



# Safeguarding - It Matters To Us

NHSGGC  
Public Protection Strategy  
2023 - 2026



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# Forward

## Jane Grant, Chief Executive

I am delighted to introduce the Public Protection Strategy 2023-2026. The strategy sets out our approach to safeguarding and protecting people whilst supporting all staff to continue to be at the forefront of preventing and identifying people who are at risk of harm.

Public protection remains a priority for all of us. The implications of failing to safeguard the lives of people can be devastating to families, communities and our staff. We have a duty to do all we can to identify those most at risk of harm and learn from the experiences where harm has occurred. Whilst we know what will make a difference we need to continually engage and receive feedback from those who use our services and the population in terms of what matters to them.

This is why we have set public protection as an organisation priority for 2023-2026. Our strategy provides a clear vision statement, public protection principles and six key strategic aims which will help us to achieve our vision. The NHS has a crucial role to play in relation to public protection and it is important we continue to build on our reputation as a strong partner.

The strategy is designed to build our capacity, capability, and culture of safety and prevention of harm, often to people who need this protection the most. I would like to take this opportunity to thank all the staff for their commitment and professionalism in undertaking their role and responsibilities in relation to public protection.

**Together we can make a difference!**



# Introduction

This Public Protection Strategy sets out our direction over the next three years. It defines our role and priorities in safeguarding and protecting the population from harm across NHS Greater Glasgow and Clyde (NHSGGC).

Through the development of this strategy we have listened and engaged with a wide range of individuals and, most importantly, those who use our services. Public Protection is a key priority for NHSGGC. We fully recognise the impact the pandemic has had on our residents and have seen a significant increase in the level of vulnerability across our population in our diverse range of settings. As we continue to emerge from its effects and see the impact on all, specifically the most vulnerable, it is imperative that we have a clear focus on Public Protection. We will do this by reducing harm through early identification, controlling and managing risks and working in collaboration with our partner agencies to support the individual, family and our communities.

Public protection is everyone's business. Our staff have an essential voice therefore it is crucial that they are supported to raise and escalate concerns when required. The strategy is owned by everyone. Successful implementation will require the contribution of all in the delivery of our key strategic aims. **Together we can really make a difference.**



# Our Vision

Our vision is to reduce the risk of harm to babies, including the unborn, children, young people and adults in our communities. We do this by working together across all our health services and our multi agency partners.

We are committed to providing a high quality public protection service that provides leadership, support and works in collaboration to keep people safe and protected from harm.

NHSGGC is committed to delivering on our **Six Strategic Aims** which have been developed in collaboration with a wide range of stakeholders.

# Our Values

We are committed to our core NHSGGC values.



Care and  
Compassion



Dignity and  
Respect



Openness, Honesty,  
Responsibility



Quality and  
Teamwork.

We will use these values to guide us in all that we do to safeguard our population.



# What is Public Protection?

Public protection is the prevention of harm to all unborn babies, children, young people and adults. In Scotland, the foundations of public protection policies, guidance and legislation are held within the United Nations Convention on the Rights of the Child and the European Convention on Human Rights.

## Key Components of Public Protection



# Our Purpose

Our main purpose is to keep people safe from harm. We will achieve this by having the necessary capacity and capability within our workforce. We will ensure that all our staff have a clear understanding of their respective roles, responsibilities and lines of accountability.

“

The single most important change in the future must be the drawing of clear line of accountability, from top to bottom, without doubt or ambiguity about who is responsible at every level for the wellbeing of vulnerable children.”

Lord Laming, Victoria Climbié Inquiry (2003)

Our Chief Executive is responsible for ensuring that governance and assurance reporting is in place. Our Chief Officers of Health and Social Care Partnerships are accountable to the Chief Executives of the local authority and the Health Board that make up their Partnership, for their role in relation to child and adult protection. Our Chief Officers are accountable for implementation of national and local Public Protection Policy and guidance with arrangements for all health and social care in accordance with the NHSGGC procedural guidance and local council procedures.

Collectively, we will provide leadership to deliver our **Six Strategic Aims** which are underpinned by our **Eight Public Protection Principles**. Every member of staff and those commissioned to provide services have a pivotal role in safeguarding whether in an overseeing, delivering, practising or a supportive role.

- **Overseeing:** NHSGGC Public Protection Forum
- **Delivering:** Managers, clinicians, professional leads, clinical and care governance leads, Public Protection Service
- **Practising:** Professional, clinical, administrative and support staff including independent contractors
- **Supporting:** Staff employed in activities underpinning clinical and care governance, e.g. those involved in clinical effectiveness, audit, complaints handling and risk management.

# Public Protection Principles

Our **Public Protection Principles** have been developed in response to feedback from key stakeholders.

Crucially, the experience of children, young people and adults have helped to shape them.



A consistent and standardised approach



Integral to strategic and service planning and informs performance review



Involvement of staff and key stakeholders to support effective prioritisation and to inform decision making



Comprehensive and systematically integrated into all processes



Responsibility for management, escalation, monitoring, and communication of key risks is clearly defined



Public Protection is managed at the operational level closest to the risk supported by clear escalation processes



All types of Public Protection risks are considered including NHSGGCs strategic risks



Provides assurance that effective systems are in place to manage risks.

