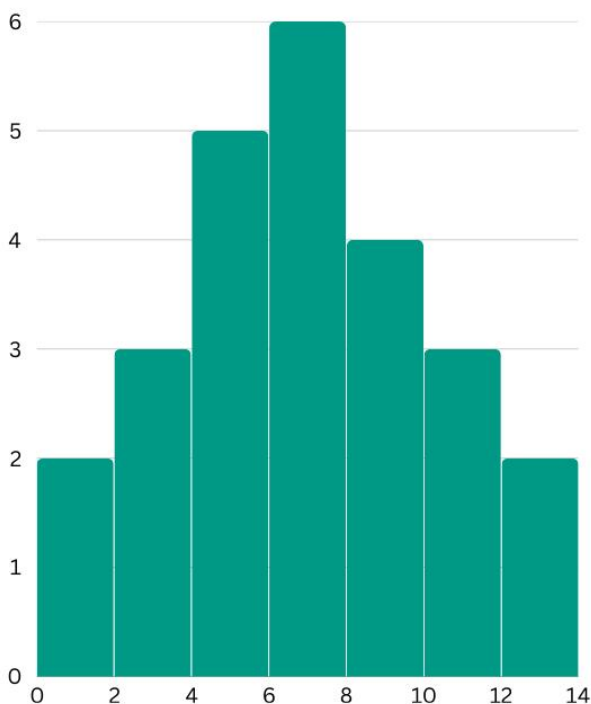




Warwickshire Safeguarding Adults Board

Quality Assurance Framework



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Introduction

Warwickshire Safeguarding Adults Board (WSAB) is a multi-agency partnership which has statutory functions under the Care Act 2014.

Amongst these functions is the duty to co-ordinate and ensure the effectiveness of what each of its members does to help protect adults in Warwickshire who meet the criteria for safeguarding as set out in the Care Act 2014, that is an adult who:

- has needs for care and support
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect.

WSAB is committed to the safeguarding of adults and through its assurance work it will be evaluating the effectiveness of arrangements to safeguard adults across Warwickshire.

The Quality Assurance Framework sets out WSAB's approach to quality assurance and can be seen as a set of processes that are put in place to ensure the work of its partners aligns with the one goal, to produce quality decisions to protect adults with care and support needs.

Safeguarding Partnership Quality Assurance Duties

In line with the Care Act 2014, safeguarding partners also have a duty to safeguard adults with care and support needs. The Board will 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'. This should address issues of quality as well as quantity, particularly from the perspective of those who have experienced safeguarding services. The Partnership needs to:

- Assure itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance
- Assure itself that safeguarding practice is person-centred and outcome-focused
- Working collaboratively to prevent abuse and neglect where possible
- Ensure agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
- Assure itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area





Aims of the Framework

The Quality Assurance Framework is designed to underpin and facilitate a culture of continuous learning and improvement across the adult safeguarding system in Warwickshire enabling the Board to fulfil its remit of ensuring local safeguarding arrangements are effective and deliver the outcomes that people want.

This framework will act as the mechanism by which WSAB will hold local agencies to account for their safeguarding work, including prevention and risk management.

In doing so, WSAB assurance activities will aim to seek evidence that demonstrates the delivery of its strategic objectives in:

- Strengthening community awareness and understanding of local safeguarding systems and support improvements in front door responses to safeguarding concerns
- Ensuring safeguarding practice supports effective early intervention and prevention work
- Ensuring Making Safeguarding Personal conversations are an integral part of all professional contacts/interventions with adults

In return, WSAB will be able to:





WSAB's Assurance Process

WSAB's assurance process will provide a whole system approach and operate within the following key principles, which endeavour to promote a culture of high standards, continuous improvement and sharing of best practice:

