

Warrington Safeguarding Adults Board (SAB): Performance Framework

Background and Purpose

This paper specifies the performance framework which supports Warrington's Safeguarding Adults Board and constituent member organisations to assure and improve their effectiveness in adult safeguarding. As well as supporting the SAB to achieve its specified aims and priorities, it also promotes learning and the identification of Board priorities. The framework has been informed by ADASS best practice as well as work undertaken by the national independent chairs' network during 2012 and 2013. The intention is that the framework is evidence led with a range of qualitative and quantitative measures which support openness, transparency and engagement throughout adult safeguarding work and focus on improving outcomes.

Introduction

All Safeguarding Adults Boards (SABs) must give assurance that they and their constituent partner organisations have effective systems, structures, processes and practices in place to safeguard adults at risk and to learn from and improve outcomes. Safeguarding work is sensitive, individual and takes place in a complex multi-agency environment. There is national acknowledgement that in this context, the systematic capture of data that reflects what is going on in the system and accurately demonstrates the experience and outcomes for adults who are at risk, is challenging.

In recent years, as nationally Warrington SAB has widened its focus to incorporate more prevention activity. We have also recognised the importance of ensuring strategic connectivity across a range of local partnerships to better integrate approaches to community safety, health and social care provision and to ensure our work is informed by adults who are or may be at risk. We recognise that getting the quality assurance right and using this information to improve effectiveness is critical. This framework is designed to help ensure that Warrington SAB has the information it needs to identify potential risks and to give assurances that actions are being taken to address these and to improve services. For example the Board needs information on risks and themes emerging from Serious Incidents scrutinised by Health partners and assurances on the effectiveness of action plans put in place to improve adult safeguarding following the publication of inquiries and reviews such as Winterbourne View and The Francis Report.

Openness and transparency (especially about things that have gone wrong) are essential in order to create a climate in which information can be shared and used to improve the effectiveness of the SAB. In applying this framework and in securing the required participation, the SAB requires effective leadership that nurtures candour, openness and transparency and the full support of member organisations. A memorandum of understanding sets out the expectations for individual and organisational members of the SAB and

supports this framework.

This framework also recognises that in an environment with limited resources it is crucial that information is relevant, meaningful and that there is due regard given to the cost and ease of collection. Wherever possible the SAB will work with existing data collections and where it does commission new information will do so on the principle of necessity and added value, with consideration of the resources required.

The framework reflects messages in relation to SABs set out in the ADASS paper Safeguarding Adults: *Advice and Guidance to Directors of Adult Social Services* (ADASS; LGA, March 2013). This includes the statement:

“Effective Boards gather and share market intelligence from a wealth of sources – the more diverse and active its members the better. The data will be both formal (alerts, referrals and trends) and informal (generalised concerns, unresolved allegations, users’ complaints and expression of dissatisfaction). When gathered together in a database, patterns will emerge that can prompt further enquiries or a watching brief. Open to all members, it will shift the Board from reactive to proactive – preventing harm before bad practice can build up”

It is the WSAB’s intention to use this effective model to underpin its approach to performance management.

The Performance Framework

The WSAB framework is underpinned by the following principles:

- A culture of openness and transparency
- A focus on prevention
- An emphasis on outcomes for people who use services.
- Effective leadership and organisational commitment
- Triangulation of qualitative and quantitative information that enable the SAB to understand what is happening and how to make a positive difference.
- Due regard to the benefits and costs of data collection
- Effective links to other relevant data sets and strategic boards such as the Quality Surveillance Group (QSG), Warrington Domestic Abuse Partnership (WDAP) and Community Safety Partnership (CSP).

