

DRAFT V1.0: National Quality Assurance Framework for the CAF Process

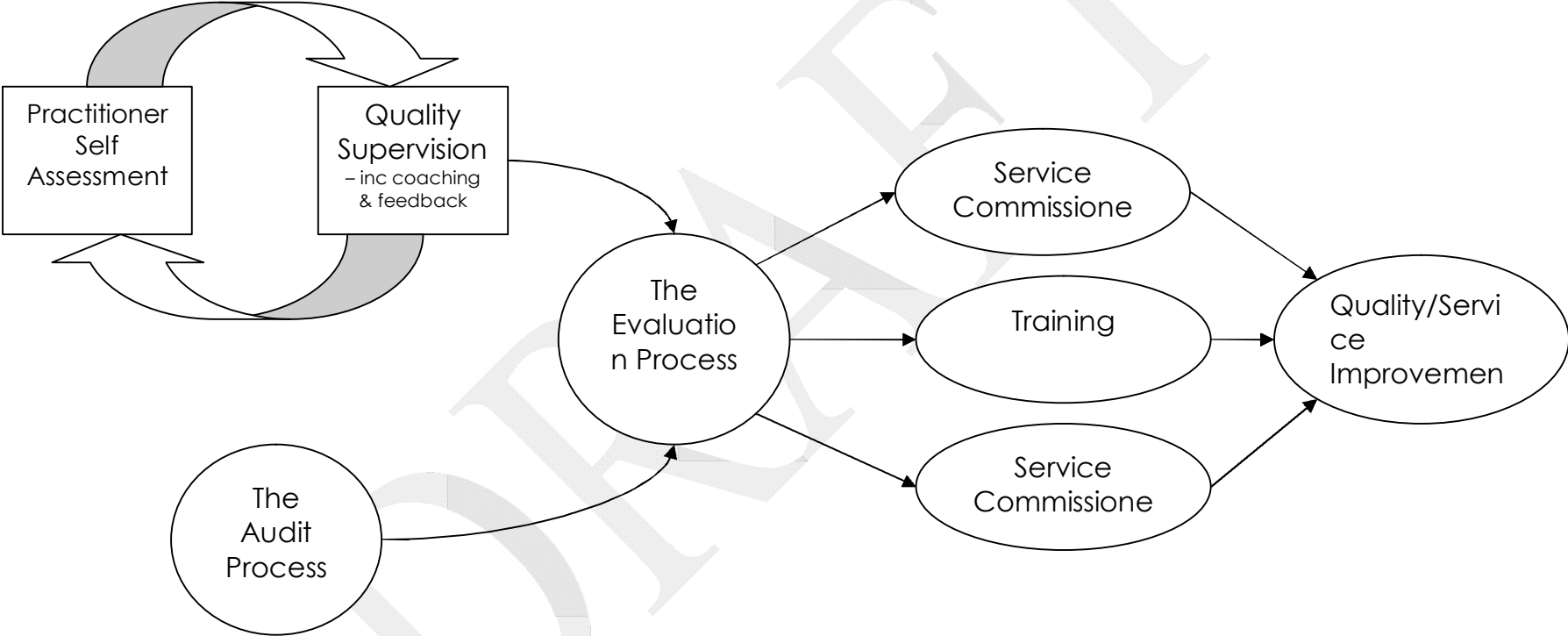
This paper sets out, for discussion and comment, a draft plan of what the national QA framework might consist of along with a number of questions for your views. The table and diagram below describe a draft structure for this framework and have been devised by analysing various QA frameworks, guidance and tools (kindly provided by members of the Integrated Working Consultation Group) and pulling out common themes and innovative ideas. This is very much in the early draft stages so constructive criticism and solution focused comments are very much needed.

