

	Action/Date
Title/Status-	Best Practice Quality Assurance and Monitoring Process
New document or revised	New
Responsible Head of Service	Liz Perfect
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Best Practice Quality Assurance and Monitoring Process

BEST PRACTICE QUALITY ASSURANCE AND MONITORING PROCESS

This practice guidance sets out the expectations and time frames required when Placement Commissioning Officers (PCOs) undertake a monitoring visit to Residential Homes, Independent Fostering Agencies (IFAs), 16+ Supported Accommodation & SEN provisions.

Purpose

Monitoring documents record the outcomes of visit. Separate documents will be completed for the different types of provisions as outlined above, although there is a separate document for 16+ individual flats. There are different timescales dependant on the type of monitoring visit required. Please see the table below.

The LA monitoring requirement is in addition to OFSTED inspections.

Type of Monitoring		Timeframe
Initial visit		Ideally before a placement is made or within 3 days of the placement starting. If this is not possible confirm with the provider which other LA's has, or recently had a YP in placement and ascertain their views/feedback on the quality of the placement.
Annual		Every 12 months
Issues/concerns raised		Within 10 days of the issue/concern being raised
IFA or Residential	OFSTED Judgement: Good or Outstanding	Within 14 days
	OFSTED Judgement: Inadequate/Requires Improvement	Senior Quality Assurance Officer to request OFSTED Action Plan, then visit to take place within 7 days of Action Plan being received.
16+ SA	All	Ideally before placement made or within 3 days of placing YP. As above if not possible check if other LA has children currently placed or visited recently.

The first monitoring timeframes for any provision will ensure there is evidence of meeting contractual requirements. Subsequent visits will provide the opportunity to request and update information. These visits can also be more YP focused and ensure outcomes are being achieved as identified in the IPA.

Procedures

The monitoring will be undertaken by a suitably qualified and experienced *Local Authority Representative* who will confirm a date for the monitoring visit to take place.

In preparation for visit the *representative from the LA* will send a letter to the provider requesting the Quality Assurance pre-visit provider form is completed in advance of the visit, or to be readily available on the day of the visit, with all sections completed.

Where applicable the *LA representative* will request feedback in advance of visit from the following:

- YPs Children's Social Worker (CSW)
- YPs Independent Reviewing Officer (IRO)
- YPs SEN Officer (SENO) (who will also obtain feedback from parents)

Confirmation of the visit should be emailed 2 weeks in advance and the following information will also be sent to the provider:

- Date, time of visit and name of person visiting
- List of documentation/files required during the visit

Details of what will be required during the visit include:

- Meeting with staff as appropriate
- Documents/YP files
- Tour of provision
- Opportunity to see YP(s)
- Young Persons Voice feedback questionnaire (if this is not available a paper copy will be left with provider and this will be chased?)

End of Visit

At the end of the Quality Assurance visit the *LA Representative* will discuss outstanding actions and where needed followed up with an email once PCO is home as the SOS is completed on actual QA report.

Post-Visit

The completed form should be sent by the *LA representative* to the Senior Quality Assurance & Auditing Officer (SQA/O) within two weeks of the QA visit.

Within 7 days of receiving the completed form the *Senior Quality Assurance Officer* will return the form to the *LA representative*, identifying any actions needed.

Any outstanding actions are to be completed within 3 days of the *SQAO* returning to the *PCO*.

Within 3 weeks the *LA Representative* will then send (copying in the *SQAO*) the completed document(s) for commenting upon where applicable by the following:

- YPs Children's Social Worker (*CSW*)
- YPs Independent Reviewing Officer (*IRO*)
- YPs SEN Officer (*SENO*)
- The Provider

The completed form including comments from the above should be returned to the *SQAO* & *LA Representative* by the above within 3 days.

The completed form & any other outstanding actions will then be uploaded onto Mosaic by the *SQAO* or *PCO*.

Please see also flow chart outlining above timeframes for monitoring of IFA, Residential & SEN provisions.

