

## **Assessment Framework for Providers**

### **Child Protection and Welfare**

**Theme 1: Child Centred Services**

*Services for children are centred on the individual child, their care and support needs. Child-centred services provide the right support at the right time to enable children to lead their lives in as fulfilling a way as possible. A child-centred approach to service provision is one where services are planned and delivered with the active involvement and participation of the children who use services.*

**UN Convention on the Rights of the Child**

**National Standards for the Protection and Welfare of Children (July 2012)**

**Standard 1:1**

Children’s rights and diversity are respected and promoted.

**Standard 1:2**

Children are listened to and their concerns and complaints are responded to openly and effectively.

**Standard 1:3**

Children are communicated with effectively and are provided with information in an accessible format.

**Lines of Enquiry**

**1.1** Are the rights of children respected and promoted?

**1.2** Does the service meet children’s needs in relation to diversity, disability, communication and literacy?

**1.3** Does the service communicate effectively with children and families?

**1.4** Are complaints and concerns effectively managed?

**1.5** Does the service raise awareness of CPW issues with children and with the wider community?

**Theme 2: Safe and Effective Services**

*Services promote the safety of children through the assessment of risk, learning from adverse events and the implementation of policies and procedures designed to protect children. Safe services protect children from abuse and neglect and follow policy and procedure in reporting any concerns of abuse and/or neglect to the relevant authorities. Effective services ensure that the proper support mechanisms are in place to protect children and promote their welfare. Assessment and planning is central to the identification of children’s needs, the risks to which they are exposed and the supports which need to be put in place for each individual child to keep them safe and maintain their wellbeing.*

**UN Convention on the Rights of the Child**

**National Standards for the Protection and Welfare of Children (July 2012)**

**Standard 2:1**

Children are protected and their welfare is promoted through the consistent implementation of Children First (2011).

**Standard 2:2**

All concerns in relation to children are screened and directed to the appropriate service.

**Standard 2:3**

Timely and effective actions are taken to protect children.

**Standard 2:4**

Children and families have timely access to child protection and welfare services that support the family and protect the child.

**Standard 2:5**

All reports of child protection concerns are assessed in line with Children First (2011) and best available evidence.

**Standard 2:6**

Children who are at risk of harm or neglect have child protection plans in place to protect and promote their welfare.

**Standard 2:7**

Child protection plans and interventions are reviewed in line with requirements in Children First (2011).

**Standard 2:8**

Child protection and welfare interventions achieve the best outcomes for the child.

**Standard 2:9**

Interagency and inter-professional co-operation supports and promotes the protection and welfare of children.

**Standard 2:10**

Child protection and welfare case planning is managed and monitored to improve practice and outcomes for children.

**Standard 2:11**

Serious incidents are notified and reviewed in a timely manner and all recommendations and actions are implemented to ensure that outcomes effectively inform practice at all levels.

**Standard 2:12**

The specific circumstances and needs of children subjected to organisational and/or institutional abuse and children who are deemed to be especially vulnerable are identified and responded to.

<b>Lines of Enquiry</b>	<b>2.1</b> Is there a robust system in place to safeguard and protect children from abuse and promote their welfare?
	<b>2.2</b> Is there evidence that all child protection or welfare concerns are appropriately screened and assessed in line with national guidance and legislation?
	<b>2.3</b> Is there adequate planning and actions taken to meet the needs of children at risk?
	<b>2.4</b> Is there an adequate CPNS in place?
	<b>2.5</b> Is there adequate planning for and are the welfare needs of children and families met?
	<b>2.6</b> Do children have timely access to services based on assessed needs?
	<b>2.7</b> Are patterns of long term harm and neglect considered?
	<b>2.8</b> Are referrals of organisational/institutional abuse and retrospective abuse are investigated and managed in line with Children First (2011)?
	<b>2.9</b> Is there effective inter agency working and co-operation?
	<b>2.10</b> Are the recommendations and actions arising from serious incidents and reviews effectively disseminated and implemented?
	<b>2.11</b> Is child protection and welfare case planning managed and monitored to improve practice and outcomes for children?

