

 <p> GIG CYMRU NHS WALES </p> <p> Iechyd Cyhoeddus Cymru Public Health Wales </p>	<p> Name of Meeting Quality, Safety and Improvement Committee </p> <p> Date of Meeting 12 October 2023 </p> <p> Agenda item: 3.6 </p>
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<h2>Safeguarding Maturity Matrix 2023 and Safeguarding Group Mid-Year Review</h2>	
Executive lead:	Claire Birchall Interim Executive Director of Quality, Nursing and Allied Health Professionals
Author:	Donna Newell Named Lead for Safeguarding

Approval/Scrutiny route:	<ul style="list-style-type: none"> • Business Executive Team • Quality, Safety and Improvement Committee
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<p>Purpose</p> <ul style="list-style-type: none"> • The purpose of this paper is to report Public Health Wales’s self-assessed position against the 2023-24 Safeguarding Maturity Matrix tool to the Business Executive Team (BET) and Quality, Safety, and Improvement Committee (QSIC). • The Safeguarding Maturity Matrix (SMM) is a quality assurance tool completed by the seven Health Boards and three Trusts that form NHS Wales and is completed retrospectively each year. • This paper will also provide a Mid-Year update on the work of the internal Safeguarding Group demonstrating ongoing work and improvements to safeguard adults and children at risk of abuse or neglect over the last six months in PHW.
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Recommendation:				
APPROVE <input type="checkbox"/>	CONSIDER <input type="checkbox"/>	RECOMMEND <input type="checkbox"/>	ADOPT <input type="checkbox"/>	ASSURANCE <input checked="" type="checkbox"/>
<p>The Committee is asked to:</p> <ul style="list-style-type: none"> • Take assurance that the Safeguarding Maturity Matrix Improvement Plan and associated work of the Safeguarding Group 				

ensures that arrangements to safeguard and promote the welfare of children, young people and adults at risk are in place and monitored.

Link to Public Health Wales [Strategic Plan](#)

Public Health Wales has an agreed strategic plan, which has identified seven strategic priorities and well-being objectives.

This report contributes to the following:

Strategic Priority/Well-being Objective	6 - Supporting the development of a sustainable health and care system focused on prevention and early intervention
Strategic Priority/Well-being Objective	2 - Improving mental-well-being and building resilience
Strategic Priority/Well-being Objective	Choose an item.

Summary impact analysis

Equality and Health Impact Assessment	Not Required
Risk and Assurance	Safeguarding risks are reported within the Safeguarding Group and are included on the Directorate risk register. Any risks with a score of 12 or higher are escalated.
Health and Care Standards	This report supports and/or considers the Health and Care Standards for NHS Wales Quality Themes Theme 2 - Safe Care Theme 7 - Staff and Resources Choose an item.
Financial implications	Nil
People implications	Nil

1. Purpose/ Situation

The purpose of this paper is to report Public Health Wales's self-assessed position against the 2023-24 Safeguarding Maturity Matrix tool to the Business Executive Team (BET) and Quality, Safety, and Improvement Committee (QSIC). The report aims to:

- Explain the purpose of the SMM Tool.
- Provide the organisational self-assessed position against the SMM standards.
- Identify areas for improvement and recognise improvements made to date.
- Align improvements identified within the SMM to inform the Safeguarding Group Work Plan.
- Provide assurance that appropriate Safeguarding arrangements are in place within Public Health Wales.

2. Background

The NHS Safeguarding Maturity Matrix (SMM) is an NHS Wales self-assessment tool with the aim of providing organisational assurance that all NHS organisations are meeting their safeguarding obligations. It also helps identify areas for further improvement. The SMM allows for the sharing of practice between organisations, driving improvements and provides a 'Once for Wales' consistent approach to safeguarding.

The SMM was first introduced as the Safeguarding Quality Outcomes Framework in 2012. A successful pilot held in 2018 saw NHS Wales' organisations complete their self-assessments collaborating, to discuss results and share their improvement plans with peers.

This year the SMM Tool has a revised format which will be piloted by all organisations.

Within the revised tool, six standards have been developed by the National Safeguarding Network. These standards are:

- ❖ Well Led
- ❖ Confident and competent workforce
- ❖ Person centred
- ❖ Learning Culture
- ❖ Multiagency Partnership working
- ❖ Responsive purposeful and agile

The SMM process requires an annual SMM submission (retrospective reporting on the previous year) to the National Safeguarding Service. The

organisational strengths and areas for improvement are reported through this submission, with plans collated by the National Safeguarding Service (NSS) informing the annual Safeguarding report submission identifying improvement work required by NHS Wales for the coming year.

As part of the SMM process, a Peer Review event is also held annually. The Peer Review aims to provide a constructive arena for Heads of Safeguarding from NHS Wales' Health Boards and NHS Trusts to review SMM submissions.

The Peer Review process for PHW's SMM was completed with Velindre NHS Trust on the 21st of September 2023, facilitated by a designated nurse from The National Safeguarding Service.

3. Description / Assessment

This is the third year that Public Health Wales has reported its self-assessed position against the SMM to BET and the Quality, Safety, and Improvement Committee for assurance purposes. Substantial progress has been made delivering on last year's SMM improvement plan with 12 of the 16 improvements completed. The remaining improvements are being progressed in the 2023/24 Work Plan.

