# Children’s Support and Safeguarding Service

## Quality Assurance and Performance Board

## Head of Service Report

Please limit your response to 5 bullet points and 1 priority action

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| --- | --- | --- | --- |
| Service |  | Date |  |
| HOS Name |  | | |
| Quality of practice (highlight areas of good practice and areas for development, practice reviews, team and dip audit findings) | | | |
| Priority Action: | | | |
| Key Performance Information (focus on trends, exceptions and proposed interventions) | | | |
| Priority Action: | | | |
| Workforce (caseloads, starters, leavers, proportion of NQSWs, morale, survey’s exit interviews) | | | |
| Priority Action: | | | |
| Learning from service user feedback (compliments and complaints, feedback from children and families and outcomes) | | | |
| Priority Action: | | | |
| Partnership working (what’s working well, areas of concern, resolving professional difficulties, complaints. compliments) | | | |
| Priority Action: | | | |
| Finance and budgets (projected overspends and mitigating actions) | | | |
| Priority Action: | | | |