

Investigation into an allegation of attempted unsupervised access by Jimmy Savile and three Associates at Queen Mary's Hospital, Carshalton

A report for Epsom and St Helier University Hospital
(February 2014)

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1. Introduction

In 2012, allegations of sexual abuse, carried out by Jimmy Savile (JS), were made public. Operation Yewtree was established by the Metropolitan Police to review the allegations which were brought to its attention relating to JS and others. In turn a number of NHS Trusts initiated investigations in relation to JS's association with these Trusts. On 29th November 2013, the Department of Health announced that the Metropolitan Police had identified a further 19 hospitals where allegations about JS had been made. Queen Mary's Hospital for Children ("Queen Mary's"), part of Epsom and St Helier University Hospitals NHS Trust ("the Trust") was identified as one of these further hospitals.

In December 2013, the Trust received information from the Metropolitan Police via the Department of Health which the Trust was required to investigate. The information was from an anonymous informant who alleged that JS and three associates were denied access to a ward within Queen Mary's by a junior nurse in the 1970s. JS allegedly threatened to stop the BBC Christmas outside broadcast which was due to be held at Queen Mary's if access was refused.

An external investigator was commissioned by the Trust to undertake the investigation. The purpose of the investigation is to establish the truth about the allegation and to determine if the Trust's current policy and practice are robust to protect children and vulnerable adults. To undertake the investigation, the Trust agreed Terms of Reference and these are found in section 2 of this report.

Oversight is provided by:

Pippa Hart, Chief Nurse, Epsom & St Helier University Hospitals NHS Trust
Siwan Griffiths, Associate Solicitor, Public Law, Capsticks LLP

2. Terms of Reference

Investigation into matters relating to JS

The Trust has commissioned this investigation into JS's association with Queen Mary's and its predecessor bodies following an anonymous allegation that he was denied unsupervised access to a ward at Queen Mary's on an occasion in the 1970s.

The Trust will, produce a written report that will:

- Investigate the specific allegation, referred to it by the Metropolitan Police, relating to JS being denied access to a ward at Queen Mary's on an occasion in the 1970s;
- Thoroughly examine if there were any other associations between JS and Queen Mary's;
- Thoroughly examine any other allegation in relation to JS at Queen Mary's, and further across other institutions under the management of the Trust and its predecessor bodies, if such allegations come to the investigation team's attention during its investigation of the allegation set out above.
- Consider, based on the information available, if JS was at any time accorded special access or other privileges, and/or was not subject to usual or appropriate supervision and oversight;
- Establish if BBC filming, with which JS was associated, occurred at Queen Mary's and if so, what protocols or policies were in place at the time for such filming;
- To review any documentation, archived or otherwise, that may assist in fulfilling these Terms of Reference;
- Review the Trust's current policies and practice relating to access to children / patients, afforded to volunteers and celebrities;
- Identify, and make, recommendations for further action.
- Provide a detailed draft report to Verita by the 21st February 2014, and a final report by the agreed due date (tbc by the DH).

3. Executive Summary and Recommendations

Allegation

The Trust has commissioned this investigation into JS's association with Queen Mary's and its predecessor bodies following an anonymous allegation that JS and 3 associates were denied unsupervised access to a ward at Queen Mary's on an occasion in the 1970s. The allegation refers to JS 'threatening' to stop a scheduled BBC Christmas outside broadcast from Queen Mary's. The purpose of the investigation is to establish the truth about the information received and whether current Trust policies and practice are robust enough to protect children and vulnerable adults from visitors/volunteers to the Trust.

Investigation Undertaken

The challenge of this investigation was investigating an incident which may have occurred some 40 years ago. A number of investigative avenues were, therefore, explored as part of the investigation. This included a search for archived documents from the National Archives Office, local records departments and local history archives. The Trust held a log of archived documents from Queen Mary's dating from 1932. However, these related mainly to a list of surgical operations having been undertaken at St Mary's and no information relevant to the investigation. Books describing the history of Queen Mary's were reviewed and general internet searches were also conducted. Contact was also made with the BBC archive department for any information it had relating to broadcasts from Queen Mary's in the 1970s.

In addition to documentary evidence, a number of interviews were conducted with a total of 9 former and current staff members, as well as those who had a current or past association with Queen Mary's. These included interviews with the League of Friends and Hospital Radio Charities associated with the Trust and Queen Mary's. It also included an interview with the administrator of the Queen Mary Alumni association.

Conclusion

The investigator has no contact details for the anonymous informant and therefore has not been able to discuss the allegation to establish further information. In addition, there is no documentary evidence of any sort to suggest that JS attended Queen Mary's at any time in the 1970s or at any other time. The Metropolitan Police have been unable to provide any more information other than what it disclosed in the first place.

