



Richmond and  
Wandsworth  
**Safeguarding  
Adults Board**

# **Quality Assurance Framework 2023/26**

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## 1. Introduction

- 1.1. The Care Act 2014<sup>1</sup> (Section 43(3)) requires the Richmond and Wandsworth Safeguarding Adults Board (RWSAB) to ensure the effectiveness of what each of its members do in helping and protecting individuals from abuse and neglect and delivering the outcomes that enhance their wellbeing.
- 1.2. The Care and Support Statutory Guidance 14.139 (DH, Updated 28 June 2017)<sup>2</sup> elaborates that Safeguarding Adults Boards (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 Social Care Institute for Excellence's (SCIE) good practice guidance<sup>3</sup> recommends that the SAB should seek assurance of the effectiveness of safeguarding activity and that safeguarding practice is continuously improving and enhancing the quality of life for adults with care and support needs and Carers in its area, in line with 'Making Safeguarding Personal'.
- 1.4. Good practice guidance from the sector<sup>4</sup> suggests that performance or quality assurance framework provides a robust mechanism by which SABs can discharge these responsibilities and evaluate whether systems are working effectively to help and protect adults from abuse and neglect.

## 2. Purpose of Quality Assurance Framework (QAF)

- 2.1. A Quality Assurance Framework 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.

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<sup>1</sup> Care Act 2014 <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted/data.htm>

<sup>2</sup> Guidance – Care and support statutory guidance (Updated 28 June 2017)  
<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

<sup>3</sup> Social Care Institute for Excellence (SCIE) <https://www.scie.org.uk/care-act-2014/safeguarding-adults/safeguarding-adults-boards-checklist-and-resources/quality-assurance/index.asp>

<sup>4</sup> Such as: Social Care Institute for Excellence, (March 2015), *Safeguarding Adults Boards Checklist and Resources*; Association of Directors of Adult Social Services (ADASS), (Spring 2015),

2.2. The QAF will be used by the RWSAB to:

- Evidence and gain assurance that safeguarding arrangements in Richmond and Wandsworth are effective.
- Identify priorities and make decisions on how to improve safeguarding services.
- Hold local agencies to account for their safeguarding work and arrangements.
- Support partners to be innovative and improve safeguarding arrangements.
- Help the RWSAB to be more accountable to residents.

2.3. Across the partnership, the QAF will facilitate:

- Monitoring of multi-agency performance data covering prevalence and nature of abuse, activity and effectiveness of responses, and making safeguarding personal.
- Annual self-assessment of safeguarding arrangements in each individual member agency, to gain assurance of areas that are effective and how to act on areas requiring improvement.

2.4. Gathering quality intelligence will support the SAB in:

- Early identification of risk to enable early intervention and mitigation.
- Gaining a holistic view of safeguarding arrangements so we can recognise and learn from good practice and identify areas that need improvement.
- Being open and transparent across the partnership about risk and things that require improvement.
- Identifying priorities for the Board and individual agencies to feed into the Board safeguarding strategy and individual agency action plans.
- Evidencing continuous improvement over time.

### 3. The Framework

3.1. The SAB expects that all partners have in place effective quality assurance and monitoring in compliance with their own regulatory and governance requirements. The SAB will therefore seek assurance from partners through evidencing that they can demonstrate:

