

Issues in Practice



**Improving Services for Children: Developments in
Inspection and Performance Indicators**

Monday 13th June 2005, Old Viewforth, Stirling

Children's Services, Stirling Council

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Quality Assurance Policy Statement:

- *It is a strategic aim of Stirling Council to promote services for children and families of the highest quality*
- *It is the policy of Stirling Council Children's Services that Quality Assurance is everyone's responsibility and involves both staff throughout the service and those who use the service.*
- *This policy is based on self-evaluation and a commitment to continuous improvement.*
- *The Quality Assurance Policy is applicable throughout the service.*

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Social Work Strategy

The quality assurance strategy for Children's Services Social Work will comprise the following key elements:

- Self Evaluation
- Compliance with statutory regulations and guidance
- External inspection and National Standards
- Benchmarking
- Professional Development and Review
- Public Performance Reporting
- Consultation with Service Users
- Consultation with Partner Agencies

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Public Information Reporting

- Child Protection
- Looked After Children and Looked After and Accommodated Children
- Throughcare and Aftercare
- Permanency Planning
- Youth Justice
- Time Interval Standards
- Social Work Staff and Vacancies

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Reporting Arrangements

Internal: To the Council
To the Service
Chief Social Work Officer

External: Scottish Executive
Audit Scotland

- The Service reports on different things to different bodies at different times
- There is overlap in reporting requirements

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Staff
Qualifications

Provision of
Respite Services

Accommodation
Type

Total Children
Looked After

Academic
Achievement

Looked After Children

Children in
Episodes of Care

Supervision

Educational
Attainment

Throughcare
and Aftercare

Characteristics of
Looked After Children

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Blueprint for the Processing of Children's Hearings Cases

National Standards

Priorities for Social Work

Standard 2

Referral of a child to the reporter from a child protection case conference will be made within 5 working days of the case conference

Standard 3

Social work will submit reports within 20 working days of the date of the request by the reporter. (Note: in some cases now within 25 working days)

Standard 15

The local authority will give effect to supervision requirements with no condition of residence within 15 working days of the date of issue by the children's hearing. (To "give effect" means: a social worker has been allocated and at least one visit to the child/family has taken place.)

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Audit Scotland - Annual Returns: Education and Children's Services

Indicator 1: Occupancy of primary schools

- a) Percentage of primary schools where the ratio of pupils to places is:
0%-40%; 41%-60%; 61%-80%; 81%-100%; 101% or more.
- b) Total number of primary schools

Indicator 2: Occupancy of secondary schools

- a) Percentage of secondary schools where the ratio of pupils to places is:
0%-40%; 41%-60%; 61%-80%; 81%-100%; 101% or more.
- b) Total number of secondary schools

Indicator 3: Teaching staff - equal opportunities

Number and percentage of head and depute head teachers who are women compared with the percentage of all teachers who are women

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Audit Scotland - Annual Returns: Education and Children's Services

Indicator 4: Social Background Reports

- a) Number of reports submitted to the reporter during the year
- b) Proportion of reports requested by the reporter which were submitted within target time.

Indicator 5: Looked After Children

- a) Number of new supervision requirements made during the year
- b) Proportion of children seen by a supervising officer within 15 days

Indicator 6: Academic Achievement

Number and percentage of young people of age 16 or 17, ceasing to be looked after away from home, who achieved SCQF level 3 or better in English and Maths or other subjects.

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Audit Scotland - Annual Returns: Education and Children's Services

Indicator 7: Staff Qualifications

Percentage of care staff with appropriate qualifications for the level of post held, working in council residential children's homes.

Indicator 8: Privacy

Number of single rooms and number of rooms with en-suite facilities, expressed as a percentage of all residential care places for children, used by the council.

Indicator 9: Provision of Respite Services

- a) Total overnight respite nights provided
- b) % overnight respite nights not in a care home
- c) total hours daytime respite provided
- d) % daytime respite hours provided not in a day care centre

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Challenges

- Does it Make a Difference to Children and How Do We Know?
- Participation of Practitioners
- Who Gathers the information
- Service User Feedback - Ethically sound?
- Implementing Self-Evaluation

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Challenges

- Gathering information that is meaningful
- What gets measured becomes important
- Quantitative and Qualitative Information
- Integrated Performance Reporting
- Accuracy and Validation
- Information Communication Technology