The investigation found that Queen Mary's was used by the BBC for Christmas Day broadcasts from one ward only, known as D1 (the ward was also part of a larger area known as D2 and both wards were reserved for children who needed longer term nursing care) in the late 1960 and early 1970s. However JS did not host these broadcasts and there is no evidence that he was in attendance at the broadcasts. No witness recalls ever seeing JS at Queen Mary's hospital nor recalls JS having any association with Queen Mary's.

In all probability, it would seem likely that the informant would not have made an allegation without substance. However, the Investigation cannot conclude one way or the other whether the incident described in the 1970s, as alleged, did occur. This is because there is no corroborating evidence of any kind to support the allegation and the investigator has been unable to speak with the informant to obtain any further relevant information or to test the veracity of the information.

Safeguarding/Child Protection in the 1970s.

The investigator found that there is a correlation in all of the interview statements that the ward environment in Queen Mary's (not just specific to D1 and D2) was strictly controlled, and that visitors were not allowed on any ward without supervision. The investigation concludes that good practice in child protection, and a culture to protect children, existed at Queen Mary's in the in the 1970s, albeit that there may not have been written policies in place.

Review of current Policies and Practices

The Trust has conducted a thorough review into whether current Trust policies and practice are robust enough to protect children and vulnerable adults from visitors/volunteers to the Trust. The conclusion reached by the investigator is that the policies are robust. A framework is in place for safeguarding children and vulnerable adults, with clear governance; accountability and supervisory arrangements. Disclosure and Barring processes and procedures are in place for volunteers and staff. The Trust has reviewed its policies and procedures in light of the Francis Report (2013) and has introduced Whistleblowing Champions.

Team working and communication has been a priority action to embed learning and cultural change. Board papers demonstrate a high level commitment to patient safety and staff well-being, and safeguarding children and adult updates are taken to the Board on a six monthly basis. Governance arrangements for Safeguarding were rated as outstanding in an Ofsted

report on the Outcome of the Integrated Inspection of Safeguarding and Looked After Children's Services in the London Borough of Merton (2012). Significant investment and board prioritisation on safeguarding children is evident within the Trust.

Challenges

The Trust has a written Security policy encouraging staff to challenge strangers and people acting suspiciously especially if they are in a restricted area, such as, for example, children's wards where there is controlled access. Tailgating, or the practice of allowing others to follow staff through doors into restricted access areas, is not allowed.

There is written guidance for hospital charities in relation to media, events, filming and visits which stipulates clear guidelines for communication with the Trust.

The above guidance and policies cover planned visits and encourage vigilance from staff with regard to people acting suspiciously. The test of this may arise on the rare occasion when a VIP/Celebrity may arrive unannounced at the ward door and this scenario is not included in the current security policy.

The investigator recommends the following to the Trust:

Recommendation 1

To include a process for planned and unannounced VIP/Celebrity attempts to access ward areas into the Security Policy and a new Policy to manage planned celebrity, VIP visits and events.

[Responsible Director: Director of Communications and Corporate Affairs

By: May 30th 2014].

Recommendation 2

To update existing Safeguarding Adults and Children's training to ensure that staff are aware of the continued need for vigilance, especially with regard to unannounced VIP visits and include this in future Listening Events, as part of planned staff engagement events regarding quality and risk.

[Responsible Director: Chief Nurse by March 31st 2014].

4. Approach to the Investigation

The allegation relates to an incident which may have taken place over 40 years ago. Therefore, it was a challenge to identify individuals who may hold relevant information, and further to identify relevant documents. A number of different avenues were, therefore, explored to ensure that a comprehensive and proportionate investigation was undertaken.

Publicising the investigation

Following the Written Ministerial Statement on 29th November 2013 announcing that material concerning JS had been transferred to 19 hospital trusts, the Trust's Chief Executive issued an immediate response to all staff. This included contact details of the Patient Advice and Liaison Service (PALS) to encourage individuals who may hold relevant information to come forward to assist with the investigation. The Trust prepared briefing guidance for the PALS teams to support anyone who wished to raise a concern. Further, the Trust issued a press statement which appeared in the Sutton Guardian on 30th November 2013. Local people and staff were asked to come forward via press and media statements if they had any relevant information relating to JS.

There was no response from members of the public or staff. It is the view of the Investigator that the Trust can demonstrate widespread consultation with staff, volunteers and the public.