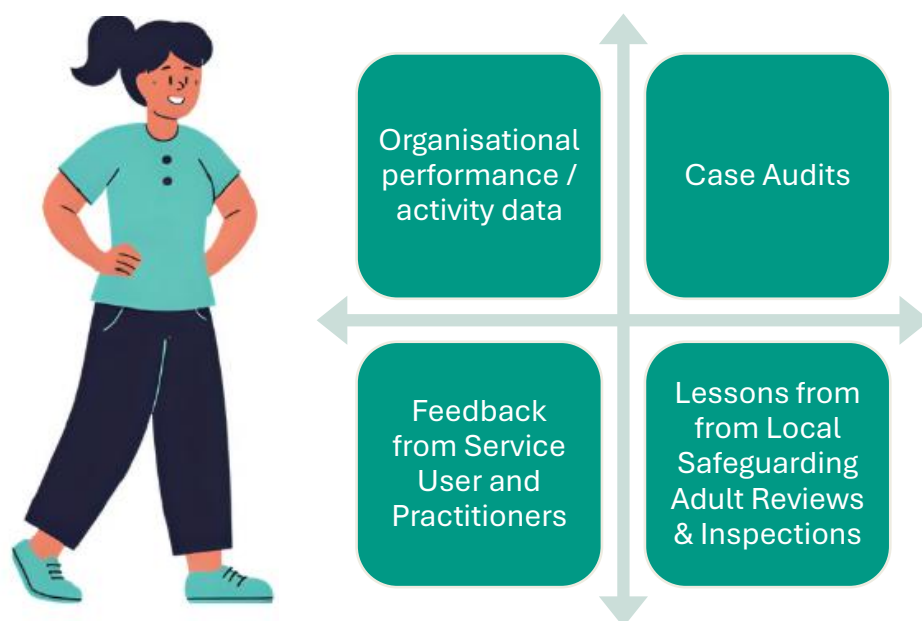
- Quality assurance processes are proportionate, consistent and supportive.
- Assurance standards reflect legal and policy frameworks, and benchmark best practice.
- Quality monitoring is inclusive and transparent.
- Quality monitoring output is reviewed consistently to assist continuous improvement.
- Governance and accountability arrangements are in place to ensure the Board is discharging its duties to an acceptable standard.

This will be achieved using a triangulation approach 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.

Sources of Information

Whilst organisational performance information and activity data provide a valuable and important insight into local arrangements, it is equally important to get a full picture of what is really happening by capturing the experience of the adults/carer(s)/families, and the experience of frontline staff and managers.

WSAB will be looking for evidence from the following sources to inform improvement activity in respect of their safeguarding practice:





Governance

Under the new governance arrangements for WSAB, the Quality & Performance Subgroup will contribute to the scrutiny of the effectiveness of multi-agency arrangements to safeguard and promote the welfare of adults with care and support needs.

The Subgroup will assist in the monitoring and interpretation of performance data and management information and will identify themes that may need to be addressed that arise from the performance data, including early identification and analysis of new safeguarding issues and emerging threats.

The Subgroup is responsible for:

- Providing assurance of the effectiveness of the multi-agency adult safeguarding arrangements.
- Increasing WSAB's understanding of the prevalence of abuse and neglect to provide the evidence to recognise and respond effectively and be proactive in forward planning.
- Identifying key areas of performance and quality improvements in service delivery, policy development and systems across agencies, to achieve better outcomes for service users.
- Embedding 'Making Safeguarding Personal' across the partnership to ensure person-centred support for people.

Independent Scrutiny

The Independent Chair of WSAB will have impartial oversight of the Board's QA activity and will provide objective review and evaluation of performance to assess:

- the effectiveness of leadership and governance of local safeguarding arrangements;
- the extent to which the arrangements protect and safeguard adults; and
- the capacity of the partnership to improve and develop services.





Role of Partners in Quality Assurance

Partner engagement is crucial to the success of WSAB's quality assurance work ensuring that their individual and collective actions effectively protect adults. A continuous focus on performance helps identify good practice in risk assessment and decision-making, as well as prevent the failure to identify poor performance, opportunities for improvement, gaps in training needs and knowledge.

It is important that partners

- give sufficient prioritisation to key assurance activities
- ensuring the timely submission of information to enable a holistic picture to be captured of all agency involvement with the adult
- have internal mechanisms for auditing and evaluating the quality of their safeguarding work and the effectiveness of their safeguarding processes
- take responsibility for implementing and monitoring recommendations arising from quality assurance activities, ensuring identified areas for improvement are addressed





