

Notice of Meeting

Social Care Services Board



Date & time
Friday, 20 January
2017 at 10.00 am

Place
Conference Room
One, County Hall,
Kingston upon
Thames, KT1 2DN

Contact
Andy Spragg or Richard
Plummer
Room 122, County Hall
Tel 020 8213 2673 or 020
8213 2782

Chief Executive
David McNulty

**We're on
Twitter:** 
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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Andy Spragg or Richard Plummer on 020 8213 2673 or 020 8213 2782.

Elected Members

Mr Keith Witham (Chairman), Mrs Margaret Hicks (Vice-Chairman), Mr Ramon Gray, Mr Ken Gulati, Miss Marisa Heath, Mr Saj Hussain, Mrs Yvonna Lay, Mr Ernest Mallett MBE, Mr Adrian Page, Mrs Dorothy Ross-Tomlin, Mrs Pauline Searle, Ms Barbara Thomson, Mr Chris Townsend, Mrs Fiona White and Mrs Helena Windsor

TERMS OF REFERENCE

The Social Care Services Board is responsible for overseeing and scrutinising services for adults and children in Surrey, including services for:

- Performance, finance and risk monitoring for social care services
- Services for people with:
 - Special Educational Needs
 - Mental health needs, including those with problems with memory, language or other mental functions
 - Learning disabilities
 - Physical impairments
 - Long-term health conditions, such as HIV or AIDS

- Sensory impairments
 - Multiple impairments and complex needs
- Services for Carers
- Social care services for prisoners
- Safeguarding
- Care Act 2014 implementation
- Children's Services, including
 - Looked After Children
 - Corporate Parenting
 - Fostering
 - Adoption
 - Child Protection
 - Children with disabilities
- Transition
- Youth Crime reduction and restorative approaches

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING: 9 DECEMBER 2016

(Pages 1
- 10)

To agree the minutes of the previous meeting as a true and accurate record of proceedings.

3 DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter

- (i) Any disclosable pecuniary interests and / or
- (ii) Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner)
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

4 QUESTIONS AND PETITIONS

To receive any questions or petitions.

Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting (Monday 16 January 2017).
2. The deadline for public questions is seven days before the meeting (Friday 13 January)
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD

There are no responses to report.

6 HOME BASED CARE REPORT

(Pages
11 - 14)

Purpose of the report: To provide an update on the current status of the Home Based Care (HBC) market in Surrey; and provide an update on the proposed re-commissioning of the Adult Social Care HBC Service in 2017.

7 SHORT BREAKS RECOMMISSIONING

(Pages
15 - 34)

Purpose of report: This report provides the Social Care Services Board with an update on the short breaks re-commissioning project along with an opportunity for feedback and comment to inform procurement decisions

and planned formal public consultation from 8 May to 16 June 2017.

8 REPORT ON ADULT SOCIAL CARE AND CHILDREN'S WORKFORCE (Pages 35 - 40)

Purpose of the report: To provide an update on the impact of the initiatives to improve recruitment and retention of key staff in Adult Social Care and Children's Services.

9 SURREY SAFEGUARDING ADULT'S BOARD ANNUAL REPORT (Pages 41 - 116)

Purpose of report: To inform the Social Care Services Board of the content of the Surrey Safeguarding Adults Board Annual Report for 2015-2016 and invite the Board to review.

10 SURREY SAFEGUARDING CHILDREN'S BOARD ANNUAL REPORT (Pages 117 - 184)

Purpose of report: To inform the Social Care Services Board of the content of the Surrey Safeguarding Childrens Board's Annual Report for 2015-2016 and invite the Board to review.

11 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME (Pages 185 - 206)

The Board is asked to review and approve the Forward Work Programme and Recommendations Tracker and provide comment as required.

12 DATE OF NEXT MEETING

The next public meeting of the Board will be held at 10.00am on 16 March 2017 at County Hall.

David McNulty
Chief Executive

Published: Thursday, 12 January 2017

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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Thank you for your co-operation

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MINUTES of the meeting of the **SOCIAL CARE SERVICES BOARD** held at 10.00 am on 9 December 2016 at Council Chamber, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Friday, 20 January 2017.

(*present)

Elected Members:

- * Mr Keith Witham (Chairman)
- * Mrs Margaret Hicks (Vice-Chairman)
- Mr Ramon Gray
- * Mr Ken Gulati
- Miss Marisa Heath
- * Mr Saj Hussain
- * Mrs Yvonna Lay
- * Mr Ernest Mallett MBE
- * Mr Adrian Page
- Mrs Dorothy Ross-Tomlin
- * Mrs Pauline Searle
- * Ms Barbara Thomson
- Mr Chris Townsend, Substituted by Mr Nick Harrison
- * Mr Nick Harrison
- * Mrs Fiona White
- Mrs Helena Windsor

Substitute Members:

- * Mr Nick Harrison

Members in attendance

- * Mrs Clare Curran, Member for Children and Families Wellbeing
- * Mrs Mary Lewis, Cabinet Associate for Children, Schools and Families
- * Mr Mel Few, Cabinet Member for Adult Social Care, Wellbeing and Independence
- * Mr Tim Evans, Cabinet Associate for Adult Social Care, Wellbeing and Independence

78/16 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Ramon Grey, Marisa Heath, Dorothy Ross-Tomlin, Chris Townsend and Helena Windsor.

Nick Harrison substituted for Chris Townsend.

79/16 MINUTES OF THE PREVIOUS MEETING: 26 OCTOBER 2016 [Item 2]

The minutes of the previous meeting were approved as a true and accurate record of proceedings.

80/16 DECLARATIONS OF INTEREST [Item 3]

There were no pecuniary interests declared.

Nick Harrison declared a non-pecuniary interest of being a Member of the Children's Improvement Board.

81/16 QUESTIONS AND PETITIONS [Item 4]

There were no questions or petitions received.

82/16 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD [Item 5]

The Board noted the response made by Cabinet to issues referred by the Board. There were no further comments made.

83/16 CONTRACT AWARD - SUPPORT SERVICES FOR CARERS [Item 6]

Witnesses:

Helen Atkinson, Strategic Director for Adult Social Care and Public Health
Sonya Sellar, Area Director
John Bangs, Carers Strategy & Development Manager
Sarah Ferron, Senior Category Specialist, Procurement
Jason Duncombe, Sourcing Team Leader
Mel Few, Cabinet Member for Adult Social Care, Wellbeing and Independence
Tim Evans, Cabinet Associate for Adult Social Care, Wellbeing and Independence

Declarations of interests:

None

Key points of discussion:

1. Members raised concerns regarding procurement arrangements, highlighting the lack of evidence, the criteria used and the service delivery strategy. It was suggested by Members that there was a lack of public engagement in the procurement process. It was also suggested that there were insufficient impact assessments undertaken with regards to the effects of the proposals on carers.
2. Members requested more information regarding how the contract was awarded to the successful contract awardee, Action for Carers (AfC) and questioned whether the contract awardee had the required experience to deliver the service.
3. The Cabinet Member for Adult Social Care, Wellbeing and Independence highlighted that this was set in the context of an ongoing grants and context review. It was also highlighted that carers

had been consulted as part of the Surrey Carers Commissioning Strategy.

4. Members questioned whether the quality of service could be increased with an overall reduction in spend, also questioning the robustness of the service's business plan. The Cabinet Member for Adult Social Care, Wellbeing and Independence suggested that the service had undertaken a vigorous procurement method and that the successful bid demonstrated substantial relevant experience. Officers highlighted that the Surrey Cares Commissioning Strategy was co-designed with carers.
5. It was noted by officers that all of the bids for the contract were evaluated in partnership by NHS Clinical Commissioning Groups (CCGs) and Surrey County Council.
6. The question of maintaining face-to-face support was raised as a concern by Members, noting the possible reduction in this form of support in favour of the digital offer. Officers noted that the digital offer had been co-designed with Carers UK and that it was one option of care delivery, highlighting that face-to-face support would still be provided to those who require it.

Recommendations

7. On the basis of the evidence heard and the documents received, the Board endorses the decision made by Cabinet.

This was put to a vote. The results of this were that six Members voted in favour, with three Members against. There were two Members abstaining.

8. It was agreed that the Board would endorse the decision made by Cabinet.

84/16 EXCLUSION OF THE PUBLIC [Item 12]

The Chairman informed the Board that should any Member had wished to raise any matter relating to the Part 2 Annex [Item 8], that the meeting needed to be taken into a Part 2 session. The Board resolved for the item to be taken into Part 2, by virtue of paragraph(s) 3, Part 1 of Schedule 12A of the Local Government Act 1972 (information relating to the financial or business affairs of any particular person including the authority holding that information).

85/16 PART TWO [Item 13]

86/16 CONTRACT AWARD - SUPPORT SERVICES FOR CARERS [Item 14]

Witnesses:

Helen Atkinson, Strategic Director for Adult Social Care and Public Health
Sonya Sellar, Area Director
John Bangs, Carers Strategy & Development Manager
Sarah Ferron, Senior Category Specialist, Procurement
Jason Duncombe, Sourcing Team Leader
Mel Few, Cabinet Member for Adult Social Care, Wellbeing and Independence
Tim Evans, Cabinet Associate for Adult Social Care, Wellbeing and Independence

Declarations of interests:

None

Key points of discussion:

1. The Board discussed in detail the financial factors, contact details and procurement process of the Support Services for Carers Contract.

87/16 PUBLICATION OF PART TWO ITEMS [Item 15]

The Board concluded that the items referred to in the Part Two annex should not be made available to the public at this time.

88/16 REVIEW OF ACCOMMODATION WITH CARE AND SUPPORT STRATEGY IMPLEMENTATION AND OLDER PEOPLE'S HOMES PROJECT [Item 7]

Witnesses:

Mel Few, Cabinet Member for Adult Social Care, Wellbeing and Independence
Tim Evans, Cabinet Associate for Adult Social Care, Wellbeing and Independence
Mary Lewis, Cabinet Associate for Children, Schools and Families
Helen Atkinson, Strategic Director for Adult Social Care and Public Health
Matt Lamburn, Project Manager

Declarations of interests:

None

Key points of discussion:

1. The Cabinet Member for Adult Social Care, Wellbeing and Independence noted frustration with lack of resources and progress. It was highlighted that the Cabinet Member considered that there was greater scope for improved management of assets. However, the Cabinet Member noted positive progress towards resolving these issues.
2. It was noted that there were two care homes managed currently by the service. It was suggested by the Cabinet Member that there was a strong business case for one of these to transition into providing

required Extra Care functions.

3. The Cabinet Associate for Children, Schools and Families noted that there was a wide ranging engagement process in place regarding asset usage.
4. Members noted their support for the approach taken by the Cabinet Member and expressed the wish that the service has Extra Care type accommodation in each borough. Members also stressed that sufficient resource is allocated to the service to effectively function.
5. The Board requested that the service should consider hospice care as a key resource for care in the community. It was highlighted that there was a trial version of this idea in Frimley which could be examined a viable option for the service.
6. The Board questioned whether there was criteria on accommodation to evaluate schemes in place.
7. The Board highlighted the concern that residents in care accommodation do not become isolated and suggested that there should be a provision for housing within their home community.
8. The Cabinet Associate for Children, Schools and Families and officers highlighted that new developments could take into account some new provisions, noting that some were built into community centres. It was also noted that the service had a wide property portfolio with a baseline minimum of 40 flats available. Members questioned whether it would be feasible to invest in more property to reduce long term expenditure.
9. Members questioned whether additional investments with regard to the utilisation of assets could be undertaken in future as a means of reducing pressure on the service.
10. The Board suggested that the provision of accommodation with care and support should be taken into account during future disposal of Surrey County Council assets.

Recommendations:

The Board strongly supports the development of local partnerships and opportunities to enable adults to live and age well. The Board recommends:

1. That the Cabinet ensure that the strategy is prioritised by Property Services and appropriate resource allocated to its delivery
2. That the Cabinet Member and service explore internal or external opportunities around invest to save funding to support the strategy, including when the council is intending to dispose of land
3. That the outputs from the programme of engagement is shared with the Board at a future date

89/16 PREVENT STRATEGY [Item 8]

Witnesses:

Mary Lewis, Cabinet Associate for Children, Schools and Families

Gordon Falconer, Community Safety Manager

Sam Bushby, Assistant Director for Children's Services

Vernon Nosal, Head of QA & Adults Strategic Safeguarding

Declarations of interests:

None

Key points of discussion:

1. The Community Safety Manager explained that the Prevent strategy was previously within the purview of the security services and police within the terms of Prevent Strategy of 2011. However it was noted that the Counter Terrorism and Security Act 2015 had shifted responsibilities to Local Authorities. It was highlighted that there was no resource before the revision and that the service had developed from the ground up. It was noted that the service used Surrey Police guidelines initially, but were developing their own methods for delivery as the service gains more experience.
2. Officers highlighted that there were links with the newly established Multi-Agency Safeguarding Hub (MASH) which provided a key pathway to acquire information of a child or adult at risk. It was noted that the service was also looking to link the risk of radicalisation with exploitation.
3. Officers explained that there were several key projects undertaken with schools, including training programmes and the appointment of Prevent leads. It was noted that all schools in Surrey were involved in this process. However, it was highlighted that more work needed to be undertaken with schools with relation to awareness programmes for school pupils.
4. The Board questioned how the Child and Adolescent Mental Health Service (CAMHS) were involved in the process. Officers explained that there were several links with CAMHS, but that the Prevent strategy allowed for several different avenues of support for those at risk. The MASH ensured that there were the correct personnel available at the Channel Panels.

Recommendations:

The Board notes the report, and recommends:

1. That the Prevent action plan for Children's Services is shared with the Board when available.
2. That further detail is provided with regard to engagement with schools on the Prevent strategy.

*The meeting of the Board adjourned at 11.53am and continued at 12.04pm
Margaret Hicks and Ken Gulati left the meeting at 11.53am*

90/16 REPORT FROM THE ASSISTANT DIRECTOR FOR CHILDREN'S SERVICES [Item 9]

Witnesses:

Clare Curran, Cabinet Member for Children and Families Wellbeing
Mary Lewis, Cabinet Associate for Children, Schools and Families
Sam Bushby, Assistant Director for Children's Services
Belinda Newth, Head of Quality & Experience

Declarations of interests:

Nick Harrison declared a non-pecuniary interest of being a Member of the Children's Improvement Board.

Key points of discussion:

1. The Assistant Director of Children's Services highlighted that the service was developing and introducing into the service an effective and independent quality assurance framework. It was highlighted that the quality assurance framework was held within the Directorate but was outside of service delivery, so offered independent scrutiny, and indicated the overall position of quality within the service. It was highlighted that the quality assurance framework was developed with the Safer Surrey practice guide as a guideline.
2. Officers explained that the quality assurance framework was being implemented across the entire Directorate equally.
3. The Board questioned the role of Members in the implementation of the quality assurance framework within the service. It was noted that the Cabinet Member would be invited to shadow frontline service on several instances per annum to gain an effective insight into service practice. It was also noted that the Social Care Services Board would scrutinise the quality assurance annual report. Officers highlighted the Member role as corporate parents and suggested Members could have a role in working with officers on Regulation 44 visits to children's homes. The Board expressed gratitude that the service was open to Member interaction and welcomed the role of corporate parent interaction.
4. The Board expressed concerns regarding the high number of audit and self-assessment of Children's Services recommendations that were requiring improvement. While the level of self-awareness was commended within the service, Members requested assurance and a future update from the service that work was being undertaken to resolve these issues.
5. Members questioned Child Protection Plan (CPP) timelines and the effects of cases being left open for significant periods of time. Members noted that there had been some improvements in reducing this, but queried if any further improvements could be undertaken.

Officers noted that this was a key area of concern for the service.

6. Officers highlighted that Area Heads were accountable for longstanding open cases. It was also noted that cases open for more than 18 months would be open for closer review, pointing out that the aim was to reduce the threshold for review from 18 months to 12 months.
7. The Board expressed concerns regarding the numbers of missing children and children at risk of Child Sexual Exploitation (CSE), noting an increase. Officers explained that this was a result of better identification and data changes. It was noted that the service was working to create consistent data models within the service.
8. It was noted that the service was setting up a Signs of Safety implementation group, to plan and oversee the roll out of Signs of Safety across the service. This was a key area for improving practice.
9. Officers noted that the service was focussing on several key areas for the Ofsted Monitoring Visit in January 2017:
 - a. Care Leavers
 - b. Children at risk of Sexual Exploitation
 - c. Children who go missing
10. Officers noted that there was an improvement in staff retention over the year 2016, highlighting there were new permanent staff members and had also converted seven locum social workers into permanent members of staff.
11. The Cabinet Member for Children and Families Wellbeing noted that there were some challenges facing the service with regard to quality, but that the service was working positively to resolve the issues facing it.

Recommendations

The Board endorse the report and welcomes the emphasis on independent oversight in the Quality Assurance framework.

It recommends:

1. That the Framework includes additional responsibilities for Members as independent visitors to children's homes
2. That the Framework articulates which KPIs are reported to which Board/responsible officer/team, and a principle of reporting consistently on the same, relevant KPIs is included.
3. That a trend analysis report for the key performance data and case audits over the last financial year is prepared for the Social Care Services Board (or equivalent) of the new Council

**91/16 SUMMARY: CHILDREN'S SERVICES ANNUAL COMPLAINTS REPORT
2015-16 [Item 10]**

Witnesses:

Clare Curran, Cabinet Member for Children and Families Wellbeing
Mary Lewis, Cabinet Associate for Children, Schools and Families
Jessica Brooke, Children's Rights Manager (Complaints)
Belinda Newth, Head of Quality and Experience
Sam Bushby, Assistant Director for Children's Services

Declarations of interests:

None

Key points of discussion:

1. The Children's Rights Manager (Complaints) noted that the volume of complaints was increasing. It was suggested that this was a result of increased awareness of the complaints procedure. It was noted that there were increasing numbers of children involved in the complaints process as a means of alleviating concerns.
2. Members queried the reasons why significant numbers of complaints had not been actioned. Officers explained that the majority of these complaints were advocacy or support related and required no further action.
3. Members queried the concerns that Care Leavers had in the complaints process. Officers noted that a key issue was the change in the level of support during the transition period. It was noted that complaints from this group were generally less formal and more likely to be seeking advice or advocacy.
4. It was highlighted by officers that there was a decrease in the volume of complaints regarding quality of service and communications.

Recommendations

1. The Board notes the annual complaints report.

**92/16 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME
[Item 11]**

The Board noted and approved the recommendations tracker and forward work programme.

93/16 DATE OF NEXT MEETING [Item 16]

The next public meeting of the Board will be held at 10.00am on the 20 January 2017.

Meeting ended at: 12.44 pm

Chairman

Social Care Services Board
20 January 2017
Update on Home Based Care

Purpose of report:

1. To provide an update on the current status of the Home Based Care (HBC) market in Surrey; and
2. Provide an update on the proposed re-commissioning of the Adult Social Care HBC Service in 2017.

Introduction:

1. The HBC market both nationally and locally is under extreme pressure in terms of finding the capacity to respond to growing demands for the service against challenging financial circumstances. The council continues to work with health services and providers in developing capacity and service solutions to secure availability of a quality service.
2. The recent report by the King's Fund ' Social Care for Older People –Home Truths' (September 2016) highlights the issues facing the home based care market nationally: 'Home care services face particularly acute workforce shortages and are now in a critical condition everywhere, threatening to undermine policies to support people at home. The possibility of large-scale provider failures is no longer of question of 'if ' but 'when' and such a failure would jeopardise continuity of the care on which older people depend.'
3. To respond to this challenging environment Adult Social Care plans to re-commission the HBC service in 2017.

Current State of the Surrey HBC Market

4. SCC's expenditure on HBC in 2015/16 was approximately £47m.
5. The number of people receiving a service funded by SCC in 2015/16 was 6,303 compared to 5,812 in 2014/15,088 representing an 8% growth.
6. SCC commissioned 3,409,690.75 hours of HBC in 2015/16. Which were provided by 176 external HBC providers.
7. The average weekly cost of a package of care (POC) commissioned by SCC is £235.00.

8. In some areas of Surrey it can be very difficult to identify a HBC provider to pick up a POC. This is particularly prevalent in rural areas of Surrey. There is evidence that 20 providers have been contacted before finding a provider that will take on a POC. This is for a variety of reasons which include; the viability for the provider to pick up 1 POC in a very rural area and the travel times and costs to get to that area.
9. Lack of capacity is as a major consequence of the inability to recruit and retain care staff. The care industry suffers from bad publicity and is not seen as a job of choice. The work that carer's undertake is difficult and particularly in HBC the working conditions are challenging e.g. lone working, the travelling distances and times between clients and the fact that for less onerous jobs people can receive higher wages with better working conditions. These issues are enhanced in Surrey by the high employment rate, high cost of housing and the proximity to London where care workers will be paid more for the same job.
10. Adult Social Care works closely with its providers to continually look at ways of improving the quality and capacity of the HBC service. Each Clinical Commissioning Group area has its own HBC provider forum, which meet on a quarterly basis. The purpose of these groups is to identify local problems and solutions; provide peer support for providers; to strengthen relationships between providers and between Adult Social Care and providers; to share best practice etc.
11. A new system called e-brokerage has been introduced by Adult Social Care to make the placing of POC more efficient. All HBC providers that Adult Social Care has a contract with are signed up to e-brokerage and front line use staff use this to identify which providers can pick up which packages. The front line practitioners enter the details of the POC on to the system and then an e-mail is sent to all providers that cover those areas, the practitioners can then chose from the responses received which is the most appropriate provider to place the POC with.
12. To increase the capacity to manage the HBC service and improve market oversight of the HBC market in Surrey a local lead commissioner has been identified for each CCG area. The lead commissioners for each area work closely with front line staff, Social Care Development Coordinators, Procurement, health and external providers to maintain an up to date overview of the market in their area. A monthly meeting of all of the commissioners, Finance, Procurement, health, Quality Assurance and front line staff is held to ensure that a county wide strategic view is taken and that if there are any concerns appropriate action can be taken.

Planned Re-commissioning of the HBC Service 2017

13. The existing HBC agreements finish on 30.09.17 (there is an option to extend for a further year) and given the above factors Adult Social Care has made the

decision, in conjunction with Procurement, to re-commission the service. By taking this opportunity of re-commissioning the service the council can revise and update the service specification and agreements to offer residents an improved service and to improve its relationship with HBC providers. The revised service specification will put the council in a better position to respond to the increasing demographic pressures and to work in an evolving, partnering relationship with the HBC market.

14. The current contract is a two tier joint framework contract with Continuing Health Care, comprising Strategic Partnership Contracts and Any Qualified Provider status. The new service will still be jointly commissioned and managed with Continuing Health Care.
15. It is proposed to cease having strategic providers. The original purpose of strategic providers was for them to pick up the majority of business from Adult Social Care, but due to the challenges in the market this has not happened
16. The proposal is to secure Awarded Provider Status agreements for the delivery of HBC services to qualifying Surrey residents with agencies that meet robust registration, quality and commercial criteria. The Awarded Provider Status agreements will be similar to the existing Any Qualified Provider status and will enable the Council to respond more proactively to population demands and meet the changes in the market. Market development will support and encourage Surrey SME providers, who play a key role in the delivery of services. This form of engagement will enable the council to respond more flexibly to the needs of residents and the needs of the market.

Conclusions:

17. It is clear that the HBC market nationally and locally is facing unprecedented challenges both financially and in terms of increasing demand.
18. Adult Social Care is fully aware of these challenges and is continually working with its internal and external partners to identify ways in which these challenges can be met and services future proofed against them.

Recommendations:

19. The Board is asked to note the status of the HBC market in Surrey and specifically the part of the market commissioned by Adult Social Care;
20. The Board is asked to support Adult Social Care where possible to assist in meeting the demands of increasing challenging market place; and

21. The Board is asked to note and support Adult Social Care's plans to re-commission the HBC service in 2017.

Next steps:

- 1) A report will be taken to Cabinet on 28th February asking for approval for the direction of travel for the re-commissioning of the HBC service, and approval the 'route to market' for the re-commissioning of the HBC service.

Report contact: Kirsty Malak, Senior Commissioning Manager, Adult Social Care/
Ian Lyall, Senior Category Specialist, Procurement

Contact details: Kirsty Malak (kirsty.malak@surreycc.gov.uk, 020 8541 7062); Ian Lyall (ian.lyall@surreycc.gov.uk, 0208 541 9933)

Sources/background papers:

The King's Fund 'Social Care for Older People – Home Truths' (September 2016)

https://www.kingsfund.org.uk/sites/files/kf/field/field_publication_file/Social_care_older_people_Kings_Fund_Sep_2016.pdf

Care Quality Commission 'State of Care' report 13.10.16

http://www.cqc.org.uk/sites/default/files/20161019_stateofcare1516_web.pdf



Social Care Services Board

20 January 2017

Re-commissioning Short Breaks for Disabled Children

Purpose of report: This report provides the Social Care Services Board with an update on the short breaks re-commissioning project along with an opportunity for feedback and comment to inform procurement decisions and planned formal public consultation from 8 May to 16 June 2017.

