

Peer inspector Memorandum of Understanding for post-16 education and training

September 2017

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Introduction

Purpose of the memorandum of understanding (MOU)

1 This document outlines the roles, responsibilities and expectations of the three parties in respect of the participation of peer inspectors in post-16 inspections.

Peer inspectors who successfully complete their training and initial assessment will be placed on a list that will contain information including email address, names, addresses, employer and specialisms. Peer inspectors must inform the Inspectorate of any change of address or any other material change, such as a change of name or employer, through Estyn's online inspector profile system. If the peer inspector changes employment, they must update their Peer Inspector profile with their new organisation and also update their preclusions, the peer inspector must also complete a new Employer Endorsement form (EEF) and return this to Estyn.The Inspectorate will use the list only for the purpose of deploying peer inspectors and for sharing information with peer inspectors about developments in the Inspectorate and opportunities for development and training. Reporting inspectors will be able to view email addresses, names, addresses, and specialisms for each Challenge Advisor on their personal Inspector Profiles for inspection purposes only.

2 The parties acknowledge the Inspectorate's duty to comply with the Freedom of Information Act 2000 (the Act) and understand that the Inspectorate may be required to disclose certain information to third parties. The employer and peer inspectors shall support the Inspectorate in complying with the Act as reasonably requested by the Inspectorate.

3 The parties acknowledge that peer inspectors shall at all times remain an employee of the employer/provider and shall not be deemed to be an employee of the Inspectorate. Peer inspectors shall not present themselves as being an employee or agent of or spokesperson for the Inspectorate.

To whom does this MOU apply?

Parties

4 This memorandum of understanding applies to the agreement between the Inspectorate, the employer/institution and the peer inspector.

5 In these terms and conditions 'peer inspector' means the individual who is the subject of the relevant peer inspector application form and 'employer means the organisation which completed the supporting declaration/employer endorsement form in respect of such individual on such peer inspector application form.

6 The MOU shall become effective on the date of the letter confirming selection for training as a peer inspector and will continue unless cancelled by any one of the parties or if peer inspectors change their employer. In the case of changing employer, peer inspectors will need to apply to enter into a new agreement with the Inspectorate and the new employer.

7 If a peer inspector is appointed as an Assembly Member, Member of Parliament or Member of the European Parliament, the peer inspector will become ineligible to be deployed on an inspection.

8 This agreement may be terminated by any one of the parties by written notice to the other two parties of at least 30 days in advance of the effective date of termination.

9 Upon termination of this agreement, the peer inspector will be removed from the Inspectorate's list of approved peer inspectors.

A Responsibilities of the employer

The employer agrees to the following:

Selection and recruitment

10 The employer will submit its nominations to the Inspectorate. The employer will need to certify that its nominees are proven and effective practitioners and managers. In agreeing to the training and initial assessment of a member of staff as a peer inspector, the employer will be making a commitment to release the individual for training, preparation and deployment as specified in this agreement.

11 It is a requirement that all peer inspectors attending an inspection will have received through their employer the appropriate and recent (within three years) Disclosure and Barring Service (DBS) clearance certificate. If the PI is a member of the update service then peer inspectors are required to give Estyn written permission to access their online DBS certificate on a 3 yearly basis. The Inspectorate reserves the right to check that this is in effect at any time. The provider and issuing authority will advise the Inspectorate if they are aware of anything related to the individual's record which might cast doubt on their suitability to participate in inspections. Peer inspectors should contact their employer if they are uncertain about the date or suitability of their last clearance.

Training

12 The employer will release peer inspectors to enable them to attend the assessed training programme, which will involve:

a) Pre-course meeting

b) Online training modules

c) Two days of face-to-face assessments

d) Probationary inspection(s)

13 The applicant must successfully complete all parts of the training to qualify as a peer inspector.

14 In supporting their member of staff's application for peer inspector training, the employer must agree to release the member of staff for annual update training, as it is mandatory for the role. Non-attendance at update training for two consecutive years would mean peer inspectors will not be offered deployment opportunities until they have undertaken update training, unless there are exceptional circumstances, such as illness or maternity/paternity leave.

Deployment

15 The employer will meet its commitment to release staff on the terms contained in this document. Only in exceptional circumstances, will it decline to release staff or withdraw staff from inspection duties at short notice.

