

# Quality Practice Standards

**Operational from:** Jan 2014

**Version Number:** 1.1

**Agreed by:** CYPS Policies and Procedures Group

**Responsible Service Area/Team:** Commissioning & Partnerships

**Review date:** June 2020

## Document Summary

The Suffolk Quality Practice Standards define good practice and make explicit what is expected when providing a service to vulnerable children, young people and families. They are based on evidence about the elements of practice which are likely to lead to quality services and positive outcomes. They are intended to be used for all aspects of Quality Assurance including audit, supervision, case reviews and customer feedback.

**We will on request produce this policy, or particular parts of it, into other languages and formats, in order that everyone can use and comment upon its content.**

Review Date:		
Version Control	Reason for revision and summary of changes needed	Date
1.1	Updated to reflect Signs of Safety practice model	June 2018

**The Suffolk Quality Practice Standards define good practice and make explicit what is expected when providing a service to vulnerable children, young people and families. They are based on evidence about the elements of practice which are likely to lead to quality services and positive outcomes. They are intended to be used for all aspects of Quality Assurance including audit, supervision, case reviews and customer feedback.**

- Each Standard includes a statement which describes the criteria which can be used to evaluate how the standard has been met
- There is an expectation that services provided to children and their families will always be outcome focused - the positive effect on the wellbeing and safety of the child or young person
- Children, young people and families must know what they can expect from any service. Services must be clear about their expectations of the people they work with – ‘Our Promise’ to children & young people
- These standards reflect the core purpose of Health Wellbeing & Childrens Services – ensuring safety, well-being, learning and successful preparation for adulthood and employment.
- They reflect the ASPIRE values of Suffolk County Council – Achieve, Support; Pride; Inspire; Respect and Empower
- They include the principles and disciplines of the Suffolk Signs of Safety and Wellbeing framework - establishing constructive and respectful working relationships; adopting a questioning, critically reflective approach to practice; and listening to families and practitioners about what works
- There is an expectation that all SCC staff and commissioned services promote and follow these standards when commissioning and delivering services

## **Standards overview:**

1. Children & young people's best interests are of primary consideration
2. Services are delivered in partnership with the child
3. Work is carried out in partnership with parents/carers/family networks to enable them to meet their responsibilities and achieve enduring outcomes
4. Work with children & families is underpinned by joint working between agencies
5. Services to children & young people are undertaken within the legislative & regulatory framework
6. Services provided to children, young people, parents & carers are fair and accessible to everyone
7. All children & young people's records are accurate, complete, accessible and demonstrate the child's story
8. Work with children & young people is managed and supervised to achieve the best possible outcomes

## **Standard 1**

### **Children and young people's best interests are of primary consideration**

- 1.1 Children are safeguarded from harm while their personal & physical safety allow for risk and challenge appropriate to their capabilities
- 1.2 Children's needs are identified and assessed using the agreed procedures, practice tools and frameworks
- 1.3 Children's self-esteem and resilience are recognised as essential to their development and they are supported to achieve their potential in all areas of their lives.
- 1.4 Children's rights are actively promoted and advocated, their views respected and accounted for.
- 1.5 Any changes in service provision must take account of the impact upon children and those who care for them.

## **Standard 2**

### **Services are delivered in partnership with the child**

- 2.1 Developing effective relationships with the child is at the centre of our practice. They are listened to and heard, their views recorded. Practice is focussed on their experiences
- 2.2 Intervention is timely and responsive to risk and need
- 2.3 Assessment, planning and interventions with children and young people take into consideration their age, language & any specific needs/disability as well as their religion, culture and identity
- 2.4 Children and young people are seen (alone when appropriate) observed and communicated with according to their developmental need and in accordance with the plans for them
- 2.5 Children and young people will be involved and engaged in the development of their own plans and reviews
- 2.6 Plans will be focussed on improving outcomes and the child's daily lived experience. Plans will be smart and accessible

## **Standard 3**

### **Work is carried out in partnership with parents/carers/family networks to enable them to meet their responsibilities and achieve sustainable outcomes.**

- 3.1 Planning and decision making promote the child's upbringing within their family and community networks, wherever possible
- 3.2 Parents and carers are engaged in assessment, planning, implementation, review, and ending a service
- 3.3 Work is undertaken with a reflective, questioning approach, which aims to identify and strengthen what works for families and where they 'need to be'
- 3.4 Communication with parents/carers/family networks promotes their engagement in the planning and shaping of service delivery
- 3.5 Parents and carers are advised clearly about concerns and what needs to change to keep their child safe
- 3.6 Safety goals/planned outcomes are agreed with families and carers

- 3.7 Where conflict is identified, this is mediated and managed to minimise adverse impact on the child's life
- 3.8 Contact is maintained between children and their families and communities wherever possible
- 3.9 Services planned for children and young people utilise the resources of the wider family network and communities