Introduction:

1. Surrey County Council has a statutory duty to provide short breaks services for children and young people with Special Educational Needs and/or Disabilities (SEND). Short breaks have an important role to play in helping children and young people to develop their independence, readiness for adulthood and physical and emotional health, by having new experiences, learning, having fun and meeting their friends. They also support parents and carers to meet the needs of their children, enabling their whole family to achieve good outcomes, have choice and control, and look after their own emotional and physical health, by giving them breaks from caring.
2. Surrey County Council is in the process of re-commissioning £3.1 million of externally commissioned short breaks. This process supports the wellbeing goal in Surrey County Council's Corporate Strategy by: helping families thrive; keeping families healthy; and protecting our vulnerable children.
3. On 22 November 2016, Surrey County Council's Cabinet agreed:
 - a) to extend the deadline for re-commissioning short breaks in Surrey to 1 December 2017.
 - b) that all existing contracts terminate on 30 November 2017 and the newly commissioned short breaks offer begins on 1 December 2017.
 - c) that a three-month extension until 30 November 2017 should be sought to the contract with Surrey and Borders Partnership NHS Foundation Trust (SABP) for overnight residential short break provision at Beeches.
4. This amended timeline was agreed to:
 - a) allow for a formal six-week public consultation with the children, young people and families directly affected by the specific changes to short breaks recommended by the procurement process.
 - b) support Cabinet to make a fully informed final decision about the re-commissioned short breaks offer, taking account of the views of children, young people and families on the specific changes to services recommended by the procurement process.
 - c) strengthen engagement and co-design with families to increase further the robustness of the re-commissioning process and deliver better outcomes for more children, young people and families.

- d) allow any perceived negative impacts of the recommended changes on particular children, young people and families to be planned for and, as far as possible, mitigated so that families continue to be supported.
5. In response to this timetable, Surrey County Council opened the procurement process for a range of these services on 9 January 2017, following a period of extensive engagement with children and young people, families, partners and providers during 2016 to co-design the offer for the future.

Update on Short Breaks Re-commissioning Project

Summary of engagement with children and young people, families and partners

6. As agreed by Cabinet on 24 May 2016, Surrey County Council and Family Voice Surrey have undertaken a programme of engagement with children and young people with SEND, families, partners and providers to co-design the future short breaks offer in Surrey. This has involved:
 - a) holding 18 co-design sessions for parents and carers in different locations across Surrey during June, July and August. These sessions developed and tested the outcomes for children, young people and families that the re-commissioning of short breaks needs to achieve and identified the changes to current provision that will support this. A copy of the Short Breaks Outcomes Framework, that describes the difference we are seeking to make to children, young people and families, has been included as Annex 1.
 - b) conducting an online survey for families, which received over 200 responses, to provide more families with an opportunity to shape the future short breaks offer.
 - c) holding 2 co-design workshops in July with current and potential providers of short breaks to develop the market, highlight key gaps in current provision and seek their views about the outcomes that short breaks should support.
 - d) engaging with children and young people with disabilities and young carers through visits to current short breaks providers, focus groups at local youth centres and a bespoke young carers survey.
 - e) developing new ideas for future delivery of short breaks through five co-design workshops in September and October with parents and carers, providers and practitioners.
7. In Surrey's recent Ofsted inspection letter, short breaks was highlighted as an area of good practice, where positive feedback was shared about the approach to working with families: "Parents' and carers' views have been put at the heart of some recent policy decisions, for example about short breaks and transport arrangements."

Short Breaks Commissioning Strategy

8. Following this programme of engagement, Surrey County Council and Family Voice have also co-designed and issued a new Commissioning Strategy for Short Breaks in Surrey (Annex 2). A summary taken from this Commissioning Strategy is:
 - "We will enable and empower more children and young people with SEND to access inclusive opportunities in their local communities – this will require us, our

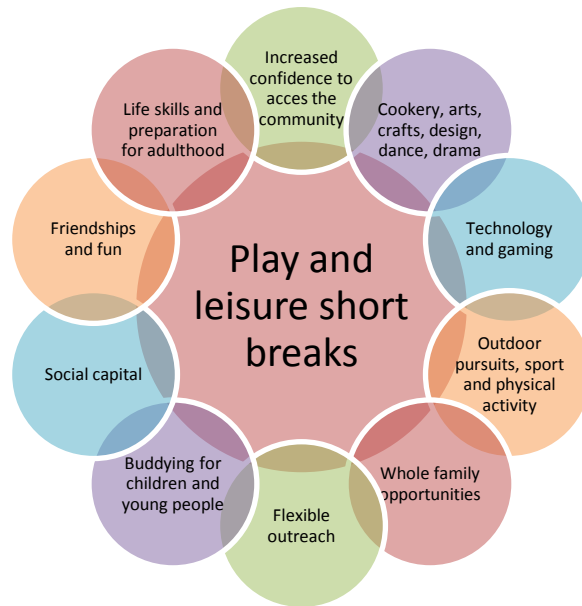
commissioned providers and our wider partners to work together in new and innovative ways.

- In doing so, we will develop children and young people's independence and readiness for adulthood, improving their opportunities later in life, whilst ensuring that those with the greatest need are able to access the essential specialist services they require.
 - Alongside this we will work with providers who are committed to developing more sustainable models of delivery over time, strengthening the use of social capital, untapped local assets and peer support, to achieve better outcomes for children, young people and families within our resources."
9. The approach to delivering this strategy is summarised in specific commissioning intentions (that will guide external commissioning), priorities for service development (that SCC's internal services will respond to) and priorities for strategic influence (that will require effective partnerships and influencing of the wider system).
10. The four commissioning intentions are:
- i. Commission services that increase resilience and prevent family breakdown through early help, targeted and specialist support
 - ii. Commission inclusive approaches that enable children and young people to access more opportunities in their local communities, whilst delivering the best value for money from our investment in residential provision
 - iii. Respond to identified gaps in provision and to the changing needs of children and young people over their life journey
 - iv. Commission and develop sustainable models that draw on social capital to achieve better outcomes
11. The three priorities for service development are:
- i. Improving clarity of and access to information about short breaks
 - ii. Improving the transparency of processes and criteria to access services
 - iii. Enabling children, young people and families to have choice and control over their short breaks
12. The two priorities for strategic influence are:
- i. Developing more inclusive communities and mainstream services, allowing the fullest possible participation of children and young people with SEND and their families
 - ii. Enabling children, young people and parents to support one another through peer relationships and networks

The short breaks commissioning model

13. Informed by this strategy, a new external commissioning model for short breaks has been designed. This mirrors the current service structure but includes a range of developments in response to co-design feedback. The model has three parts: play and leisure short breaks, overnight short breaks and innovation grants.
14. **Play and leisure** short breaks enable children and young people with SEND to develop their independence, readiness for adulthood and emotional, mental and physical health, whilst forming meaningful relationships, socialising with their peers and accessing new experiences in their communities. They will also provide parents and carers with breaks from their caring responsibilities, so they are empowered to look

after their own emotional and physical health and provide better and more sustainable care to their whole family. Children and young people will access a range of creative, flexible and fun play and leisure short breaks in their local communities that contribute to the outcomes in Surrey's short breaks outcomes framework. Funding for these services has been allocated to boroughs and districts based on the number of children and young people with Education, Health and Care Plans who live in each area. Some of the key characteristics of the model are summarised in the diagram below:



15. **Overnight short breaks** will enable children and young people with SEND to develop their independence, prepare for adulthood, learn life skills, form meaningful relationships, and socialise with their peers, alongside providing a safe and secure environment for the overnight stay of up to 24 hours. They will offer parents and carers breaks from their caring responsibilities, so they are empowered to look after their own emotional and physical health and provide better and more sustainable care to their whole family. In doing so they will strengthen families and prevent family breakdown. Some of the key characteristics of the model are summarised in the diagram below:



16. The purpose of innovation grants is to achieve the outcomes set out in the Short Breaks Outcomes Framework through new, innovative and transformative short breaks that extend and enhance the opportunities available for children and young people with SEND in Surrey. In particular this will include projects delivered by or in partnership with Surrey's Severe Learning Difficulty (SLD) and Autistic Spectrum Disorder (ASD) Special Schools. Grants will typically range from £500 to £25,000. Some of the key characteristics of the model are summarised in the diagram below:



17. Overall, the project is seeking to commission new services within existing budgets and absorb a current overspend on residential provision, whilst meeting current need and addressing increasing demands. This is likely to result in changes in provision, which would be set out in the planned consultation. The commissioning strategy is seeking to grow capacity through greater use of social capital, for example more volunteering, external fundraising and access to universal services, such as youth centres.

Project timeline

18. A summary of the key next steps in the project (beginning from the launch of the tender process on 9 January) is included in the table below (please note - a full project timeline is attached as Annex 2 below).

Date	Activity
09 Jan 17	Tender launch event held and tender process begins
10 Feb 17	Tender process ends and bid evaluation begins
27 Apr 17	Cabinet decision to endorse and consult on recommended options
08 May 17	Six-week public consultation begins following Cabinet call-over period
Late May / early June	Engagement with Chair and Vice-Chair of the Social Care Services Board during the public consultation process
16 Jun 17	Public consultation ends
18 Jul 17	Cabinet decision on final changes to short breaks offer, informed by outcome of procurement process and consultation feedback
Aug-Nov 17	Mobilisation of new short breaks offer
01 Dec 17	New short breaks offer launches

19. A key stage to highlight to the Scrutiny Board is the planned public consultation phase, which is happening between 8 May and 16 Jun 2017. This will follow the completion of the procurement process but be prior to the award of any contracts or grants, to allow a final opportunity to consult with families who are affected by any changes that emerge as a result of this process. This stage will also involve developing a draft of the statutory Short Breaks Statement.

Conclusions:

20. The project to re-commission short breaks in Surrey has sought to co-design a new offer that better meets the needs of children and young people with SEND and their families, and supports them to achieve better outcomes. The approach to delivering this is described in the Short Breaks Commissioning Strategy, through commissioning intentions, priorities for service development and priorities for short breaks.
21. During the next phases of the project, SCC will be seeking to realise the best possible value from the resources available for short breaks through its planned procurement process and then undertaking a final consultation about any changes that are recommended with the families who may be affected by this.

Recommendations:

22. It is recommended that the Scrutiny Board:
- a) notes the work undertaken to date on the project, in particular the endorsement of the approach to engaging families in co-design by Ofsted.
 - b) provides feedback to commissioners and Children’s Services in relation to the approach set out in the Short Breaks Commissioning Strategy.

Next steps:

The table below sets out the key milestones from 27 April onwards

27 Apr 17	Cabinet decision to endorse and consult on recommended options
08 May 17	Six-week public consultation begins following Cabinet call-over period
Late May / early June	Engagement with Chair and Vice-Chair of the Social Care Services Board during the public consultation process
16 Jun 17	Public consultation ends
18 Jul 17	Cabinet decision on final changes to short breaks offer, informed by outcome of procurement process and consultation feedback
Aug-Nov 17	Mobilisation of new short breaks offer
01 Dec 17	New short breaks offer launches

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Sources/background papers:

- Cabinet Report, Short Breaks for Disabled Children, 24 May 2016
- Cabinet Report, Re-commissioning Short Breaks for Disabled Children, 24 November 2016
- Assessment of need in relation to short breaks in Surrey (co-produced with Family Voice Surrey) – Available on request

Annex 1 – Short Breaks Outcomes Framework

Ref	Overall purpose	Ref	Outcomes	"I" statements
1	Children and young people develop their independence and readiness for adulthood	1.1	Children and young people develop skills that enable them to be more independent	I am developing my communication skills I am learning and developing practical life skills I am developing my social skills
		1.2	Children and young people develop their self-confidence within and outside their family setting	I have tried new things I am able to succeed and achieve I feel safe and supported I have fun
		1.3	Children and young people make informed choices about their short breaks	I have the information I need about different short breaks I know the choices that are available to me
		1.4	Children and young people communicate their choices and preferences	I have the support I need to communicate my views I contribute to decision making regarding my care My choices and preferences are listened to My choices and preferences are acted upon
		1.5	Children and young people prepare for and achieve successful transitions to the next stage of their development	I am better prepared to start at my new school, college or place of education I am happy in my school, college or place of education I am able to get a job or to access further training and support as an adult I am prepared to live as independently as I am able
2	Children and young people are more emotionally and physically healthy	2.1	Children and young people's health needs are met	I have opportunities to be physically active, with the right support I am confident that I can get the medical help I need I am confident that I can get the mental health help I need I am more able to make choices to keep myself safe
		2.2	Children and young people overcome challenges	I know where to go for help when I need it I know I am not on my own and feel supported I feel more prepared to face problems
		2.3	Children and young people recognise and manage their feelings and emotions	I understand my feelings better I recognise when my feelings change I am more able to manage my behaviour when my feelings change

		2.4	Children and young people form and develop supportive relationships	<p>I mix more with people my own age</p> <p>I am making new friends and developing friendships</p> <p>I feel more comfortable in groups</p> <p>I have opportunities to spend quality time with different members of my family</p> <p>My family relationships are stronger</p> <p>I have positive role models in my community</p>
3	Parents and carers are more empowered to meet the needs of their children	3.1	Parents and carers are able to make informed choices to plan the support that is best for their family	<p>I can access information and guidance about my child's needs</p> <p>I have the right information and training to allow me to enable my child to communicate their needs and wishes</p> <p>I can find information about the different short breaks that are available and how to access these</p> <p>I have choice and control in planning support for my family</p> <p>I can access local services that meet my family's needs</p> <p>I can pay for services that meet my family's needs</p> <p>I feel confident that those supporting my children have the skills required to meet their needs</p>
		3.2	Parents and carers feel able to ask for help when it is needed	<p>I know where to go for help when I need it and feel able to ask</p> <p>I understand the process (including access criteria) to access the right support to meet my family's needs</p> <p>I feel supported by professionals and not judged</p> <p>I feel confident that the needs of my family will be fairly assessed</p>
4	Parents and carers are able to support their whole family to achieve good outcomes	4.1	Family life is enhanced	<p>I have opportunities to spend quality time with my family as a whole</p> <p>I have opportunities to spend quality time with the different members of my family, including all my children</p> <p>My children who do not have disabilities can access a range of activities that meet their needs</p>
		4.2	Parents and carers are able to work or undertake activities not possible without short breaks	<p>I am able to go to work or get the training I need to prepare for work</p> <p>I am able to carry out housekeeping and household activities to support my family</p> <p>I have opportunities to undertake hobbies and activities that are important to me</p>
5	Parents and carers are more emotionally and physically healthy	5.1	Parents and carers form and develop supportive social networks	<p>I have opportunities to talk with parents and carers in similar positions</p> <p>I am able spend time with my friends and wider family</p> <p>I am able to work with other parents and carers locally to develop solutions to the challenges we face</p> <p>I feel less isolated</p>
		5.2	Parents and carers are able to look after their own wellbeing	<p>I have opportunities to rest and recuperate</p> <p>I feel less stressed</p> <p>I feel less exhausted</p> <p>I feel more able to face problems when they happen</p>

Annex 2 – Short Breaks Commissioning Strategy 2017-22

1 Introduction

Surrey County Council and Family Voice Surrey want to develop and improve Surrey's offer of short breaks to achieve better outcomes for children and young people with Special Educational Needs and/or Disabilities (SEND) and their families. The purpose of this commissioning strategy is to communicate how we will seek to achieve this between 2017 and 2022.

1.1 Vision and purpose of short breaks

Through accessing short breaks children and young people with SEND will develop their independence, readiness for adulthood and physical and emotional health, by having new experiences, learning, having fun and meeting their friends. Short breaks also support parents and carers to meet the needs of their children, enabling their whole family to achieve good outcomes, have choice and control, and look after their own emotional and physical health, by giving them breaks from caring.

'Confident in our future', Surrey County Council's Corporate Strategy, sets out three key strategic goals – wellbeing, economic prosperity and resident experience. The re-commissioning of short breaks will support three key priorities in relation to our wellbeing goal: helping families thrive; keeping families healthy; and protecting our vulnerable children.

The Surrey Children and Young People's Partnership is developing a new joint-commissioning strategy focussed on tackling inequality in the County. Short breaks have a contributory role to play in reducing inequalities experienced by those with additional needs, including increasing inclusion in their wider community and society as a whole.

1.2 Who are short breaks for?

The core target group for our short breaks are children and young people with SEND aged 0-17 in Surrey. This includes those with a wide range of needs covering: learning disabilities; physical disabilities; sensory impairments; complex health needs; autistic spectrum disorders (ASD); attention deficit hyperactivity disorder (ADHD); and behaviour that challenges - as well as associated mental health needs.

Through providing quality short breaks to children and young people in the target group we will also support their parent carers (this term covers parents, grandparents, foster parents and special guardians) and siblings.

1.3 What do we know about the needs of these groups?

We have sought to ensure our re-commissioning strategy is underpinned by clear data and information about the needs of children and young people in our target group. We have produced a [detailed needs assessment](#) that summarises what we know, which we have published online.

Here is a selection of the key messages from this needs assessment:

- 2,225 Surrey children and young people accessed short breaks in 2015/16
- 5,751 Surrey children and young people with Education, Health and Care Plans (EHCPs) in January 2016
- If current trends continue, the number of children and young people with an EHCP in Surrey is forecast to increase by more than 1,600 by 2026
- The number of children and young people with ASD is forecast to increase by around 30% by 2026
- 9.4% of children and young people in Surrey live in poverty, and those with disabilities are more likely to live in poverty than their peers

1.4 What are short breaks and why are they important?

Short breaks are an essential part of the support available to children and young people with SEND, and their families. They allow children and young people to spend time away from their parents and carers, developing their independence and readiness for adulthood, whilst enabling them to relax and have fun with their friends. They also support parents and carers by giving them a break from their caring responsibilities, allowing them to rest and unwind and spend time with other family members, so they are able to provide better, more sustainable support to their family in the future.

A wide range of activities and opportunities can be short breaks and different things will work best for different children, young people and families. Examples could be attending a youth club or play scheme, being supported to access an opportunity in the local community, an overnight stay in a specialist centre, or activities and support delivered in the home. This list is by no means exhaustive. Short breaks can take place during the day, in the evening, overnight or at weekends, depending on the needs of the child or young person and their family.

2 What is our commissioning strategy for short breaks?



2.1 Our context

- We know that the number of children and young people with SEND is increasing, including those with the most complex needs
- Surrey County Council and our partners are facing significant budget pressures and growing demand for services across the board
- Alongside this, we know that we have a short breaks offer that is highly valued by many children, young people and families, but we need to continue to raise their aspirations and increase community inclusion. This context means we need to develop our response – building on what works well and refocussing our resources on the things that children and young people with SEND, and their families have told us are most important

2.2 Our strategy

- We will enable and empower more children and young people with SEND to access inclusive opportunities in their local communities – this will require us, our commissioned providers and our wider partners to work together in new and innovative ways.
- In doing so, we will develop children and young people’s independence and readiness for adulthood, improving their opportunities later in life, whilst ensuring that those with the greatest need are able to access the essential specialist services they require.
- Alongside this we will work with providers who are committed to developing more sustainable models of delivery over time, strengthening the use of social capital, untapped local assets and peer support, to achieve better outcomes for children, young people and families within our resources.

2.3 Our response

We will achieve this strategy through our commissioning intentions, priorities for service development and priorities for strategic influence.

Our **commissioning intentions** for short breaks are:

- 1) Commission services that increase resilience and prevent family breakdown through early help, targeted and specialist support
- 2) Commission inclusive approaches that enable children and young people to access more opportunities in their local communities, whilst delivering the best value for money from our investment in residential provision
- 3) Respond to identified gaps in provision and to the changing needs of children and young people over their life journey
- 4) Commission and develop sustainable models that draw on social capital to achieve better outcomes

Our **priorities for service development** are:

- 1) Improving clarity of and access to information about short breaks
- 2) Improving the transparency of processes to access services

- 3) Enabling children, young people and families to have choice and control over their short breaks

Our **priorities for strategic influence** with our partners, the wider system and communities are:

- 1) Developing more inclusive communities and mainstream services, allowing the fullest possible participation of children and young people with SEND and their families
- 2) Enabling children, young people and parents to support one another through peer relationships and networks

2.3.1 What do our commissioning intentions mean?

1) Commission services that increase resilience and prevent family breakdown through early help, targeted and specialist support – short breaks have a vital preventative role to play, providing support to families early so that they do not reach a point of crisis and require significant intervention. This support could range from early help for a child who has recently been diagnosed with an additional need or be part of a package of specialist services to families of children and young people with multiple and complex needs.

How will we achieve this?

- We will build a formal early help role into our commissioned short break services, to improve joint working to support for families in need of early help.
- We will work with providers and families to enable children and young people with the most complex needs to get timely access to the most appropriate services for them.
- We will strengthen family relationships by developing more whole family opportunities, covering the child or young person, their siblings and their parent carers.

2) Commission inclusive approaches that enable children and young people to access more opportunities in their local communities, whilst delivering the best value for money from our investment in residential provision – the Council is currently over spending on overnight residential, whilst there is under-used capacity within existing services. This position is unsustainable. Whilst some children and young people will absolutely continue to need support through overnight short breaks, we will seek to be as efficient as possible in how we make use of this valuable provision, so that we can prioritise funding of our community based services.

How will we achieve this?

- We will run an open and transparent procurement process to identify the providers that will achieve the best outcomes and value for money, so that we make the best possible use of the available funding to meet the needs of children and young people
- If there is a need to change any current provision, we will consult with families and providers affected and work with them to mitigate the impact of this on children and young people
- We will prioritise funding for our community based services and work with our providers to innovate, develop and enhance these, so capacity within specialist services is available to those in greatest need

3) Respond to identified gaps in provision and to the changing needs of children and young people over their life journey

- Our analysis has highlighted that there are growing numbers of children and young people with autistic spectrum disorders (ASD), complex health needs and behaviours that challenge. We will look to our providers to offer more opportunities that meet these needs. This will require training by providers to develop the skills that give confidence to parent carers that the needs of their children will be met, and to provide 1-to-1 and 2-to-1 support as appropriate. We will also work to ensure that short breaks provision is as fairly distributed across the county as possible in response to need, and is accessible to a wide range of communities and groups. Finally we want to work with our providers and partners to improve the skills, knowledge and experience of children and young people at key transition points in their lives.

How will we achieve this priority?

- We will seek to commission more provision that can be accessed by children and young people with ASD, complex health needs and behaviours that challenge.
- We will work with providers and parents to share training, learning and expertise.
- We will commission appropriate levels of 1-to-1 and 2-to-1 care to enable access to services.
- We will share funding for short breaks between areas of the county in response to the level of need.

4) Commission and develop sustainable models that draw on social capital to achieve better outcomes

– we know that the level of need in the county is forecast to increase, at the same time as the Council is having to re-balance its budgets due to funding cuts and rising pressures. This means we will need to develop new, sustainable models of delivering services that are rich in social capital. We think social capital means: harnessing untapped community assets, like buildings, equipment and natural resources; empowering children, young people and parents through co-production to offer and receive peer support; and drawing in other resources through fundraising, partnership or generating income.

How will we achieve this?

- We will ask our providers to be innovative in designing their offer and develop more sustainable models of providing short breaks throughout this commissioning period, to grow capacity as need increases – this might mean use of volunteers, working in new partnerships, or fundraising and generating income
- We will ask our providers to make better use of the untapped physical assets in our communities, such as buildings, equipment and Surrey's natural resources
- We will empower children, young people and families to co-produce services in an equal and reciprocal relationship with professionals, through models that promote peer support

2.3.2 What do our priorities for service development mean?

1) Improving clarity of and access to information about short breaks – children, young people and families have told us that finding out what short breaks are available can be difficult and this is a barrier to accessing the right services at the right time. We will review our information offer, in partnership with families and other professionals, to ensure that it meets their needs,

building on Surrey's Local Offer website. We will also work in partnership with Family Voice Surrey to develop networks of parents and organisations who can share information and advice with one another, to efficiently signpost to the available services.

How will we achieve this priority?

- We will work with families, through Family Voice Surrey and other parent carer groups, to review our information offer in relation to short breaks to ensure it meets their needs, making better use of social media and building on the Surrey Local Offer website
- We will refresh the statutory Surrey Short Breaks Statement by autumn 2017, in partnership with Family Voice Surrey, clearly setting out details of the services available, and the eligibility criteria and access arrangements for these services
- We will pro-actively strengthen, promote and support existing parent and family networks that provide invaluable support, advice and guidance to families across Surrey, working in partnership with Family Voice Surrey and Action for Carers

2) Improving the transparency of processes to access services – we have heard from families that current assessment processes can be difficult to go through, are hard to understand and it can be some time before services are accessed. It must be acknowledged, however, that it is of vital importance that children and young people are kept safe, access services that provide support appropriate to their needs, and that the most specialist services are fairly allocated to those in greatest need. We will increase the transparency of our eligibility criteria and assessment processes, so that children, young people and families are clear about what to expect, and we will seek to improve where we can. We will press ahead with implementing our Safer Surrey Approach, which will allow us to identify and build on the strengths of families, whilst also managing the risks that children and young people may be facing.

How will we achieve this priority?

- We will increase the transparency of our Children's Services assessment processes, so that children, young people and families are clear about what to expect and how services can be accessed
- We will work with families to improve our processes, whilst also being clear and open about the things that are required to comply with our statutory requirements
- We will press ahead with implementing our Safer Surrey Approach, which seeks to identify and build on the strengths of families, whilst also managing the risks that children and young people may be facing

3) Enabling children, young people and families to have choice and control over their short breaks – we want to increase choice and control for children, young people and families as part of the short breaks offer. This will mean developing the market for short breaks so that more options are available and increasing the role of children, young people and families in decision making about the services that meet their needs. At a provider level, we will be looking for organisations to co-design and co-produce services in an equal and reciprocal relationship with children, young people and families. We will continue to support growth in the use of direct payments for families who are able to access these.

How will we achieve this priority?

- We will be looking to providers to increase local commissioning of services, through co-design with children, young people and parents
- We will encourage families to pool their resources to buy short breaks that better meet their needs
- We will continue to build on the success of personal budgets in Surrey, increasing choice and control for families to design packages of support and improving the support and advice we offer
- We will ensure that commissioned services are at an affordable level for families

2.3.4 What do our priorities for strategic influence mean?

1) Developing more inclusive communities and mainstream services, allowing the fullest possible participation of children and young people with SEND and their families – children and young people with SEND, and their families have told us how they want more opportunities to access their local community – the sorts of opportunities that others might take for granted. By developing more inclusive communities we will help children and young people to develop their independence and readiness for adulthood and provide greater choice to families about the resources they can access.

