

**NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST**

**BOARD OF DIRECTORS MEETING**

**Meeting Date:** 27 May 2015

**Title and Author of Paper:** Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile

Jan Grey, Head of Safeguarding and Public Protection

**Presented by:** Gary O'Hare, Executive Director of Nursing and Operations

**Paper for Debate, Decision or Information:** Decision

**Key Points to Note:**

On 26 February 2015 the "Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile" Independent Report for the Secretary of State for Health was published. The full report can be found here [Savile Report](#)

In 2012 after the TV exposure programme and the setting up of Operation Yewtree, reports surfaced of Savile having committed sexual abuse at three NHS hospitals with which he had had long-term associations, namely Stoke Mandeville, Leeds General Infirmary and Broadmoor. Three major investigations were set up by these trusts, a further 28 NHS organisations were identified by the Metropolitan Police between 2012 and 2014. Investigations were also undertaken in these trusts in matters relating to Savile. In total 44 reports have now been published.

The Secretary of State to the House of Commons in response to the findings from the NHS organisations investigations stated

"There are some painfully obvious lessons for the system as a whole. First, we must never give people the kind of access that Savile enjoyed to wards and patients without proper checks, whoever that person may be. Secondly, if people are abusive, staff should feel supported to challenge them, whoever that person may be, and take swift action. Thirdly, where patients report abuse, they need to be listened to, whatever their age, whatever their condition, and there needs to be proper investigation of what they report. It is deeply shocking that so few people felt that they could speak up and even more shocking that no one listened to those who did speak up".

From all of the NHS investigation reports into matters relating to Jimmy Savile, the common themes and issues that have emerged from the investigations' findings that are relevant to the wider NHS today are ;

- Security and access arrangements, including celebrity and VIP access;
- The role and management of volunteers;
- Safeguarding;
- Raising complaints and concerns (by staff and patients);
- Fundraising and charity governance; and
- Observance of due process and good governance.

The Secretary of State has accepted 10 recommendations made from the themes identified in this report for Foundation trusts. There is a requirement the trust will be providing an overview report to Monitor in June in respect of the actions taken. See attached letter from Monitor and associated action plan.

**Outcome required:**

The Board to acknowledge report and agree associated action plan.

Report on actions in response to Kate Lampard's report into Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile  
Northumberland Tyne and Wear NHS Foundation Trust

Recommendation	Executive Lead/Operational Leads	Planned Action	Progress to date	Due for completion
<p><b>R1</b> All NHS hospital trusts should develop a policy for agreeing to and managing visits by celebrities, VIPs and other official visitors. The policy should apply to all such visits without exception.</p>	<p>Gary O'Hare Executive Director of Nursing and Operations</p> <p>Caroline Wild Deputy Director Partnerships</p> <p>Jan Grey Head of Safeguarding and Public Protection</p> <p>Tony Gray Head of Safety and Patient Experience</p>	<p>PGN to be developed to be included in trust safeguarding policies</p>	<p>PGN in draft for currently within consultation process</p>	<p>31 May 2015</p>
<p><b>R2</b> All NHS trusts should review their voluntary services arrangements and ensure that:</p> <ul style="list-style-type: none"> <li>• they are fit for purpose;</li> <li>• volunteers are properly recruited, selected and trained and are subject to appropriate management and supervision; and</li> <li>• all voluntary services managers have development opportunities and are properly supported.</li> </ul>	<p>Gary O'Hare Executive Director of Nursing and Operations</p> <p>Elizabeth Moody Group Nurse Director Planned care</p> <p>Christine Lopez</p>	<p>Review Voluntary Services department structures and processes to ensure they are fit for purpose and service standards and arrangements are inclusive of all Trust volunteers</p>	<p>A policy is in place that sets out standards for recruitment, selection, training, management and supervision and training of volunteers in line with good practice standards</p> <p>The Voluntary Services Manager is managed and supported by an</p>	<p>15 June 15</p>

