



*Redditch and Bromsgrove
Clinical Commissioning Group*



*South Worcestershire
Clinical Commissioning Group*



*Wyre Forest
Clinical Commissioning Group*

Safeguarding Children and Adults Commissioning Strategy 2016 -2019

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Safeguarding Children and Adults Commissioning Strategy 2016-2019

INTRODUCTION

Every NHS organisation and each individual healthcare professional working in the NHS has a responsibility to ensure that the principles and duties of safeguarding children and adults are consistently applied, with the well-being of those children and adults at the heart of what we do.

All staff, whether they work in a hospital, a care home, in general practice, or in providing community care have a responsibility to safeguard children and adults at risk of abuse or neglect in the NHS.

NHS Redditch and Bromsgrove Clinical Commissioning Group (CCG), NHS Wyre Forest CCG and NHS South Worcestershire CCG, (hereafter referred to as The CCGs), have a statutory duty to ensure they make arrangements to safeguard and promote the welfare of children and young people, and to protect adults with care and support needs at risk of or experiencing abuse.

As commissioning organisations, CCGs are required to ensure that all health providers from whom they commission services have comprehensive single and multi-agency policies and procedures in place to safeguard and promote the welfare of children and to protect adults (with care and support needs-hereafter referred to as adults) at risk of abuse. The CCGs also need to ensure that health providers are linked into the Local Safeguarding Children and Safeguarding Adults Boards and those health workers contribute to multi-agency working.

NHS Health commissioners and providers are required to demonstrate that they have safeguarding leadership, expertise and commitment at all levels of their organisation and that they are fully engaged and in support of local accountability and assurance structures in particular via the Local Safeguarding Children Board and the Safeguarding Adults Board.

It is the vision of the CCGs that safeguarding outcomes for children and adults are improved. In order to achieve this, every contact children and adults have with the NHS will be with practitioners and providers who have a knowledge and understanding of safeguarding issues and work in an organisation that has robust safeguarding systems and levels of supervision.

This Commissioning Strategy does not detail procedure and operational policies required for the management of safeguarding children and adults; rather the CCGs, General Practice member practices and all commissioned service providers will work to the multi-agency operational policies developed by Worcestershire Safeguarding Children Board (WSCB) and Worcestershire Safeguarding Adults Board (WSAB).

Responsibilities for safeguarding should form core functions for each organisation and must be discharged within agreed baseline funding (Safeguarding Vulnerable People in the NHS – Accountability and Assurance Framework 2015).

The CCGs Safeguarding Children and Adults Commissioning Strategy is underpinned by the CCGs Quality Strategy and Quality Assurance Framework. The strategies provide the standards for the services commissioned by the CCGs to ensure our local populations receive high quality and safe health care. Each strategy has a specific focus on the care of the most vulnerable groups.

The CCGs will achieve safeguarding assurance by commissioning continuous improvement in high quality outcomes of commissioned services through the use of its contract monitoring and quality assurance processes. These include quality schedules, contracts, assurance processes, Commissioning Quality Improvement and Innovation (CQUINs), and learning from Serious Case Reviews, Domestic Homicide Reviews, Case Reviews, incidents and complaints. Assurance is also gained through compliance with safeguarding children and adult's policies and the adherence to a training framework for safeguarding children and adults. Introduction of the Care Act (2014) and the Making Safeguarding Personal (MSP) (2014) agenda will support practitioners to be outcome focused and place the adult at the centre of safeguarding.

This Commissioning Strategy should be read in conjunction with the strategic plans for both WSCB and WSAB.

BACKGROUND

The publication of the Safeguarding Vulnerable People in the NHS – Accountability and Assurance Framework (July 2015), sets out a framework for safeguarding including roles, duties and responsibilities of all organisations commissioning health and social care. It has been developed by leaders in the system in collaboration with all who use it. The wider context of safeguarding continues to change in response to findings of inquiries: for example, Savile, Lampard, Francis, Southern Healthcare; the growing areas within safeguarding such as Child Sexual Exploitation (CSE), Female Genital Mutilation (FGM), the Prevent agenda and the Care Act have been integrated into the safeguarding agenda.