Evaluation

16 At the end of each inspection, the Reporting Inspector/HMI will complete an evaluation of the performance of all contracted members of the inspection team, including the peer inspector. Peer inspector's performance on inspection will be evaluated according to the Quality assurance policy and associated guidance on the Estyn website.

17 If peer inspectors do not perform effectively as judged by the Inspectorate, they will not be deployed on further inspections.

Health and safety

18 The employer will ensure that its nominated peer inspectors are of good character and have demonstrated their ability to work safely. The employer retains its statutory duty as employer to reasonably care for the safety of peer inspectors, even when visiting other organisations, or companies and participating in the peer inspection training programme.

Indemnity

19 The employer shall indemnify and keep indemnified the Inspectorate, the Crown and/or its Ministers and their respective employees, officers, servants and agents (each an "Indemnified Person") in respect of:

(a) all liabilities, loss and damage (including without limitation economic loss and indirect and consequential loss), costs and expenses (including without limitation legal expenses) incurred by an Indemnified Person; and/or

(b) all claims, actions and proceedings brought against an Indemnified Person by a third party; and/or

(c) (save if and to the extent that any loss, damage, personal injury or death suffered by the peer inspector was caused by the negligence of that Indemnified Person) all claims, actions and proceedings brought against an Indemnified Person by or on behalf of the peer inspector; in each case arising directly or indirectly as a result of or in connection with the peer inspector's participation in the peer inspector programme.

B Responsibilities of the Inspectorate

The inspectorate agrees to the following:

Selection and recruitment

20 Advertisements inviting applications to train as a peer inspector will be placed on the Inspectorate's website. The Inspectorate may also contact employers and invite applications for training from potential peer inspectors. The Inspectorate will consider applications and invite suitable applicants for training. They will be identified on the basis of the criteria set out in **Annex A**. In addition, any current practitioner who has been re-trained as an additional inspector by the Inspectorate for the 2017-2023 inspection cycle will be qualified to be a peer inspector.

Training

21 The Inspectorate will provide a training and assessment programme for potential peer inspectors. Only those who complete the assessment successfully will become peer inspectors. Only those peer inspectors that have a valid and appropriate DBS certificate will be invited to initial/update training.

Deployment

22 The Inspectorate will deploy peer inspectors for a maximum of 8 days on any one inspection and usually for a maximum of 10 days in any academic year. (For work-based learning this may rise to 20 days per calendar year). Peer inspectors will not usually be deployed on an additional inspection without the agreement of the employer.

23 The Inspectorate will normally provide a term's notice to peer inspectors and their provider when inviting peer inspectors to participate in a core inspection, follow-up inspection visit or thematic survey. The Inspectorate reserves the right to withdraw the offer of deployment at short notice in exceptional circumstances such as where there are significant changes in the provision to be inspected.

24 The Inspectorate will ensure that the inspection co-ordinator (IC) will act as a general point of reference before inspections and the Reporting Inspector will act as the point of contact for peer inspectors during and immediately after an inspection.

Evaluation

25 At the end of each inspection, the Reporting Inspector/HMI will complete an evaluation of the performance of all contracted members of the inspection team, including the peer inspector. Peer inspectors' performance on inspection will be evaluated according to the Quality assurance policy and associated guidance on the Estyn website.

26 If peer inspectors do not perform effectively as judged by the Inspectorate, they will not be deployed on further inspections.

Health and safety

27 In compliance with health and safety legislation and guidance, the Inspectorate expects that the provider being inspected has carried out suitable health and safety risk assessments or can verify that health and safety risk assessments have been conducted prior to inspection.

Health and safety matters are incorporated into the training programme for potential peer inspectors. Expenses

28 The Inspectorate will reimburse peer inspectors for reasonable travel and subsistence expenses when they are deployed on inspections using the following rates:

Car Mileage	**55p per mile**
Lunch (max) (receipts required)	**up to £9**
Combined Lunch and dinner	**Up to £36**
Evening meal (overnight stay if more than 40 miles away from home)	**Up to £27**

N.B. where public transport is used or car parking fees are paid, please attatch receipts to the claim form for reimbursement.

29 The Inspectorate will provide accommodation to peer inspectors where they live more than 40 miles away from the place of the inspection.

30 The Inspectorate will provide accommodation where the prospective peer inspector lives more than 40 miles away from the initial training and assessment course. Prospective peer inspectors will be reimbursed for travel costs incurred for initial training and assessment courses.

