



West of Berkshire
Safeguarding Adults Board

Reading, West Berkshire & Wokingham

Quality Assurance Framework (QAF)

Version: 1
Effective from: May 2023
Review date: May 2026

1. Background

- 1.1. The West of Berkshire Safeguarding Adults Partnership Board (SAB) has statutory duties as defined in the [Care Act 2014](#). Which 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.
- 1.2. The Quality Assurance Framework was revised in May 2023 to reflect the SAB'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) provides evidence on 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.
- 2.2. The QAF will enable the SAB 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.
- 2.3. The QAF will be used by the SAB to:
- 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 SAB and individual agencies to feed into the SAB's safeguarding strategy and individual agency action plans.
 - Obtain evidence of continuous improvement overtime.
- 2.4. The QAF sits alongside the SAB's Safeguarding Adults Review (SAR) process and Risk and Mitigation Log as part of a wider approach to quality and performance.

3. Underpinning Principles

- 3.1. The principles of the QAF are:
- **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 SAB 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 to cross-verify the data and validate any conclusions being drawn. This will enable the SAB more confidently to understand whether arrangements are effective and making a positive difference.

3.2. Whilst also following the [Making Safeguarding Personal Principles](#):

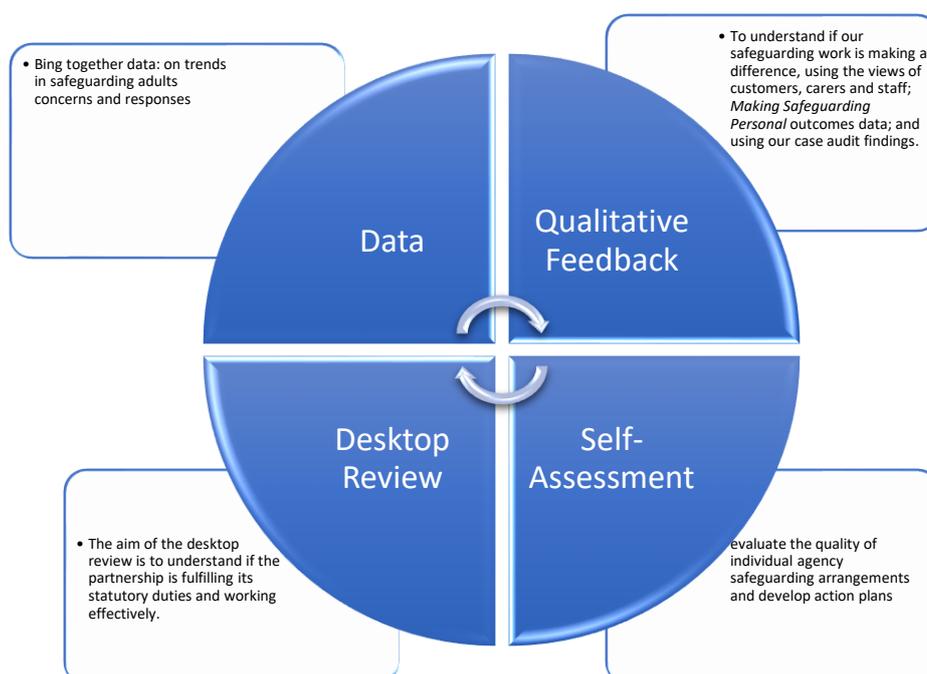
Key Principle	Description	What this means to people
1. Empowerment	People being supported and encouraged to make their own decisions and informed consent.	<i>I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.</i>
2. Prevention	It is better to 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>

4. The Framework

4.1. The QAF will support the SAB to 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.



4.3. Data

- **Why:** The aim of the data quadrant is to enable the SAB to understand the prevalence of abuse / neglect, highlight themes and trends in safeguarding activity, and identify issues that need addressing in safeguarding arrangements.
- **How:** Data will be collated and monitored via the SAB Dashboard that will be discussed in detail at the Performance and Quality (P&Q) Subgroup at least 2 times a year, the dashboard will be shared with the SAB and any areas of concerns noted by the P&Q subgroup will be escalated to the SAB.
- **Frequency:** Six Monthly – but data collected on a quarterly basis
- **Lead:** P&Q Subgroup
- **Use:** Trends will be reported on in the SAB Annual Report.
- **Status:** In progress

4.4. Qualitative Feedback

- **Why:** 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.
- **How:** Feedback will be gained through
 - Safeguarding Adult Reviews
 - Analysis of delegate feedback on SAB training sessions
 - Surveys
 - Analysis of feedback from service users
 - Secret shopper
 - Case file audits
 - Audits
 - Feedback from VCS and Healthwatch Subgroup
- **Frequency:** Varies depending on feedback type
- **Lead:** P&Q Subgroup, will agree plans to obtain the qualitative feedback required
- **Use:** Each area is monitored by the P&Q subgroup and areas of good practice or areas of concern will be escalated to the SAB.
- **Status:** Plan in place and agreed by Performance and Quality Subgroup in May 2023 (as at July 2023)

4.5. Desktop Review

- **Why:** The aim of the desktop review is to understand if the partnership is fulfilling its statutory duties and working effectively.
- **How:** The desktop review will be undertaken every 2 years. The review will include assessment of performance in the following areas:
 - Compliance with Safeguarding Adult Review process
 - Fulfilment of the SAB's constitution
 - Progress made on SAB Business Plan
 - Feedback from SAB members and other strategic partnerships
 - Health of the SAB budget
 - Risk and Mitigation Log
 - SAB self-assessment audit
- **Frequency:** 2 yearly
- **Lead:** SAB Business Manager
- **Use:** The SAB Business Manager will complete the desktop review and report findings to the SAB.
- **Status:** Plan in place and agreed by Performance and Quality Subgroup in May 2023 (as at July 2023)

4.6. Self-Assessment

- **Why:** The aim of the partner self-audit tool is to evaluate the quality of individual agency safeguarding arrangements and develop action plans
- **How:** Statutory SAB partners will complete a SAB approved self-audit tool.
- **Frequency:** 2 yearly
- **Lead:** P&Q Subgroup, will agree plans for self-assessment.
- **Use:** SAB statutory partners will present their completed self-audit tool and action plan for the P&Q subgroup for endorsement, areas of good practice or concern identified will be escalated to the SAB via the P&Q subgroup.
- **Status:** Plan to be presented to P&Q Subgroup in September 23 (as at July 23)

5. Responding to findings from the QAF

5.1. The SAB will have oversight of the QAF findings via its governance arrangements in addition the P&Q subgroup chair will present to the SAB an overview on the QAF findings on an annual basis. Providing a response to the key questions:

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

Where the QAF has identified areas of concerns in responding to the questions set, the SAB will be asked to how agree on a on an action plan outlining how these concerns will be addressed.

5.2. Findings from the QAF will be used to inform the priorities for the SAB Business Plan and the SAB's Annual Report.

5.3. In identifying areas for development, the SAB 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.

5.4. 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. Implementation of individual quadrants have been delegated to the SAB Subgroups are follows:

- Data, P&Q Subgroup
- Qualitative Feedback, P&Q Subgroup
- Desktop Review, SAB Business Manager
- Self-Assessment, P&Q Subgroup

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

6.3. On behalf of the SAB, the P&Q 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 three years.

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