

Croydon Clinical Commissioning Group

SAFEGUARDING CHILDREN, YOUNG PEOPLE (including those looked after) & ADULTS

Guidance

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Safeguarding children, young people (including those looked after) and adult guidance.

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1. Introduction

- 1.1 Patients and the quality of the care they receive are of paramount importance to the work of Croydon CCG. The CCG is committed to taking all reasonable steps to promote safe practice and to protect children and adults at risk in Croydon from harm, abuse and exploitation. It recognises the strength in working collaboratively to address the safeguarding agenda with its providers and in partnership with the local authority, Croydon Safeguarding Children board (CSCB) and Croydon Safeguarding Adult Board (CSAB). This guidance document sets out how Croydon CCG will work with others to safeguard and promote the welfare of children and adults at risk of harm.
- 1.2 Croydon CCG will achieve this by providing support and challenge to commissioned services in their management of safeguarding children, young people and adults. It will seek assurance that they are fulfilling their statutory responsibilities.
- 1.3 Croydon CCG will contribute to the functions of the CSCB and CSAB and be represented by the designated safeguarding professionals for children and adults supported by the CCG executive lead for safeguarding.
- 1.4 This guidance will be updated on a regular basis and in accordance with the development of new guidance, policy and legislation. New information will be distributed electronically and be made available on the Croydon CCG website.
- 1.5 This guidance must be used in conjunction with Working Together to Safeguard Children (2015), London Child Protection procedures (2015), London Multi-agency Safeguarding Adults Policy and Procedures (2016) and the Care Act (2014).

2. Principles for Best Practice

- 2.1 The principles for best practice apply to all CCG staff.
- 2.2 All staff should practice in a way that safeguards children and adults against harm, promotes their welfare and strives to ensure that all have opportunities to achieve their full potential.
- 2.3 All staff should uphold the right of the child or adult to be safeguarded from harm and exploitation whatever their unique characteristics including:
 - Race, religion, first language or ethnicity;
 - Gender or sexuality;
 - Age;
 - Health or disability;
 - Location or placement;
 - Criminal behaviour;
 - Political or immigration status.
- 2.4 Staff must ensure that safeguarding is embedded in all CCG practice as set out in the CCG Safeguarding Strategy
<http://www.croydonccg.nhs.uk/about-us/Documents/Safeguarding%20Strategy%20FINAL%20May2017-%20approved%2006062017.pdf#search=safeguarding%20strategy>
- 2.5 Information received regarding allegations of abuse or neglect made by children, adults at risk or service providers must always be taken seriously.
- 2.6 Working in partnership with families is important, and forming facilitative and enabling relationships with carers will benefit most children and adults at risk in the short and long term (unless doing so compromises the child or adults immediate or long term welfare). This will be limited in terms of the CCGs responsibilities and provision of services, but none the less must be considered when directly commissioning services particularly for those with long term complex needs.
- 2.7 Managers and staff should ensure that risks in relation to safeguarding practice are reported promptly using the CCG risk register.
- 2.8 Collaboration and partnership working are key factors in securing successful outcomes for safeguarding and promoting the welfare of children and adults. A multi-disciplinary and multi-agency approach to identification, planning and review should be the norm for all families and individuals where intervention is considered necessary.
- 2.9 All child deaths (i.e. any child under 18yrs whatever the cause of death) must be reported to a single point of contact in accordance with Working Together to Safeguard Children (2015)

- 2.10 All deaths relating to people with a learning disability must be notified. Completion of notifications can be accessed via <http://www.bristol.ac.uk/sps/leder/notify-a-death/>

3. Duties and Responsibilities

- 3.1 CCGs are the major commissioners of local health services and need to assure themselves that the organisations from which they commission have effective safeguarding arrangements.

