

Independent Challenge

Independent Audit
Harrow LINK
Peer Review
Inspection
Improvement Board
Scrutiny

Provider Challenge

CRILL / LAMA Monitoring
Contract and SLA Monitoring
Professional challenge

User & Carer Outcomes

User/Carer Challenge

User & Carer Research
User & Carer Engagement
Customer Service Standards
Complaints

Case Management

Case File Audit
Peer Audit
Independent Audit
Care Reviews