31 The Inspectorate will not reimburse peer inspectors for travel and subsistence costs for update training courses.

Funding of peer inspector release

32 The Inspectorate will contribute £75 per day for staff release for the period of time on-site at the provider being inspected but not for attendance at Estyn training or update courses.

Conflicts of interest

33 The Inspectorate will not deploy peer inspectors on inspections in organisations, providers, or companies that indicate a conflict of interest. Conflicts include any previous or existing contacts, relationship or knowledge of other organisations and any duties undertaken as external verifiers. Peer inspectors should refer to the Conflicts of Interest policy on the Estyn website and update their Inspector profile with and perceived or actual conflicts.

C Responsibilities of peer inspectors

The peer inspector agrees to the following:

Training

34 Peer inspectors agree to attend the training and assessment programme, which will involve:

- **Pre-course meeting**

  A half-day pre-course meeting approximately one month before the face-to-face assessment days.

- **Online training modules**

  This module will consist of approximately 15 hours of online training which the prospective peer inspector will be expected to complete within a period of 6 weeks, **prior** to the second part of the training.

- **Two days of face-to-face assessments**

  This includes oral and written assessments.

- **Probationary inspection(s)**

  The prospective peer inspector must normally receive a C grade or above on the Inspector Evaluation Form (IEF) from the Reporting Inspector at the end of the inspection in order for Estyn to deploy them on further inspections.

35 The Inspectorate will provide accommodation and reimburse prospective peer inspectors for travel for initial training courses. The Inspectorate will not fund peer inspector release for attendance at training or update courses.

36 Annual update training courses of a minimum of one day will be held for all peer inspectors. Attendance at annual update training is mandatory for the role. Non-attendance at annual update training for two consecutive years would mean peer inspectors will not be offered deployment opportunities until they have undertaken update training, unless there are exceptional circumstances.

Deployment

37 Peer inspectors will confirm that that they have been subject to an appropriate and recent Disclosure and Barring Service (DBS) clearance check and will advise the Inspectorate of any relevant factors in relation to their DBS as a condition of deployment. The check will have been done within the last 3 years and checked (if Enhanced) under the *Child Workforce* category. Peer inspectors should refer to Estyn's policy on the use of the Disclosure and Barring Service on Estyn's website.

38 Prior to the inspection, peer inspectors will be required to become familiar with the briefing paper from the Reporting Inspector which sets out the basic information on the organisation of the inspection. Early in the inspection, peer inspectors will need to examine key documents, such as the provider's self-assessment report, information about the provider, and emerging questions that are identified by the Reporting Inspector.

39 This information will be available in the provider's Virtual Inspection Room (VIR). The Reporting Inspector will also make this information available at the start of the inspection. No inspection activity, such as scrutiny of provider documentation, is required in the time before the inspection week.

Evaluation

40 At the end of each inspection, the Reporting Inspector/HMI will complete an evaluation of the performance of peer inspectors . The process will involve the opportunity for peer inspectors to complete a self-assessment. The Reporting Inspector/HMI will then complete an overall evaluation of performance. Further details regarding the system of evaluation will be made available at the initial training event and is available on Estyn's website.

41 If peer inspectors do not perform effectively as judged by the Inspectorate, they will not be deployed on further inspections.

Health and safety

42 Peer inspectors will follow the health and safety guidance provided by the Reporting Inspector as part of the inspection briefing. Peer inspectors will take reasonable care of

their own health and safety and that of others affected by their acts or omissions during the inspection. Further details are included at **Annex C**.

43 Peer inspectors will take responsibility for their own safety, be sensitive to others' safety and co-operate fully with the health and safety procedures that are in place. Further details are included at **Annex B**.

Role of peer inspectors

44 Peer inspectors will work alongside, and under the guidance of, the Reporting Inspector conducting the particular inspection.

45 Duties of peer inspectors are identified at Annex B in the Protocol and Guidance for peer inspectors.

46 Specific tasks for peer inspectors will be allocated by the Reporting Inspector at the start of the inspection.

VIR software requirements

47 Peer inspectors will be required to provide a laptop computer for their own use during the inspection period that has:

- Microsoft Word 2010 (or later)
- access to the internet (your laptop must be WiFi enabled or you must arrange your own means of connecting to the internet)
- Windows operating system (XP or above)
- an internet web browser (Edge, Internet Explorer 10 or 11 or the latest version of Chrome/Firefox/Safari)

Note: to successfully use the VIR system of Judgement Form templates you need to have a full version of MS Word 2010 (or later)

48 The VIR system is a Microsoft based tool and therefore there are risks to successfully using Apple Macs when in 'PC emulation' feature. Tablets (including iPads) cannot be used at this time.