How will we achieve this?

- We will work with our partners to develop more opportunities for children and young people with SEND, and their families within their existing services
- We will look to our short breaks providers to forge local links and partnerships with mainstream community groups and clubs, to share their learning and expertise
- We will work with partners to develop and promote inclusive opportunities for children and young people with disabilities in mainstream settings, such as health services, youth services and sports clubs.

2) Enabling children, young people and parent carers to support one another through peer relationships and networks – children, young people and families themselves are one of our most vital assets. They have told us they would like more opportunities to support and be supported by one another, as they have experience and learning to share and feel that their peers can better understand their situation.

How will we achieve this?

- We will look to our different partners and short breaks providers to work together to develop more opportunities for families to network and support each other, building on the many initiatives that already exist - some examples of these might include: coffee mornings; developing local parent carer networks; informal or formal buddying schemes; or opportunities to share their experience and ideas with others.
- We will continue to work with Family Voice Surrey to develop solutions that mean families feel less isolated, that they are listened to and that they can share their experience and expertise

3 Outcomes for children, young people and families

We are taking an outcome-based approach to this commissioning strategy. This means focussing on the outcomes (positive changes in the lives of children, young people and families) that we want to achieve through our short breaks, rather than describing what services we want delivered. During 2016, we have worked with children, young people and families to co-design the outcomes that they would like short breaks to help them to achieve. These are set out in our short breaks outcomes framework, which includes our overall and supporting outcomes, as well as “I” statements that describe what these overall points mean for individual families. This outcomes framework will be at the heart of all our short breaks commissioning and is provided at the end of this document.

4 National context

Under the **Children Act 1989**, disabled children are defined as children ‘in need’. As such, they are eligible for support under the general duty on local authorities established by Section 17(1) of the Act to ‘safeguard and promote the welfare of children in need in their area through providing a wide range of services’. Statutory assessments of disabled children are governed by statutory guidance, Working Together to Safeguard Children 2015.

The **Children and Young Person’s Act 2008** requires local authorities to provide short breaks services that are designed to assist individuals who provide care for disabled children to continue to do so, or to do so more effectively by providing them with breaks from caring.

The **Breaks for Carers of Disabled Children Regulations 2011** (also referred to as the ‘short break duty’) prescribed the manner in which local authorities must make provision for short breaks for carers of disabled children and young people in their area. The regulations state that local authorities must have regards to the needs of those carers who caring and the needs of those carers who would be unable to continue to provide care unless a break was offered to them.

In performing their duty, the local authority must provide, as appropriate, a range of: daytime care in the homes of disabled children or elsewhere; overnight care in the homes of disabled children or elsewhere; educational or leisure activities for disabled children outside their homes; and services available to assist carers in the evenings, at weekends and during the school holidays.

The **Children and Families Act 2014** made a range of changes to Local Authorities duties in relation to children and young people with special educational needs and disabilities: extending the SEND system from birth to 25; introducing Education, Health and Care Plans, to improve planning between agencies to meet the needs of children and young people; and giving children, young people and their parents greater ‘choice and control’ in decisions, to ensure their needs are properly met.

The **Care Act 2014** strengthens the rights and recognition of carers in the social care system. Carers and the people they care for have a clear right to an assessment of their needs regardless of their income and finances and level of need.

The council expects providers to keep up to date with future legislative changes which would have an impact on short breaks services for disabled children and young people.

Please note that where children and young people access 75 days of respite a year they become 'looked after', even though they still live in shared arrangements.

5 Local context for re-commissioning short breaks

Surrey currently has a well-established short breaks offer, including play and leisure services, specialist residential opportunities, personal care and support services, and also personal budgets for some families. We are looking to build on the strengths of this offer and improve where we can.

SEND 2020 is Surrey County Council's programme to improve the offer to children and young people with SEND and their families. Short breaks are a key part of this programme and we will seek to commission services that support and complement this overall initiative.

6 Surrey County Council's budget position

Surrey County Council's Medium Term Financial Plan includes provision for continuing short breaks funding at the current level, although there is a need to address a current budget overspend in relation to current residential respite provision. This funding acknowledges the vital preventative role played by these services in offering early help to families when it is needed. Overall, the council is facing unprecedented financial pressures, due to significant funding reductions from central government and rising demand for services. Considering this financial context, we are particularly interested in working with partners who are developing models that are sustainable, flexible and resilient, drawing increasingly on social capital to improve outcomes, grow capacity and enhance geographic reach, range and quality of short breaks that are available.

Annex 3 – Project timeline

Short breaks re-commissioning - Project timeline (Jan 2017)  Key decision

Review of specialist short breaks (Jan-Apr 2016)

Cabinet Report (24 May 2016)



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Social Care Services Board

20 January 2017

Report on Adult Social Care and Children's Workforce

Purpose of report: To provide an update on the impact of the initiatives to improve recruitment and retention of key staff in Adult Social Care and Children's Services.

Introduction:

1. The recruitment and retention of staff into both Adult Social Care (ASC) and Children's Services, is important as this enables the Council to deliver statutory Adults and Children's Services and supports the delivery of the Councils strategic priorities.
2. It is recognised there are areas of challenge for recruitment and retention of staff in Adults and Children's Services. For both, the main challenge is recruitment of qualified social workers.
3. Therefore Adults and Children's Services have implemented recruitment and retention strategies and action plans to reduce vacancies and turnover of staff.

Adult Social Care

4. In 2014 Adult Social Care developed a comprehensive 3 year recruitment and retention strategy. The overall aim was to improve the recruitment and retention of staff through a program management approach, with an action plan delivering in the key areas as noted below:-
 - Boosting the supply of qualified social workers
 - Boosting the supply of non-qualified staff
 - Increasing the attractiveness of SCC ASC offer
 - Improving candidates experience of joining SCC
 - Building and promoting a strong and consistent employer value promise across the service
 - Providing easier more accessible pathways for staff to get qualified
 - Maximising potential of existing staff and minimising the reason for staff to leave
- 4.1 The strategy is at the mid way point and therefore the service is undertaking a review of the progress made to date. The service has developed metrics to evidence the progress made and to inform areas for further work. New opportunities have also emerged to help improve our recruitment and retention of the workforce. The review will provide a refreshed recruitment and retention strategy for the service.

4.2. Since implementation of the strategy there has been an overall improvement in recruitment as the vacancy rate has reduced from 16.2% in August 2015 to 12.4% as of August 2016.

4.3. Retention rates have remained high and stable with the turnover rate across all posts in locality and hospital teams at 7.66%. By comparison the regional turnover rate is higher at 13.8%. In February 2016, in order to learn from leavers the service implemented a robust exit interview process for staff leaving our locality and hospital teams. The report for period January to October 2016 identified 60 leavers across these teams (note during this time there were 77 new starters into these teams). The key messages from exit interviews were:

- Main reason for leaving is due to promotional opportunities elsewhere
- Generally people feel career development / prospects options need to be improved
- Staff feel training is good quality
- Staff in general feel supported whilst working in ASC

This information is helping the service to refine where we need to focus our attention to improve retention of staff, and the service is doing further work on career development opportunities.

4.4. Examples of initiatives the service has put in place include, refer a friend, I Care Ambassadors and videos of staff testimonials. Initiatives that have worked particularly well include:-

- The service recruited 28 Apprentices from January 2015 to October 2016 and 32% have since moved to permanent posts within the Council. Through this year's campaign we have recruited 9 business administration and 9 Social Care Apprentices. The recruitment of 9 Social Care Apprentices is an increase on the previous year.
- Since July 2016 we have implemented a new approach to locum conversion and 5 people have transferred into permanent qualified posts.
- The service has made 5 permanent appointments for qualified posts through targeted work with recruitment agencies.
- In the period of January 2016 to October 2016 the service has supported 21 newly qualified social workers (NQSW) through the Assessed and Supported Year in Employment (ASYE) to successful completion. The service expects 5 more NQSW's to complete this year.

4.5. Examples of initiatives in development include:-

- A regional Association Directors of Adult Social Services (ADASS) Memorandum of Understanding (MOU), based on the regional Memorandum of Cooperation (MOC) in place in children's services.
- Working closely with Health Education Kent, Surrey and Sussex (HEEKSS) to develop promotional materials for careers events particularly focussing on young people.
- Using social media more effectively as an attraction tool

- Developing detailed recruitment and resourcing plans for each area

Challenges and Opportunities

5. While there has been an improvement in recruitment, the service continues to face challenges in attracting and recruiting people into experienced qualified posts. This is a key area of focus for the refresh of our recruitment strategy.
6. The outcome of the pay and reward review has increased the pay scale for this group of workers and so the service has developed a recruitment campaign to highlight these benefits of working in Surrey. The service will be monitoring the impact of this closely, anticipating a positive impact.
7. Adults and Children's Services have been sharing information on our respective initiatives and identifying opportunities to work together. We have highlighted an opportunity to have a more joined up approach in attracting qualified social workers, e.g. engaging with schools and universities.

Children's Services

8. Children's Services has also started on a journey to recruit and retain the best Social Care staff, which is based on a focused approach using quantitative data. There have been developments in the way social workers are recruited, which includes some initiatives which have already started and some more which are due to start in 2017. These initiatives include:
 - The development of 2 dedicated posts within HR which support the strategic and operational tasks within recruitment and retention. They have helped the Service to develop the Children's recruitment and retention strategy which will be completed by the end of 2016,
 - The development of workforce data has helped to identify specific areas of work required, as well as the ongoing monitoring of recruitment and retention,
 - The marketing and communications plan for the recruitment of experienced social workers has been refreshed; this is an ongoing process and has included an update of the social work recruitment website,
 - There have been a number of engagement sessions with key recruitment agencies, (where the majority of our applicants for permanent posts come from) which have resulted in excellent feedback and a higher engagement rate, and this has seen an increase in applications through recruitment agencies,
 - Surrey is an established member of the Memorandum of Cooperation (MoC) for the South East of England. The key aims of the MoC are to improve stability in the regional children's social care workforce, reduce the reliance upon agency staff and control/decrease the costs of agency staffing. The MoC has a structured governance procedure, which ensures it is adhered to. The success of the MoC has not yet been reviewed however this will happen in 2017,

- The ASYE academy in Children's Services was launched in 2015, with a cohort of 18 social workers across 2 Areas. In September 2016 the academy expanded, with the recruitment of 40 ASYE students across all 4 Areas,
- There is an established Recruitment Group with membership that includes Service Managers. This group shares ideas and initiatives about recruitment; these have included the development of a specific plan to recruit social workers from overseas,
- The Surrey Offer has been developed and promoted to ensure that Surrey offer the best incentives and rewards to attract new applicants (this included working with ASC on the introduction of the Refer a Friend Scheme),
- There have been a number of conversion conversation workshops for locum social workers in order to encourage them to apply for permanent posts within the Service,
- Surrey Communications Team developed and delivered a recruitment campaign over June and July 2016 which resulted in an increase in applications.

8.1. There is a national shortage of experienced social workers, with vacancy rates of between *10% – 20% (of 155 LA's surveyed). Surrey are tackling this by engaging with the Local Government Association (LGA) on the 'Return to Social Worker Pilot' and creating the ASYE academy in Children's services.

'Long-term supply shortages - Our research carried out using the Centre for Workforce Intelligence Supply and Demand model suggests that even with optimistic projections of the proportion of social work students moving into the profession the supply of social workers will only be close to equalling demand in 2022'. Taken from, policyexchange.org.uk.

8.2. Despite the challenges we have had an overall reduction in our vacancy rate, from 29% in August to 22% as of October, this has been attributed to the overall work that is being done on recruitment and retention, as part of the Children's Improvement plan.

8.3. Whilst recruitment has understandably been the focus of work to date, figures show that retention also remains a key challenge in Children's Services. In 2015 56 Social Worker/Senior Social Workers in our Child Protection, Looked after Children and Referral Assessment & Intervention Services left the authority – 7 more than were recruited in the same period. However, this year, to date (January to September 2016) 25 Social Workers/Senior Social Workers have left (during which time 26 were recruited). This is fewer than the 44 who had left in the same period in 2015 (during which 30 were recruited).

8.4. The latest turnover figures for all Social Worker/Senior Social Workers in the Child Protection, Looked after Children and the RAIS (now the MASH and Assessment and Intervention Hubs) indicate that we have reduced our turnover, from 23% in July 2016 to 20.63% as of 31 October 2016.

8.5. The Service ran an exit interview pilot with permanent and agency Social Work Staff and other social care staff for one year (March 2015 to March 2016) in order to better understand why staff were leaving. In total 48 qualified Social Work staff and 32 non-qualified staff were interviewed and the key messages were:

- Main reason given by Social Workers leaving was the wish to reduce travel and caseloads and to improve work/life balance.
- The main reasons for other social work staff leaving was the wish to improve career development opportunities and pay.
- Feedback was also that inductions and support for non-qualified staff could be improved.
- Generally staff indicated that they had good training and development opportunities, caring and supportive line managers and colleagues, good benefits and access to flexible working.

This information is helping the service to refine where we need to focus our attention to improve retention of staff.

8.6. Work taking place since then has included the implementation of the Corporate Pay & Reward Strategy to ensure pay and career development is appropriate for all qualified and non-qualified staff; a review of our induction processes; and a project to better understand the workload and caseloads of Children's Social Work staff to help ensure that cases are allocated appropriately and supervisions used to help support staff to balance their work demands, ensure complexity of cases is taken into account in their allocation and to ensure cases are closed in an appropriate and timely manner.

8.7. Children's Services will continue to focus on the recruitment of newly qualified social workers and to support, develop and retain them. The development of the Academy both on terms of numbers and their placement (there are now 4 separate Academies placed within the 4 Areas) is fundamental in the drive to establish a workforce that meets the needs of vulnerable children. The Academies are now attached to the social work teams which have been historically hard to recruit to and they have been very successfully it that they have attracted high quality applicants from social workers with great potential. The large number of new recruits within the 2016 Academy will have a significant impact on our vacancy rate over the next year and the social workers leave the Academy next Summer and fill the vacancies in the social work teams.

Common Challenges and opportunities ASC and Children's workforce

9. We recognise there are a number of workforce challenges shared across ASC and Children's services. Currently we have monthly joint meetings to share best practice and initiatives, e.g. our approach with recruitment agencies, developing candidate packs.
10. Children's services are involved with the Local Government Association (LGA), pilot a 'return to social work' scheme, aimed at attracting social workers who have

not practised for between 2-8years, and who left the profession at a Senior Social Worker or Assistant Team Manager level. ASC have recently joined up to be part of this scheme.

11. As noted above there is scope to work together more closely on the attraction of social workers into the Council, e.g. in our engagement programs with schools and universities.

Conclusion:

12. There has been progress on improving recruitment and retention across ASC and Children's Services. Both services have plans in place to continue to develop, monitor and improve recruitment and retention. However it has been noted that there is scope and benefit in having more joined up approaches, where the services have shared recruitment and retention challenges.

Recommendations:

13. It is recommended that the Board:-

- a) Notes the work carried out to date on improving recruitment and retention in ASC and Children's Services.
- b) Supports the proposal to align and join up on initiatives where ASC and Children's Services have shared recruitment and retention challenges, notably, but not exclusive to, the recruitment of qualified social workers.
- c) Receive a further update in 12 months' time.

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Social Care Services Board

20 January 2017

Surrey Safeguarding Adults Board

Annual Report 2015-2016

Purpose of report:

To inform the Social Care Services Board of the content of the Surrey Safeguarding Adults Board Annual Report for 2015-2016 and invite the Board to review.

Introduction:

1. The Surrey Safeguarding Adults Board is a statutory Board. Its responsibilities are set out in the Care Act 2014 and is headed by an Independent Chairman.
2. Safeguarding Adults Boards nationally have a statutory duty to publish an annual report, the Surrey Safeguarding Adults Board Annual Report for 2015/16 is contained in Annex 1.
3. The core objective of the Surrey Safeguarding Adults Board is to reassure itself of the effectiveness of safeguarding in its area. The Safeguarding Adults Board has 3 core duties to ensure it meets its objective, which are detailed in the annual report.
4. This report is presented to the Board by the Independent Chairman and complies with the statutory requirements under the Care Act.

Recommendations:

5. That the Board reviews the Annual Report of the Surrey Safeguarding Adults Board and provides comment as necessary.

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Liz Butcher, Surrey Safeguarding Adults Board Manager

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Sources/background papers:

Surrey Safeguarding Adults Board Annual Report – Annex 1

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Surrey Safeguarding Adults Board

Annual Report 2015 – 2016

We will all work together to enable people in Surrey to live a life free from fear,
harm and abuse

Surrey Safeguarding Adults Board

Annual Report 2015 – 2016

Foreword by the chair of the Board



*Simon Turpitt
Independent Chair, Surrey Safeguarding Adults Board*

This has been an exciting yet challenging year for the Board.

In April we became statutory which was really significant, not only as it gave us a stronger remit to protect adults at risk of harm and abuse. It also meant that all agencies had to comply with the Care Act including re training their staff, re writing procedures and ensuring capacity and capability to deliver a robust programme around Safeguarding Adults at risk of harm and abuse.

Keeping safeguarding personal is key to ensuring the person is at the centre of what we do and we have worked and continue to work with partners to ensure they focus on that.

A lot of effort was put in by all to ensure the new processes were in place on time and that they worked. This was a big task for the Board and its member agencies. The expectation was for the Board to have a team in place to support this by April 1st. The reality was that it took the best part of the year to get people into the appropriate roles (Board Manager, Quality Assurance, and Board Administrator) and this had an impact especially around ensuring compliance with the Act.

However, with good support from all Board agencies we met the timescales for implementation, though there has been a learning curve in understanding the new processes around enquiries and their escalation. It has not been possible to report evidence to the required level. This is primarily due to the limitations within the Adult Social Care (ASC) IT system. This will be addressed through the implementation of the new ASC IT system in September 2016.

We have put a lot of work into building a better data base to assure ourselves that the programmes we are implementing are making Surrey safer for adults at risk of harm and abuse. The foundation for this is to have data from all major providers. From this we can evidence what is happening and ensure they are taking appropriate actions where issues occur or need to strengthen prevention. This still has some way to go but each reporting cycle gets better.

Since the start of the Care Act, agencies have been more committed to working together and ensuring that they support the programme of the Board. Better representation on committees, input to plans and training, have all improved. We recognise though, that with financial and human resources under pressure, there are still some challenges.

There was a Serious Case Review which started in the previous year but reported in the period covered by this report. It highlighted some recommendations for agencies and the Board which were cascaded and followed up by the Business Management Group (a subcommittee of the Board). This group oversees the implementation and impact of recommendations and holds members to account for delivery of the changes.

We have improved our ability to share best practice and learning not just within our own area but also from reports across the country and from working with other Boards.

We held a learning seminar on the Mental Capacity Act and Deprivation of Liberty Safeguards, as this had been highlighted as an area of development for most agencies. The seminar included speakers from National Agencies and local experts. It was well attended with over 100 delegates from across the county. The feedback was really positive and showed that attendees felt better equipped to manage these areas.

Towards the end of the year we had one and half days where we developed our strategy and plan for the coming year. There was a real multi agency input and robust discussions ensured we had a good plan.

The Board was fully funded this year across agencies and this helped gain stronger commitment from all. This allowed us to have three permanent staff to support the Board. Although recruitment took a long time, it has really helped us be more effective in our plans.

It is clear that the current financial restraints are challenging. However, the Board is committed to deliver more on the prevention agenda rather than managing the after effects of safeguarding enquires. This means being efficient in the use of our, and our partner's resources, looking at ways of working with other agencies to avoid duplication, focussing more on what works and improving that.

Have we kept people safer in Surrey? - The answer is yes, but qualified by the fact that our ability to measure that, though improved still has a way to go. Improving information, better accountability, more focus on the person and a stronger prevention agenda are part of the continuing programme the Board drives.

*Simon Turpitt
Independent Chair, Surrey Safeguarding Adults Board*

Keeping your loved ones safe

from abuse and neglect

Everyone deserves to
be treated with care
and respect.

If you think someone
is being abused
report it now.

Call this free and
confidential helpline

0300 200 1005

In an emergency
DIAL 999

For further information visit
surreycc.gov.uk/protectingadults



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What is safeguarding

Most people in Surrey live safely, free from harm, abuse and neglect. However, some people have care and support needs that make it difficult for them to protect themselves. In these circumstances, if they are experiencing or are at risk of abuse and neglect, then they need to be safeguarded to keep them safe.

The Care Act sets out the circumstances when safeguarding duties apply. The Act says safeguarding applies to adults who

- has needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing, or at risk of, abuse or neglect and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

The six key principles that underpin all adult safeguarding work

There are six key principles that underpin all adult safeguarding work. These are set out below.

Empowerment

People being supported and encouraged to make their own decisions and informed consent.

'I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens'.

Prevention

It is better to take action before harm occurs.

'I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help'.

Proportionality

The least intrusive response appropriate to the risk presented.

'I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed'.

Protection

Support and representation for those in greatest need.

'I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want'.

Partnership

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

'I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me'.

Accountability

Accountability and transparency in delivering safeguarding.

'I understand the role of everyone involved in my life and so do they'.

Types of abuse and neglect

There are types of abuse and neglect that will always require a safeguarding response when an adult at risk experiences them. These are set out below.

<p>Physical abuse including:</p>	<ul style="list-style-type: none"> • Assault • hitting • slapping • pushing • misuse of medication • restraint • inappropriate physical sanctions
<p>Domestic violence including:</p>	<ul style="list-style-type: none"> • psychological • physical • sexual • financial • emotional abuse • so called 'honour' based violence

<p>Sexual abuse including:</p>	<ul style="list-style-type: none"> • rape • indecent exposure • sexual harassment • inappropriate looking or touching • sexual teasing or innuendo • sexual photography • subjection to pornography or witnessing sexual acts • indecent exposure • sexual assault • sexual acts to which the adult has not consented or was pressured into consenting
<p>Psychological abuse including:</p>	<ul style="list-style-type: none"> • emotional abuse • threats of harm or abandonment • deprivation of contact • humiliation • blaming • controlling • intimidation • coercion • harassment • verbal abuse • cyber bullying • isolation • unreasonable and unjustified withdrawal of services or supportive networks.
<p>Financial or material abuse including:</p>	<ul style="list-style-type: none"> • theft • fraud • internet scamming • coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions • the misuse or misappropriation of property, possessions or benefits
<p>Modern slavery encompasses:</p>	<ul style="list-style-type: none"> • slavery • human trafficking • forced labour and domestic servitude. • traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment



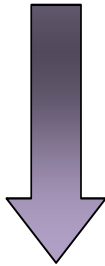



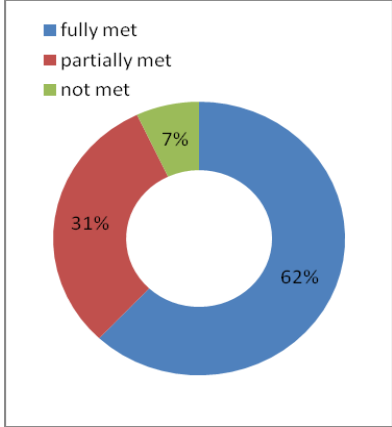

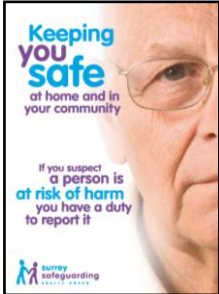


<p>Discriminatory abuse</p>	<p>including forms of:</p> <ul style="list-style-type: none"> • harassment • slurs or similar treatment because of: race, gender and gender identity, age, disability, sexual orientation, religion.
<p>Organisational abuse</p>	<p>Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.</p>
<p>Neglect and acts of omission including:</p>	<ul style="list-style-type: none"> • ignoring medical • emotional or physical care needs • failure to provide access to appropriate health, care and support or educational services • the withholding of the necessities of life, such as medication, adequate nutrition and heating.
<p>Self-neglect</p>	<p>This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.</p>

Keeping your
loved ones
safe
 from abuse and neglect

Everyone deserves to be treated with care and respect. If you think someone is being abused report it now.
 For further information visit
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 Text 07527 182861



A Snapshot of Safeguarding adults in Surrey

 <p>We received 7,561 concerns that an adult was experiencing or at risk of abuse or neglect</p>	 <p>1,144 safeguarding concerns required an enquiry to establish what had occurred</p>	<p>There were 422 fewer new safeguarding enquiries this year compared to last year</p> 								
 <p>47% of safeguarding enquiries involved people had physical support needs</p>	<p>Safeguarding outcomes</p> <p>62% said their desired outcomes were fully met 31% said they were partially met 7% said their desired outcomes had not been achieved</p>	 <p>43% of enquiries related to neglect</p>								
<p>30% of people who had a safeguarding enquiry lacked mental capacity</p> 	 <table border="1"> <caption>Safeguarding Outcomes</caption> <thead> <tr> <th>Outcome</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Fully met</td> <td>62%</td> </tr> <tr> <td>Partially met</td> <td>31%</td> </tr> <tr> <td>Not met</td> <td>7%</td> </tr> </tbody> </table>	Outcome	Percentage	Fully met	62%	Partially met	31%	Not met	7%	 <p>21% of enquiries related to physical abuse</p>
Outcome	Percentage									
Fully met	62%									
Partially met	31%									
Not met	7%									
<p>There were 5,435 leaflets and other safeguarding publicity material distributed</p> 	 <p>We ran a radio advert to raise awareness of safeguarding on 3 main Surrey radio stations for 2 weeks</p>	<p>We completed 706 home fire safety checks for vulnerable adults.</p> 								

What is a Safeguarding Adults Board

There has been a Safeguarding Adults Board in place in Surrey for over a decade. Until April 2015, it was a voluntary partnership where agencies came together to ensure vulnerable adults, who were at risk of harm, are kept safe. It ensures partners work together in a collaborative way, agreeing policies and procedures and undertaking activities to raise awareness of safeguarding.

