

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