



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Quality Assurance Framework



Consultation Paper

***Building Safe and Resilient Communities***

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## CONTENTS

<b>Section</b>	<b>Subject</b>	<b>Page No.</b>
1	Background	2
2	What is the aim of the QAF?	2
3	What are the aims of this consultation?	2
4	When will the consultation take place?	3
5	Questions & Answers	3
6	How will the Council collect views and opinions?	4
7	Explanation of terms used in the context of this document	5
8	Feedback Form	6

# Quality Assurance Framework

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## 1. Background

Neath Port Talbot Council is committed to supporting its most vulnerable citizens. The Quality Assurance Framework (QAF) for Learning Disability and Mental Health Supported Living Services sets out the criteria against which providers of supported living schemes for adults in Neath Port Talbot are assessed. It enables the Council to assess and improve the quality of service provision.

## 2. What is the aim of the Quality Assurance Framework?

The purpose of the QAF is to:

- Benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users
- Encourage continuous improvement and best practice in supported living services
- Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes
- Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained
- To have a clear sense of what quality means in practical terms in operational services

## 3. What are the aims of this consultation?

The aims of the consultation are to:

- Make sure that all interested parties are aware of the Council's QAF
- Make sure that people have all the information they need to come to an informed opinion
- Encourage people to give their views on the document (outlined in section 2)
- Make sure people know how to submit their views
- Collect feedback and consider this before a final decision is made

# Quality Assurance Framework

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## 4. When will the consultation take place?

The Council will be collecting feedback for 90 days from xx to xx (see Section 6 for how to give your views).

After the consultation ends, all of the feedback will be analysed and a report will be presented to the Council's Cabinet. That report will set out the proposals and recommendations taking into account the feedback from the consultation.

## 5. Questions & Answers

There are a number of ways that you can submit questions and comments about the QAF during the consultation period (see Section 6). However, here are answers to some questions you may have:

**Q:** What is the reason for having a QAF?

**A:** We want to make sure that services are as good as they can be and that providers improve quality as much as possible.

**Q:** How will the Council know if services are of a good quality?

**A:** Council staff will visit services on a regular basis, make observations and speak to service users and staff to build up a picture of service quality. The QAF will provide the measures for an overall assessment, together with any comments about how service provision can be further developed.

**Q:** What does the Council hope to get out of this consultation?

**A:** We want to know if you think the QAF is a good idea, and if there's anything you think we've missed.

## 6. How will the Council collect views and opinions?

There are a number of ways that the Council will be collecting views and opinions on the draft strategy:

# Quality Assurance Framework

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## i. Consultation Portal

The “Have Your Say” section on Neath Port Talbot Council’s website will allow you to view all supporting documents, make comments and provide feedback via the Internet: <https://www.npt.gov.uk/5907>

## ii. Meetings with partner agencies, groups and forums

We will be discussing the proposal at meetings with key partner agencies, service user groups, carer forums and other stakeholder forums.

## iii. In writing

You can write to us or complete the Feedback Form at the end of this booklet. Letters and forms can be put into the suggestion box or can be posted to:

QAF Consultation  
Neath Port Talbot Council  
Social Services Commissioning Unit  
Civic Centre  
Neath  
SA11 3QZ

Or email [CCU@npt.gov.uk](mailto:CCU@npt.gov.uk)

## 7. Explanation of terms used in the context of this document

**Advocacy** is a service that represents others or helps them to represent themselves. The advocate will put a person's views forward, make sure that they are kept fully informed and that they have all the information they need to make an informed decision or choice.

**Supported Living** refers to services and community living arrangements designed to support disabled citizens to attain or retain their independence in their local communities.

**Partner agencies** - these are organisations who work together to provide services, e.g. the Council, Local Health Board, Carers Service, etc.

A **Stakeholder** is a person, group or organisation with a direct interest, involvement, or investment in something, e.g. staff, owners and customers/ service users of a business or service.