Interviews

A total of seven formal interviews took place (details of which are set out below). In advance of the interview, individuals were given a letter (see Appendix C). Telephone calls were made to arrange appointments with the interviewees and face to face interviews were then conducted. Following the interview, interviewees were given the opportunity to comment on the transcripts/statements and to correct any factual inaccuracies.

Four potential interviewees were identified at the outset from Trust HR records. This included one current employee. All interviewees involved in the investigation have given permission for their full names to be used in this report, although initials have been used. The initial four individuals who were identified were:

- GE - Radio Lollipop Trustee from 1978 and former General Manager at Queen Mary's from 1978 -1990;
- Dr PR - Retired Anaesthetist at Queen Mary's from 1979-2001;

- CR - Current long standing employee at the Trust and former Senior Sister of the Out Patients Department at Queen Mary's;
- PF - Former Head of Nursing in Paediatrics at the Trust; PF trained at Queen Mary's in the 1970s.

The above interviews led to a further interview with a retired anaesthetist (Dr WL) who worked at Queen Mary's from 1960 until 2001.

The interviewees were helpful for their insights into the culture at Queen Mary's in terms of protection and patient safety. All confirmed that they had no recollection of JS having visited Queen Mary's at any time or that he had any association with Queen Mary's in the past.

Interview with the informant

It was not possible to contact or interview the person who made the allegation as that person had expressed to the Metropolitan Police a wish to remain anonymous. A request was made to the Metropolitan Police for further information it may hold, if any, about the allegation but no further information was provided.

Interview with Hospital Radio Stations

The investigator contacted Hospital Radio Stations associated with the hospital. Radio Epsom, Radio St Helier and Radio Lollipop were asked whether they held any information about visits from celebrities and VIPs from the 1960s, and had conducted any interviews with JS. No relevant information was held by any of these radio stations.

Queen Mary's Alumni

An internet search revealed a "Queen Mary's Hospital for Children Alumni" site. Contact was made with the organiser/administrator, SH. SH confirmed that she had no recollection of JS visiting Queen Mary's and agreed to contact other former staff members with whom she remained in contact. All of the individuals that she contacted confirmed that they had no recollection of JS visiting Queen Mary's at any time, or of any association that JS had with Queen Mary. SH recalled the strict nursing hierarchy at Queen Mary's and that all visitors, including VIPs, were always escorted by either senior nurses or General Managers.

League of Friends

An interview took place with the treasurer (C) of the Queen Mary's League of Friends, Queen Mary's has a long standing association with the League of Friends, dating back to

before the Second World War. The organisation is not based on the Queen Mary's site. C has been the treasurer of the Queen Mary's League of Friends since 1986 and cannot recall any time that JS visited Queen Mary's. Moreover, C confirmed that League of Friends records from the 1970/1980s would most probably not still exist to determine if there is any record of JS visiting Queen Mary's in the past. This is because there had been a number of changes to the Chair and Committee Members over the years.

BBC Archives

A request was also made to the BBC Archive department for information relating to:

- Dates of Christmas Day Broadcasts at Queen Mary's in the late 1960s and 1970s
- Names of Celebrities attending broadcasts
- Photographs containing sightings of JS

This search confirmed that broadcasts did take place from Queen Mary but none involved JS.

Documentary/Archive Search

Documents/information were sought from a number of locations to determine if they held any reference to JS or held relevant information in respect of the investigation.

Documents were reviewed for the following:

- Information on safeguarding policies and vetting procedures at the time of the allegation
- Any mention of celebrity visits and Christmas Day broadcasts from 1969 - 1972
- Information on the cultural context at the time of the allegation in terms of protecting children

Current policies were reviewed via the Trust website and access to copies of policies was provided by the Director of Nursing administration team. These were reviewed to:

- Ensure they were up to date and reflected current best practice
- Identify procedures for dealing with complaints and Whistleblowing processes
- Identify policy for dealing with requests for celebrity visits and vetting and barring processes
- Show evidence of Board accountability and commitment to safeguarding children and adults.

The following specific documents were located:

- A log of archived documents from Queen Mary's dating from 1932 (held by Trust's archive). This information was reviewed by the Investigator. However, the documents related mainly to a list of surgical operations. There was no information in these documents relating to JS or other information relevant to the investigation.

In this archive the most relevant documents to the timeframe with which the investigation was concerned (i.e. late 1960s onwards) were:

- QM Admissions Register Ward F1 April 1991
- QM Day Book 1991
- QM Register of Operations – 1972-1985
- QM Theatre Booked Cases 1969- 1976
- The Hospital and Health Services Year Book 1985
- NHS Reorganisation Registers 1974

The investigator undertook a general internet search looking for any connections to Queen Mary's; including Christmas Day Broadcasts at Queen Mary's, information on League of Friends, historical information on Queen Mary's, forum 'discussion sites of ex nursing staff, Orchard Hill'. The investigator found the Queen Mary's Alumni site with information on the history of Queen Mary's and a contact name for further information (SH).