			NTW Group Nurse Director and has regular access to a regional Voluntary Services Network external to the Trust	
<b>R4</b> All NHS trusts should ensure that their staff and volunteers undergo formal refresher training in safeguarding at the appropriate level at least every three years.	Executive Director of Nursing and Operations Elizabeth Moody Group Nurse Director Planned care  Christine Lopez	Review and monitor training performance to ensure compliance with recommendation		31 May 15
<b>R5</b> All NHS hospital trusts should undertake regular reviews of: • their safeguarding resources, structures and processes (including their training programmes); and • the behaviours and responsiveness of management and staff in relation to safeguarding issues to ensure that their arrangements are robust and operate as effectively as possible.	Gary O'Hare Executive Director of Nursing and Operations  Anne Moore Group Nurse director Specialist Care  Jan Grey Head of Safeguarding and Public Protection	Review of resources, structures and processes including training	SAPP team posts have been reviewed and revised in line with local and national developments in conjunction with corporate transformation over the last 12 months. This has included dual roles of specialism, a pilot duty system and the introduction of a think family post. A current review of SCR's and DHR's trust report writing and the	15 June 2015

			<p>resources required to ensure trust representation at the newly introduced 6 locality Missing Sexually Exploited and trafficked (MSET) operational groups work is underway.</p> <p>The training strategy has been updated for 2015/16 in line with the introduction of the Care Act 2014 and WTSC 2015.</p>	
<p><b>R7</b> All NHS hospital trusts should undertake DBS checks (including, where applicable, enhanced DBS and barring list checks) on their staff and volunteers every three years. The implementation of this recommendation should be supported by NHS Employers.</p>	<p>Lisa Crichton Jones Executive Director of Workforce and OD</p> <p>Claire Shaw Head of HR</p>	<p>The previous rolling programme of DBS checks has been replaced by a move to a system of annual self- declaration. Enhanced checks will continue to be carried out where appropriate at the point of recruitment both internal and external. Nurse bank staff continue to have annual checks carried out and are using the update service.</p>	<p>IT system under development to go live May 2015 for annual self-declaration</p>	<p>31 May 2015</p>

<p><b>R9</b> All NHS hospital trusts should devise a robust trust-wide policy setting out how access by patients and visitors to the internet, to social networks and other social media activities such as blogs and Twitter is managed and where necessary restricted. Such policy should be widely publicised to staff, patients and visitors and should be regularly reviewed and updated as necessary.</p>	<p>Lisa Quinn Executive Director of Performance &amp; Assurance</p> <p>Sue Proud Information Governance Manager</p>	<p>PGN under development for in patient access to network facilities.</p> <p>Visitor access and patient personally owned devices “bring your own device” is to be developed.</p> <p>Task and finish group required.</p>		<p>15 June 2015</p>
<p><b>R10</b> All NHS hospital trusts should ensure that arrangements and processes for the recruitment, checking, general employment and training of contract and agency staff are consistent with their own internal HR processes and standards and are subject to monitoring and oversight by their own HR managers.</p>	<p>Lisa Crichton Jones Executive Director of Workforce and OD</p> <p>Claire Shaw Head of HR</p>	<p>This is in place and is carried out on a monthly basis in accordance with NHS recruitment standards. Reports are provided to the WTDSG</p>	<p>Work commenced to bring all agencies in line with this standard – April 2015</p>	<p>15 June 2015</p>
<p><b>R11</b> NHS hospital trusts should review their recruitment, checking, training and general employment processes to ensure they operate in a consistent and robust manner across all departments and functions and that overall responsibility for these matters rests with a single executive director.</p>	<p>Lisa Crichton Jones Executive Director of Workforce and OD</p> <p>Claire Shaw Head of HR</p>	<p>This is in place; NHS recruitment standards are adhered to and all internal audits have achieved significant assurance evidencing this. Recruitment is all managed centrally ensuring high standards and consistency.</p>	<p>Ongoing – reported via the WTDSG on a monthly basis</p>	<p>Completed</p>

<p><b>R12</b> NHS hospital trusts and their associated NHS charities should consider the adequacy of their policies and procedures in relation to the assessment and management of the risks to their brand and reputation, including as a result of their associations with celebrities and major donors, and whether their risk registers adequately reflect such risks.</p>	<p>John Lawlor Chief Executive</p>	<p>Reputation management is the responsibility of the Board, delegated to the Chief Executive on a day to day basis.</p>	<p>The Chief Executive and Communications department to keep under review the approach to brand and reputation management, including the conduct of celebrities with the Trust's services, staff and service users.</p>	<p>15 June</p>
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I confirm that this NHS Foundation Trust Board reviewed the full recommendations in Kate Lampard's lessons learnt report

SIGNED: DATE:

CE NAME:

Return to [MonitorJSlearnings@monitor.gov.uk](mailto:MonitorJSlearnings@monitor.gov.uk) by 5pm Monday 15 June 2015.