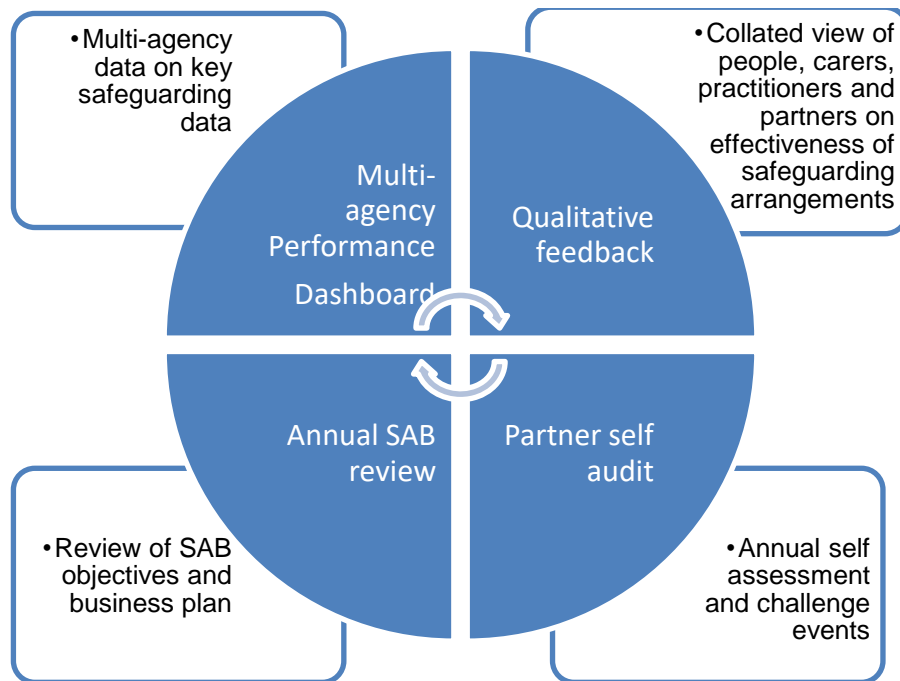
- How safe are local people? (Monitoring performance)
- Are local agencies working effectively internally and together to safeguard? (Quality assurance)
- Have the safeguarding arrangements improved the outcomes for the person? (Making a difference)

3.2. Information will be gathered from all partners from a variety of sources:

- Organisational activity data
- Partner self-audit
- Safeguarding Adults Reviews and live case reviews

- Practitioner feedback
- People feedback
- Regulator intelligence

3.3. The framework includes the following 4 areas:



3.4. The framework will bring together information from partners through collation of information on:

#### **Performance dashboard**

In recognition of the sovereign status of both Richmond and Wandsworth Councils the data will be kept separate for each council area. This will help the Board to ensure it identifies and responds to the unique characteristics of each area.

The dashboard will present performance information, linked to the six key safeguarding principles, to enable the SAB to understand prevalence, trends, themes and demonstrate the impact of the safeguarding arrangements on the residents of Richmond and Wandsworth. Where it is possible, regional and national benchmarking, year on year comparisons, target and direction of travel will be applied. (See appendix 1)

The Performance and Workforce Sub-group will obtain partner information to populate the dashboard and present it quarterly to the SAB Executive and each of the Community Forums. Whilst the performance report is presented quarterly to the Executive, partners are required to monitor their own performance outside of SAB Executive meetings.

## **Qualitative feedback**

All partner agencies should have processes in place to understand the individuals' experiences of their service. The RWSAB will draw on information gathered by partners from staff, carers and people involved in safeguarding enquires and from lessons learned from Safeguarding Adult Reviews. Regular updates on the progress of the preparation and implementation of the new Liberty Protection Safeguards to be given by the lead from the Integrated Care Board and Local Authority.

## **Safeguarding Adults Partnership Assessment**

The aim of the Self-assessment is to evaluate the quality of individual agency safeguarding arrangements and develop action plans where needed. A self-assessment tool will be completed by partners, and this will be complimented by a Peer Support and Challenge events. The RWSAB's Performance and Workforce sub-group will analyse the findings and identify key themes in terms of both areas of excellence and development areas. This will be reported to the SAB Executive. Partners will be expected to ensure that they have delivered any planned improvements and to advise the RWSAB if they are not able to do so. An update may be required from partners on progress.

## **4. Reporting Frequency**

4.1. The reporting will be as follows:

- Performance dashboard – quarterly
- Qualitative feedback – annually
- Partner self-audit – annually with update on progress within 6 months of the Peer Support and Challenge events.

4.2. A summary report on the overall findings of the QAF will be prepared each year by the Performance and Workforce sub-group. This report will identify strengths, learnings and development areas and will be the foundation for the RWSAB Annual Report.

