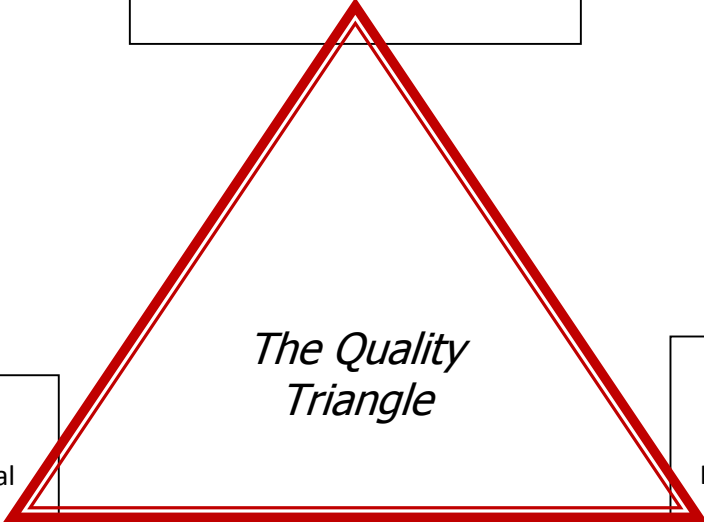


**Quality Assurance  
Data**  
Steering Wheel  
Self-Assessment  
Impact of Action Plans, Reviews



**Stakeholder views**  
Client, family, external  
partners' and  
commissioners' feedback

**Quality Improvement  
Staff development**  
Implementation of learning  
from incidents  
Observation of impact  
Review of aims

