



**Southampton City Council
Safeguarding Adults
Quality Assurance Framework
2018- 2020**

Safeguarding Adults Quality Assurance Framework

Version	4.0	Approved by:	Paul Juan
Date	13 August 2018	Approval date	Sep 2018
Lead officer	Lee Fermandel	Review date	1 Oct 2020
Authors:	Lee Fermandel	Effective date	1 Nov 2018

CONTEXT

Safeguarding people who are in need of care and support services and who are at risk of abuse or neglect in our city is a top priority for Southampton City Council and partner organisations.

We will all aim to provide support that is professional, sensitive and timely through the following five core areas:

1. LEADERSHIP

- ✓ All agencies in Southampton will work together in partnership to safeguard adults with care and support needs from abuse, neglect and where appropriate, self-neglect (herein after, for simplicity and to reduce duplication, the term neglect will cover neglect by others and neglect by self)
- ✓ Southampton Local Safeguarding Adults Board has the strategic oversight of safeguarding work ensuring agencies work and fulfils a collective responsibility

Reducing or ameliorating the risk of abuse and neglect to adults with care and support needs is a council-wide priority, with strategic leadership and management from Elected Members and Senior Officers in all council departments. Southampton City Council has lead responsibility for safeguarding adults which includes a duty to carry out enquiries, or ensure others do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect.

Southampton City Council and partner agencies will ensure that all care and support staff:

- i. Have the appropriate skills, knowledge and training relevant to their role in accordance with the National Safeguarding Competencies Framework;
- ii. Promote a person-centered approach in all safeguarding responses;
- iii. Provide safe and timely support and appropriate responses when abuse or neglect is identified;
- iv. Record information on the database that is of a high standard, accurate and timely;
- v. Receive regular supervision and appraisal where safeguarding is a standard agenda item.

(NB: Staff refers to all officers who deliver services for the council and those who work in partner agencies be they direct employees, volunteers or contract / agency workers)

2. WORKING TOGETHER

- ✓ The safety and wellbeing of the individual is paramount and we will respond promptly, effectively and proportionately, ensuring that the person's risks are managed sufficiently so as to reduce, contain or ameliorate the risk of avoidable harm;
- ✓ When needed, support will be accessible, timely and provided by people with expertise and knowledge;
- ✓ All concerns or allegations of abuse or neglect will be taken seriously and appropriate action taken to ensure that the adult's needs and desired outcomes are established and that the adult is, wherever possible, leading the process.
- ✓ Electronic records will be kept and the standard of record keeping will be consistent and of good quality. The electronic database produces outcomes based performance information which will be used to inform and improve practice standards and service delivery.
- ✓ People who have been the subject of a safeguarding enquiry will be asked for feedback on their experience, the outcome of which will be used to further improve practice.

3. QUALITY STANDARDS

- i. We will ensure that information and advice is always available and accessible;
- ii. We will listen to the adult before, during and after a safeguarding enquiry, and respond appropriately and timely to the concerns/issues raised;
- iii. We will ask for feedback from the adult and/or if appropriate, their carer/representative, after a safeguarding concern is resolved to ensure we learn from their experience;
- iv. We will offer independent support such as advocacy to any person involved in a safeguarding enquiry. Where people lack mental capacity or have significant difficulties in taking part in the process, an Independent Advocate will be made available;
- v. We will allocate a member of staff from the council to act as a link worker throughout the safeguarding process and will ensure that those who are subject to safeguarding enquiries are kept fully informed on its progress and outcome. All other relevant parties will also be kept informed;
- vi. We will work hard to achieve the desired outcomes the individual has identified from the safeguarding process and we will do everything possible to promote the individual's wellbeing even if that means supporting the individual to continue to live with the risk of abuse or neglect, for example, the adult has identified that their relationship with the abuser is more important than being safe.

