



Achieving Quality Scotland

A framework & assessment for quality improvement

Getting school-aged childcare right for every child

***Achieving Quality Scotland and National
Health and Social Care Standards (2017)***

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Achieving Quality Scotland and National Health and Social Care Standards (2017)

Achieving Quality Scotland is the Scottish Out of School Care Network's resource which is designed to help out of school care services in Scotland improve their practice and ultimately give children and young people within their care, the best possible opportunities in terms of play, care and informal learning.

Page | 2

Achieving Quality Scotland is designed to support services through processes of change and development and show how they implement the United Nations Convention on the Rights of the Child (UNCRC); Getting It Right For Every Child (GIRFEC); Safe Healthy Achieving Nurtured Active Respected Responsible Included (SHANARRI) Wellbeing Indicators, and the Playwork Principles- the key criteria against which services should be measuring themselves. Achieving Quality Scotland provides services with a framework for quality improvement and requires services to build a portfolio of evidence for objective external assessment against a clear set of criteria. Services will have to achieve all the criteria in order to gain the Achieving Quality Scotland mark; for excellent services which exceed the criteria there is an opportunity to be "star rated" over and above the quality mark. Services wishing to gain the additional quality stars must show evidence from the "star indicators" which are within each quality area.

Achieving Quality Scotland links with the Care Inspectorate quality inspection themes. The tables below clearly show the links between the new National Standards for Health and Social Care (2017) and where they link with the Quality Areas in Achieving Quality Scotland.

The Scottish Government: *Health and Social Care Standards: My support, my life* (2017) set out what we should expect when using health, social care or social work services in Scotland. They seek to provide better outcomes for everyone; to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to are upheld. The Standards are underpinned by five principles:

Dignity and respect, compassion, be included, responsive care and support and wellbeing.

The Standards are based on five headline outcomes:

- 1: I experience high quality care and support that is right for me.**
- 2: I am fully involved in all decisions about my care and support.**
- 3: I have confidence in the people who support and care for me.**
- 4: I have confidence in the organisation providing my care and support.**
- 5: I experience a high quality environment if the organisation provides the premises**

(Scottish Government: *Health and Social Care Standards: My support, my life*, 2017)

<http://www.gov.scot/Publications/2017/06/1327s>

Achieving Quality Scotland and National Health and Social Care Standards (2017)

Revised Health and Social Care Principles (2017)

Achieving Quality Scotland

Dignity and respect:

My human rights are respected and promoted.

I am respected and treated with dignity as an individual.

I am treated fairly and do not experience discrimination.

My privacy is respected.

Quality Area 1: Commitment to quality, the UN Convention on the Rights of the Child (UNCRC), Getting it Right for Every Child (GIRFEC) and the Playwork Principles

Quality Area 2: Equality and Inclusion

Quality Area 4: Play and Care Practice and Principles

Quality Area 5: Premises, Resources and Community

Quality Area 6: Getting it Right for Every Child (GIRFEC)

Compassion:

I experience warm, compassionate and nurturing care and support.

My care is provided by people who understand and are sensitive to my needs and my wishes.

Quality Area 4: Play and Care Practice and Principles

Quality Area 6: Getting it Right for Every Child (GIRFEC)

Quality Area 7: Health and Wellbeing

Quality Area 9: Staffing and Volunteers

Quality Area 10: Holidays, all day play and care services

Be included:

I receive the right information, at the right time and in a way that I can understand.

I am supported to make informed choices, so that I can control my care and support.

I am included in wider decisions about the way the service is provided, and my suggestions,

Quality Area 1: Commitment to quality, the UN Convention on the Rights of the Child (UNCRC), Getting it Right for Every Child (GIRFEC) and the Playwork Principles

Quality Area 2: Equality and Inclusion

Quality Area 3: Partnership and Collaboration

feedback and concerns are considered.

- I am supported to participate fully and actively in my community.

Responsive care and support:

My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time.

My care and support adapts when my needs, choices and decisions change.

I experience consistency in who provides my care and support and in how it is provided.

If I make a complaint it is acted on.

Wellbeing: I am asked about my lifestyle preferences and aspirations and I am supported to achieve these.

