

<b>Committee:</b> Safeguarding Sub-Committee	Dated: 16/04/2024
<b>Subject:</b> 2023–24 City of London Quality Assurance Annual Report	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	1–4
<b>Does this proposal require extra revenue and/or capital spending?</b>	No
<b>If so, how much?</b>	N/A
<b>What is the source of Funding?</b>	N/A
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	N/A
<b>Report of:</b> Judith Finlay, Executive Director of Community and Children’s Services	For Information
<b>Report author:</b> Laura Demetriades, Head of Safeguarding and Quality Assurance, Department of Community and Children’s Services	

### Summary

The Safeguarding and Quality Assurance Service within the People’s Directorate oversees the Quality Assurance of the operational Children’s Social Care and Early Help Service. This activity is undertaken within an agreed framework involving commissioned external agencies and internal activity. The process seeks to elicit feedback from children, young people and families who directly experience our services, as well as multi-agency partners, allocated workers, and line managers. This integrated approach enables the triangulation of information, experience, expectations, and perceptions of outcomes. It also enables service development plans to be made and actions taken to resolve any barriers or blockages to service improvement.

### Recommendation

Members are asked to:

- Note the report.

### Main Report

#### Background

1. To continually develop and improve our services and outcomes for children, young people and families, we must be able to accurately assess where we are performing well, and where improvements could be made. The needs of our service users are continually evolving and therefore our learning and development process must also be continuous.

2. Our Quality Assurance Framework enables us to demonstrate how we ensure that there are checks and balances in place which support our measurement of success from an evidence-based approach.

### **Current Position**

3. There is a comprehensive Quality Assurance programme in place with a range of elements and approaches in gathering evidence and feedback in relation to the services we provide to children, young people and families, and the impact this has on their lives.
4. Much of the work reviewed and feedback received was at a grading of 'Good or above', which demonstrates that many children, young people and families have good experiences of our services.
5. Where experiences are not 'Good or above' there are clear actions identified at a child and service level, which are robustly monitored monthly by managers and overseen by the Achieving Excellence Board. This ensures that measurable action is taken to address areas for development, with the impact on children at the centre.
6. There are proactive efforts made to include multi-agency partners and peers in quality assurance activity, to allow us to remain innovative and aspirational. This also ensures that we are not being inward focused, that we are supporting collective partnership learning, and also learning from what works elsewhere.
7. It is recognised that quality assurance is not a static process, and we continue to hone, refresh, and update our approach. We aim to make sure that staff, partners and, most importantly, the children, young people and families, are included in this process.

### **Options**

8. The Quality Assurance Programme is updated in line with learning and recommendations from activity this year. Our work reflects the aspiration to continue to be a continuous learning organisation, which is responsive and adaptable to changing community and individual needs, and to direct feedback received.

### **Proposal**

9. The above issues continue to sit within the Safeguarding and Quality Assurance service to retain impartiality as a core function of the service area.

### **Corporate & Strategic Implications**

10. There are no strategic implications directly related to this report.

- Financial implications – N/A
- Resource implications – N/A
- Legal implications – N/A
- Risk implications – N/A
- Equalities implications – N/A
- Climate implications – N/A
- Security implications – N/A

## **Conclusion**

11. A comprehensive and varied programme of quality assurance has been undertaken over the past financial year. This work has provided evidence-based reassurance of the general 'Good and above' rating for practice delivered by the Children's Social Care and Early Help Service. It has also helpfully provided an analysis of thematic areas for wider development, as well as some more individualised practice issues to be addressed. Recommendations will continue to be robustly monitored, to ensure that they are addressed and that they have a positive impact on children. We will continue to develop the quality assurance programme to support and provide evidence of excellence in service delivery and outcomes for children, young people and families.

## **Appendices**

- Appendix 1 – 2023-24 Quality Assurance Annual Report

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