Key aspects of the framework will be:

1. A strategic business plan which clearly articulates the priorities of the SAB and the actions required to deliver the priorities with accountability and timescales for implementation. Progress will be monitored by the Executive subgroup.
2. An annual report which is published and is reported to the Health and Wellbeing Board and scrutinised by the Council's Overview and Scrutiny Committee. Partners will be required to submit returns annually in May in line with the template at **Appendix 1**.
3. A quarterly strategic assessment which comprises an agreed data set (including DoLS and IMCA data) with benchmarking information and analysis of trends and issues (coordinated and analysed by the Executive sub group with key issues escalated to the SAB).
4. A quarterly report from the Bi – monthly multi agency meetings of the Safeguarding and Quality assurance reference group which collates and discusses a range of data relating to care quality (key issues monitored and where necessary resulting in coordinated action and escalation).
5. An annual report from Health watch reflecting in year work and findings.
6. A quarterly serious incident report (to highlight areas of concern, trends & themes, progress and learning across the NHS).
7. Annual agency, including the 3rd sector, complaints reports, with a focus on safeguarding related incidents.
8. An annual comparator report utilising the statutory data set (SAC) in order to identify risks, priorities and potential performance issues.
9. Developing a clear dataset to inform on the Voice of the Service user in Safeguarding Adults. This will include ASCOF measures, service user outcomes in safeguarding and incorporate relevant information from MSP. This will be enhanced by datasets from across the partnership and focusing on a range of areas within the safeguarding arena.
10. An annual report on the quality of care services.
11. An annual report on the NHS safeguarding audits undertaken by the CCG to highlight exceptions and activity.
12. An annual report to the WSAB on the activity of Prisons in the area to meet their Safeguarding Responsibilities.
13. An annual report on Higher Education establishments within the area as assurance of effective engagement in the safeguarding agenda.

In addition Member organisations will assure the SAB of their commitment through:

- Signing the SAB Memorandum of Understanding (MOU) and complying with its requirements (see **Appendix 2 & 2 a**).
- Single agency contribution to the Annual Report (see point 2).
- Complying with the multi-agency audit to be undertaken across a range of assurance areas such as service improvement, training and policies and

procedures and the management of complaints, serious incidents and learning from them. (To be developed and coordinated by the SALR sub group).

The WSAB will assure itself of its own effectiveness through the following:

- The work undertaken in the Executive sub group.
- Oversight of progress of the business plan.
- Oversight and structured reporting of the sub groups.
- Further development of service user outcome measures and feedback through MSP and establishing improved mechanisms for involvement.
- Joint work with commissioning teams to ensure contracts enable data collection in line with WSAB aspirations.
- Undertaking an annual self-evaluation through the review of its business plan and priorities in the context of the national and local environment and the ADASS standards at an annual SAB workshop.
- Regular review and monitoring of the Risk Register.
- Developing a multi-agency audit of the safeguarding process to supplement and complement the Council's internal audits.
- Enabling critical challenge by all partners of the performance of the SAB and the multi-agency processes.
- Ensuring that learning from national incidents, serious case reviews, SARs and DHRs are incorporated into the development of practice and that local action plans are implemented.

Drafted by Executive Subgroup 2016

Ratified by WSAB June 2016

Appendix 1: Annual Report Agency Return

<p>Name & Role of your organisation</p>	<p>(Name of organisation) is (Very brief description of organisations status/purpose and how it links to safeguarding)</p>
<p>How you contribute to safeguarding vulnerable adults in Warrington...</p>	<p>(brief summary e.g. contribution to multi agency process, contribution to the SAB)</p>
<p>Your progress report for 2015 – 2016</p> <p>WSAB Priorities 2015-16:</p> <ol style="list-style-type: none"> 1. Listen and respond to what adults tell us about their experiences of abuse and neglect, and the services and support they receive 2. Develop a preventative approach to support, safeguard and protect adults at risk of abuse and neglect 3. Make sure and evidence that there is a good range of multi-agency safeguarding training for all professionals who come into contact with adults at risk so that they have the right skills to protect adults from abuse and neglect. 4. Develop our scrutiny of partnership arrangements for adult safeguarding so that we can be confident that all is being done to prevent abuse from occurring and that interventions are proportionate and in the best interests of the adult. 	<p>(Summary of how organisation has contribution to SAB priorities during 2015-2016 including internal developments that underpin the multi-agency safeguarding agenda. All agencies should cover priorities 1-3)</p>
<p>Looking ahead: What you aim to achieve 2016 – 2017</p> <p>WSAB priorities 2016-17:</p> <ol style="list-style-type: none"> 1. Listen and respond to what adults tell us about their experiences of abuse and neglect, and the services and support they received. 2. Develop a preventative and learning approach to support, safeguard and protect adults at risk of abuse and neglect and ensure that when things do go wrong, we learn and improve. 3. Ensure we have the right people with the right skills through effective training to protect adults from abuse and neglect. 4. Develop our doing the business 	<p>(Summary of the organisations planned contribution to SAB priorities 2016/17 including internal development All agencies should cover priorities 1-3)</p>