## **5. Governance**

5.1. **The Individual agencies and organisations** which make up RWSAB are responsible for:

- Their own Quality Assurance framework in relation to safeguarding adults.
- Supplying information and data as required by this framework.
- Ensuring appropriate representation on the Performance and Workforce Sub-group.
- Participating in annual self-audits.
- Completing agreed SAR actions and ensuring that the learning is shared and embedded within their organisation.
- Notifying the Board in a timely manner any issues of concern – such as poor regulatory inspection outcome, serious incidents, issues that might attract media attention, etc.

- Referring cases for a Safeguarding Adults Review as appropriate.

5.2. The Performance and Workforce sub-group is responsible for delivering the QAF and for regularly reviewing it, as least once every 3 years.

## Appendix 1: Multi-agency Performance dashboard

### Multiagency Performance dashboard measures

#	Principle	Outcome	Measures
1.	<p><b>Empowerment and Making safeguarding personal</b></p> <p>Adults are encouraged to make their own decisions and are provided with support and information.</p>	<p>“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”</p>	<ul style="list-style-type: none"> <li>• Number and percentage of service users whose outcomes were met/partially met/not met – Council.</li> <li>• Use of Advocacy in S42 Safeguarding Enquiries where appropriate.</li> </ul>
2.	<p><b>Prevention</b></p> <p>Strategies are developed to prevent abuse and neglect that promote resilience and self-determination.</p>	<p>“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help”.</p>	<ul style="list-style-type: none"> <li>• Overview of care homes and care-at-home providers’ numbers and CQC ratings – Council.</li> <li>• Number and percentage of Safeguarding Concerns and completed Safeguarding Enquiries by Location of Abuse – Council.</li> <li>• Number and percentage of Safeguarding Concerns and completed Safeguarding Enquiries by Age and Gender – Council.</li> <li>• Number and percentage of Safeguarding Concerns and completed Safeguarding Enquiries by Ethnicity – Council.</li> <li>• Number of Safeguarding Enquiries by Abuse Type and Alleged Person Relationship – Council.</li> <li>• Number of home fire safety visits – LFB.</li> <li>• Hate Crime Data – Police/Community Safety.</li> </ul>
3.	<p><b>Protection</b></p> <p>Adults are offered ways to protect themselves, and there is a coordinated response to adult safeguarding.</p>	<p>“I get help and support to report abuse and neglect. I get help so that I can take part in the safeguarding process to the extent to which I want.”</p>	<ul style="list-style-type: none"> <li>• Sense of safety following safeguarding enquiry – Council.</li> <li>• Number of DoLS referrals and authorisations – Council.</li> </ul>
4.	<p><b>Proportionate</b></p>	<p>“I am sure that professionals will work</p>	<ul style="list-style-type: none"> <li>• Number of safeguarding concerns and enquiries and ratio between them –</li> </ul>



	A proportionate and least intrusive response is made balanced with the level of risk.	in my best interests as I see them, and professionals will only get involved as much as needed.”	<p>benchmarked to London average – Council.</p> <ul style="list-style-type: none"> <li>• Outcomes of concluded safeguarding Enquiries – number/percentage where risk reduced, removed or remained, or no action taken – Council.</li> </ul>
<b>5.</b>	<p><b>Partnerships</b></p> <p>Local solutions through services working together within their communities.</p>	“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.”	<ul style="list-style-type: none"> <li>• Number of enquires by abuse type – Council.</li> <li>• Number of concerns by referral source (i.e., agencies making safeguarding referrals) – Council.</li> </ul>
<b>6.</b>	<p><b>Accountable</b></p> <p>Accountability and transparency in delivering a safeguarding response.</p>	“I understand the role of everyone involved in my life and so do they.”	<ul style="list-style-type: none"> <li>• Number of LeDeR cases notified and completed – ICB.</li> <li>• Number of Safeguarding Adult Reviews (SAR) referrals received, and number progressed – SAR sub-group.</li> </ul>