#### **Standard 4**

##### **Work with children and families is underpinned by joint working between agencies.**

- 4.1 Assessments, plans and reviews take full account of the information and professional opinions provided by agencies that know the child. We will keep the agency informed of any decisions made with the child or young person.
- 4.2 All agencies share responsibility for achieving the best possible outcomes for children; we will work collaboratively with partners to ensure that these outcomes are met
- 4.3 Working relationships with partner agencies are mutually respectful and active steps are taken to resolve conflicts or difficulties should they arise
- 4.4 We work with agencies to provide services and information that are effective in supporting the child's journey within the optimum time framework for the child. 'One family one worker, one family one plan'

#### **Standard 5**

##### **Services to children and young people are undertaken within the legislative and regulatory framework**

- 5.1 Work is in compliance with legislation and statutory requirements, making use, where required, of statutory powers to support good outcomes for children.
- 5.2 Work gives due regard to nationally agreed good practice standards and relevant government guidance
- 5.3 Work is in accordance with the principles of 'best value'
- 5.4 Work is informed by the best evidence available and will contribute towards self-

evaluation and internal inspection

- 5.5 Communication with partner agencies is clear, timely and proportionate to the child's needs. This will include a commitment to share information according to the [Suffolk Information Sharing Charter](#), Information Management Team:

## **Standard 6**

**Services provided to children, young people, parents and carers are fair and accessible to all.**

- 6.1 All work with children and young people seeks to:
- Eliminate unlawful discrimination, harassment and victimisation
  - Advance equality
  - Develop good relations between communities, challenging prejudice and promoting understanding
- 6.2 Services challenge the impact of social disadvantage in neighbourhoods, schools, networks, and communities
- 6.3 Services advocate with and on behalf of children, parents and carers, to enable them to access sources of support within the community
- 6.4 Services actively enable children, parents and carers to address and overcome social exclusion
- 6.5 Services given to children, young people and families are responsive to their cultural, language & equality needs

## **Standard 7**

**All children and young people's records and reports are accurate, complete, accessible and up to date.**

- 7.1 Recording is concise, analytical, distinguishes between fact and professional opinion. It is accurate and complete to enable service planning and demonstrate the decision-making process and to meet the requirements of performance measurement and data monitoring
- 7.2 Case recording is up to date and demonstrate the purpose and outcome of each contact and uses language that children and families understand
- 7.3 Assessments, plans and reviews are recorded, signed and circulated in

accordance with agreed timescales and procedures.

- 7.4 Any information about children and young people is written, stored and shared in accordance with Data Protection and Information Sharing protocols

## **Standard 8**

### **Work with children is managed and supervised to achieve the best possible outcomes**

- 8.1 Work is allocated to suitably trained and qualified staff, who fully understand the task and have the capacity to undertake it
- 8.2 Members of staff are supported to improve outcomes for children and young people through rigorous performance management
- 8.3 Managers use the required systems to ensure that children receive a timely and appropriate service
- 8.4 Regular individual, group/peer supervision takes place; this promotes an enquiring, scrutinizing and reflective approach to work with children and their families
- 8.5 Management accountability and decision making is evidenced at all stages of work with the child, from referral to closure
- 8.6 Managers audit case records as required, and action taken where necessary.
- 8.7 All managers promote opportunities for learning and developmental strategies. Staff take advantage of professional development opportunities

## Further Information:

- Equality Act 2010: <http://www.legislation.gov.uk/ukpga/2010/15/contents>
- 'You're Welcome' quality criteria: making health services young people friendly: [http://www.youngpeopleshealth.org.uk/yourewelcome/wp-content/uploads/2017/02/YoureWelcome\\_RefreshedsStandards.pdf](http://www.youngpeopleshealth.org.uk/yourewelcome/wp-content/uploads/2017/02/YoureWelcome_RefreshedsStandards.pdf);
- Our Promise to children, young people and families': [http://www.suffolk.gov.uk/assets/suffolk.gov.uk/Your%20Council/Plans%20and%20Policies/2012\\_%20Suffolk\\_CYP\\_Promise.pdf](http://www.suffolk.gov.uk/assets/suffolk.gov.uk/Your%20Council/Plans%20and%20Policies/2012_%20Suffolk_CYP_Promise.pdf)
- Munro Review of Child Protection 2011 - Child centred system: <https://www.education.gov.uk/publications/standard/publicationDetail/Page1/CM%208062>
- Family 2020: [www.healthysuffolk.org.uk/healthy-children/suffolk-family-2020-strategy](http://www.healthysuffolk.org.uk/healthy-children/suffolk-family-2020-strategy).
- 'The Source' – Information, Advice for Young People in Suffolk: <http://www.thesource.me.uk>;
- Suffolk's Local Safeguarding Childrens' Board: <http://www.suffolkscb.org.uk/>
- [Working Together to Safeguard Children](#) document (2015).  
(new one due June 2018 - 2015 document is current)
- [Corporate Planning & Performance Framework Guidance 2017 – 18](#)  
(Page 4 – Value & Impact)
- [Health & Childrens Centre Handbook](#)  
(Page 9 – practice Framework)
- [Good Practice Guide](#) –  
(information about service areas)
- [Schedule – Suffolk SEND Outcomes](#) document
- Data Protection - [Suffolk Information Charter 2015](#)