Quality Assurance Framework

Safeguarding, Inspection & Audit Service

Scope of this framework

- **Children's Social Care (CSC) - MASH, Duty and Assessment, Contextual Safeguarding, Family Safeguarding, Children in our Care, Leaving Care, Children with Disabilities, and the Independent Reviewing Officers**

- **Inclusion - Education Health and Care Plans and multiagency working**

- **The Fostering Service and Adoption Lancashire Blackpool**

- **The Child and Youth Justice Service**

- **Child and Family Wellbeing Service**

Aim

Reflective supervision

Training Programmes

Observations

Child / Young people & parental feedback

Multiagency Learning

PDM Service

Social Work Academy

QA Activity

We share an environment where:

- **practitioners and managers learn together**

- **responsibility is shared**

- **the child and their outcomes and achievements are at the centre of all we do**

- **Utilise our range of quality assurance activities and learning opportunities**

- **there is space to reflect and grow**

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Purpose

- **To provide a framework for our learning culture to flourish.**

- **To provide clarity to practitioners about how their practice development will be promoted through quality assurance**

- **To continue to develop our strengths-based approaches and ensure our interventions are improving children's lived experience and their outcomes**

- **To support an accurate self-assessment and provide reassurance by combining how we use performance data as practice-based information**

- **To promote reflection and recognition of good and outstanding practice**

- **To provide a framework for the range of quality assurance activities that inform our delivery plans.**

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Oversight of Quality Assurance

Performance & Quality Strategic Board

- Spotlights - Two functions per month
- Exception-based performance reporting

Bi-directional information flow

Operational Performance & Quality Meetings

- Monthly, chaired by Director CSC
- QA reports, thematic reports, dip samples and other QA work shared
- Direct responses & dip sampling

Each function, service or division has their own Performance and Quality meetings on a monthly basis

Consider the performance and quality issues, developing action plans and informing the Strategic Board

Respond to issues identified by the Strategic Board

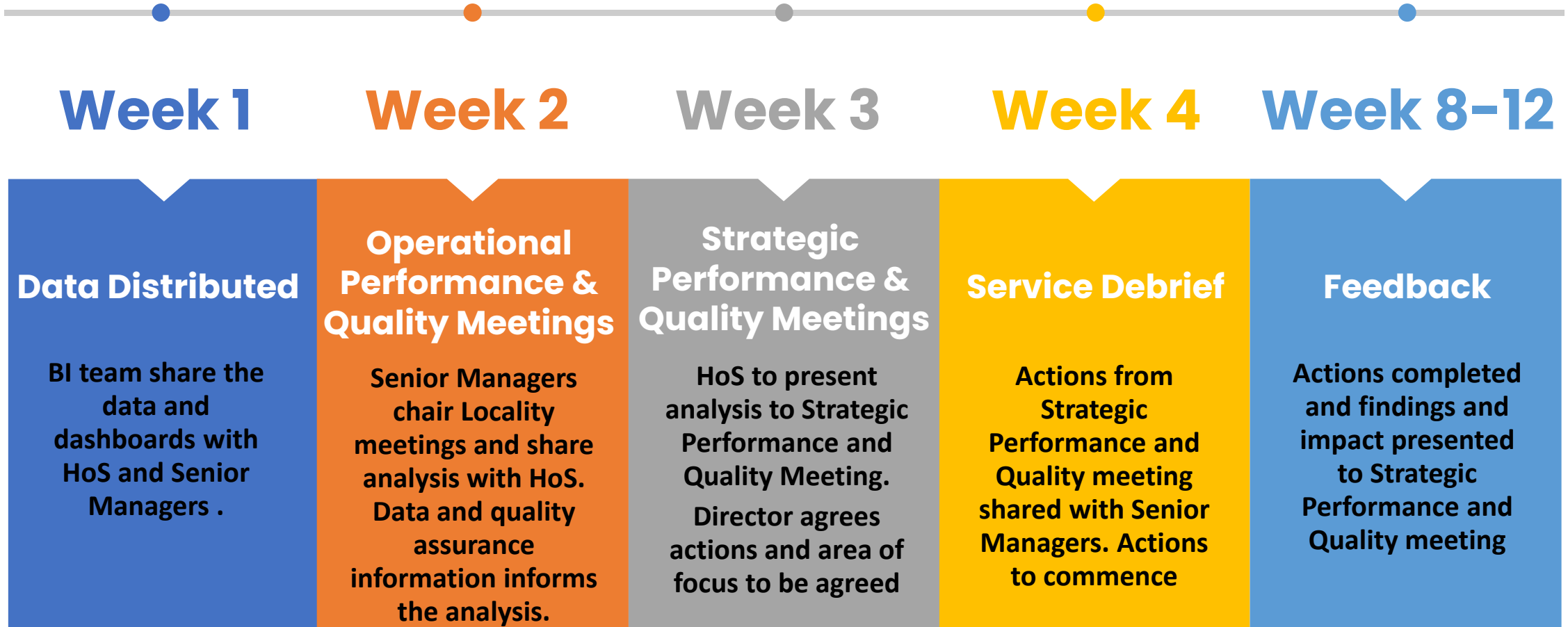**Undertake dip sampling activity monthly**

