



West Sussex Safeguarding Adults Board

Quality Assurance Framework

Author: West Sussex Safeguarding Adults Board

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1. Introduction

- 1.1 West Sussex Safeguarding Adults Board (WSSAB) is a group of statutory, non-statutory and voluntary partners, co-ordinated by an independent support team and independent chair; which gives strategic leadership for adult safeguarding across the local authority area.
- 1.2 WSSAB's remit is to agree objectives, set priorities and co-ordinate the strategic development of adult safeguarding and it acts as the key mechanism for agreeing how agencies will work together effectively to safeguard and promote the safety and well-being of adults at risk and/or in vulnerable situations.
- 1.3 The Board aims to promote awareness and understanding of abuse and neglect amongst service users, carers, professionals, care providers and the wider community and works to generate community interest and engagement in safeguarding to ensure "Safeguarding is Everyone's Business".
- 1.4 WSSAB is responsible for ensuring that the systems in place locally to protect people at risk are proportionate, balanced and responsive. The Board produces and publishes an annual Safeguarding Adults Strategy and an annual report/accountability statement which highlights the Board's progress and achievements in meeting stated objectives.
- 1.5 The WSSAB's specific objectives are:
 - To hold local partners to account in relation to their delivery of safeguarding and implement an integrated performance monitoring framework focusing on outcomes rather than targets.
 - To provide a clear legal, policy and professional framework to enable staff with safeguarding responsibilities across all agencies, to work effectively together to safeguard people at risk so that responses are proportionate and consistent with personalised safeguarding.
 - To develop a shared workforce planning and development framework which sets the standard for safeguarding adults training and which will inform partner agencies training provision.
 - To hold agencies to account regarding the quality of services they commission and the strategies in place to monitor and improve local care services.
 - To implement cohesive multi agency learning and review framework to enable lessons to be learned from cases where there have been poor outcomes to ensure that lessons learned are applied in practice.

2. Context

- 2.1 Current national guidance, sector led improvement initiatives as well as learning from local and national events such as Orchid View, Winterbourne View and Mid Staffordshire all highlight the need for an integrated, collaborative approach to quality assurance of adult safeguarding.
- 2.2 Historically, local monitoring arrangements have reflected a single rather than multi agency focus in which attention is placed on outputs and processes rather than outcomes. The traditional approach (e.g. quarterly and annual safeguarding activity reports to WSSAB) does not tell us how safe people are and whether safeguarding work has made a difference.
- 2.3 The Care Act 2014 and Making Safeguarding Personal have introduced new ways of supporting individuals who experience abuse and neglect as well as legislating that Safeguarding Adults Boards are now a legal entity. The Care Act gives the Safeguarding Adults Board three core duties:
- It must publish a strategic plan for each financial year that sets out how it will meet its main objective and what the members will do to achieve this.
 - It must publish an annual report detailing what the Safeguarding Adults Board has done to achieve its main objective and implement its strategic plan.
 - It must conduct Safeguarding Adults Reviews in accordance with Section 44 of the Act.
- 2.4 In response to these developments, the WSSAB has developed an integrated Safeguarding Adults Quality Framework which is designed to enable the Board to fulfil its remit of ensuring local safeguarding arrangements are effective and deliver the outcomes that people want. The Safeguarding Adults Quality Framework will act as the mechanism by which WSSAB will hold local agencies to account for their safeguarding work, including prevention and risk management.

It also will provide collaborative leadership for safeguarding whilst ensuring proportionality and balance in the safeguarding system. It promotes personalised safeguarding and places focus on outcomes not targets.

- 2.5 The WSSAB Safeguarding Adults Quality Framework is complemented by both the WSSAB Multi Agency Audit and the work of the SAR subgroup; which is designed to support local agencies to learn from cases with poor outcomes and apply learning to practice. It also provides a mechanism to check that learning from Safeguarding Adult Reviews, Domestic Homicide Reviews, CQC investigations, etc. have led to changes and improvement at service delivery level, as well as enhancing the culture and feel of services.

2.6 The Safeguarding Adults Board Quality Framework will answer three key questions for WSSAB in its scrutiny role:

- How safe are local people? (Keeping people safe from harm)
- Are local agencies working effectively internally and together to safeguard? (Effective systems and processes)
- Does the person feel safer as a result? (Making a difference)

2.7 The Safeguarding Adults Quality Framework consists of three key areas which are all interlinked. It is a vehicle through which the multi-agency membership and a wider cohort of organisations can demonstrate their contribution to effective safeguarding services in West Sussex. The framework consists of three elements each designed to answer the three key scrutiny questions:

- Monitoring Performance:*
How safe are local people?
- Quality Assurance:*
Are local agencies working effectively internally and together to safeguard?
- Making a Difference:*
Does the person feel safer as a result?



a) Monitoring Performance (How safe are local people)?

