

# Quality Assurance Framework (2022 – 2027)

**Solihull  
Safeguarding  
Adults Board**  
*Protecting Adults Together*



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## Introduction

The Safeguarding Adults Boards (SAB) overarching purpose as defined by The Care Act 2014 is to safeguard adults with care and support needs. The Care Act 2014 makes it clear that people should be at the centre of the safeguarding process and to prevent and reduce the risk of significant harm to adults from abuse whilst supporting individuals in maintaining control over their lives and in making informed choices without coercion.

Section 43(3) of the Care Act 2014<sup>1</sup> requires Solihull Safeguarding Adults Board (SSAB) to co-ordinate and ensure the effectiveness of what each of its members does to help and protect individuals from abuse and neglect and deliver the outcomes that enhances their wellbeing.

The Care and Support Statutory Guidance<sup>2</sup> 14.139 determines that Solihull Safeguarding Adults Board should:

- identify the role, responsibility, authority and accountability with regard to the action each agency and professional group should take to ensure the protection of adults
- 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;
- establish mechanisms for developing policies and strategies for protecting adults which should be formulated, not only in collaboration and consultation with all relevant agencies but also take account of the views of adults who have needs for care and support, their families, advocates and carer representatives
- develop preventative strategies that aim to reduce instances of abuse and neglect in its area.
- develop strategies to deal with the impact of issues of race, ethnicity, religion, gender and gender orientation, sexual orientation, age, disadvantage and disability on abuse and neglect.
- identify mechanisms for monitoring and reviewing the implementation and impact of policy and training.
- evidence how SAB members have challenged one another and held other boards to account.
- promote multi-agency training and consider any specialist training that may be required. Consider any scope to jointly commission some training with other partnerships, such as the Community Safety Partnership.

Social Care Institute for Excellence<sup>3</sup> (SCIE) identifies Safeguarding Adult Boards (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. This should address issues of quality as well as quantity, particularly from the perspective of those who have experienced safeguarding services. It should include arrangements for:

- Data recording, analysis, and reporting
- Case audits
- SAB and agencies' self-audits and peer review
- Safeguarding Adults Reviews
- Practitioners' forums to share lessons from case audits and local good practice, from research and from Safeguarding Adults Reviews
- Holding member and partner agencies to account
- The management of large-scale investigations, serious incidents, complaints, disciplinary proceedings, grievances, whistleblowing and allegations of professional malpractice or unfitness to practice
- The implementation of Making Safeguarding Personal at a local level and its impact on engagement and outcomes.

SAB's need a range of approaches to quality assurance, to monitor the effectiveness both of their own work and that of their partner agencies. These should include:

- use of data collection analysis for a quantitative perspective
- self-audit tools
- qualitative reviews and audits.



## Underpinning Principles

Solihull Safeguarding Adults Board uses the six principles of safeguarding embedded in the Care Act (2014) to underpin all adult safeguarding work which local authorities, housing, health, the police, and other agencies are expected to follow and use for monitoring safeguarding arrangements.

### Empowerment

Presumption of person led decisions and informed consent; people feeling safe and in control, being more able to share concerns and manage risk of harm either to themselves or others.

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens

I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help

### Prevention

It is better to take action before harm occurs. Working on the basis that it is better to take action before harm happens.

### Protection

Support and representation for those in greatest need. Support and help for those adults who are vulnerable and most at risk of harm.

I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want

I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed

### Proportionality

Proportionate and least intrusive response appropriate to the risk presented. Responding in line with the risks and the minimum necessary to protect from harm or manage risks.

### Partnership

Local solutions through services working with their communities; working together in response to local needs and expectations.