- 3.2 The Accountable Officer for Croydon CCG holds the ultimate responsibility for health service arrangements to safeguard and promote the welfare of children and adults. Responsibilities, enshrined in law under Section 11 and Section 13 of the Children Act 2004 and Section 42 of the Care Act 2014 require Croydon CCG to:

- Discharge their functions with regards to safeguarding and promoting welfare of children [s.11 (1)]
- Have regard to any guidance given to them for the purpose by the Secretary of State [s.11(4)]
- Engage and participate as a partner agency on the Local Safeguarding Children Board [s13]
- Engage and participate as a partner agency on the Local Safeguarding Adult Board [s42]

- 3.3 The CCG is required to demonstrate that there are appropriate systems in place for discharging their responsibilities for safeguarding, including:

- A CCG training strategy in place for all staff (substantive and temporary)
- A clear line of accountability for safeguarding, appropriately reflected in the CCG governance arrangements
- Appropriate arrangements to co-operate with local authorities in the operation of local safeguarding children and adult boards and the health and wellbeing board.
- Ensuring effective arrangements for information sharing.
- Securing the expertise of designated doctors and nurses for safeguarding children and looked after children and a designated paediatrician for unexpected deaths in childhood.
- A designated safeguarding adults nurse, mental capacity act, deprivation of liberty safeguards (DoLS) lead and Prevent lead.

- 3.4 The CCG expert resources include designated professionals. The CCG safeguarding team are also available to provide advice and support to other health professionals and provider organisations.

- 3.5 The safeguarding team ensures that safeguarding good practice is embedded in all functions of the CCG.
- 3.6 The CCG Executive Lead (Director of Quality and Governance) is the representative on the Croydon safeguarding children board (CSCB) executive group, the CSCB, (supported by the designated doctor and nurse) and Croydon safeguarding adult board (CSAB) leadership executive group (LEG), CSAB, (supported by the designated nurse for safeguarding adults).
- 3.7 Monitoring the safeguarding arrangements of provider organisations will be undertaken by the members of the Croydon CCG safeguarding children and adult team. It will be formally overseen by the safeguarding governance group. Implementation of action plans from serious case reviews, safeguarding adult reviews, domestic homicide reviews, relevant serious incidents, inspection recommendations and service provider monitoring tools will be reviewed at this forum.
- 3.8 Contract managers and commissioners will be guided by relevant guidance and policies. Commissioners are required to work collaboratively with the CCG safeguarding team to ensure that statutory requirements are fulfilled.
- 3.9 Croydon CCG will ensure that safe recruitment processes are in place including meeting the requirements of disclosure and barring legislation.
- 3.10 Croydon CCG has a process in place to manage allegations of abuse (to adults and children) against staff.
- 3.11 All staff must be able to access the London child and adult protection procedures and know where to find any associated local and national guidance. In addition, they must seek the support of a member of the CCG safeguarding team or other relevant safeguarding expert if they have any concerns relating to a child or adult.

Children	http://croydonlcsb.org.uk/ http://www.londoncp.co.uk/
Adult	http://www.croydonsab.co.uk/ https://www.bing.com/search?q=pan+london+safeguarding+procedures+2016&form=IENHT&mkt=en-gb&httpsmsn=1&refig=a39a1b4fca12472daf1bc9f369c61a25&sp=1&q=HS&pq=pan+london+&sc=8-11&cvid=a39a1b4fca12472daf1bc9f369c61a25

4. Safeguarding Children and Adult Training

- 4.1 All permanent and locum/interim staff directly employed by the CCG must access training at the appropriate level in line with Children & Young

People: Roles & Competencies for Health Care Staff Intercollegiate Document (2014) in order to ensure that safeguarding issues for children and adults are identified and referred appropriately.

- 4.2 Safeguarding adults training competencies reflect Best Practice Document 2018 (a working draft).
- 4.3 All staff employed or contracted by Croydon CCG must be competent in safeguarding at the appropriate level and able to contribute to service commissioning, planning and delivery appropriate to their role in a manner that is in the best interests of children and adults.

5. Quality Assurance

- 5.1 The CCG must receive assurance that the organisations from which it commissions services have effective safeguarding arrangements in place.
- 5.2 The CCG safeguarding team will ensure that there are adequate monitoring arrangements in place to provide this assurance and alert the CCG to any identified risks. The safeguarding team will work in partnership with commissioning and contract managers to ensure that any risks are addressed and mitigated effectively.
- 5.3 The CCG safeguarding team will strive to develop processes and systems which will enable all independent contractor services to continue to identify, support and address the needs of vulnerable children and adults at risk.
- 5.4 The CCG must be assured that its own safeguarding arrangements are fit for purpose and compliant with statutory requirements. The safeguarding team are responsible for monitoring these arrangements and providing reports to the CCG governing body via the established governance processes. Any significant identified risks will be escalated to the Director of Quality and Governance and the Chief Officer.

