



## **Warrington Safeguarding Children Board Performance Management and Quality Assurance Framework**



***“Every child and young person in Warrington should be able to grow up safe from maltreatment, neglect, bullying, discrimination and crime -receiving help when they need it in a timely and effective manner”***

**Our Vision: “To ensure that every child and young person in Warrington is safe and has the opportunity to reach their potential.”**

## **1. Introduction**

As a partnership we are concerned to deliver the highest quality services and interventions when working with children and young people, that will reduce risk of potential, actual or future harm.

Our strategic quality assurance framework to safeguard children ensures agencies can achieve a good understanding of the effectiveness of safeguarding arrangements and services in their area, providing clarity for the Board and those with leadership, management and scrutiny responsibilities in individual organisations and partnerships.

What matters most in the quality assurance of safeguarding is knowing about **the ‘wellbeing’ outcomes achieved by children and their families**; the impact on real lives – whether and in what way their lives are better and safer as a result of the various services, interventions and arrangements. The experiences of children, parents and frontline staff are an essential source of information for determining what outcomes have been achieved.

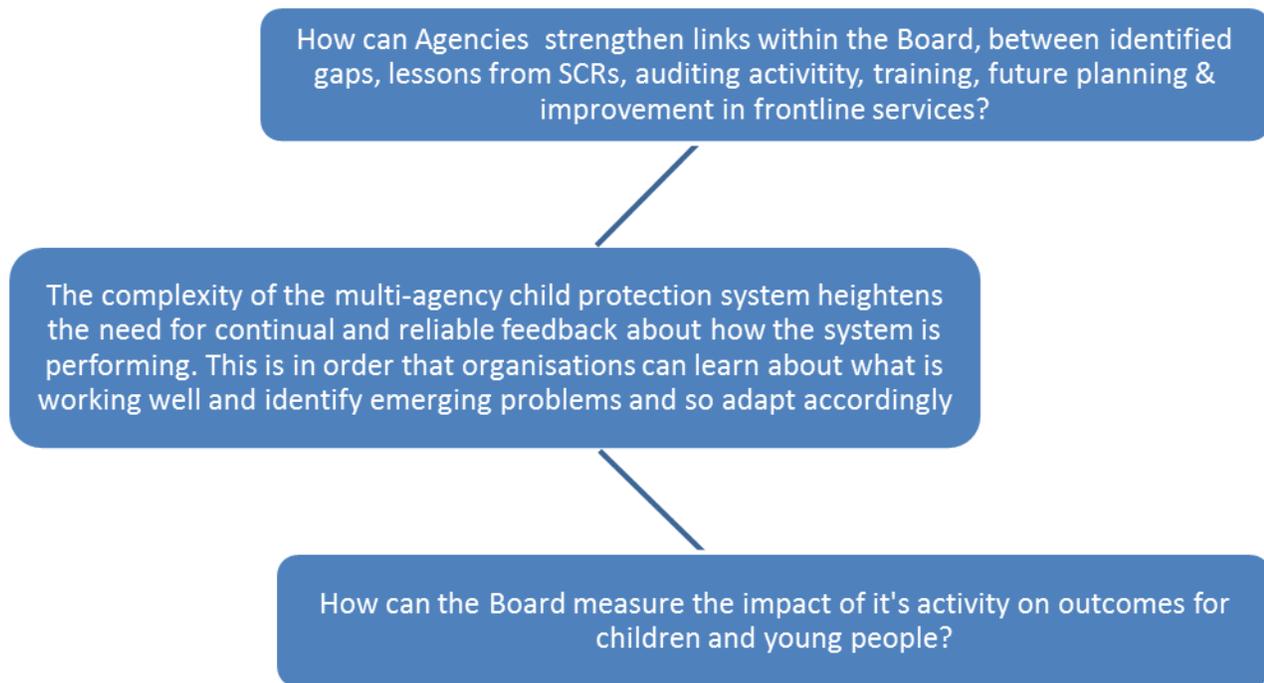
To support this process we are pleased to present the **Warrington Safeguarding Children Board Performance Management and Quality Assurance Framework**. This framework builds upon the Board’s previous published frameworks and takes account of good practice from the work produced by the London Safeguarding Children Board ‘*Improving local safeguarding outcomes – developing a strategic quality assurance framework to safeguard children*’, Rochdale Borough Safeguarding Children Board ‘*Strategic Performance Management and Quality Assurance Framework*’ and work undertaken across Greater Manchester and the Midlands in developing a more strategic approach to performance data.

This framework is shared with and accepted by all our partners. The framework supports the promotion of high challenge and high support, developing a strong performance culture for the partnership that values professional expertise when working to protect children and young people, ensuring that services are based on sound professional knowledge and evidence based outcomes.

This document should be read in conjunction with the **Warrington Safeguarding Children Learning and Improvement Framework** which focuses on the ways we want to quality assure practice, including through joint audits of case files involving practitioners and

identifying lessons to be learned, holding reviews of cases that meet certain threshold criteria to learn lessons that will improve services and commissioning independent reviews as required by statute.