4. PRACTICE STANDARDS IN ACTION

Timeliness of Response

- i. Urgent concerns, where there is a risk of immediate harm, a response will take place within **four hours** from the point of referral.
- ii. Non-urgent safeguarding concerns will be responded to within **twenty-four hours** from the point of referral. Southampton City Council will endeavor to complete enquiries within a reasonable time scale recognizing that some may take longer than others due to the fact that enquiries are person led and as such, any time scale should be agreed between the worker and the adult and/or their representative at the beginning of the process and kept under review.
- iii. In any case, **within two hours from the point of referral**, the Council will endeavour to make contact with the adult subject to the concern to ascertain their wishes, feelings and views and seek, where appropriate, consent for information to be shared. Where consent is not given, a decision will be taken whether the Council ends the process or overrides the adult's consent and continues to make enquiries in accordance with its statutory duty under s42 of the Care Act 2014. There may be certain situations when the Council decides to make discretionary, non-s42 enquiries, such as where there is a concern that an unpaid carer with support needs, is at risk of, or is experiencing abuse. The decision, whether to proceed or not to proceed must be recorded by a responsible manager/worker and the outcome conveyed to the adult and/or other relevant individuals, e.g. the referrer.
- iv. A person centred safeguarding plan "**My Safeguarding Plan**" should be developed in partnership with the adult and / or their representative(s) at an appropriate stage in the enquiry process, this may be from the point of referral. Safeguarding plans **must be agreed with the adult and/or their representative(s)** and, for people who lack mental capacity, safeguarding plans must be in the person's best interests and at all times, empower the person to have as much control as possible over the safeguarding process and its outcomes.
- v. Where enquiries have not been completed within **two weeks**, a review with the adult and/or relevant parties must take place and then **fortnightly reviews** thereafter until the Council is satisfied that the identified outcomes have been met and it can discharge the s42 duty. The review discussion may take place by **telephone or face-to-face** and is an opportunity to provide an update on the progress of the enquiry, re-evaluate the adult's desired outcomes, review whether there is a need for any additional support for the adult and check where other agencies are at in their enquiries/ investigations.
- vi. The safeguarding plan "**My Safeguarding Plan**" **will be monitored and reviewed regularly** by the appropriate professionals in agreement with the individual and/or their representative. This may be done as part of the regular review discussion, the end of enquiry discussion or at any time during the course of the enquiry.

- vii. Person Centred Safeguarding Meetings may be convened where they add value to an enquiry and where the adult and/or their representative is able to take part. Adults and/ or their representatives should also be offered an opportunity to nominate a chair for their safeguarding meeting and/or chair/co-chair the meeting themselves. Only in exceptional circumstances should meetings be convened without the adult or their representative present such as, for example, concerns about more than one adult and/ or serious risk which may fall under Southampton's Large Scale Enquiry (LSE) Procedure.

Allocated Worker

- i. Every person who is the subject of a safeguarding enquiry will be allocated a worker who has been trained and has the skills to carry out a safeguarding enquiry. Unqualified workers will be supported by a qualified Social Worker / Manager. At the very minimum, a member of staff will be allocated **within one working day** from the point of referral.
- ii. Wherever possible the **allocated worker will remain the same** through the process, and will only change in circumstances agreed by a responsible manager.
- iii. The allocated worker will aim to speak with the adult subject of a safeguarding enquiry within no more than **72 hours** from the time of referral. In some situations involving communication difficulties e.g. cognitive impairment, it is recognised this may not be possible and this will be recorded in the person's records

Manager responsibility

- i. A responsible manager (Senior Practitioner and above) will oversee practice and ensure that the allocated worker is supported and that the adult subject to the enquiry is fully involved at all stages of the process
- ii. The responsible manager will monitor the process through regular supervision with the worker and ensure compliance with practice guidance, standards and quality of recording including management decisions such as discharging the S.42 duty – this must be recorded on the database
- iii. Safeguarding records will be audited by Team Managers/Senior Practitioners and signed off by the relevant Service Manager. Where there are concerns/gaps in relation to practice, systems, service delivery, an improvement action plan will be drawn up between the Team Manager and Service Manager and the outcome reported to the Service Lead Manager and the Safeguarding and Quality Assurance Manager.
- iv. Independent audits will be undertaken monthly by the Safeguarding and Quality Assurance Standards Officer and overseen by the Safeguarding Quality Assurance Manager. The information will be used to support staff and managers to learn from areas of good practice and take remedial action where performance falls below quality standards.