I am encouraged and helped to achieve my full potential.

I am supported to make informed choices, even if this means I might be taking personal risks.

I feel safe and I am protected from neglect, abuse or avoidable harm.

Quality Area 4: Play and Care Practice and Principles

Quality Area 6: Getting it Right for Every Child (GIRFEC)

Quality Area 7: Health and Wellbeing

Quality Area 10: Holidays, all day play and care services

Quality Area 3: Partnership and Collaboration

Quality Area 5: Premises, Resources and Community

Quality Area 4: Play and Care Practice and Principles

Quality Area 6: Getting it Right for Every Child (GIRFEC)

Quality Area 7: Health and Wellbeing

Quality Area 10: Holidays, all day play and care services

Quality Area 8: Leadership, Management, Planning and Administration

Quality Area 9: Staffing and Volunteers

Preparatory section: Policies, Procedures and Essential Documents

Quality Area 4: Play and Care Practice and Principles

Quality Area 6: Getting it Right for Every Child (GIRFEC)

Quality Area 7: Health and Wellbeing

Quality Area 10: Holidays, all day play and care services

Achieving Quality Scotland – 35 standards

Preparatory Section- Policies, Procedures and Essential Documents

Mapped to a selection of relevant National Health and Social Care Standards (2017)

1	<p>“Our service has policies and procedures in place to ensure our principles are put into practice and meet, or exceed, all on-going legislative requirements; they are up to date, legible, clear and fit for purpose. Our essential documents, required for the smooth running of a quality service, are also maintained to this quality.</p>	<p>4.23 I use a service and organisation that are well led and managed.</p>
2	<p>“All management and staff are fully trained in such policies and procedures while volunteers, parents and children and young people are well informed on those which are particularly relevant to them.”</p>	<p>4.6 I can be meaningfully involved in how the organisations that support and care for me work and develop.</p> <p>4.23 I use a service and organisation that are well led and managed.</p>
3	<p>“When developing or updating policies and procedures we ensure that there is genuine consultation, where applicable, with relevant groups such as the staff, children and young people, parents and volunteers, and their views are always included.”</p>	<p>4.6 I can be meaningfully involved in how the organisations that support and care for me work and develop.</p> <p>4.7 I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.</p> <p>4.8 I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve.</p>
4	<p>“Policies and procedures are thoroughly reviewed and signed, with date of review, on an annual basis, with any updated policies issued to the relevant parties, including training in new policies or procedures and adapted versions in language suitable for children and young people.”</p>	<p>4.23 I use a service and organisation that are well led and managed.</p>

Quality Area 1 – Commitment to quality, the UNCRC, GIRFEC and the Playwork Principles

Mapped to a selection of National Health and Social Care Standards (2017)

5 “Our service is committed to providing an excellent quality service for every child, young person and parent, in a process of continuous quality development and improvement; underpinned by our ongoing commitment to the overarching values of the UNCRC, Getting it Right for Every Child (GIRFEC), and the Playwork Principles.”

I experience high quality care and support that is right for me

1.1 I am accepted and valued whatever my needs, ability, gender, age, faith, mental health status, race, background or sexual orientation.

1.2 My human rights are protected and promoted and I experience no discrimination

Dignity and respect

4.1 My human rights are central to the organisations that support and care for me.

4.2 The organisations that support and care for me help tackle health and social inequalities.

6 “The service understands that leadership, commitment and active involvement of management are essential for the development of quality systems and outcomes. We will provide clear leadership and develop and communicate our principles, policies and quality improvement objectives, ensure that people are aware of their roles and responsibilities and encourage open communication throughout this process”

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

7 “The service will ensure that every member of staff, volunteer, service users; children, young people, their parents and carers, and linked professionals, are all involved in supporting and delivering the above principles and the quality achievement award processes.”

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

Quality Area 2- Equality and Inclusion

Mapped to a selection of National Health and Social Care Standards (2017)

8 “Our Service is actively committed to, and positively promotes, equality and inclusion; this is embedded in our policies and procedures, and links strongly with our commitment to the UNCRC and GIRFEC.