The following criteria are the foundations for effective safeguarding that all organisations need to have in place:

- Effective quality monitoring mechanisms are in place that identify how the organisation is complying with the West Sussex Multi Agency procedures and current best practice related to safeguarding adults;
- Compliance with the quality assurance and monitoring activity as set by the WSSAB and implemented via the Quality and Performance Subgroup.
- Internal safeguarding adult's activity data and submission of performance activity which is reported to the Quality and Performance Subgroup.
- Adherence by member organisations to the requirements outlined in the WSSAB Information Sharing protocols.

WSSAB will do the following things in order to support local agencies achieve the above objectives:

- *Annual safeguarding assurance tool:* WSSAB will implement an annual assurance tool which partner agencies will be asked to complete at the end of the business year (typically April). The QA Officer of the Board team will use the tool to identify key developments and working areas for inclusion in the Annual Report. The tool will also be used for benchmarking with other partners and further work supported by the QA Officer. This approach supports the WSSAB in its governance and remit of holding local agencies to account for their safeguarding work.
- *Audit programme:* WSSAB will complement the annual assurance approach by undertaking a collaborative programme of focussed audits, responding to other Safeguarding Adults Board activity; such as Safeguarding Adult Reviews, and thematic audits targeting specific areas of concern and/or priority areas highlighted by monitoring information. This will be further evidenced within the Multi-Agency Audit programme.
- *WSSAB governance arrangements:* There are clear governance arrangements in place regarding the management of the Board. The Board also publishes an annual Safeguarding Strategy which from this year will be produced in consultation with the public and Healthwatch West Sussex.

b) Quality Assurance (are local agencies working effectively internally and together to safeguard?)

The following criteria are the foundations for effective safeguarding that all organisations need to have in place:

- Robust systems and processes in place to deliver the West Sussex Multi Agency Safeguarding Adults Policy and Procedures;
- Safeguarding linked into all aspects of their services;
- Availability of appropriately trained, skilled and competent staff (consistent with local multi-agency safeguarding procedures);
- Clear care governance processes for which the interface with local multi-agency safeguarding procedures are managed effectively.

WSSAB will do the following things in order to support local agencies achieve the above objectives:

Organisational self assessment: Local agencies will be asked to undertake an Organisational Safeguarding Self Assessment Tool to help them evaluate the effectiveness of their internal safeguarding arrangements and to identify and prioritise any areas needing further development. The Organisational Self Audit Tool will be completed on an annual basis and can be found in Appendix A

Internal and collaborative quality audits: WSSAB will publish and undertake an annual programme of Multi-Agency audits to complement performance monitoring activities in order to assess the effectiveness of safeguarding at the local level. Topics will be determined with reference to WSSAB priorities, in response to serious case reviews or concerns and issues highlighted by performance monitoring. Audit findings will be collated with a trend analysis and an analysis of the policy and practice implications presented to WSSAB who will decide the appropriate response. Audits will be timed so that any trends can be addressed in the WSSAB annual report and publication of the WSSAB strategic plan.

c) Making a Difference (Does the person feel safer as a result)?

The following criteria are the foundations for effective safeguarding that all organisations need to have in place:

- Internal processes and practices are consistent with the principles of making safeguarding personal; promoting an inclusive and outcome focused approach.
- Mechanisms have been established to gain feedback from service users on these and user feedback forms part of general safeguarding practice within West Sussex
- Information gained from service user feedback is used to inform service planning and development.

WSSAB will doing the following things in order to support local agencies achieve the above objectives:

User feedback: A range of approaches will be developed to enable organisations to seek the views of people using safeguarding services and to use the information to improve safeguarding responses. This approach supports the WSSAB's priority of promoting personalised and inclusive safeguarding in which service users are supported to achieve the outcomes they want. It places the spotlight on outcomes achieved and making a difference rather than meeting targets.

Outcome statements: WSSAB will agree a set of safeguarding 'making a difference' or outcome statements and will implement a multi-agency standardised Safeguarding Feedback Tool following any direct intervention. This part of the process will be developed by the Engagement subgroup of the Safeguarding Adults Board.

Results will be aggregated by designated person in each agency and then collated for the WSSAB with a trend analysis so that the Board can consider emerging themes and the policy and practice implications arising from these.

Reviewed by:
Jon Borthwick
QA Officer
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