# Children’s Support and Safeguarding Service

## Quality Assurance and Performance Meetings

## Terms of Reference

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| Purpose | |
| The purpose of the Quality Assurance and Performance Meeting is:   * To interrogate key performance data from individual team areas, identifying themes and trends * To analyse the outcome of any themed and collaborative practice reviews undertaken, team audits and feedback on the quality of practice, highlighting the impact and identifying what needs to happen to support continuous practice improvement * To identify how different parts of the service could work together effectively, unblocking issues and enabling service improvement * To identify and review implementation of actions required to build on service strengths and address any barriers to improving practice * To identify opportunities for innovation and to share best practice across teams and services (including commissioned) * To monitor and provide assurance on compliance with relevant legislation, statutory performance measures and relevant council policies and protocols * To ensure readiness for inspection * To share performance findings with the QAPB reporting by exception on strengths, risks and challenges and planned actions for improvement | |
| Agenda | |
| Standing items (at every meeting) | * Presentation of reports from individual Team Managers in service area * Performance Data * Learning from any CPR’s and Themed Reviews * Learning from Team and/or Dip Audits |
| Other regular items (i.e. at regular intervals) | Review terms of reference (annually) |
| How will the agenda be compiled and finalised? | Heads of Service to compile and share |
| Recording / Outputs | | |
| Meeting record (including case recording) | Minutes will comprise bullet points of “issues discussed” and “actions”, which will be held within Teams area | |
| Action plan / log | Actions will be recorded and reviewed at the following meeting | |
| Communication from / to other meeting | Head of Service to produce bi-monthly reports for Board | |
| Logistics | | |
| Frequency | Monthly to tie in with Board and required reports | |
| Duration | Up to 2 hours | |
| Type | Face to face | |
| Timescale for invitations | Meeting organisers will be issued for the calendar year | |
| Timescale for pre- meeting papers: | Reports should be submitted three working days before the meeting. | |
| Timescale for post- meeting papers: | The meetings are generally live-minuted and recorded. Minutes and recordings will be available in the Teams area | |
| Other logistical requirements | Power-Bi dashboards will provide necessary data | |
| Attendees: | | |
| Members (by job title) | * Head of Service * Team Managers/Leaders | |
| Ad hoc / contributing members(by job title) | As the need is identified   * QA Officer when related core QA findings available * AD Annually (per service) * PSW Quarterly (per service) | |
| Cover arrangements | Where a full member of the group cannot make a meeting they should:   * Identify a representative to attend in their place * Forward the meeting organiser to them * Brief them to deliver their report (as appropriate) * Brief them about area / service issues so they can contribute to discussion | |
| Chairing Arrangements:including vice chair where appropriate and cover arrangements | | |
| Chair (by job title) | Head of Service | |
| Vice Chair(s) (by job title) | Nominated TM | |
| Expectation of participants:Before the meeting / during the meeting / after the meeting | | |
| Pre-meeting (preparation) | * Accept meeting organiser (or forward to a rep if they cannot attend and decline the invite) * Submit report by the deadline * Read agenda papers and complete any other pre- meeting tasks before the meeting | |
| In-meeting (participation) | * Actively listen and contribute to discussions * Provide challenge, support and positive feedback   as appropriate | |
| Post-meeting (follow-up) | * Follow-up on any actions required | |