

Appendix I: REPORT ON TRUST PROGRESS IN RESPONSE TO KATE LAMPARD'S LESSONS LEARNT REPORT

NAME OF TRUST:	Yorkshire Ambulance Trust			
Recommendation	Issue identified	Planned Action	Progress to date	Due for completion
I. All NHS hospital trusts should develop a policy for agreeing to and managing visits by celebrities, VIPs and other official visitors.	Policy review required	Refresh the policy to include explicit reference to celebrities.	The Trust has an approved Observer and Placement policy which has been reviewed to provide explicit guidance regarding external sources, for example, journalists, Members of Parliament and celebrities.	Complete
II. 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 development opportunities and are properly supported. 	Policy review required.	Policy review	The overarching volunteer policy has been approved in January 2015 by the Trust Management Group. Compliance to the policy will be monitored through KPIs and reported on the workforce dashboard. A management review of compliance is scheduled for June 2015.	Complete
III. All NHS hospital staff and volunteers should be required to undergo formal refresher training in safeguarding at the appropriate level at least every three years.	Volunteers currently receive safeguarding training level 1	The Clinical Governance Group in April 2015 approved the proposal that volunteers with a role in providing clinical care should all undergo safeguarding training level 2.	All staff receive safeguarding level 1 training on induction. All staff who have patient facing roles have level 2 and are required to refresh every three years. There are a variety of approaches and tools which enable learning and training. Monitoring on training compliance is monthly and reported to managers and Trust Board. This doesn't currently include volunteers who are now being required to upgrade from level 1 to level 2 safeguarding.	September 2015

			The reporting will be extended to include volunteers as training progresses at level 2 for volunteers.	
<p>IV. 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 ensure that their arrangements are robust and operate as effectively as possible. 	No issues identified		The safeguarding structure has been reviewed for 2015/16 as part of the annual Directorate review. Safeguarding training compliance is monitored monthly and reported through the governance reporting framework.	Complete
<p>V. 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>	No issue identified		DBS rechecks are undertaken every three years.	Complete
<p>VI. 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>	No issue identified		The Trust has an approved Social Media policy. Compliance to the policy is monitored through periodic checks on social media sites and inappropriate content is managed on a case by case basis.	Complete
<p>VII. 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>	No issues identified		The recruitment and deployment of contract and agency staff is included within the Trusts recruitment policies and procedures and is consistent with internal standards. The process has been subject to internal audit review.	Complete

<p>VIII. 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>New starter process required review to ensure consistency and timeliness of recruitment processes.</p>	<p>Task and finish group led by the Associate Director of Risk & Safety has been initiated. An interim report is due 31 May 2015.</p>	<p>Monitoring is in place and an internal audit has reported significant assurance for recruitment processes, including employment and DBS checks. A management review of the "new starter" process is currently being undertaken. Responsibility for recruitment processes is within the portfolio of the Executive Director of People & Engagement.</p>	<p>June 2015.</p>
<p>IX. NHS hospital trusts and their associated 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 this.</p>	<p>Terms of reference and risk register for Charitable Funds Committee require review</p>	<p>Charitable Funds Committee Terms of Reference and risk register require review</p>	<p>The Trust's risks are reported through the Risk Register and Board Assurance Framework. The Trust Board receives at their public meeting the risk register & BAF which details all current organisational risks and mitigations. The terms of reference for the Fundraising Committee have been reviewed and include reference to the requirement for good governance regarding the use of celebrities.</p>	<p>Complete</p>
<p>I confirm that this Trust Board has reviewed the full recommendations in Kate Lampard's lessons learnt report:</p> <p>SIGNED: _____ DATE: _____</p> <p>CE NAME: _____</p>				

Return to Natalie Dixon, Senior Policy Advisor, NHS TDA – Natalie.Dixon7@nhs.net