



City and Hackney  
Clinical Commissioning Group

# **NHS City and Hackney Clinical Commissioning Group**

## **Safeguarding Strategy: Children and Adults**

**2018 - 2021**

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## INTRODUCTION

- 1.1 City and Hackney Clinical Commissioning Group (CHCCG) has a statutory duty to ensure that it makes arrangements to safeguard and promote the welfare of children and young people and to protect adults at risk from abuse or neglect in accordance with the Children's Act (2004) and the Care Act (2014).
- 1.2 This Safeguarding Strategy sets out CHCCG's approach to commissioning services that safeguard and protect our local population and, in doing so, strengthen the safeguarding arrangements for children and adults across the CCG.
- 1.3 We are a clinically-led organisation that places patient's health improvement and quality at the heart of everything we do. Protecting the vulnerable is a key part of the CCG's approach to commissioning and, together with a focus on quality and patient experience, is integral to its working arrangements.
- 1.4 CHCCG recognises that there is a need for effective joint working between agencies and professionals who have differing roles and expertise, if vulnerable groups are to be protected from abuse. The CCG is working closely with the Safeguarding Boards, statutory agencies and its provider organisations to ensure the effectiveness of multiagency arrangements to safeguard and promote the wellbeing of children and adults at risk from abuse or neglect.
- 1.5 NHS City and Hackney CCG, in recognising its duty to make improvements in the quality of primary care, has appointed Lead GPs for Safeguarding Children and Adults and a Named GP for children to provide the necessary local leadership and support and to work closely with NHS England as commissioners of these services.
- 1.6 All our workstreams have GP involvement to ensure that our plans make clinical sense locally and that we are addressing issues which our GPs and other clinicians believe need to be tackled to provide better care and quality for our patients. Our Clinical Executive Committee ensured wider clinical engagement in our work.
- 1.7 In addition, our Patient and Public Involvement (PPI) team works with all of the workstreams to make sure the patient and carers voice is heard throughout the commissioning process and that we are tackling issues that matter to them.

## 2. SCOPE

2.1 NHS City and Hackney CCG is responsible for commissioning health services for a population of approximately 300,000 registered population. The CCG is a membership organisation; consisting of 43 GP practices and is responsible for planning and commissioning NHS services in City and Hackney. This includes the majority of hospital and community health services.

## 3. AIM

**3.1 This Safeguarding Strategy sets out the approach taken to ensure that our local populations will receive high quality and safe health care, with a specific focus on the care of the most vulnerable groups. In doing so, it aims to ensure that vulnerable children and adults will be effectively safeguarded against abuse, neglect, discrimination or poor treatment, and treated with dignity and respect for their human rights.**

## 4. STRATEGIC OBJECTIVES

4.1 NHS City and Hackney CCG's strategic safeguarding objectives are outlined in statute and further described in the NHS Assurance and Accountability Framework (NHSE 2015). The CCG demonstrates its compliance with these statutory requirements through Section 11 audits (Children's Act 2004) and NHS Standard Self-Assessment audits (for Children and Adults) (See appendix one for detailed summary).

4.2 NHS City and Hackney CCG also demonstrates assurance to NHS England for the services it commissions through compliance with the NHS England Improvement and Assessment Framework (2017). This Framework is periodically assessed by NHSE and the CCG aims to always receive a rating of at least "good" for any external assessment by NHSE.

4.3 The CCG collaborates with the CQC, NHS England, City of London and London Borough of Hackney to ensure on-going monitoring and surveillance of contracts and quality of local services, in particular, Care Quality Commission Essential Standards of Quality and Safety Outcome 7: Safeguarding people who use services from abuse.

## 5. PRIORITIES

5.1 To support the on-going delivery of these strategic objectives, key priority areas are selected that reflect current national or local issues or challenges and where the CCG identifies that it has a key role to play in providing leadership and positively influencing continuous improvements in safeguarding practice.

5.2 The CCG's key priority areas are:

1. The development and oversight of safeguarding dashboards for our main providers.
2. Ensuring that all health staff are equipped with the skills, knowledge, confidence and supervision to effectively safeguard the local population.
3. Ensuring that robust mechanisms are in place to gain assurance that safeguarding practice, systems and processes are effective and that there is a process to respond rapidly when this is not the case.
4. Ensure services are integrated and share intelligence about vulnerable children and adults and by doing so improve safeguarding in their services and our local health and social care system.

## 6. DELIVERING THE STRATEGY

6.1 The strategic objectives and priority areas of focus set out will be delivered through work plans both within the CCG and with our health system providers. In the CCG, these work plans are scrutinised at the CCG Safeguarding Group.

6.2 The CCG safeguarding leads for children and adults are integral to the development of service specifications for children and adult services and ensure child/adult protection and safeguarding is a key component.

6.3 Evidence of continuous improvement and compliance in quality and safety outcomes is achieved through the use of specific contractual arrangements and metrics with provider organisations including key performance indicators, CQUIN targets, quality schedules, systems to embed learning from incidents and complaints, comprehensive safeguarding policies and training strategies.