In April 2015, the Care Act came into effect and this made it mandatory for all areas in England to have a Safeguarding Adults Board. The core objective of a Board is to reassure itself of the effectiveness of safeguarding in its area.

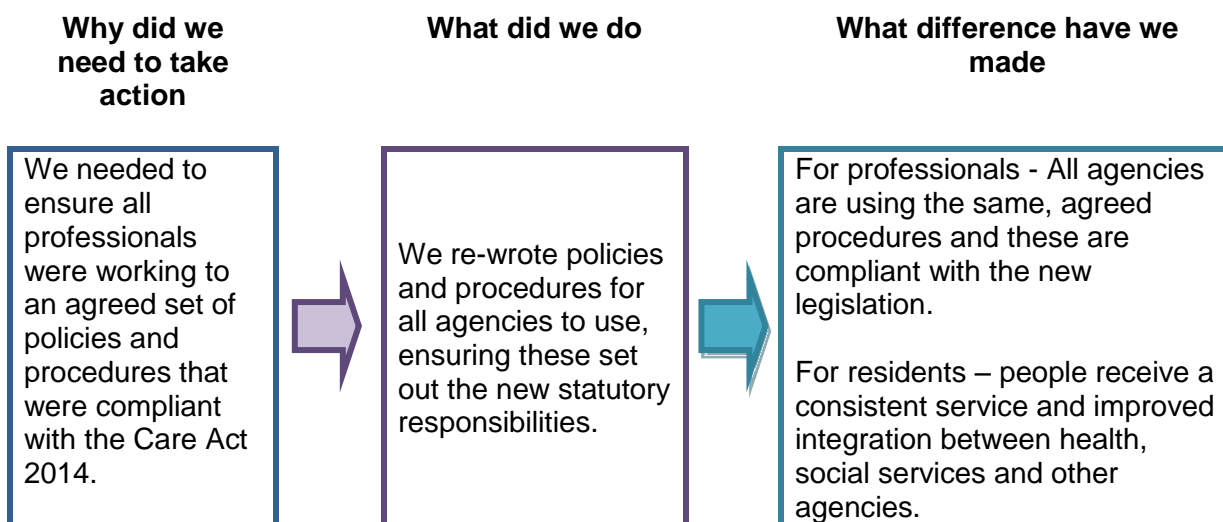
The Safeguarding Adults Board has 3 core duties to ensure it meets its objective. It must:

- publish a strategic plan for each financial year that sets how it will meet its main objective and what the members will do to achieve this. The plan must be developed with local community involvement, and the Safeguarding Adults Board must consult the local Healthwatch organisation. The plan should be evidence based and make use of all available evidence and intelligence from partners to form and develop its plan
- publish an annual report detailing what the Safeguarding Adults Board has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any safeguarding adults reviews and subsequent action
- conduct any safeguarding adults review in accordance with Section 44 of the Care Act.

For more information on the Surrey Safeguarding Adults Board, please see Appendix A.

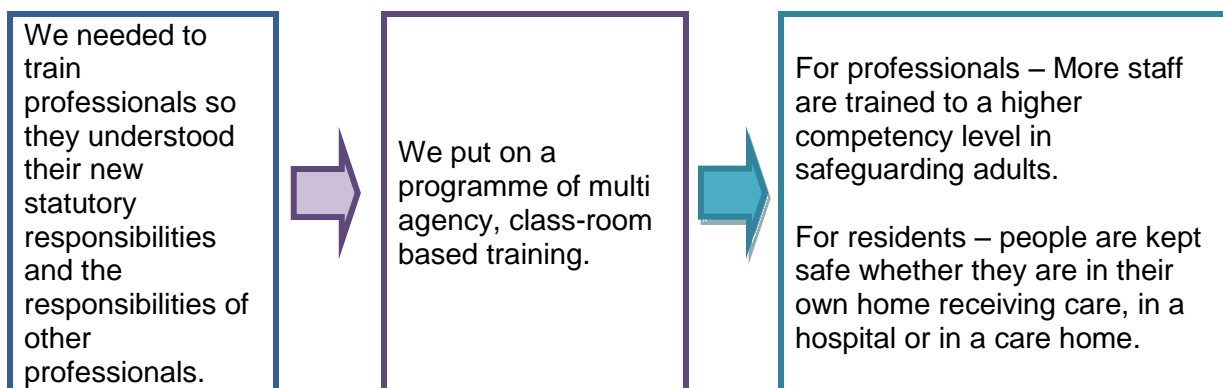
How are people in Surrey safer?

The Surrey Safeguarding Adults Board undertook many activities during the year to ensure people in Surrey were protected from abuse and neglect. Below are some examples of the work we did.



Examples:

- Multi Agency Procedures – Sections 1 & 2
- Self Neglect Policy



Examples:

- Making Safeguarding Personal
- Managing Safely
- Supporting the Process
- Provider led Enquiries
- Internal Management Reviews

Why did we need to take action

We needed to learn lessons when adults have not been properly safeguarded so we can better protect adults at risk.



What did we do

We completed a Serious Case Review (SCR) and implemented an Action Plan with relevant agencies. We published the Executive Summary to support other areas to learn lessons.

We looked at Safeguarding Adults Reviews and Serious Case Reviews from other areas to help us learn lessons.



What difference have we made

For professionals – staff have been able to change practices to prevent abuse and neglect before it happens.

For residents – people are less likely to experience abuse or neglect.

Examples:

- Surrey SCR Mr J & Mr Y

- Camden SCR on self neglect

We needed to raise awareness of adult safeguarding so more people understood their responsibilities to raise a safeguarding concern when an adult at risk is abused or neglected



We built awareness of safeguarding to ensure concerns are raised appropriately. This was done through different mechanisms such as: radio, posters, newsletters



For professionals – staff are better informed of safeguarding news and changes in practices.

For residents – people know how to raise a safeguarding concern and professionals are working to keep them safe.

Examples:

- Radio adverts on 3 stations

- Posters at Surrey bus stops

- 4 Newsletters

Why did we need to take action

We needed to know what is working well and what needed to be improved when people have been safeguarded in Surrey



What did we do

We agreed a programme of quality assurance of safeguarding practice through examining past safeguarding case files.



What difference have we made

For professionals – when the audits are completed, staff will be able to learn what is working well and improve practices that could be better.

For residents – people will be able to experience an improved safeguarding service.

Example:

- Case File audits

Living in Surrey

Surrey has a total population of just over 1.1 million people and covers a large area (166,250 hectares). The population density of Surrey is greater than that in most parts of England. The proportion of households in Surrey which are owner occupied (78%) is greater than in the South East (74%) and England (69%)¹. It is generally an affluent area with pockets of deprivation.

Information on the current and future health and social care needs of the community in Surrey are set out in the Joint Strategic Needs Assessment (JSNA). The JSNA is produced by Surrey County Council and the Clinical Commissioning Groups. The JSNA tells us:

- ❖ **Surrey people generally enjoy good health and wellbeing. They expect to live a long and healthy life. Life expectancy is high: 84 years for women and 81 years for men. That's almost two years longer than the average for England.**
- ❖ **Seven out of Surrey's eleven boroughs are in the highest ten nationally for the percentage of adults engaging in 'increasing risk' drinking of alcohol. This means that one in four adults drink above the daily recommended sensible drinking levels. Rates of alcohol-related hospital admissions have almost doubled since 2002.**
- ❖ **The number of people with conditions such as diabetes, Coronary Heart Disease and chronic obstructive pulmonary disease is expected to increase over the next five to ten years.**
- ❖ **In Surrey, an estimated 15,100 people have dementia: that's one in 15 people aged over 65. Fewer than half of them would have been diagnosed formally. Numbers are predicted to rise to 19,000 by 2020 and 25,000 by 2030.**

These statistics help us when we build our strategic plans as it gives context to ensuring our focus is in the right place. For example, raising awareness with agencies around the effective use of the Mental Capacity Act, ensuring carers voices are heard and responded to.

¹ Information from Joint Strategic Needs Assessment - <https://www.surreyi.gov.uk/>

There are an estimated 65,800 people over 65 years, living alone in Surrey. Other key data on the population of Surrey:

Age of population	England	Surrey
Age 18-24	9.4%	8.7%
Age 18-64	62.3%	61.3%
Age 65+	16.3%	17.2%
Age 85+	2.2%	2.5%
Disability		
All people with day to day activities limited by long term illness or disability	17.6%	15.7%
People with day to day activities limited a lot by long term illness or disability	8.3%	6.9%
Carers		
All people providing unpaid care	10.2%	9.8%
People providing 1-19 hours of unpaid care per week	6.5%	6.7%
People providing 20-49 hours of unpaid care per week	1.4%	1.1%
People providing 50 hours or more of unpaid care per week	2.4%	2.0%
Health and Well-being		
People with bad or very bad health	4.2%	3.4%
Ethnicity		
Selected ethnic groups: White British	79.8%	85.2%
Selected ethnic groups: All other white ethnicities	5.7%	5.4%
Selected ethnic groups: All mixed/multiple ethnicities	2.3%	1.9%
Selected ethnic groups: All black/african/caribbean/black british	3.5%	1.6%
Selected ethnic groups: Asian/Asian British: Indian	2.6%	1.8%
Selected ethnic groups: Asian/Asian British: Pakistani	2.1%	1.1%
All non-white ethnic groups	14.6%	9.3%
All non white British ethnic groups	20.2%	14.8%

The population statistics help us when we are interpreting data, for example, looking at our age profiles especially over 65 it tells us that the number of concerns raised with this age group were over 65% but that would be expected that this group would be more at risk to have care and support needs and be at risk of abuse and neglect therefore more concerns raised.

Impact of the Care Act

At the beginning of this reporting year, the Care Act became law. There were many positive consequences from this. Safeguarding Adults Boards became statutory and adults at risk of abuse and neglect received the same protection in all parts of England. A new definition was introduced to describe when adults need to be protected from abuse or neglect. Previously, safeguarding was applied to all adults who were considered 'vulnerable' without considering their ability to protect themselves. The new definition is an adult who has care and support needs and because of those needs are unable to protect themselves from abuse / neglect or the risk of it. This new definition is helpful in that adults only receive safeguarding intervention when they are unable to stay safe without activity from agencies.

In recent years, there has been increasing focus on ensuring safeguarding achieves what the person wants from the process and not what professionals want. This means the safeguarding actions will be different depending on who the person is and what outcome they want to achieve. Sometimes the person will want a robust response to the harm, whereas other times the person will want less or sometimes no intervention. This is called 'making safeguarding personal'. The Care Act has introduced a new requirement on Adult Social Care to ensure their safeguarding activities are targeted towards achieving this.

Often when changes are introduced, there are extra pressures placed on agencies and this has been no exception. Board members have worked to respond to these pressures, in particular, by training staff, ensuring vacancies are filled as quickly as possible, changing procedures and participating in multi agency activities to work better together.

Board members agreed a more robust framework for reporting in to the Board and being held accountable for the way they safeguarding adults. They agreed to a Constitution that sets out responsibilities, a process of providing reports on their own agencies each quarter, a set of data that will give the Board information on safeguarding trends and to participate in a development day to identify future priorities. This has supported members to fulfil their obligations to safeguard adults in a strategic way that is visible to partners on the Board.

The Act has had more impact on Adult Social Care than other agencies because they have the lead responsibility in responding to safeguarding concerns and conducting (or ensuring another agency conducts) a safeguarding enquiry. The IT system that is used by Social Workers in Adult Social Care was installed long before the Care Act came into effect and not suitable for the new requirements. For this reason Adult Social Care decided a new system would be introduced. This work has been done throughout the reporting year, with staff being trained, records prepared for electronic transfer to the new system and the new system adapted to ensure it

meets the needs of users. However, the new system will not be fully operational until autumn 2016 and this has had an impact on the Board's effectiveness, for example, in relation to the availability of timely data on safeguarding. There is more detail on this later in this report and what will be in place when the new IT system is introduced.

Safeguarding adults in Surrey - what the data tells us

Definitions

The following words are used to describe different types of safeguarding activity. Knowing what these mean, helps to understand the information that is available:

Safeguarding Concern - This is when a concern is raised where an adult at risk may have been, is, or might be, a victim of abuse. This is normally the first contact between the person raising the concern and the council about the alleged abuse. For example, if an individual phoned a council and expressed a concern that their elderly neighbour was being physically abused, this would be counted as a concern.

Safeguarding Enquiry - A safeguarding enquiry is where a concern is assessed by the council as meeting the local safeguarding threshold and a full safeguarding investigation is deemed necessary.

Brief guide to what happens when someone raises a safeguarding concern with Adult Social Care

Anyone can make a safeguarding concern by contacting Adult Social Care and saying they are concerned an adult at risk is experiencing abuse or neglect

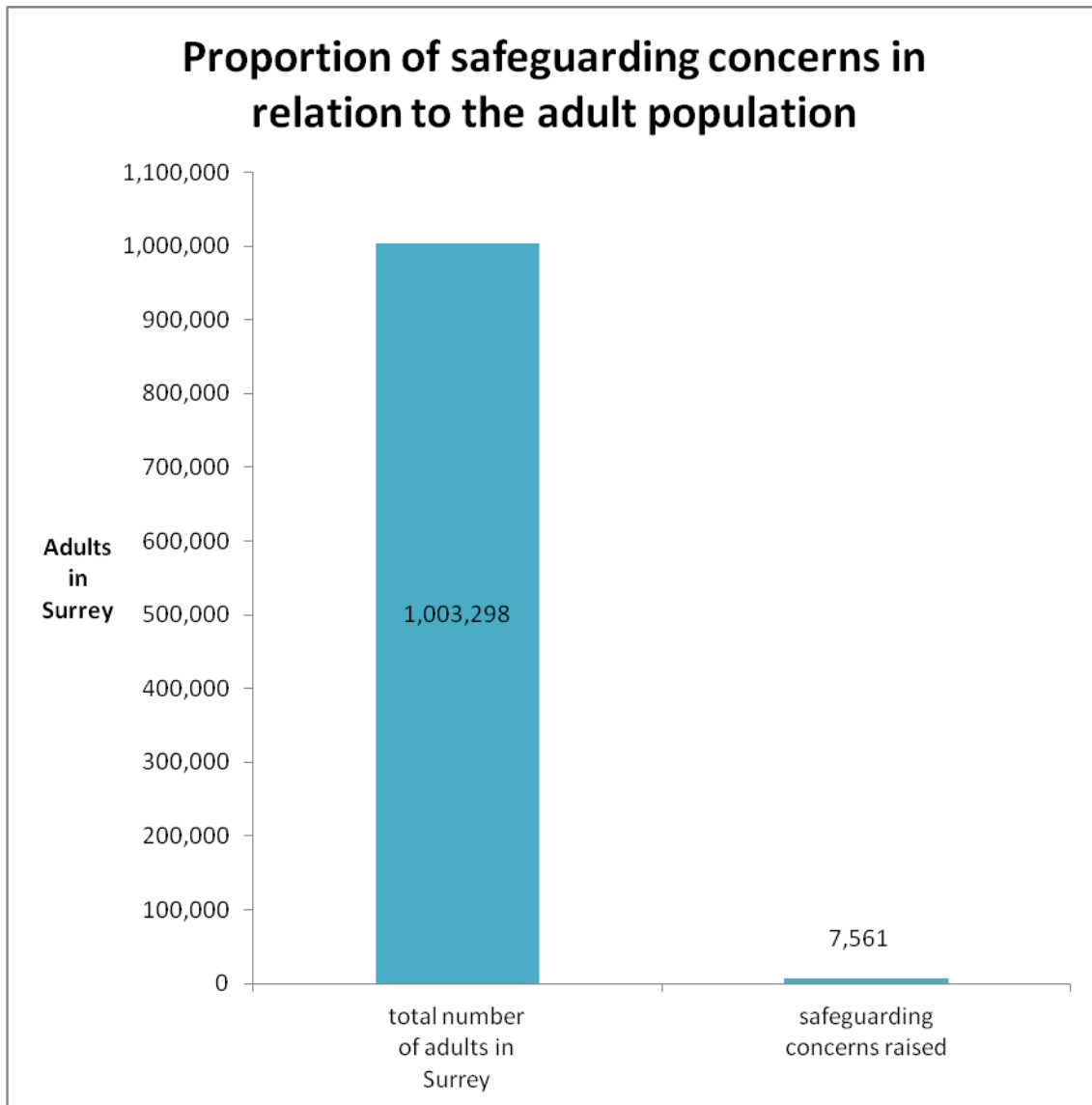


A safeguarding advisor in Adult Social Care ensures the person is safe, they gather information and decide if there has been abuse or neglect.

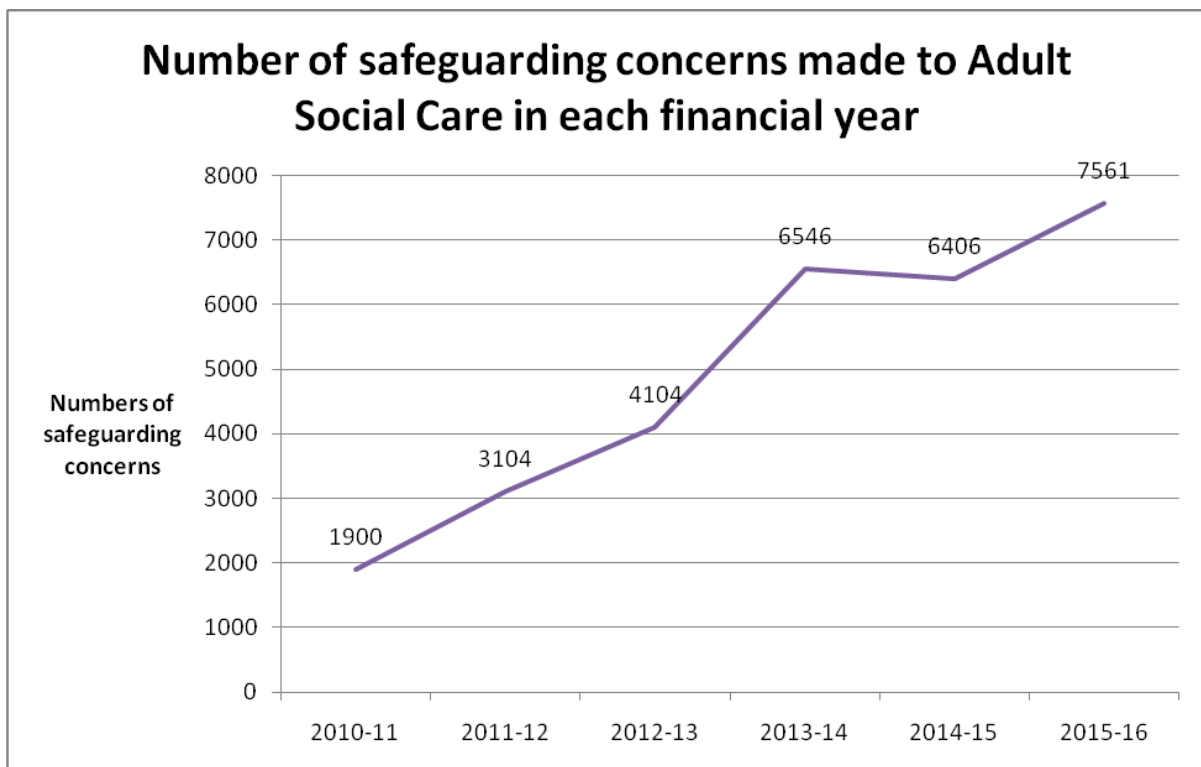


If there has been abuse or neglect, they start a safeguarding enquiry, as set out in Section 42 of the Care Act. The adult who has experienced abuse or neglect is involved in the process throughout.

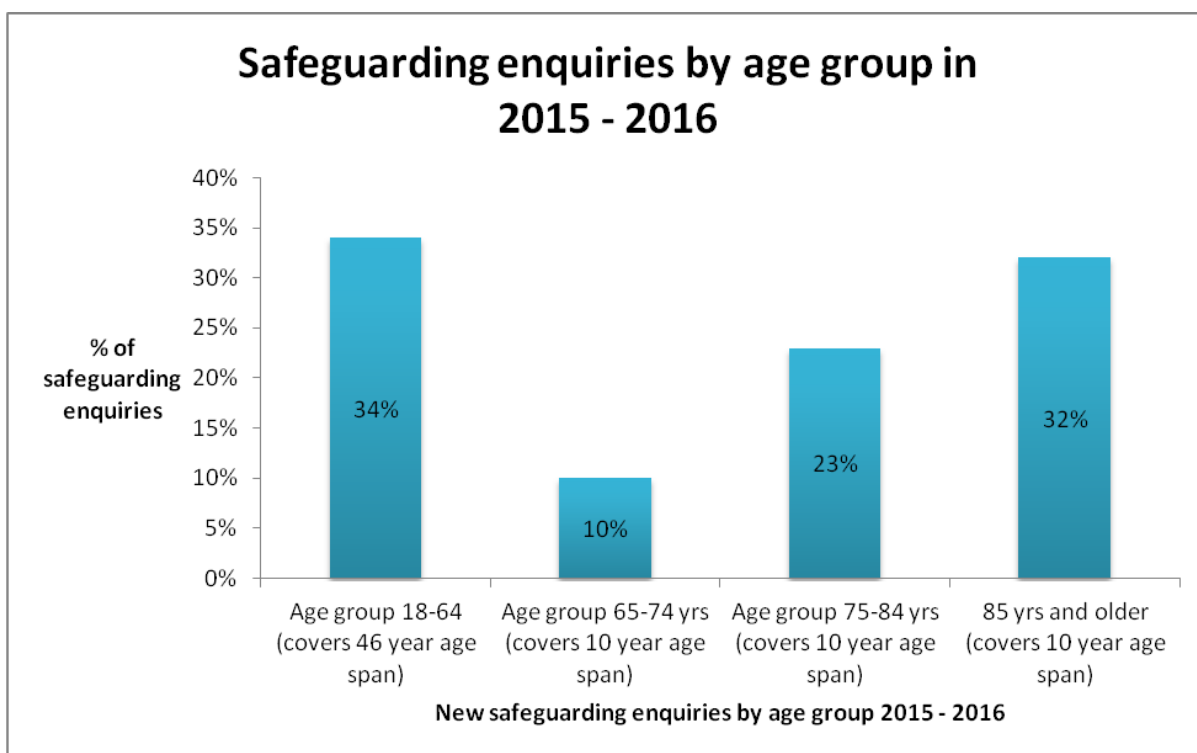
In 2015 – 2016 there were 7,561 safeguarding concerns made to Adult Social Care where someone thought an adult at risk may be being abused or neglected. That is just 0.75% of the total adult population. This tells us that Surrey is a very safe place for people to live. Please see chart below that illustrates this.



Over the last few years, there has been an increase in the number of times safeguarding concerns have been raised to Adult Social Care. This is shown in the graph below. The exact cause of the increasing number of reported concerns is not exactly known, however, there has been a significant investment in increasing awareness of the importance of safeguarding adults. This was expected to lead to an increasing knowledge of the need to report suspected abuse or neglect. It reflects a willingness to report concerns which is good, but it does also reflect the pressure this puts on services to respond to the larger demand at times of increased pressure on budgets.

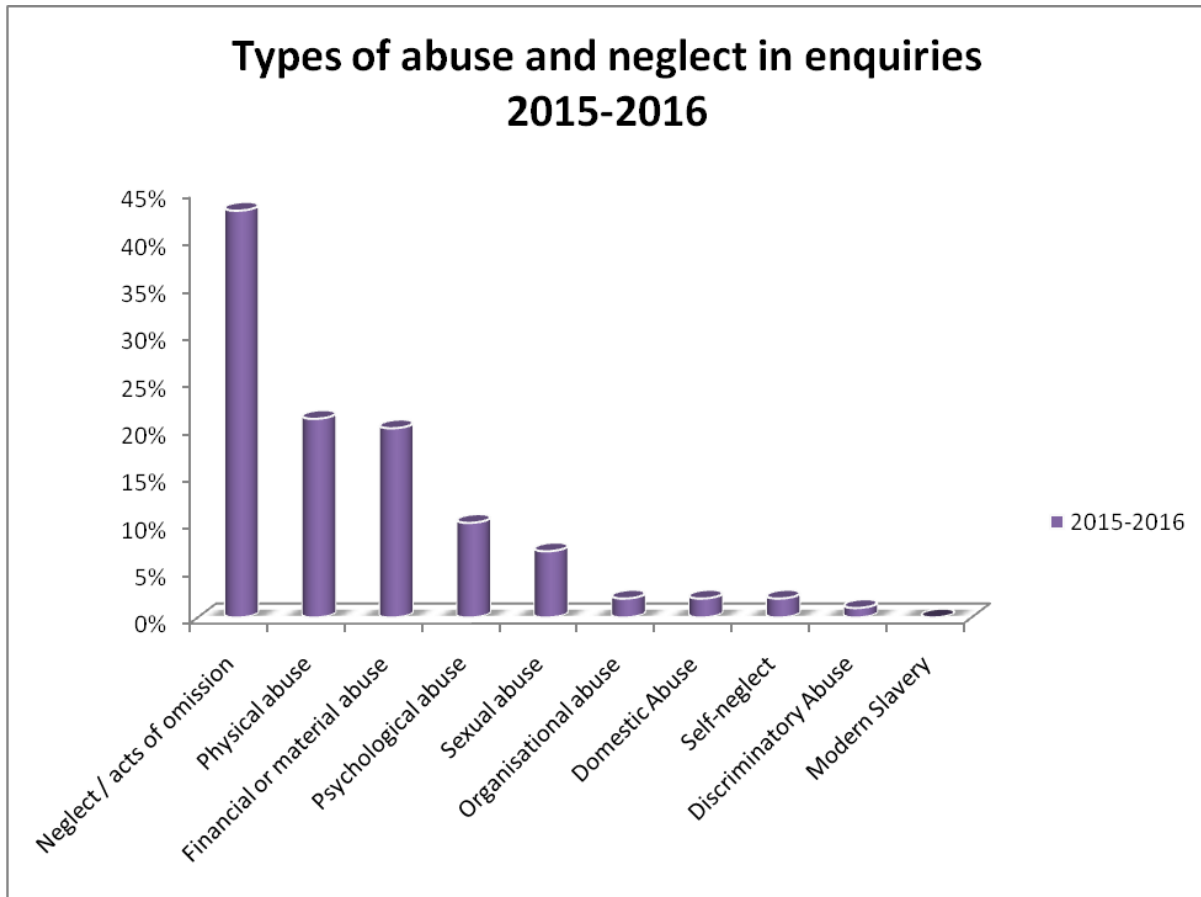


Data from Adult Social Care tells us that more safeguarding enquiries are made in relation to older adults than in relation to younger adults. More than half of all safeguarding enquiries in Surrey are for people over the age of 75 years. This is not surprising as the definition of an adult at risk of abuse or neglect is someone who is unable to protect themselves from harm because they have care and support needs. The older a person is, the more likely they are to have care and support needs and this may make it difficult for them to protect themselves. The safeguarding enquiries for each age group are shown on the chart below.



