



Quality Assurance Framework

BACKGROUND

Warwickshire Safeguarding’s new partnership arrangements published in June 2019 set out proposals for the scrutiny and assurance of safeguarding practice throughout Warwickshire (Illustrated in **Figure.1** below). This work will be delivered through the work of the Quality Learning and Improvement Hubs. These Hubs will provide independent scrutiny and challenge. The Hubs will use a range of methodologies to scrutinise and examine multi-agency practices which will be aligned to one of Warwickshire Safeguarding’s strategic priorities. They will consider successes and challenges, identify learning, make suggestions and recommendations for improvement and monitor the progress of these improvements to ensure they are embedded into future practice across partner agencies.

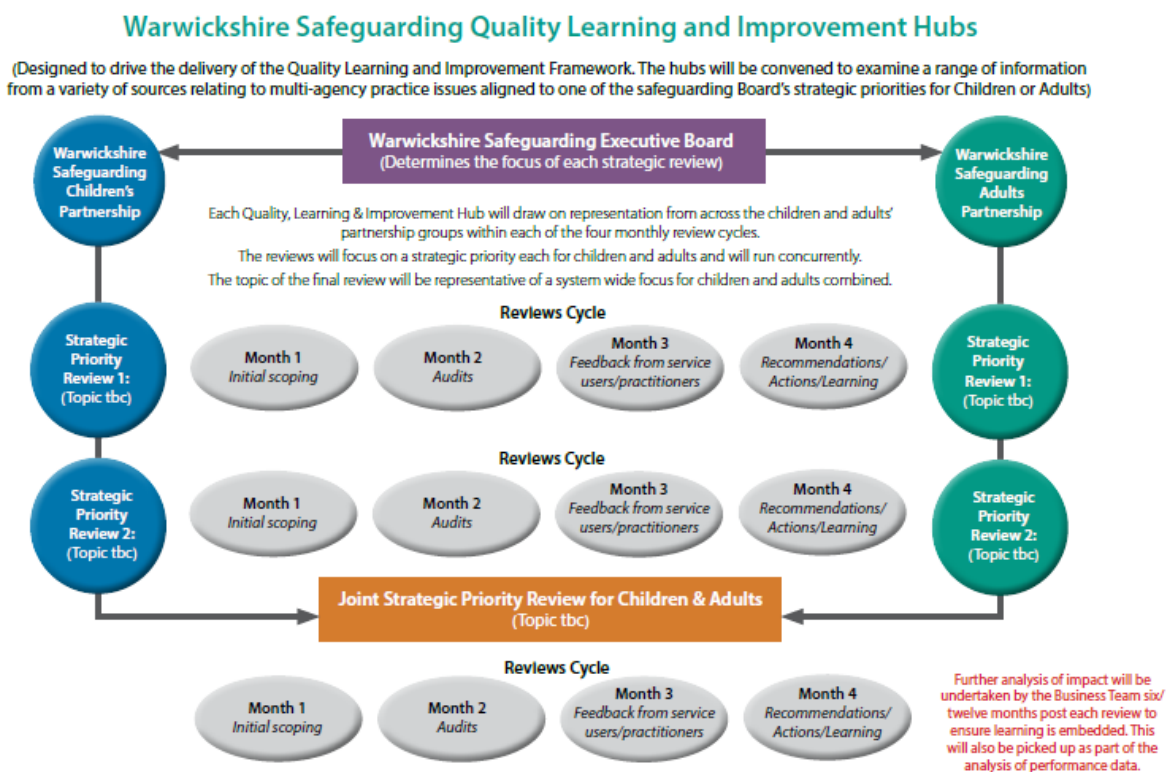


Figure.1 – Quality, Learning & Improvement Framework

THE HUBS

The Hubs will be convened to undertake up to five strategic thematic reviews annually. Two each specifically for children and adults and one combined overarching thematic review, the focus of which cuts across children and adults safeguarding. Warwickshire Safeguarding Executive Board (WSEB) will determine the focus of each thematic review and each member will take on the role of Lead Sponsor for a thematic review. **Appendix.1** details the role of the Lead Sponsor). Each Hub will consist of a Project Team which will have core membership from the police, social care and health, in addition to members from the statutory and voluntary agencies from within the children and adult's partnership groups. Each Hub Project team will be supported by a Quality Learning and Improvement Officer.