The investigator requested information from The National Archives Office and the Surrey History Centre. Search terms included; Queen Mary's, Orchard Hill. These sources were able to provide brief monthly newsletters from c1972-1977. These covered news items relating to Queen Mary's including staff changes, obituaries and important dates such as hospital restructuring and reorganisation. No reference was made to JS in any of these documents.

The Trust Centenary photographs were reviewed by a member of staff at the request of the investigator after an interviewee informed the investigator of their existence. No identification of JS was made in these photographs.

A book – "*A Vision of Healing Queen Mary's Hospital for Children*" Volume 11 was also obtained by the investigator. This detailed the history of Queen Mary's and contained

photographs of Queen Mary's over the years, including pictures of nursing staff and children. No identification of JS was made in these photographs nor was he mentioned in the book.

5. Queen Mary's Hospital and Epsom and St Helier University Hospitals Information

Epsom and St Helier University Hospitals NHS Trust was formed in 1999, bringing together four hospitals - Epsom, St Helier, Sutton and Queen Mary's Hospital for Children. The Trust has 4800 staff supported by 500 volunteers. Prior to 1999, Queen Mary's had been part of St Helier NHS Trust from 1993.

Queen Mary's was founded in 1909 with 1000 beds and was originally known as The Children's Infirmary, Carshalton¹. In 1959, children with learning disabilities were transferred to Queen Mary's from the Fountain Hospital and the hospital then had 2 units (acute and learning disability). All wards were organised in one story bungalows. By 1970, it was considered to be the largest children's hospital in Europe. Children were inpatients on the acute wards for long periods. This factor, along with its reputation as a centre of excellence, may have prompted the BBC to have Christmas broadcasts from Queen Mary's. The Learning Disability unit was a separate building in the 1970s. Queen Mary's at this time formed part of the Merton, Sutton and Wandsworth Area Health Authority.

Orchard Hill was established in the early 1980s in the grounds of Queen Mary's. It provided a permanent home for many of the children with learning disabilities who had been admitted from 1959. From 1988 it was administered separately and finally closed in 2009.

6. Chronology of JS involvement with Queen Mary's Hospital for Children

The allegation refers to the 1970s as a time of potential involvement and association by JS at Queen Mary's. An internet search revealed that Christmas Day BBC Broadcasts of "Meet the Kids" took place between 1969 and 1971 at Queen Mary's and were not presented by JS. BBC evidence received as part of the investigation confirms that JS was not part of or

¹ Sutton Local Studies Centre and National Archives

officially invited to any broadcasts, which were held at Queen Mary's on:

25th December 1969

25th December 1970

25th December 1971

7th December 1972 Radio 1 Broadcast

It is most probable that, as the allegation refers to a Christmas Day Broadcast, that the time period of the alleged incident is likely to be between 1969 and 1972. This is because the BBC has not found that any other Christmas Day Broadcasts took place at Queen Mary's after 1972. There is no evidence of any official association between Queen Mary's and JS at that time or since. Radio Lollipop's long standing radio station broadcasting at Queen Mary's has no record of JS attending any functions or events at its inception in 1978 or at any time after 1978. Similarly, Radio St Helier has no record of JS attending for visits at its base in the hospital or any other location. Finally, Radio Epsom also has no record of JS attending the radio station for an interview, or record of reporting on him visiting the premises.

All of the above are of course referring to '*official*' visits and it may be that JS and the three associates with him were present at a Christmas Day Broadcast or the Radio 1 Broadcast in an informal capacity. There is no evidence, documentary or otherwise, other than the anonymous allegation to confirm the presence of JS at the hospital however.

8. Policy, Practice and Procedures during the Time of the allegation

The Trust has a log of archived material from Queen Mary's. However, the log has no details of prevailing policies in the 1970s and refers mainly to documents about the operations undertaken at Queen Mary, as detailed above. This is not surprising as the allegation refers to a period more than 40 years ago. The archive does not include Human Resources material or safeguarding information and it is not clear if this is because documents would have been destroyed due to NHS destruction policies at the time or that they simply did not exist.

