



Simplifying
Child Protection
Complexity

Signs of Safety Quality Assurance System

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Overview

Aligning the organisation's quality assurance system and arrangements with the ethos and methodology of Signs of Safety is a core aspect of the organisational implementation of Signs of Safety. If practitioners are to be supported to use the organisation's chosen practice method, it is perhaps self-evident that quality assurance should be congruent with the practice approach.

Signs of Safety implementation is fundamentally about the organisation being set up to enable and support and assess the practice. As well as learning the approach, organisational implementation for Signs of Safety includes leading with a focus on practice and in way that is consistent with the approach, the alignment of the organisation's case management procedures with the practice, and meaningful measures of case activity and outcomes in line with how the agency looks to practice. Aligned quality assurance is core to meaningful measurement.

Signs of Safety Whole System Implementation



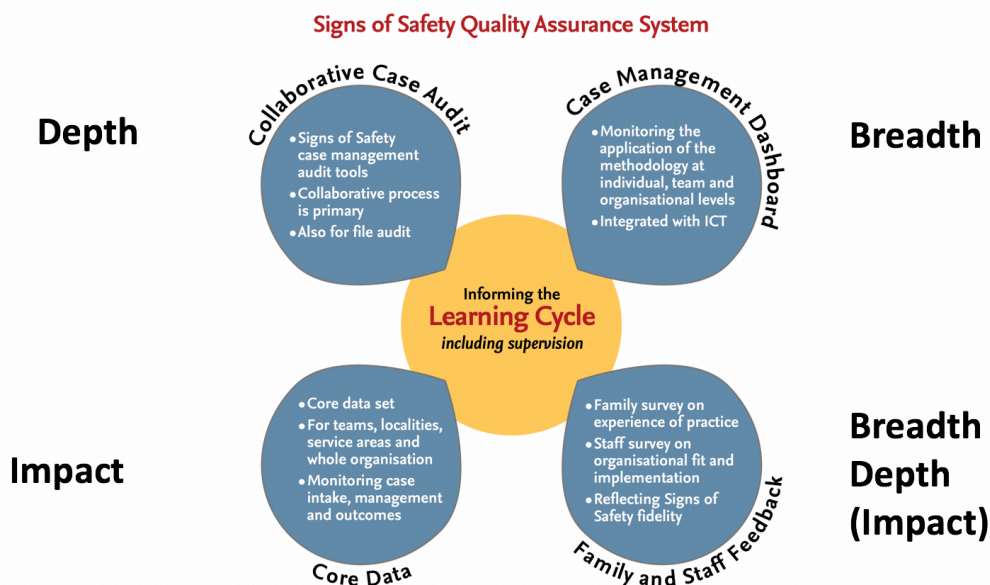
Aligned quality assurance means measuring the breadth of the Signs of Safety practice that is occurring, the depth or quality of that practice and then its impact. Measuring breadth and depth are essential to know what is driving or is missing when looking at the impact measures. Monitoring the breadth of the practice informs where to target leadership, learning and organisational alignment strategies to drive the adoption of the practice. Measuring depth informs learning strategies particularly. It is necessary to know the breadth and depth of the practice in order to understand the case outcomes, the impact that are being achieved.

The Signs of Safety Quality Assurance System has tools that can be used to measure the breadth, depth and impact of the practice. The system and its tools reflect the essential elements of the practice, and focus attention on the way workers are practicing, how the organisation is performing and what parents are experiencing.

Aligned quality assurance, together with the information and communications technology that records it and case management, together enable meaningful measurement of activity and outcomes.

The Signs of Safety Quality Assurance System encompasses:

- Collaborative case audit reflecting the Signs of Safety results logics and measuring the depth of practice;
- Case management dashboards to monitor the application of Signs of Safety practice at individual case, team and organisational levels, measuring the breadth of the practice;
- Parent surveys providing feedback on the practice, and staff surveys providing feedback on confidence with the practice and organisational enabling factors, reflecting elements of breadth, depth and impact of the practice;
- Core data for monitoring case trends and outcomes with a small set of key indicators already collected, measuring impact.



The Signs of Safety Quality Assurance System was originally developed through the Signs of Safety England Innovations Project, waves one and two (in 2015 and 2018), undertaken collaboratively with the participating local authorities. It has subsequently been promoted and adopted or adapted internationally.

Recognising that agencies generally have quality assurance activities in place, the Signs of Safety Quality Assurance System has been designed to provide a vision for aligned quality assurance and specific field-tested tools that can be adopted or adapted in whole or in part by agencies.

Finally, the Signs of Safety Quality Assurance System is designed to inform a cycle of learning across the agency that uses the quality assurance information as close to real time as possible to better understand the fit and interaction between the practice, practitioners and the organisation, so as to identify the actions that will best drive practice development and implementation. This is an action learning cycle that anticipates the active involvement of practitioners and all levels of leadership.