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Performance and Quality Process

Guide to the timeline

Week 1	Week 2	Week 3	Week 4	Week 8-12
Data Distributed BI team share the data and dashboards with HoS and Senior Managers .	**Operational Performance & Quality Meetings** Senior Managers chair Locality meetings and share analysis with HoS. Data and quality assurance information informs the analysis.	**Strategic Performance & Quality Meetings** HoS to present analysis to Strategic Performance and Quality Meeting. Director agrees actions and area of focus to be agreed	**Service Debrief** Actions from Strategic Performance and Quality meeting shared with Senior Managers. Actions to commence	**Feedback** Actions completed and findings and impact presented to Strategic Performance and Quality meeting

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Range of Quality Assurance Activities
A non-exhaustive range of activity covered

CSPRs

Learning Spaces

Dip samples

Spotlights

Strategic P&Q

Observations

Performance Reports

Compliments & Complaints

Child & parental Feedback

Practitioners & manager feedback

Quality Assurance Cycle of Change

06 Review
Strategic P&Q will decide if the activity needs to be reviewed to ensure the desired change has been achieved

01 Identification & Allocation
Either through regular learning spaces or an identified issue to be investigated, the QA activity is allocated to manager posts and completed with the practitioner & manager face to face to support direct learning & reflection.

05 Implementation
Any changes to practice implemented by practitioners and managers.

02 Analysis, report and recommendations
QA activity is analysed with the report and recommendations agreed with between the QA Team and the service. The service develops a plan of response.

04 Findings shared with managers and practitioners
Disseminated via available channels such as PSW, PDMs, weekly brief, and the management structure.

03 Report & recommendations shared and presented at Strategic P&Q
Strategic P&Q agrees the report and the proposed plan.

Improved outcomes for children through learning and improvement cycle.

Leadership & Quality Assurance

- Executive Director has line of sight
- QA activity led by Strategic P&Q
- Partnership with CSAP
- Lead member oversight

- QA findings, CSPRs, learning opportunities shared with practitioners & managers
- QA feeds in to workforce development and self-assessment

Strategic Leadership

Learning Culture

QUALITY ASSURANCE

Workforce

Performance Management

- PDMs adapt service offer in response to QA findings
- QA findings tailored and presented to function P&Q meetings.

- P&Q meetings monthly
- P&Q drives quality of practice and improvement
- Each function has its own P&Q

Quality Assurance Activity

Learning Space

- Each TM//SM/IROs/PDMs/HoS do one per quarter
- Allocated by QA Team to team posts (sometimes may be a different function)
- Face to face (in person)
- Managers will be allocated cases within their own function
- Managers will have 4 weeks to complete
- MASH managers will continue to be allocated CSSH/MASH audit and undertake MASH learning spaces x 2 a month.

40 Per month   **120** Per quarter

Function-based Dip Samples

- Theme selected by HoS, allocation by the service.
- 6 month programme to be agreed upon
- 1 per month per post
- QA Team to assist with tool
- Narrative agreed between service and QA Team

159 Per month   **478** Per quarter

Thematic Activity

- Theme agreed by Strategic P&Q
- Service lead will be identified
- May be led by a function, QA Team or combination
- Spotlights as agreed at Strategic P&Q.

