

# CSCS Quality Assurance and Improvement Framework

Approved by the Chief Social Worker for Children and Families

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# Introduction



- The Children's Social Care Quality Assurance (QA) and Improvement Framework has been designed to ensure the best outcomes for children and young people and to improve the quality of children's social care practice in Jersey.
- Quality matters - children and young people deserve good quality services.
- Making a difference motivates our staff and our managers. This, in turn, will help with staff recruitment and retention and support a culture in the Children's Service more likely to support relational and strengths-based working. It is also important to be accountable for spending Islander's money well.
- Everyone in the organisation needs to think about what they and others are doing, how they listen to children, young people and their families, and to fully understand what impact this is having on their lives, and how things might be done better.
- The role of managers and practitioners is to make sure that the support provided is of a consistently high quality and results in better outcomes for children, young people and their families.
- Each member of staff has a responsibility to contribute to their continued learning through the evaluation of their practice. Managers have specific responsibilities to support practitioners through reflective supervision and appraisal processes, and by supporting ongoing professional development.
- Quality Assurance in children's social care in Jersey should be seen as a continuous improvement cycle, as set out in the graphic on the next slide. We use a range of interdependent methods to measure prevalence, monitor practice, listen to people's experiences, identify areas for improvement and enact change as a result.