What (stages)	Who	When	Tools	Notes
Self-assessment (optional)	Practitioner	During each stage of the CAF process for every CAF	<ul style="list-style-type: none"> - Self-assessment checklist - CYPF feedback form (?) 	The checklist is only meant as a prompt to help practitioners and should be optional. The key thing is for the practitioner to be aware of the quality assurance criteria when going through the CAF process.
Quality supervision, coaching and feedback	Line Manager	At any stage during the CAF process. Frequency is at LMs discretion but would recommend that the first 2-3 CAFs undertaken by a practitioner have quality supervision, and a decision made about the level of quality supervision (and support) needed thereafter.	Quality supervision checklist (including how the form is completed, the involvement of the CYPF in each stage of the process, the effectiveness of the interventions etc).	This stage should involve at least one discussion with the practitioner to understand the process they have been through. It will also provide a structure for the usual on-the-job coaching and feedback. There would need to be a mechanism for LMs to feed into the evaluation process with any issues/concerns either about services (or

				lack of) and feedback for improvements to training.
Audit	<p>Each service that uses CAF should nominate a minimum of one CAF Auditor depending on the size of the service. Heads of Service should nominate their services auditor.</p> <p>Nominated Auditors need to be operational managers or, team leaders from within that service area.</p>	<p>When first implementing this QAF or during the early stages of implementing the CAF we recommend that one in every ten closed CAF episodes should be audited.</p>	<p>Quality review form</p> <ul style="list-style-type: none"> - To check whether mandatory fields have been completed (and are legible!); and - how well the CAF process has been conducted (inc assessment, delivery planning and reviews) based on a number of quality indicators. 	
Evaluation	<p>Evaluation Team, made up of senior operational managers representing all partners and the lead CAF contact. All agencies using the CAF need to be represented. Most LAs have a CAF or Integrated Working Project Board whose membership should already include the relevant individuals.</p>	<p>A regular evaluation should take place to ensure that the lessons learnt are built into workforce development and service improvement. We recommend that these take place at least every six months.</p> <p>There should be a mechanism for enabling LMs (and by definition practitioners) to feed their views/concerns into this forum (e.g. difficulties engaging a service, a service does not exist to meet the needs identified, suggested improvements</p>		<p>The Evaluation Team will have been provided with the average scores from the Audited CAFs divided into services areas. If any service's scores fall below a pre-determined figure, set by the Evaluation Team, the reasons must be investigated by the Evaluation Team, and corrective action agreed, implemented and reviewed.</p>

		for training etc)		
Feedback to service managers	<p>The Evaluation Team will feedback the results of the evaluation process to service managers to help them in:</p> <ul style="list-style-type: none"> - identifying the training needs of their practitioners. - Monitoring the CAF process. - Tracking outcomes for CYP - Identifying issues for supervision - Identifying support needs in services for local authority CAF teams - Performance management of services within Children's Trusts - Establishing more effective cross authority working 	After the Evaluation Team have met.	n/a	
Training recommendations	<p>The Evaluation Team will make any recommendations to training managers to highlight identified areas for improvement to existing CAF training and any additional items that need attention or inclusion.</p>	After the Evaluation Team have met.	n/a	
Feedback to service commissioners	<p>The Evaluation Team will feedback any issues or concerns relating to gaps in service provision and problems around service engagement.</p>	After the Evaluation Team have met.	n/a	

Quality Assurance Framework Process – leading to quality/service improvement



Questions

1. Is the scope of the QA framework right, or should it be broader/narrower? (e.g. just provide a list of national quality standards and leave areas to develop their own QA processes and tools).
2. Do all the stages of the suggested QA framework seem appropriate/necessary? Do they make sense? If not, what would you change and how?
3. In the London QA framework they measure the CYPFs level of involvement in the CAF and the effectiveness of the CAF actions as part of the audit. We have found it difficult to understand how this can be done solely using the CAF paperwork and without discussion with the practitioner or CYPF. The framework above suggests that this should be done as part of a line manager's support and supervision. Does this make sense? Is this workable?
4. Would you prefer us to develop a national set of tools or to supply a number of local examples of the tools for local areas to explore for themselves?
5. At what stage of the QA framework should the CAF form be anonymised (i.e. quality supervision, audit, evaluation....?)
6. Do you have any comments on the diagram? Do you have any suggested amendments? Could this process work in your local area? If not, what are the reasons?