The Unit General Manager (GE) working from 1978 to 1990 at Queen Mary's confirmed that

Queen Mary's did have child protection policies. On his appointment as Unit General Manager, he identified a gap in vetting volunteers and introduced Vetting Policy and Guidelines for volunteers, which stated that they would be chaperoned at all times. 'We had volunteers who went out with the children – particularly children who stayed a long time. The hospital employed drivers to drive the Variety Coaches.' (PF) A Voluntary Services Guardian was employed (who later went on to become the HR Director at St Helier). Other interviewees confirmed that policies for child protection did exist before 1980 but they have not been located. Another witness can only recall written policies in the 1980s. Interviewees could not recall the content of any policies and could not comment on their robustness.

One witness stated that there was 'not the same 'omnipresent' concern about child protection in the 1960s and 1970s although he does recall that there were some written policies in the 1980s' (PF). *'I can't remember written policies, but unwritten procedures were that you didn't allow anyone access to the wards without contacting a senior member of staff. People would always be questioned. Because it was a Children's hospital, with access from a road way, being security conscious was part of everyone's working life really.'* (PF)

Interviewees advised that they recall frequent visitors to wards – such as Radio presenters and their teams, teachers, and BBC crews. Although interviewees spoke about 'vetting' of such visitors, it is not clear if this actually took place and what it entailed. Visitors/Celebrities visiting a child at Queen Mary's would have been taken to the child by a member of staff. Interviewee CR recalls that the visitor would be introduced by a member of staff and usually a member of staff would stay at the bottom of the bed during the visit. Children were never left alone. *'Things are much more stringent now. In those days you never gave it a thought that someone could sexually or physically abuse a child. We have been made much more aware of CP issues, particularly because of Victoria Climbié and Baby P. I don't think we gave it a thought; there wasn't this issue around CP like there is today. We have child protection training every year.'* (CR)

The investigator can conclude that everyone interviewed was of the view that all visitors were accompanied and not left alone with children.

9 How Complaints were Dealt with at the Time of the allegation

There is no record that any complaint was raised at the time of the alleged incident. Unless further information becomes available from the informant making the allegation, this cannot be pursued further. The only available information is from interviewees who did not have clear recollections of the complaints procedure and process, other than to say that they would have reported any concerns to the Senior Sister or General Manager on duty. Information from the Queen Mary's Alumni administrator suggests that all complaints were logged in a ward complaints book. There is no copy of such material in archiving however.

Interviewees recall that a strict nursing hierarchy was in place in the 1970s and ex-staff interviewed all recall the fact that complaints would have been monitored via a complaints book or at the least by reporting to Nursing Officers.

10. Investigation of Current Allegations

The Investigator could not interview the informant because she wished to remain anonymous. The investigation was concerned, therefore, with finding corroborative evidence of the allegation given to the Trust by the Metropolitan Police. The Metropolitan Police has been unable to provide any more information.

All interviewees had no recollection of any visits by JS to Queen Mary's at any time in the past, although some could recall other high profile names attending the hospital at the time. Queen Mary's had the use of coaches for outings donated by the Variety Club, and this was referred to in most of the interviewee's statements. No-one interviewed recalls seeing JS at any time on coach outings.

The BBC confirmed that it had no records of JS presenting broadcasts from Queen Mary's in the late 1960s and the 1970s.

The various Trust radio stations also confirmed that they had no evidence to show that JS attended Queen Mary's.

Radio Epsom had no recollection or reference to any contact with JS. Radio Epsom did not start broadcasting until the 1980s in any event. Radio Lollipop started broadcasting in 1978 and had initiated its own investigation following the wider public concerns by JS. They found no record of any visits or interviews by JS at any time or any contact through Variety Coaches.

Radio St Helier informed the investigator that they had reviewed all press cuttings and records and had no evidence of any interviews or contact at all with JS. Whilst the investigator was initially alerted by a Radio Station volunteer to the possibility that JS was interviewed by Radio St Helier, it has subsequently confirmed that no such interview took place.

The treasurer of the Queen Mary's League of Friends, C (treasurer from 1986) cannot recall any time that JS visited Queen Mary's. Moreover, due to changes of Chairs and committee members, C does not believe that League of Friends records still exist from the 1970/1980s to determine if there is any record of JS visiting Queen Mary's in the past.

Follow up from the Queen Mary's Alumni site led to a discussion with the Administrator of the site who knew a number of other contacts who had a longstanding relationship with the hospital. None of them had any recollection of any visits or sightings of JS at any time.

The investigator could find no reference to JS in the documentary evidence reviewed namely archived materials such as a history book about Queen Mary's², and local and National Archives and photographs of Queen Mary's as part of a centenary celebration.

Further, Queen Mary's had a separate unit/building for children with profound learning disabilities (known as Orchard Hill). This was a long stay facility and under separate hospital management. There is no evidence that JS visited this unit at any time.

