

West Sussex
Safeguarding Adults
Board
Making Safeguarding Personal



West Sussex Safeguarding Adults Board

Quality Assurance Framework

Version: 2

Effective from: October 2023

Review date: October 2026

Document history

Version	Date	Author(s)	Details
Unknown	Unknown	Safeguarding Adults Board	Previous versions of this document were produced, but the version number is unknown. Therefore, this document will be referred to as version 1 moving forwards.
1	June 2020	Safeguarding Adults Board	Initial re-draft.
2	October 2023	Safeguarding Adults Board	Reviewed with minor amendments

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1. Introduction

- 1.1. West Sussex Safeguarding Adults Board (WSSAB) is a group of statutory, non-statutory and voluntary partners, supported by the Board Support Team and, with oversight of an Independent Chair. The WSSAB provides 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. 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 with care and support needs, at risk of or experiencing abuse and/or neglect.
- 1.3. WSSAB aims to promote awareness and understanding of abuse and neglect amongst adults with care and support needs, 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. WSSAB produces and publishes a three-year strategy and an annual business plan. It also publishes an Annual Report documenting 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 clear legal, policy and professional frameworks to enable staff with safeguarding responsibilities across all agencies, to work effectively together to safeguard adults with care and support needs, so that responses are proportionate and consistent with personalised safeguarding;
 - 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 where there has 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 targets 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 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. This Quality Framework 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.
- 2.5. It also provides collaborative leadership for safeguarding whilst ensuring proportionality and balance in the safeguarding system. It promotes personalised safeguarding and places focus on outcomes, not targets.
- 2.6. The WSSAB Safeguarding Adults Quality Framework is complemented by both the WSSAB multi-agency audits and the work of the Safeguarding Adults Review 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.
- 2.7. 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 three key scrutiny questions.
- **Monitoring performance:** on keeping people safe from harm: How safe are adults with care and support needs?
 - **Quality assurance: in terms of effective systems and processes:** Are local agencies working effectively, internally and together to safeguard?

- **Making a difference:** Does the adult with care and support needs feel safer as a result of safeguarding processes?



Figure 1 The Quality Assurance Cycle

3. Monitoring performance: how safe are people with care and support needs?

3.1. 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 WSSAB and Pan Sussex Board 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 adults 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 Pan Sussex Information Sharing and Resolution protocol.

3.2. To support local agencies to achieve the above objectives, WSSAB will do the following:

- Bi-Annual safeguarding self-assessment and assurance process. The partnership will be asked to participate in the assurance process which will identify key developments and areas for improvement. This approach supports the WSSAB in its governance and remit of holding local agencies to account for their safeguarding work.

- Carry out focussed assurance activities including audits and surveys linked to annual Board priorities. The partnership will be asked to participate in these processes which will identify key developments and areas for improvement and lead to shared multi-agency action plans which will be monitored by the Quality and Performance Subgroup.
- Assurance on learning from Safeguarding Adult Reviews (SAR): WSSAB, through the Quality and Performance subgroup, will seek assurance that learning from Safeguarding Adult Reviews is imbedded in practice across the partnership. The Quality and Performance subgroup will also monitor Safeguarding Adult Review data to identify any patterns, specific areas for concern and/or priority.
- WSSAB governance arrangements: There are clear governance arrangements in place regarding the management of the Board. The Board also publishes a three-year strategy with annual business plans.

4. Quality assurance: Are local agencies working effectively, internally and together to safeguard people with care and support needs?

- 4.1. 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 services;
 - Availability of appropriately trained, skilled and competent staff;
 - Clear governance processes which are managed effectively and interface with local multi-agency safeguarding procedures.
- 4.2. To achieve the above objectives, local agencies will be asked to undertake a Bi-Annual Safeguarding Self-Assessment to help agencies evaluate the effectiveness of their internal safeguarding arrangements and, identify and prioritise any areas needing further development.

5. Making a difference: Does the person with care and support needs feel safer as a result?

- 5.1. The following criteria are the foundations for effective safeguarding. All organisations are expected to have in place:
- Internal processes and practices consistent with the principles of making safeguarding personal; promoting an inclusive and outcome focused approach.

- Mechanisms to gain feedback from adults with care and support needs which are effective, with feedback forms routinely used as part of standardised safeguarding practice within West Sussex.
 - Mechanisms to demonstrate that information gained from the feedback from adults with care and support needs informs service planning and development.
- 5.2. WSSAB, aligned to its priority of promoting personalised and inclusive safeguarding practices (which include meeting the outcomes wanted by adults with care and support needs), will seek assurance from local agencies that :
- The lead agency (i.e. the Local Authority) will implement a Multi-agency Safeguarding Feedback Tool to gain service user feedback following any direct intervention - aligned to the commitment to 'making a difference'.
 - The approach agencies have in place to seek the views of service users, aligns with the commitment to "making a difference", with a spotlight on outcomes achieved and the difference safeguarding has made rather than meeting targets.
- 5.3. Providing information required for all assurance work (including highlighting any specific issues, trends, or emerging themes and the agencies' response to these) will be, ultimately, the responsibility of Board Partners/Members.