(NB: The Safeguarding and Quality Assurance Standards Officer is independent of case management and the management of staff, but not independent of the Council)

- v. Learning from safeguarding audits will feed into the safeguarding learning and development plan and training material. A quarterly report will be submitted to the Corporate Director's Senior Management Team Meeting detailing the identified issues and actions taken/to be taken as well as any risk/ learning for the Council and key statutory partner organisations.

Working with people who use services and their carers

- i. The individual and carer, if appropriate, will be **kept informed at all stages of the safeguarding process** in line with Safeguarding Adults Practice Guidance and Procedures. Where the individual lacks capacity or has significant difficulties engaging in the process, an independent advocate must be offered, and where necessary, made available.
- ii. Carers and/or representatives/ advocates will be informed where the individual needs assistance to understand the process and actions being taken.
- iii. The allocated worker should agree at the outset how individuals/ carers/ advocates are to be kept informed and recorded in the adult's electronic records.

5. ASSURING QUALITY IN SAFEGUARDING ADULTS

Our Thinking, Our Actions and what customers tell us!

- ✓ I will ensure my practice is inclusive and individuals and people who are important to them are always at the centre of the process;

Customer *"I understand the role of everyone involved in my life."*

- ✓ I will focus on desired outcomes, views and wishes of the adult subject to safeguarding and ensure that independent advocacy is available when needed;

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

- ✓ I am confident that my actions and behaviours are in accordance with best practice and statutory guidance and procedures.

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

- ✓ I understand the importance of being honest with service users, maintaining professional standards, and writing down accurate information in a way that is respectful and accessible to the people who need to read it;

Customer *"I am sure that the professionals will work for my best interests, as I see them and they will only get involved as much as needed."*

- ✓ I will make sure that my approach and response to concerns are always proportionate and inclusive of the views, wishes and feelings of service users, carers and/or their advocates.

Customer *"I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able."*

- ✓ I will always give information and advice that is accessible to the people I work with so that they know what to do, and where to get help if they are concerned about abuse or neglect.

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

Quality Assurance

The following will help us to be successful:

- Southampton City Council s' Adults, Housing and Communities has responsibility for day-to-day monitoring of the service and will maintain sufficient up-to-date records for this purpose
- Adults, Housing and Communities is responsible for ensuring that all staff are adequately trained and skilled to ensure the Hampshire Wide Safeguarding Policy and Procedures are adhered to
- Adults, Housing and Communities induction program includes safeguarding adults training and all staff must complete the induction program **within 3 months** of employment
- Adults, Housing and Communities ensures that all staff receive specific safeguarding training relevant to their roles and responsibilities so they know what is expected of them, they know how to perform the tasks required of them and they know the quality to which they must perform their work (*see Southampton City Council 's Safeguarding Adults Competency-based Learning and Development Framework – 2018-2020*)
- On-going Safeguarding Adults training is planned and or identified via staff supervision / performance appraisal and all staff receive refresher training at least every two years. An electronic record of training will be maintained by

the Corporate Learning and Development Team to ensure that all staff are trained at the required level. Managers are responsible for ensuring staff receive relevant training to their roles.

- Southampton City Council's internal safeguarding guidance and procedure is robust with clear processes and timescales so that staff know what is expected of them and how they should work. They are available on the Council's intranet and internet, are up to date and staff know how to access them.

Quality Monitoring

The Adults, Housing and Communities has responsibility for monitoring the quality and effectiveness of the service they provide.

The following will ensure Quality Monitoring is successful:

- Adults, Housing and Communities has an effective quality monitoring system and process in place that reports on safeguarding outcomes for adults. The process is undertaken on a regular basis and the results provided to Adults, Housing and Communities Senior Management Team and Southampton's Local Safeguarding Adults Board
- The quality monitoring process identifies how Adults, Housing and Communities directorate is complying with the safeguarding guidance and procedure and current best practice in relation to **making safeguarding personal**
- All staff receive support and supervision on a regular basis and safeguarding adults forms a core item in the supervision record
- All staff and managers will comply with the quality assurance and monitoring activity as set by the Adults, Housing and Communities directorate and Southampton's Local Safeguarding Adults Board
- Quality monitoring is both quantitative and qualitative.