6. Delegated Commissioning/Co commissioning

- 6.1 Under delegated arrangements, the CCG is responsible for ensuring that the GP services commissioned have effective safeguarding arrangements and are compliant with the MCA.
- 6.2 The CCG safeguarding team will devise and provide a model of support which will enable the continuing development of safeguarding in primary care practice including the role of the lead GP for safeguarding. This will

include a safeguarding self-assessment tool for practices, GP workshops and the provision of advice and support on a day to day basis.

7. Monitoring and Effectiveness

- 7.1 Croydon CCG safeguarding children and adults governance group (SCAGG) will have oversight of safeguarding arrangements across the health economy and hold organisations to account when gaps are identified.
- 7.2 SCAGG will produce 6 monthly reports on safeguarding activity across the Croydon Health economy. Reports will be presented to the CCG governing body via the reporting line as set out in the CCG Safeguarding Strategy 2017-19.
- 7.3 The CCG risk manager will be updated on any open identified safeguarding risks.
- 7.4 Audits requested by the Croydon safeguarding children and adult boards, care quality commission (CQC) and NHSE London will be prioritised and undertaken within the work plan.
- 7.5 The CCG safeguarding team will complete internal safeguarding audits and provide reports to the SCAGG.

8. Local Arrangements for addressing concerns relating to the safety and wellbeing of children, young people and adults

- 8.1 The first points of reference and main procedure manuals for practitioners across the Croydon health economy are: -
 - HM Government Working Together to Safeguard Children: A Guide to Inter-Agency Working to Safeguard and promote the Welfare of Children (2015)
 - The London Child Protection Procedures (2015) and Associated Guidance
 - London Multi-agency Safeguarding Adults Policy and Procedures (2016)
 - Local protocols (Please see hyperlinks in 3.11)
- 8.2 Croydon CCG staff must make a referral to children or adults social care (this is the agency that is responsible for investigating child and adult safeguarding concerns) whenever they suspect that a child or adult is suffering or likely to suffer from significant harm. Please see appendix A for contact details.

- 8.3 Staff employed by Croydon CCG and Independent Contractor Service providers are encouraged to contact the CCG Safeguarding team for advice on safeguarding children/adults if discussion is needed prior to referral to social care and/or to inform professional judgement regarding any child or adult for whom they hold concerns. It remains the responsibility of the person who has the concern to make the referral.
- 8.4 Professionals should discuss any concerns with the family/individual and where possible seek their agreement to make a referral to social care. However, this should only be done where such discussion and agreement seeking will not place a child, young person or adult at increased risk of significant harm
- 8.5 Professionals who refer to social care should confirm referrals in writing on the appropriate form within 24 hours
- 8.6 If the referrer has not received an acknowledgement within one working day, they should contact Croydon social care (or the appropriate local authority if out of borough).
- 8.7 If the referrer remains unclear regarding the outcome of their referral or if there is a difference of opinion regarding the outcome, the referrer should contact the CCG safeguarding team for further discussion.
- 8.8 For information about dealing with children, young people or adults who are at risk from domestic abuse please refer to link below <https://www.croydon.gov.uk/community/dabuse/fjcentre>
- 8.9 When considering children, thought must be given to adult issues which may impact on parenting capacity and mental capacity
- 8.10 Where it becomes apparent that families with children in the resident population are not registered with a GP, the professional in receipt of that information should facilitate registration as soon as possible.

9. Learning and Improvement framework, reviewing processes

- 9.1 Local safeguarding children and adults' boards maintain a learning and improvement framework which is shared across the partnership.
- 9.2 Serious Case Reviews (SCRs) for children may be commissioned under the criteria as set out in Chapter 4 of Working Together to Safeguard Children (2015). Safeguarding Adult Reviews (SARs) may be commissioned under the criteria set out under section 14 of the Care Act 2014.