49 Peer inspectors will provide an electronic copy of the Judgement Form containing their inspection findings and supporting evidence. The completed Judgement Form must be provided in Microsoft Word 2010 (or later) and use the template provided through the Virtual Inspection Room at the start of the inspection. All information and evidence remains the property of the Inspectorate.

50 Peer inspectors must agree to adhere to the Inspectorate's Information Assurance Policy, which is available on the website.

Safeguarding

51 Peer inspectors will familiarise themselves with, and abide by, the Inspectorate's Safeguarding policy when on an inspection - Estyn Policy and Procedures for safeguarding.

Code of Conduct

52 Peer inspectors will adhere to the 'Code of conduct for inspectors' in the relevant guidance handbook for the inspection of post-16 providers. Peer inspectors will maintain absolute confidentiality at all times. Organisation-specific information and documentation may not be copied or shared with any person unconnected with the inspection. The evidence base of the inspection as described in the guidance documents is the property of the Inspectorate.

53 Subject to the need for confidentiality as set out in **Annex B**, peer inspectors may share with their own work setting knowledge gained during the course of the inspection about the Inspectorate's processes and procedures. However, if they wish to share specific documentation or examples of practice observed during the course of the inspection, then they must gain the permission of the organisation concerned.

54 Peer inspectors are encouraged to use the experience gained through training and deployment as a peer inspector in their own work setting to help with the process of improvement and developing and implementing self-evaluation procedures.

Conflicts of interest

55 Before attending the training course, peer inspectors will declare any possible personal or professional conflicts of interest they might have in respect of other organisations. These conflicts include any previous or existing contacts, relationship or knowledge of other organisations and any duties undertaken as external verifiers. Subsequently, peer inspectors must advise the Inspectorate of any change to their status as soon as it occurs.

56 Peer inspectors will not be deployed to an organisation that they are precluded from within a three-year period. However, this could be extended by a further two years depending on circumstances. If peer inspectors have any doubt or identify any perceived conflicts of interest, they must inform the Inspectorate immediately.

Annex A: Eligibility for the role of peer inspector

Peer inspectors will be currently employed in post-16 providers in Wales and would need to demonstrate ALL of the following:

- be experienced and effective practitioners with management/co-ordination responsibilities
- ideally have at least three years' experience of effective delivery of education and training
- have teaching qualifications and/or relevant training and/or relevant professional qualifications
- good character and have the ability to work safely
- up-to-date knowledge (relevant to the sector concerned)

The essential attributes of peer inspectors include:

- honesty, integrity and propriety
- good oral communication
- well-developed writing skills
- good ICT skills
- the ability to gather thoughts logically
- the ability to weigh evidence carefully
- the ability to form sound judgements
- the ability to explain and to defend evaluations
- the ability to work as a member of a team
- willingness and capability to work flexibly

Peer inspectors who have conducted three or more inspections satisfactorily, can apply to change their role to that of an Additional Inspector for Estyn when they are no longer employed in a permanent position in an education provider in Wales. Peer inspectors should inform Estyn when their employment status changes and if they wish to be considered for the role of Additional Inspector. The appointment will be at the discretion of the Estyn Assistant Directors' group.

Peer inspectors may be asked to drive to providers' different sites, or to on-the-job training or assessment locations. If the peer inspector does not drive or does not wish to drive while on inspection, they should inform the Reporting Inspector when they first make contact prior to the inspection.

Annex B: Protocol and guidance for peer inspectors

General principles

Peer inspectors will bring the perspective of a current practitioner to an inspection. The aim is for each inspection team to have a peer inspector. Peer inspectors are a full member of the team and will have the same range and type of responsibilities as other team members.