Leading Change, Adding Value (May 2016) is a framework every nursing, midwifery and care professional, in all settings, can use to ensure that we achieve the best high quality of experience for our patients and people, the best health and well-being outcomes for our populations, and use finite resources wisely to get best value for every pound spent.

Safeguarding should be embedded in all organisations' duties across the health system. There is a distinction between Providers' responsibilities of delivering high quality safe care and support and Commissioners' responsibilities of seeking assurance of safety and effectiveness of commissioned services.

The CCGs continue to develop partnership working with other agencies in the Children and Adult Safeguarding Boards and their subgroups to ensure effective commissioning that is responsive to address issues raised. In order to address emerging issues the 2014-2015 Safeguarding Commissioning Strategy and underpinning action plan were refreshed annually to inform the work plan. An overview of the key achievements for 2014-2015 are highlighted below:

- Patients' experiences are used to inform commissioning and to improve services and Patients' Stories are submitted to the CCGs' Governing Bodies to highlight the importance of safeguarding across the health economy.
- GP engagement in safeguarding has improved and is evidenced through increased attendance at training, increased requests for advice and improved referrals to social care.
- 99% attendance by GPs at information sharing meetings following child deaths

- 68% of GPs attended Children’s Level 3 safeguarding training (an increase of over 50% in 2014/2015).
- The Safeguarding Health Group supports the work of WSCB and WSAB through co-ordinating a health economy response where required. Membership includes safeguarding leads from across Worcestershire’s health economy.
- Commissioning bespoke training for GPs such as Domestic Abuse and Mental Capacity Act/ (MCA) Deprivation of Liberty Safeguards (/DoLS).
- Commissioning an Interim Lead for MCA/DoLS to improve GP application of MCA/DoLS and implementation of systems and processes to support GP Practices.
- Development of a Safeguarding Adults Operational Protocol for Multi-agency Information Sharing (communication) across Worcestershire.
- Implementation of the Worcestershire Health Partnership Safeguarding Children Communication Protocol across Worcestershire’s health economy.
- Attendance and support by the Executive/Chief Nurses and Designated Professionals at WSCB and through chairing various sub-groups. Attendance by the CCGs Executive/Chief Nurses at WSAB; each chairing a sub-group. Work of WSCB and WSAB is further supported through involvement of the Executive Nurses, Designated Professionals and Safeguarding Adult Lead in the sub-groups.
- Supporting the development and implementation of the Multi-Agency Safeguarding Hub (MASH)
- Development of CCG Safeguarding webpages and GP consortium webpages

PURPOSE

The purpose of the Safeguarding Children and Adults Commissioning Strategy 2016-2019 is to inform the CCGs’ Governing Bodies and partners of the safeguarding commissioning strategic priorities for children and adults.

Priorities for 2016-2019 have been identified following the CQC Children Looked After and Safeguarding (CLAS) review of children’s health services across Worcestershire in September 2015. The final report published in December 2015 made recommendations for health organisations and a combined health improvement action plan is in place to address these. The Monitoring and Assurance Group, comprising of commissioners and providers, reports quarterly and by exception, on progress of its implementation to the CCGs Quality Committee, the Integrated Commissioning Executive Officer’s Group (ICEOG) and WSCB. Other priorities have emerged following Serious Case Reviews, Safeguarding Adult Reviews and other learning processes, such as Multi-Agency Case File Audits (MACFA).