Dignity and respect

2.2 I am empowered and enabled to be as independent and as in control of my life as I want and can be.

2.3 I am supported to understand and uphold my rights.

2.4 I am supported to use independent advocacy if I want or need this.

2.6 I am as involved as I can be in agreeing and reviewing any restrictions to my independence, control and choice.

2.7 My rights are protected by ensuring that any surveillance or monitoring device that I or the organisation use is necessary and proportionate, and I am involved in deciding how it is used.

9 “Our staff and volunteers are expected to be well trained in equality and inclusion and to actively promote such values while engaging in anti-discriminatory practice in their work with each other, children and young people, and their parents.”

Compassion

2.8 I am supported to communicate in a way that is right for me, at my own pace, by people who are sensitive to me and my needs.

2.9 I receive and understand information and advice in a format or language that is right for me.

2.10 I can access translation services and communication tools where necessary and I am supported to use these.

10 “Our planning and review processes include monitoring for accessibility, equality and inclusion and planning and reviewing specific actions to address identified barriers.”

2.11 My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions

Quality Area 3 – Partnership and Collaboration

11 “Our service works in partnership with parents and carers; fellow professionals, the schools we serve, and our local community to ensure their expertise, views and advice are included in our ongoing work to ensure each child or young person in our care gets all the support they need”

12 “Our service maintains high professional standards through collaborating locally and nationally with relevant agencies and programmes of work; this can include membership of local and national school age childcare networks; communities of practice for staff development, and liaison with community planning partners, local GIRFEC and Early Years Collaborative representatives.”

Mapped to a selection of National Health and Social Care Standards (2017)

4.17 If I am supported and cared for by a team or more than one organisation, this is well co-ordinated so that I experience consistency and continuity.

4.18 I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

Quality Area 4 – Play and Care Practice, and Principles

13 “Our quality service is committed to the UNCRC Article 31, the Playwork Principles and the National Play Strategy and Action Plan by providing a semi structured and planned range of inclusive and safe, but challenging and creative opportunities, which children and young people lead and own.”

Mapped to a selection of National Health and Social Care Standards (2017)

1.30 As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling.

1.31 As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials.

1.32 As a child, I play outdoors every day and regularly explore a natural

14 “Children and young people are able to freely choose from a wide range of play, nature-based, recreational, cultural and sport activities both indoors and outdoors, which support their developmental outcomes, extends their horizons and skills, while reflecting their own interests.”

15 “Our service delivers high quality play and care practice which ensure the wellbeing, safety, enjoyment and positive experiences of children and young people, in a warm and welcoming play care environment; which allows for variety and risk, as well as security and routine.”

environment.

2.27 As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.

2.21 I take part in daily routines, such as setting up activities and mealtimes, if this is what I want.

2.22 I can maintain and develop my interests, activities and what matters to me in the way that I like.

2.24 I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks which enhance the quality of my life.

2.25 I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions.

Quality Area 5 – Premises, Resources and Community

16 “Our service makes the best, creative use possible of our premises and resources, while adhering strictly to regulatory, health and safety requirements and any necessary maintenance and upgrading work.”

Mapped to a selection of National Health and Social Care Standards (2017)

Compassion

5.5 I experience a service that is the right size for me.

5.6 If I experience care and support in a group, I experience a homely environment and can use a comfortable area with soft furnishings to relax.

Wellbeing

5.17 My environment is secure and safe.

5.18 My environment is relaxed,

17 “We aim to be accessible and provide high quality outdoor activities and, where we are restricted through current premises, we will work with our local community and seek out methods to address such gaps in our provision.”

18 “In terms of the National Play Strategy and Action Plan, GIRFEC and the UNCRC, we aim to assist with local community planning processes in meeting the aims of these overarching policies by being a resource for

welcoming, peaceful and free from avoidable and intrusive noise and smells.

