

West Sussex Safeguarding Children Board (WSSCB)

Quality Assurance (QA) framework

1. Introduction

1.1. The Quality Assurance framework sets out WSSCB's commitment to ensuring the effectiveness of our work to safeguard the children of West Sussex and promote their wellbeing through:

- building a good understanding of how safe children are in West Sussex and where we need to improve
- using data effectively to inform our approaches, strategies and plans to improve performance and outcomes for children and their families
- to provide evidence of the quality and impact of our work on the outcomes of children and their families in West Sussex
- To reflect on our practice; listening, learning and leading on improvements

1.2. The WSSCB Quality Assurance Framework is underpinned by the WSSCB principles:

- We are accountable to and informed by the children we serve, their families, the communities they live in, and the staff in the organisations that work with them
- The child is at the centre of everything we do
- We aim to continuously learn and improve
- We are transparent about what we do and why
- Our focus is on improving outcomes for children
- We are clear about what we expect from those involved in safeguarding children
- We work collaboratively together to achieve our aims
- We challenge each other and the services each other provides
- Recognise achievement and progress

1.3. In accordance with Working Together 2015, the WSSCB QA framework encompasses all our work to safeguard children and promote their wellbeing across the continuum of need, as outlined in the WSSCB Threshold document. This includes monitoring both the provision and delivery of preventative work, early help, and child protection, safeguarding activities, practice and services and managing risk .

1.4. In line with Learning & Improvement Framework, WSSCB quality assurance work takes an outcomes based approach. The QA framework focuses on whether we have made a positive impact in the lives of children and their families, and if their lives are made meaningfully better as a result of interventions and services by agencies

1.5. WSSCB takes a child-centred approach to understanding outcomes, and therefore the child and their families / carers views need to be sought.

This demands active engagement and participation with children and their families.

2. Elements of the Framework

- 2.1. This framework is aimed at both the Board and its effectiveness in ensuring quality multi-agency arrangements, and individual agencies and the effectiveness of their work to safeguard children
- 2.2. The elements of the QA framework are based on the framework introduced by the London Government Improvement and Development in partnership with the London Safeguarding Boards:

Element A: Setting the content areas

Element B: Measuring performance

Element C: Identifying 'good'

Element D: Performance activities

Element E: Governance & accountability

3. A. Setting the content areas

- 3.1. Effective quality assurance should be focused on targeted areas of concerns, or content areas; the content areas are those defined and agreed as priority by the Board. The identification of these should be evidence-based, taking into account relevant research and needs of the local area. Content areas interact and should be considered as part of a whole system

- 3.2. Types of content areas:



4. B. Measuring performance

- 4.1. Once the content areas have been set the WSSCB will measure them using three types of performance:
 - 4.1.1. Quantitative: how much did we do?
 - 4.1.2. Qualitative: how well did we do it?
 - 4.1.3. Outcome information: did we make a difference?
- 4.2. Information for this will be gathered from four main sources
 - 4.2.1. Children, parents and carers
 - 4.2.2. Front-line practitioners
 - 4.2.3. case records

4.2.4. Other organisational activity and management recording systems

4.3. The WSSCB uses the following to gather the information:

4.3.1. National performance indicators- national children's safeguarding performance information framework

4.3.2. Local performance indicators/ needs analysis – strategic priorities (e.g. JSNA)

4.3.3. Service / agency safeguarding data (e.g. Annexe A)

4.3.4. Management information records

4.3.5. Participation and experiences of children, young people & families

4.3.6. Experiences of practitioners

4.3.7. Parents' and children's case file audits

4.3.8. S11 Audits

4.3.9. Single agency & Multi agency quality assurance and audits

4.3.10. Thematic deep dives

4.3.11. Learning & development impact on practice analysis

4.3.12. Serious case reviews, critical incidents and significant issue notifications

4.3.13. Reflective practice / journey of the child reviews

4.3.14. Complaints monitoring

4.3.15. External inspections

5. C. Identifying Good

5.1. In order to identify good the WSSCB will develop quality and outcome statement which paint a desired 'good' picture for each of the priority content areas. These will be used by the WSSCB to measure against the actual picture identified by the performance information. Children and their parents and carers should be involved in the development of these 'good' pictures. These statements will be built into the WSSCB Business Plan

6. D. Performance activities

6.1. The WSSCB has a programme of performance measurement activities including:

6.1.1. Core dataset: The WSSCB holds a core dataset which includes information from the Local Authority, Police and Health. This dataset includes national, local and WSSCB performance indicators. Information on the priorities areas will be included in the core dataset where appropriate. Allocated senior officers are responsible for reporting against the core dataset for their agency. The Core dataset is enhanced by the basket of performance measures made up of proxy performance measure sets held by each agency to demonstrate impact against outcomes

6.1.2. Case reviews and Serious Case Reviews: The WSSCB undertakes systemic reviews of cases to deliver a rigorous, objective analysis of what happened and why in order to learn lessons for the future

6.1.3. Audits

- Section 11 audits

- Single agency audits
 - Multi-agency audits
 - Thematic case file audits
 - Deep-Dives: the WSSCB will run an annual deep dive – a close inspection of the quality of work in a given area. This will include gathering the experiences of children, their families and front line practitioners, case file auditing, and building the journey of a child
- 6.1.4. Reflective practice and journey of the child reviews: the WSSCB will identify cases for a detailed exploration in order to provide a window on the wider system. These will involve practitioners, and where possible, the experiences of the child and their family
- 6.1.5. Single Agency Audits: the WSSCB provides scrutiny on the process and findings of single agency audits reported to the Board, and identifies multi-agency learning
- 6.1.6. Scrutiny of key reports, e.g. advocacy and participation reports, Independent Reviewing Officer, Child Protection Chairs and LADO reports
- 6.1.7. Tracking and outcomes monitoring against our strategic priorities outlined in the WSSCB Business Plan
- 6.1.8. Peer review

