

**LRSA End of Project Case Study – Harrow
August – October 2010 (10 days)**



Improving quality assurance arrangements

Details of project request

Support to develop improved safeguarding quality assurance arrangements within the LA which connects effectively to the role of the LSCB.

Details of work undertaken by LRSA

Many London Boroughs recognise that an effective local quality assurance framework for safeguarding services is crucial as the use of national performance indicators and inspection changes.

Harrow commissioned one of the LRSA's to identify what quality assurance activity was working well locally and where their gaps were in terms of knowing how well all agencies were carrying out their safeguarding children responsibilities and whether this was leading to children and young people being safer locally.

The work involved interviews with key operational staff and managers to identify existing approaches, resources available locally for quality assurance – both in the LA and through the LSCB. The final report set out the national perspective on quality assurance for safeguarding, including reference to the messages from the Munro review. The report set out strengths and weaknesses of the current local approach and suggested an alternative model for the future.

Specific safeguarding outcomes achieved

This work is enabling the Borough to develop more effective use of their resources in this area and to know the strengths and areas for development in their safeguarding practice better which will help them target improvement activity effectively.

The LA is currently consulting on a new operating model for its children's services which includes a Division with clear leadership and capacity for safeguarding quality assurance – in line with the recommendations of the LRSA's report.

Next steps

This project led to the LRSA working closely with Local Government Improvement and Development to support the development of a new safeguarding quality assurance framework for local areas and to support a number of pilots around London on specific safeguarding issues.

Client review

Very useful.

"Thanks for all your work on this. I think it will give us a sound foundation to build on and to ensure we develop further as a learning organisation with robust QA systems in place."

Catherine Doran

Corporate Director of Children's Services, Harrow