As such, the investigation has not led to any further information to corroborate the anonymous allegation made concerning the attempted access to a ward by JS and 3 associates in the 1970s. It has found no evidence of JS having attended Queen Mary's in the 1970s or at any other time. The investigator cannot rule out, however, that JS did try to enter the hospital as there is no reason to question why the anonymous individual would make such an allegation.

² A Vision of Healing – Queen Mary's Hospital for Children Volume II

Notwithstanding the lack of evidence to suggest that JS visited Queen Mary's, the investigator looked at the safeguarding procedures in place at the time of the alleged incident. As noted above, interviewees stated that written policies had existed but that they could not recall what they said or where they were kept. No written policies could be found in a search of archived material.

11. Current Policies, Practice and Procedures

In response to the allegations made about JS in late 2012, all NHS Trust Chief Executives were issued with a letter from Sir David Nicholson's in November 2012, and asked to review their approach to giving celebrities access to patients – and other safeguarding issues – in light of the allegations about JS. As a response to this, the Trust immediately reviewed the status of volunteers who had one to one contact with patients or who carried out their duties in a patient area. This review highlighted the fact that since 2005, all volunteers meeting this criteria had completed a Disclosure and Barring (DBS) ³check. The Trust then reviewed the status of all long standing volunteers to identify the appropriateness of DBS checks for this group and has instituted DBS checks for those volunteers who meet DBS criteria.

In April 2013 the Trust circulated a letter to all staff received from the Department of Health requesting views from NHS staff regarding the protection of vulnerable people. Staff were asked to contact the Investigations Team directly if they had concerns.

In June 2013, the Trust responded again to the Department of Health and stated that they had reviewed the DBS status of local charities associated with the hospital and had made sure that there was a nominated Executive Lead to oversee volunteers (Director of Communications).

Alongside this, the Trust developed an action plan in response to the Francis Report (2013) setting up Francis Conversation events and a Speak Out Safely initiative, to encourage all

³ The **Disclosure and Barring Service (DBS)** is a [non-departmental public body](#) of the [Home Office](#) of the [UK](#) enabling organisations in the public, private and [voluntary sectors](#) to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or [vulnerable adults](#), and provides wider access to criminal record information through its disclosure service for [England](#) and [Wales](#).

staff to speak out. This includes Listening Events.

Volunteers are supported by a Volunteer Services Manager who coordinates training and supervision support. Volunteers support the work of a number of groups including; Radio St Helier; League of Friends; Cancer Support, and the Chaplaincy.

Trust policies and practices

The Trust is a partner agency of the Surrey, Sutton and Merton Safeguarding Adults Boards and the Surrey, Sutton and Merton Safeguarding Children's Boards. The Trust is in an unusual position in that it reports to 3 Boards.

The Trust has a number of policies and procedures in place in relation to safeguarding vulnerable people, access to patients and listening to and acting on patient concerns. The Trust website also has information for the public to access, which tells them what to do if they have concerns about the abuse of a child or vulnerable adult. The Trust has a 'whistleblowing' policy to encourage staff or volunteers to raise concerns and is accessible to Trust staff via the website.

Policies and Practices:

- Safeguarding children Annual Reports 2012-2013 (review date Sept 2014)
- Safeguarding Adults Annual Reports 2012-2013 (review date Sept 2014)
- Trust Child Protection Procedures Jan 2013 review Jan 2016
- Whistleblowing Feb 2011-reviewed Feb 2014 (a new policy entitled *How To Report Concerns* is currently being reviewed for implementation)
- Mandatory training for all staff, including volunteers, on safeguarding children
- Mandatory training for all staff, including volunteers, on safeguarding adults
- HR Checks - Professional Registration of Clinical Staff (in Recruitment and Selection Policy)
- The Trust Child Protection Training Brochure is advertised on The Trust Intranet.

- Volunteers agreement and volunteers guidance 2010-2011
- Disciplinary policy May 2010- Reviewed May 2013 and in use pending approval and ratification of a new policy (Procedure for Managing Allegations and Concerns about People who work or Volunteer with Children; and details of The Protection of Children Act list)
- Recruitment and Selection Aug 2011-review Aug 2014 (includes section on Disclosure and Barring)
- Letter to all staff to remind them of duty to report re Disclosure and Barring issued Dec 2013
- Security Policy Aug 2011 review Aug 2014
- Guidance for hospital charities in relation to media, publicity materials, events, visits, filming and photograph January 2013 review Jan 2016
- Guide to Volunteering and process for applying 2010-2011
- Review of Compliance St Helier Hospital and Queen Mary's Hospital for Children Oct 2012

Recruitment procedures for Trust staff and volunteers

DBS checking is required for all employed staff and volunteers and the level required is dependent on their contact with patients. Where the criteria is met, staff and volunteers will have enhanced DBS checks. From 2012, the annual board report records the number of new starters who work directly or primarily with children who have had an enhanced DBS check completed.