Quality Audit

The following will ensure Quality Auditing is successful:

- Southampton's Local Safeguarding Adults Board will retain overall responsibility for evaluating the success of safeguarding adults in the council's Adults, Housing and Communities directorate as well as across other partner organisations
- Southampton's Local Safeguarding Adults Board has designated the Monitoring and Evaluation Group with the responsibility to monitor and review quality standards and ensure the Adults, Housing and Communities directorate compliance with the safeguarding adult quality assurance framework

- The Adult Social Care Outcomes Framework (ASCOF) and the Safeguarding Adults Collection return (SAC) ensures monitoring and reporting of safeguarding performance outcomes is made available at a national level

Continuous Learning

This Quality Assurance Framework can only be successful if the results inform continuous learning.

The following will ensure continuous learning is successful:

- All learning and development for safeguarding adults is based on best practice, national safeguarding competencies, is multi-agency and provided using a number of different mediums and in line with the core objective of outcomes-based, person led approaches in line with Making Safeguarding Personal (MSP)
- A program of collaborative “peer” reviews with other local authorities to be agreed to compliment performance monitoring activities in order to assess the effectiveness of safeguarding at a local level
- All training courses are evaluated in partnership with people who use services – the results of which inform the learning and development framework
- The Adults, Housing and Communities Safeguarding Competency-based Learning and Development Framework (to be developed) is overseen by the Southampton Local Safeguarding Adult Board’s Learning and Development Group and Monitoring and Evaluation Group
- The findings from National and Local initiatives inform learning and development
- Adult Safeguarding Reviews (SARs) inform learning and development
- Adults, Housing and Communities annual training attendance figures will be made available and evaluated by the senior management team and the Local Safeguarding Adults Board
- A Training Needs Analysis (TNA) will be undertaken annually to inform the following years’ training plan
- The Local Safeguarding Adults Board’s Annual Report will include a statement on achievements and ongoing challenges and priorities

Quality Assurance – Adults, Housing and Communities

The following criteria ensure effective safeguarding is in place

1. Robust systems and processes in place to deliver the Southampton's City Council's Safeguarding Adults Practice Guidance and Procedures.
2. Safeguarding adults is linked into all aspects of practice and delivery of services, both operations and commissioning
3. Availability of appropriately trained, skilled and competent staff (consistent with safeguarding procedures, the Care Act 2014 and statutory guidance and supported by SCC's Safeguarding Adults Learning and Development Framework)
4. Clear quality assurance governance processes and local multi-agency safeguarding procedures are in place and monitored effectively.

Making a Difference

Adults, Housing and Communities ensures that all internal processes and practices are consistent with the principles of person centred safeguarding promoting an inclusive and outcome focused approach in line with **Making Safeguarding Personal (MSP)**.

Adults, Housing and Communities will be doing the following in order to inform and improve practice and service delivery:

Customer Feedback: A range of approaches are in place to enable Adult Social Care to seek views about peoples' experience of safeguarding and to use the information to improve safeguarding responses. This approach supports the Local Safeguarding Adults Board's priority of promoting personalised and inclusive safeguarding in which people using services are supported to achieve the outcomes they want. It places particular emphasis on outcomes achieved and making a difference rather than meeting targets.

Key Principles and Outcome Statements: a set of safeguarding principles and outcomes '*making it personal*' will be implemented into the standardised Safeguarding Feedback Performance System. Results will be appropriately reported to the Local Safeguarding Adults Board

We will also actively support, promote and involve people who use services and carers in the area of safeguarding including establishing a safeguarding service user and care forum as a sub-group of the Local Safeguarding Adults Board

Management Feedback – Monthly audits are undertaken by Team Managers and sent to the Safeguarding and Quality Standards Officer for reporting to senior managers on a quarterly basis. Performance issues must be addressed by responsible managers in supervision or via the employment management route. Non-compliance is escalated to senior managers for action.

Findings from audits will be discussed at monthly Operational Managers Meetings to explore challenges and promote good practice. Service Managers and Service Leads will be passed audits of all safeguarding enquiries completed in their service area.

