

Quality Assurance Policy

Policy Statement

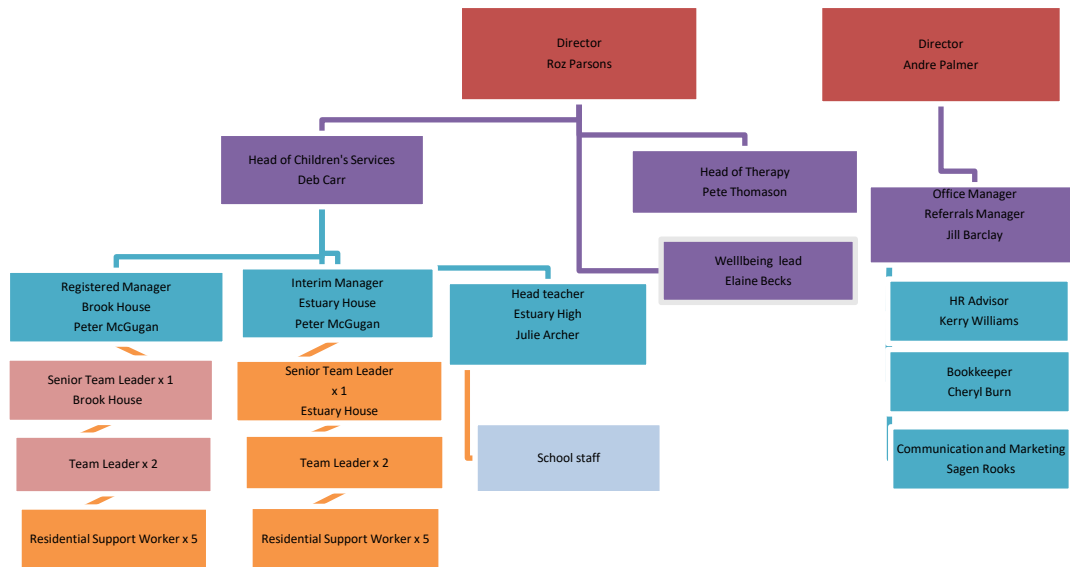
This Quality Assurance Policy outlines our belief and commitment to ensuring that ongoing quality improvement is an integral part of our organisation. Kites Children's Services will aim for continuous improvement in the quality of all aspects of its work as part of its determination to achieve the highest standards of care and education, and to promote good outcomes for our young people.

Purpose

The purpose of the Quality Assurance Policy is to ensure continuous improvement through a process of self-evaluation and action planning to ensure that the young people cared for or educated, at Kites Children's Services, are properly protected and that their welfare is promoted.

The Quality Assurance Policy and associated procedures will involve all employees and the management of the process will be through the existing organisational structure.





Objectives

- To ensure that the safety and welfare of young people within Kites Children's Services is paramount.
- To provide a quality service in which feedback and self-evaluation is a constant and valued process.



- To ensure that accurate information is available to inform the work of the organisation and secure the successful delivery of aims and objectives of the organisation.
- To ensure that Kites Children's Services provides high quality placements that meet the assessed needs of children and young people.

Quality Outcomes

We believe that Quality is our primary objective as it runs through all aspects of our services, and we want our young people to live in and be educated in quality provisions and be cared for and educated by the best staff in the sector.

The organisation continues to achieve this through:

- careful safer recruitment processes in vetting of suitable staff
- our workforce development plan, training, and innovative approach to staff development means we have highly skilled and competent staff
- regular and supportive supervision for all staff
- clear, focussed policies and procedures that are regularly reviewed
- the use of feedback, complaints, and compliments to refine further the quality of service provided and this is reviewed regularly through self-regulation processes
- monitoring and management systems that lead to effective and clear leadership and governance of our services
- building positive relationships with local authorities and stakeholders that pave a pathway for young people to benefit from well planned and meaningful care
- our approach and model of intervention, the G.E.T.I.T. framework, is innovative and creative and that our ability to wrap bespoke packages around young people makes their placements sustain the test of time and their outcomes excellent.

Roles and Responsibilities

Kites Children's Services ethos is that Quality Assurance is everyone's responsibility.

Directors

The Directors will rigorously monitor the effectiveness of the quality assurance procedures to ensure that they are operating in accordance with best practice, in the



best interests of young people and other stakeholders and remain fully compliant with all legislative requirements.

The Directors hold monthly meetings with all Head of Departments and the agenda includes reports on Quality Assurance, Homes, Education, Safeguarding, Policy Ratification, Health and Safety, HR, Referrals, Marketing, and Finance.