5.19 My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes.

5.20 I have enough physical space to meet my needs and wishes.

5.21 I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.

5.22 I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishing and equipment.

5.2 I can easily access a toilet from the rooms I use and can use this when I need to.

5.3 I have an accessible, secure place to keep my belongings.

5.4 If I require intimate personal care, there is a suitable area for this, including a sink if needed.

I experience a high quality environment if the organisation provides the premises

Dignity and respect

5.1 I can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support.

4.1 My human rights are central to the organisations that support and care for me.

4.2 The organisations that support and

the local community, in terms of our professional knowledge and expertise in play and care for children of school age.”

care for me help tackle health and social inequalities.

Quality Area 6 – Getting It Right For Every Child (GIRFEC)

Mapped to a selection of National Health and Social Care Standards (2017)

19 “We recognise our important role in nurturing the unique development of every child or young person in our care. We value every child and young person as an individual with their own specific needs, preferences, views and circumstances, which we know can change over time.”

1.7 I am supported to discuss significant changes in my life, including death or dying, and this is handled sensitively.

1.8 If I experience care and support in a group, the overall size and composition of that group is right for me.

Be included

1.9 I am recognised as an expert in my own experiences, needs and wishes.

1.10 I am supported to participate fully as a citizen in my local community in the way that I want.

1.11 I can be with my peers, including other people who use my service, unless this is unsafe and I have been involved in reaching this decision.

.17 I am fully involved in developing and reviewing my personal plan, which is always available to me.

2.19 I am encouraged and supported to make and keep friendships, including with people my own age.

20 “We can demonstrate how support GIRFEC and improve the wellbeing of children and

3.5 As a child or young person, I am helped to develop a positive view of

young people through our use of the SHANARRI framework and the Wellbeing Wheel, including tracking and measuring outcomes, where appropriate.”

21 “We ensure that clear child protection processes are in place, understood and regularly evaluated. We will ensure we know the named person and lead practitioner, when relevant, for each child in our care.”

myself and to form and sustain trusting and secure relationships.

1.12 I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change

3.15 My needs are met by the right number of people.

3.16 People have time to support and care for me and to speak with me.

3.17 I am confident that people respond promptly, including when I ask for help.

3.18 I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.

3.19 My care and support is consistent and stable because people work together well.

3.20 I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.

3.21 I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing that I may be unhappy or may be at risk of harm.

3.22 I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made.

3.23 If I go missing, people take urgent action, including looking for me and liaising with the police, other agencies and people who are important to me.

3.24 If I might harm myself or others, I

22 “We ensure that children and young people meaningfully participate in all aspects of the service, and we can show how we have listened to and acted on their views.”

know that people have a duty to protect me and others, which may involve contacting relevant agencies.

3.25 I am helped to feel safe and secure in my local community

Compassion

3.6 I feel at ease because I am greeted warmly by people and they introduce themselves.

3.7 I experience a warm atmosphere because people have good working relationships.

3.8 I can build a trusting relationship with the person supporting and caring for me in a way that we both feel comfortable with.

3.9 I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me.

3.10 As a child or young person I feel valued, loved and secure.

4.5 If possible, I can visit services and meet the people who would provide my care and support before deciding if it is right for me.

Quality Area 7 - Health and Wellbeing

23 “Our Service is committed to the health and wellbeing of the children and young people in our care; using the SHANNARI wellbeing wheel to focus on their development, we ensure that each individual child or young person has their specific wellbeing needs met.”

Mapped to a selection of National Health and Social Care Standards (2017)

1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

1.19 My care and support meets my needs and is right for me.

24 “Our service provides a good balance of physical activities and healthy nutritious snacks which takes account of different cultural, faith, personal preferences or disabilities; while children, young people and their parents are regularly consulted and receive good quality guidance from us on healthy eating and exercise.”

1.20 I am in the right place to experience the care and support I need and want.

1.22 I can be independent and have more control of my own health and wellbeing by using technology and other specialist equipment.

1.23 My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

1.24 Any treatment or intervention that I experience is safe and effective.

1.25 I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.

1.33 I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning.

1.34 If I need help with eating and drinking, this is carried out in a dignified way and my personal preferences are respected.

1.35 I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible.

1.36 If I wish, I can share snacks and meals alongside other people using and working in the service if appropriate.

1.37 My meals and snacks meet my cultural and dietary needs, beliefs and preferences.

1.38 If appropriate, I can choose to make my own meals, snacks and drinks, with support if I need it, and can choose to grow, cook and eat my own food where possible.

