

## **Reducing Reoffending Partnership – Quality Assurance Arrangement**

Upon contract award we will seek to develop a full Quality Assurance Arrangement. This framework will be based on Ingeus' comprehensive and robust Quality Assurance Framework (QAF) which has provided the basis for: leading performance across all seven CPAs where they are the prime provider of DWPs Work Programme; DWP's highest Merlin Standard for supply chain management (subject to moderation); Grade 2 Ofsted (Good) rating; Matrix Standard for IAG; ISO27001 for information security; and a "Strong" rating from DWP Provider Assurance Team, which identified Ingeus' *"culture of continuous improvement... led by senior managers, understood by all staff through clear effective and regular communications and supported by a documented framework of operational delivery checks" with "strong and consistent management throughout its supply chain."*

The key elements of our Quality Assurance Arrangement are detailed in WSA5 Q1. We understand that relevant parts of our response to WSA5 Q1 will be ultimately incorporated into schedule 9 subject to agreement and legal review. Additional details of our draft QAF are shown in **Diagram 1** of WSA5 Q1 and summarised in the table below:

QAF FEATURE	DETAILS
<b>AIMS</b>	<ul style="list-style-type: none"> <li>• Delivering excellence with integrity</li> <li>• Protecting the Public</li> <li>• Reducing Reoffending</li> </ul>
<b>PRINCIPLES</b>	<ul style="list-style-type: none"> <li>• Quality</li> <li>• Performance</li> <li>• Assurance</li> <li>• Responsiveness</li> <li>• Management</li> </ul>
<b>LEADERSHIP AND MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Quality objectives aligned with contractual requirements, HMI prisons, HMI probation and other statutory requirements</li> <li>• The development and implementation of policies, standards and procedures to meet objectives</li> <li>• Defined systems and processes to support early identification of risks</li> <li>• Corporate governance</li> </ul>
<b>DELIVERY</b>	<ul style="list-style-type: none"> <li>• Service delivery supported by a body of robust quality frameworks</li> <li>• Applies equally to RRP and Supply Chain</li> <li>• Enabled by integrated ICT system, <i>PartnershipWorks</i></li> </ul>
<b>COMPLIANCE, QUALITY ASSURANCE AND CONTROL</b>	<ul style="list-style-type: none"> <li>• RRP Quality Assurance Team</li> <li>• Empowered management and delivery staff with clear accountabilities for quality, performance and contractual compliance</li> <li>• Ongoing professional development</li> <li>• Performance Management Framework</li> <li>• Performance Excellence Framework</li> <li>• Supply chain management</li> <li>• Audit and Assurance Framework</li> </ul>
<b>INSPECTION, ASSURANCE AND ACCREDITATION</b>	<ul style="list-style-type: none"> <li>• External audit and inspection</li> <li>• Internal audit processes</li> <li>• External accreditations</li> <li>• Staff feedback</li> <li>• Stakeholder feedback</li> <li>• Offender feedback</li> <li>• Multi-channel complaints and feedback processes</li> <li>• RRP Feedback Board</li> </ul>
<b>CONTINUOUS IMPROVEMENT</b>	<ul style="list-style-type: none"> <li>• Dedicated Service Excellence Team</li> <li>• Service Improvement and Innovation Process</li> </ul>