<p>and checking for adult safeguarding so that we can be confident that all is being done to prevent abuse.</p>	
<p>Key Safeguarding Adults learning for your organisation in 2015-16...</p>	<p><i>(provide some details of lessons learnt through organisational incidents/investigations that can be shared for multi-agency learning e.g. following up DNA, developing professional curiosity within staff, lack of awareness of DA for vulnerable adults)</i></p>
<p>Case Study: How you have supported Adults at Risk in 2015-16</p>	<p><i>(Provide a case study example of how you have provided person centred safeguarding interventions for a service user – either directly or through service provision. Ensure to reference the 6 principles of safeguarding; Empowerment, Prevention, Proportionality, Protection, Partnership, Accountability)</i></p>

Appendix 2: Individual Representative Commitment

This Memorandum of Agreement has been drawn up in relation to the roles and responsibilities of member organisations to the Safeguarding adults Board agreed on the 27.7.2013 and reviewed on 17.3.2015.

The signing of this memorandum constitutes the acceptance and agreement of to the following:

As my organisation's representative on the Warrington SAB I agree to:

- Maintain regular attendance at the SAB and its sub groups
- Make an active contribution to the planning, development and implementation of strategic objectives including contribution to sub groups, workshops and task and finish groups including where required a chairing role
- Support the delivery of the Business Plan priorities including the co-ordination, delivery and reporting of actions assigned to me personally or as a representative of my organization
- Provide an effective link between the SAB and organisation to disseminate strategic and operational priorities and ensure that these are met
- To act as a safeguarding adults voice and to take the lead on behalf of SAB, within my own organisations networks and any relevant committees which I also attend
- On behalf of my organisation, promote and support information sharing with other agencies in order to protect adults at risk.
- Alert the Board to any safeguarding issues that arise in my organisation and to provide information and updates as requested including on profile and serious issues/cases.
- Promote and coordinate staff engagement in relevant WSAB activities and initiatives, including training and awareness raising
- Secure and co-ordinate my organisation's participation as appropriate in Safeguarding Adult Reviews (Statutory and non-Statutory)
- Provide regular feedback to the Board, on my organisation's safeguarding work including an annual submission to the business plan report

Signed by:

Full Name:

Date:

Appendix 2 a: Organisation Commitment

This Memorandum of Agreement has been drawn up in relation to the roles and responsibilities of member organisations to the Safeguarding Adults Board agreed on the 27.7.2013 and reviewed on 17.3.2015

The signing of this memorandum constitutes the acceptance and agreement of to the following:

Warrington SAB member organisations agree to:

- Implement local multiagency procedures on safeguarding adults at risk
- Ensure all staff have appropriate awareness and training in safeguarding adults at risk
- Ensure their organisation has clear operational guidance which is consistent with local multi agency procedures
- Ensure the agency has rigorous procedures for recruitment and selection of staff
- Ensure robust procedures for responding to allegations against members of staff
- Publish a whistleblowing policy
- Monitor the quantity and quality of safeguarding work within their agency
- Ensure that they have mechanisms in place to report to the SAB in order that effective governance of all safeguarding arrangements is achieved
- Identify a Designated Adult Safeguarding Manager (DASM) for Safeguarding Adults and a suitably qualified representative for the SAB
- Agree and secure specified resources to support the work of the Safeguarding Adults Board (either financial contribution or through staff time and expertise)
- Contribute to the strategic direction of the Safeguarding Adults Board.
- Provide an annual report on work undertaken that is linked to strategic objectives and key tasks, for inclusion in the annual report

Signed by:

On behalf of the following Organisation:

Date: