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

United Health Group Board (Meet at the end of every month)

Role-Scrutiny of the performance of United Children's services and United Education Services.

United Children's Services

United Education Services

Cperations Manager Responsible Individual

(Attends board meeting each month to report on the financial, operational and developments of the Company)

Head of Services /Proprietary Chair

(Attends board meeting each month to report on the financial, operational and developments of the Company)

Reg 44 independent inspector

(Unannounced monthly visit to each home to review performance against regulations)

report sent to Ofsted

Notifies Head of Services / RI of any immediate concerns

Proprietary Board

(Meets termly to review the performance of Oakwood School provide strategic direction to the Leadership of the school, oversee recruitment processes, review the quality assurance undertaken by the Senior leadership team. Ensure compliance with the Independent School standards. Oversight of school health and safety, provide updates to the UHG board as necessary and required). Review and ratify all policy and and procudure adopted by the leadership team and school staff. Review/scrutinise the Quality assurance/Self evaluation of the Leadership, devising strategy and plans to maintain compliance against ISS and maintain Good or Better against Ofsted criteria. Have an external independent eduaction adviser review the school once a term to review Governance and Leadership performance

Home Managers

(Conduct a structured daily, weekly, monthly and yearly checklist of responsibilities and tasks, this is checked during Operation managers audits.)

Senior Leadership Team

(Support the Proprietary body in reviewing policy, procedure and its implementation) Day to day management of the school site, including risk assessment, all aspects of Health and Safety and fire risk. Reporting immediately to the Chair of Proprietary Board any issues.

External Independent School Improvement Advisor