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**Quality Assurance Board**

**Children's Services**

**Terms of Reference**

**Purpose**

This strategic decision-making forum draws together the most appropriate colleagues to better understand, monitor and progress a number of quality assurance strands within the service area.

This group will consider the standards of internal practice and overall quality of services to service users and their families/carers (whether internal or external provision), seeking to ensure the prevention and protection of the most vulnerable people in Lincolnshire.

**Frequency**

The meeting should be held bi-monthly and reports should be circulated 5 working days in advance of the meeting.

These are the activities in scope:

1. **Bring and brag (quarterly) *-*** this is an opportunity for Service Managers to highlight areas of good practice, outcomes of inspections in their area etc where the sharing of this could bring benefits to other parts of the wider service.
2. **Performance reports (monthly)** – consisting of a comprehensive report of the data requirements as determined by the service areas. There would also be an exception report produced by the Performance Team to highlight key areas.

Also to include:

* Independent Chairs and Reviewing Officers performance report.
* Legal Services Performance report.
1. **Audit outcomes (monthly)** – a report to outline the auditing undertaken in the previous period and the outcome of these, as well as the key actions to be taken and areas for consideration across the service areas.
2. **Escalation (Internal & External) and Notifiable Incidents (monthly) –** an opportunity to identify and discuss items which require escalation both internally and externally as well as the current position on any notifiable incidents.
3. **Core Priorities (quarterly)** – update position on the key core priorities impacting on the organisation as whole, or the specific core proprieties from within the service areas.

Core Priorities

• Vulnerable Groups;

• Future4Me & adolescent risk;

• Emotional Wellbeing/Mental Health;

• SEND;

* Early Years.
1. **Complaints/Compliments (quarterly)** – report in line with the corporately agreed reporting framework.
2. **SCR/Domestic Homicide Reviews (updated as relevant)** – relevant updates provided.
3. **Clinical incidents (monthly)** – report from the Datix clinical incident recording system. An increase in reporting will enable more efficient identification of areas for improvement and training required.
4. **Contract monitoring exception report (monthly/quarterly**) – exception report highlighting high risk contracts using a RAG rating system.
5. **Learning Day Feedback: (updated as relevant)** – reports as a result of recent visits or identification of up and coming visits e.g peer reviews.
6. **Learning and Development (monthly)** – identification of issues which affect more than one service area whereby there are wider learning and development opportunities. Also to include annual reports from service areas and an update on the children's service improvement plan.
7. **Items for escalation to SMTs/DMTs** – identification of actions from the meeting which then need to be escalation to the DMT/SMT meetings. This will enable the entire service to consider specific issues and proposed a response.
8. **Feedback from Services users and carers** – Reports on annual surveys and engagement activities that seek service user and stakeholder views of outcomes and services.

**Membership**

Chair – Director

Assistant Directors

All Service Managers

Lead Professional Children's

Commissioning lead

Additional attendees will be invited to attend for particular agenda items.