



Quality Assurance sub-group Draft Terms of Reference

PURPOSE OF THE BOARD

The purpose of the Adult Social Services Quality Assurance Board is to ensure that quality assurance arrangements are in place across Adult Social Services to gather information on the quality of services provided, service user feedback and data on the outcomes achieved for people using Adult Social Services. The Board ensures that this information is analysed and used to inform service delivery as well as strategic planning and commissioning.

The Quality Assurance Board is responsible for overseeing quality assurance across Adult Social Services and will report on the safeguarding elements of its work to the Safeguarding Adults Board on a quarterly basis.

The oversight and governance of quality assurance will be provided by the Adult Social Services Quality Assurance Board through:

- Monitoring the impact and quality of service delivery to improve outcomes for service users and/or carers;
- Ensuring practice standards within Adult Social Services are being consistently delivered to a high level, identifying any areas for improvement, and ensuring that the workforce is appropriately trained to maintain these standards;
- Analysing information from customer feedback and turning this into tangible actions for service improvement;
- Establishing links between performance management and quality assurance such that these are informed by one another;
- Establishing a systematic learning culture across Adult Social Services;
- Ensuring that there is a systematic approach to addressing areas of improvement through the identification and allocation of resources to undertake activity to support sustainable improvements;
- Sharing information, best practice and experience;
- Ensuring robust monitoring and reporting on the quality of care delivered by external providers of adult social care across Haringey;

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- Providing assurance required by Adult Social Services' regulators and responding to new government initiatives, directives and legislation;
 - Making sure that services to support people are provided without discrimination to people with the protected characteristics identified in the Equality Act 2010; and
 - Producing an annual Local Account detailing Adult Social Services' performance and priorities for residents, service users and other local partners.
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OPERATIONAL ARRANGEMENTS

The Adult Social Services Quality Assurance Board will meet on a quarterly basis. The Board will be chaired by the Director of Adult Social Services and will comprise the following attendees:

- Director of Adult Social Services;
- Strategic Lead Governance & Business Improvement Services;
- Business Improvement Officer, Business Improvement Services;
- Head of Service Assessment & Personalisation;
- Head of Haringey Learning Disability Partnership;
- Service Manager Adult Mental Health;
- Principal Social Worker;
- Commissioning Manager (Adults);
- Senior Performance Officer;
- Framework-i Business Analyst;
- Adult Social Care Workforce Development Manager;
- Assistant Head of Customer Services; and
- Any other officer who may be asked to join the Board to assist with specific pieces of work.



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Representatives are responsible for disseminating decisions and actions required back to their services, performing any actions needed and reporting back to the Quality Assurance Board.

Attendees are expected to make every effort to attend meetings. If representatives cannot attend a meeting, they should formally submit apologies to the Chair in advance of the meeting and make every effort to find a substitute or deputy to attend.

Members should not arrange for a Deputy to attend on their behalf on more than two occasions without notifying the Chair in advance of the meeting.

To make decisions, the meeting must be quorate. A quorum will be at least 5 of the members.