

Quality of Support Review

Introduction

The National Children's Bureau (NCB) is the provider for the [Sector Awareness and Provider Preparedness \(SA&PP\) programme](#) in relation to the Quality Standards, registration, and regulation regime for supported accommodation for young people aged 16-17 who are in or leaving care.

This information sheet aims to provide an overview of the Quality of Support Review process and share guidance to support providers in undertaking reviews that meet the regulatory requirements. It will discuss the review and resulting report, and how this forms part of an overarching quality assurance system, which includes Ofsted and local authorities.

What is the Quality of Support Review?

The Quality of Support Review is required under Regulation 32 of [The Supported Accommodation \(England\) Regulations \(2023\)](#). Additional information can be found in the [Guide to the Supported Accommodation Regulations including Quality Standards](#).

The Quality of Support review is a system for reviewing and evaluating the quality of support provided by your service and the experiences of young people living in each of your settings.

It should be used as a tool for continuous improvement of your service.

The Quality of Support review also acts as a form of provider-led quality assurance, forming part of an overarching quality assurance system which ensures that supported accommodation settings are meeting the needs of the young people living there.

Developing a written report

The Quality of Support Review must result in a written report setting out the actions that the provider intends to take as a result of that Quality of Support review.



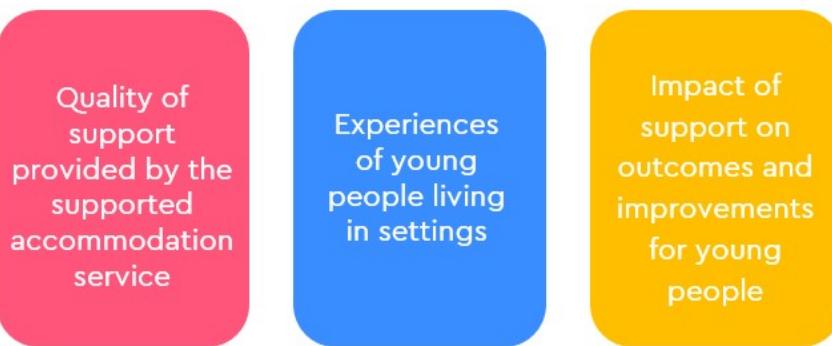
The report should be generated at least once every six months and must be sent within 28 days of completion to Ofsted and all accommodating local authorities for looked after children or care leavers who are living in your supported accommodation provision.

Key areas of the Quality of Support Review

There is no expectation that your service should be reviewed against every part of the Quality Standards every six months. Instead, the registered person should use their professional judgement to decide what areas the review should focus on each time.

These reviews need to be tailored to each provision, which means that there is not a 'one size fits all' approach to the structure and content of the review.

There are three broad areas that the review should always aim to evaluate:



How do providers currently evaluate their service?

Through the programme, NCB spoke to existing supported accommodation providers to understand the processes they had in place for evaluating the service they offer.

This provided some useful insights into the methods and processes that providers are using and how they are incorporating feedback from young people already.

Key processes

Some of the key processes that were shared by providers were:

- Regular feedback/satisfaction surveys for young people and professionals.
- Focused review of priority areas.
- Peer and internal audits.
- Using complaints to develop service improvement plans.

Using data to evaluate the service

Both qualitative and quantitative data forms an important part of analysing the service through the Quality of Support Review. The types of data that will be used for each review will vary depending on the focus of the review.

Some examples of the data that providers are collecting and collating for evaluation include:

| Staff Data | Young People Data |
|---|--|
| Recruitment and vacancy data | Duration of placements |
| Complaints and compliments | Missing episodes/self-harm episodes |
| Training compliance and qualifications | Data on GP and dentist registration |
| Sickness absence | Number of young people who are NEET |
| Grievances, dismissals & disciplinaries | Number of incidents involving Police |
| Number of staff, including agency/FTE | Number of placements that have ended (in planned or unplanned way) |

Capturing the voice of young people

The Quality Standards state that young people should be 'consulted regularly' on their views about the setting to inform continued improvement in the quality of support they receive.

Staff should work to ensure that each young person is provided with support to communicate their views, wishes and feelings and participate as fully as possible in all aspects of the service. Young people should also be able to see the results of their feedback being acted upon.

Our [Young NCB Advisory Group](#) provided advice on the ways of capturing young people's feedback, and highlighted that methods of feedback should vary depending on the level of formality. They suggested that for formal procedures, there should always be a record so it can be tracked and monitored. If it is a casual feedback conversation, there should be less focus on documenting everything so there is less pressure on the young person.

More information

To learn more about the support and resources available through the Sector Awareness and Provider Preparedness programme, visit [our microsite](#).

If you are a supported accommodation provider, our online Community of Practice offers an online space to share ideas and support each other – email SAPP@NCB.org.uk to join.