

# Children's Social Care Quality Assurance Framework May 2019

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# Quality Matters: Improvement Framework

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To understand how quality is assessed.

A case study to illustrate.

What reassurance is there that we have the right processes in place?

# Quality Matters: Improvement Framework

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To understand how quality is assessed.

- stable workforce
- manageable caseloads
- effective management oversight and frequent supervision
- highly visible leaders and managers
- a strong culture of learning
- good qualitative assurance, performance monitoring and performance management arrangements
- mature partnerships with other agencies.

# Quality Matters: Improvement Framework

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To understand how quality is assessed.

*‘Service providers use quality standards to monitor service improvements, to show that high-quality care or services are being provided and highlight areas for improvements. Health, public health and social care practitioners use audit and governance reports to demonstrate the quality of care.’*

Standards and Indicators | NICE

[www.nice.org.uk/standards-and-indicators](http://www.nice.org.uk/standards-and-indicators)

# Quality Matters: Improvement Framework

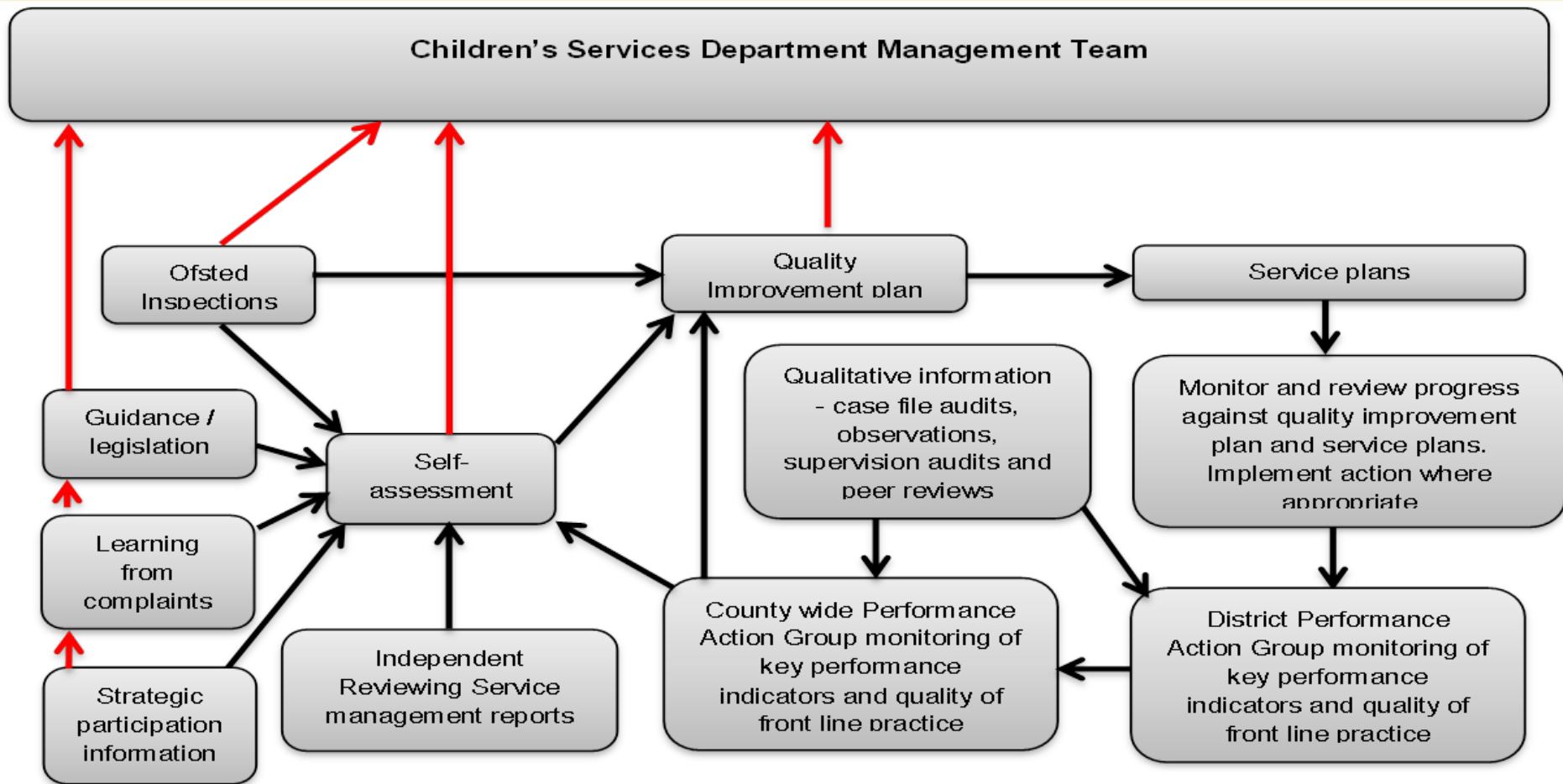
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To understand how quality is assessed.

**The new Ofsted framework looks for evidence to answer the following:**

**What** we know about the quality and impact of social work practice,  
how we know this and  
what areas need to be focused on in the coming months to improve practice?

# Quality Matters: Improvement Framework



# Quality Matters: Improvement Framework



# To understand how quality is assessed.

- Case file audit

Every month all managers undertake one audit of a child's case file.

The audit tool is an electronic survey.

Guidance is provided to auditors about what evidence they need to review and where to find it.



# To understand how quality is assessed.

- Case file audit

For a population size of 1,500 (current caseload), the sample size at 95% confidence level needs to be 306 or 461 at a 99% confidence level.

Planned level of audit activity includes 16 audits per month plus 48 audits four times a year.

