

Key Question 7:

How well do we support children and young people's wellbeing?

This key question has two quality indicators associated with it.

They are:

7.1 Children and young people are safe, experience warmth, compassion and get the most out of life.

7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights.

Quality Indicator 7.1: Children and young people are safe, experience warmth, compassion and get the most out of life.

Key areas include the extent to which children and young people:

- Feel safe and are protected from harm.
- Feel valued and their views, wishes and rights are of utmost importance to everyone.
- Have their aspirations met and can reach their potential.

Quality illustrations

Very Good	Weak
<p>Children and young people feel, and are kept, safe - both emotionally and physically. This is because they benefit from knowledgeable staff who understand their needs. These staff work with other agencies and confidently use preventive, risk assessed, practice. Guardianship arrangements (when these are provided by the school) are well managed and supported</p> <p>Children and young people are confident that staff will effectively challenge all forms of bullying. Children and young people with additional support needs or whose first language is not English are given all the support they need to thrive.</p> <p>The service fully implements national guidance and best practice in child protection, including child sexual exploitation.</p> <p>Children and young people experience therapeutic and stable care. They always have a trusted adult they can turn to for support.</p>	<p>The extent to which children and young people are protected from harm is compromised. Safe care practice is reactive, and there is a failure to identify and respond to indicators of concern. There is insufficient collaboration with relevant external partners. Guardianship arrangements lack oversight and support.</p> <p>Children and young people may not feel safe, and experience being bullied, feeling threatened, afraid, or isolated. Their wellbeing is affected by insensitive responses to their concerns. Children with additional support needs or whose first language is not English do not get the help they need to thrive.</p> <p>Networks of support outside the school are limited and do not provide the safeguards required. Children and young people do not have a trusted adult they can seek support from.</p>
<p>Children and young people enjoy warm, trusting, and nurturing relationships with those caring for them. They are based on compassion, and fun. Children and young people always experience a high level of respect from everyone involved in looking after them. This respect is also reflected in the quality of environment and the resources available for young people.</p>	<p>Children and young people may feel unsupported and do not believe they are valued or understood by the people looking after them. The care and support that children and young people receive does not take enough account of their rights and individuality. Staff fail to recognise and address discrimination and intolerance.</p>

<p>Children and young people are fully engaged in their care and support. They can participate meaningfully and easily in all decisions affecting them.</p>	<p>Children and young people's views do not consistently make a difference.</p>
<p>Children and young people's physical and mental health is given the priority which reflects their importance as a pre-requisite to making the most out of life. Young people benefit from a tasty, varied, and well-balanced diet that promotes health and well-being. Children and young people enjoy the food available and the social aspects of eating.</p> <p>Children and young people's individual ambitions, interests and life skills are consistently supported and developed.</p> <p>Children and young people receive individually tailored support to participate fully in learning and maximise attainment and attendance.</p>	<p>Children and young people's physical and mental health is not given sufficient attention. Children do not benefit from a tasty, varied, and well-balanced diet. Children and young people are unhappy with the food available and do not benefit from the social aspects of eating.</p> <p>Care practices and activities are institutionalised, repetitive and limited to, or aimed at, groups. There is a lack of imagination in the opportunities that young people could and should participate in.</p> <p>Children and young people are disadvantaged because there is limited ambition or support to build on their individual strengths and develop skills.</p>
<p>Scrutiny and Improvement Actions</p>	<p>Inputs and processes examined</p>
<ul style="list-style-type: none"> • Obtain the views of children and young people, family, friends, visitors, staff, managers, and other professionals. • Observe staff practice and interaction with young people. • Consider young people's access to advocacy and the use of communication support tools in obtaining their views. • Interview staff and leadership of the service. • Seek the views of external professionals. • Inspect the setting. • Look at menus and where possible share mealtimes with children and young people. • Review the service's arrangements for the management of guardians, where these are provided by the service. 	<ul style="list-style-type: none"> • Registration certificate, conditions of registration, insurance certificate • Aims and objectives • Development plan/improvement plan. • Sample of care plans • Staff recruitment procedures • Service training plan and records • Complaints received by the service • Maintenance records • Infection Control • Medication records and systems • Staffing Needs Assessment • Admissions and matching process • Protection issues and practice frameworks

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| | <ul style="list-style-type: none">• Accident /Incident records• Continuing care welfare assessments• Track young people's experiences• Management oversight and governance of risk• The physical environment |
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Quality Indicator 7.2: Leaders and staff have the capacity and resources to meet and champion children and young people’s needs and rights.

Key areas include the extent to which:

- Leaders and staff are confident in their practice and are well supported.
- Staffing levels and skills are right to meet the needs and rights of young people.
- Self-evaluation and quality assurance maintain safe care and young people’s rights. They drive improvement in every aspect of children and young people’s lives.

Quality Illustrations

Very Good	Weak
<p>Leaders ensure the culture is inspiring, supportive, and empowering. They model high standards of practice and successfully seek the best possible outcomes for children and young people.</p> <p>External managers and governing boards are clear about their roles and responsibilities. They play a key role as champions for young people and in monitoring the quality of their experiences. They contribute to ensuring the safety of children and young people and that the school is committed to improving experiences and outcomes for children and young people.</p>	<p>The vision for the service lacks clarity and is not sufficiently focussed on children and young people’s rights. Leadership lacks the necessary stability, energy, or direction.</p> <p>External managers do not provide an effective contribution to the safety of children and young people. They do not contribute to the school’s improvement agenda.</p>
<p>The school has the right number of staff, with the right skills and experience. They are effectively deployed to ensure the needs of children and young people are met at all times. The staff team is stable which allows young people to develop and enjoy secure and trusting relationships.</p> <p>Staff know young people very well. Risk is well understood and managed effectively.</p> <p>Staff are safely recruited. Everyone is individually equipped, and supported, to successfully meet all the needs of the children and young people.</p>	<p>The numbers of staff deployed at any one time is not responsive enough to meet children and young people’s needs all the time. There is a lack of consistency and continuity which limits children and young people’s ability to build trusting relationships.</p> <p>Risks are not understood, anticipated, or responded to effectively.</p> <p>Safer recruitment practices are not rigorously followed. Staff lack the knowledge, experience, and skills to meet all the needs of the children and young people.</p>

<p>Staff confidently deliver the best quality support and care. Effective training, support and supervision underpins this.</p>	<p>Children and young people do not benefit from high quality support. Training and supports for staff are ineffective.</p>
<p>There is continuous, robust evaluation of children and young people outcomes, experiences, and their setting. This ensures they receive the best possible care and support in high quality surroundings.</p>	<p>There are some systems in place to monitor aspects of service delivery, and the quality of the setting, but they are largely ineffective. The ability of the service to support children and young people is impacted by this.</p>
<p>Scrutiny and Improvement Actions</p>	<p>Inputs and processes examined:</p>
<ul style="list-style-type: none"> • Obtain the views of children and young people, family, friends, visitors, staff, managers, and other professionals. • Observe staff practice and interaction with young people • Consider young people’s access to advocacy and the use of communication support tools in obtaining their views. • Interview staff and leadership of the service. • Seek the views of external professionals. • Inspect the setting. 	<ul style="list-style-type: none"> • As per Quality Illustration 7.1.