



WEST OF BERKSHIRE SAFEGUARDING ADULTS BOARD

Quality Assurance Framework

September 2016

Review Date – Sept 2018

1. Introduction and Background

- 1.1 The West of Berkshire Safeguarding Adults Board (SAB) is a partnership which has statutory duties as defined in the Care Act 2014. The SAB gives strategic leadership for adult safeguarding across the local authority area and provides a clear framework to enable staff with safeguarding responsibilities to work effectively together to safeguard people at risk so that responses are proportionate and consistent with personalised safeguarding.
- 1.2 The Care Act 2014 requires the SAB to co-ordinate and ensure the effectiveness of what each of its members does in helping and protecting individuals from abuse and neglect and delivering the outcomes that enhance their wellbeing. The Care and Support Statutory Guidance (DH, October 2014) elaborates that the SAB should:
- Establish ways of analysing and interrogating data on safeguarding notifications that increase the SAB's understanding of prevalence of abuse and neglect locally that builds up a picture over time;
 - Establish how it will hold partners to account and gain assurance of the effectiveness of its arrangements;
 - Determine its arrangements for peer review and self-audit;
 - Evidence how SAB members have challenged one another and held other boards to account.
- 1.3 The Quality Assurance Framework has been revised in September 2016 to reflect the Board's statutory duties under the Care Act 2014 and the latest good practice across the sector.

2. Purpose

- 2.1 A Quality Assurance Framework (QAF) evidences whether the right things are being done for the right reasons in the right way, and enables the use of this information to secure greater impact and effectiveness. A QAF usually consists of a programme of activity, assessment and reporting into the quality and effectiveness of systems, products, arrangements etc. It enables the Board to triangulate a variety of information from different sources to objectively evaluate the effectiveness of arrangements, rather than relying on a single means of assessment.
- 2.2 The QAF will be used by the SAB to:
- Evidence and gain assurance that safeguarding arrangements in the West of Berkshire are effective.
 - Hold local agencies to account for their safeguarding work and arrangements and be open and transparent across the partnership about risk and things that require improvement.
 - Identify priorities for the Board and individual agencies to feed into the Board's safeguarding strategy and individual agency action plans.
 - Achieve and evidence continuous improvement over time.
- 2.3 The QAF sits alongside the Board's Safeguarding Adults Review process and Risk and Mitigation Register as part of a wider approach to quality and performance, and utilises mechanisms for sharing lessons and learning such as practitioner forums, management meetings and training.

3. Underpinning Principles

Key principle	Description	What this means to people
1. Empowerment	People being supported and encouraged to make their own decisions and informed consent.	<i>I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.</i>
2. Prevention	It is better to take action before harm occurs.	<i>I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.</i>
3. Proportionality	The least intrusive response appropriate to the risk presented.	<i>I am sure that professionals will work in my best interests as I see them, and professionals will only get involved as much as needed.</i>
4. Protection	Support and representation for those in greatest need.	<i>I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.</i>
5. Partnership	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.	<i>I am confident that professionals will work together, with me and my network, to get the best result for me. I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary.</i>
6. Accountability	Accountability and transparency in delivering safeguarding.	<i>I understand the role of everyone involved in my life and so do they.</i>

The Quality Assurance Framework is also underpinned by the following principles:

Openness and transparency: each agency within the SAB is likely to know where good practice, areas for development and risk lies in its own organisation. All partners must bring good practice, areas for development and risks to the table so that the Board can agree how they can be mitigated. Some will be single agency actions and some will require multi agency action.

Outcomes: good quality safeguarding arrangements should be person-centred, outcome-based and make a difference, in line with Making Safeguarding Personal.