Responsible Individual/Head of Children's Services

The Responsible Individual (RI) has a specific responsibility to ensure the management structure reflects the quality standards, in order that compliance with this Quality Policy is maintained and improved.

The RI is responsible for ensuring the manager and headteacher and their teams have all the support they need to fulfil their roles to the best of their potential; this includes providing the manager and headteacher with good quality and regular supervision and support visits.

The RI will also receive the Regulation44 report, review and make comments and ensure that all actions are completed.

As Head of Children's Services, the RI will report to the Directors monthly on quality, compliance, safeguarding, staff development and policy review.

The Management Teams in our Homes and Schools

The home and school management teams are fully responsible for ensuring the quality of care and education is always to a high standard. In addition to ensuring the Children's Homes Regulations and Quality Standards, and The Education (Independent School Standards) Regulations 2014 are adhered to, the management team's focus is to ensure continuous development.

The management teams will be responsible for completing the daily, weekly, and monthly self-monitoring audits. This will ensure, thorough completion and audit of the records, that any gaps have been completed and all necessary recording and follow up action has taken place. The manager's audits are maintained on file for internal inspection.

Regulation 44 visits are completed monthly, and a report compiled and sent to the Registered Manager who will comment and ensure any required actions are completed.



The monthly audits and Reg 44 reports along with any Ofsted reports or local authority monitoring reports will be used to feed into a 6 monthly *Regulation 45 Report* which will show how the home has effectively audited their own services and made continual improvements.

Regulation 45 reports will be completed twice each year and scheduled on the calendar. Once completed this report will be submitted to Ofsted within 28 days of the report date. Regulation 46 Locality Risk Assessments will be reviewed and updated annually or earlier if advised of new police intelligence.

Once managers have completed the Regulation 45 report then all the identified development areas for their home will be transferred into the *Homes Development Plan* which will act as an action plan to improve the service for the next 6 months. By virtue of this process the homes development plan will be reviewed every 6 months.

The Headteacher will ensure an annual review and update of the School Development Plan which is available for inspection.

Education and Care Staff

It is expected that all staff will be focussed on approaching each working day with Quality Assurance in mind. They will be involved in daily checks of the building, grounds, bedrooms, classrooms, paperwork, and general day to day duties. If any actions arise through the course of these activities, it is expected that they take remedial action and where this is not possible bring the issues to the attention of the Registered Manager and Headteacher.

Keyworkers are responsible for completing regular file audits on their key child and ensuring that they ensure the full staff team are meeting the child's needs.

The Registered Manager and Headteacher report monthly to the Directors in their monthly Head of Department (HoD) meetings.

Ofsted Inspections

All registered children's homes will be subject to two Ofsted inspections per year, these will both be unannounced inspections and will give an overall rating on the overall effectiveness of the service and a rating for each judgement areas. All schools will receive an inspection every 3 years.



Kites Children's Service and team aspire to achieving Good and Outstanding Ofsted ratings and there is a robust process in place for following up from Ofsted inspections to ensure that all advice, guidance, and remedial action is taken.

Feedback – Customer Focused Quality

Kites Children's Service approach is to listen to young people and other stakeholders and to openly discuss the individual requirements of every placement and contract, thus ensuring that stakeholders remain fully satisfied with our service delivery.

Feedback is actively sought from children, social workers, parents, staff, and other stakeholders. There are a few data streams in place to capture this including regular consultations, young peoples' participation, planned keyworker sessions, Regulation 44 visits and Regulation 45 reports, quality assurance audits and pre-inspection forms. These will be reviewed regularly and required action will be followed up to ensure that the consultation of staff and young people is effective.

In addition, surveys are sent out to staff, children, parents, social workers, commissioners, and other key stakeholders with feedback being analysed and acted upon where required by the company to ensure continuous improvement of services and this feedback is included in our quality review report.

Kites Children's Services believes that the best outcomes for young people are achieved when professionals can work effectively together and with parents/carers.

Legislation

- Children's Homes Regulations and Quality Standards 2015
- The Education (Independent School Standards) Regulations 2014
- Health and Safety at Work Act 1974
- Data Protection Act 2018
- Fire Regulations 2005
- Keeping Children Safe in Education 2021
- Working Together to Safeguard Children 2018
- Employment Law
- Equality Act 2010

Links with other policies and documents

Quality Assurance Policy
Written by: Deb Carr
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Manager's Monitoring System
Homes Development Plans
Regulation 44 Reports
Regulation 45 Quality Assurance Reports
Regulation 46 Locality Risk Assessment
School Development Plan
Workforce Development Plan

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