



Quality Assurance Framework 2022-2025

Document Control	
Title	Quality Assurance Framework 2022-2025
Version:	01
Replaces / dated:	n/a
Author(s) Names / Job Title responsible	Heather Roach Independent Chair NSAB
Sign off / Ratification	NSAB
Date signed off	2022
Date published on website	April 2023
Date of review	2025

Document review history			
Version No.	Date of review	Reviewed by	Comments

1. Statutory and Local Context

- 1.1. In accordance with the Care Act 2014 the aim of Norfolk Safeguarding Adults Board (NSAB) is to assure itself that local safeguarding arrangements are effectively co-ordinated to safeguard and promote the welfare of adults.
- 1.2. The Care and Support Statutory Guidance (October 2014) elaborates that the safeguarding adults board 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**
 - **Identify mechanisms for monitoring and reviewing the implementation and impact of policy and training**
- 1.3 This quality assurance programme document sets out how NSAB intends to meet these requirements and assure itself that local safeguarding arrangements are effective, and that safeguarding practice is continually improving and enhancing the quality of life for adults with care and support needs, in line with 'Making Safeguarding Personal'. This aim will be achieved through assurance and monitoring activity, driven, in part by the board's strategic objectives and with reference to the risk and issues register.

Our strategic objectives are:

- To provide assurance to the people of Norfolk that effective safeguarding arrangements are in place across the partnership
- Ensure the voice of the service user and wider communities of Norfolk is heard in respect of safeguarding adults. To involve citizens as partners in developing safeguarding in Norfolk and this is reflected in the way we work.
- Provide clear and effective executive leadership for a strong partnership built on collaborative working with particular emphasis on strengthening and deepening our working relationship with the Norfolk Safeguarding Children Partnership, the Office of the Police and Crime Commissioner for Norfolk and the Norfolk County Community Safety Partnership.
- Hold our partners to account and gain assurance of the effectiveness of their safeguarding adult arrangements, function and performance.
- We will learn from experience and have a workforce that is knowledgeable and confident in its adult safeguarding role and responsibilities.

- We will work with key organisations to ensure we understand the themes, issues and trends relating to specific needs and tailor our work accordingly (e.g. dementia and autism)
- We will also work closely with carers via carer organisations to ensure their views are taken into account, including their experience of safeguarding to help develop ways to reach and support their cohort and their cared for, including reaching “hidden” carers. Also, to recognise that carers themselves can be at risk of harm and abuse but could also be at risk of inadvertently harming the person they care for due to increased stress of the caring role.

Our strategic intentions are –

1. Preventing abuse and neglect
2. Managing and responding to concerns and enquiries about abuse and neglect
3. Learning lessons and shaping future practice

1.4 The quality assurance process will be managed by the business group with the formation of a quality and assurance subgroup reporting in to both the business group and NSAB.

2. Principles Underpinning the Programme

2.1. The Quality Assurance Framework is underpinned by the six safeguarding principles as well as:

★ **Outcomes:** a key focus in all assurance work will be based on experiences of people who have been through a safeguarding process to understand if it is achieving the individual’s desired outcomes.

★ **Openness and transparency:** each NSAB partner is likely to know where good practice, areas for development and risk lie in its own organisation. NSAB needs to be assured that partner agencies have identified and acted upon risk and areas of development, or to be enabled to do so as a multi-agency board. All partners must bring good practice and areas for development to the board.

★ **Triangulation:** different qualitative and quantitative information sources need to be compared and contrasted to cross-verify the data and validate any conclusions being drawn. This will enable the board to more confidently understand whether arrangements are effective and making a positive difference.

★ **Support learning & Improvement:** What we do with the information collated is as important as the quality of information we collect. Therefore, the learning from quality assurance will be shared with partners and used meaningfully to change practice and improve outcomes for adults and carers.

