QUALITY ASSURANCE FRAMEWORK
2018-2020
Version 3

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1.0 BACKGROUND

The Adoption Quality Assurance Framework has been developed to underpin a Service commitment to provide high quality adoption services which reflect the vision of the agency.

1. To provide children with the right adopters at the right time, approving those equipped to meet the needs of children waiting.
2. To minimise changes of plan away from adoption
3. To reduce delay and improve timescales for matching and placement for all children –working with care planning processes in each la to improve early identification / twin track planning and to achieve best practise and consistency across the region.
4. To improve earlier permanency planning using:
5. Concurrent Planning
6. Fostering for Adoption
7. To take innovative approaches to placing children who wait longer.
8. linking children with adopters from enquiry stage onwards where appropriate
9. thoroughly preparing child and family for placement
10. To reduce the likelihood of placement breakdown through timely and Improved matching, preparation and adoption support.
11. To form strong and productive partnerships with Adopters, Adoptees & Voluntary Sector providers

Longer term

To support all permanence options for children including SGOs etc.

To reduce the number of parents who have successive children placed for adoption

2.0 COMPLIANCE

The success of service delivery in the Adoption service is measured by improving the outcomes for children and their families, achieving agreed targets and raising standards. It will need the commitment and support of all managers and their teams to ensure that quality assurance activity is embedded with a clear feedback and remedial action process, and reported to the relevant bodies within specified timescales.

Assessments of the quality of practice will be in accordance to the following:

- The Adoption and Children Act 2002;
- Adoption: national minimum standards, DfE, 2011;
- The Adoption and Children Act 2002 (first revision), DfE, 2011.

3.0 GOVERNANCE

The Adoption Quality Assurance and Improvement Framework and service level action plan will be owned and monitored by the regional Adoption Manager. Themes from QA will feed into the service level self-assessment and action planning. Reporting will inform a quarterly performance report

4.0 REVIEW SCHEDULE

This framework will be reviewed annually

5.0 Summary of Adoption Quality Assurance Activity

Quality Assurance	Methodology	Frequency	Intended Outcomes	Lead and Governance
Recruitment and Assessment – PARS Revised process	TM does one case file audit per month – -This will include consideration of case recording And will check that supervision taken place	Monthly	Assess the quality and completeness of case files	Team Manager
	And A PAR audit once each PAR has been completed, to include stat checks and chronology. This is a PAR/File Audit. Process as follows -	On completion of each PAR	Assess the quality of PARs and the underlying adopter assessment	Team Manager
	1. Line manager of the worker completes the PAR audit. 2. They should rectify with the worker any issues prior to it being submitted to panel. 3. The PAR audit should contain a PAR grading. 4. The PAR audit is sent to the Panel admin worker. 5. This then goes to the Panel Advisor as part of their QA role. 6. If the PAR over 2 years old a second PAR audit will be completed. 7. Ops Managers samples (Panel Adviser to prompt Ops Managers)	Monthly		Operations Manager

	- 1 audit report a month (reports to Manchester). - 1 Child's file 8. The RAM/Head of Service does the same on a minimum of a quarterly basis – one adopter file which has gone to match - one child's file, who has been placed. - To make sure remedial work has been done. 9. Head of Service sends six monthly report to the Board.	Quarterly Six Monthly		Regional Adoption Manager Regional Adoption Manager
Children – CPRs	Process is as follows: 1. Agency Adviser (Team Manager of Family Finder) uses the audit tool at SHOPBA (using OFSTED criteria). 2. This is shared with Admin, ADM, LA TM, SWker and Family Finder and included a list of all the points for improvement prior to matching. 4. Prior to matching panel Panel Adviser reaudits & regrades checking improvements have been made and shares this with the Matching Panel. If improvements have not been satisfactorily completed the match	At each SHOPBA	To monitor the quality of CPRs across and between local authorities	Agency Advisor

	may be withdrawn. 5. Panel adviser sends to business support again and to TM, SWker & FF. 6. Panel provide feedback on CPR. 7. Panel Adviser sends Panel comments on Panel Feedback form to admin for inclusion in quarterly report. 8. Ops Managers sample 1 audit report monthly (reports to Manchester). 9. RAM does the same 10. RAM sends six monthly report to the Board.	Six monthly		Regional Adoption Manager
Adoption Support	**For Assessments -** 1. Adoption Support Assessment complete 2. TM undertakes audit of assessment 3. GS (Ops Manager) audits one monthly and passes results to Panel Advisor. Panel Adviser collates. 4. Audits to be sent to RAM who checks a sample. **For case files –** TMs audit a dip sample of one file a month Ops Manager reaudits one a month In addition, the Multi-Agency Resource	At the end of the assessment Monthly	Checks quality of assessments and proposed interventios	Adoption Support Team Managers Adoption Support Team Managers

	Panel will provide feedback on AS assessments.			
Thematic Practice Reviews		On-going	Identify service successes and gaps within a focused area.	Senior management team
Adopters' Consultation group	A group meets quarterly with senior management team to ensure that service development is informed by adopter voice. Recommendations inform service development?	Quarterly	To gather information on service user's experience of working with Services and work in partnership to develop services.	Senior management team
Adoption outcome surveys and measures	All work will be evaluated using a range of qualitative and quantitative measures. Data will be collated quarterly to inform performance reporting	On-going	To gather information on service user's experience of working with Services	All
Letter Box reviews	Birth Parents and adopters are given the opportunity to provide feedback on the service they have received from the letterbox service	every 2 years	To gather information on service user's experience of working with Services.	Adoption Support Team
Quarterly monitoring	Headline data and trends are reported to the board .	Quarterly	Monitoring the quality of Corporate	Service Manager