To support this year's submission, the SMM was circulated to members of the Safeguarding Group for their contribution. The 2023/2024 SMM Improvement Plan was submitted to the National Safeguarding Team on the 31st of August 2023. The embedded hyperlink below navigates to PHW' submission:

[Copy of SMM pilot phase 2 final version PHW.xlsx](#)

Each of the six standards within the SMM have associated quality indicators, which detail examples of good practice, innovation, and suggestions for quality improvement. These are all aligned to relevant legislation. It is worth noting that as this is the first year of the new document, the ability to provide trend analysis (as suggested within the document) is not possible at this time.

There are a total of 41 indicators that are measured across the six quality standards. Please refer to the embedded hyperlink above for full access to PHW'S completed SMM. Below in table 1 is an example of one of the assessed standards.

For example, the Well Led and Effective Leadership category has a total of eight indicators. Following self-assessment three improvements were identified:

1. PHW's Corporate Safeguarding intranet pages require an update to ensure all information is accurate and relevant to ensure safe and effective access.
2. Operational cover arrangements for the Lead Nurse for Safeguarding when not in work by the NSS.
3. The adoption of the National Safeguarding Strategy once published by the NSS aligning to organisational needs.

The 12 improvements across the standards can be accessed through the embedded hyperlink above.

Assessment

Following completion of the SMM tool, key achievements for 2022-2023 were:

- Publication of PHW'S Safeguarding Annual Report.
- Development of electronic evaluation forms for Safeguarding training sessions.
- Quarterly Safeguarding Ambassador meetings with a Microsoft TEAMS channel created for the sharing Safeguarding information, including Safeguarding Network Bulletins, training opportunities and legislative updates. Ongoing feedback is sought so that these meetings can be improved, meeting the Safeguarding Ambassadors' development needs.
- Safeguarding Lunch and Learn training sessions were delivered during National Safeguarding Week in November 2022 raising organisational and national Safeguarding awareness.
- Working in collaboration with the screening division, a bespoke training package was delivered to Screening Programmes. This is to ensure members of the public accessing screening services who lack mental capacity have best interest decisions made. The consent form for screening has been implemented in three screening programmes so far. This has led to a reduction in declined screenings and associated complaints.
- Development of a Safeguarding Standard Operational Procedure within Microbiology Division which will be considered for adoption at an All-Wales level.

Ongoing:

- Work has continued completing The Right Way: A Children's Rights for submission to The Children's Commissioner for Wales using information collated around the organisational position. Ongoing

work is in progress with the Young Ambassadors to develop A Children's Rights Approach for PHW.

- A safeguarding training needs analysis has identified areas for improvement for all levels of Safeguarding training. A training plan for the next 3 years will address improvements in compliance which will be reported quarterly into the Safeguarding Group Meeting.

4. Safeguarding Group Update

Public Health Wales (PHW), as part of its governance arrangements, has an established internal Safeguarding Group, chaired by the Executive Director of Quality, Nursing and Allied Health Professionals. The Group's membership consists of representatives from across PHW directorates as well as a non-executive Director and has been established to ensure that PHW safeguarding structure and processes meet the required statutory requirements and national guidance. The Group seeks assurance that all safeguarding commitments and responsibilities for both adults and children are met. Highlights from this meeting are cascaded to senior managers via minutes and targeted communications and by the directorate membership.

The Safeguarding Group is committed to supporting our workforce to better understand safeguarding and embed safeguarding into 'everyday business,' improving outcomes for those affected.

The Safeguarding Group has met twice between April 2023 - September 2023. During this time, work has commenced to further strengthen governance processes to ensure effective safeguarding practice and assurance for PHW.

The Safeguarding Group work plan has been revised with tracking functionality included against key deliverables providing greater oversight, accountability aligning to strategic priorities.

Over the last six months specific areas of work has been completed by the Group and includes:

- The annual revision of the Terms of Reference with a greater emphasis on accountability and assurance.
- Review and revision of Safeguarding policies and procedures.
- The creation of a Safeguarding Risk Register providing improved visibility of safeguarding risks and mitigations in place.
- Review of safeguarding data management processes to ensure that more robust systems are in place relating to safeguarding incidents being reported.
- The revision of a standard agenda with additional items included to improve the monitoring of organisational compliance with

safeguarding training and Disclosure and Barring (DBS (Disclosure and Barring Service) (Disclosure and Barring Service)) checks within PHW.

- Improved visibility of safeguarding key performance indicators in line with relevant legislation via safeguarding dashboard.
- Strengthening the opportunity for shared learning during Safeguarding group meetings in readiness for the Duty of Quality and Duty of Candour to ensure that safeguarding and learning from safeguarding incidents is embedded into the organisation.
- Completion of the SMM with remedial actions and the creation of an improvement plan
- Review of safeguarding supervision arrangements and identified the need for an alternative model.
- Group oversight and monitoring of the SMM improvement plan to ensure key workstreams are progressed.

5. Well-being of Future Generations (Wales) Act 2015



Improvements within Safeguarding will contribute to the long-term needs by focusing on continuous improvement to drive quality within safeguarding.



Safeguarding focuses on prevention and early intervention to prevent abuse and neglect in the long term. Strengthening Safeguarding organisational awareness will contribute to concerns being identified early which will support PHW in meeting their statutory responsibilities.



Safeguarding being everybody's responsibility contributes to well-being objectives and well-being goals.



Safeguarding requires collaboration which will support PHW to meet its well-being objectives.



The importance of involving people with an interest in achieving the well-being goals and ensuring that those people reflect the diversity of the area which the body serves.

6. Recommendation

The Committee is asked to:

- **Receive assurance** that the Safeguarding Maturity Matrix Improvement Plan and associated work of the Safeguarding Group ensures that arrangements to safeguard and promote the welfare of children, young people and adults at risk are in place and monitored.