Quality Assurance Activity

Key Activity	Purpose
WSAB Dashboard	Real-time performance is reviewed using a range of data to understand the prevalence of abuse/ neglect, highlight themes and trends in safeguarding activity, and identify issues that need addressing in safeguarding arrangements. So far as possible, existing data analysis used by individual partner agencies to monitor the effectiveness of their individual safeguarding arrangements, will be utilised. Frequency: Quarterly
CA2014 Audit / self-assessment	All partner agencies are obliged to complete the Care Act Audit/self-assessment. The single-agency self-assessment audits provide a structured opportunity for partner agencies to self-reflect on their safeguarding duties to improve understanding of their organisation's arrangements and to identify opportunities for continuous improvement in practice, policy or procedures. Each module of the self-assessment provides a clear focus on a set of management arrangements to make it easier to generate a manageable action plan of improvements the delivery of which will be monitored and scrutinised in future years. Frequency: Biennial
Front Door Visits	Visits to partner agency front door services are used to assess the effectiveness of operations in meeting the needs of adults/families/friends/carers seeking safeguarding assistance in terms of the timeliness and effectiveness of assessments, information sharing and overall coordination of safeguarding activities. Frequency: Biennial
Multi-agency case audits	Multi-agency case file audits are used to evaluate multi-agency working and identify themes and trends to share learning and recommendations for continuous improvement in the quality of practice and service provision. The experience of adults at risk will be a key factor which may be ascertained through case tracking or direct feedback.



	Frequency: Biannual
Surveys	Surveys are used to obtain direct feedback from frontline professionals and individuals being supported through safeguarding interventions to ensure multi-agency safeguarding arrangements keeping individuals safe from abuse or neglect are effective. Frequency: Annual
Face-to-face Engagement	Information sharing events, workshops and focus groups are used to engage communities to develop a direct understanding of their experiences of safeguarding interventions, so that their experiences can inform the work of the Board. Frequency: As required
Actions from other WSAB subgroups	Provide a mechanism for WSAB to be assured on the effectiveness of wider safeguarding practices, as well as being sighted on any systemic barriers to practice which may pose a risk to delivering the partnership's strategic objectives i.e. Training needs audits, SAR learning reviews audits etc. Frequency: As required



Assurance Schedule for 2025-2026

	Month	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26
	Month number	4	5	6	7	8	9	10	11	12	13	14	15	16
Project	Task													
CA 2014 Audit	T&F groups to review template and agree lines of enquiry/ratings & descriptors													
CA 2014 Audit	Present final audit templates and timeline to WSAB meeting			02-Sep										
CA 2014 Audit	Send out audit requests to partners													
CA 2014 Audit	Partners completing and returning audits / Business Team monitoring/logging			Audit live	Audit live	Ends 7-Nov								
CA 2014 Audit	Professional survey alongside audit													
CA 2014 Audit	Return deadline of completed audits from partners					07-Nov								
CA 2014 Audit	Chase outstanding returns													
CA 2014 Audit	Analysis of returns and production of key findings report						Analysis							
CA 2014 Audit	Present findings report of audits to WSAB meeting									12-Mar				
CA 2014 Audit	Publish audit reports													
CA 2014 Audit	Include findings of audit within 2025/2026 Annual Reports for WSAB													
CA 2014 Audit	Assurance review of single-agency actions from audits													
WSAB Dashboard	Quarterly deadline (QP meeting minus 14 days)				02-Oct		03-Dec		11-Feb			06-May		
WSAB Dashboard	Analysis of data at QP meeting				16-Oct		17-Dec		25-Feb			20-May		
WSAB Dashboard	Presentation of Dashboard at WSAB meeting						04-Dec			12-Mar			24-Jun	
Front Door Visits	Planning and scheduling activity													
Front Door Visits	Visits (including venue number)							Visit: 1						
Front Door Visits	Analysis of returns and production of key findings report							Analysis	Deadline 4-Feb					
Front Door Visits	Present report to QP group								11-Feb					
Front Door Visits	Present report to WSAB									12-Mar			24-Jun	
Front Door Visits	Include findings in 2026/2027 annual report for WSAB													
Front Door Visits	Action plan review													
Multi-agency Case file Audits	Planning and scheduling													
Multi-agency Case file Audits	Audits of files					Audit live						Audit live		
Multi-agency Case file Audits	Analysis of audits and production of key findings report							Deadline 11 Feb						
Multi-agency Case file Audits	Deadline for report (to be presented at QP meeting 2 weeks later)								25-Feb					
Multi-agency Case file Audits	Presentation at WSAB meeting									12-Mar			24-Jun	
Surveys	Annual	LCE - Training												