Munro is clear that improving outcomes for children and young people should be central to all service provision; organisations and partnerships should collect data intelligently to evidence the effectiveness of work undertaken to help and protect children and young people.



## 2. Objectives

The objectives of the Quality Assurance Framework are to:

- Monitor the effectiveness of all partner agencies in the implementation of their duties under Section 11 of the Children Act 2004;
- Improve outcomes for vulnerable children and their families
- To ensure that Warrington Safeguarding Children Board is informed of the effectiveness of services in safeguarding children and young people.
- Ensure services are achieving consistently high standards

Properly compiled and delivered, this Quality Assurance Framework aims to:

- Highlight learning for inter-agency working;
- Support single agency practice review and improvement;
- Improve practice and service delivery;
- Determine future milestones for measuring progress; and
- Safeguard children and promote their welfare

### **3. Purpose of the framework**

Working Together 2015, places a number of responsibilities on Local Safeguarding Children Boards. The Board has a range of roles and statutory functions including developing local safeguarding policy and procedures and scrutinising local arrangements.

The LSCB should have a particular focus on ensuring that those key people and organisations that have a duty under section 11 of the Children Act 2004 or section 175 or 157 of the Education Act 2002 are fulfilling their statutory obligations about safeguarding and promoting the welfare of children by;

- Monitoring and evaluating the effectiveness of what is done by the local authority and their Board partners individually, and collectively to safeguard and promote the welfare of children and advising them on ways to improve
- Undertaking reviews of serious cases and advising the local authority and their Board partners on lessons to be learned.

In order to fulfil its statutory function under regulation 5 the LSCB should use data and, as a minimum, should:

- assess the effectiveness of the help being provided to children and families, including early help;
- assess whether LSCB partners are fulfilling their statutory obligations and
- monitor and evaluate the effectiveness of training, including multi-agency training, to safeguard and promote the welfare of children
- undertake regular assessments on the effectiveness of Board partners' responses to CSE including the analysis of how partners have used data to promote service improvement for these vulnerable children
- improve services for children who are missing from home.

LSCBs have a responsibility to monitor and evaluate the effectiveness of what is done by the local authority and Board partners individually and collectively to safeguard and promote the welfare of children and advise them on ways to improve

This framework can be used to fulfil statutory responsibilities and contribute to improving outcomes for children:

1. By ensuring the single agencies in an area are using the framework, the LSCB can draw together the performance information that they are collecting to start to build up an overall picture of safeguarding.
2. By having a dialogue with each organisation to agree on appropriate content areas, ensuring that there is a good balance of sources and types of information.
3. By identifying content areas that the LSCB should focus on from a cross-cutting, thematic perspective.

### **4. Intended audience of the framework**

The framework is aimed at strategic partnerships and individual organisations with safeguarding children responsibilities. It has been designed to help those with leadership, senior management or scrutiny responsibility for the safeguarding of children (for example Directors of Children's Services, lead members, NHS Trust Boards, Chief Executives, Local Safeguarding Children Boards (LSBCs), senior management teams).

The elements and principles of the framework can also be applied throughout all levels of all organisations that make a contribution to the safeguarding of children (including frontline practice) so that each level of the organisation can self-assess whether it is being effective in keeping children safe.

## 5. Quality Assurance Framework Principles

The Quality Assurance framework is underpinned by a series of principles:

- Quality must relate to service-user experience and outcomes
- Quality can always be improved
- Everyone has a role to play in improving quality from front line practitioners to senior managers
- All staff must be flexible in meeting people's changing needs and choices
- Quality outcomes and improvements are most likely when there are skilled, enthusiastic and resourceful staff
- Quality Assurance will be planned into all new services to ensure we get it right the first time
- Comprehensive policies and procedures will be in place so staff can see what they have to do in order to meet standards
- Quality Assurance will draw together messages from a wide-evidence base to provide an overview of quality

## 6. Overview of quality assurance activities

There are 3 types of evidence that should be considered:

**Quantitative** – This type of evidence is concerned with "How much or how many", examples are: data and trends, performance indicators and targets

**Qualitative** – This type of evidence is concerned with "how well something is done", examples are: views of practitioners, children and families; quality of assessments, case audits, mapping evidence to criteria

**Outcome** – This type of evidence is concerned with "so what", what difference has an intervention made to children and families and whether anyone is better off. Examples are: reduction/cessation in harm, increase in attendance at appointments, improved well being



This framework comprises of different elements, which when viewed together, provide the Board with a clear picture of the safeguarding processes within Warrington and the outcomes for the children and families who have received help or support.

The elements considered by the Board include;

- a performance data and dashboard containing key performance indicators from a number of agencies
- multi-agency audits
- Section 11 audits and Education Act Section 175 or 157 audits
- complaints monitoring
- training information
- detailed information sharing including an in depth look at specific areas of the framework, as and when the need arises
- feedback from practitioners
- feedback from children and young people

## **7. Performance data and dashboard**

The Board has access to large amounts of performance information from across numerous agencies. The Board therefore needs to analyse performance information effectively to know if we are making a difference to the lives of children and young people locally, keeping them safe and promoting their welfare.