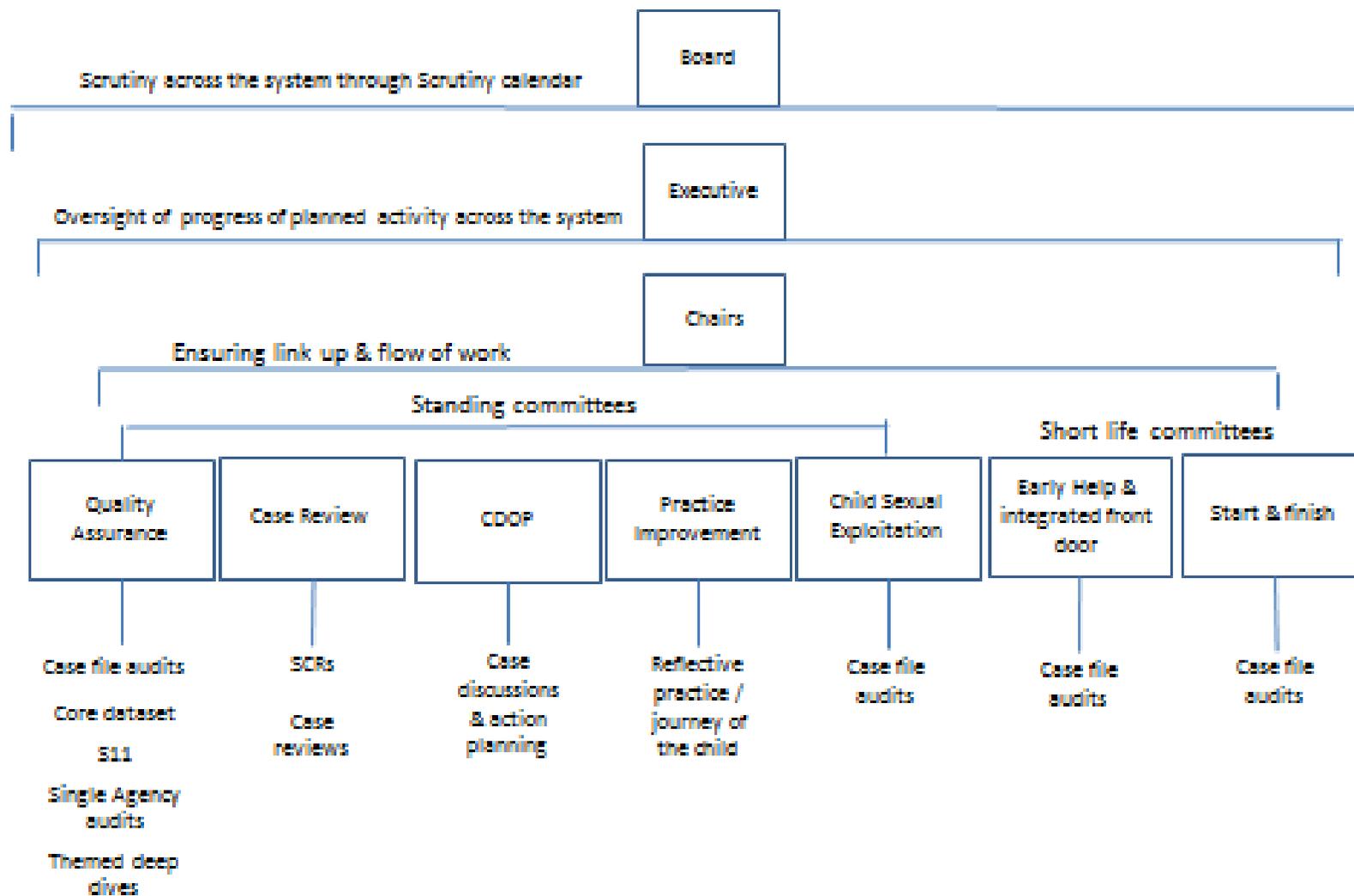
7. Governance & Accountabilities

- 7.1. Appendix 1 shows the responsibilities for performance management across the WSSCB system
- 7.2. Appendix 2 shows the relationship between the WSSCB system and related partnership bodies
- 7.3. Responsibility for the performance management framework is delegated to the WSSCB Quality Assurance Sub-Group. This involves:
- 7.3.1. producing a performance action plan that supports the WSSCB Business Plan objectives
 - 7.3.2. agreeing and monitoring the WSSCB core performance indicators
 - 7.3.3. ensuring that all agencies contribute to providing safeguarding data and information to understand needs
 - 7.3.4. contributing to the collation and analysis of the S11 audits
 - 7.3.5. scrutinising and responding to single agency/MA audits
 - 7.3.6. delivering and analysing an annual thematic deep dive
 - 7.3.7. overseeing the effective delivery of MAFAG
 - 7.3.8. scrutinising of performance and reporting to the Board on a quarterly basis
- 7.4. The Chair of the Quality Assurance Sub-Group provides progress on the performance activities, outlining any significant risks and / or key improvements, on a quarterly basis
- 7.5. Based upon the information gathered across the year the WSSCB's Annual Report will provide a detailed analysis of the effectiveness of safeguarding and the welfare of children within West Sussex. This is presented to

Cabinet, the Health & Wellbeing Board (HWBB) and the Start of Life Partnership (SoLP) alongside the WSSCB Business Plan on an annual basis.

- 7.6. On an annual basis the HWBB and SoLP present their annual reports and plans to the WSSCB. This provides the WSSCB with an opportunity to ensure robust challenge to the performance and plans of both boards.

Performance framework structure



Links with other Boards