Peer inspectors will visit sessions, interview staff and learners, and review evidence in the same way as other team members and will be able to contribute to the team's judgements on all aspects inspected. As with other team members, peer inspectors are required to submit, before leaving the provider at the end of an inspection, the required evidence and judgements on the electronic judgement form provided in the VIR

Peer inspectors will be employed on a full-time or substantive part-time basis in education and training settings in Wales. They will be experienced practitioners in teaching or training, learning and management, and be up-to-date in one or more of the areas that the Inspectorate inspects.

The participation of peer inspectors in inspection:

- contributes to the expertise of inspection teams and enhances the inspection process
- promotes the provider's understanding of inspection enables the sharing of good and excellent practice
- helps to develop the skills required by providers to carry out their own self-evaluation effectively
- enables individuals to gain a better insight into the inspection process as well as providing valuable opportunities for their own professional development

Role of peer inspectors

Peer inspectors will act as a full member of the inspection team, although they are not a direct employee of the inspectorate. They will be required to:

- observe sessions and other activities
- listen to learners
- scrutinise samples of work
- engage in discussions with staff and others
- examine documents
- evaluate the impact of the provider's policies, plans and procedures
- lead on an inspection area, aspect or emerging question
  write sections of the report, which must be submitted to the Reporting Inspector at the end of the inspection using the electronic form provided by the Inspectorate

Peer inspector's responsibilities

Peer inspectors will:

- have a working knowledge of the sector guidance for the relevant sector
- act in accordance with the code of conduct for inspectors
- be familiar with this protocol and guidance on the role of peer inspectors
- have an understanding of the pre-inspection briefing note, provider's self-assessment report and any other documentary evidence including any performance information
- plan aspects of the inspection, such as coverage of classes or sessions,documentation and meetings through discussion with the Reporting Inspector
- complete inspection documentation, including electronic evaluation forms
- contribute to meetings of the inspection team
- contribute to corporate judgements
- lead on inspection areas, aspects and emerging questions as directed by the Reporting Inspector
- write sections of the report as advised by the Reporting Inspector
- attend any meeting held during the inspection week at which feedback is given to the provider
- respect the confidentiality of all information received during the course of the inspection

Peer inspectors will not be required to:

- attend any meetings relating to the inspection before the inspection period
- attend any meetings held after the on-site inspection period
- review any additional evidence received after the on-site inspection period

Reporting Inspector's responsibilities

The Reporting Inspector will:

- establish contact with peer inspectors
- outline the specific role of peer inspectors in the inspection
- check that the inspection co-ordinator has arranged for peer inspectors to access all relevant documentation through the VIR prior to the start of the inspection
- ensure that peer inspectors are deployed as a full member of the team
- ensure that peer inspectors are aware of the arrangements for team meetings and for other inspection activities
- assure the quality of the work of peer inspectors
- provide feedback on the performance of peer inspectors
- ensure that peer inspectors are aware of and follow the Inspectorate's core values and policies (for example, in respect of health and safety and bullying)

Activities in the inspection process

Before the inspection

The peer inspector	➢ becomes familiar with the sector guidance ➢ becomes familiar with this protocol and guidance on the role of the peer inspector ➢ receives instructions for accessing the Virtual Inspection Room (VIR) in order to gain access to all necessary documentation
The Reporting Inspector	➢ receives name and background information on the peer inspector through the VIR and Inspector Profile system and allocates roles and responsibilities to the peer inspector ➢ checks with the peer inspector that the inspection co-ordinator has arranged for them to access the VIR Room prior to the start of inspection

During the inspection and before leaving the provider

The peer inspector	➢ as instructed by the Reporting Inspector, undertakes the same tasks as other team members in the team meeting before the inspection starts ➢ works throughout the inspection under the direction of the Reporting Inspector ➢ participates in team meetings ➢ contributes to corporate judgements ➢ examines learners' work ➢ undertakes observations of sessions, learning walks and other activities ➢ listens to learners ➢ completes all documentation as appropriate ➢ provides a brief oral feedback to staff after session observations ➢ contributes to the collation of findings, supporting evidence and the writing of the inspection report ➢ ensures that the Reporting Inspector receives all relevant written documentation in the prescribed format attends any feedback meetings on aspects held during the inspection week and, where appropriate, assists in providing feedback in relation to the inspection area(s) and/or aspect(s) for which they have responsibility ➢ returns all the provider's inspection documentation
The Reporting Inspector	➢ monitors the work of the peer inspector and provides support as appropriate ➢ ensures that the peer inspector is fully involved in the inspection ➢ ensures that the peer inspector contributes to the corporate judgements

After the inspection

The peer inspector	➢ reviews the Inspection Evaluation Form (IEF) through the VIR
The Reporting Inspector	➢ provides feedback to the peer inspector about the quality of their work during the inspection and completes the inspector evaluation form (IEF) in the VIR.