New safeguarding enquiries in 2015-2016 for different age groups				
	18-64 yrs	65-74 yrs	75-84 yrs	85+ yrs
2015 -2016	34%	10%	23%	32%

When an adult needs to be safeguarded, the type of harm they are most likely to have experienced is neglect. Of all the safeguarding enquiries in Surrey in 2015 – 2016, 43% were for neglect. In fact, neglect has been the most frequently reported type of abuse for the last 3 years. Physical abuse and financial abuse each account for about 20% of reported harm. The other types of abuse and neglect are much less frequently reported. This is illustrated in the chart below.



Type of abuse or neglect	Percentage of total enquiries
Neglect and acts of omission	43%
Physical abuse	21%
Financial or material abuse	20%
Psychological abuse	10%
Sexual abuse	7%
Organisational abuse	2%
Domestic Abuse	2%
Self-neglect	2%
Discriminatory Abuse	1%
Modern Slavery	0

Data being developed

Agencies on the Safeguarding Adults Board have been working throughout the year to identify further sources of data that will support the Board to have a full picture of adult safeguarding. The Board's ambition is to do more than just copy existing data sets from individual agencies. Existing data sets from individual agencies have been developed for purposes other than supporting safeguarding activity and can be difficult to interpret and therefore unhelpful. Board members are working to create a tailored performance framework that enables members to identify and respond to trends. This will enable the Board to further improve targeted activity to address concerns.

The development of this data framework is being taken forward in the next reporting year. In particular, there is focussed work planned with the police in relation to adults at risk who are victims of crime or who come into contact with criminal justice agencies. In addition, health agencies are working together to produce a comprehensive safeguarding 'dashboard' that will provide information in a simple format that demonstrates both long term trends and short term changes in activity.



Image of 'Keeping you safe' poster at a Surrey bus stop. This is part of the raising awareness campaign undertaken by the Adult Social Care Communications team.

What has SSAB the done to deliver the Annual Plan

At the start of the reporting year, Board members agreed a set of priorities to be taken forward in the next 12 months. Board members identified actions to ensure those priorities were met, put those actions into a plan and the Action Plan was then implemented and monitored. The Action Plan was made public on the Board's webpages in easy read format together with a more detailed version suitable for professionals who work in safeguarding.

Priorities for Surrey Safeguarding Adults Board 2015 - 2016
1 Achieving good outcomes for adults at risk and carers
2 Responding to reported abuse
3 Leadership
4 Safeguarding Adults Board
5 Safeguarding Adults Reviews and Reviews undertaken by other Boards and Partnerships
6 Making Safeguarding Personal
7 A Competent workforce

The following actions were successfully completed:

Action	How this has protected adults from abuse and neglect
The Board has implemented a new constitution, has reported on the Board's activities in its Annual Report and published its Annual Plan for the following year. (Actions 1 & 3)	These actions have improved the accountability of Board members for delivering safeguarding. Surrey residents can be assured that actions are being taken to safeguard adults at risk of abuse and neglect and can see whether those actions have been delivered. Residents can see how agencies in Surrey are working together to ensure adults are safeguarded and can see they will be kept safe in all health and social care settings.

Action	How this has protected adults from abuse and neglect
<p>Safeguarding materials such as leaflets and posters were made available to residents in a wide range of settings. The Adult Social Care Communications team led on a public campaign to raise awareness of how to contact Adult Social Care if there is a safeguarding concern. This is set out in detail in the relevant Appendix. The Board's website was revised to make it easier for residents and professionals to find the information they need and to make the pages more attractive so people are more likely to access information. (Action 9)</p>	<p>More residents will be aware that abuse or neglect of vulnerable adults is unacceptable and must be responded to. They will know what types of behaviour is abuse or neglect and will know how to contact Adult Social Care. This will help ensure that when someone is experiencing abuse or neglect someone will respond to put a stop to the abuse.</p>
<p>Board members have worked to raise awareness of adult safeguarding with residents who fund their own care directly (without support from Adult Social Care) and with residents who may be harder to reach. (Action 10)</p>	<p>Activities have included attending the Surrey Heath Muslim Association annual family day and working with the Surrey Minority Ethnic Forum to support their safeguarding training programme for minority groups. The Board has ensured information is available in easily accessible formats including other languages. These activities have complemented other activities such as the media campaign delivered by the Adult Social Care Communications team and the improvements to the Board's webpages. This has helped spread knowledge of safeguarding to people who may not access information through other methods.</p>

Action	How this has protected adults from abuse and neglect
<p>Board members have adopted a culture of learning from other reviews including Domestic Homicide Reviews, children's Serious Case Reviews and national reports. Board members have looked at the recommendations from reviews and reports from other areas. Members have considered whether those recommendations are relevant to the way services are delivered in Surrey and where appropriate have amended the way we do things.</p> <p>An example is from the Serious Case Review of JR that was undertaken in West Mercia. Board members reviewed this at their meeting in January and were reminded of the importance of sharing information across both children's and adult's services as well as across agencies.</p> <p>(Action 11)</p>	<p>By learning lessons from other areas, Board members are able to respond and prevent similar abuse and neglect happening here. Prevention of abuse and neglect is a key principle of adult safeguarding.</p>
<p>Board members reviewed the effectiveness of the Board's multi-agency Training Programme 2014-15 and prepared the Programme for 2015-16. This included setting up new courses in response to the Care Act and on how to respond to when people are experiencing self-neglect. The Board introduced an assessment process to better measure the quality of the course. In addition, people have been asked after attending training courses to identify how they have implemented what they learned.</p> <p>(Action 13)</p>	<p>By having an effective training programme in place, the Board is able to support agencies to further develop their workforce.</p>

Action	How this has protected adults from abuse and neglect
<p>Board members have considered how they can better share information and have raised awareness of how information can be shared securely and safely. Activities have included examining cases where information sharing has been less than effective and seeing how it could be improved. Members identified a need for brief information to be available covering the Care Act duties in relation to working together to safeguard adults and this was prepared, circulated and published on the webpages. (Action 14)</p>	<p>By working together and sharing information, agencies are able to make a full assessment of an adults risk of abuse or neglect and to respond to those risks effectively.</p>
<p>Board members agreed to ensure the voices of carers and adults at risk are heard by the Board. Representatives from the voluntary sector are present and involved in every Board meeting. They attend the relevant sub-groups and Board events. All new and revised policies are shared with the representatives at draft stage to ensure they can be amended, if required to take into account more fully the needs of carers and adults at risk. (Action 16)</p>	<p>Professionals who implement the Boards policies are better able to meet the needs of carers and adults at risk.</p>
<p>The Mental Capacity Act and the Deprivation of Liberty Safeguards legislation are a complex area of law that Board members wanted to understand and implement better. They held a well attended event with key note speakers who were specialists in this area of the law. (Action 17)</p>	<p>Professionals working in Surrey have improved understanding of how to apply the requirements and this will support residents who require protection have relevant health needs.</p>

The following actions were started in the reporting year but were not fully completed:

Action	Impact and activities that will be undertaken in the next year
<p>The Board began the implementation of a new Performance Framework for including data collection from statutory agencies and reporting from all sub-groups. This was the first time the Board was receiving information from many agencies which would enable members to understand and respond to emerging trends.</p> <p>Whilst much work was done to put this in place, there were several challenges. Adult Social Care were unable to provide detailed data during this period due to their IT system not being able to produce relevant reports. Detailed data was subsequently provided in July 2016, however, this was too late to inform the Annual Plan for that year. Some other agencies experienced difficulties in producing data. In addition, some agencies did not provide progress reports at each quarter. Furthermore, the Board were expecting to have a Quality Assurance Manager in post from the beginning of the year but this position was not successfully filled until the following year.</p> <p>(Action 2)</p>	<p>The Board made some progress in 2015 – 2016, however, the Board did not receive all the information that was expected.</p> <p>Adult Social Care is implementing a new IT system that will be used autumn 2016 onwards. When this in place it will enable the Board to better fulfil its responsibilities to understand safeguarding in its area and respond to issues and trends that are identified.</p> <p>The Board has successfully recruited a Quality Assurance Manager. This Manager will provide added resource to ensure relevant data is collected and will present it to each Board meeting.</p> <p>There remain some challenges for a few agencies, chiefly those that work on or near the County borders. These agencies have identified the duplication in the number of reports they have to produce as they report to several different Boards, Groups and public bodies. To support them, the Surrey Safeguarding Adults Board has agreed flexibility in what can be provided and is working with Boards/Groups/Public Bodies in other areas to see if a consistent approach can be agreed.</p>

Action	Impact and activities that will be undertaken in the next year
<p>Board members determined at the beginning of the year to have fully implemented all aspects of the Care Act relevant to safeguarding. Substantial progress was made, however, the Board cannot at this time be assured all agencies in Surrey are fully compliant at all times. It should be noted that the Care Act was a huge change in the way abuse and neglect is responded to and contains a great many requirements on agencies. This does not mean adults are not being protected from abuse and neglect. It means the Board has not received evidence that satisfies it every agency is compliant with the legislation. It should also be noted that in March 2016 the Department of Health revised the Care Act guidance. This included removing the requirement for each agency to have a Designated Adult Safeguarding Manager but to instead have a named person with the lead on adult safeguarding. The revisions included new details on financial abuse and revised some of the existing requirements.</p> <p>(Action 4)</p>	<p>There is no evidence that this has impacted on how well residents in Surrey are protected from abuse and neglect.</p> <p>However, with the social care IT system, a full time Quality Assurance resource and better understanding of the Care Act by agencies the Board is confident that it will be able to better evidence compliance.</p>
<p>Board members agreed to undertake a self-assessment of their safeguarding. A template was agreed that was based on one already used by health agencies. A timeline was in place for these to be undertaken and sent to the Board. Most agencies on the Board completed the self assessment within the agreed period. These showed a careful and thorough analysis of how effective their safeguarding is. However, not all agencies completed the self-assessment and a couple did not demonstrate a sufficiently thorough assessment.</p> <p>(Action 5)</p>	<p>There is no evidence that this has impacted on how well residents in Surrey are protected from abuse and neglect</p> <p>This coming year the Board will be assured that agencies are monitoring and responding to their own safeguarding activities, where self-assessments are not effectively undertaken the Board will via audits of the agencies concerned ensure themselves that the standards expected are evidence and met .</p>

Action	Impact and activities that will be undertaken in the next year
<p>All Board agencies and services they have commissioned abide by the agreed Multi Agency Procedures. These Procedures were initially written before the Care Act came in therefore they needed to be fully revised to ensure they were compliant with the new legislation. Initially, the Board had a multi-agency task and finish group established specifically to re-write the Multi Agency Procedures. In January 2015, Adult Social Care requested this multi agency group was disbanded as they wished to re-write the procedures on their own. This was in recognition of their leading role on safeguarding. The Board agreed to this with an implementation date of end of April 2015 for all 3 new sections. The implementation date was not achieved. A first section was completed by end of April 2015, however, it was not until later in the year that another section was completed. There remained 1 section outstanding at the end of this reporting period therefore the revision has not been completed in this reporting period. (Action 6)</p>	<p>This delay has required remedial action to be undertaken. At the end of this reporting year discussions were taking place to resolve the issues and finalise the procedures. It can be reported that the final section was completed, signed off by the Board and made available on the website in the current year.</p>
<p>Board members made a commitment to review the impact of personalisation on Adult Safeguarding and to ensure processes support this programme. To have achieved this, Adult Social Care would need to provide the Board with evidence adults involved in safeguarding were always asked what outcomes they would like and it would be expected in most cases to meet those outcomes. However, the limitations of the current IT system used by Adult Social Care means that assurance can not be provided outcomes are being met. (Action 12)</p>	<p>It is essential that safeguarding activity supports the outcome that the adult wants. Without evidence this is being achieved, the agencies do not know whether safeguarding activity is improving people's lives.</p> <p>Adult Social Care have informed the Board that it's new IT system will enable this information to be gathered and shared with the Board in a timely fashion. This will come into effect from September 2016 onwards.</p>

The following actions were not started as planned and they require remedial action in the next year:

Action	Impact and activities that will be undertaken in the next year
<p>Board members agreed there should be a review of safeguarding process following the implementation of the Care Act. This was to review the safeguarding process from the point of view of:</p> <ul style="list-style-type: none"> i) the adults at risk ii) the carer iii) the referrer <p>To consider communication, response times outcomes and the extent to which the adult at risk, carer and referrer were the centre of the process.</p> <p>It has not been possible to undertake this review due to a number of reasons. The fact that the Multi Agency Procedures were not completed during this reporting period meant it was not feasible to assess how well they were being implemented. In addition, the Adult Social Care IT system was not set up to provide information on outcomes. At the same time, the way safeguarding is responded to is changing as Surrey implements a Multi Agency Safeguarding Hub (known as the MASH). There is more information on the MASH later in this report. (Action 7)</p>	<p>The impact of this action not being achieved is there is a lack of information on what is working well and what could be done better. This is particularly looking at how the safeguarding pathway works for the adult at risk, carers and the person who raised the safeguarding concern.</p> <p>Action has been identified for the following year that is set out in the action below on the auditing of some of Adult Social Care's safeguarding case files.</p>

Action	Impact and activities that will be undertaken in the next year
<p>Board members agreed to undertake a review safeguarding case files. These were to share the learning from these with the Board to ensure the Board's vision is reflected in the adult at risk's experience of the safeguarding process. It was expected to focus on the multi-agency aspect of safeguarding, looking particularly at the way agencies engage with each other to safeguard adults at risk.</p> <p>It has not been possible to undertake this action. Adult Social Care have been involved in changing their practices to integrate with the Multi Agency Safeguarding Hub (MASH). This has taken longer than expected due to a number of factors such as challenges in recruiting to vacancies and the MASH being programme developing mid-year. Adult Social Care therefore reported to the Board that the safeguarding case file audit could not be done. (Action 8)</p>	<p>Without this work being completed, the Board is not fully informed as to whether its strategy and vision are aligned with agencies operational work.</p> <p>The following activities are taking place in the next reporting year to address these issues.</p> <p>The Board has appointed an external auditor with significant experience of safeguarding policies and processes to undertake an audit of safeguarding cases. This will enable the audit to be undertaken robustly and without withdrawing any Adult Social Care staff from operational duties</p> <p>The Board will receive regular updates on developments of the MASH in Surrey. This will enable the Board to be involved and to respond to changes in the way safeguarding is responded to.</p>
<p>Board members agreed that they should be assured of the effectiveness of multi-agency discharge planning for adults at risk leaving hospital. This followed the Rapid Improvement Event work led by Adult Social Care.</p> <p>Board members were informed that Adult Social Care had set up an on-going project in relation to hospital discharge and Adult Social Care agreed to submit a progress report. However, the report was not received during this reporting period. (Action 15)</p>	<p>There have been challenges in progressing this action as far as the Board would want. The Board will be undertaking further activities in the next reporting year to progress this action.</p>

What has each sub-group of the Safeguarding Adults Board has done

The Board has 5 sub-groups that each work on a particular theme to support the Board. The information below sets out the key achievements and issues for each sub-group during the year, except for the Safeguarding Adults Review group whose activities are set out in a later section.

Quality Assurance and Audit (QA&A) Group

Chaired by Surrey Downs Clinical Commissioning Group this group assists the Surrey Safeguarding Adults Board with developing, promoting and ensuring good quality safeguarding practice. This year they have:

- Revised reporting template for agencies to the Board and agree to report QA&A to the board.
- Undertaken a brief audit of providers and referrers on their experience of the safeguarding feedback process.

Key challenges: It remains challenging for some agencies to send a representative the group. The Surrey Safeguarding Adults Board had a post for a Quality Assurance Manager, however, this vacancy was not filled within the year and this impacted on the group's work. This concern has been addressed in this current operational year

Training Group

Chaired by one of the acute hospital trusts, this group develop, implement, review and update the multi-agency training strategy for the protection of adults at risk and monitors, assesses and evaluates the uptake and impact of safeguarding training across Surrey and to ensure ongoing quality assurance. Activities they have undertaken this year include::

- Undertaken observation and quality assurance to ensure the training meets the required standards.
- Ensured a range of courses are offered that meet the needs of the Care Act and agency needs

Key challenges: It remains challenging for some agencies to send a representative the group. The group aspired to put on a conference for senior representatives of statutory organisations, however, this could not be achieved within the year due to non-availability of key note speakers. Action has been taken to remind partner agencies of their commitment via their signing the constitution and that Senior leaders in the organisations concerned have been tasked with resolving this issue.

Policy and Procedures Group

Chaired by Adult Social Care, this group reviews the Multi-Agency Procedures and other Protocols, Guidance and Procedures and updates as appropriate. Activities they have undertaken this year include::

- Produced a new first section to the Multi Agency Procedures.
- Revised the Key Safe Protocol that supports agencies to safely share the numbers to key safes for vulnerable adults.

Key challenges: The delays in revising the Multi Agency Procedures has meant the group spent longer focusing on this work than expected. This caused other areas of work to be delayed. This is being addressed in the new operating year

Health Group

Chaired by Surrey Downs Clinical Commissioning Group, this group ensures there is shared understanding and interpretation of current national and local guidance between all health organisations. It monitors safeguarding adult processes to ensure optimal performance and outcomes for adults, including processes around the Mental Capacity Act, Deprivation of Liberty Safeguards and PREVENT (the government programme to prevent radicalisation). Activities they have undertaken this year include:

- Established this new group and worked collaboratively with colleagues who are safeguarding children.
- Provided an opportunity to discuss safeguarding issues as they impact on families instead of separating issues into children and adults.
- Obtained funding to support the Mental Capacity Act seminar
- Fed back on health audits on Safeguarding

Key challenges: At times it has been challenging to manage the meetings that are held jointly with adults and children to facilitate better use of time for all members . However because the children's safeguarding agenda is so large this meant that the adults agenda was sometimes reduced. Actions have been taken to remedy this

In addition to the above sub-groups, the Surrey Safeguarding Adults Board has 5 local groups that are aligned as far as possible with Clinical Commissioning Groups and Adult Social Care Locality teams.

- South West Surrey Safeguarding Adults Group – includes the area covered by Guildford and Waverley Clinical Commissioning Group and the Adult Social Care locality teams in Guildford and Waverley.
- North West Safeguarding Adults Group – includes the area covered by North West Surrey Clinical Commissioning Group and the Adult Social Care locality teams in Woking, Runnymede, Spelthorne and Elmbridge.
- Surrey Heath Safeguarding Adults Group – covers the area covered by Surrey Heath Clinical Commissioning Group and the Surrey Heath Adult Social Care locality team.
- Mid Surrey Safeguarding Adults Group – includes the area covered by Surrey Downs Clinical Commissioning Group and the Adult Social Care locality teams in Mole Valley, Banstead, Epsom and Ewell and in Elmbridge.
- East Surrey Safeguarding Adults Group – includes the area covered by East Surrey Clinical Commissioning Group and the Adult Social Care locality teams in Tandridge and in Reigate and Banstead.

These groups meet quarterly and provide a forum for each locality to discuss safeguarding issues, share information on effective practice, learn about new guidance and policies. They are able to report into the main Board any issues they want the Board to take action on or respond to. Representation on these groups comes from a wide range of organisations working with adults at risk of abuse and neglect, for example, voluntary sector, housing and advocacy services. The chair for each of the groups is either the Adults Social Care Area Director or a senior representative from the Clinical Commissioning Group.

One achievement for each of the groups is below as an example of their activity:

<p style="text-align: center;">South West Surrey</p> <p>This group had focused discussions on how the Care Act requires changes in practices and procedures. They have looked at the learning from national Serious Case Reviews and reports to improve practice locally.</p>	<p style="text-align: center;">North West Surrey</p> <p>This group has shared the key learning from the Surrey Serious Case Reviews. They identified several had recommendations relating to agencies needing to improve information sharing and as a result the group has held a meeting looking closely at the enablers and barriers to effective information sharing.</p>
<p style="text-align: center;">Surrey Heath</p> <p>This is a new group that formed so there could be a focus on adult safeguarding in this area that is the first area to introduce integrated care. They have agreed their Terms of Reference and membership.</p>	<p style="text-align: center;">Mid Surrey</p> <p>The group looked in detail at the Care Act, discussed implications of the changes and agreed to cascade the briefing sheet on key new requirements.</p>
<p style="text-align: center;">East Surrey</p> <p>The group met in December and shared the learning from the Camden Serious Case Review of ZZ, they updated their work plan and heard detail on how Surrey and Sussex Hospital Trust are responding to the requirements in the Mental Capacity Act</p>	

Safeguarding Adults Reviews and Serious Case Reviews

It is a statutory requirement under the Care Act that Safeguarding Adults Boards undertake a Safeguarding Adult Review in the following circumstances:

- when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult.
- if an adult in its area has not died, but the Safeguarding Adults Board knows or suspects that the adult has experienced serious abuse or neglect.

There are three purposes to be fulfilled by the Safeguarding Adults Review, namely, to establish whether there are lessons to be learned about the way in which professionals and agencies work together to safeguard adults with needs for care and support; to establish what those lessons are, how they will be acted upon and what is expected to change as a result and to improve inter-agency working and better safeguarding of adults at risk including the review of procedures where there may have been failures.

Prior to the Act coming in, Surrey agencies had voluntarily agreed to undertake reviews which at that time were called Serious Case Reviews. The 2 types of review are very similar. There has therefore been a seamless transition in Surrey between the two processes.

When a professional or a resident has a concern that an adult has experienced abuse or neglect and they believe the above circumstances may apply, they can notify the Surrey Safeguarding Adults Board and ask them to consider undertaking a Safeguarding Adults Review. Below is a summary of the notifications sent to the Board during this reporting year, together with the reason why these cases were not subject of a Review.

1 notification related to an adult who had died in a house fire. The circumstances had been subject of a detailed review by the Fire Service and the Safeguarding Adults Board decided there would be no further learning to be achieved through a Safeguarding Adults Review. The representative from Surrey Fire and Rescue Service presented the findings and recommendations of their review to the Board so it could be cascaded to all member agencies.

1 notification related to an older man with deteriorating health. He had been discharged from hospital to a care home, however, he subsequently had to return to hospital after having a fall. The Safeguarding Adults Board were made aware Adult Social Care were conducting their own review of this case therefore it was agreed

the learning from that should come back to the Board and a Safeguarding Adults Review was not required at this time.

3 notifications were received where the information showed there may have been failings by a single agency, however, there was nothing to suggest there were failings in the way agencies worked together. For this reason, the Safeguarding Adults Board decided not to conduct a review.

2 notifications were received relating to circumstances when an adult had died. However, in those cases, whilst the deaths had been unexpected, there was no evidence of abuse or neglect that led to the harm experienced by the adult therefore a Safeguarding Adults Review was not required.

Serious Case Review 'Mr J and Mr Y'

In early 2014, the Board started a Serious Case Review into the circumstances leading to the death of a man who was assaulted by another resident in a care home. The reason for doing the review was that this involved 2 adults, both of them being adults at risk of abuse and neglect therefore the Board wanted to know what could be done to prevent tragic incidents like this in the future. This review was finalised in January 2016. The Executive Summary of this review has been published on the Safeguarding Adults Board webpages.

This review took longer to complete than expected and the Safeguarding Adults Board has learned lessons and implemented new processes to avoid such delays in the future.

Recommendations on how agencies could improve related to:

- Risk assessments – ensure they include potential risks to others as well as to the vulnerable adults.
- Access to mental health assessments – ensuring all staff know how these can be arranged.
- Caring for residents who are being nursed in the same area as those who are able to move around – consider whether they should reside in different areas of the accommodation.
- Discharge from hospitals – ensure a summary of care plans includes any episode of violence or threatening behaviour.
- Safeguarding meetings – ensure that where a serious safeguarding incident involves both a victim and a potential perpetrator who are both adults-at-risk, their issues are to be addressed through separate safeguarding meetings

For more details on this Serious Case Review, please see the Surrey Safeguarding Adults Board webpages at: <http://www.surreycc.gov.uk/safeguarding-adults-serious-case-reviews>

Funding and Expenditure

The estimated running costs of the Safeguarding Adults Board are £290,000 per year. This includes staffing costs, the costs of an independent chair, any Safeguarding Adults Reviews and training / events. This was the first year the Safeguarding Adults Board had a pooled partnership budget in place. Agencies agreed to contribute in similar proportions to those made to the Safeguarding Children's Board. This marked a significant commitment on the part of partners to work together and jointly take responsibility for decision making and running the Safeguarding Adults Board.