Multiagency Activity

- Requested by Strategic P&Q or CSAP
- Led by a function, QA Team or jointly
- MASH will co-ordinate their own multiagency QA activity

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Audit Activity Timetable

	Team Manager				Senior Manager				Head of Service				Director			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Learning Space	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Dip Samples	3	3	3	3	3	3	3	3	3	3	3	3	1	1	1	1
Observation	1	1	1	1	1	1	1	1	0	1	0	1	0	1	0	1
Practice Weeks* actual timing to be confirmed	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0
Multiagency Audit* actual timing to be confirmed																
Thematic Audits* actual timing to be confirmed																
Per quarter	5	6	5	5	5	6	5	5	4	6	4	5	2	3	2	3
Annual	21				21				19				10			

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Other Quality Assurance Activity

Observations of Practice

- Director CSC and HoS two per year
- All other managers, one per quarter
- QA team to analyse findings

Experience & Views of Our Services

- Feedback from CYP and families
- Involvement of CYP and their families in the design and implementation of our quality assurance activities.
- CIOC council
- SEND groups
- Compliments & Complaints
- Participation Groups

Practice Learning Weeks

- Practice Weeks:
  - Led by the Principal Social Worker on a theme agreed by Strategic P&Q

Peer Reviews

- The service will participate and contribute to peer reviews with other local authorities or organisations
- Learning will be shared with SP&Q for oversight and any proposed changes

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Learning from Quality Assurance

- **Continuing to develop our learning culture**

- **Individual reflective discussion**

- **Learning circles with PDMs for individual cases or on identified issues**

- **Sharing of findings at P&Q meetings with action planning**

- **Share learning with CSAP and other relevant agencies**

- **Joint learning sessions following thematic activity which will include action planning**

Closing the Loop

- To ensure learning and safeguarding has been secured, the closing the loop process is there to provide reassurance and evidence

- Outstanding cases will be shared with the Head of Service

- For cases graded as inadequate, a Senior Manager will meet with the social worker and manager to ensure that any remedial action has been completed with the 'Closing the Loop' form being returned to the QA Team

- The closing the loop form needs to be authorised by the relevant Head of Service

- 3 months later, the social worker will be allocated a different learning space to ensure the learning has been embedded

- The findings of these will be analysed by the QA team as part of reporting

- Actions will continue to be monitored via the action tracker

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Escalation

- **When learning spaces are not returned within the agreed timeframe of 4 weeks (using discretion where appropriate), the escalation will take place in this way:**

2 days after the deadline	Senior Manager & Head of Service
7 days after the deadline	Director of Children's Social care.
14 days after Deadline	Executive Director Of Children's Services

- **Exclusion or extension can only be agreed by a HoS prior to the deadline**

- **When actions are not completed, the following policy will be implemented:**

4 weeks	Senior Manager & Head of Service
6 weeks	Director of Children's Social Care.
12 weeks	Executive Directors Of Children's Services

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Moderation

- **To support managers in undertaking learning space, develop skills and support consistency, the QA team will moderate 15% of learning spaces and any inadequate learning spaces**

- **This moderation will include a discussion with the original manager to understand their viewpoint and support their development**

- **The QA Team will share the learning from the cohort of learning spaces via the quarterly report**

Children and Family Wellbeing Service

- **There is a quality assurance framework for the Child & Family Wellbeing Service (CFW) in a separate document**

- **This framework include regular quality assurance activity, thematic activity, and use of performance data. This is overseen by a monthly county-wide Performance and Quality Meeting (PACT) and district PACT meetings**

Inclusion Service

- **There is a separate quality assurance framework for the Inclusion Service to support practice development**

- **There is a regular cycle of audits of Education, Health and Care Plans**

- **There is a regular programme of multiagency audits to understand and respond to the lived experience of children with SEND**

The Fostering Service, Adoption Lancashire Blackpool and Residential Service

- **This service is part of the Strategic Performance and Quality framework**

- **There are national frameworks that are also followed as well as internal QA.**

- **There are a series of QA tools to reflect the various services:**

  - **Fostering recruitment and assessment**

  - **assessment of friends and family**

  - **Support to Permanence**

  - **adoption support and adoption recruitment and assessment**

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Child and Youth Justice Service (CYJS)

- **The Child and Youth Justice Service has a Performance Management Framework in place, captured in a separate document**

- **CYJS as a model of single and multiagency quality assurance as well as dip sampling. QA activity take place every quarter**

- **There are quarterly performance meetings where the findings are analysed**

- **Performance data is submitted to the Youth Justice Board quarterly.**