Adult, Housing and Communities

SAFEGUARDING ADULTS SURVEY

Your views matter

We would like to find out what you found helpful about your recent involvement with us (Adult Safeguarding). This will help us know what we are doing well or things we need to improve.

All your answers will be kept private and will be looked at by our Safeguarding and Service Quality Manager. When the results are shared with the Managers of the social work staff who tried to help you they will not know who has given us the information.

If you have any problems filling in this form or want to talk about it then you can contact the Safeguarding and Service Quality Hub on 023 8083 3848

Name: (customer)	Name of Interviewer: (if applicable)
Person completing survey: (if different from above)	Position of Interviewer: (if applicable)
	Date of Interview: (if applicable)

1. Did you feel listened to during conversations and meetings with people about helping you feel safe?

- I was **always** listened to
- I was listened to **quite a bit**
- I was **not** listened to **very much**
- I was **not** listened to **at all**

2. Did you get information during the time of the concern? (This could be spoken or written)

- I got **a lot of** information
- I got **quite a lot of** information
- I did **not get very much** information
- I did **not get any** information

3. Were you able to understand the information given to you when people were trying to help you stay safe?

- I was able to understand **all** of the information
- I was able to understand **most** of the information
- I was **not able** to understand **much** of the information
- I was **not able** to understand **any** of the information
- I did **not get any** information

4. How satisfied are you with the end result of what people did to try and keep you safe?

- I am **very** satisfied with the end result
- I am **quite** satisfied with the end result
- I am **not very** satisfied with the end result
- I am **not at all** satisfied with the end result

5. How satisfied are you with how people dealt with the concern throughout?

- I am **very** satisfied with how people dealt with the concern
- I am **quite** satisfied with how people dealt with the concern
- I am **not very** satisfied with how people dealt with the concern
- I am **not at all** satisfied with how people dealt with the concern

6. Do you feel that you are safer now because of the help from people dealing with your concern?

I feel that I am **a lot** safer now

I feel that I am **quite a bit** safer now

I feel that I am **not much** safer now

I feel that I am **not at all** safer now

7. Is there anything else you think the Southampton City Council (or other organisations) could have done better during the time of this concern?

Thank you for helping us. Please return this questionnaire in the pre-paid envelope. You do not need a stamp. Or you may email it to us at ??@southampton.gov.uk

Lastly - Would you be happy for someone to contact you to talk about becoming a member of the Safeguarding Adults and Carers Forum?

Yes

No



Adults, Housing and Communities SAFEGUARDING ADULTS AUDIT

Only complete following a safeguarding enquiry

Name: (person completing audit)	Date:
Team:	
Customer Name/Initial	Name: (Responsible Senior Manager)
Paris ID:	
Date of safeguarding episode: (start and end date)	Date sent to Standards Officer:
Pen Picture	
Briefly Summarise the nature of the concern	

No.	Question	Yes	No
1	<p>There is evidence that the adult at risk was <u>appropriately</u> and <u>proportionately</u> safeguarded in accordance with their views, wishes and/or best interests and in accordance Southampton’s Safeguarding Policy and Procedure.</p> <p>In what format is the evidence? (tick as appropriate)</p> <p><input type="checkbox"/> Paris Safeguarding Module</p> <p><input type="checkbox"/> Paris Case Notes</p> <p><input type="checkbox"/> Electronic document (e.g. Reports, Notes of Meetings)</p> <p><input type="checkbox"/> Other (please briefly specify)</p> <p>If Yes – provide brief details to support answer</p>		

