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**CTMSB ADULTS’ QUALITY ASSURANCE & PERFORMANCE SUB-GROUP**

**TERMS OF REFERENCE**

1. **INTRODUCTION**

This document has been produced in line with the requirements of Part 7 of the Social Services and Wellbeing Act 2014 (Sections 134-138).

The Adults’ Quality Assurance and Performance (AQAP) Sub-Group will carry out the statutory functions of the Cwm Taf Morgannwg Safeguarding Board (CTMSB) in relation to reviewing the effectiveness of the shared responsibilities of partner agencies in safeguarding adults at risk.

# AIM OF THE ADULTS’ QUALITY ASSURANCE AND PERFORMANCE (AQAP) GROUP

The purpose of the AQAP Group is to support the Regional Safeguarding Board in carrying out the following statutory functions:

* to review the efficacy of measures taken by those Safeguarding Board partners and bodies represented on the Board, and by other bodies with safeguarding responsibilities within the area of the Board, either individually or collectively, to implement the objectives of the Board and to make whatever recommendations it sees fit to those bodies in light of such a review;
* to undertake audits, reviews and investigations as are required in pursuance of its objectives.
* to review the performance of the Board and its partners and bodies represented on the Board in carrying out its objectives.

# OBJECTIVES

***The AQAP Group will work to a core objective, specifically to monitor the effectiveness of agencies’ practice within the processes of Safeguarding and encourage high standards of practice by all those involved in Safeguarding work, promoting agency and individual accountability through the monitoring and evaluation of performance;***

The specific objectives of the Adult’s Quality Assurance and Performance Sub-Group are as follows:

**Reviewing the Efficacy of Safeguarding Measures**

* To establish what minimum standards are expected, clarify that they are in place and ensure these are reflected in multi-agency safeguarding practice.
* To receive agencies’ quality assurance reports and be assured that any new arrangements across organisations are working effectively alongside existing embedded adult Safeguarding processes.
* Examine any significant practice issues arising from multi-agency working together on individual cases and resolve these where possible. Unresolved issues will be brought to the attention of the CTMSB
* Receive, discuss and promote problematic Safeguarding related issues reported by any of the Partner Agencies for resolution and, if necessary, escalation to the Board.
* To liaise with other Safeguarding sub-groups to ensure a joined up and consistent approach to safeguarding ensuring other sub-groups are advised of any implications that require their action.
* Review and suggest developments to service user feedback mechanisms for Safeguarding processes and prepare reports on findings and recommendations for the Joint Operational Committee.
* To advise the Board on any action required to improve Safeguarding standards

**Undertaking Audits, Reviews and Investigations:**

* Develop an annual audit programme, based on Board priorities, for approval by the Board. The audit programme will outline the subject, methodology of audit and means by which any findings of each audit will be shared with practitioners.
* To develop and be responsible for using appropriate quality assurance audit tools.
* To develop a robust methodology for undertaking interagency practice audits.
* Set up Audit Task and Finish groups to carry out agreed individual case or thematic audits, identifying areas of good practice and areas for improvement within individual and interagency working arrangements. Deficits in practice will be addressed immediately within the relevant agency / service.
* To ensure the voice of the adult at risk or carer is captured in all audit activity.
* Common themes will be identified which may require practitioner training or review of protocols/procedures.
* Review work undertaken by all agencies at every stage identified in the Wales Safeguarding Procedures, including complaints, thresholds, conference standards, service user experience, reporting significant issues to individual agencies and making recommendations about the actions required

**Reviewing Performance**

* To receive data from partner agencies to provide a picture of safeguarding activity in Cwm Taf Morgannwg with reference to performance
* To use the above to identify trends and gaps & make recommendations about where to target relevant actions
* To request explanations be provided to the Board from partner agencies to explain performance that raise concerns.
* To share and evaluate relevant performance information with a view to identifying particularly vulnerable cohorts for further quality assurance work and identifying any lessons for dissemination with practitioners.

# GOVERNANCE AND ACCOUNTABILITY

Members of the Adult Quality Assurance and Performance Sub-Group will be accountable to the CTMSB as well as their own agencies for the work of the Group.

Each representative is responsible for sharing data and relevant QA and performance reports. Audits will need to be a completed in a timely and comprehensive manner and members will be expected to agree audit recommendations within their own organisations before submission.