			Parenting within the Local Authority	Corporate Parenting group
Training /group work Evaluations Adoption Support	Evaluations of service user satisfaction are completed after each training session. The service carries out a further impact assessment on the quality of training.	Ongoing	Monitor the quality of training provided and impact to services provided to children young people and their families.	Service Manager Fostering and Adoption.
Supervision	Operations Managers check that supervision and Performance Development Reviews are taking place for all staff.	Monthly		Operations Managers

6.0 Quality Assurance Activity and Service Groups

Adoptors	Adoptees	Birth Parents	Professionals	Staff
Training evaluations	Adoption questionnaire	letter box review forms	Adoption Panel	Social care staff
Adoption questionnaires and feedback from groups /seminars etc		Birth Parent Counselling Feedback	IRO	Team Meetings
Quarterly Adopters forum	Adoptees forum		Virtual schools	Service Development Day
Feedback after approval and panel	Advocacy – Children's rights	Advocacy -		
Letterbox review form				
Health and well being measures identified for each intervention				

7.0 Monitoring Outcomes

Outcome	Quantitative Measure	Qualitative Measure	Evidence Source
The agency recruits sufficient adopters to meet the needs of children waiting	Number of adopters recruited. Number/% of adopters recruited in timescale % of adopters recruited who can take children who wait longer Average length of wait from approval to match % Approved adopters who can take a child from a bme background % of approved adopters who have a match within Adoption counts	% of Prospective Adopters Reports deemed good or outstanding in audit The quality of inclusion of adopters in all processes from matching to placement and beyond. Adopters report they feet children were effectively prepared for their adoption placement	
Agency is highly effective in ensuring that there is no avoidable delay in the placement of children in adoptive families	Number of children waiting for adoption; aggravated by type, age and length of time waiting. The numbers/% of children who have had a change of plan in the period. Number/% of children adopted.	% children are within timescale 5 children placed outside timescale where there is evidence of agency or la delay . Adopter evaluation of prep training as helpful in preparing them for adoption.	Adoption Tracking System Adoption quarterly data report Adoption six monthly report Feedback from Adoption Panel Chair qa meetings

Outcome	Quantitative Measure	Qualitative Measure	Evidence Source
	Average time between Local Authority receiving Court authority to place and Local Authority deciding a match (A2). Average time between a child entering care and moving in with their adoptive family, for children who have been adopted (A1). . % children placed with siblings. Adoption Team vacancy rates sickness rates	The service has improved as a result of complaints and compliments. . % of cases audited in which the child remained the focus of professionals' attention. % of cases audited in which the involvement and impact of birth parents is addressed. % of cases with up-to-date chronologies and recordings. Feedback from adopters Feedback from birth parents feedback from other professionals who report a positive working relationship with the adoption team.	Letter Box reviews Adoption Forum Adoption Support training evaluations Student social worker survey
The agency is Highly successful in sustaining families: esp children and	Number of targeted and specialist group work programs delivered	Adopter parent evaluation of Adoption Support Service training	Adoption six monthly report / monthly adoption

Outcome	Quantitative Measure	Qualitative Measure	Evidence Source
young people with complex needs via its adoption support service	• SDQs, CBQs, PSEs indicate progress made. % disruptions % post placement support packages ensure the needs of both children and adopters are met. % support plans deemed to be good in audit Outcomes of intervention measures – • Goals based outcomes evidence increase in progress made. .	and intervention as helpful in coping with parenthood and their child. Adopters working with adoption support who felt they were supported by the team in sustaining the adoption placement. Adopters report improvements to the child's wellbeing. Good levels of satisfaction reported on all services delivered through adoption support Children and young people feel they were supported by the adoption team in sustaining their adoption placement.	auditing Adoption quarterly data report Adopters Forum Adoption Support evaluations
The views of children and young people and adoptive parents clearly inform all aspects of the work of the agency and are associated with significant improvements in service provision.	. service developments which can evidence adopter voice or voice of the child.	% audits which demonstrate the voice of the child was central to care planning. . .	Adoption quarterly report / monthly adoption auditing Adoption reviews / feedback from professionals Adopters forum

Outcome	Quantitative Measure	Qualitative Measure	Evidence Source
		Children and young people feel they were effectively prepared for an adoption placement. Childrens wishes and feelings are understood and taken into account as appropriate during the care planning and adoption process % adopted children who receive life story work and later life letter prior to their adoption ceremony. % adopters who report positively about the quality of the later life letter and life story book.	
Accurate, focused and analytical assessments and partnerships between the adoption agency and other agencies ensure that individual children's needs are met without delay and that their protection is assured.	ALB data • Number of families requesting an assessment • Number of assessments completed • Number of assessments that lead to provision of support • Funding arrangements Assessments and support plans are completed in timescale	% audits demonstrate children are safeguarded from harm. % of audits evidencing the voice of the child	Adoption quarterly report / monthly adoption auditing

Outcome	Quantitative Measure	Qualitative Measure	Evidence Source
	- Response to request within 5 working days - Assessment of need to be completed within 40 working days of being allocated. .Number of application to the ASF		
Birth parents are consulted with and offered support to maintain appropriate contact arrangements	Arrangements for letterbox review Number of families accessing Birth Parent Counselling	Evidence of the birth families views are in the CPR Birth families report a positive experience of counselling.	
Adopted Adults receive access to their family history in a confidential and sensitive manner	ALB data - Number of families in receipt of adult adoptee adoption support - Funding arrangements	- Number of positive Feedback forms on completion of their schedule 2 reports.	