3. Elements of the Programme

1. NSAB self-assessment: strategic and organisational arrangements to safeguard and promote the wellbeing of adults at risk. The Norfolk assessment and assurance framework has been developed to provide all partner organisations with a framework to assess, monitor and improve their safeguarding adults arrangements. The assessment and assurance framework will be completed by all NSAB partner agencies on a three yearly cycle commencing 2023. The areas

completed within the assessment and assurance framework will be used to inform ongoing assurance activity and contribute to triangulation.

2. Multi-agency assurance and development sessions: in years where the assessment and assurance framework is not completed an annual NSAB assurance event will be conducted where all partner agencies are requested to complete a short (two page) document and provide supporting evidence in respect of specific safeguarding questions or areas chosen through the framework for further development. Agencies will be invited to attend assurance and development sessions to provide an interactive and collaborative approach to on-going assurance with a peer review element.

3. Data/performance: The development of a safeguarding dashboard will be prioritised and will be made up of statistical data gathered initially from Norfolk County Council regarding safeguarding notifications. The dashboard will be developed to include relevant data from other statutory partners and will assist NSAB to understand the prevalence of abuse / neglect, highlight themes and trends in safeguarding activity, and identify issues that need further exploration in safeguarding arrangements. As far as possible data from across the safeguarding partnership that is already collected and used by individual agency management teams to monitor the effectiveness of their individual safeguarding arrangements, will be utilised to further increase NSAB's understanding of safeguarding needs in the county.

4. User experience: NSAB is interested in adults' experiences of the safeguarding adult process and understanding their journey. It is an ambition of the safeguarding board that information and feedback from this cohort should form part of the overall assurance process. Developing strong links with other boards and partnerships in particular the Learning Disability and Autism Partnerships and Health and Wellbeing Board are key. Information from safeguarding outcomes as well as complaints should also feed into the assurance process.

5. Single Agency Audits: Each partner agency must have in place auditing arrangements to assess the quality of their day to day safeguarding adults work and in particular the quality of safeguarding referrals. The quality and assurance subgroup and/or business group may ask to review such arrangements or ask partners to share findings.

6. Multi-agency audits and scrutiny: At the commencement of each financial year a quality assurance work plan (found below in this document) will be developed for approval by NSAB. The areas of safeguarding which require a specific piece of scrutiny, or a multi-agency style audit, will be identified either through the risk and issues register or through the assessment and assurance framework.

7. Complaints: Each partner agency must have in place arrangements for monitoring complaints to ensure safeguarding issues are identified and responded to early and quickly. NSAB reserves the right to ask partners to share complaints data.

8. Safeguarding Adults Reviews - SARs examine the effectiveness of procedures and identify lessons for improvement. The Q&A subgroup will organise assurance work to establish that the desired changes have been embedded.

9. The experience of front-line staff / managers: Staff and frontline managers will often know about the quality and impact of their own services, and those of partner agencies they work with. Safeguarding Adult Reviews have highlighted the false assurance between what is meant to happen in terms of policy and procedure, and what actually happens. It is important to have a

constant feedback loop from the frontline to keep senior management and those with governance responsibilities 'reality-based'; not just in terms of what is or is not working, but to assist with ideas for improvement so that changes can be made systematically.

10. NSAB Risk and Issue Register: The board's risk and issue register contains all viable threats to the effective safeguarding of adults in Norfolk. The register will be reviewed at each NSAB meeting and will be maintained by the business group.

4. Roles and Responsibilities

4.1. Individual agencies and organisations that make up the Norfolk Safeguarding Adults Board are responsible for:

- Their own quality assurance framework in relation to safeguarding adults
- Supplying information and data to the board as required by this framework
- Ensuring appropriate representation on task and finish groups
- Participating in audits as decided by the NSAB, completed by an appropriate representative and returned within a timely manner.
- Notifying the board in a timely manner of any issues of concern that come to light during the course of quality assurance work such as poor practice or serious incidents

END.