## Quality Assurance Framework

### **Alternative Formats**

This information is available in a range of formats including Welsh. All documents can also be accessed via the Council's website: <https://www.npt.gov.uk/5907>

To make a request for another format, please ask one of the Respite or Day Centre Staff who will pass your request on to the Commissioning Unit, or email us directly at: [CCU@npt.gov.uk](mailto:CCU@npt.gov.uk)

# Quality Assurance Framework

## 8. Feedback form

Neath Port Talbot Council			
<b>Quality Assurance Framework Consultation</b>			
<b>Feedback Form</b>			
If you would like to comment on this proposal, please complete this form and post it in the questionnaire box or post it to:			
QAF Consultation Neath Port Talbot Council Social Services Commissioning Unit Civic Centre Neath SA11 3QZ			
If you wish to receive a response to any questions raised on this form please supply your name and address:			
Name:			
Address:			
		Postcode:	
Please indicate your interest in this strategy (please ✓):			
I am a Service User	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am related to a Service User	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am a carer for a Service User	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am a member of staff at a Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)			

## Quality Assurance Framework

### Getting advice or support

How easy or difficult do you find it to get information about what social care and support you can have? Please tick ✓ one box only:

Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know

Please give reasons for your answer or provide further comments in the box below:

### Quality Assurance Framework (QAF)

To what extent do you agree or disagree with the QAF?

Please tick ✓ one box only:

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know

Please give reasons for your answer or provide further comments or suggestions in the box below:

### QAF impact

Do you think that the QAF would have a positive or negative impact on the care provided? Please tick ✓ one box only:

Positive	Negative	Don't know

Please give reasons for your answer or provide further comments or suggestions in the box below:

## Quality Assurance Framework

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### Resources

How important is it for the Council to consider the resources it has available to support the most vulnerable residents and reduce overall dependency on social services?

Please tick ✓ one box only:

Very important	Fairly important	Not very important	Not important at all	Don't know

Please give reasons for your answer or provide further comments or suggestions in the box below:

## Gaps

Is there anything you feel we have missed that should be included in the QAF?

Please provide further comments or suggestions in the box below:

## Any other comments

Please provide further comments or suggestions in the box below:

## About You

The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

**Age:** (please ✓ one answer)

- |                                   |                                |                                |  |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 60-74 | <input type="checkbox"/> 86+               |
| <input type="checkbox"/> 16-24    | <input type="checkbox"/> 40-49 | <input type="checkbox"/> 75-85 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-29    | <input type="checkbox"/> 50-59 |                                |  |

**Welsh Language – are you:** (please ✓ one answer)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Fluent speaker & writer        | <input type="checkbox"/> Fluent speaker        | <input type="checkbox"/> Learner                |
| <input type="checkbox"/> Fairly fluent speaker & writer | <input type="checkbox"/> Fairly fluent speaker | <input type="checkbox"/> Little or no knowledge |

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

**Do you consider yourself to have a disability?** (please ✓ one answer)

- |                              |                             |  |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

**Ethnic origin:** (please ✓ one answer)

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> White British | <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black: African |
|--|---|---|
-

# Quality Assurance Framework

<input type="checkbox"/> White Irish	<input type="checkbox"/> Indian	<input type="checkbox"/> Black: Caribbean
<input type="checkbox"/> Mixed: White & Black Caribbean	<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Chinese
<input type="checkbox"/> Mixed: White & Black African	<input type="checkbox"/> Pakistani	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Other (please specify):	<input type="text"/>	

**Sex** (please ✓ one answer)

Male       Female       Transgender       Prefer not to say

**Religion/Belief:** (please ✓ one answer)

Christian     Buddhist     Hindu       Jewish       Muslim

Sikh       No religion     Prefer not to say     Any other religion

Any other religion (please specify):

**Sexual Orientation** (please ✓ one answer)

Heterosexual     Lesbian     Gay       Bisexual     Prefer not to say

**Nationality** (please ✓ one answer)

Welsh       Scottish       English       British

Irish       Prefer not to say     Other

Other (please specify):

**THANK YOU FOR YOUR TIME**