THE REVIEWS

Once the focus of the thematic review is agreed by WSEB the Quality Assurance process will be achieved using a triangulation approach. Triangulation is an approach used to prepare and gather evidence during the quality assurance process. It helps ensure that we can be confident that we have investigated any areas of interest from multiple angles and any decisions we take about areas for development are robust and evidence based.

Figure.2 below illustrates the different stages of Warwickshire Safeguarding's approach to scrutiny and assurance:

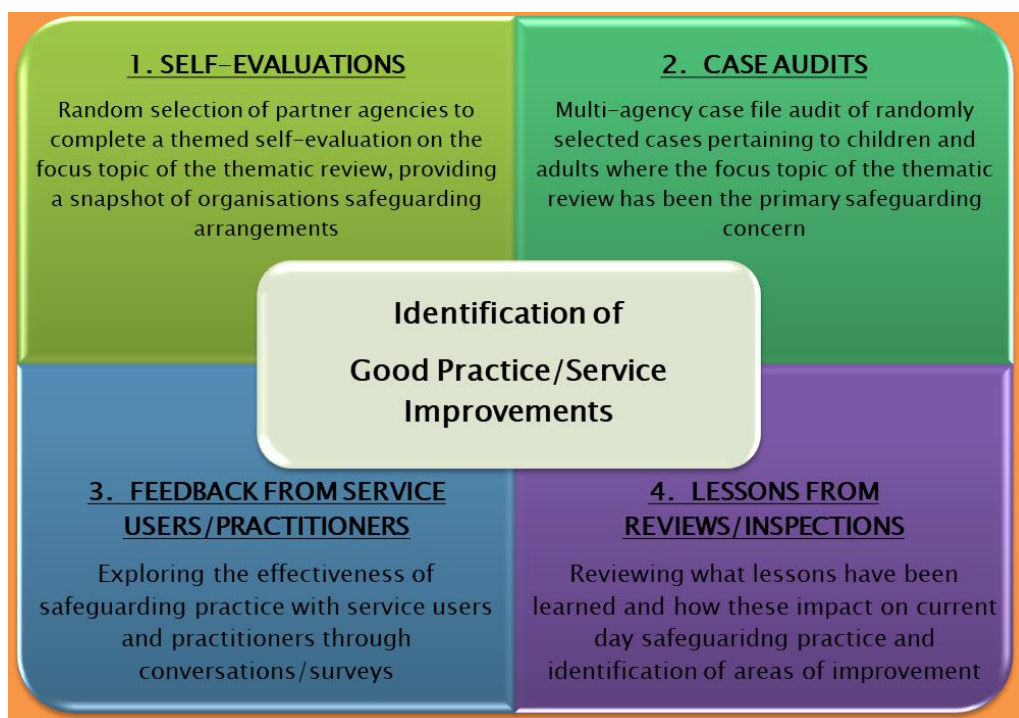


Figure.2 – Scrutiny and Assurance Framework

THE PROCESS

1. Initial Scoping

A baseline self-evaluation tool has been developed which provides the basis for a single agency self-evaluation which will be amended accordingly to reflect the focus of each thematic review. This tool is to be used for the thematic reviews and is separate to Section 11 audits (*Section 11 audit will be in addition to any self- evaluations we request for the thematic reviews and there will be an expectation of ALL partners to complete this in respect of adult and children's safeguarding*). Partner agencies selected to participate in each thematic review will be asked to complete and return their self-evaluation tool within a two-week period, providing evidence of practice and process within their respective organisation.

