

Committee:	Dated:
Safeguarding Sub-Committee	19/06/2023
Subject: Quality Assurance Framework – updated March 2023	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	Outcome 1
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay, Executive Director of Community and Children’s Services	For Information
Report author: Pat Dixon, Head of Safeguarding and Quality Assurance Service	

Summary

In March 2023 the Quality Assurance Framework was reviewed and updated to reflect the quality assurance work taking place across children’s services. As part of the review, managers were consulted from Children’s Social Care, Early Help, Education and Early Years, and the Virtual School. The purpose of this review was to ascertain the level of quality assurance activity taking place across children’s services, and how this was contributing to the continuous cycle of improvement in relation to impact and engagement of children and families.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The current Quality Assurance (QA) Framework was written in January 2019, with the aspiration of creating a learning organisation that focused on the outcomes for children and young people rather than just the process to achieve this. To realise this, the QA Framework needed to look beyond compliance with statutory requirements alone, by taking on a whole-system approach, encompassing the wider activity taking place across children’s services. Although compliance with statutory requirements is essential, it is far from being the end of the process in a system committed to continuous improvement.

2. The QA Framework has been designed to be accessible for staff across services in understanding their role and responsibility in relation to QA and how this has a direct correlation to the outcomes for children, young people, and their families. The framework also demonstrates how this interlinks with other QA systems and governance arrangements within the City of London Corporation and Department of Community and Children's Services.

Current Position

3. The updated QA Framework shows the level of activity that is taking place over the next year. It provides evidence for how information is shared between services in a joined-up way to improve the experience for children and families when accessing services. It also shows the level of oversight that takes place through the various governance arrangements. Documents relating to these arrangements have been embedded within the framework to support staff in understanding the purpose of meetings, and their role and involvement in the process. A key element of the framework is the involvement of children and young people. Therefore, the activity that takes place with the Children in Care Council (CiCC), and their involvement through the young inspector's programme has been incorporated within the QA activity.
4. The principles of the QA Framework are to align it with the journey of children and their families through the services they receive, the experience they have, and the outcomes that are achieved. This is accomplished through a collaborative approach, working with, and supporting staff in having the skills and confidence to work with families. Therefore, an important element of the QA activity is staff learning and development, which has a direct link to frontline practice.

Options

5. N/A

Proposals

6. N/A

Key Data

7. N/A

Corporate & Strategic Implications

8. Financial implications – N/A
9. Resource implications – N/A
10. Legal implications – N/A
11. Risk implications – N/A

12. Equalities implications – N/A

13. Climate implications – N/A

14. Security implications – N/A

Conclusion

15. Quality assurance is a constantly evolving area that supports the continued journey of improvement in services being provided for children and their families. This is achieved through working collaboratively across children's services, so that children and families have a seamless service that is joined up to support their needs. The QA activity that is currently taking place in the City of London demonstrates this approach and the commitment the City has to improving outcomes for children and young people.

Appendices

- Appendix 1 – Quality Assurance Framework March 2023

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