

Annex A

	Report on actions in response to Kate Lampard's report into Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile				
NAME OF TRUST:	NORTH EAST LONDON NHS FOUNDATION TRUST (NELFT)				
Recommendation	Current Position	Action required (if applicable)	Lead Responsibility	Progress to date	Due for completion
R1 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.	VIP Visits Procedure in place, policy review date February 2016. http://www.nelft.nhs.uk/documentbank/VIP_Visits_Procedure_1.pdf VIP's must be accompanied at all times by their identified chaperone and consent must be gained before taking photographs, using the Trust photograph consent form.	None required			
R2 All NHS trusts should review their voluntary services arrangements and ensure that: <ul style="list-style-type: none"> they are fit for purpose; volunteers are properly recruited, selected and trained and are subject to appropriate management and supervision; and all voluntary services managers have 	There are procedures in place to support Volunteering opportunities within NELFT. These include a robust recruitment process which requires the role to be advertised, an interview process and references and DBS obtained. Each volunteer allocated service has a volunteer lead who are provided with support packs. Volunteers receiving induction training and service specific training as requested by their volunteer lead.	None required			

<p>development opportunities and are properly supported.</p>					
<p>R4 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.</p>	<p>Currently there is no mandatory training or induction for volunteers.</p> <p>Update 27/08/2015 The voluntary services officer has met with the training department to discuss the development of a trust volunteer induction, the training department has agreed to support in the development of this and discussions are ongoing.</p> <p>Volunteer training and induction has been written into the volunteer policy which is currently in draft pending changes to volunteer recruitment processes</p> <p>The voluntary services officer is currently carrying out a data cleanse in order to identify a named contact in each department that has existing volunteers so that information can be cascaded to the volunteers regarding completion of mandatory training</p>	<p>To develop a Trust induction for volunteers which would include safeguarding , fire training as mandatory</p>	<p>Debbie Smith</p> <p>Patient Experience</p>	<p>The Voluntary Services Officer has researched training offered within other trusts and has attended the 3 day volunteer induction at ELFT.</p>	<p>31st March 2016</p>
<p>R5 All NHS hospital trusts should undertake regular reviews of:</p> <ul style="list-style-type: none"> • 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 	<p>NELFT regularly reviews their safeguarding structures and processes to ensure that staff are able to identify and respond to issues of a safeguarding nature.</p> <p>The annual audit programme incorporates audits of safeguarding record keeping and the quality of supervision as well as an audit of the quality and timeliness of referrals to social care. The audits identify training and supervision issues which are shared with teams and action plans are progressed to address.</p> <p>Additionally NELFT commissions bi annual external audits of safeguarding adults and children which looks at safeguarding structures and processes including training and supervision. Action plans are developed based on recommendations and progressed to</p>	<p>None required</p>			

<p>ensure that their arrangements are robust and operate as effectively as possible</p>	<p>timeframe.</p> <p>NELFT Board undertakes intensive reviews of key areas, Safeguarding was a key area reviewed and an action plan was developed and implemented to strengthen systems and processes.</p> <p>NELFT's training department seeks the views of the safeguarding team annually to inform the training topics which require inclusion in the annual training commissioning plan. Training areas recommended are based on learning needs identified during supervision and as a result of themes arising from serious case reviews and other safeguarding incidents.</p> <p>The Trust's electronic incident reporting system (Datix) supports management and safeguarding team oversight of incidents categorised as safeguarding, ensuring a proportionate and appropriate response.</p> <p>Integrated Care Directorates hold monthly safeguarding meetings which include monitoring of performance dashboards incorporating supervision, training and DBS for staff. The meetings report to Quality & Patient Safety Groups and Committee. NELFT provides an annual and bi-annual report to the Board and this is shared with Local Adults & Children's Safeguarding Boards.</p>				
<p>R7 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</p>	<p>NELFT has a Disclosure & Barring Service Policy and Procedure in place review date March 2017.</p> <p>This policy covers all staff including volunteers. DBS checks are renewed 3 yearly, HR workforce team keep a schedule of renewals. Compliance is monitored at monthly at safeguarding meetings, performance meetings and via Quality and Patient Safety groups.</p>	<p>None required</p>			

<p>recommendation should be supported by NHS Employers.</p>					
<p>R9 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>NELFT media policy has guidance for staff in terms of handling requests from the media.</p> <p>http://www.nelft.nhs.uk/documentbank/Media_Policy_4_2013.pdf</p> <p>NELFT Web, E-Marketing and Social Media policy provides the standards to be followed corporately however the policy does not refer to social media access by patients and visitors.</p> <p>http://www.nelft.nhs.uk/documentbank/Web_e_marketing_FINAL_approved_130214.pdf</p>	<p>Further research to be undertaken benchmarking with other trusts and their approach to Social Media</p>	<p>Senior Communications Manager</p>	<p>26/08/2015 The revised social media policy (was agreed by EMT on August 13 and the revisions directly relate to the Lampard recommendation's (see page 9). This is now on the NELFT website.</p>	<p>30 June 2015</p>
<p>R10 All NHS hospital trusts should ensure that arrangements and processes for the recruitment, checking, general employment and training of contract and</p>	<p>The Temporary Staffing Operating Procedures and guidance require that the temporary staffing service will monitor agency compliance with agreed pre-employment checks.</p> <p>Review date Sept 2017</p>				

<p>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>http://www.nelft.nhs.uk/documentbank/Temporary_Staffing_Operating_Procedures_and_Guidelines_September_2014.pdf</p>				
<p>R11 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>All Policies and Procedures are updated and reviewed 3 yearly and NELFT has an Interim Director of Human Resources in post who is a member of the executive board.</p> <p>Each locality has access to Human Resources (HR) shared services which provide support in recruitment, training and employment checks. HR Employee Relation team monitor to ensure any employment checks which are time bound are followed up.</p> <p>Members of the HR team attend locality team meetings to ensure consistent practices, fortnightly HR surgeries are in place to provide one to one support and training.</p> <p>Exit processes are in place, all ID badges are handed back, electronic records systems are updated in terms of disabling smart cards and deletion from any staff list is completed.</p>				

<p>R12 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>NELFT Risk Strategy to be updated to include the assessment and management of the risks to their brand and reputation, including as a result of their associations with celebrities and major donors.</p> <p>Update 27/08/2015 NELFT Risk Policy has been reviewed and includes a statement in relation to the assessment and management of the risks to its brand and reputation, including as a result of its associations with celebrities and major donors, This is currently out for consultation as part of the ratification process.</p>	<p>31 August 2015</p> <p>30 October 2015</p>	<p>Chief Nurse and Executive Director of Integrated Care (Essex)</p>	<p>Statement drafted in view of inclusion as part of review of the Risk Policy.</p>	
	<p>I confirm that NELFT Trust Board reviewed the full recommendations in Kate Lampard's lessons learnt report</p> <p>SIGNED:</p> <p>DATE:</p> <p>CE NAME:</p>				

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