The Safeguarding Health Group which represents NHS organisations across Worcestershire identified the following priorities for 2016-2019:

- Improvement of safeguarding in commissioned services through ensuring appropriate safeguarding arrangements and effective Governance processes are in place to support organisations to provide safe, effective quality care.
- Monitoring of statutory duties and adherence to published guidance.
- Monitoring and assurance of provider services and partnership working to address learning and continuous quality improvement.
- To further improve GP engagement in safeguarding processes.
- To improve effective communication and information sharing across health organisations.
- To continue to drive improvements in safeguarding practice across the health economy through identification of areas for improvement as well as demonstrating compliance with statutory responsibilities, such as the implementation of the Care Act 2014 and application of Working Together 2015; and any subsequent revisions of statute and guidance.
- To continue to support the strategic priorities of WSCB and WSAB. Including embedding learning from Serious Case Reviews, Safeguarding Adult Reviews and other learning events.
- Continue to respond as appropriate to national and local reviews and inquiries.
- Continue to support and monitor health agencies recommendations and actions from such reviews/inquiries and support health agencies in preparation for external inspections and reviews.

The strategy is underpinned by an action plan. The priorities and action plan will be reviewed annually to refresh based on changes to legislation, guidance or findings from national reviews

Four overarching themes have been identified which underpin commissioning arrangements; these are:

1. Commission services that demonstrate appropriate safeguarding arrangements and effective Governance processes are in place to support organisations to provide safe, effective high quality care.
2. Commission services that demonstrate embedded learning and continuous quality improvement and the impact of learning; (demonstrating the impact on practice and how it makes a difference to children, young people and adults).
3. Supporting the workforce (Safeguarding Leadership).
4. Engagement with children young people and their families/Engagement of adults (with care and support needs).

EQUALITY, DIVERSITY AND HUMAN RIGHTS

Promoting equality, valuing diversity and upholding human rights is closely related to the pursuit of quality and actions to address and reduce gaps in health inequalities. The NHS Equality Delivery System (EDS) was launched in November 2011. This is a self -assessment process that involves assessing performance for the nine 'protected characteristics in the Equality Act 2010 (Age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation), and other disadvantaged groups (e.g. homeless people,

asylum seekers and refugees, carers). We incorporate equality into our core objectives, making every effort to eliminate discrimination, create equal opportunities and develop good working relationships between different people.

We are required to consider all individuals in their day to day work, in shaping policy and in providing services. This is in line with the public sector Equality Duty introduced by the Equality Act 2010.

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STRATEGY

Overarching Theme 1:

Commission services that demonstrate appropriate safeguarding arrangements and effective Governance processes are in place to support organisations to provide safe, effective high quality care.

What will we do?

Priorities

- 1.1. CCGs will commission services that improve the safety of the safeguarding system and processes, safeguarding practice; and improve outcomes for children and adults.
- 1.2. NHS Commissioners and Providers will meet their statutory responsibilities through co-operating with and supporting the WSCB and WSAB to meet their strategic objectives.

Priority 1.1

CCGs will commission services that improve the safety of the safeguarding system and processes, safeguarding practice and improve outcomes for children and adults.

How will this be achieved?

Commission services that meet national and local priorities (including strategic priorities/cross cutting themes of WSCB/WSAB), including:

- Early identification of needs, proactive support and management of emotional health and well-being of children, (includes Children Looked After (CLA) and adults.)
- Prevention and early help.
- Improve identification of children at risk of Child Sexual Exploitation (CSE) and referral to appropriate services through education, training and embedding learning in practice.
- Improve identification and reporting of Female Genital mutilation (FGM), through education and training.
- Improve recognition Domestic Abuse and referral to appropriate services through education, training and embedding learning in practice.
- Embedding the application of the Mental Capacity Act 2005 (MCA) and Deprivation of Liberty Safeguards (DoLS) in practice.
- Provide support to GP Practices to further improve engagement in safeguarding processes and seek assurance that practices meet RCGP Safeguarding Children Toolkit guidelines.

What does success look like?

- Feedback to NHS organisations (through engagement, surveys, audits and reviews), informs us that children and adults are receiving the right services at the right time and services can evidence improved outcomes for children and adults.
- Outcomes from quality assurance visits and audit, reviews and other learning processes evidence a culture of continued improvement and learning.
- Performance data evidence improved engagement of GPs in safeguarding processes.
- Evidence from quality assurance visits, audit and reviews demonstrate improved application of MCA and DoLS in practice.

