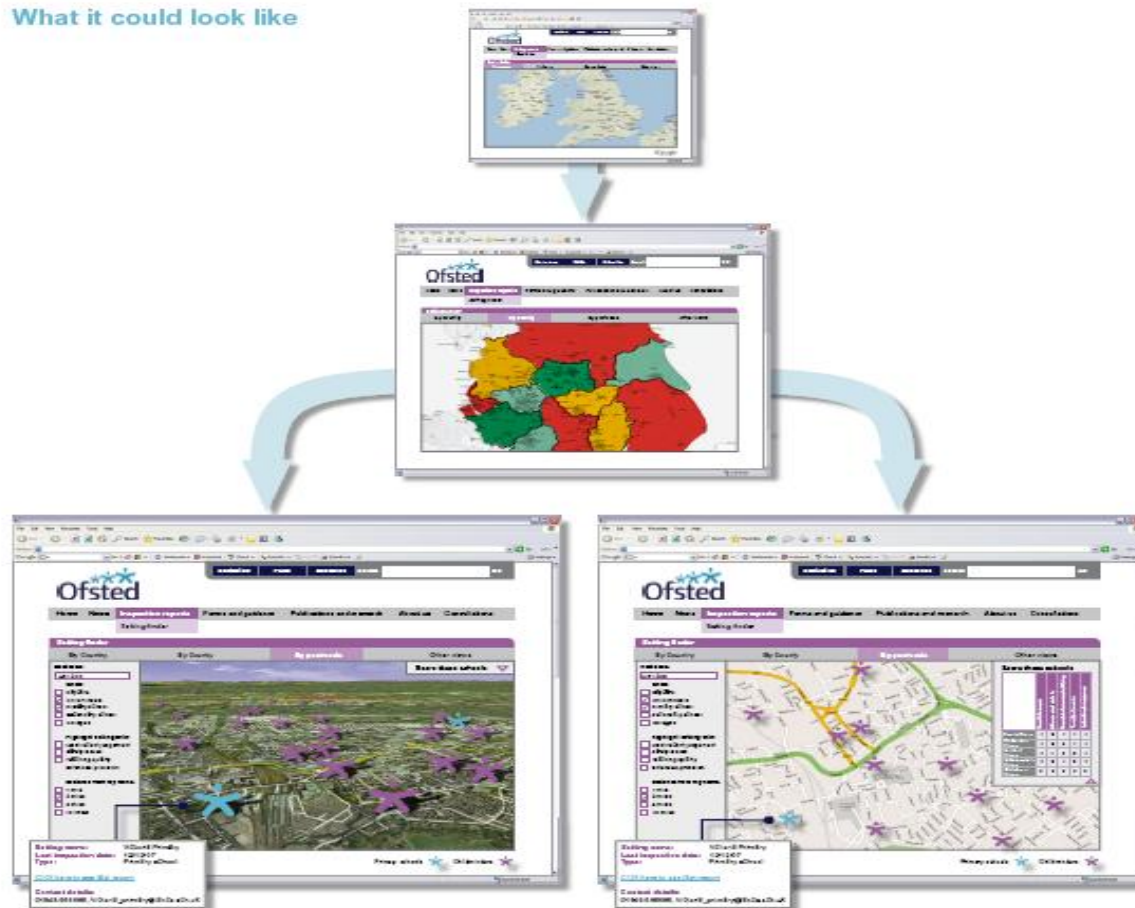
What is it...

Using modern tools to provide information which is relevant to the needs of individual users

Contribution to priorities	
Better outcomes	
Better inspection and regulation	
Better communication	✓
Better consultation	
Better value for money	✓
Better ways of working	✓

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What it could look like

Teams are able to come together, share information and plan activities as a group

Personal networking technologies allow inspectors to update their details and skills online irrespective of who they work for

The processes supporting inspection are improved by using collaboration tools to assist people to work together

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What is it...

Enabling the team to come together, work together and share outcomes

Contribution to priorities

Better outcomes	✓
Better inspection and regulation	✓
Better communication	
Better consultation	
Better value for money	✓
Better ways of working	✓

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- Beyond scope now but thinking that takes us into the future….
  - Virtual worlds of learning

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Second Life is an virtual environment.

It is increasingly being used by many real-life companies and organisations

What it could look like

① Our new inspector arrives for a training seminar at Ofsted's virtual offices. The session facilitator's avatar welcomes him and gives him directions.

② He gets to know his fellow trainees using online chat before the event starts.

③ The trainees congregate in a virtual environment to take part in the "Safeguarding" learning session, complete with videos and slide shows.

④ A virtual home garden is used as an interactive test environment for the trainees – the area is unsafe in several ways, and each must apply what he or she has learnt.

⑤ After the simulation they are debriefed separately by a panel of experienced inspectors and report on their findings.

⑥ The team re-visit the test simulation, which changes to show all necessary upgrades required to make the garden a safe environment for children.

What is it...

A virtual environment within which to come together to train and communicate; accessible from your PC

Contribution to priorities	
Better outcomes	
Better inspection and regulation	✓
Better communication	
Better consultation	
Better value for money	✓
Better ways of working	✓

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- **Improving outcomes:**
  - More focused inspection using dependable data
  - More consistent inspection
  - Increased and more accessible knowledge about which policies have beneficial outcomes
  - New and better ways of having contact with children, learners and parents.