# Strategic Aims

Our **Strategic Aims** have been developed in recognition of local priorities and national guidance.

## Strategic Aim

1

We keep people safe – prevent and reduce harm

2

Our staff are confident and competent

3

Our leaders and managers will ensure competent discharge of services and professional duties

4

Our strengthened approaches between and across strategic and operational practice and processes enhance our visibility and influence

5

Our Leaders value the importance of partnership working and seek opportunities to improve its effectiveness in achieving a broad range of public protection outcomes for people

6

Our quality assurance processes are SMART and developed actions consistently seek assurances of continued improvement.

# Our Context

NHS Scotland Public Protection Accountability and Assurance Framework provides a set of standards for health boards and has provided an excellent platform to support the development of this Strategy.

The purpose of the Framework is to support health boards in quality assuring public protection responsibilities and processes. We have undertaken a self-assessment using the framework to analyse where our local practice aligns and where further work is required. This work will help inform our delivery plan and our programme of continuous quality improvement.

The Framework will enable a consistent and standardised approach to measurement and will provide the all-important assurance from 'point of care' to 'Board'.



# Our Role

The right to live safely is at the heart of this strategy, safeguarding matters to us. In developing this strategy with stakeholders, the areas of priority are designed to take actions that ensure that people are free from harm, free from abuse and free from neglect. Furthermore that staff are supported to skilfully, confidently and compassionately care for people whilst fulfilling their roles to protect and safeguard.

Our principles are clear and the golden thread that is weaved through this strategy is that safeguarding and the protection of people in NHS Greater Glasgow and Clyde is **"everyone's business, everyone's concern and everyone's responsibility"**.

Safeguarding matters to us and in underlining this pledge we are committed to charting and sharing our progress throughout the strategy's timeline.

**Professor Angela Wallace – Executive Nurse Director**



NHSGGC has a Public Protection Service. The Service has a key role in the provision of leadership, professional expertise and support to a wide range of stakeholders. (See **Appendix 1 – Public Protection Service Team**).

The key functions of the service are:



## Provision of professional, clinical and expert leadership to NHSGGC

- Provides appropriate evidenced based advice, support and supervision to staff to help facilitate reflective and improved practice and rigorous decision making
- Provides a timely and expert medical clinical service providing CP medical examinations as part of a multiagency process.



## Provision of Learning and Education

- Leads and develops a culture of learning that is reflective and adaptive; which will include learning from local and national Learning Reviews and Significant Adverse Event Reviews (SAERs)
- Develops and delivers high quality public protection learning and education opportunities to NHSGGC staff, which reflects professional and national standards to support staff to execute their roles and responsibilities to protect unborn babies, children, young people and adults at risk of harm.



## Quality Assurance

- Supports inspection processes for both child protection and adult support and protection
- Develops and undertakes evaluation of child protection and adult support and protection processes across NHSGGC
- Provides assurance for reporting arrangements in relation to core duties within NHSGGC
- Collects, distils and interprets data on child protection and adult support and protection.



## Policy

- Responsible for public protection policy and guidance from child protection and adult support and protection
- Provides guidelines and policies for staff to enable them to execute their public protection responsibilities
- Provides NHSGGC contribution to national policy, guidance and direction.

As a Health Board, NHSGGC is required to ensure that no act or omission on its part or that of its staff inadvertently puts a child or adult at risk. Therefore NHSGGC must ensure that systems which underpin this responsibility are firmly embedded across the organisation.

# Measuring Success

Public protection in NHSGGC is a key priority for the Board. Central to this is a cohesive approach to quality improvement with clearly understood reporting and governance arrangements.

- **We will support** the delivery of safe, effective and patient centred care
- **We will seek** to ensure the collation of timely and accurate public protection data
- **We will deliver** on our Six Strategic Aims supported by the development of our delivery plan
- **We will celebrate** our successes and ensure that shared learning is an integral part of performance monitoring.



# Conclusion

Public protection is an area of high-risk requiring specialist skills, knowledge and expertise. The strategy provides an essential framework for all to effectively deliver their safeguarding responsibilities.

The Public Protection Service is currently transitioning from a well-established, high quality, effective child protection service to a public protection model. This will be achieved incrementally during the life span of this strategy. We are fully committed to working with all staff across NHSGGC and our partner agencies in fulfilling our strategic aims.



# Appendix 1

## Public Protection Service Team

### Contact Details

Chief Nurse Head of Service	Call: 0141 451 6604
Public Protection Medical Lead	Call: 0141 451 6604
Lead Consultant Paediatrician	Call: 0141 451 6553
Lead Nurse Child Protection	Call: 0141 451 6605
Lead Nurse Adult Support and Protection	Call: 0141 451 6605
Team Leader	Call: 0141 451 6605
Public Protection Nurse Advisors	Call: 0141 451 6605
Development Officer	Call: 0141 451 6550
Business and Admin Support Staff	Call: 0141 451 6605



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