I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me

I understand the role of everyone involved in my life and so do they

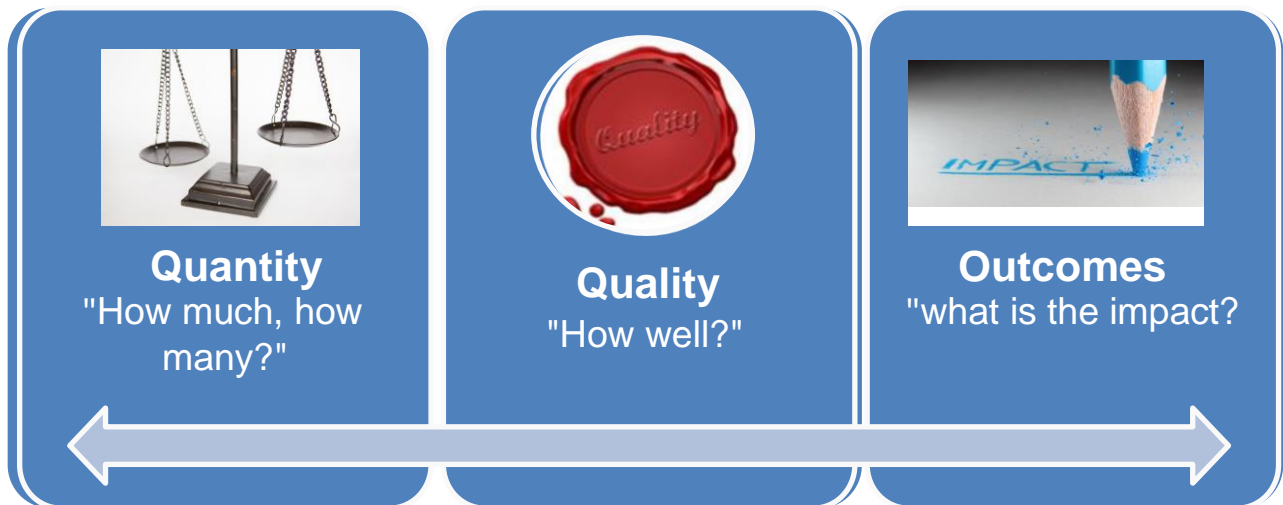
### Accountability

Accountability and transparency in delivering safeguarding. Focusing on outcomes for people and communities and being open about their delivery.



## The Framework for Quality Assurance

The framework will balance three types of performance data from a range of sources:



## Sources of Information

Information will come from all partners and from a variety of sources.



## Implementation of the Quality Assurance Framework

This framework will be implemented through:

### West Midlands (Metropolitan area) Care Act Compliance Audit for Safeguarding Adult Boards

This audit tool helps members of Safeguarding Adult Boards (SABs) audit their safeguarding arrangements using a common framework to improve and strengthen arrangements for safeguarding adults with care and support needs. The purpose of the tool is to provide SABs with an overview of the Safeguarding Adult arrangements that are in place within partner agencies identifying strengths, common areas for improvement, single agency issues that need to be addressed, partnership issues that may need to be addressed by the SAB and issues that need to inform the Board's Strategic Plan. Members are required to complete the tool every 2 years for assurance.

### SSAB Safeguarding Performance Dashboard

This is a multi-agency dashboard that provides an overview of several key performance indicators to enable the Safeguarding Adults Board to understand the prevalence of safeguarding in Solihull, to highlight trends and themes and to provide assurances that safeguarding across the partnership is making a positive difference to adults with care and support needs. The performance report is presented quarterly at the Performance, Quality and Audit Sub-Committee meetings and the Main Board meetings; however, partners are required to monitor their own performance outside of these meetings. A review of the safeguarding dashboard will be undertaken regularly to ensure it continues to reflect the local, regional or national picture and provide relevant data for SSAB.

## Data

Safeguarding Adults data to reflect the activity in the Borough, will be required on a quarterly basis by the Safeguarding Adults Performance, Quality and Audit Sub-Committee. This will enable the SSAB business team to understand partner data and mitigations where learning has been identified and seek assurances that organisations are meeting the priorities of the Board. This data will be shared with the SSAB through exception reports, as required.

## Safeguarding Experience of Adults with Care & Support Needs

All partner agencies should have processes in place to understand the individual's experiences of their service. SSAB is particularly interested in adults' experiences of the safeguarding process to understand whether the person was involved in their safeguarding, whether their views and outcomes were sought and if they felt safer as a result of the intervention. A member of the SSAB Business Team will contact people with lived experience who have agreed to be contacted and this information is captured in the Safeguarding Performance Dashboard as a key performance indicator. This will also inform the work of the Board and support any changes to future arrangements.

## Audits

Each partner agency must have auditing arrangements in place to assess the quality of their safeguarding adult's work. These arrangements must be detailed in their Quality Assurance Framework in relation to safeguarding adults. SSAB reserves the right to review such arrangements or ask partners to share findings.

