

HAMPSHIRE SAFEGUARDING ADULTS BOARD

# Safeguarding Adults Quality Framework

An Integrated Approach

**March 2014**

This Quality Assurance Framework is designed to enable the HSAB to fulfill its remit of ensuring local safeguarding arrangements are effective and deliver the outcomes that people want. It is also the mechanism by which HSAB will hold local agencies to account for their safeguarding work, including prevention and risk management.

# Hampshire Safeguarding Adults Board

## Safeguarding Adults Quality Framework

### I. Introduction

- I.1 The Hampshire Safeguarding Adults Board (HSAB) is a partnership committee, co-ordinated by the local authority, which gives strategic leadership for adult safeguarding across the local authority area. The HSAB'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.
- I.2 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". HSAB 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.
- I.3 The HSAB's specific objectives are to:
- 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 a 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 are applied in practice.

## 2. Context

- 2.1 Current national guidance, sector led improvement initiatives as well as learning from national events such as 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 HSAB) does not tell us how safe people are and whether safeguarding work has made a difference.
- 2.3 In response to these developments, the HSAB 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 HSAB 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.
- 2.4 The HASB Safeguarding Adults Quality Framework is complemented by the HSAB Multi Agency Learning and Review Framework 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 serious case reviews, domestic homicide reviews, CQC investigations, etc. have led to changes and improvement at service delivery level.
- 2.5 The Safeguarding Adults Quality Framework will answer three key questions for HSAB 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)

2.6 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 Hampshire. The framework consists of three elements each designed to answer the three key scrutiny questions:

a) ) *Monitoring Performance:*

**How safe are local people?**

b) *Quality Assurance:*

**Are local agencies working effectively internally and together to safeguard?**

c) *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 Hampshire Multi Agency procedures and current best practice related to safeguarding adults;
- Compliance with the quality assurance and monitoring activity as set by the HSAB and implemented via the Quality Assurance Subgroup.
- Collection of internal safeguarding adult's activity data and submission of this to the Quality Assurance Subgroup.
- Adherence by member organisations to the requirements outlined in the HSAB Memorandum of Agreement.

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

*Integrated safeguarding scorecard:* HSAB will implement a multi agency safeguarding scorecard which partner agencies will be asked to complete on a quarterly basis. A cross agency set of performance indicators have been agreed which will provide HSAB with a profile of the nature, range and prevalence of risk/harm experienced by local people with needs of care and support or in vulnerable situations. Responses will be collated and presented to HSAB on a quarterly basis. Over time, this information will enable HSAB to monitor effectiveness of a wide range of safeguarding and risk/harm reduction processes and it will also highlight 'hotspots' enabling HSAB to target preventive work in the areas concerned. The Integrated Safeguarding Scorecard data collection tool can be found in Appendix B.

*Deep dive audit programme:* HSAB will complement the scorecard approach by undertaking via its Quality Assurance Subgroup a collaborative programme of deep dive audits which target specific areas of concern and/or priority areas highlighted by performance monitoring information.

*HSAB governance arrangements:* There are clear governance arrangements in place regarding the management of the Board. These include publication of a Memorandum of Agreement (MOA) or Constitution which details expectations of member agencies in how they support and engage with the HSAB. The MOA will be reviewed annually. The Board also publishes an annual Safeguarding Strategy which from this year will be produced in consultation with the public and Health Watch. The HSAB will also publish an annual report/accountability statement to which all partner agencies will be asked to make a contribution thus promoting the partnership nature of the Board.

**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 Hampshire 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.

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

*Organisational self audit:* Local agencies will be asked to undertake an Organisational Safeguarding Self Audit Tool or “annual health check” 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 this approach supports the HSAB in its governance and remit of holding local agencies to account for their safeguarding work. The Organisational Safeguarding Self Audit Tool can be found in Appendix A

*Workforce development:* HSAB in conjunction with its partner agencies, will implement a safeguarding adults workforce development strategy. This aims to support the HSAB in carrying out its responsibility to ensure that the safeguarding element of the workforce planning and development function within member organisations provides a highly skilled, competent workforce able to deliver best practice in their safeguarding work. HSAB will implement framework of safeguarding learning and development standards and levels to inform the quality, consistency, delivery and evaluation of all safeguarding adults learning and development activity which will also address the need to ensure lessons from Serious Case Reviews are reflected in learning and development programmes in order to promote evidence based practice. The HSAB will also ensure that the local multi agency safeguarding procedures are reviewed and updated regularly and will commission the development of multi agency practice guidance.

*Internal and collaborative quality audits:* HSAB will publish and undertake an annual audit programme to complement performance monitoring activities in order to assess the effectiveness of safeguarding at the local level. Topics will be determined with reference to HSAB 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 HSAB who will decide the appropriate response. Audits will be timed so that any trends can be addressed in the HSAB annual report and publication of the HSAB strategic plan.

*Learning and Review Framework:* HSAB will implement its Multi-Agency Learning and Review Framework to ensure learning is gained from cases with poor outcomes and that the lessons learned are used to improve future practice and partnership working. A 'Learning from Experience' Database will be set up to disseminate learning from safeguarding adults reviews and to promote evidence based practice. The HSAB annual report will include an annual learning review. The Learning and Review Framework will drive improvements in the wider safeguarding system as well as in the outcomes experienced by users of services.

### **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 personalised safeguarding/case management promoting an inclusive and outcome focused approach.
- The HSAB outcome indicators have been adopted and used.
- Mechanisms have been established to gain feedback from service users on these and user feedback forms part of the case management review processes.
- Information gained from service user feedback is used to inform service planning and development.

HSAB will do 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 HSAB'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:* HSAB has agreed a set of safeguarding 'making a difference' or outcome statements and will implement a multi-agency standardised Safeguarding Feedback Tool following any direct intervention. Results will be aggregated by designated person in each agency and then collated for the HSAB with a trend analysis so that the Board can consider

emerging themes and the policy and practice implications arising from these. The HSAB outcome statements are as follows:

- 1. I know how to get help if anything similar occurs in the future*
- 2. I have people around me I trust to help me stay safe*
- 3. I feel confident my concerns will be taken seriously and I will be listened to*
- 4. I feel safer as a result*

*Service user involvement toolkit:* HSAB will develop practice guidance on service user involvement to support staff to engage with and involve service users in safeguarding processes.