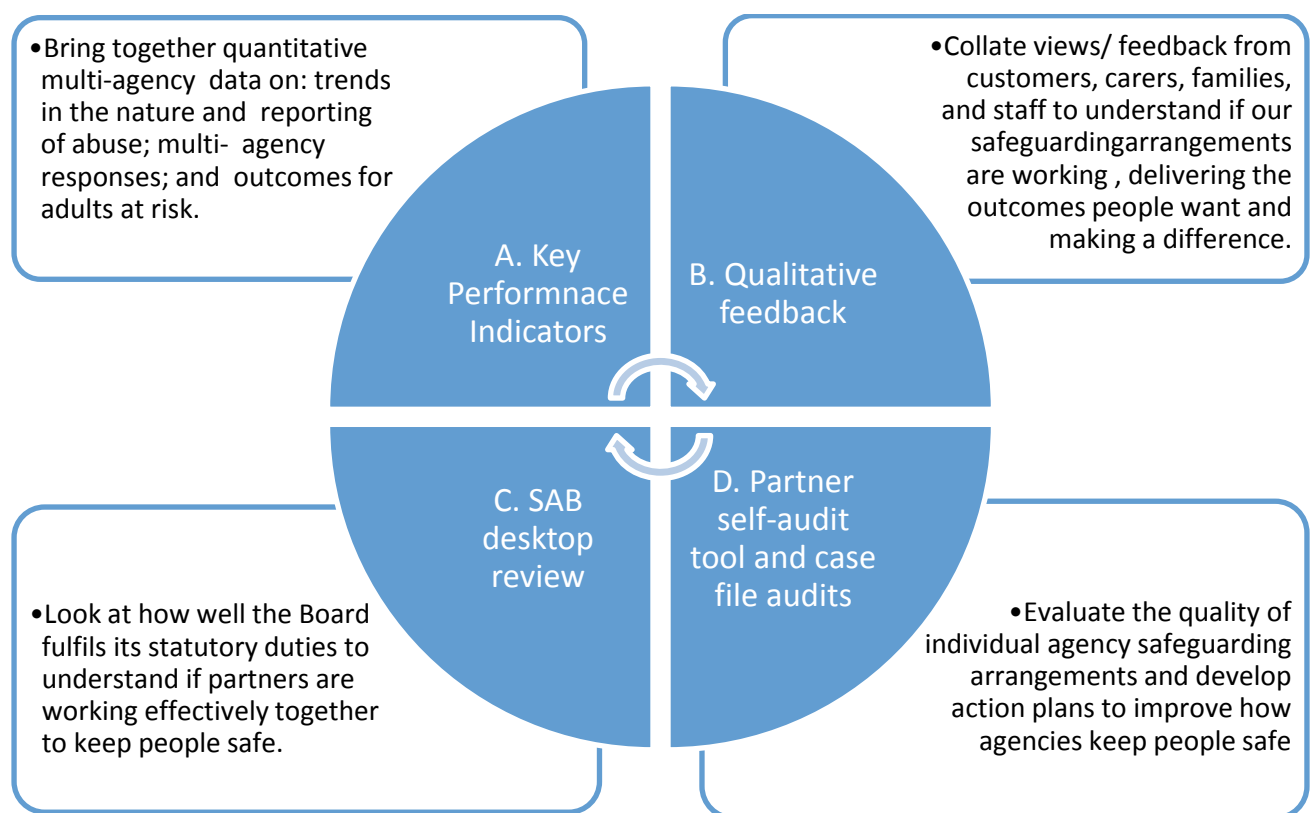
Triangulation: different qualitative and quantitative information sources need to be compared and contrasted to cross-verify the data and validate any conclusions being drawn. This will enable the Board more confidently to understand whether arrangements are effective and making a positive difference.

4. The Framework

4.1 The QAF will help the Board answer:

- *How safe are local people?*
- *Are local agencies working effectively internally and together to safeguard?*
- *Does the person feel safer as a result?*

4.2 The QAF is based on a quadrant model of evidence collation and analysis activities that bring together a variety of quantitative and qualitative data from a range of sources. Each quadrant aims to answer different aspects of the three key questions and together give a holistic picture as to the effectiveness of safeguarding services in the West of Berkshire.



A) Key performance indicators

The aim of the quarterly key performance indicators quadrant is to enable the Board to understand the prevalence of abuse / neglect, highlight themes and trends in safeguarding activity, and identify issues that need addressing in safeguarding arrangements.

B) Qualitative feedback

The aim of the qualitative feedback quadrant is to understand if our safeguarding work is making a difference, using the views of customers, carers and staff; *Making Safeguarding Personal* outcomes data; and using our case audit findings. Feedback will be gained through:

- **Feedback from people who have been through the safeguarding process and/ or their carers** (to be developed in 2016-17).
- Information from **complaints, grievances and whistleblowing**.
- Findings from the **bi-annual case audit programme**.
- Trends and themes from any **inspections or peer reviews** across the partnership.
- Trends and themes identified and reported back through **training delivery**.
- Trends and themes from **Safeguarding Adults Reviews**.