<p>9</p>	<p>There is clear evidence of management oversight and decision-making at key stages of the safeguarding process?</p> <p>In what format is the evidence? (tick as appropriate)</p> <p><input type="checkbox"/> Paris Safeguarding Module</p> <p><input type="checkbox"/> Paris Case Notes</p> <p><input type="checkbox"/> Electronic document (e.g. Notes of Meetings)</p> <p><input type="checkbox"/> Other (please briefly specify)</p> <p>If Yes – provide brief details to support answer</p> <p>If no, please explain why there was a lack of responsible management oversight and decision-making (<i>a responsible manager includes Senior Social Work Practitioners</i>):</p> <p>Senior Manager to explain why there was no management oversight/decision-making for this case and what actions will be taken to address the gap?</p>	<p>Yes</p>	<p>No</p>
<p>10</p>	<p>There is clear evidence of multi-agency working at all stages of the safeguarding process?</p> <p>In what format is the evidence? (tick as appropriate)</p> <p><input type="checkbox"/> Paris Safeguarding Module</p> <p><input type="checkbox"/> Paris Case Notes</p> <p><input type="checkbox"/> Electronic document (e.g. Notes of Meetings)</p> <p><input type="checkbox"/> Other (please briefly specify)</p> <p>If Yes – provide brief details to support answer</p> <p>If no, please explain why other agencies were not involved in the process and what actions have you taken to address the gap?</p>	<p>Yes</p>	<p>No</p>

<p>11</p>	<p>Clear evidence of person-led, outcome-based practice, and where appropriate, there is a person-centred safeguarding plan?</p> <p>In what format is the evidence? (tick as appropriate)</p> <p><input type="checkbox"/> Paris Safeguarding Module</p> <p><input type="checkbox"/> Paris Case Notes</p> <p><input type="checkbox"/> Electronic document (e.g. safeguarding plan)</p> <p><input type="checkbox"/> Other (please briefly specify)</p> <p>Briefly explain the reason for your answer in no more than 100 words (whether there is evidence or not)</p>	<p>Yes</p>		<p>No</p>
<p>12</p>	<p>NEW CUSTOMERS ONLY</p> <p>Evidence that a Care Needs Assessment and/or Carer Support Assessment has been undertaken in line with the Care Act 2014 s.9 and s.10</p> <p>If Yes/NA – provide brief details to support answer</p> <p>If no – please explain why not (<i>for example, the person is not ordinary resident in Southampton or they have declined an assessment</i>)</p>	<p>Yes</p>	<p>No</p>	<p>N/A</p>
<p>13</p>	<p>There is evidence that the safeguarding process was followed in accordance with Southampton City Council’s Policy and Procedures (incl. time standards)</p> <p>In what format is the evidence? (tick as appropriate)</p> <p><input type="checkbox"/> Paris Safeguarding Module</p> <p><input type="checkbox"/> Paris Case Notes</p> <p><input type="checkbox"/> Electronic document (e.g. notes of meeting)</p> <p><input type="checkbox"/> Other (please briefly specify)</p> <p>If Yes – provide brief details to support answer</p> <p>If no, please explain in what areas was the process not followed and reasons why not and what actions will be taken to address the gap?</p>	<p>Yes</p>		<p>No</p>

14	<p>Feedback has been given by the adult at risk or their representative about their experience of safeguarding?</p> <p>In what format is the evidence? (tick as appropriate)</p> <p><input type="checkbox"/> Paris Safeguarding Module</p> <p><input type="checkbox"/> Paris Case Notes</p> <p><input type="checkbox"/> Electronic document (e.g. letter)</p> <p><input type="checkbox"/> Other (please briefly specify)</p> <p>If Yes – provide brief details to support answer</p> <p>If no, please explain why not and offer suggestions for obtaining feedback in order to help us improve safeguarding practice</p>	Yes	NO
-----------	--	------------	-----------

Team/Service Manager Action Plan

Team/ Service Manager to list the key actions to be taken, if any, to address any identified gaps:

Manager name:		Date:	
----------------------	--	--------------	--

Service Lead Comments/Actions

Service Lead comments and observations to be entered here including actions to be taken to address any identified gaps:

Service Lead name:		Date:	
---------------------------	--	--------------	--

After completing the audit please take any corrective action that may be necessary and email this completed audit to:

[**Eric.Smith@southampton.gov.uk**](mailto:Eric.Smith@southampton.gov.uk)

(For audit queries please contact Eric Smith, Safeguarding & Service Quality Team Manager on 023 8083 3848)

Southampton City Council

STAFF GUIDANCE

SAFEGUARDING ADULTS QUALITY AUDIT

Please read in conjunction with Southampton City Council's Safeguarding Quality Assurance Framework

Purpose

The audit questions relate to the Practice Standards listed in the Safeguarding Adults Quality Assurance Framework and are in line with Making Safeguarding Personal and the six safeguarding principles outlined in section 14 of the Care and Support Statutory Guidance 2016.