The Reporting Inspector's feedback to peer inspectors should be concerned with obtaining evidence, making judgements, communication and conduct.

Deployment of peer inspectors

Peer inspectors:

- will be deployed in situations that have the same language characteristics wherever possible
- will be deployed in situations where there is no personal or professional conflict of interest
- will not be deployed if their employer is currently in follow up requiring re-inspection

The Inspectorate will make every effort to deploy peer inspectors in an inspection, but can give no guarantee of this.

Training

The objectives of the peer inspector training course and annual update training are to enable prospective peer inspectors to understand the process of inspection, the principles upon which the process is based and the criteria for making judgements.

Prospective peer inspectors will not be eligible to attend the initial assessed training course to qualify as a peer inspector if their employer/provider is currently in follow up, requiring re-inspection.

Evaluation

The Inspectorate will monitor the performance of peer inspectors. A copy of the completed inspector evaluation form (IEF) will be available to peer inspectors through their Inspector profile.

Annex C: Health and safety of the inspection team

All inspectors and peer inspectors have a responsibility to make sure that their working practices throughout the inspection are in accordance with health and safety regulations. The Reporting Inspector will make sure that the provider informs the inspection team of the arrangements for managing health and safety in relation to the inspection. This will include notification of all emergency evacuation procedures as well as the precautions to be taken in areas of the provider's premises where there is a potentially high level of risk in relation to health and safety. No member of the inspection team will carry out any inspection activities before they have received an appropriate health and safety briefing.

Prior to inspection

The Inspectorate will ask the organisation/s being inspected to:

- provide copies of their current health and safety policies and procedures, particularly those which relate to visitors at any of their premises and to where learners are located
- provide a copy of the current 'Provider Declaration of Health and Safety Management' if required by the Welsh Government
- complete the nominee agreement form (and quality contact agreement where necessary) which includes confirmation that the provider has undertaken all necessary risk assessments. The agreement form should be signed by the Reporting Inspector, head of the organisation and nominee
- arrange a generic health and safety induction for all inspectors at the start of the inspection
- identify further health and safety information that inspectors might need to take account of during the inspection week. This would include information about off-site visits. The provider will need to give particular information relating to the sample of visits and, where appropriate, provide specialist induction for inspectors with specific responsibilities
- ensure that all company and privately owned cars used to transport peer inspectors and inspectors during the inspection are insured for that purpose
- confirm the name/s of the designated person/s responsible for child protection/protection of vulnerable adults.

In the event that there are concerns, the Inspectorate should bring these to the attention of the appropriate senior officer in the provider as soon as possible.

During inspection

At the start of the inspection, the Reporting Inspector will remind the team of their responsibilities in relation to the health and safety of themselves and others. They should exercise this responsibility by:

- having regard to the advice on health and safety provided during training courses, by the Reporting Inspector on each inspection and by the representatives of the provider being inspected
- drawing on their own experience of health and safety practice and their expertise in their own area of work
- being observant as they go about their business and taking appropriate steps to assure their own safety
- ensuring that their car is insured for business use and that they do not accept lifts from members of institution staff unless they are assured that appropriate business insurance and other arrangements are in place
- allowing sufficient time for travel between sites and driving within the law
- ensuring that they are familiar with the Inspectorate's child protection/protection of vulnerable adults procedures and acting on these where appropriate
- having regard to good practice in dealing with people who may be anxious or disturbed, and in protecting their own personal safety and integrity
- identifying and withdrawing, where appropriate, from risky situations

Inspectors and peer inspectors are not responsible for inspecting providers' compliance with health and safety regulations, which are audited by other authorities. However, the Reporting Inspector and members of the inspection team will notify the provider immediately of any matters that seriously affect the health, safety and wellbeing of the learners.

Where there are specific and urgent issues, the Reporting Inspector will prepare a note for the provider's funding body's health and safety manager, copied to senior colleagues at the Inspectorate.

All inspectors should record an emergency contact on their individual Inspector profile, which will be available to the Reporting Inspector in the event of an emergency.