25 “Our service supports the mental and emotional wellbeing of children and young people we care for; we provide a range of resources, activities and opportunities for positive social relationships, including co-operation, sharing and developing healthy self-esteem, which help children and young people develop emotional security and resilience. We also support children and their families through stressful circumstances in their lives”.

26 “Our service meets or exceeds all standards and legal requirements relating to food preparation; storage and administration of medicines; models and teaches good hygiene; including hand-washing, dental care and personal care, and is always up to date with and following infection control procedures and official guidance.”

Quality Area 8 - Leadership, Planning, Management and Administration

27 “Our Service leaders (top management) establish the purpose and direction of the organisation and create an environment in which people become fully involved in using their abilities to achieve the organisation's goals; this includes the involvement of children and young people, staff and volunteers, families and community.”

28 “Our service has a clearly defined management structure and operates within the relevant legal, appropriate and best practice framework for our type of

1.39 I can drink fresh water at all times.

1.26 I can choose to spend time alone.

1.27 I am supported to achieve my potential in education and employment if this is right for me.

1.28 I am supported to make informed lifestyle choices affecting my health and wellbeing, and I am helped to use relevant screening and healthcare services.

1.29 I am supported to be emotionally resilient, have a strong sense of my own identity and wellbeing, and address any experiences of trauma or neglect.

2.23 If I need help with medication, I am able to have as much control as possible.

Mapped to a selection of National Health and Social Care Standards (2017)

4.23 I use a service and organisation that are well led and managed.

4.1 My human rights are central to the organisations that support and care for me.

4.2 The organisations that support and care for me help tackle health and social inequalities.

4.23 I use a service and organisation that are well led and managed.

organisation. Our service is run and administered effectively and meets all legal, business, financial planning and sustainability requirements, which necessarily underpin our ability to provide a high quality service for children and families.”

Quality Area - 9 Staffing and Volunteers

Mapped to a selection of National Health and Social Care Standards (2017)

29 “Our service recognises that people are our greatest asset and we value and support our staff team and volunteers. We ensure that they receive the resources they need and access to training, qualifications and continued professional development in order to fulfil their highly important roles in caring for children and young people, and to meet legal standards. Registration with the Scottish Social Services Council (or equivalent) and adherence to their codes of practice is mandatory; as an employer or employee, as are PVG checks and references.”

3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

4.24 I am confident that people who support and care for me have been appropriately and safely recruited.

4.25 I am confident that people are encouraged to be innovative in the way they support and care for me.

4.27 I experience high quality care and support because people have the necessary information and resources.

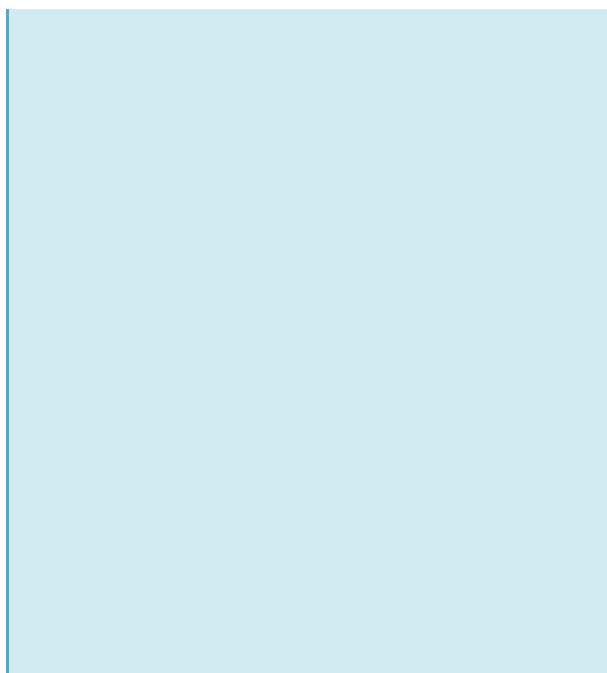
30 “We are committed to equality and inclusion in our recruitment and employment practice, with equality monitoring in place and we aim to reflect the diversity of the community we service. Our expectations of our staff and volunteers are high; we only want people who are committed to engaging positively with children and young people, who stand up for children and young people’s rights and act in their interests, and who take responsibility for their own professional development.”