**Theme 3: Leadership, Governance and Management**

*Effective governance is achieved by planning and directing activities, using good business practices, accountability and integrity. In an effective governance structure, there are clear lines of accountability at individual, team and service levels and all staff working in the service are aware of their responsibilities. Risks to the service as well as to individual systems are well managed and the system is subject to a rigorous quality assurance system. Services provided on behalf of the area are robustly monitored.*

**UN Convention on the Rights of the Child**

**National Standards for the Protection and Welfare of Children (July 2012)**

**Standard 3:1**

The service performs its functions in accordance with relevant legislation, regulations, national policies and standards to protect children and promote their welfare.

**Standard 3:2**

Children receive a child protection and welfare service, which has effective leadership, governance, and management arrangements with clear lines of accountability.

**Standard 3:3**

The service has a system to review and assess the effectiveness and safety of child protection and welfare service provision and delivery.

**Standard 3:4**

Child protection and welfare services provided on behalf of statutory service providers are monitored for compliance with legislation, regulations, national child protection and welfare policy standards.

**Lines of Enquiry**

**3.1** Does the service perform its functions in accordance with relevant legislation, regulations, national policies and standards to protect children and promote their welfare?

**3.2** Are there effective governance structures in place which identify clear lines of authority and accountability?

**3.3** Is the service well planned?

**3.4** Is risk effectively managed in the service?

**3.5** Is there a robust quality assurance system in place?

**Theme 4: Use of resources**

*The effective management and use of available financial and human resources is fundamental to delivering child-centred safe and effective services and supports that meet the needs of children.*

**UN Convention on the Rights of the Child**

**National Standards  
for the Protection  
and Welfare of  
Children (July  
2012)**

**Standard 4:1**

Resources are effectively planned, deployed and managed to protect children and promote their welfare.

**Lines of Enquiry**

4.1 Are resources deployed to deliver prioritised need?

**Theme 5: Workforce**

*Each staff member has a key role to play in delivering child-centred, effective and safe services to support children. Children's services recruit and manage their workforce to ensure that staff have the required skills, experience and competencies to respond to the needs of children.*

**UN Convention on the Rights of the Child**

**National Standards for the Protection and Welfare of Children (July 2012)**

**Standard 5:1**

Safe recruitment practices are in place to recruit staff with the required competencies to protect children and promote their welfare.

**Standard 5:2**

Staff have the required skills and experience to manage and deliver effective services to children.

**Standard 5:3**

All staff are supported and receive supervision in their work to protect children and promote their welfare.

**Standard 5:4**

Child protection and welfare training is provided to staff working in the service to improve outcomes for children.

**Lines of Enquiry**

**5.1** Are staff members recruited in accordance with legislation, standards and policies?

**5.2** Are there sufficient experienced and qualified staff in place to deliver the service?

**5.3** Are staff supported and supervised appropriately?

**5.4** Do staff receive adequate training?

**Theme 6: Use of Information**

*Quality information and effective information systems are central to improving the quality of services for children. Quality information, which is accurate, complete, legible, relevant, reliable, timely and valid, is an important resource for providers in planning, managing, delivering and monitoring children’s services. An information governance framework enables services to ensure all information including personal information is handled securely, efficiently, effectively and in line with legislation. This supports the delivery of child-centred, safe and effective care to children.*

**UN Convention on the Rights of the Child**

**National Standards for the Protection and Welfare of Children (July 2012)**

- Standard 6:1**  
All relevant information is used to plan and deliver effective child protection and welfare services.
- Standard 6:2**  
The service has a robust and secure information system to record and manage child protection and welfare concerns.
- Standard 6:3**  
Secure record-keeping and file management systems are in place to manage child protection and welfare concerns.

**Lines of Enquiry**

- 6.1** Does the service use quality information to plan and deliver effective service?
- 6.2** Are there information systems in place to support the delivery of a child protection and welfare service?
- 6.3** Are there good quality records in place for children?