- 9.3 When a SCR, SAR or Domestic Homicide Review (DHR) is commissioned, local and national process guidance must be followed in order to fulfil statutory responsibilities.
- 9.4 Croydon CCG is responsible for providing and/or ensuring the availability of appropriate expertise and advice and support to the Croydon Safeguarding Children Board (CSCB) and Croydon Safeguarding Adult Board (CSAB), with respect to any aspect of health for example primary care, mental health (adult and child) sexual health – and for co-ordinating the health component of a SCR, SAR and/or DHR.
- 9.5 The Designated Professionals acting on behalf of Croydon CCG must provide absolute clarity about health involvement in SCRs, DHRs and SARs. Decisions, progress and outcomes must be reported regularly to the Executive Lead for Safeguarding for the attention of the Accountable Officer.
- 9.6 Learning from the SCRs, SARs and DHR must be disseminated throughout the participating organisations to ensure lessons learnt are applied to practice. Regular updating with regards to the progress of the recommendations and action plans of the reviews will be reported to the Croydon CCG Governing Body and CSCB and CSAB by the Designated Professionals. This will include any recommendations that influence commissioning arrangements.
- 9.7 The CCG will also participate in reviews which fall below the threshold for SCR's, SARs and DHRs. These will be completed using the locally agreed protocols and guidelines.

10. Child Death Reviews

- 10.1 It is a statutory requirement that all deaths of children are reviewed. The review of each death of a child normally resident in the Croydon area is undertaken by the Child Death Overview Panel (CDOP). CDOP is a subgroup of the Croydon Safeguarding Children Board (CSCB). The Designated Doctor for Child Death reviews has specific responsibilities and takes the health lead for child deaths. The CDOP reviews all deaths of children.
- 10.2 All unexpected child deaths are subject to the rapid response process. When a meeting is required it is chaired by the Designated Doctor for Child Death reviews or the Head of Safeguarding/Designated Nurse. All professionals/agencies involved with the child that died are invited to attend. The information from the meeting is shared with CDOP.

http://www.workingtogetheronline.co.uk/chapters/chapter_five.html

11. Whistle Blowing

All staff should be aware of whom to contact if they wish to raise any concerns about any wrong doings or malpractice in the workplace. If something at work is troubling you, please speak with your line manager or a senior member of staff.

12. Management of allegations of abuse against staff

- If any member of staff is aware of an issue relating to the abuse of an adult or a child by a colleague, they have a duty to report this via the agreed process. This will be a matter of utmost confidentiality and should only be reported via the appropriate route as per CCG guidance document (see HR policies)
- Staff can discuss their concerns with a member of the safeguarding team but this must be anonymous in the first instance in order to maintain confidentiality.

13. Bibliography

- Care Act (2014) Department of Health
- CCG and Provider Prevent Duty Responsibilities – NHS England (2015)
- Working Together to Safeguard Children: A Guide to interagency working to safeguard and promote the welfare of children (2015) Department for Education
- Children Act 1989 & 2004
- Children and Young Person Act 2008
- Counter-Terrorism and Security Act (2015) Prevent and Channel Duty
- Croydon CCG safeguarding Strategy (2017-19)
- Deprivation of Liberty Safeguards (2007)
- Health and Social Care Act (2012) - HMSO
- Human Rights Act 1998
- Mental Capacity Act(2005)
- Promoting the Health and Wellbeing of Looked After Children (2009) Department of Health

APPENDIX A: CONTACT DETAILS (April 2018)

SAFEGUARDING CHILDREN and ADULT PROFESSIONALS

For Safeguarding Children, see also:

The London Child Protection Procedures 2010 (4th edition) and Working Together to Safeguard Children (2015)