Priority 1.2

NHS Commissioners and Providers will meet their statutory responsibilities through co-operating with and supporting the WSCB and WSAB to meet their strategic objectives.

How will this be achieved?

- Contribution of Executive, Designated, Named and Safeguarding leads resources to the programme of work of WSCB and WSAB's business plans and sub groups.

What does success look like?

- Assurance from NHS commissioners and providers of the effectiveness of the safeguarding system.
- Early identification of areas of risk and gaps in service provision through health performance data to WSCB/WSAB.

Overarching Theme 2:

Commission services that demonstrate embedded learning, the impact of learning on practice and continuous quality improvement and how it makes a difference to children, young people and adults.

What will we do?

Priorities

- 2.1 CCGs will continue to support health agencies in preparation for external inspections and reviews.
- 2.2 CCGs will achieve safeguarding assurance by continuous improvement in quality outcomes of commissioned services.
- 2.3 CCGs will seek assurance of effective communication and information sharing across health organisations.
- 2.4 CCGs will seek assurance from provider services through effective monitoring of adherence to legislation, statutory duties, published guidance and response to national and local reviews, (such as Lampard, Francis, Winterbourne, Southern and Goddard).

Priority 2.1

CCGs will continue to support health agencies in preparation for external inspections and reviews.

How this will be achieved?

- Support and planning in readiness for inspections.
- Implementation and monitoring of the action plan from the CQC inspection.
- Assurance visits and 'walk through' the child's/adult's journey in NHS provider services.

What does success look like?

- Health agencies are prepared for inspection and can evidence that they are providing safe, effective quality services.
- Evidence from health agencies that CQC recommendations have been implemented and are being achieved within the timeframe.
- Evidence from assurance visits provides evidence of continuing improvements for achieving safe, caring, responsive, effective services.

Priority 2.2

CCGs will achieve safeguarding assurance by continuous improvement in high quality outcomes of commissioned services.

How this will be achieved?

- Through the use of contract monitoring and quality assurance processes. These include quality schedules, contracts, assurance processes, CQUINs, and learning from Serious Case Reviews, Domestic Homicide Reviews, Case Reviews, incidents and complaints.

What does success look like?

- CCGs are aware of risks or gaps in the system and NHS providers have improvement action plans in place to address or mitigate the risks/gaps, within timeframes.
- A culture of transparency and candor is demonstrated through early reporting of risks or gaps through quality assurance processes.

Priority 2.3

CCGs will seek assurance of effective communication and information sharing across health organisations.

How this will be achieved?

- Providers will ensure that processes for communication and early information sharing to improve responses to safeguarding concerns are embedded in practice.
- NHS organisations will ensure improvement and learning briefings from serious case reviews and other learning processes are disseminated and will provide evidence that learning is embedded in practice.

What does success look like?

- Improved communication and early information sharing is evidenced through audit processes, Safeguarding conversations and performance data which is reported through the CCG , WSCB and WSAB assurance processes .
- Feedback from service users, their families and carers demonstrates that safe, effective, high quality care was provided by the NHS.

Priority 2.4

CCGs will seek assurance from provider services through effective monitoring of adherence to legislation, statutory duties, published guidance and response to national and local reviews, (such as Lampard, Francis, Winterbourne, Southern and Goddard).

How this will be achieved?

- Evidence provided through Sect 11 Audit and Safeguarding Adults Assurance Tool (SAAT) (Self-assessment), monitoring and reporting through Clinical Quality Review (CQR), Safeguarding Assurance Processes (SAP), contract monitoring and contained in quality schedules.
- Monitoring effective processes through pre-assessment checklist, reviewing placements and through assurance visits.

What does success look like?

- Evidence of effective delivery of the requirements of the Care Act 2014 (in particular chapter 14), Children's Act (1989, 2004); Working Together (2015); section 20 of Crime and Disorder Act (1998) will provide assurance that commissioned services provide safe, effective high quality care to children and adults and demonstrate a culture of continuous quality improvement.

