

Briefing Paper: 'Beyond Outstanding: Our Journey Forward' – A Roadmap

Purpose of Report

1. This briefing paper outlines the purpose of the Families & Children's Services Improvement Roadmap '**Beyond Outstanding: Our Journey Forward**', highlighting how it integrates with our revised Quality Assurance Framework and Service Plans for 2025-2027. The roadmap serves as the overarching ethos for our more operational tasks, shaping the way we deliver services to children, young people, and their families in Wiltshire.

Purpose of the Roadmap

2. The Roadmap sets a clear direction for how we will continue to enhance and develop our services. It serves as the guiding framework for the work we do within Children's Services, ensuring that everything we do is aligned with our vision and values. The Roadmap is not just a document of priorities; it represents the ambition, ethos, and commitment we have to every child and family in Wiltshire.

It brings together the high-level goals, values, and principles that underpin all operational work, with a particular focus on:

- Ensuring that children are safe, supported, and able to reach their full potential
- Building strong, collaborative relationships with families and partners
- Continuing to strive for improvement in the quality of services we provide, with a focus on outcomes for children and families.

Integration with the Quality Assurance Framework and Service Plans

3. The Children's Services Improvement Roadmap connects directly to our revised Quality Assurance Framework and Service Plans. The Roadmap reinforces our commitment to maintaining high standards in all our services through robust quality assurance processes. The principles outlined in the Roadmap, such as evidence-based practice and continuous improvement, directly inform how we measure the impact of our work, assess our performance, and identify areas for improvement.

The Nine operational priorities in the Roadmap are reflected in our Service Plans, which detail how we will implement these priorities at a local level. The Service Plans focus on specific actions and deliverables, while the Roadmap sets the broader strategic direction, ensuring that every service is working towards common goals and outcomes. Together, the Roadmap, the Quality Assurance Framework, and the Service Plans ensure that we are aligned across all areas, with clarity about our long-term vision and immediate actions.

Roadmap as the Overarching Ethos

4. While the Quality Assurance Framework and Service Plans provide the practical details of how we do our work, the Roadmap serves as the ethos for these efforts. It

reflects our core values and how we want to operate as an organisation. It reinforces that our approach is not just about systems and processes, but the children and families we serve, and the staff and partners we work with. The Roadmap also provides a clear framework for:

- Consistency in our approach across all areas of Children’s Services.
- Collaboration between our teams and with our external partners to deliver the best outcomes for children and families.
- Aspirational Goals, ensuring that our work is always forward-looking, proactive, and focused on continuous improvement.

Key Messages

5. The Roadmap is a high-level strategy that outlines our approach to delivering services and improving outcomes for children and young people. It connects directly to the practical work of our Service Plans and the operational activities outlined in the Quality Assurance Framework to ensure that:

- Our services remain focused on the needs of children and families.
- We continue to strive for excellence in our practice and improve the experiences of the children we work with.
- We remain transparent and accountable in how we measure success and make improvements.

It will guide our actions over the next two years and beyond, ensuring that every decision we make is driven by our core values and a focus on the best outcomes for children and families in Wiltshire.

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