Every quarter the WSCB receives a report from the local authority for scrutiny which sets out data on

- Child Protection Conferences Quarterly Activity
- Professional Participation in Child Protection Conferences
- Children in Care Case Review Activity
- Activity in Relation to Foster Carer Reviews
- Activity in Relation to Children in Care from Other Local Authorities
- Missing Child Sexual Exploitation Trafficking Operational (MCSETO) Group Activity
- Activity in Relation to Children Reported Missing to Police
- Activity in Relation to Local Authority Designated Officer (LADO)

A performance dashboard has also been created which contains key indicators from different agencies showing performance across a number of areas so that the Board can see information to demonstrate that:

- We know about all children and young people in the local area, what their needs are and how are they doing.
- We know about groups of children with particular needs.
- We are safeguarding and supporting children in specific circumstances
- Children, young people and families are able to access early help when they require it, and it is effective
- Thresholds are clear and appropriate, planning and decision making is effective
- We are safeguarding and supporting children who are in need of protection
- The LA fulfils its corporate parenting role and looked after children and care leavers have good outcomes
- There is effective use of resources and workforce
- Agencies in the local area and the LSCB provide leadership and governance, and agencies work together effectively
- Services are judged as effective at safeguarding children and providing early help (Inspection outcomes).

## Outcomes

- Services in Warrington are held accountable for ensuring that children are safeguarded

### **7.1. Section 11 audits and Education Act Section 175 or 157 audits**

A template and format has been agreed for a Pan Cheshire S11 audit process, including a common self-assessment tool for all Warrington WSCB agencies including schools. Eight key standards have been established, along with an agreed timetable.

Agencies identify improvement actions at a single agency level, which is then shared and multi-agency improvement priorities and actions are identified, in addition to sharing good practice examples.

## Outcomes

- All services in Warrington are held accountable for ensuring that children are safe and promote their welfare
- WSCB presentations and audit processes requires evidence of this on an annual basis.

### **7.2. Complaints monitoring**

Individual agencies submit a complaints report and it is subject to scrutiny and review by the WSCB.

The WSCB also receives on quarterly basis information on LADO activity.

## Outcomes

- WSCB is assured that complaints in relation to services working with children, young people are handled appropriately
- WSCB is assured that allegations against adults working with children are handled appropriately
- WSCB is aware of the scope and scale of allegations against professionals.

### **7.3. Training**

Warrington Safeguarding Children Board recognises the importance of the workforce and volunteers in delivering effective services that help to keep children and young people safe. Multi-agency training and development is a key component in the continuous improvement of safeguarding practice. A comprehensive programme of multi-agency training and development is provided by WSCB.

The Board considers the impact of training on practice and outcomes for children and young people and training and development is included as one of the '8 Key Standards' within the

S11 audit process. There is a comprehensive WSCB Workforce Development and Training Strategy which provides the framework for assessing need and evaluating impact.

### Outcomes

- Use the Warrington Safeguarding Children Board Workforce Development and Training Strategy to provide the framework of identifying needs and developing training programmes and evaluation of impact
- Publish an annual programme for multi-agency training
- Develop and maintain a WSCB members' development programme to include induction for new members to the Board and its subgroups, delivered with appropriate flexibility to meet the diverse needs presented
- Comply with any data scrutiny requirements required by external regulators or to support WSCB performance management procedures

## **7.4. Detailed information sharing**

In depth information on specific subjects is shared with the Board and sub groups on an ad hoc basis. The subjects are dependent on the areas identified for improvement (following feedback from any of the performance areas mentioned above, including indicators) or when the Board or sub group need to deepen their understanding or a specific subject. The information can be provided by any agency and ensures a common understanding and that the knowledge is shared across all agencies. Recent areas for detailed information sharing are elective home education and children missing education.

### Outcomes

- Shared understanding across all agencies of the work, policies or practice being undertaken to safeguard children and improve outcomes
- Best practice is shared across all agencies.

## **7.5. Feedback from practitioners and children and young people**

The Board seeks the views and feedback from practitioners through Board members visiting frontline teams. The WSCB also has practitioner reference groups, one covering health organisations which considers safeguarding children's actions and issues across health organisations in Warrington. The second is a multi-agency practitioner meeting and discussion venue for sharing good practice related to safeguarding and child protection across agencies working in Warrington.

The WSCB seeks feedback from children and young people via the WSCB Youth Group, made up of young people aged between 14 and 18, who all come from many different backgrounds, have different experiences and varying interests. This is to ensure children and young people's voices are heard and their views are taken into account by the Board and agencies and organisations working with children and young people in Warrington.

## Outcomes

- ensure that the voice of children and young people in Warrington, (including in care and children and young people with disabilities) are heard by the Board and constituent agencies / organisations ensure that the voice of practitioners in Warrington are heard by the Board and constituent agencies / organisations
- Practitioners and children and young people influence and strengthen the work of the Board.
- Shared understanding across all agencies of the work, policies or practice being undertaken to safeguard children and improve outcomes
- Best practice is shared across all agencies.