The key lines of enquiry for each thematic review will look to scrutinise the effectiveness of practice across the four key areas illustrated within **Figure.3** below:



Figure.3 – Focus of Key Lines of Enquiry

In addition to the self-evaluation additional intelligence will also be drawn from a variety of sources including intelligence from;

- Local Child Safeguarding Practice Reviews (previously known as Serious Case Reviews)
- Local Safeguarding Adult Reviews
- Findings from internal audits
- Findings from partner inspections

2. The Audits Process

Case file audits will be completed which will include randomly selected cases chosen from different levels of intervention within the specified theme and applicable time frames.

A multi-agency case file audit tool will be used to provide a generic method to ensure standardised collation of information against the key lines of enquiry illustrated within Figure.3 above.

3. Feedback from service users, carers, families and practitioners.

A range of techniques to capture the views of service users, and their carers and families, will be adopted. The techniques used will need to reflect the sensitivities of the specific thematic review and will be agreed by the Hub Project team during the initial scoping period. Examples of methodologies to be considered:

- **Surveys:** these can be sent out to large numbers of service users aiming to achieve a snap shot of their views.
- **Focus groups:** these will be identified on a theme by theme basis. To achieve good practice in consulting, care will be taken to ensure that we are not always engaging with the same, established groups. To identify suitable groups contact may be made with schools, service providers and community groups.
- **Individual conversations and reflection:** service users will be provided with the opportunity to consider what didn't work so well for them as well as considering the positives that they experienced

Conversations with practitioners, at all levels, will take place as part of the thematic review. The methodology for these conversations will vary to offer a range of ways to capture information:

- **On-Line Surveys:** these can be sent out to a large number of practitioners to get a snap shot of their views.
- **Individual questions:** with staff from all areas within organisations, including managers, practitioners/front line staff and support/auxiliary staff

These conversations will centre around the key lines of enquiry illustrated in Figure.3 above, to ensure that staff knowledge and feedback reflects the information we have already gathered through the single agency self-evaluations and case audits. Service users and practitioners who take part in this process will be given full feedback as to the outcomes of the thematic review.

4. Recommendations, actions and learning

At the end of each thematic review the Hub Project Team will develop an improvement plan, identifying a clear set of actions using the evidence from:

- The single agency self-evaluations
- Case file audits
- Feedback from service users and practitioners
- Learning from relevant local reviews and inspections

The improvement plans will include a set of concise and appropriate recommendations that aim to make a difference to future practice and will influence changes to policy, procedures and practice, where required.

The Hub Project Team will also consider the most appropriate and effective methodologies for cascading the learning from each thematic review across the Warwickshire Safeguarding partnership. This could include a number of approaches:

- **Communications Campaigns:** Development of 7 Minute Briefings, or guidance documents
- **Face-to-face learning:** Information sharing events, workshops or multi-agency training
- **Online Learning Tools:** Development of online learning modules

The Hub Project Teams will present their findings and recommendations to WSEB. Meetings of Warwickshire Safeguarding Children's Group and Warwickshire Safeguarding Adults Groups will then be convened to share the findings of each thematic review. Depending on the focus of the thematic review, these meetings could be combined, to allow cross-cutting scrutiny and discussion.

IMPACT ANALYSIS

The Safeguarding Board Business team will complete further impact analysis 12 months after the completion of each thematic review to ensure the learning has been embedded and forms part of ongoing practice.

INFORMATION SHARING

Information shared as part of this work will be managed in accordance with Warwickshire Safeguarding's new Information Sharing Agreement Protocol

APPENDIX.1 – Role of the Lead Sponsor

- Oversee the implementation of Warwickshire Safeguarding’s Themed Focus Reviews
- Sign-off assurance tools i.e. self-evaluation, case audit and practitioner/service user questions and agree any additional key lines of enquiry
- Agree Hub Project team Membership
- Agree list of partner agencies to be invited to participate in the different stages of the thematic reviews
- Ensure completion of the thematic review cycle, drive the learning from the review and the evaluation of improvements
- Address areas of concern or non-engagement through the relevant other leads