Each year, the SSAB Performance, Quality and Audit Sub-Committee will identify and agree a range of audits documented within their Audit Schedule. These will include dip sample audits, multi-agency deep dive audits and single agency audits. These will be undertaken throughout the year to provide assurance to the Board that frontline practice is of a good quality, learning outcomes have been embedded and any actions identified have been implemented. This work will be overseen by the Performance, Quality and Audit Sub-Committee but there will be liaison with the Learning and Improvement sub-committee where there is a need for training or learning resources to be developed for practitioners.

## Annual Report

The Care Act 2014 requires the Board to publish, as soon as is feasible, an annual report, after the end of each financial year on:

- what it has done during that year to achieve its objective,
- what it has done during that year to implement its strategy,



- what each member has done during that year to implement the strategy,
- the findings of the safeguarding adults' reviews arranged by it under section 44 which have concluded in that year (whether or not they began in that year),
- the reviews arranged by it which are ongoing at the end of that year (whether or not they began in that year),
- what it has done during that year to implement the findings of reviews arranged by it under section 44 and
- where it decides during that year not to implement a finding of a review arranged by it under section 44, the reasons for its decision.

The annual report will be presented to Solihull Health and Wellbeing Board annually. The latest Annual Report is available on the SSAB Website - [safeguardingsolihull.org.uk](https://safeguardingsolihull.org.uk)

## Strategic Plan

Each financial year, the Care Act 2014, requires SABs to publish a strategic plan, which sets out its main goals and how it will achieve them to protect people with care and support needs at risk of abuse and neglect. The latest Strategic Plan is available on the SSAB Website - [safeguardingsolihull.org.uk](https://safeguardingsolihull.org.uk)

## Risk Register

The Safeguarding Adults Boards Risk Register is in place to monitor and manage risks and to gain assurance that partner agencies are managing their own risk in relation to Safeguarding Adults.

When the board develops its priorities on an annual basis, it will also give consideration to any new risks that may prevent it from meeting its priorities, that needs to be added to the register.

Each of the SSAB Sub-Committees, will monitor specific areas of the risk register on a quarterly basis and ensure mitigating actions are being met and are effective. The Board will receive updated reports at all routine Board meetings on the risk register and any changes to it.

## Duty of Candour

This Quality Assurance Framework places a duty of candour on all partner agencies & organisations. There is an expectation that all partner agencies and organisations will notify the Board of any issues of concern. This could include poor regulatory inspection outcomes, serious incidents, issues that might attract media attention, safeguarding red risks on their organisations risk register, issues where mitigations are not succeeding, etc.

## Complaints

Each partner agency must have arrangements in place for monitoring complaints to ensure safeguarding issues are identified and responded to responsively. These arrangements must be detailed in their Quality Assurance Framework in relation to safeguarding adults. SSAB reserves the right to ask partners to share their complaints data.

## Safeguarding Adults Reviews

All partner agencies should take responsibility for ensuring their staff understand what a Safeguarding Adult Review is and what the criteria is for referral. Any case that an individual identifies as likely to meet the criteria for a SAR should be referred to SSAB.

Local and national SARs and enquiries will be monitored by the Safeguarding Adult Review Sub-Committee and there will be quality assurance to identify and embed the learning from SAR's for Solihull. Where learning has been recognised, the Learning and Improvement Sub-Committee will seek assurances that learning has been embedded and identify training requirements for the partnership where necessary.



## Roles and Responsibilities

### Individual Agencies & Organisations

Individual agencies and organisations that make up Solihull Safeguarding Adults Board are responsible for:

- Their own Quality Assurance Framework in relation to safeguarding adults.
- Supplying information and data as required by this framework to the SSAB.
- Ensuring appropriate representation on the Performance, Quality and Audit Sub-Committee.
- Participating in audits as decided by the Performance, Quality and Audit Sub-Committee.
- Notifying the Board in a timely manner of any issues of concern.
- Requesting a Safeguarding Adults Review as appropriate.

## Performance, Quality & Audit Sub-Committee

The Performance, Quality and Audit Sub-Committee is responsible for the implementation and monitoring of this Quality Assurance Framework. For the full purpose, remit, chair and membership details, see the SSAB Memorandum of Understanding<sup>6</sup>.