In the 2013 September Annual Safeguarding Children's Report, the Trust identified the need for a system to ensure that Managers who are interviewing for posts involving working with children have attended Safer Recruitment Training which ensures that Managers are aware of the NHS Standards and 6 pre-employment checks: Qualifications; DBS, Identity check, Right to Work, Occupational Health clearance and References. The 6 pre-employment checks apply to all unpaid and paid staff including Volunteers, Honorary Contracts, Agency and Bank staff. Progress will be monitored via the Safeguarding Children Action Plan during 2014.

Staff training

Safeguarding vulnerable people training, whether for adults or children, is mandatory for all Trust staff, including volunteers. Compliance is monitored and reported to the Board. Full compliance has been achieved (March 2014). Staff are required to attend annual training

and training is reviewed and monitored on a monthly basis at the Safeguarding Children's Committee Meetings, and quarterly at the statutory and mandatory training committee meetings and risk management meetings.

Protocols for visiting celebrities,

Occasionally, the Trust has requests for visits from VIPs. Fulham Football Club for example, visit Children's wards at Christmas at Queen Mary's and have supervised access at all times from the Communication teams. All visits are managed and coordinated by the director of communications and corporate affairs. There is no separate written protocol for managing VIP/Celebrity visits by the Trust and no mention of what should happen if there are unannounced/unplanned visits. There are two related documents; Guidance for hospital charities (in relation to media, publicity materials, events, visits, filming and photography) which sets out standards and requirements for charities to inform the Trust of forthcoming visits and events; and a Security Policy which encourages vigilance from staff with regard to people acting suspiciously, setting out clear reporting and taking seriously the safety of both patients and staff. There is, however, no mention of what would happen if a VIP/Celebrity arrived unannounced. Although this should in theory be covered by the Security Policy's guidance on reporting strangers in controlled access areas in particular, it might be useful to strengthen this with an addition to cover unplanned visits.

12. Overall Analysis and Conclusions

The investigator has undertaken an investigation in order to:

- Confirm the allegation that JS and 3 associates attempted unsupervised access to a ward probably on the day of a Christmas Day broadcast
- Confirm any associations JS may have had with Queen Mary's or the current Trust
- Consider the prevailing culture around safeguarding during the time period described in the allegation (late 1960s onwards)
- Consider whether current Trust policies and practice are robust enough to protect children and vulnerable adults from visitors/volunteers to the Trust

In all probability, it would seem likely that the informant would not have made an allegation without substance. However, the investigation cannot conclude one way or the other whether the incident described in the 1970s, as alleged, did occur. This is because there is no corroborating evidence of any kind to support the allegation. Further, the investigator has been unable to speak with the informant to obtain any further relevant information or to test

the veracity of the information.

It has not been possible to find any original, relevant documents from the period of the allegation, given that over 40 years have now passed since the alleged incident. However, analysis of interviews suggests that there was a culture of protecting children even without a thorough understanding of safeguarding. The lack of awareness and understanding of sexual abuse at Queen Mary's at the time of the allegation can be seen in some of the interviewees' comments. All interviewees reported that it was 'unthinkable' at the time to consider that VIPS/Celebrities would be involved in abuse of children.

It would seem that policies to protect children did exist but interviewees cannot recollect their whereabouts or contents. There were frequent visitors to wards – such as Radio presenters and their teams, teachers, and BBC crews and, although interviewees spoke about 'vetting', it is not clear if this actually took place and what it entailed. The investigator can conclude that everyone interviewed was of the view that all visitors were accompanied and not left alone with children, and that although safeguarding procedures were not as robust or as thorough as now, Queen Mary's did and still does have a culture of protecting children.

If in fact JS did attempt to enter Queen Mary's as alleged, the absence of clear guidelines for staff did not prevent a junior nurse from challenging JS and three men on the day in question. This may suggest that even junior staff had confidence instilled in them, from others in authority that it was necessary to confront and challenge.

Current policy and practice at the Trust embraces learning from the Francis Report and is taking on board learning from the wider JS allegations. The Trust has undertaken a thorough review of policies, including Safeguarding and DBS checks and has taken measures to tighten up processes on DBS checks and Safer Recruitment training. Disclosure and barring processes are in place with an accountable safeguarding framework and the Investigator can conclude that the Trust has taken every step to minimise risks to both patients and staff. As highlighted, the Trust has been commended for its governance and Safeguarding processes by Ofsted.

