# Quality Assurance and Performance Review

It is essential that, at every level of the organisation within North Somerset Children’s Support and Safeguarding Service, we know our business well. We need to be able to identify our strengths, areas for improvement and the difference we are making to the lives of the children we work for.

To do this well we must act as each other’s critical friend, offering high support and high challenge. Quality assurance and performance information provides us with a range of activities and reflective opportunities and more importantly provides us with the evidence to be able to answer the questions:

* How well are we doing?
* How much are we doing?
* What difference are we making?
* What do we need to do to get better?

Quality assurance is everyone’s responsibility and each month Team Managers/Leaders alongside their team colleagues and Heads of Service will explore practice.

There will be individual service Quality Assurance and Performance Review meetings, these will be held monthly and led by the relevant Head of Service for:

* Corporate Parenting
* Family Support and Safeguarding
* Front Door and Family Well-Being
* Quality Assurance and Safeguarding

Team Managers/Leaders will provide monthly quality assurance and performance review reports to their Head of Service which will include team audit activity undertaken and findings and performance data provided by dashboards. These will be explored in depth alongside other related Quality Assurance activity (see Terms of Reference).

The Quality Assurance Officer will attend these meetings as and when required to share findings from any relevant core QA. The AD and PSW will rotate around these meetings throughout the year.

Following these meetings, the relevant Head of Service will compile a report for the Quality Assurance and Performance Review Board, chaired by the Director of Children’s Services (DCS), these will take place bi-monthly. The Board will provide a further layer of support and scrutiny.

(See Terms of Reference attached)

Jo Ratcliffe

Head of QA and Safeguarding December 22

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