

Tool 2.7.17 Self-Check Reflective Questions Checklist for Boards and Executive leaders: Quality, Safeguarding and Continuous Improvement

Self- check question	Comment / Action
1. Does our Quality Framework ensure all dimensions of safeguarding for our people?	
2. Are we effective at creating, driving and leading in the development of an entire organisation approach to building a culture that values and champions quality and ongoing continuous improvement?	
3. Do we actually deliver on the promises we make as an organisation – how do we know?	
4. Is our Risk Framework based on the assumption that it is a mechanism/system we can use to deliver quality outcomes rather than it just being perceived as a liability mitigation process?	
5. Do we have effective processes in place to ensure that our staff is continuously educated to understand and routinely apply quality and safeguarding behaviours, strategies and practices?	
6. How do we collect and use data relating to quality and safeguarding failures to address gaps and how do we learn from the mistakes?	

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7. Are we effective in letting all people who interact with our organisation know how to freely make a complaint without fear of the consequences and expect that their complaints will be responded to fairly?	
8. Do we provide sufficient, relevant information on the wide range of external complaint resolution processes, agencies and contact details and support our people to connect with external complaint resolution providers without coercion or pressure?	
9. Are we as board and leaders actually effective in reviewing complaints so that we can continually ensure that the policies, procedures are upgraded to eliminate the opportunities for complaints, mistakes and incidents to arise?	
10. How effective are we in creating a culture of safety in the organisation – in all aspects and dimensions of safety for staff and for all users of the service? How do we know?	
11. How effective are we at analysing information, feedback and data in terms of inputting it to continuous improvement strategies?	