SAFEGUARDING CHILDREN

DESIGNATION	LOCATION	PHONE	EMAIL
Sally Innis Head of Safeguarding/Designated Nurse Children Croydon CCG	Davis House Suite 2, 2 nd Floor 69-77 High Street CR0 1QQ	Landline: 020 3668 1344 Mobile: 07920594549	Secure address: Sally.Innis@swlondon.nhs.uk Sinnis1@nhs.net
Dr Shade Alu Designated Doctor Safeguarding Children Croydon CCG	Davis House Suite 2, 2 nd Floor 69-77 High Street CR0 1QQ	Landline: 020 8274 6371	Shade.Alu@swlondon.nhs.uk Secure address: shadealu@nhs.net
Elaine Clancy Director of Quality and Governance – Lead Director for Safeguarding Croydon CCG	Davis House Suite 2, 2 nd Floor 69-77 High Street CR0 1QQ		Secure address: Elaine.Clancy@swlondon.nhs.uk Elaine.Clancy1@nhs.net
Dr Sharon Raymond Named GP Safeguarding Children Croydon CCG	Davis House Suite 2, 2 nd Floor 69-77 High Street CR0 1QQ	Mobile: 07780813409	Secure address: Sharon.raymond@swlondon.nhs.uk sharonraymond@nhs.net
Marlise Marshall & Ewa Koscielniak Administrators for Safeguarding Team Croydon CCG	Davis House Suite 2, 2 nd Floor 69-77 High Street CR0 1QQ	Landline: 020 3668 1345	Generic admin address: Croydon- safeguardingadmin@swlondon.nhs.uk Marlise.marshall@swlondon.nhs.uk Ewa.koscielniak@swlondon.nhs.uk *please note that new addresses @swlondon.nhs.uk have the same level of security as NHS.net.

To make a child protection referral to Social Care when a child is at risk of harm and in immediate need, please use the following contact; **Child Protection Line – 0208 255 2888**

(This is also the Out of Hours number for children at risk requiring an immediate response)

To make an online MASH referral, the referral form may be found at:

<https://www.croydon.gov.uk/healthsocial/families/childproctsafe/childprotect>

If you need advice in relation to whether a safeguarding referral is appropriate, please contact the Safeguarding Consultation Line at: 0208 726 6464

SAFEGUARDING PROFESSIONALS FOR LOOKED AFTER CHILDREN (LAC)

<u>DESIGNATION</u>	<u>LOCATION</u>	<u>PHONE</u>	<u>EMAIL</u>
Fiona Simmons Designated Nurse for Looked After Children <i>Croydon CCG</i> <i>(Monday – Wednesday)</i>	Davis House Suite 2, 2 nd Floor 69-77 High Street CR0 1QQ	Landline: 020 3668 1250 Mobile: 07899973366	Secure address: Fiona.Simmons@swlondon.nhs.uk Fsimmons@nhs.net
Dr Ian Johnston Designated Doctor for Looked After Children <i>Croydon Health Services</i>	Croydon Health Services 12-18 Lennard Road Croydon	Landline: 0208 274 6382	Secure address ian.johnston8@nhs.net
Lyn Glover Named Nurse for Looked After Children & Young People <i>Croydon Health Services</i>	Croydon Health Services 12-18 Lennard Road Croydon	Landline: 02082746433	Secure address lynglover@nhs.net

SAFEGUARDING ADULTS

For Adult Safeguarding, see also:

London Multiagency Adult Safeguarding Policy & Procedures (August 2016) and all relevant legislation

<u>DESIGNATION</u>	<u>LOCATION</u>	<u>PHONE</u>	<u>EMAIL</u>
Estelene Klaasen Deputy Designated Nurse Safeguarding Adults <i>Croydon CCG</i>	Davis House Suite 2, 2 nd Floor 69-77 High Street CR0 1QQ	Landline: 020 3668 3240 Mobile: 07825226938	Secure address: estelene.klaasen@swlondon.nhs.uk e.klaasen@nhs.net

DESIGNATION	LOCATION	PHONE	EMAIL
<i>To make a safeguarding adults referral to Social Care</i>		<p>Tel: 020 8760 5697 Out of Hours: 020 8726 6500</p> <p>Email: Referral.team2@croydon.gov.uk</p>	<p>For further information regarding safeguarding adults go to www.croydon.gov.uk and access the online referral form via https://my.croydon.gov.uk/ContactReferrals</p>