

In the Pursuit of Excellence.

At United Children's / Education Services, we continually strive to provide the very best educational and residential care for children with Social emotional mental health needs. We reflect on our performance, review our practices and assess current legislation and best practice to improve the services we provide.

Our Proprietary board, overseen by the registered DFE chairperson / Head of Services, meets monthly to oversee, monitor, review and report on the quality of education by Oakwood and United Children's Services. The Children's Services is overseen by the Head of Services who meets monthly with the Operations manager and home managers provided by Acorn. The Head of Services / Proprietary Board will also provide assurance to the Board that efficient and effective systems are in place and the associated processes are working well.

The Head of Services / Proprietary Board undertakes a number of roles with regard to governance and assurance. Amongst other activities the following are reviewed:

- Quality assurance policies and governance.
- Monthly quality assurance reports provided by the Proprietary board and
- Minutes from the all meetings with recommended actions.
- Actions proposed by the Head of Services to improve the quality of services or address issues.
- Operational quality and safety performance and identify any issues and risks requiring discussion or decision by the Board.
- Setting of quality improvement targets and the action plans put in place to achieve them, by reviewing the progress made against these targets and plans.
- Externally commissioned reviews of quality and outcomes in the Group to support or improve the Head of Service's / Proprietary Boards responses and action plans.

A quality committee also takes a lead monitoring performance and implementing change by:

- Highlighting risks and opportunities to improve practice across the Group.
- Providing oversight and scrutiny of quality assurance activities, processes and outcomes across all divisions of the UH Group.
- Supporting the UH Board in shaping or trouble-shooting particular quality or outcome areas.
- Drawing on the experience of individuals from outside the Group with relevant expertise if necessary
- Review very specific issues as requested by the Board

Governance and Quality Assurance 2019-2020