On behalf of the Board, this sub-committee will:

- Request, receive and scrutinise from partner agencies the requirements from this framework.
- Report exceptions to the Board as appropriate.
- Advice and direct other sub-committees of work required from their monitoring and scrutiny of the framework.
- Keep the SSAB Quality Assurance Framework under review.

## Other Sub-Committees

Each of the sub committees that carry out the work of SSAB have different remits, but with the consistent theme of understanding and achieving better outcomes for adults with care and support needs.

Each sub-committee is expected to work within this Quality Assurance Framework and:

- Provide the Performance, Quality and Audit Sub-Committee with data, information and reports as required by this framework.
- Respond to requests from the Performance, Quality and Audit Sub-Committee
- Participate in audits as directed by the Performance, Quality and Audit Sub-Committee
- Receive work from the Performance, Quality and Audit Sub-Committee from their monitoring and scrutiny of the framework.

## Solihull Safeguarding Adults Board

Solihull Safeguarding Adults Board oversees the effectiveness of the arrangements made by individual agencies and the wider partnership to safeguard adults from abuse and is responsible for challenging all relevant organisations on their performance in ensuring that adults at risk are kept safer in the Borough.

The remit of the SSAB is not operational but one of co-ordination, planning scrutiny, assurance and commissioning and contributes to the wider goals of improving the wellbeing of adults. It would expect to initiate activities which investigate and improve practice in safeguarding and has the authority to call any represented local agency to account for its safeguarding activity.

The SSAB will:

- Receive exception reports from the various Sub-Committee's to understand their work in achieving the Board's priority.
- Receive and oversee the agreed key performance indicators as shared in the safeguarding performance dashboard.
- Work effectively with Solihull's Health and Wellbeing Board and other Boards and Partnerships in Solihull with responsibilities around the safety of people, to ensure a coordinated approach to safeguard adults with care and support needs from abuse and harm and promote their wellbeing.
- Ensure the SSAB Quality Framework informs the Annual Report and the Strategic Plan.

## Health & Wellbeing Board

Health and Wellbeing Boards (HWBB) were established under the Health & Social Care Act 2012 to act as a forum in which key leaders work together to improve the health and wellbeing of the local population and contribute to addressing inequalities and promoting integration.

The HWBB is a statutory committee of the Local Authority charged with promoting greater integration and partnership working between the NHS, Public Health and local government. It has a key role in system assurance and the statutory members include the Council, Integrated Care System and Healthwatch Solihull. In Solihull, we also have broader representation - police, fire, housing, secondary healthcare, mental health, the Schools Accountability Board and the voluntary sector – recognising the importance of working together as a whole system to address health and wellbeing.

The Health and Wellbeing Board will receive the SSAB Annual Report and Strategic Plan each year, as required by Section 14.160 Care and Support Statutory Guidance.



## References

1. Care Act 2014  
[Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk)
2. Guidance – Care and support statutory guidance  
[Care and support statutory guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk)
3. Social Care Institute for Excellence (SCIE)  
[Safeguarding Adults Boards – Quality assurance \(scie.org.uk\)](https://www.scie.org.uk)
4. Department of Health – Statement of Government Policy on Adult Safeguarding  
[Adult safeguarding: statement of government policy - GOV.UK \(www.gov.uk\)](https://www.gov.uk)
5. Re MM (An Adult) [2007] EWHC 2689 (Fam)  
[“What good is it making someone safer if it merely makes them miserable?” A contested hearing and delayed trial of living at home – Promoting Open Justice in the Court of Protection \(openjusticecourtprotection.org\)](https://www.openjustice.org.uk)
6. SSAB Memorandum of Understanding  
[Key Reports - Solihull Safeguarding Adults Board \(safeguardingsolihull.org.uk\)](https://www.safeguardingsolihull.org.uk)
7. ADASS – Standards for Adult Safeguarding – Standards and Probes for Adult Safeguarding Peer Reviews  
[Standards for Adult Safeguarding \(local.gov.uk\)](https://www.local.gov.uk)
8. LGA – A framework to support improving effectiveness of safeguarding adults’ boards  
[QA for SABs \(local.gov.uk\)](https://www.local.gov.uk)





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