Best practice framework for inspections and reviews (PRAISE framework)

The following principles were identified as underpinning best practice:

Purpose – being clear about the overall purpose of the inspection/ review and retaining this throughout. Creating a shared agenda with staff in the organisation and amongst members of the inspection/review team

Relationships – building and maintaining constructive relationships throughout the process as the basis of a high-quality inspection/review

Awareness – maintaining a high level of awareness of the context in which staff are operating, of their feelings and reactions to the process and of the inspector's own approach and its impact

Information gathering – careful inquiry to gather and analyse evidence. Retaining an objective stance, testing assumptions and assimilating data before evaluating

Sharing information – communicating effectively throughout the process to prepare and inform staff. Encouraging staff to be open in providing their perspective and sharing findings as the inspection/review progresses

Enabling – treating people with respect, engaging them in professional dialogue, recognising their efforts and sharing findings in a constructive way to encourage ownership and learning to take place