

# DUDLEY SAFEGUARDING CHILDREN BOARD

'Working Together to Keep Children & Young People Safe'

## Quality Assurance Framework

Learning from practice to improve local safeguarding outcomes

### What is quality assurance?

Quality assurance is about assessing the **quality** of work that we do to safeguard children and understand the impact of this work in terms of its **effectiveness** in helping to keep children and young people safe.

### Why is quality assurance important?

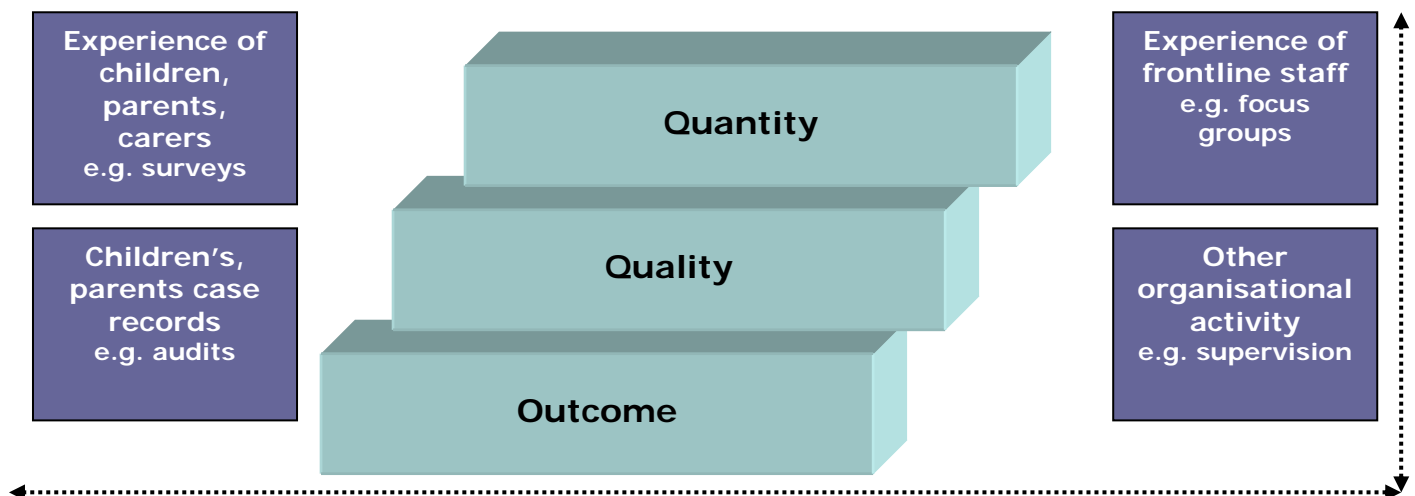
Safeguarding children & young people is complex. It is important that we find ways to learn about the impact of what we do in terms of the quality of our practice and whether or not it makes a difference. This will enable us to learn about what works well and do things differently where we need to improve our practice. It is fundamentally about improving **outcomes** for children.



### What is the QA Framework?

The framework starts with a series of practice standards in defining 'what good looks like'. It includes ideas about how agencies use different sources of information, methods and measures to assess the quality of work and its impact on outcomes.

The framework is based on the following model:



All partner agencies will need to consider how they collate quantitative, qualitative and outcome-based information from the four sources to inform improvement activity in respect of their safeguarding practice.

### What will the QA Framework involve?

The framework will aim to identify learning and support improvement activity using the following sources of information:

- single-agency and multi-agency themed audits
- feedback from service users and practitioners
- performance measures and data
- learning from serious case reviews and child death reviews
- reports from significant or serious incident learning process
- learning from single-agency management reviews
- learning from complaints and compliments
- deep-dive and peer review processes

## As a practitioner, do you routinely ask these 3 simple questions of service users (children & young people)?

- Did I listen to you and take account of your views?
- Did I treat you with respect?
- Did I make a difference to your life in terms of keeping you safe and well?



Does your organisation enable you to ask these questions and collate the responses in a more systematic way?

## What else needs to happen in your organisation to support this work?

Each partner organisation will need to consider and address the following issues:

- what quality assurance processes are already in place as part of routine operational practice and how is information from these collated to inform improvement activity?
- what additional audit activity is currently taking place or planned across the organisation in respect of child protection and safeguarding practice?
- how does your organisation currently or plan to capture the views of children, young people and their families and front-line practitioners?
- what resources are required to support the organisations contribution and engagement in multi-agency quality assurance processes?

## What are our priorities for 2012-13?

DSCB has agreed the following priorities for this year:

- disseminate learning from Serious Case Review (Child C) and Significant Incident Learning Processes (Child D)
- publish new inter-agency child protection practice standards and conduct multi-agency audits in respect of these
- conduct specific thematic audits in respect of young people at risk of sexual exploitation and rapid response to unexpected child deaths
- conduct a review of supervision arrangements across key partner agencies

## How will we disseminate the learning?

DSCB will aim to produce two QA learning reports per year for wider professional dissemination, supported by two multi-agency Learning Events per year to share the learning identified through the implementation of this framework. In addition, there will be short executive summaries relating to specific individual cases.

*The DSCB QA Programme will be co-ordinated by the Quality & Performance Management Group – for further information about the focus of activity or a copy of the QA Framework please contact [graham.tilby@dudley.gov.uk](mailto:graham.tilby@dudley.gov.uk)*

### Key Contacts:

Early Years & DSCB Training

[kim.sharratt@dudley.gov.uk](mailto:kim.sharratt@dudley.gov.uk)

Primary Care

[pauline.owens@dudley.nhs.uk](mailto:pauline.owens@dudley.nhs.uk) or [ellen.footman@dudley.nhs.uk](mailto:ellen.footman@dudley.nhs.uk)

Education (Schools & Colleges)

[funbir.jaspal@dudley.gov.uk](mailto:funbir.jaspal@dudley.gov.uk)

Youth Services

[Amanda.grove@dudley.gov.uk](mailto:Amanda.grove@dudley.gov.uk) or [jean.Garwood@dudley.gov.uk](mailto:jean.Garwood@dudley.gov.uk)

Sport & Physical Activity

[rachael.doyle@dudley.gov.uk](mailto:rachael.doyle@dudley.gov.uk)

Police

[w.bird@west-midlands.pnn.police.uk](mailto:w.bird@west-midlands.pnn.police.uk)

Social Care

[angela.plant@dudley.gov.uk](mailto:angela.plant@dudley.gov.uk)

Dudley Group of Hospitals

[Carol.Weston@dgh.nhs.uk](mailto:Carol.Weston@dgh.nhs.uk) or

[Sally.Abbatiello-Burns@dgh.nhs.uk](mailto:Sally.Abbatiello-Burns@dgh.nhs.uk)

Dudley & Walsall Mental Health Trust

[Debbie.cooper@dwmh.nhs.uk](mailto:Debbie.cooper@dwmh.nhs.uk)

