

**Quality Assurance – Hearing the Voice of the Children Young People and Parent / Carers**

*Understanding the impact of what we do*

<p><b>Quality Assurance – Audit Activity</b>  <i>Understanding quality of practice</i></p>	<p>Corporate responsibility for the help and protection of children and those in care / care leavers, so this is prioritised and embedded across the council and partnerships</p>	<p>Monitoring and tracking to prevent drift and delay. This includes the monitoring and tracking of children in the Public law Outline (PLO), permanence planning, children subject to deprivation of liberty orders and those placed in unregistered children’s homes</p>	<p>The timely and robust identification of a multi-agency response to children &amp; young people at risk of harm, including, but not limited to, the response to pre-birth children and babies, 16- and 17-year-olds who present as homeless, children living in private fostering arrangements and children who go missing from home and care</p>	<p>The availability of support and services to meet children and young people’s needs, including timely access to therapeutic interventions, access to dentistry, life-story work, emotional and mental health support, help for young people to support transitions into independence and sufficient suitable accommodation</p>	<p>The sufficiency and stability of staff across the workforce, sufficient numbers of Foster Carers, so children receive a timely response to having the service</p>	<p><b>Quality Assurance – KPIs</b>  <i>Timeliness of workload and workflow</i></p>
	<p>Our corporate responsibility to children will be evident in our council priorities, policies and development plans</p>	<p>Our care proceedings will be completed in 26 weeks or we will know why not achieved</p> <p>We will visit children in care in timescales to meet need and see how they live. They will tell us they feel happy and safe with carers</p>	<p>Our contacts, referrals, strategy and assessments will be completed in timescales with full partnership contributions</p>	<p>Our children in care will have up-to-date Health Assessments and Dental Checks</p>	<p>Our workforce data will show an improving picture on permanency and stability in agency staff</p>	
	<p>Children and Families will tell us that they believe Herefordshire is a good place to live</p>	<p>We will have timely and robust managerial oversight and clear best interest decision making for children subject to DoLS and those in unregistered placements.</p> <p>Children subject to SGO will have good support to promote long term permanence</p>	<p>Visits and assessments to 16/17yr will be completed within timelines and they have made informed decisions about their welfare &amp; accommodation</p>	<p>They will tell us they have support with their emotional well being</p> <p>Audit will show we have good quality life story work and letters in place</p> <p>CYP will tell us they know why they are in care and that they have contributed and understand their plans</p>	<p>Children will have fewer changes in social workers</p> <p>More children will be in family care and their placements stable</p> <p>Children will tell us they feel happy and safe in care and that they know how to raise their worries and make complaints</p>	
	<p>Management oversight and grip across the service to include clear structures and service pathways, and regular and effective supervision</p>	<p>Timely and effective multi-agency arrangements ensuring children are protected receive care if required</p>	<p>The partnership will ensure early sharing of information on unborns in need/at risk and assessments and appropriate plans will be in place by birth. Those in care proceedings will have timely progression to permanency, including foster to adopt placements</p> <p>CYP will have told us why they went missing and we will address this in their plans</p>	<p>The quality of practice including assessments, plans, planning and purposeful visits that are responsive to risk and need</p>	<p>Performance and quality assurance arrangements to support and test service improvements.</p>	
<p>Audits will show an improving picture on the quality and timeliness of managerial decisions</p>	<p>Repeat Social Work Assessments, children on requiring repeat CP plans will be lower than national</p>		<p>Visits &amp; Assessments will be timely and our QA audits will show an increasing positive trend on the quality of visits and plans and evidence appropriate step up and down as plans progress</p>	<p>QA activity embedded across all services areas</p>		
<p>Staff will tell us they benefit from regular and reflective supervision</p>	<p>Our protection and care planning meetings and reviews will show timeliness and good multi-agency attendance</p>		<p>CYP and parents will tell us they can access their workers, have contributed to and understand the plans in place for them or their children</p>	<p>A range of opportunities for Children &amp; Young People and Parents to tell us how they have experienced and benefited from our services will be in place</p>		
<p>Practice standards will be in place to guide best practice within and across the services</p>	<p>Partnership concerns will be addressed through a timely escalation process to resolution</p>			<p>Learning from both shared and developed practices identified</p>		

**Progress is built on partnerships: partnership activities will be delivered through:**

Herefordshire Safeguarding Children’s Partnership: Herefordshire Council Corporate Parenting Board: SEND Partnership

Oversight and coordination of this plan is through the Improvement Board  
 Evidencing our progress and outcomes will be shared through regular Ofsted monitoring visits