6.4 The CCG safeguarding leads coordinate and analyse all the health system provider safeguarding self-assessments and report on these to the CCG Safeguarding Group and where appropriate, to the health provider Safeguarding Committees.

6.5 The CCG works collaboratively with Safeguarding Boards to ensure a proactive approach is maintained to the commissioning and provision of health services that effectively safeguard and protect children and adults at risk of abuse.

6.6 The CCG ensures that its designated clinical experts are integral to decision making within the CCG and have the authority to work across local health economies to influence and shape the culture and practice within provider services.

## 7. MONITORING THE STRATEGY

- 7.1 Monitoring of the strategy will be through the CCG Safeguarding Group.
- 7.2 Service specifications and service level agreements will be reviewed to ensure safeguarding and quality elements of care are included within provider contracts.
- 7.3 Safeguarding will be routinely included in contract monitoring through regular contract management meetings with providers.
- 7.4 Quality and patient safety data and 'soft' intelligence will be collated to facilitate the identification, monitoring and analysis of safeguarding concerns in relation to vulnerable groups.
- 7.5 Annual Reports for Adult Safeguarding, Children and Children Looked After, will be provided to CCG Safeguarding Assurance Group and through that to the Governing Body.

## Appendix One

### Overview of how City and Hackney CCG meets its strategic safeguarding objectives

#### Provide senior and board-level leadership

- Senior leadership responsibility and clear lines of accountability are in place for the CCG's safeguarding arrangements.
- There is full membership of City and Hackney Safeguarding Boards.
- The CCG has a safeguarding adult lead and a lead for the Mental Capacity Act (2005) and Deprivation of Liberty Safeguards (2009).
- The statutory Health and Wellbeing board with responsibility for safeguarding has Executive CCG representation.

#### Ensure safeguarding arrangements are in place

- Safeguarding is integrated within all CCG functions including quality and safety, patient experience, healthcare acquired infections and management of serious incidents. There is close liaison with all commissioners of child, mental health, learning disabilities and continuing healthcare services.
- The CCG has secured the expertise of designated professionals. This includes the expertise of a designated doctor for children and for children looked after and designated paediatricians for unexpected deaths in childhood.
- The CCG has leadership and mechanisms in place to support improvements in Primary Care engagement and practice in safeguarding.
- The CCG ensures that safeguarding professionals have the appropriate amount of time, capacity and support to fulfil their role requirements.
- All relevant actions identified through case reviews, Domestic Homicide Reviews (DHRs), and other serious incidents are carried out according to the timescales set out by the LSCB, SAB and the Community Safety Partnerships (for DHRs).
- The CCG has a programme to ensure that staff, including Governing Body members, are trained to embed safeguarding within the commissioning process and are able to recognise and report safeguarding concerns.

- Important learning from national and local sources which relate to safeguarding adults and children at risk from abuse or neglect is routinely disseminated to staff within the CCG and across the health economy.
- The CCG publicises on its website, contact details for staff with specific safeguarding responsibilities, key learning and themes from local and national inquiries, and provides links to signpost CCG staff and members of the public to organisations and support for adults at risk from abuse or neglect and children at risk of, or who have suffered significant harm.

### **Commissioning Safe Services**

- There are effective commissioning, procurement and contract monitoring arrangements in place with all our commissioned providers and independent contractors which seek assurance that services are meeting their statutory safeguarding responsibilities, and in particular that staff are following approved NICE guidance, and considering transition of young people to adult services.
- All service developments are expected to take account of the need to safeguard patients/public, and are informed, where appropriate, by the views and experiences of the most vulnerable members of our communities.
- There are processes in place to ensure that adult care placements (such as care homes or nursing homes) are based on knowledge of standards of care and safeguarding concerns.
- Following the responsible commissioning guidance, there are contractual arrangements for children and adults in 'out of area' provision including for children who are looked after and/or residential care for adults, where there are health needs.
- There are processes in place to disseminate, monitor and evaluate outcomes of all Serious Case Reviews and Domestic Homicide Reviews, recommendations and action plans within the CCG and with providers.
- The CCG is able to demonstrate compliance with the Mental Capacity Act (2005) and the Deprivation of Liberty Safeguards (2009) through leadership, systems and processes.
- The CCG is able to demonstrate that it has effective arrangements for sharing information with partners for the protection of children and adults that is compliant with legislation (Data Protection Act 1998) and case law to clarify issues of confidentiality and privacy.



- The CCG Caldicott Guardian and Designated Professionals are available to advise staff and partner agencies on sharing proportionate health information.
- The CCG has monitoring and reporting systems in place for safeguarding training.
- The CCG endorses the partnership Children Looked After strategy in its plans to improve health outcomes of Children Looked After and the commissioning of appropriate services to meet their needs.
- In addition, the CCG supports the recommendations of public enquiries such as the Francis Inquiry (2013), Independent Inquiry into Child Sexual Abuse in Rotherham (2014) and the Lampard Inquiry (2015), regarding openness, transparency, duty of candour and leadership, being integral to service delivery and improved outcomes.