

Performance Improvement Framework for Children and Families Social Work Services

What key outcomes have we achieved ?

What impact have we had on people who use our services and other stakeholders?

How good is our delivery of key processes?

How good is our operational management?

How good is our strategic leadership?

What is our capacity for improvement?

1: Key Outcomes

Quality indicators

Use the themes for each vision heading, SWIA's quality indicators and HMIe's "How well are children and young people protected and their needs met"

Quantitative indicators:

SAFE

- 1 S.1 Children for whom there is a repeat child protection referral within 12 months of initial referral or removal from register.
- 1 S.2 Looked after children missing from home for 24 hours or more
- 1 S.3 Looked after children engaging in high risk behaviour who have received effective support

NURTURED

- 1 N.1 Accommodated children with three or more placements in the current care episode
- 1 N.2 Children placed in kinship care and whose carers support needs are being met
- 1 N.3 Accommodated children returned to their family who are still with them 6 months later
- 1 N.4 Looked after children who have a consistent relationship with a social worker
- 1 N.5
 - a) Children under 5 placed in adoptive placement or permanent substitute family within 12 months of being continuously accommodated away from home
 - b) Children aged 5 and over placed in adoptive placement or permanent substitute family within 24 months of being continuously accommodated away from home
- 1 N.6 Sibling groups placed together when becoming accommodated or subsequently
- 1 N.7 Children receiving planned support on a voluntary basis from social work
- 1 N.8 Accommodated children who had (direct or indirect) contact with their families consistent with their care plan
- 1 N.9 Accommodated children placed with foster carers or in a residential unit outwith the registration criteria

HEALTHY

- 1 H.1 Accommodated children who received a comprehensive health assessment within 4 weeks of first becoming accommodated
- 1 H.2 Accommodated children whose health needs are being met/ attended to as identified in the health assessment
- 1 H.3 Accommodated children and young people who are misusing substances
- 1 H.4 Pregnancies for accommodated teenagers, 13 to 15 years
- 1 H.5 Suicides, attempted suicides and self harm by accommodated children and young people

ACHIEVING

- 1 ACH.1 Children whose chosen skills have improved or been maintained as planned
- 1 ACH.2 Children whose self esteem and confidence has improved or been maintained as planned
- 1 ACH.3 Looked after children and young people, and care leavers reaching appropriate attainment levels
- 1 ACH.4 Looked after pre-school children meeting appropriate development milestones

ACTIVE

- 1 ACT.1 Children who regularly participate in cultural, sporting or social activities of their choice as identified in their action plan

RESPECTED AND RESPONSIBLE

- 1 R.1 Assessments where social work has a role that explicitly set out the child's/ young person's wishes
- 1 R.2 Children and young people who are given an 'exit interview' on the services received
- 1 R.3 Accommodated children and young people who become persistent offenders whilst being accommodated
- 1 R.4 Parents/ carers of looked after children where the parent has completed an accredited parenting programme and whose parenting skills have improved

INCLUDED

- 1 INC.1 Young carers who are identified and accessing their planned support
- 1 INC.2 Young carers who are in education, employment or training
- 1 INC.3 Care leavers (under 19) who have experienced a period of homelessness in past year
- 1 INC.4 Care leavers (under 19) who are in education, employment or training
- 1 INC.5 Children who receive the equipment and adaptations to meet their assessed needs
- 1 INC.6 Young people transferring to adult services for whom planning has begun at least one year in advance of transition

2: Impact on Children and Families

Quality indicators

Use the themes for each vision heading and SWIA's quality indicators

Quantitative indicators:

SAFE

- 2 S.4 Children who feel safe or safer where they live (than year earlier or point of intervention if less than one year)

NURTURED

- 2 N.10 Looked after children of school age who can identify a trusted adult who in their view they can speak to/confide in about any concerns they may have

HEALTHY

- 2 H.6 Children who say that they have the information, access to services and care that they need to live a healthy lifestyle

ACHIEVING

- 2 ACH.5 Children who can identify what they are good at (academically or in other aspects of life)

ACTIVE

- 2 ACT.2 Children who can identify an activity/activities that they can participate in regularly (these can be cultural, sporting or social activities)

RESPECTED AND RESPONSIBLE

- 2 R.5 Children and families who feel their lives have improved as a result of support
- 2 R.6 Children who say that their views have been heard and that they have been treated with respect and given opportunities to be responsible
- 2 R.7 Parents and carers say that their views have been heard and that they have had the support that they need to deliver the 7 outcomes (Safe etc. from the vision for children).

INCLUDED

- 2 INC.7 Children who say that they feel accepted and treated fairly and that they get to take part.

3: Impact on Staff

Use SWIA's quality indicators and 'How Good Is Our Team'

4: Impact on the Community

Use SWIA's quality indicators

5: Delivery of Key Processes

Quality indicators

Use SWIA's quality indicators and 'How Good Are Our Key Processes'

Quantitative indicators:

- 5.1 Social work assessments and contributions to integrated assessments completed within agreed timescales
- 5.2 Review meetings for which the social work contribution was completed within the agreed timescales

6: Policy Development and Planning

Quality indicators

Use SWIA's quality indicators

7: Management and Support of Staff

Quality indicators

Use SWIA's quality indicators

Quantitative indicators:

- 7.1 Length of time your qualified social workers have been employed by you in the provision of social work services for children
- 7.2 Length of time other field work staff have been employed by you in the provision of social work services for children
- 7.3 Working days lost to sickness and absence in children and families social work
 - a) Qualified social workers
 - b) Other field work staff
 - c) Residential childcare staff
- 7.4 Open cases in children and families social work that have an allocated worker
 - a) An allocated qualified social worker
 - b) An allocated worker (qualified social worker or other)
- 7.5 Staff working with children in need who are suitably qualified as set out in the National Training Strategy
- 7.6 Residential childcare staff meeting the qualification requirements for the Scottish Social Services Council register
- 7.7 Staff working in children and families social work who have a CPD (continuous professional development) plan

8: Resources and Capacity Building

Quality indicators:

Use SWIA's quality indicators

9: Leadership and Direction

Quality indicators

SWIA's quality indicators

Quantitative indicators:

- 9.1 Managers in children and families social work who have a relevant accredited qualification in management or leadership

10: Capacity for Improvement

Quality indicators

Use SWIA's quality indicators

Quantitative indicators:

- 10.1 Summary of your self assessment on impacts, outcomes and leadership and direction

This diagram summarises the Performance Improvement Framework (PIF) for Children and Families Social Work Services, and it lists the suggested quantitative indicators.

SWIA's quality indicators can be found in the diagram of their Performance Improvement Model (PIM)

Legend

6 Key Questions

10 Areas for Evaluation