1.6 I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential.

Dignity and respect

3.1 I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention.

3.3 I have agreed clear expectations with



people about how we behave towards each other, and these are respected.

3.4 I am confident that the right people are fully informed about my past, including my health and care experience, and any impact this has on me.

3.5 As a child or young person, I am helped to develop a positive view of myself and to form and sustain trusting and secure relationships.

Inclusion

4.9 I can take part in recruiting and training people if possible.

Quality Area 10 - Holidays and All Day and Play Care

Mapped to a selection of National Health and Social Care Standards (2017)

31 “Our service is committed to the UNCRC, GIRFEC and the Playwork Principles; this is reflected in the planning, delivery and evaluation of our holiday and all day play and care services with the children and young people, within a strict ethos of equality and inclusion.”

1.1 I am accepted and valued whatever my needs, ability, gender, age, faith, mental health status, race, background or sexual orientation.

1.2 My human rights are protected and promoted and I experience no discrimination

Dignity and respect

4.1 My human rights are central to the organisations that support and care for me.

4.2 The organisations that support and care for me help tackle health and social inequalities.

32 “We recognise that holidays are special times and important for children’s rights and wellbeing requiring more outdoors and physical activities, times for rest and relaxation, nutritious snacks, and freely

1.30 As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling.

	<p>chosen, self - directed play.”</p>	<p>1.31 As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials.</p> <p>1.32 As a child, I play outdoors every day and regularly explore a natural environment.</p>
<p>33</p>	<p>“We ensure there are many opportunities for children and young people to learn and develop through play and social relationships and gain new experiences in terms of special outings and new activities, which expand their horizons in meaningful ways.”</p>	<p>2.27 As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.</p> <p>3.1 I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention.</p> <p>3.3 I have agreed clear expectations with people about how we behave towards each other, and these are respected.</p> <p>3.4 I am confident that the right people are fully informed about my past, including my health and care experience, and any impact this has on me.</p> <p>3.5 As a child or young person, I am helped to develop a positive view of myself and to form and sustain trusting and secure relationships.</p> <p>Inclusion</p> <p>4.9 I can take part in recruiting and training people if possible.</p>
<p>34</p>	<p>“Our service recognises that the staffing, planning, marketing, budgets and administration of our holiday and all day play and care provision, requires specific attention and care including fundraising,</p>	<p>3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and</p>

<p>transport, recruitment and training of extra staff and volunteers where needed.”</p>	<p>organisational codes.</p> <p>4.23 I use a service and organisation that are well led and managed.</p> <p>4.24 I am confident that people who support and care for me have been appropriately and safely recruited.</p> <p>4.25 I am confident that people are encouraged to be innovative in the way they support and care for me.</p> <p>4.27 I experience high quality care and support because people have the necessary information and resources.</p>
<p>35 “We plan in partnership with parents and the wider community, and collaborate with fellow professionals to ensure they know our service is available as a resource for families, under GIRFEC and we support children in the transitional period between nursery and school and help them engage with their local community.”</p>	<p>4.17 If I am supported and cared for by a team or more than one organisation, this is well co-ordinated so that I experience consistency and continuity.</p> <p>4.18 I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.</p>

The 10 quality areas and 35 standards of Achieving Quality Scotland are underpinned in each quality area by an average of 30 specific indicators to be met, alongside meeting at least 3 out of between 8 and 13 STAR indicators which are about the highest quality and expertise within particular areas such as inclusion of children with disabilities; exemplary children’s rights practice and work with parents and the community.

The business, policies and management framework for the service is covered with a highly specific preparatory section setting out required policies and plans; further backed with the management, leadership, staffing and volunteers sections. This is in recognition of the fact that the majority of services are not in the public sector so have responsibilities for business planning, finance and HR, as well as managing the care and learning support of children.

Parents and others interested in the quality improvement processes involved in this can be reassured about how well the process and standards fits with the new Scottish Government Health and Social care standards.