



Executive Office

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Talisman Road
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Oxfordshire
OX26 6HR

25 February 2022

Cllr. Jane Hanna
Chair, Oxfordshire Joint Health Scrutiny Committee
Sent via email: Helen.Mitchell@Oxfordshire.gov.uk

Dear Cllr. Hanna

Re: CQC safeguarding inspection of South Central Ambulance Service NHS Foundation Trust

Thank you for your letter dated 21 February 2022 in relation to the above.

The Trust, and its Board of Directors, was obviously very disappointed to receive the report from the Care Quality Commission (CQC), but fully accepting of their findings and recommendations, and committed to taking the action required to further strengthen our safeguarding arrangements.

We had identified a number of aspects that required attention prior to the CQC inspection and were taking action accordingly. Although the CQC concluded that front-line and operations staff were safeguarding and protecting patients effectively, and that appropriate safeguarding referrals were being made, they were right to recognise that further action was required in terms of safeguarding strategy, leadership and governance.

We took swift and decisive action on receiving the outcomes of the CQC inspection, including securing additional safeguarding subject matter expertise to help support our response and improvement work.

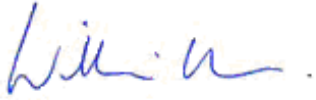
I am happy to report that the CQC has confirmed that it is satisfied with the robustness of our response to their report, including the action plan that the Board of Directors has approved and submitted. We will continue to engage fully with the CQC as part of the process of them monitoring delivery of the action plan and the necessary improvements to our safeguarding arrangements.

You will be aware that the CQC report was published and is in the public domain and, as part of our accountability arrangements, we held a session with our Council of Governors (comprising elected Public and Staff Governors) to discuss the report and our response.

We will report on progress implementing our action plan through Board and Council of Governors meetings in public, ensuring appropriate openness and transparency.

If you would like to discuss any aspects of my letter in further detail please do not hesitate to contact either myself or Steve Garside, our Director of Corporate Governance and Company Secretary.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Will Hancock".

Will Hancock
Chief Executive

c.c. Lena Samuels, Chair
Steve Garside, Director of Corporate Governance and Company Secretary