Each representative will be responsible for communicating relevant matters within their own organisation and ensuring that these are acted upon. When an agency is not a member of AQAP then the Chair will take responsibility for this process.

The Adult Quality Assurance and Performance Sub-Group will:

* Work to the agreed Terms of Reference and be accountable to the Cwm Taf Morgannwg Safeguarding Board
* Produce an annual work plan, in line with the CTMSB Annual Plan;
* Report to the CTMSB Joint Operational Committee via a quarterly scorecard:
* Provide an annual summary of activity and achievements to inform the Board’s Annual Report

Conflicts of Interest

If any group member has either a personal or professional other interest in a case that is on the published agenda, they should declare this beforehand if at all possible and a decision will be made by the Chair as to whether they should withdraw from the meeting for the duration of the discussion. If it becomes apparent during a meeting that this is the case, the group member should interrupt the meeting and the same process will be followed.

If a group member feels that they have a professional duty to take any information that has been shared in the meeting elsewhere and for some other purpose, then they need to discuss this with the Chair in the first instance.

# MEETINGS

Meetings will be held a minimum of once every 6 weeks. The agenda for each meeting will be prepared and determined by the Chair from the work plan and agreed actions or audits from previous meetings.

Six members (with a minimum of three different agencies) will be required to be in attendance for the group to be quorate.

1. **MEMBERSHIP**

The AQA will include people with organisational responsibility who will have sufficient authority to make decisions within their agency.

The membership will consist of a nomination from all statutory partners of the CTMSB. Additional persons will be invited as required.

Statutory Members will be expected to participate in at least 75% of meetings. This will be monitored by the Chair. In meetings where there is no involvement required from a particular agency, then apologies will be accepted at the discretion of the Chair, and therefore the 75% target will not apply.

Fully briefed deputies may be substituted where they meet membership requirements.

Other members will be invited to attend when required, in line with the statutory guidance.

**Chairing Arrangements**

The Chair will be a member of the CTMSB Joint Operational Committee, and the appointment will be agreed by the Sub-Group and the Board.

A Vice-Chair from one of the CTMSB partner agencies will be appointed by the Sub-Group and agreed by the Board.

These posts will be reviewed every 2 years.

A list of members is as follows:

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| NAME | TITLE | AGENCY |
| Jackie Neale (Chair) | Service Manager, Adult Safeguarding | RCTCBC |
| Rachel Gronow | Interim Homelessness, Housing Options & Supporting People Manager | RCTCBC |
| Gwyneth Elliott | Strategic Commissioning Manager | RCTCBC |
| Erika Williams/Nicola Free | Senior Management Information Officer | RCTCBC |
| Siobhan O’Reily | Adult Safeguarding | RCTCBC |
| Karl Thomas | Team Manager, Care & Support Team | RCTCBC |
| Jon Eyre (Vice-Chair) | Safeguarding Principal Manager | MTCBC |
| Tina McCarthy | Information Management Team | MTCBC |
| Nicola Hughes | Team Manager, Older People & Disability Team | MTCBC |
| Tracy Jenkins | Contract Monitoring | MTCBC |
| Richard Thomas | Strategic Planning & Commissioning Manager | BCBC |
| Terri Warrilow | Safeguarding & Secure Estate Manager | BCBC |
| Cheryl Thomas | Information Management Team | BCBC |
| Susan Carlisle | Assistant Integrated Team Manager Adult Services | BCBC |
| Bethan Lindsey-Gaylard |  | BCBC |
| Brahms Robinson | Adult Mental Health | CTMUHB |
| Nadine Long | Deputy Head of Safeguarding | CTMUHB |
| Nicola Kingham | Business Manager | CTMSB |
| Beth Melhuish | Communications and Engagement Officer | CTMSB |
| Rebecca Merchant | Detective Inspector for Safeguarding | SWP |
| Anna O’Connell |  | Advocacy Support Cymru |
| Sara Thomas | IMCA Manager | Advocacy Support Cymru |
| Deb Evans | Regional Advisor, VAWDASV | SMT |
| Nicola Benney | Advocacy Manager | Dewis CIL |
| Kate Price | Team Manager | NPS |