This equals 384 audits which is a representative sample size for the caseload at 95% confidence level.

# To understand how quality is assessed.

- Case file audit

Case file audits provide a perspective on front line practice and the quality of work being carried out with the child and their family.

The file audit process and questions are reviewed regularly.

Audits are undertaken with the social worker to provide a constructive and reflective opportunity to learn and identify what could be improved.

# To understand how quality is assessed.

- Peer and Ofsted inspections

Embedded into the annual performance cycle are a series of peer inspections which are based on the Ofsted framework. For each, an Area Director leads a team made up of a trained pool of staff, which reviews practice in an area.

A report is written based on the review, presented to the team involved and necessary improvements are detailed in a team action plan. Feedback is used in self assessment, service plans and the Quality Matters; Improvement Plan to drive improvement.

# To understand how quality is assessed.

- **Supervision**

The quality of supervision is crucial to front line practice. Consistent and reflective supervision is assured by supervision audits which should be carried out by a peer team manager.

There is guidance and templates to ensure supervision is consistent, of quality and is reflective to inform professional development and service improvements.

# To understand how quality is assessed.

Direct  
observations

- Direct observation

Observation of staff in their everyday work is an important element of quality assuring front line social work. This enhances the quality assurance undertaken through case file audits to more fully understand the way workers work, support and build relationships with children and their families.

# To understand how quality is assessed.

Client feedback

- Client feedback

The participation of children in how we involve them about decisions about them, improve social work practice and inform service developments is central to what we do.

Participation allows us to understand how our services and intervention work feels and affects children and young people, providing valuable insight on how to improve service design and practice, which will better help us to improve outcomes for children and young people.

# A case study to illustrate.

- Case file audit – an example

All children have an Strengths and Difficulties Questionnaire (to measure emotional health and well being) completed in time. Target set, monitored by PAG and performance improved.

Quarter 1 = 57% of cases

Quarter 2 = 54%

Quarter 3 = 100%

# A case study to illustrate.

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- Case file audit – an example

All case files have evidence of direct work / life story work. Target set, monitored by PAG, training workshops provided, open day on participation techniques held and performance improved.

Quarter 1 = 37% of cases

Quarter 2 = 75%

Quarter 3 = 100%



# A case study to illustrate.

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- Peer and Ofsted inspections – an example  
*‘Children in care benefit from a range of support to meet their emotional needs, for example the therapeutic writing group. This helps to compensate for weaknesses in child and adolescent mental health services (CAMHS).’*

*‘High-quality life-story work is routinely undertaken when children are emotionally ready and receptive.’*

**Ofsted inspection report 2018**

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# A case study to illustrate.

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- Supervision – an example

100% had health and safety issues been discussed.

88% had met the required frequency.

88% had evidence that personal development and learning (including use of the 5 CPD days) had been discussed.

63% had evidence of a truly reflective session taking place in supervision.

Actions from audits monitored for completion and themes and patterns inform what training and professional development opportunities are provided.

# A case study to illustrate.

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- Direct observation – an example

Observations highlighted how organised workers were in planning meetings with others. Decision-making and rationales were clear, evidence-based and drew on social work theory. Observers noted how good the social worker communication skills were and how this enabled clear messages and instructions to be understood even when messages included how practice needed to improve. Critical thinking was evident and social workers maintained the focus on the child. Observations were discussed during supervision.

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# A case study to illustrate.

- Client feedback – an example

1). What is your understanding of why your children have a social worker/front line practitioner? ***Because of what happened and that I phoned in due to the incident that happened.***

2). Do you have a good working relationship with your social worker/front line practitioner? ***Yes now we do - in the beginning it was awful.***

3). Do your children have a good working relationship with their social worker/front line practitioner? ***Yes the kids are happy and find it really easy to talk to them.***

4). Do you feel involved in the planning and work we are doing with your family? ***Yes completely 100% always up front and honest.***

5). Do you think that working with the social worker/front line practitioner has helped with the issues in your family that led to us working with you? ***Yes it has been great.***

6). Any other comments? ***Thank you to all that was included for the help and support.***

# What reassurance is there that we have the right processes in place?

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*‘A comprehensive quality assurance programme, combined with the rigorous use of performance information, enables leaders to maintain effective oversight of practice. Performance meetings take place in every part and level of the service. Regular auditing by managers and senior leaders, alongside social workers, provides helpful opportunities for reflection and learning.’*

**Isle of Wight Ofsted Inspection 2018**

# What reassurance is there that we have the right processes in place?

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However, we know we still need to improve.

*'The records of these audits have an insufficient focus on the quality of practice or the experiences and progress of the child.'*

**Isle of Wight Ofsted Inspection 2018**

# What reassurance is there that we have the right processes in place?

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*'The local authority has a strong learning culture, undertaking regular peer reviews alongside multi-agency audits and learning reviews. The learning from these, and from the regular audit programme, informs the quality improvement programme and leads to a tangible focus on continual improvement.'*

**Isle of Wight Ofsted Inspection 2018**

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# What reassurance is there that we have the right processes in place?

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*‘Corporate parenting is much stronger across the council since the last inspection. The corporate parenting board receives regular, comprehensive performance data and reports, enabling effective scrutiny and challenge. The corporate parenting board maintains a strong focus on achieving positive outcomes for children in care and care leavers.’*

**Isle of Wight Ofsted Inspection 2018**



# Conclusion

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If you would like a copy of the quality assurance framework or would like to know more, please contact [simon.dear@iow.gov.uk](mailto:simon.dear@iow.gov.uk) Service Manager for Strategic Development and Commissioning.



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