The chart below shows the financial commitment each agency signed up to:

Organisation	Contribution £	Percentage of total
Clinical Commissioning Groups (split between 5 groups)	£117,450	40.5%
Adult Social Care	£117,450	40.5%
Surrey Police	£29,000	10%
NHS Trusts (split between 8)	£14,500	5%
Districts & Boroughs (split between 11)	£11,605	4%
TOTAL	£290,005	

The expenditure of the Safeguarding Adults Board was less than anticipated. This was due to a number of factors:

- Staffing – it was planned to have 3 members of staff in place from April 2015. These included 2 new posts for a Board Manager and a Quality Assurance Manager plus 1 existing post for an administrator. There were difficulties in the recruitment process which led to the Board Manager being in post from mid December 2015 and the Quality Assurance Manager was in post until the next financial year.
- Safeguarding Adults Reviews – it is not possible to know in advance how many, if any, will be undertaken in a year. There are costs involved in a Review because the Safeguarding Adults Board appoints and pays for an independent author for the reports. In this year, no Reviews were started therefore these costs were not spent.

- Training – the Safeguarding Adults Board sets aside £30,000 each year to support a programme of multi-agency, classroom based training. The training is provided free to any agency that pays into the pooled budget although a £12 administration charge is applied. Any other agency pays to attend the courses. This year there was an underspend on the budget as some courses had to be cancelled when insufficient delegates had signed up. Existing delegates would be moved to the next available course when there were greater numbers attending. The cancellation of courses resulted in some funds being unspent.

The funds in the pooled partnership budget that were not spent, have been carried forward to the next year. Agencies that contribute to the budget will therefore be paying a smaller amount in 2016 – 2017.

Safeguarding Adults Board priorities next year

Board members attended 2 events at the end of the reporting period to set the priorities for 2016 - 2017. A new Annual Plan has been devised and is publically available on the Board's webpages. The actions aim to deliver the agreed strategic priorities which are:

- 1) Communications
- 2) Training
- 3) To embrace a culture of learning
- 4) Highlighting types of abuse and neglect that are frequently hidden from professionals or are hard to detect.
- 5) Prevention of abuse and neglect
- 6) Assurance of Safeguarding practices

There are several key developments occurring in the next year that will support safeguarding adults at risk. Whilst it is anticipated these will deliver significant benefits, there are also risks attached to changes in processes. The Safeguarding Adults Board will ensure it is regularly updated on progress in relation to these. In particular this relates to:

The establishment of a Multi Agency Safeguarding Hub (MASH), that will be expected to receive safeguarding concerns relating to adults and children from the whole of Surrey. This is expected to be in place by early October 2016. This project is a major change in the way safeguarding concerns are responded to and whilst it can deliver substantial benefits in sharing information, there are challenges in recruiting staff and implementing IT systems.

Adult Social Care is implementing a new IT system in autumn 2016. Similar to the situation with the MASH, the new system is expected to deliver significant advantages, however, it will also involve many staff having to receive appropriate training and files being moved from one system to another.

Recruitment to vacant posts is proving challenging for all agencies. Surrey benefits from a vibrant job market where staff can easily move elsewhere. In addition, jobs in London are easily accessible and offer higher salaries for staff who are able to travel.

Finally, all partners are working in an environment where budgets are being cut but the demand for services remains as high as ever. All agencies are going to have to find innovative ways of delivering more for less.

To find out more about Surrey Safeguarding Adults Board see:

- the Surrey Safeguarding Adults Board webpages at:
<http://www.surreycc.gov.uk/social-care-and-health/surrey-safeguarding-adults-board>
- Data on Surrey's population and health needs at: <https://www.surreyi.gov.uk>

Appendices

Appendix A – The Board: Organogram, Terms of Reference, membership of the Board and attendance at Board meetings.

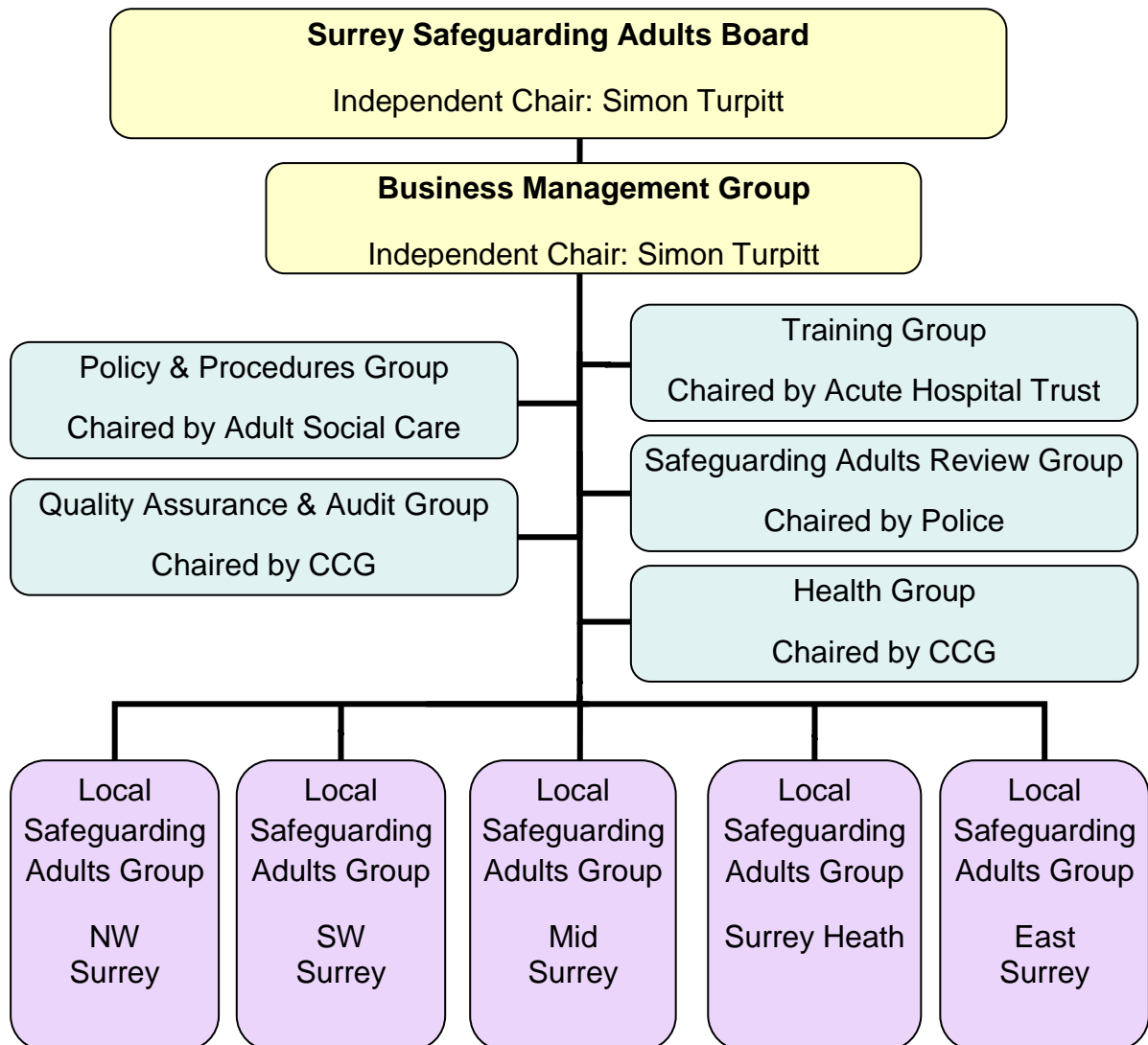
Appendix B – Safeguarding Adults Collection data submitted by Adult Social Care to the Department of Health

Appendix C – Raising awareness of safeguarding publicity campaign

Appendix D – Surrey Safeguarding Adults Board Annual Plan for 2015-2016

Appendix A – Information about the Surrey Safeguarding Adults Board

SSAB Organogram.



CCG = Clinical Commissioning Group

SURREY SAFEGUARDING ADULTS BOARD

TERMS OF REFERENCE

Policy statement

Surrey Safeguarding Adults Board's policy is to work with users, carers and other agencies to protect vulnerable adults from abuse, in line with the agreed procedures. Adults who are vulnerable will be treated in a way which respects their individuality and does not undermine their dignity or their human or civil rights. The decisions of all vulnerable adults will be respected unless there is a legal responsibility to intervene or where there is a risk to others.

The terms of reference for the Board are:

- To oversee the implementation and working of the Safeguarding Adults procedures, including publication, distribution and administration of the document
- The management of inter-agency organisational relationships to support and promote the implementation of the procedures
- To make links with other areas of policy and good practice guidance, including, contracting, care management and child protection within the statutory, voluntary and independent sectors
- To oversee the training strategy, and to maintain a strategic overview of Safeguarding Adults training
- To identify sources of funding required to implement the training and development needs associated with the procedures and to monitor the use of these resources
- To oversee the development of information systems which support the gathering of information necessary to carry out the evaluation of policy and practice
- To regularly review the monitoring and reporting of safeguarding adults concerns and investigations and to undertake a full review annually
- To make recommendations for revisions and changes necessary to the procedures, identified as a result of the monitoring process
- The promotion of multi-agency working in Safeguarding Adults, through formal events or information campaigns to ensure a wider professional and public understanding of adult abuse
- To support and advise operational managers working with abuse, through the local groups and sub groups
- To agree and maintain links with relevant corporate management groups
- Manage and support the work of the sub groups

Reporting and accountability

The Surrey Safeguarding Adults Board (SSAB) is constituted under "No Secrets" March 2000, Section 7 Guidance.

The SSAB manages the work of the local groups and the subgroups. Chairs of the above group will be members of the SSAB and provide annual reports to the SSAB as part of the business planning process.

The SSAB will set the key priorities of the sub groups, against the annual business plan.

The annual business plan will reflect:

- National requirements/guidance
- Relevant performance indicators
- Identified local needs.

SSAB Membership

Voluntary sector / User led organisations	Action for Carers (Surrey) Age UK, Surrey Surrey Coalition of Disabled People Surrey 50+
Emergency Services	Ambulance Services Surrey Police Surrey Fire and Rescue Service
Housing	Anchor Trust - Housing
Hospital / Acute Trusts	Ashford & St Peters NHS Foundation Trust Frimley Park Hospital NHS Foundation Trust Royal Surrey County Hospital NHS Foundation Trust St Helier & Epsom University Hospitals NHS Trust Surrey & Sussex Healthcare NHS Trust
Community Health providers	CSH Surrey First Community Health & Care Sensory Services by Sight for Surrey Virgin Care Surrey and Borders Partnership NHS Foundation Trust

Regulators, regional and representative organisations	Care Quality Commission NHS England Surrey Care Association
District and Borough Councils	Guildford Spelthorne Tandridge
Surrey County Council	Director of Adult Social Services, Interim Assistant Director for Service Delivery, ASC Business Intelligence Manager, ASC Area Directors, Interim Head of Safeguarding and Quality Assurance, legal services, Trading Standards.
Clinical Commissioning Groups	Surrey Downs CCG – hosting adult safeguarding in Surrey East Surrey, North West and Surrey Heath CCGs attend in their capacity as chairs of Local Safeguarding Adults Groups
Probation Service	Kent Surrey & Sussex Community Rehabilitation Company Ltd (formerly Probation) National Probation Service
Prison Service	Prison Governor at Highdown
Chairs of Local Safeguarding Adults Groups	
Cabinet Member for Adult Social Care, Wellbeing and Independence	
Surrey Safeguarding Children's Board Partnership Support Manager	
Community Safety Partnership	



Appendix B – Safeguarding Adults Data

Safeguarding Adults Collection (SAC) 2015 - 2016

Data submitted by Adult Social Care to the Department of Health

Background

From 2015/16 onwards, the Department of Health introduced a new annual safeguarding statutory return called the Safeguarding Adults Collection (SAC). This superseded the Safeguarding Adults Return (SAR) which was submitted for the previous two years, and the Abuse of Vulnerable Adults (AVA) annual return which was submitted for the three years before that.

This report, where possible, compares Safeguarding data submitted by Surrey County Council Adult Social Care for the 2015/16 SAC with previous years' data submitted in the AVA and SAR returns. The source of this data is from the Adult Social Care Database (AIS).

Please note: data concerning 'Source of Referral', 'Nature of Abuse', 'Location of Abuse' and 'Source of Risk' from 2013-14 onwards are based on 'referrals completed in the year', in comparison with earlier years taken from AVA submissions where data was based on 'new safeguarding referrals received in the year'.

This data is collected by Adult Social Care for the Department of Health as opposed to the Safeguarding Board and is not required to deliver explanations to variances and therefore as such is just data without being able to properly be turned into knowledge and action. Whilst it is useful for some context, the Board needs data which it can verify, turn into knowledge and then act upon and has set up for use next year a data set that will give us meaningful information that we can interrogate and act upon.

Definitions

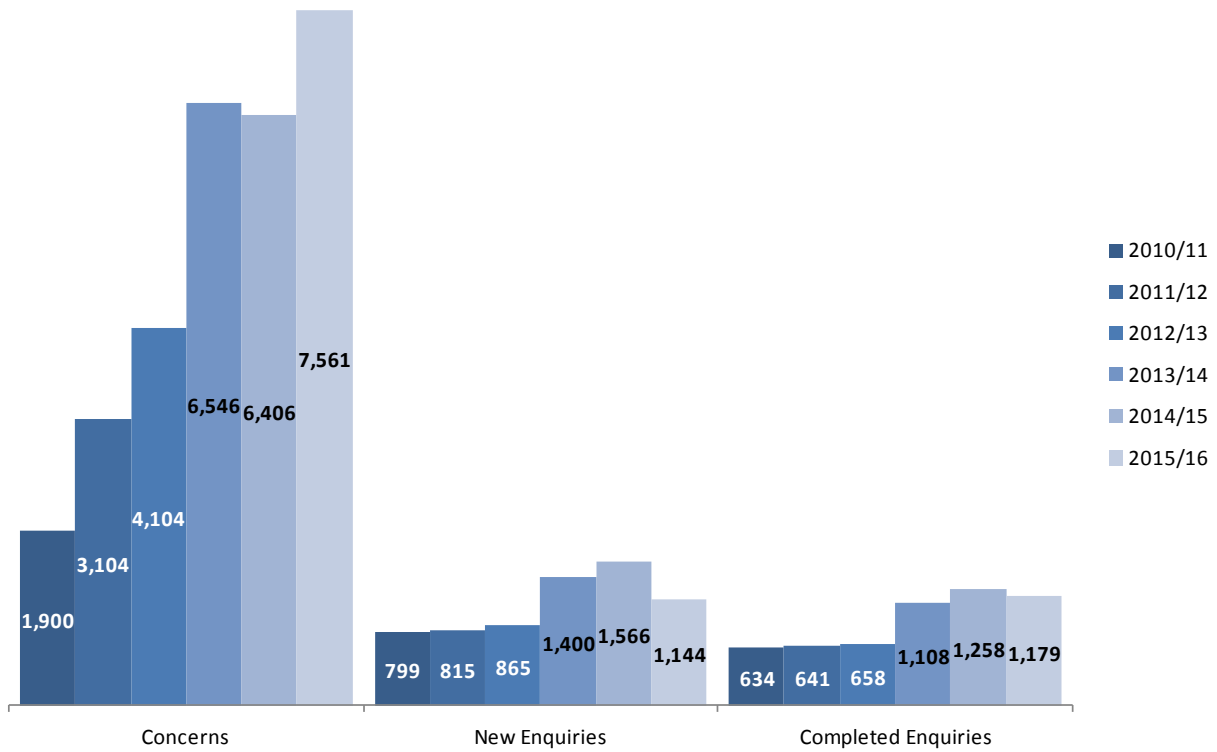
Safeguarding Concern

This is when a concern is raised where an adult at risk may have been, is, or might be, a victim of abuse. This is normally the first contact between the person raising the concern and the council about the alleged abuse. For example, if an individual phoned a council and expressed a concern that their elderly neighbour was being physically abused, this would be counted as a concern.

Safeguarding Enquiry

A safeguarding enquiry is where a concern is assessed by the council as meeting the local safeguarding threshold and a full safeguarding investigation is deemed necessary.

Number of Safeguarding Concerns, New Enquiries and Completed Enquiries

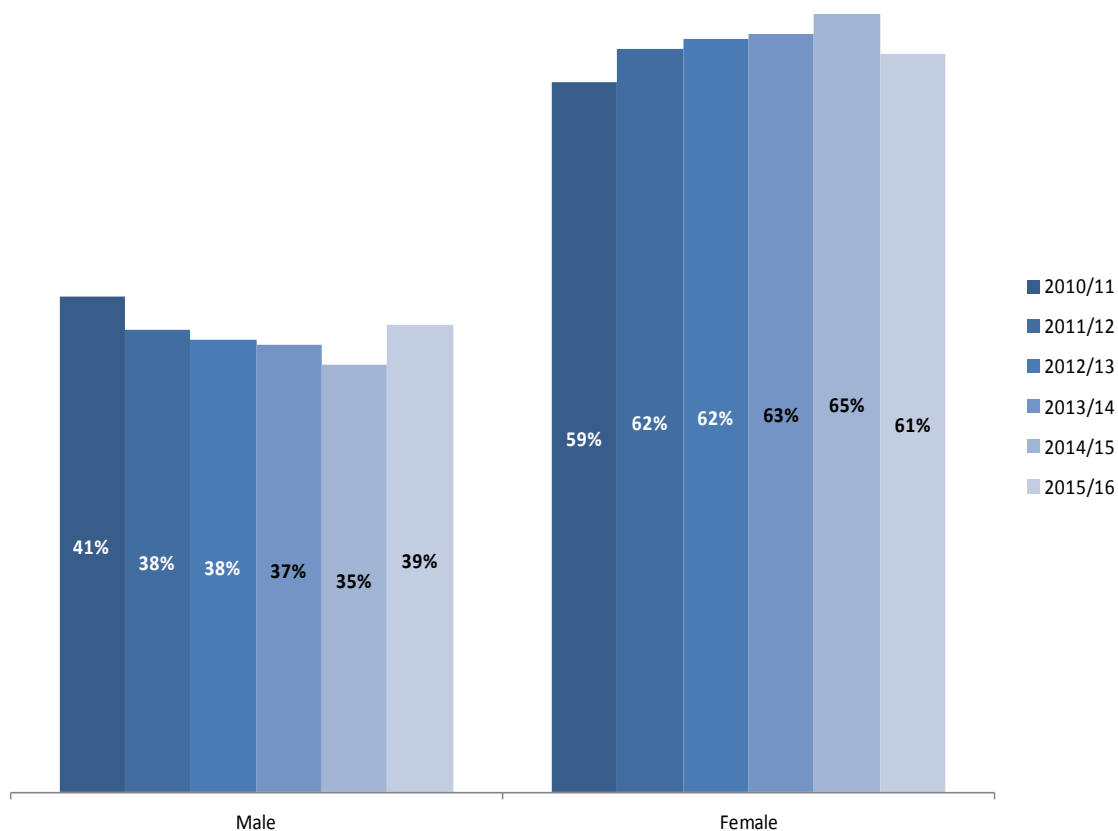


	Concerns	New Enquiries	Completed Enquiries	Concerns to Enquiries conversion rate
2010/11	1,900	799	634	42%
2011/12	3,104	815	641	26%
2012/13	4,104	865	658	21%
2013/14	6,546	1,400	1,108	21%
2014/15	6,406	1,566	1,258	24%
2015/16	7,561	1,144	1,179	15%
% change between 2014/15 & 2015/16	18%	-27%	6%	-38%

- 7,561 Concerns were received in 2015/16. This was a big increase compared with 2014/15 (6,406 Concerns).
- 1,144 Safeguarding Enquiries were received in 2015/16, which represented a decrease of 27% compared with 2014/15.
- The increase in Concerns and decrease in new Enquiries means that the proportion of Concerns that progressed to Enquiries decreased to 15% in 2015/16 (from 24% in 2014/15).
- 1,179 Safeguarding Enquiries were completed during 2015/16, which was a decrease of 6% compared with 2014/15.

Safeguarding Enquiries by Gender

Percentage of Safeguarding New Enquiries by Gender

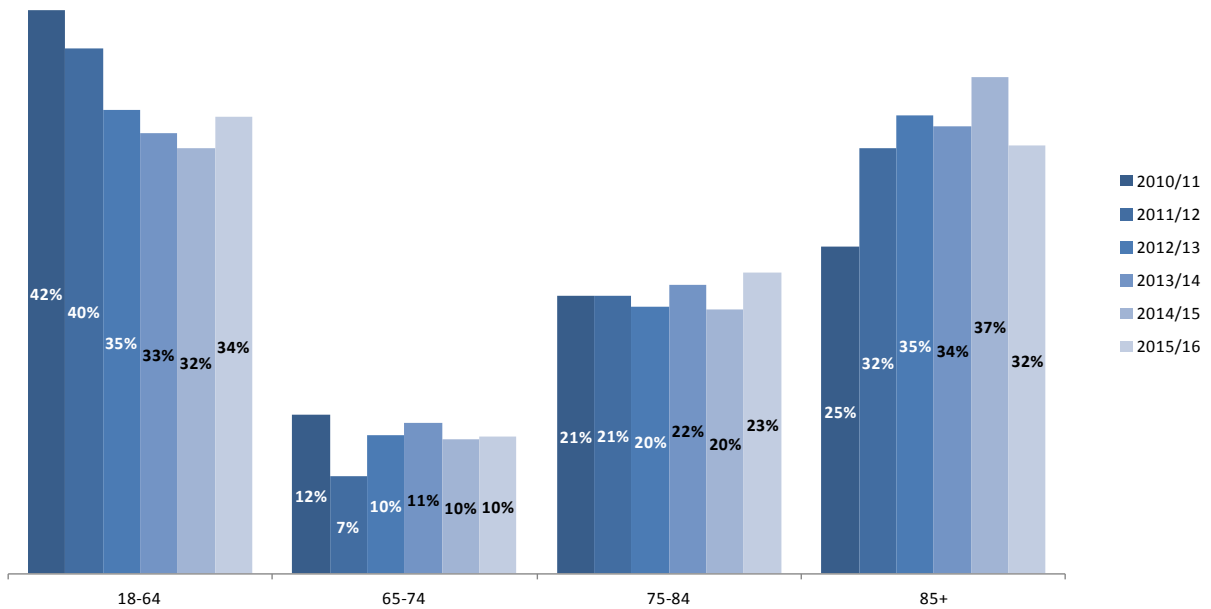


	Male	Female
2010/11	41%	59%
2011/12	38%	62%
2012/13	38%	62%
2013/14	37%	63%
2014/15	35%	65%
2015/16	39%	61%

In 2015 -2016 39% of adults at risk were male and 61% were female. The proportion of males saw a small increase for the first time but overall the gender breakdown of adults at risk has been fairly stable over the last few reporting year.

Enquiries by age group

**Percentage of Safeguarding New Enquiries
by Age Group**



	18-64	65-74	75-84	85+	Not recorded
2010/11	42%	12%	21%	25%	0
2011/12	40%	7%	21%	32%	0
2012/13	35%	10%	20%	35%	0
2013/14	33%	11%	22%	34%	0
2014/15	32%	10%	20%	37%	1%
2015/16	34%	10%	23%	32%	0

- In 2015/16 the 18-64 age group saw a small increase in the proportion of new Enquiries for the first time since 2010/11 but overall the proportion in this age group has been fairly stable for the last few reporting years.
- The 65-74 and 75-84 age groups also remain relatively stable.
- The 85+ age group shows the biggest change, a decrease of 5% since 2014/15

Enquiries by primary support reason and age group

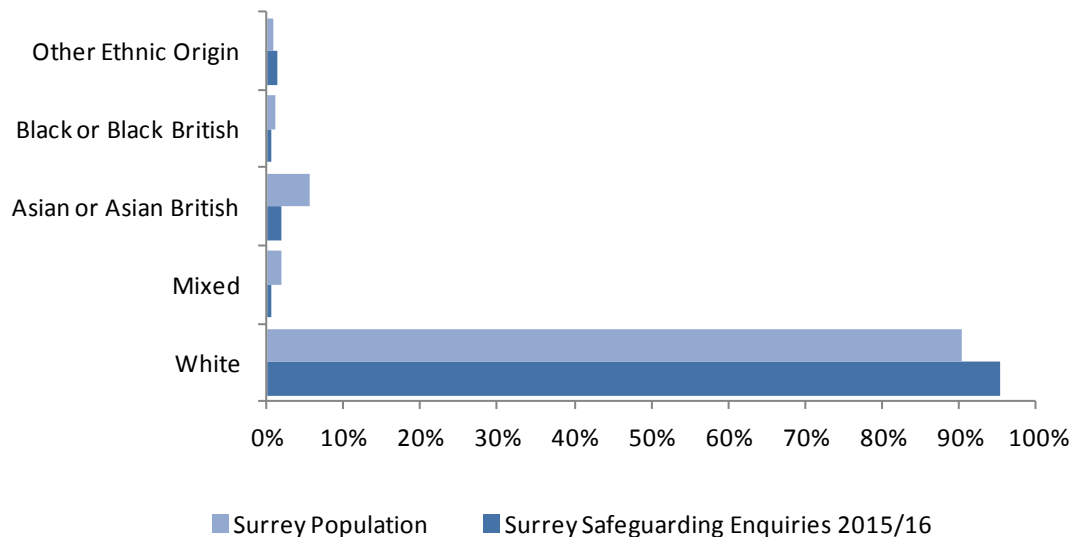
Year	Physical Support		Sensory Support <i>[previously included with 'Physical Disability, Frailty and Sensory Impairment']</i>		Learning Disability		Mental Health		Support with Memory & Cognition <i>[previously included with 'Mental Health (including Dementia)']</i>		Social Support <i>[previously included with 'Substance Misuse' or 'Other Vulnerable People']</i>		No Support Reason <i>(previously included with 'Other Vulnerable People')</i>		All Primary Support Reasons
	18-64	65+	18-64	65+	18-64	65+	18-64	65+	18-64	65+	18-64	65+	18-64	65+	Age Not Known
2010/11	11%	40%	-	-	23%	3%	8%	12%	-	-	1%	2%	-	-	-
2011/12	9%	41%	-	-	21%	2%	9%	15%	-	-	0%	3%	-	-	-
2012/13	9%	46%	-	-	20%	3%	6%	13%	-	-	1%	4%	-	-	-
2013/14	9%	48%	-	-	17%	4%	7%	12%	-	-	2%	6%	-	-	-
2014/15	7%	44%	1%	2%	13%	2%	7%	4%	0%	8%	1%	4%	3%	4%	1%
2015/16	6%	41%	1%	1%	14%	2%	7%	4%	0%	12%	2%	2%	4%	3%	0%

- There has been a further small decrease in the proportion of adults at risk whose primary support reason is Physical Support. Until 2014/15, Sensory Support was also included with Physical Support.
- There was a 4% increase in the primary support reason of 'Support for Memory and Cognition'. Until 2014/15 this was previously included with Mental Health.