Overarching Theme 3:

Supporting the workforce (Safeguarding Leadership)

CCGs are responsible for securing the expertise of Designated Professionals on behalf of the local health system. CCGs are also responsible for securing the expertise of a Safeguarding Adults Lead to work in collaboration with Designated Professionals and other Safeguarding Leads across the health and care system. Designated Professionals are clinical experts and strategic leaders for safeguarding and as such are a vital source of advice and support to health commissioners in CCGs, the local authority and NHS England, other health professionals in provider organisations, quality surveillance groups (QSG), regulators, the LSCB/SAB and the Health and Wellbeing Board.

All NHS provider organisations need to have named professionals who have a key role in promoting good professional practice within their organisation, supporting the local safeguarding system and processes, providing advice and expertise for fellow professionals, and ensuring safeguarding training is in place.

What will we do?

Priority 3.1

The CCGs will support the development and retainment of professional leadership, resilience and expertise in safeguarding; including the key roles of Designated and Named Professionals for Safeguarding Children, Adults and Safeguarding Leads in the NHS.

How this will be achieved?

- The CCGs will secure the expertise of Designated Professionals and Safeguarding Adults Lead and will ensure that NHS Provider organisations have named professionals and safeguarding leads.
- The CCGs will seek assurance that Peer support and Supervision of Designated, Named Professionals and Safeguarding Leads is provided; and access to Leadership courses, education and training to meet roles and competencies is in place across NHS health organisations.

What does success look like?

- Safeguarding leads are provided with appropriate support and supervision to manage complex issues. This will contribute to promoting good professional practice within their organisation, supporting a robust local safeguarding system and processes, and provide advice and expertise for fellow professionals.
- Commissioners and Providers will plan for succession and retention of safeguarding expertise across the Worcestershire health economy.
- Robust Peer support is embedded to prevent professional burnout.

Overarching Theme 4:

Engagement with children young people and their families/Engagement of adults (with care and support needs)

What will we do?

Priority 4.1

NHS organisations will develop a mechanism to seek feedback from children, young people and their families; and from adults with care and support needs (referred to as adults throughout this document) to ensure the voice of the child/adult are heard.

How this will be achieved?

- Engagement Officers in NHS organisations will seek patient feedback from children, young people and adults about how safe they feel using health services.
- Feedback from children, young people and adults will be used to inform commissioning processes, service design and delivery.
- Quality Assurance visits to NHS Providers will include feedback from patients, service users, their families and staff.

What does success look like?

- Commissioning processes, service design and delivery are informed by and take account of service user feedback.
- Assurance that individuals receive safe, high quality, effective care and identify areas requiring improvement.

IMPLEMENTATION OF THE STRATEGY

It is essential that the strategy remains responsive and reflects the changing landscape of safeguarding. For each overarching theme, priorities have been identified and measures of success have been incorporated into an action plan. The priorities and action plan will be reviewed annually to refresh based on changes to legislation, guidance or findings from national and local reviews.

Progress with the action plan will be reported to the Quality Committees of the CCGs by exception. The achievements of the strategy will be published as part of the Safeguarding Annual Report of the CCGs.

The Safeguarding Children and Adults Commissioning Strategy 2016-2019 will be reviewed every 3 years or sooner if in response to significant emerging guidance.

REFERENCES

Care Act 2014

Crime & Disorder Act (1998) (sect 20)

NHS Redditch and Bromsgrove, NHS Wyre Forest and South Worcestershire Clinical Commissioning Groups (CCGs) Quality Strategy (2016-2019)

NHS Redditch and Bromsgrove, NHS Wyre Forest and South Worcestershire Clinical Commissioning Groups (CCGs) Quality Assurance Framework (2016-2019)

Making Safeguarding Personal (MSP) (2014)

Safeguarding Vulnerable People in the NHS – Accountability and Assurance Framework (2015)

Worcestershire Safeguarding Children Board Strategic Priorities (2015-2018) and Approved Business Plan (2015)

Worcestershire Safeguarding Adult Board Strategic Priorities and Business Plan (2015-2018)

Working Together 2015

Leading Change, Adding Value - May 2016