C) SAB desktop review

The aim of the desktop review is to understand if the partnership is fulfilling its statutory duties and working effectively. The desktop review will be undertaken annually towards the end of each financial year. The review will include assessment of performance against a specific set of criteria, such as:

- Gap analysis against statutory requirements and guidance and best practice.
- Fulfilment of the Board's constitution.
- Board operations:
 - Regularity of meetings.
 - Percentage attendance at each meeting and over the year.
 - Spread of agencies attending and any long-standing gaps.
 - Timeliness of publication of a safeguarding strategy and high quality of annual report.
- Progress against safeguarding strategy key priorities – percentage of priorities in the Business Plan being RAG rated green.
- Board links with other strategic partnerships, such as the Health and Wellbeing Board, Local Safeguarding Children's Boards, the Community Safety Partnership, measured by whether the work of the SAB has been discussed by other partnerships.
- Success in raising public awareness: numbers of events, posters, leaflets distributed, and numbers of referrals from self/ family/ friend.
- Health of the Board budget and multi-agency nature of contributions financially and in-kind.
- Any inspections/ peer reviews undertaken, and progress in implementing actions required.
- Option of a short annual survey of Board members on views of Board effectiveness.

D) Partner self-audit tool and case file audits

The aim of the partner self-audit tool and case file audits is to evaluate the quality of individual agency safeguarding arrangements and develop action plans, by:

- Using the SAB self-assessment audit tool annually (see appendix 1 for the audit tool and guidance).
- Option for voluntary sector agencies and provider organisations to use the audit tool, e.g. via provider forums and/ or commissioners.
- Completed audit tools and action plans submitted to the Board for analysis and identification of key themes by the Business Manager.
- Individual agency's action plans (through peer/ buddy system) and identification of key areas for development.
- Monitoring progress on action plans during the year.
- Agreement on actions to include in the Business Plan and Safeguarding Strategy for the coming year.

4.3 Multi Agency Thematic Audits: From 2017 the SAB will undertake a programme of multi-agency thematic audits. This will target specific areas of concern and/or priority areas highlighted by case reviews, performance monitoring information and SAB priorities. These audits will focus on the quality of provision, and on multi-agency working. Topics will be determined with reference to SAB priorities, in response to Safeguarding Adult Reviews or concerns and issues highlighted by performance monitoring. Audit findings will be presented for action and consideration to the SAB. Audits will be timed so that any trends can be addressed in the SAB Annual Report and Strategic Plan.

4.4 Learning from Safeguarding Adults Reviews (SARs): The SAB will implement its SAR procedures to ensure lessons learned are used to improve future practice and partnership working. The SAB Annual Report will include the findings of reviews completed during the year.

5. Learning and Taking Action

- 5.1 The overall findings of the QAF will be set out in an annual QAF report from the Performance and Quality Subgroup to the SAB. This will include the results from each of the quadrants. The report will be drafted by the Business Manager. The report will provide for the Board:
- Summary of the key messages from the information in each quadrant.
 - Triangulation of the available data and intelligence.
 - A holistic view of safeguarding arrangements so that we know how effective they are.
 - Identification of areas of good practice and areas for improvement.
 - Information on trend and themes in safeguarding practice.
 - Opportunities to challenge and address areas for development, and agree actions and priorities for individual agencies or for inclusion in the safeguarding strategy.
- 5.4 The learning will primarily be set out in the QAF report. Action will be taken through the identified areas for development being included in the Board's Business Plan for the following year. Findings will also inform the SAB's Annual Report, published each year in the Autumn.
- 5.5 In identifying areas for development, the Board may:
- Commission further research and exploration into specific areas.
 - Agree action plans and monitoring with individual agencies.
 - Make use of buddying and peer reviewing between agencies to drive improvement.
- 5.6 In addition, changes may be made to:
- policies, procedures and processes
 - training and development for staff
 - contracts and service level agreements and monitoring arrangements
 - resources
 - case auditing programmes
 - leaflets, posters and other awareness raising and communications materials.

6. Governance

6.1 The QAF will fall under the remit of the Governance Subgroup with implementation of individual quadrants delegated as follows:

A) Key performance indicators – The Performance and Quality Subgroup will coordinate the development and quarterly compiling / reporting of the performance indicator set.

B) Qualitative feedback – the Effectiveness Subgroup will commission a report with input from: safeguarding leads; leads for complaints/ grievances/ whistleblowing; safeguarding forums and feedback groups; the findings of focus groups, case auditing, Safeguarding Adults Reviews etc.

C) SAB desktop review – the Board's Business Manager will implement the annual desk top review.

D) Partner self-audit tool – the Governance Subgroup will arrange for all partners to complete the annual partner self-audit tool.

6.2 Occasionally the subgroups may wish to delegate sections of QAF work out to task and finish groups or other subgroups as appropriate according to the work required.

6.3 On behalf of the Board, the Performance and Quality Subgroup will keep this framework under review and may change it to reflect changes in legislation, best practice and to ensure the continuous improvement of safeguarding adults in the West of Berkshire. The Performance and Quality Subgroup will formally review the QAF every two years.