Enquiries by ethnic group

Surrey population figures are from the 2011 Census

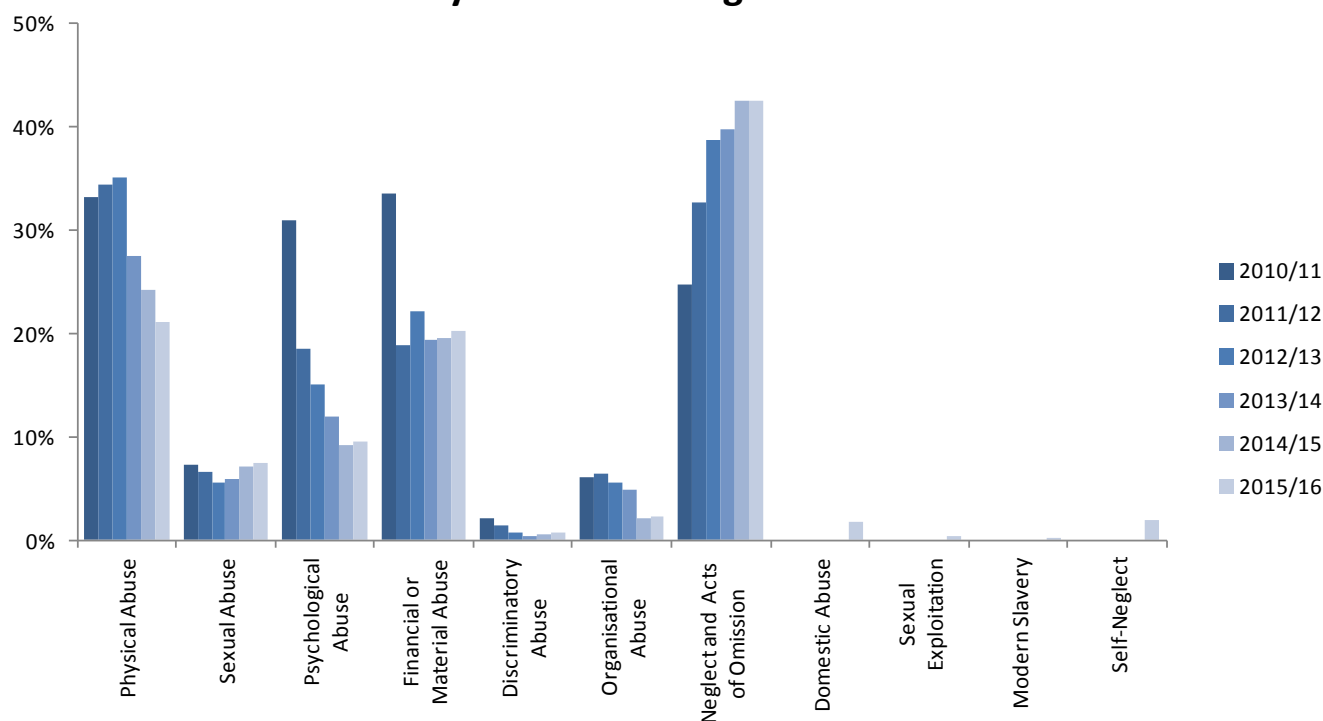
Percentage of Safeguarding New Enquiries by Ethnic Group (2015/16)



- There has been no significant change in the ethnic breakdown of adults at risk for the last four years although the proportion where ethnicity was not known (either refused or not yet obtained at the time of the safeguarding incident) has increased each year. In 2015/16 the proportion not known represented 11% of all new Enquiries.
- Of those where ethnicity was known, in 2015/16 95% of adults at risk were from the White ethnic group, as they were in the previous two reporting years. This is 5% higher than the percentage in the general population in Surrey.
- The proportion of adults at risk from the Asian or Asian British ethnic group was the same as in 2014/15 (2%) and is still lower than the percentage in the general population in Surrey (6%).

Nature of alleged abuse

Percentage of Safeguarding Enquiries by Nature of Alleged Abuse



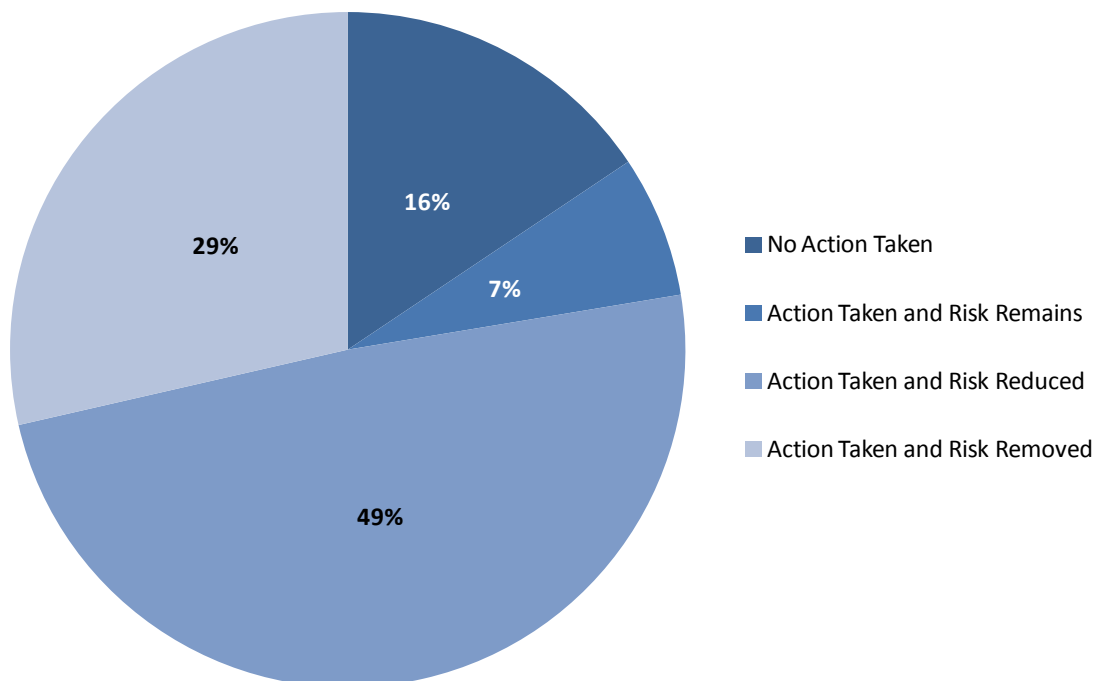
	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Physical abuse	33%	34%	35%	28%	24%	21%
Sexual abuse	7%	7%	6%	6%	7%	7%
Psychological abuse	31%	19%	15%	12%	9%	10%
Financial or Material abuse	34%	19%	22%	19%	20%	20%
Organisational abuse	6%	7%	6%	5%	2%	2%
Neglect & Acts of Omission	25%	33%	39%	40%	43%	43%
Domestic abuse	-	-	-	-	-	2%
Sexual exploitation	-	-	-	-	-	0
Modern slavery	-	-	-	-	-	0
Self-neglect	-	-	-	-	-	2%

Please note: multiple abuse types can be recorded for a single Enquiry. Percentages therefore add up to more than 100%.

All figures are rounded to the nearest whole number so figures below 1% may appear as 0%.

- Neglect and Acts of Omission remains the largest proportion (43%).
- In 2015/16 there was a small decrease in the proportion of Physical abuse (from 24% in 2014/15 to 21%) and there has been a continuing decrease over the last four reporting years.
- In 2015/16 the Department of Health introduced four new abuse type categories: Domestic Abuse, Sexual Exploitation, Modern Slavery and Self-Neglect. Figures for these were low (4% between them) and they offset the small decrease in the proportion of Physical Abuse.

Percentage of Completed Safeguarding Referrals by Action and Result (2015/16)



- In 2015/16 the majority of completed Enquiries had an outcome of Action Taken and Risk Reduced (49%).
- 29% of completed Enquiries had an outcome of Action Taken and Risk Removed while 16% had No Action Taken.
- In 7% of completed Enquiries the outcome was Action Taken and Risk Remains.

Mental Capacity

	2015/16
Adults involved in a safeguarding enquiry who lacked mental capacity	30%
- of which: support was provided by an advocate, family or friend	37%
Adults involved in a safeguarding enquiry who did not lack mental capacity	70%

- 30% of Enquiries indicated that the adult at risk lacked mental capacity to make decisions related to the safeguarding Enquiry.
- Of those, it was recorded that 37% were supported by an advocate, family or friend. This is an area of concern for ASC and further investigation into the reasons why this figure is low are being planned.

Making Safeguarding Personal – were the adults desired outcomes met

	2015/16
Individual was asked and desired outcomes were expressed	48%
<i>of which: fully achieved</i>	62%
<i>partially achieved</i>	31%
<i>not achieved</i>	7%
Individual was asked but no outcomes were expressed	0%
Individual was not asked	52%
Don't know	0%
Not recorded	0%
TOTAL	100%

- This was introduced by the Department of Health in 2015/16 and recording in Surrey started in September 2015.
- The proportion of adults at risk who were asked what their desired outcomes were was 48% of all enquiries completed during 2015/16. This figure reflects that the fact that recording of this information only started halfway through the reporting year.
- Of those who were asked and who expressed a desired outcome, 62% fully achieved their outcomes, 31% were partially achieved and 7% were not achieved.

Safeguarding Adults Collection (SAC) 2015/16 - Summary of Key Findings

- Low conversion rate of Concerns to Enquiries. Adult Social Care are investigating the reasons for this.
- Mental Capacity: Data indicates that there was a low proportion of adults lacking capacity, who were supported by an advocate, family member or friend. Adult Social Care are investigating the reasons for this



Appendix C – Raising awareness of safeguarding publicity campaign

Details of raising awareness of safeguarding publicity campaign

Date: November/December 2015

Run by Adult Social Care Communications team on behalf of SSAB

Highlights

- 1,006 clicks on the online adverts generated through Google
- 1,171 visits to the Safeguarding web pages
- 74,235 impressions on the advert placed on the Metro online newspaper and 17 clicks from the advert to the Board's



Objectives

- Raise awareness of adult abuse in Surrey
- Inform people what action to take if they experience abuse
- Encourage people to report cases of abuse.

Target audience

- Older People
- Carers and families
- Friends and neighbours
- GPs (secondary audience).

Strategy and tactics

A repeated countywide campaign ran for one month using a mix of traditional communications channels and digital:

- Campaign creative – We used the same artwork that had been designed for the previous campaigns earlier in the year to get consistency of message .
- Radio advertising – We used the existing radio advert, which ran on the three main Surrey radio stations for two weeks.
- Online advertising –Google search advertising ran for the duration of the campaign. Metro online was also used to reach people who may be reading the online paper.
- Social media – Regular Tweets were uploaded encouraging residents to look out for the signs of abuse.
- Online – A web banner was uploaded onto the SCC website, this was then pulled through to the intranet for staff information.
- Surrey Communications Group – Information was provided to the Surrey Communications Group with detailed information on the campaign. We also included visuals that could be used on the group’s websites.
- Issues monitor – Information was used in issues monitor, which is sent out every Friday to MP’s and key figures in the community.
- Communicate – Information was included in the e-newsletter which is sent out weekly to members.

Campaign impact

Social media

Twitter

There were a total of 10 Tweets over the campaign period and these generated:

- Four likes
- Six Retweets

Metro online

There were 74,235 impressions of the advert and 17 clicks from Metro online to the protecting adults from harm webpages.

Google display ads

- There were 418,432 impressions of the advert placed through Google
- There were 1006 clicks on the adverts which took visitors through to the surreycc.gov.uk/protectingadultsfromharm webpage.

Web stats 2015

October 1,098 visits

November 1,171 visits showed an increase during the campaign (this reads that there were 1171 increased visits in November I don't think that's what we mean?)

December 737 visits

Calls to the Adult Social Care helpline 2015/16

October 2,856 calls (+0.4% from last year)

November 2,832 calls (+12.6% from last year)

December 2,506 calls (+10% from last year)

January 2,868 calls (-3.9% from last year)

(Source: Achiever database)

Number of Safeguarding Alerts 2015/16 received by the Adult Social Care helpline

October	157
November	184 showed an increase during the campaign
December	155
January	160



Appendix D – Training data

The Board uses funding from their pooled partnership budget to put on a programme of multi agency training that any agency or individual in Surrey can access. The Board is committed to the benefits of classroom based, multi agency training as a way to achieve the best learning experience for delegates.

The Board has a Competency Framework that describes what level of training should be undertaken by people in different roles and agencies. This helps employers achieve a competent workforce by ensuring the training matches the skills the person needs to attain.

Below is a list of the courses made available and attended in this reporting year.

Making Safeguarding Personal (level 1 course) – aims to provide an enhance understanding of the key changes under the Care Act and how it is applied in day to day practice.

Self Neglect Awareness (level 2 course) – aims to give delegates the knowledge to identify self neglect, have a working knowledge of the Mental Health Act and Mental Capacity Act and understand the role key partners play in managing self neglect within the safeguarding pathway

Supporting the Process (level 2 course) - aims to enable the learner to recognise and identify potential abuse/neglect, being aware of risk management including those individuals with fluctuating mental capacity.

Managing Safely (level 3 course) – aims to improve the knowledge, skills and expertise of managers in respect of safe recruitment, supervision and management of staff who work with adults at risk. It also imparts knowledge of prevention, multi-agency working, the legal framework and national and local developments in Safeguarding Adults.

Provider led enquiries (level 3 course) – aims to give delegates the confidence and competence to undertake safeguarding enquiries and to construct an enquiry report that meets legal requirements.

Internal Management Reviews (level 4 course) – aims to enable participants to contribute to the Safeguarding Adult Review process by producing Internal Management Reviews (IMRs) in a consistent format,

which look openly and critically at organisational practice and make recommendations to improve future practice.

Numbers of people trained by the Board

Individual agencies will also have their own training programmes for their staff therefore this does not reflect the whole picture of staff training just the numbers trained by the Board.

SSAB Training Programme 2015 - 2016		
Course Title	Training Level	Numbers attending
Making Safeguarding Personal	1	44
Self Neglect Awareness	2	141
Supporting the Process	2	35
Managing Safely	3	49
Provider led enquiries	3	41
Internal Management Reviews	4	8

All member agencies who do not use the Board's multi agency training have to report to the board the levels and numbers trained so we can be assured that staff have the required skills in Safeguarding.

Appendix E – Surrey Safeguarding Adults Board Annual plan for 2015-2016



Surrey Safeguarding Adults Board

Annual Plan 2015 – 2016

Key Priorities for Surrey Safeguarding Adults Board
1 Achieving good outcomes for adults at risk and carers
2 Responding to reported abuse
3 Leadership
4 Safeguarding Adults Board
5 Safeguarding Adults Reviews: Safeguarding Adults Reviews (SAR), Multi Agency Reviews (MAR) and Reviews undertaken by other Boards/Partnerships
6 Making Safeguarding Personal
7 A Competent workforce

ACTIONS		
Action	Owning sub-group or Board member & start date	Target delivery date
<p>1. Board's constitution <i>Key Priorities: 3 & 4</i></p> <p>To implement a new constitution for the Board.</p>	<p>Start date: 1/4/15</p> <p>Ownership: SSAB Chair</p>	31/3/16
<p>2. Performance Framework <i>Key Priorities: 1,3 & 4</i></p> <p>To implement a new Performance Framework for the Board including data collection from statutory agencies and reporting from all sub-groups.</p>	<p>Start date: 1/4/15</p> <p>Ownership: All Board agencies except the voluntary sector.</p> <p>Monitored by: BMG</p>	1/6/15
<p>3. Board's Annual Report <i>Key Priorities: 3 & 4</i></p> <p>3a) Require all responsible agencies to report against their contribution to the Board and the delivery of the plan for the Annual Report.</p>	<p>Start date: 1/4/15</p> <p>Ownership: SSAB Chair</p> <p>Monitored by: Cabinet Associate for Safeguarding Adults</p>	1/6/15
<p>3b) Present the Board's Annual Report to SCC Cabinet and ensure it is available on the Board's webpages.</p>	<p>Start date:1/10/15</p> <p>Ownership: SSAB Chair</p> <p>Monitored by: Cabinet Associate for Safeguarding Adults</p>	1/11/15

ACTIONS		
Action	Owning sub-group or Board member & start date	Target delivery date
<p>4. Care Act implementation <i>Key Priorities: 3 & 4</i></p> <p>All Board agencies will implement the Care Act In particular:</p> <ul style="list-style-type: none"> • Compliance with the Information Sharing Protocol (14.24) • Understanding roles & responsibilities (14.40) • Cooperation with partner agencies (14.51) • All staff and volunteers trained in safeguarding (14.86) • Accurate records are kept (14.87) • Know how they contribute to safeguarding adults (14.122) • Know what they have done to deliver the objectives and actions of this strategic plan (14.126) • Reported all concerns about abuse and neglect (14.170) • Chief officers sign off contributions to Strategic Plan and Annual reports (14.191) 	<p>Start date: 1/4/15</p> <p>Ownership: All Board agencies except the voluntary sector.</p> <p>Monitored by: SSAB chair</p>	31/3/16
<p>5. Self Assessment Audit <i>Key Priorities: 4 & 7</i></p> <p>5a) All relevant Board members to undertake a safeguarding self assessment audit tool and associated Action Plan.</p>	<p>Start date:1/4/15</p> <p>Ownership: All Board agencies except the voluntary sector.</p> <p>Monitored by: SSAB chair</p>	1/7/15

ACTIONS		
Action	Owning sub-group or Board member & start date	Target delivery date
5b) To actively engage in the Board's 'Challenge and Support' event.	Start date:1/7/15 Ownership: All Board agencies except the voluntary sector. Monitored by: SSAB chair	1/11/15
6. SSAB Multi-Agency Procedures <i>Key Priorities: 1 & 2</i> 6a) To review and revise the SSAB Multi-Agency Procedures, Information and Guidance as required to ensure it always reflects current safeguarding best practice. 6b) To review the above document 6 months after revisions have been made in response to the Care Act.	Start date: 1/6/15 Ownership: Policy & Procedures group chaired by ASC Monitored by: SSAB Chair	31/3/16
7. Review of safeguarding process <i>Key Priorities: 1,2 & 6</i> Following the implementation of the Care Act, to undertake a review of the safeguarding process from the point of view of: i) the adults at risk ii) the carer iii) the referrer To consider communication, response times outcomes and the extent to which the adult at risk, carer and referrer were the centre of the process.	Start date: 1/10/15 Ownership: Quality Assurance & Audit group chaired by Surrey Downs CCG Monitored by: SSAB Chair	30/3/16

ACTIONS		
Action	Owning sub-group or Board member & start date	Target delivery date
<p>8. File audit review <i>Key Priorities: 1,2 & 3</i></p> <p>Undertake multi-agency case file audits and share the learning from these with the Board to ensure the Board's vision is reflected in the adult at risk's experience of the safeguarding process.</p>	<p>Start date: 1/4/15</p> <p>Ownership: Quality Assurance & Audit group chaired by Surrey Downs CCG</p> <p>Monitored by: SSAB Chair</p>	1/12/15
<p>9. Safeguarding Communications Strategy <i>Key Priorities: 3,4 & 7</i></p> <p>Develop and implement a multi-agency communications strategy in relation to safeguarding, making use of social media.</p>	<p>Start date: 1/4/15</p> <p>Ownership: ASC Communications Team</p> <p>Monitored by: SSAB Chair</p>	30/12/15 & ongoing
<p>10. Working with self-funders and hard to reach groups <i>Key Priority: 7</i></p> <p>To identify and undertake activities to raise awareness of adult safeguarding with:</p> <p>i) people who do, or who may, fund their own or another's care; ii) people who have characteristics that make them less willing or less able to engage with statutory services.</p>	<p>Start date: 1/4/15</p> <p>Ownership: Local Safeguarding Adults Groups chaired by: East – East Surrey CCG Mid - ASC SW - ASC NW – NW Surrey CCG</p> <p>Monitored by: BMG</p>	31/3/16

ACTIONS		
Action	Owning sub-group or Board member & start date	Target delivery date
<p>11. Learning from national SARs, MARs, SCRs & Domestic Homicide Reviews (DHRs) <i>Key Priority: 5</i></p> <p>11a) Agree the process by which national SARs (adults), MARs, SCRs (childrens) and DHRs are identified and the lessons learned are implemented by Board agencies.</p>	<p>Start date:1/4/15</p> <p>Ownership: Policy & Procedures chaired by ASC</p> <p>Monitored by: SSAB chair</p>	1/7/15
<p>11b) Where themes emerge from Reviews, the Board will support agencies to understand the lessons learned and recommendations through learning events and communications.</p>	<p>Start date:1/4/15</p> <p>Ownership: Policy & Procedures chaired by ASC</p> <p>Monitored by: SSAB chair</p>	31/3/16
<p>12. Making Safeguarding Personal <i>Key Priority: 6</i></p> <p>Review the impact of personalisation on Adult Safeguarding and ensure processes support this programme.</p>	<p>Start date: 1/6/15</p> <p>Ownership: Policy & Procedures chaired by ASC</p> <p>Monitored by: SSAB chair</p>	1/11/15
<p>13. Training <i>Key Priorities: 1 & 7</i></p> <p>13a) Review the effectiveness of the Board's multi-agency Training Programme 2014-15 and prepare the Programme for 2015-16.</p>	<p>Start date: 1/4/15</p> <p>Ownership: Training Group chaired by Acute Trust – ASPH / RSCH</p> <p>Monitored by: SSAB chair</p>	1/6/15 & ongoing

ACTIONS		
Action	Owning sub-group or Board member & start date	Target delivery date
13b) To review the effectiveness of safeguarding knowledge and evaluation of practices following safeguarding training.	Start date: 1/7/15 Ownership: Training Group chaired by Surrey Care Assoc Monitored by: SSAB chair	31/3/16
13c) To review the Board's Competency Framework to ensure it delivers the benefits anticipated.	Start date: 1/4/15 Ownership: Training Group chaired by Acute Trust – ASPH / RSCH Monitored by SSAB chair	1/6/15 & ongoing
14. Effective sharing & use of information – for learning and prevention <i>Key Priorities: 1,2 & 6</i>	Start date: 1/4/15 Ownership: Local Safeguarding Adults Groups chaired by: East – East Surrey CCG Mid - ASC SW - ASC NW – NW Surrey CCG Monitored by: SSAB chair	31/1/16
15. Effective multi-agency discharge planning for adults at risk leaving hospital <i>Key Priorities: 1 & 7</i> Rapid Improvement Event (RIE) work will be re-energised and audited.	Start date: 1/9/15 Ownership: Quality Assurance & Audit chaired by Surrey Downs CCG Monitored by: SSAB chair	30/3/16

ACTIONS		
Action	Owning sub-group or Board member & start date	Target delivery date
<p>16. Ensuring voices of carers and adults at risk are heard by the Board <i>Key Priorities: 1 & 6</i></p>	<p>Start date: 1/4/15</p> <p>Ownership: 1) All Board members 2) Local Safeguarding Adults Groups chaired by: East – East Surrey CCG Mid - ASC SW - ASC NW – NW Surrey CCG</p> <p>Monitored by: SSAB chair</p>	30/3/15
<p>17. Mental Capacity Act & Deprivation of Liberty Safeguards <i>Key Priority: 7</i></p> <p>Improving knowledge and application of the law.</p>	<p>Start date: 1/4/15</p> <p>Ownership: All Board members</p> <p>Monitored by SSAB chair</p>	30/6/15

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Social Care Services Board

20 January 2017

Surrey Safeguarding Children Board

Annual Report 2015-2016

Purpose of report:

To inform the Social Care Services Board of the content of the Surrey Safeguarding Children Board's Annual Report for 2015-2016 and invite the Board to review.

Introduction:

1. The Surrey Safeguarding Children Board (SSCB) is a statutory, multi-agency board, chaired by an independent chair, Elaine Coleridge Smith.
2. The SSCB is responsible (under section 14 of the Children Act 2004) for coordinating what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area; and for ensuring the effectiveness of what is done by each such person or body for those purposes.
3. The Annual Report for 2015-2016 details the progress made against the four SSCB priorities and how partners were held to account to deliver improvements.

