

HOW GOOD ARE WE NOW?

HOW WELL DO WE PROTECT CHILDREN AND MEET THEIR NEEDS?

HOW GOOD CAN WE BE?

Number	Quality Indicator	Themes
Key performance outcomes		
1.1	Improvements in performance	<ul style="list-style-type: none"> ✦ Performance data and trends over time ✦ Overall quality of services to protect children. ✦ Performance against the relevant aims, objectives and outcomes set for children in improvement plans.
1.2	Fulfilment of statutory duties	<ul style="list-style-type: none"> ✦ Compliance with legislation and responsiveness to guidance and codes of practice
Impact on children and families in need of protection		
2.1	Children and young people are listened to, understood and respected	<ul style="list-style-type: none"> ✦ Communication ✦ Trust
2.2	Children and young people benefit from strategies to minimise harm	<ul style="list-style-type: none"> ✦ Support for vulnerable children and families ✦ Children's awareness of keeping themselves safe
2.3	Children and young people are helped by the actions taken in immediate response to concerns	<ul style="list-style-type: none"> ✦ Initial response of staff to children and families who need help ✦ Impact of immediate actions by staff to keep children safe
2.4	Children's and young people's needs are met	<ul style="list-style-type: none"> ✦ Meeting needs ✦ Reducing the longer-term effects of abuse and neglect
Impact on staff		
3.1	Impact on staff	<ul style="list-style-type: none"> ✦ The extent to which staff are and report that they feel motivated, committed, valued and have positive experiences within and across services ✦ The extent to which staff within and across services improve their practices through training and development activities
Impact on the community		
4.1	Being aware of protecting children	<ul style="list-style-type: none"> ✦ Confidence of the public in services to protect children ✦ Responses to concerns raised by members of the public about a child's safety or welfare
Delivery of services to children and families in need of protection		
5.1	Involving children and families in key processes	<ul style="list-style-type: none"> ✦ Keeping children and their families informed and involved ✦ Addressing dissatisfaction and complaints
5.2	Information sharing and recording	<ul style="list-style-type: none"> ✦ Appropriate sharing of information ✦ Joint understanding of information ✦ Management and recording of information
5.3	Recognising and assessing risks and needs	<ul style="list-style-type: none"> ✦ Recognising a child needs help ✦ Initial information gathering and investigation ✦ Assessment of risks and needs
5.4	Effectiveness of planning to meet needs	<ul style="list-style-type: none"> ✦ Decision making, identifying responsibilities and meeting needs ✦ Taking account of changing circumstances
5.5	Improvement through self-evaluation	<ul style="list-style-type: none"> ✦ Commitment to self-evaluation ✦ Management of self-evaluation ✦ Service improvements

Number	Quality Indicator	Themes
Policy development and planning		
6.1	Policies and procedures	<ul style="list-style-type: none"> ✦ Range of policies and link to vision and aims ✦ Managing, disseminating, evaluating and updating policies
6.2	Operational management and planning	<ul style="list-style-type: none"> ✦ The effectiveness of operational management ✦ The use of management information to plan and develop services to protect children
6.3	Involving children and families in developing policies and services	<ul style="list-style-type: none"> ✦ Seeking views of children and families and involving them in developing policies and services to protect children
Management and support of staff		
7.1	Staff sufficiency, recruitment and retention	<ul style="list-style-type: none"> ✦ Identifying and meeting human resource needs ✦ Safe recruitment ✦ Care and welfare ✦ Equality and fairness ✦ Recognition and parity of esteem
7.2	Staff deployment and teamwork	<ul style="list-style-type: none"> ✦ Appropriateness and clarity of remits across service boundaries ✦ Deployment of staff to achieve planned priorities ✦ Teamworking ✦ Communication and involvement in decision making
7.3	Staff training, development and support	<ul style="list-style-type: none"> ✦ Professional confidence and competence ✦ Training and development
Partnership and resources		
8.1	Partnership working	<ul style="list-style-type: none"> ✦ Clarity of purpose and aims ✦ Working across services and disciplines ✦ Staff roles in partnerships
8.2	Management of resources	<ul style="list-style-type: none"> ✦ Strategic resource planning ✦ Resource deployment ✦ Efficiency and effectiveness in use of resources
Leadership and direction		
9.1	Vision, values and aims	<ul style="list-style-type: none"> ✦ Coherence of vision, values and aims for protecting children ✦ Sharing and sustaining the vision ✦ Promotion of positive attitudes to social and cultural diversity
9.2	Leadership and direction	<ul style="list-style-type: none"> ✦ Joint leadership and planning within and across services ✦ Strategic deployment of resources
9.3	Developing people and partnerships	<ul style="list-style-type: none"> ✦ Developing leadership capacity ✦ Building and sustaining relationships ✦ Teamwork and partnerships
9.4	Leadership of improvement and change	<ul style="list-style-type: none"> ✦ Support and challenge ✦ Creativity, innovation and step change ✦ Continuous improvement

How good can we be?
Capacity for improvement