However, conversations with staff suggest that there is a potential gap in terms of visiting VIPS/Celebrities. All visits are managed and coordinated by the Communications and Corporate Affairs department, and there is both a Security Policy and Guidance for Hospital charities in relation to VIP visits. However, it is recommended that these should include a

plan for the rare but potential occasion when a VIP may choose to simply turn up unannounced. Interviewees and current staff did not feel that this would be likely to happen and likewise could not contemplate that someone like JS would try and enter a ward unannounced. Nonetheless, the Trust should consider an addition to Safeguarding Children and Adults training to challenge staff views and ensure that guidance in the Security Policy is not relaxed for VIPs. In addition, the Trust may wish to consider a specific policy (rather than guidance) to manage planned celebrity, VIP visits and events.

The Trust should be congratulated on its robust review of policy and its openness to remedy gaps in policy.

13. Recommendations

The Trust has already undertaken a robust review of processes following the Francis report (2013) and requests from NHS England to review Trust policies relating to access to children / patients, afforded to volunteers and celebrities.

There is, however, still a clear need to be vigilant and ensure that all processes are reviewed and monitored regularly. The Board has a particular responsibility to continue to challenge and analyse to ensure that policies and understanding of safeguarding issues are embedded and become the business of everyone within the Trust.

The investigator recommends the following to the Trust:

Recommendation 1

Include a process for planned and unannounced VIP/Celebrity attempts to access ward areas into the Security Policy and a new Policy to manage planned celebrity, VIP visits and events.

[Responsible Director: Director of Communications and Corporate Affairs

By: May 30th 2014]

Recommendation 2

Update existing Safeguarding Adults and Children's training to ensure that staff are aware of the continued need for vigilance, especially with regard to unannounced VIP visits, and include this in future Listening Events as part of planned staff engagement events regarding

quality and risk.

[Responsible Director: Chief Nurse by March 31st 2014]

Investigation Team Biographies

Sue Walters is an experienced consultant and has a long history of working with Children's Services in a variety of roles, from frontline as a Health Visitor to Director Level. She has experience of working to develop Integrated Adult and Childrens Safeguarding services and policies. She previously set up and managed a national project working with adult survivors of childhood sexual abuse. (The Surviving Homeless Project in Nottingham)

Confidential Investigation into matters relating to Jimmy Savile and potential contact with Queen Mary's Hospital, Carshalton in the 1970s.

As you are aware, I have been appointed as the External Investigator to investigate the above matter. Epsom and St Helier NHS Trust have received details of an anonymous allegation that Jimmy Savile was denied unsupervised access to Queen Mary's Hospital.

I am seeking information from anyone with relevant information about Jimmy Savile's association with or contact with Queen Mary's Hospital. I understand from Pippa Hart, Director of Nursing that you would be happy to be interviewed as part of the investigation. I will contact you in the next few days to arrange an appointment to meet. . If you are unable to travel, or it is not convenient to be interviewed in person, then we can discuss how best to obtain your information.

Information given during the interview will be recorded and a summary transcript provided for you to check for accuracy and sign. The interview will only last as long as necessary to clarify information- but is unlikely to last more than an hour and a half. It is expected that all information disclosed to interviewees will remain confidential .You are able to bring a friend or colleague to the interview but all questions will obviously be directed at yourself.

What you say will be treated sensitively. However, relevant information (such as allegations of a crime) may need to be shared with the police or professional bodies. Information provided will be used for the purpose of preparing the report. The report will be made public and information from written accounts and interviews may be included. Reports will be anonymised. I am extremely grateful for your willingness to be interviewed and look forward to meeting with you

Yours sincerely

Sue Walters

External Investigator

Please contact Pippa Hart for verification if required on [0208 296 4876](tel:02082964876) or Pippa.Hart@esth.nhs.uk

Interview Questions

Appendix C

Date Name . Role

Role in the 1970s

With regard to the anonymous allegation – what is your recollection of that or any other event involving celebrities visiting the hospital?

If you knew that someone had tried to gain access /supervised or unsupervised, what procedures or policies were in place at the time?

What is your recollection of policies at the time around celebrities or volunteers visiting the hospital and wards? Where would you have raised any concerns? Who with?
(Looking for evidence of policies/or deficiencies/gaps at the time of the allegation)

What else would you like to add?

Thank you for your time today.

The interview will be written up and you will receive a copy to agree and sign.