Information gained from audit will be used alongside feedback from people who use safeguarding services to support Southampton City Council to develop good, consistent safeguarding services that are person-led and outcome focused, and delivered by confident and competent staff.

Key Objectives

1. Overall, to evidence that practice is consistent with Southampton City Council's Safeguarding Adults Guidance and Procedures, the Care Act 2014, Care and Support Statutory Guidance 2016 and Making Safeguarding Personal
2. To achieve a consistent level of practice in relation to safeguarding adults via monitoring all aspects of the safeguarding process, user involvement and outcomes achieved at the end of the process
3. To evidence that where the adult at risk does not have a suitable person to support them throughout the safeguarding process, an independent advocate is involved as soon as practicably possible
4. To highlight gaps in practice and address them with the individual member of staff through supervision and through training and development

5. To report audit findings to team and senior management and ensure that good practice is shared with front-line staff
6. Ensure the views, wishes, cultural, religious and ethnic needs of adults as well as their desired outcomes are taken into account and evidence that these factors influenced the safeguarding process that was taken

What we hope audit will tell us

The Key Principles that underpin best practice are set out in the Care and Support Statutory Guidance 2016 and in Southampton City Council's Safeguarding Quality Assurance Framework

Staff should practice in a person-centred way and maintain accurate records that are consistent with the safeguarding practice standards and principles and comply with the Council's statutory duties and powers

Our Thinking, Our Actions and what we want audit to tell us

- ✓ Staff adequately demonstrate inclusive practice where individuals and people who are important to them are always at the centre of the process
- ✓ Staff have evidenced on Paris the desired outcomes, views and wishes of the person subject to safeguarding concern and independent advocacy was provided when appropriate
- ✓ The actions and behaviours of staff are in accordance with best practice guidance, statute and quality assurance framework
- ✓ There is evidence of staff understanding the importance of being honest with people, maintaining professional standards, and writing down accurate information in a way that is respectful and accessible to the people who need to read it
- ✓ There is sufficient evidence on Paris that the approach and response to concerns were proportionate and inclusive of the views, wishes and feelings of people subject to safeguarding concerns, and/or their representatives
- ✓ There is evidence on Paris that information and advice was provided to the adult or their representative and that identified risks were managed in a way that was satisfactory for the individual subject to concern

Process

1. Team/Senior Practitioners will audit two safeguarding cases per month identified by the Safeguarding and Service Quality Manager. Cases for audit will be sent to the managers during the first week of each month and must be completed and sent to their Service/Senior Manager by the 15th of each month. Completed audits **must** be returned to the Safeguarding and Service Quality Manager by the 20th of each month.
2. Service / Senior Managers must ensure that audits are completed on time and are of a sufficient quality before being signed off and must support the manager/senior practitioner to address any issues/gaps and/or actions to be taken arising from audit.

3. Team/Senior Practitioners will discuss audit findings with the relevant worker and ensure that good practice as well as the learning from when things go wrong and is discussed at team meetings and in supervision.
4. The Safeguarding and Service Quality Manager will undertake audits on safeguarding concerns which did not progress to enquiry, focusing on decision-making processes, thresholds and statutory compliance.
5. The Safeguarding and Service Quality Manager will support front line management and staff to improve performance based on audit findings, customer feedback and complaints.
6. The Safeguarding and Quality Standards Manager will support managers and senior practitioners to use the audit tool effectively.
7. Service Managers/Senior Manager will email completed audits to eric.smith@southampton.gov.uk and report any issues/concerns in relation to practice to the relevant Service Lead and/ or Principal Social Worker who will advise on what action should to be taken.
8. The Safeguarding and Service Quality Manager will be available to provide additional support to Managers where there are specific performance gaps in teams.
9. The Safeguarding and Service Quality Manager will carry out two audits per month as well as ensure that feedback from people using safeguarding services is captured and reported on a monthly basis to the Adult Social Care Improvement Board.