

Action Plan 4	
CQC/OFSTED Recommendation:	
SAFEGUARDING	
AREA FOR IMPROVEMENT	PARAGRAPH 19 No 4
ACTION REQUIRED	Establish joint and agreed quality standards for safeguarding practice across the partnership and implement a joint quality assurance and performance framework underpinned by efficient information systems.
PARAGRAPH	A framework for performance management is established which includes auditing and themed evaluations on a single and multi-agency basis but this is not yet embedded at a team level or in day to day practice to assure service quality. Thresholds for service access have recently been updated and are clearly defined but the quality of referrals remains too variable.
LEAD ORGANISATION	DCS
SEE ACTION PLAN FOR DETAIL	Page no 6

	Action	Specific Actions	Milestones	Timeframe	Responsible officers	Review date / completion Date	Status (RAG)	Impact	Measures
	Safeguarding Within three months								
12	Review and consolidate existing QA framework and data set into one system and implement	a) Review existing QA Framework and Performance Data Set and strengthen where appropriate	Produce draft QA framework for initial discussion at DCB Quality & Performance Management Group	February – March 2012	Graham Tilby Ian McGuff	28 th February 2012	G	Provide basis for consultation	Document in place
			Consult DSCB re: QA Framework and agree 'Content Areas' for focus and multi-agency audit plan		Graham Tilby Ian McGuff	14 th March 2012	G		
			Consult on draft 'quality and outcome standards'		Graham Tilby Ian McGuff	23 rd March 2012	A		
			Identify type/source of current performance and QA information		Graham Tilby Ian McGuff	23 rd March 2012	A		
			Produce draft DSCB Performance Data Set		Graham Tilby Ian McGuff	31st March 2012	A		

	Action	Specific Actions	Milestones	Timeframe	Responsible officers	Review date / completion Date	Status (RAG)	Impact	Measures
	Extend audit	b) Consult with partners using Safeguarding Board	Consult and agree final versions of QA Framework and Performance Data Set with key partners via DSCB Quality & Performance Management Group	April	Graham Tilby Ian McGuff	16 th April 2012	A	Framework in use as means of evaluating quality of provision	Document in place and commencement of improved provision for young people
			Disseminate to practitioners and hold an multi-agency briefing to inform professionals of the new framework and expectations with regards to single-agency QA and performance processes		Graham Tilby Ian McGuff	30 th April 2012	A		
		c) Implement consistent audit process across Partnership based upon new performance framework and data set	Commence new multi-agency audit programme and report findings to DSCB Quality & Performance Management Group	April to July 2012	Graham Tilby Ian McGuff Agency Leads for Safeguarding	16 th July 2012		Framework and data set in use and improving outcomes and quality of provision	Framework and data set in use and improving outcomes and quality of provision

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	processes to routinely monitor the consistency and quality of practice		Work with key partners to support introduction of single-agency QA and performance reporting		Graham Tilby Ian McGuff Agency Leads for Safeguarding	31 st July 2012			
		d) Implement other elements of the QA Framework	Conduct a 'Deep Dive Review' or 'Turning the Curve' Exercise and report findings to DSCB Quality & Performance Management Group	September – December 2012	Graham Tilby Ian McGuff Agency Leads for Safeguarding	9 th November 2012		Framework and data set in use and improving outcomes and quality of provision	Framework and data set in use and improving outcomes and quality of provision
			Evaluate impact of audit programme in terms of quality and outcomes		Graham Tilby Ian McGuff Agency Leads for Safeguarding	31 st December 2012			

	Action	Specific Actions	Milestones	Timeframe	Responsible officers	Review date / completion Date	Status (RAG)	Impact	Measures
			Review and agree 'content areas' for focus in 2012-13	January – March 2013	Graham Tilby Ian McGuff Agency Leads for Safeguarding	31 st March 2013			