

Summary of the Quality Indicators

No.	Quality indicator	Themes
1) How effective is the help children and young people get when they need it?		
1.1	Children and young people are listened to, understood and respected	<ul style="list-style-type: none"> • Communication • Trust
1.2	Children and young people benefit from strategies to minimise harm	<ul style="list-style-type: none"> • Support for vulnerable children, young people and families • Children's and young people's awareness of keeping themselves safe
1.3	Children and young people are helped by the actions taken in immediate response to concerns	<ul style="list-style-type: none"> • Professionals' initial response to children, young people and families who need help
1.4	Children's and young people's needs are met	<ul style="list-style-type: none"> • Meeting needs • Reducing the longer term effects of abuse or neglect
2) How effectively do agencies and the community work together to keep children and young people safe?		
2.1	Public awareness of the safety and protection of children and young people	<ul style="list-style-type: none"> • Confidence of the public in services • Responses to concerns raised by members of the public about a child's or young person's safety or welfare
3) How good is the delivery of key processes?		
3.1	Involving children, young people and their families in key processes	<ul style="list-style-type: none"> • Keeping children, young people and their families informed and involved • Addressing dissatisfaction and complaints
3.2	Information sharing and recording	<ul style="list-style-type: none"> • Appropriate sharing of information • Joint understanding of information • Management and recording of information
3.3	Recognising and assessing risks and needs	<ul style="list-style-type: none"> • Recognising a child or young person needs help • Initial information gathering and investigation • Assessment of risks and needs
3.4	Effectiveness of planning to meet needs	<ul style="list-style-type: none"> • Decision making, identifying responsibilities and meeting needs • Taking account of changing circumstances



No.	Quality indicator	Themes
4) How good is operational management in protecting children and young people and meeting their needs?		
4.1	Policies and procedures	<ul style="list-style-type: none"> • Range and framework of policies and link to vision, values and aims. • Managing, disseminating, evaluating and updating policies
4.2	Operational Planning	<ul style="list-style-type: none"> • Performance management and the planning framework • Development and use of management information
4.3	Participation of children, young people, families and other relevant people in policy development	<ul style="list-style-type: none"> • Seeking views of children, young people and families • Involving children, young people and families in developing services.
4.4	Recruitment and retention of staff	<ul style="list-style-type: none"> • Identifying and meeting human resource needs • Safe recruitment and retention practice
4.5	Development of staff	<ul style="list-style-type: none"> • Professional competence and confidence • Staff development and training
5) How good is individual and collective strategic leadership?		
5.1	Values, vision and aims	<ul style="list-style-type: none"> • Clarity of vision and values • Appropriateness and clarity of aims • Promotion of positive attitudes to social and cultural diversity
5.2	Leadership and direction	<ul style="list-style-type: none"> • Joint leadership within and across agencies • Strategic deployment of resources
5.3	Leadership of people and partnerships	<ul style="list-style-type: none"> • Relationships with staff and development of teamwork across agencies • Promotion of collaborative ethos
5.4	Leadership of change and improvement	<ul style="list-style-type: none"> • Monitoring and development • Building capacity for improvement