Recommendations:

4. That the Board reviews the Annual Report of the Surrey Safeguarding Children Board and provides comment as necessary.

Report contact:

Janice Morgans, Interim Partnership Support Manager, Surrey Safeguarding Children Board

Contact details:

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Email: janice.morgans@surreycc.gov.uk

Sources/background papers:

Surrey Safeguarding Children's Board Annual Report – Annex 1

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**Surrey Safeguarding Children Board
(SSCB)
Annual Report 2015 – 2016**



Foreword from the Independent Chair

I am delighted to present the Surrey Safeguarding Children Board (SSCB) 2015 – 2016 annual report, having taken over the role of Independent chair from Alex Walters in October 2015.

At the time of writing this report considerable improvement has been made to safeguarding practice across the partnership in Surrey. In particular much effort has been made to ensure that strong leadership is in place, providing improved management oversight and governance. An open and supportive relationship has developed between Children's Services, Health, Police and SSCB senior leaders and the improvement process continues to have strong political and corporate leadership.

However, this has been a challenging report to present because it is underpinned by the OfSTED inspection of services for children in need of help and protection; children looked after and care leavers.

The overall OfSTED judgement was that children's services were inadequate, and the inspection report cited failures in leadership, management and practice. The inspection took place in November 2014, and the report was published in 3 June 2015.

The inspection report for the Local Safeguarding Children Board was published in August 2015. OfSTED found that the arrangements put in place by the SSCB to evaluate the effectiveness of what is done by the authority and board partners to safeguard and promote the welfare of children required improvement.

As part of its annual inspections into police effectiveness, efficiency and legitimacy (PEEL), HMIC assessed Surrey Police in December 2015. At the heart of this inspection is the protection of people who are vulnerable. This inspection focused on 4 areas including how well the force responded to and safeguarded missing and absent children & victims of domestic abuse and how well prepared it is to tackle child sexual exploitation. HMIC found that Surrey Police were undoubtedly committed to protecting vulnerable people, but there were serious weaknesses in the force's arrangements for protecting vulnerable people from harm and supporting victims. Surrey Police were graded as inadequate.

The council established an Improvement Board, chaired by the deputy leader of the council with political cross-party membership in November 2014. An Improvement Plan was published in September 2015 and the membership of the Improvement Board widened to include key representatives from partner agencies (Police, Health, Schools) and the Chair of the SSCB

The Improvement Board, SSCB, SCC, Police and partners have worked hard to improve their understanding of the needs of vulnerable children and professionals in Surrey. Partners have taken on board the need to learn from the inspection reports and build on the things they do well to ensure they are applied to all aspects of their work.

During 2015 – 2016 the SSCB developed its own improvement plan and carried out its statutory functions to enable it to achieve its objectives under Section 14 of the Children Act

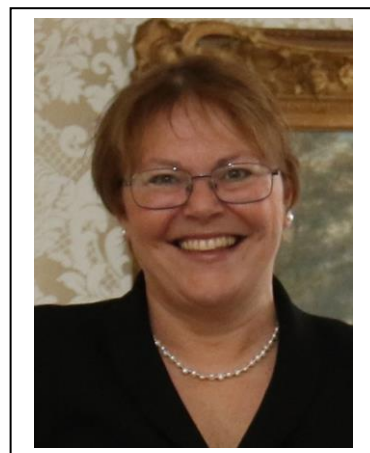
2004. SSCB's core function is to: co-ordinate and ensure the effectiveness of what is done by each person or body represented on the board, for the purpose of safeguarding and promoting the welfare of children within Surrey. Through its own work, and its representation on all key Surrey Boards, SSCB has supported, challenged and influenced the improvement journey in Surrey.

Whilst this report necessarily points out the shortcomings found in services during 2014 – 2015 and 2015 – 2016 inspections, readers are to be assured that the building blocks for improvement are in place. It is sincerely hoped, and anticipated that the 2016 – 2017 annual report will show evidence of improved services for children in Surrey.

Against this background I would like to thank everyone involved in working so hard for the future of Surrey's children and wish them well for the coming year.



Elaine Coleridge Smith
Surrey Safeguarding Children Board



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Who are we and what do we do?

What is the Surrey Safeguarding Children Board (SSCB)?

The SSCB is the key partnership body overseeing multi-agency child safeguarding arrangements across Surrey. The Board is governed by the statutory guidance in [Working Together to Safeguard Children 2015](#) and the [Local Safeguarding Children Board \(LSCB\) Regulations 2006](#). SSCB members are senior leaders from a range of different organisations committed to ensuring the effective operation of the SSCB.

The Board's two basic objectives are to **co-ordinate** the safeguarding work of agencies and to ensure that this work is **effective**. These objectives are defined within the [Children Act 2004](#).

SSCB coordinates local work by:

- Delivering a multi-agency Business Plan, which outlines how we intend to tackle priority safeguarding issues together
- Developing robust policies & procedures
- Participating in the planning and commissioning of services for children in Surrey
- Communicating the need to safeguard and promote the welfare of children and explaining how this can be done

SSCB ensures the effectiveness of local work by:

- Monitoring what is done by partner agencies to safeguard and promote the welfare of children
- Undertaking serious case reviews and other multi-agency case reviews, audits and qualitative reviews and sharing learning opportunities
- Collecting and analysing information about child deaths
- Publishing an Annual Report on the effectiveness of local arrangements to safeguard and promote the welfare of children
- Participating in the work of the Surrey Improvement Board.

Key roles and relationships

The Independent Chair

During 2015 – 2016 the SSCB had two Independent Chairs. Alex Walters was Chair from April – August then Elaine Coleridge Smith took over the role from September 2015.

The Chair is supported by a Board Manager and a dedicated team. The role of the Chair is to provide strong leadership and ensure that the Board fulfils its statutory objectives and functions; this is done by encouraging challenge and scrutiny across all partners with regards to their safeguarding arrangements.

The Independent Chair is accountable to the Chief Executive of Surrey County Council and has met regularly with the Chief Executive and the Deputy Chief executive, Julie Fisher who is also the Director of Children's Services.

Board members and attendance

The Board met six times during 2015 – 2016, including a development event following the May meeting. The membership of the SSCB is made up of representatives from all statutory partners and others concerned with safeguarding children.

The attendance rates by agency for 2015 -2016 Board meetings are set out below

Independent Chair	100%
SSCB Board Manager	100%
Borough & District Rep	67%
Cafcass	67%
Central Surrey Health	50%
Community Rehabilitation Company	50%
Designated Doctor	67%
Designated Nurse	100%
Education: Primary Phase Council	83%
Education: Secondary Phase Council	67%
Education: Special Phase Council	83%
First Community Health & Care	100%
Further Education	33%
HM Prison	17%
Lay member	86%
Lucy Faithfull Foundation	17%
National Probation Service	83%
NHS Acute Hospital	67%
NHS CCG	100%
NHS England	17%
NHS Mental Health Services	50%
SCC AD Children's Services	83%
SCC AD for Young People	83%
SCC AD Schools & Learning	67%
SCC Director Children's Services	83%
SCC Director of Public Health	67%

SCC Head of Early Years	67%
SCC Head of Family Service	83%
SCC Head of Safeguarding	67%
SCC Lead Member	67%
SCC Principal Solicitor	67%
Surrey Safeguarding Adults Board	33%
Surrey Police: Assistant Chief Constable	83%
Surrey Police: Public Protection	83%
Surrey Youth Focus	83%
Virgin Care	83%

Board Structure (as at 31 March 2016)

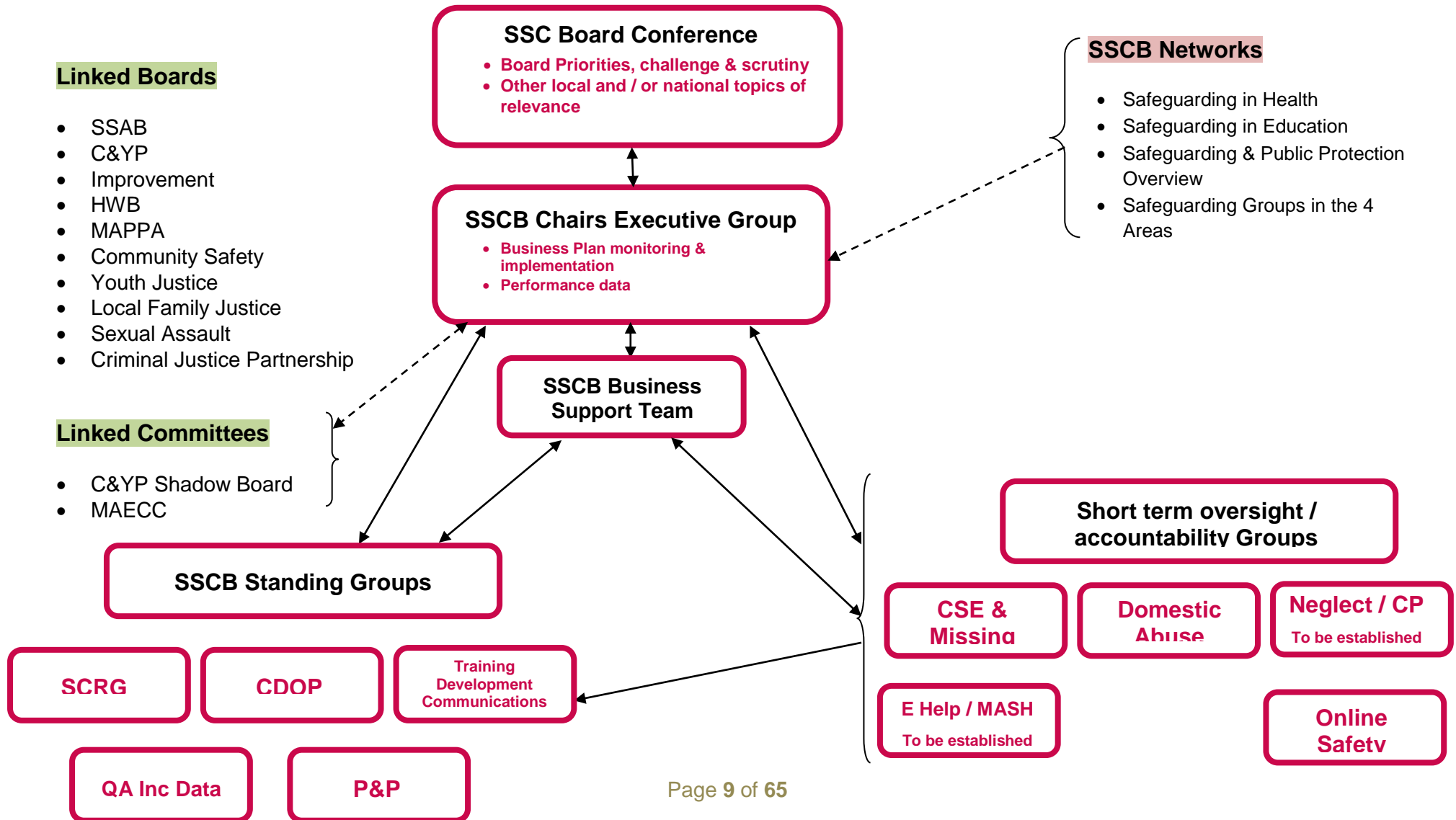
Role of the SSCB: to coordinate and ensure the effectiveness of what is done by each person or body represented on the Board, for the purpose of safeguarding and promoting the welfare of children within Surrey.

Linked Boards

- SSAB
- C&YP
- Improvement
- HWB
- MAPPA
- Community Safety
- Youth Justice
- Local Family Justice
- Sexual Assault
- Criminal Justice Partnership

Linked Committees

- C&YP Shadow Board
- MAECC



Financial arrangements

SSCB is adequately funded by partner agencies and has negotiated marginally increased funding for 2016 – 2017.

During the period, financial contributions from partners totalled £357,082 with Surrey County Council contributing 46.52%, the CCGs contributing 36.92%, NHS Trusts 3.5%, Surrey Police 7.78%, Boroughs & Districts 3.08%, combined probation total 2.05% and Cafcass 0.15%. As well as contributing financially, SSCB partners contribute 'in kind' providing staff time, venues for training, trainers and hosting arrangements for the support team.

Income from training during 2015 – 2016 totalled £108,000. Training costs were £40,000. Venue costs accounted for £23,000, Training Consultants £16,000, and refreshment costs £1,000. This resulted in a net contribution from the training team of £68,000.

Other expenditures were attributed to the following: serious case reviews, domestic abuse project, supplies and services, Independent Chairs which included additional work in respect of the OFSTED inspection, staffing costs and vacancies in the board team.

An under spend of £170,500 was carried forward from the previous financial year making the total income to the Board £635,500. This enabled the cost of running the Board to be fully met during 2015 – 2016.



“What our lay member says?”

Two lay members were recruited during 2015 – 2016 unfortunately one resigned in February 2016 due to pressure of other commitments. The attendance of lay members at the Board meetings was 83% and their presence brought helpful challenge at the meetings. The current lay member is keen to help the board to have strong links in the community and is very committed to her role and her comments are noted below. Work is underway to recruit at least one other lay member.

The new Chair Elaine Coleridge-Smith who joined the Board at the same time as myself has brought new direction to the Board and is challenging the different agencies to take responsibility to safeguard the children in Surrey.

As a Lay Member I am keen to help make links between the SSCB and community groups and this is something I would like to focus on during my second year on the Board. I feel there should be stronger public engagement in local child safety issues and improvement in public understanding of the SSCB child protection work.

I have recently attended a development day for Lay Members held by Brighton and Hove LSCB where all the delegates have the same passion as me to help promote the effectiveness of their relevant Boards and to maintain the importance of "the voice of the child".

My commitment to the children of Surrey to help their voice to be heard and how important the communication to the local communities on how they need to safeguard and promote welfare of children is now one of my challenges which I bring forward to my second year on the board.

I believe that every question / challenge is important and it is the Lay Members responsibility to be the voice of the local community.”

Communication

Newsletter

The SSCB has published a [newsletter](#) quarterly throughout the year focussing on topical safeguarding issues. Feedback received has been very positive.

Commissioning of new website

During the period significant work was undertaken to develop a new website for the SSCB with the aim of improving both the communication and training function of the board:

The new site is due to go live in May 2016 (www.surreyscb.org.uk) and it is anticipated that a dedicated website will:

- Raise the profile of SSCB amongst professional, the public and children

- Support the Board to meet its safeguarding function more effectively and help to meet increasing demands for training, incorporating e learning.
- Facilitate access to the SSCB procedures manual for professionals.
- Increase cost effectiveness.

Development of SSCB Information Leaflet

- The Board has developed and circulated an Information Leaflet with input from a number of young people

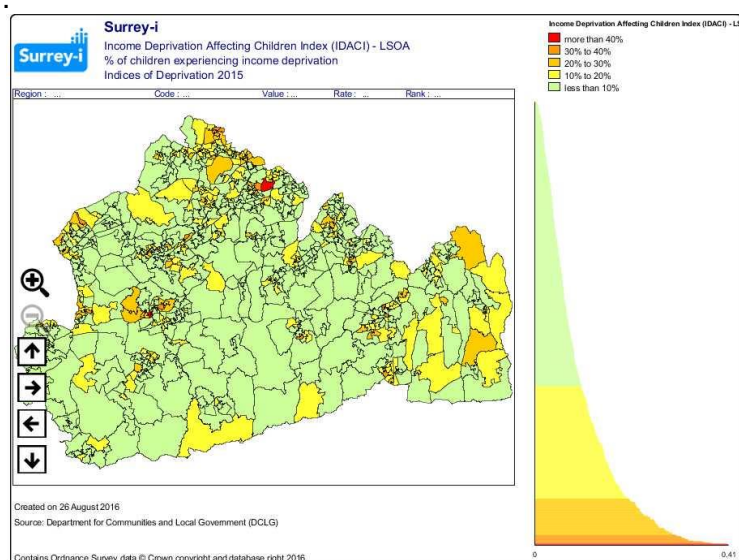
Awareness raising at events

- The Board members have held market stalls at a number of events across Surrey, raising awareness of the Board’s work by sharing key messages and campaigns, and promoting multi-agency training opportunities
- The training and communications team have been very active in planning for a Surrey wide SSCB conference in November 2016 entitled ‘Off the Radar’.

Surrey in Context

Demographics

Surrey has around 283,099 0-19 year olds of which 256,383 are under 18. The majority are safe, well educated and cared for. They also experience good health and have good leisure and employment opportunities and benefit from higher than average socio-economic circumstances. However, approximately 5,500 are children in need, 860 are Looked After Children and an estimated 28,000 are children living in poverty.



Surrey has one of the lowest rates of **child deprivation** in the UK, with the most recent data indicating that there are approximately 9% of children and young people in Surrey, aged 0-19, living in low income households. Over a quarter of children living in certain areas of Spelthorne and Guildford are living in poverty. There are indications that the current economic climate and welfare reforms are likely to increase family stress and hardship

Overall, Surrey has high standards of educational achievement and, 88% of schools were rated as good or above by OFSTED (2015). However there are educational inequalities associated with socioeconomic deprivation. 500 (2%) of 16-18 year olds in Surrey are not in education, employment or training. This is substantially lower than in the South East (4%) and in England (5%). One fifth of Surrey's pupils are educated in independent schools and there are 800 home-schooled children in Surrey.

The proportion of children entitled to free school meals in primary schools is 9% (the national average is 18%) and in secondary schools is 7% (the national average is 15%).

Children from minority ethnic groups' account for 18.6% of all children aged 0-15 living in the area, compared with 26.1% in the country as a whole. The largest minority ethnic groups of children in the area are Asian and mixed. Surrey is home to the 4th largest Gypsy, Roma and Traveller community in Britain.

The Child's Journey 'feeling safe – being safe'



The OfSTED Inspection of services for children in need of help and protection, children looked after and care leavers was published in June 2015, and found Children's services in Surrey to be **inadequate**. Recommendations for improvement covered every aspect of children's services.

The HMIC inspection in December 2015, found serious weaknesses in Surrey Police's arrangements for protecting vulnerable people from harm and supporting victims, and judged them to be **inadequate**.

The OfSTED Inspection found that the arrangements in place by SSCB to evaluate the effectiveness of what is done by the authority and board partners to safeguard and promote the welfare of children **require improvement**

This annual report paints a picture of the situation in Surrey during 2015 – early 2016. During this time considerable efforts were being made to improve all aspects of safeguarding work, however very little was embedded and able to show positive outcomes for children.

Early Help

Contacts, Referrals and Assessments

During the period of this report practice weaknesses were evident at the Referral Assessment Intervention Service (RAIS)

Caseloads of individual social workers in RAIS were high and remain too high. This compromises the quality of practice and the timeliness of assessments. These issues remain more acute in the east of the county where there are challenges with managing the demand and workload due to the high level of vacancies and the necessity to use locums.

At the time of this report there were a number of cases held at the 'team around the child' (early help) level, where risk was not appropriately assessed, identified or managed and a multi-agency statutory response was absent. This left children at actual and potential risk.

Developing the MASH and a coordinated and coherent Early Help offer is key to the development of a longer term and more sustainable solution to the demand pressures and quality issues in the RAIS.

Thresholds – Levels of Need

The OfSTED Review of the effectiveness of the Local Safeguarding Children Board stated that the SSCB thresholds document 'Early help: multi-agency levels of need' does not meet the requirements of statutory guidance. It did not provide clarity about the types of need that can be met through early help, and those requiring a statutory social work service and did not support the staff working in the RAIS.

Surrey SSCB, in collaboration with partners and the newly appointed AD for MASH & Early Help development, has reviewed the threshold guidance. Following completion of the trial period and further training, the document will be approved in autumn 2016.

During this period SSCB has seen improvement in the effectiveness of management oversight within the referral, assessment and intervention service (RAIS). Supervision is improving and poor practice is identified and challenged.

The Multi Agency Safeguarding Hub (MASH)

Surrey MASH is being developed to provide a single point of access ('front door') for both professionals and the public requesting help for a child or adult, where there is a safeguarding concern, and to ensure that the appropriate help is provided based on an agreed level of need.

During the period of this report an independent Consulting company provided leadership and guidance to Surrey. Whilst initial progress was positive, the pace of change in making progress against a number of key areas for the development of the MASH was slow and much remained to be done to improve the quality of front line practice and sufficiently engage partners.

Following the restructure of the SCC leadership team an assistant director took over responsibility for the MASH project, and the scope was expanded to include early help. To date the MASH and Early Help Programme has progressed well and with pace. Strong partnership commitment means that the Surrey MASH will be operational from October 2016.

Surrey partners have agreed for the location of the new MASH to be Guildford Police Station

Children in Need

The OfSTED inspection report found that a number of cases held at the 'team around the child' (early help) level, risk were not appropriately assessed, identified or managed and that a multi-agency statutory response to children in need was absent

Significant work has been undertaken to address these findings. In particular the local authority has introduced revised Children in Need operating model , which became operational in January 2016.

These changes were preceded by clear communications with key partners including health colleagues, schools and police.

The effectiveness of the new model is being monitored through the Surrey Improvement Board, and will be further reviewed by SSCB during 2016 – 17.

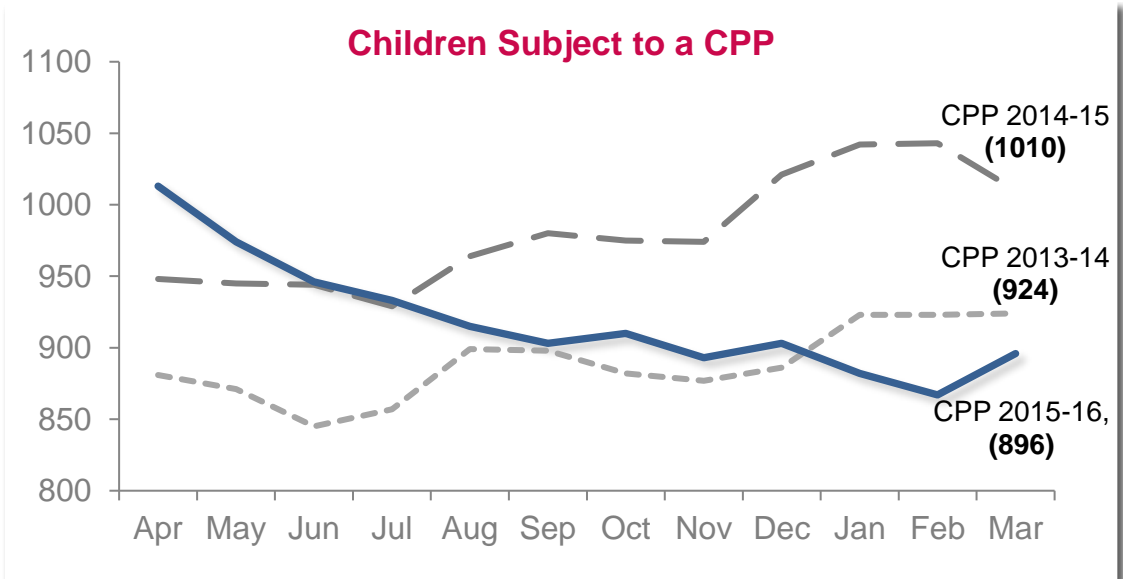
Child Protection

Children find themselves subject to **Child Protection Plans** because they are considered to be in need of protection from neglect and / or physical, emotional, or sexual abuse.

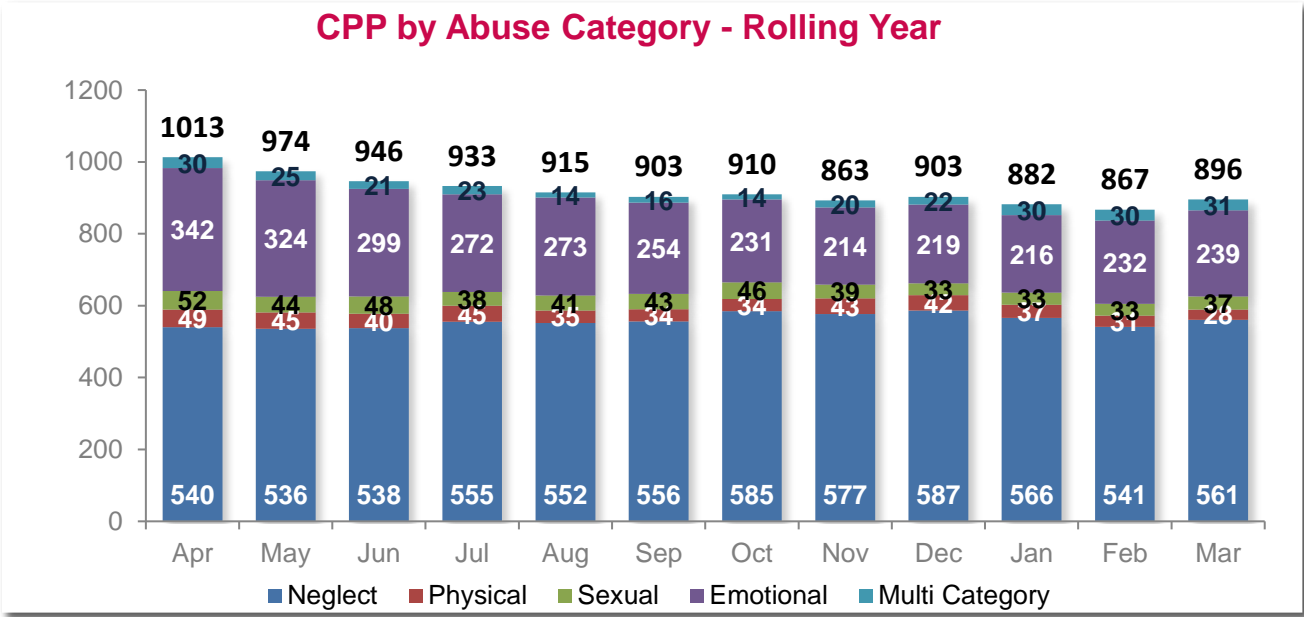
Across Surrey, case loads were high and quality of practice was poor. These Ofsted findings were supported by several audits of Core Groups undertaken by SSCB during the period.

Ongoing areas of concern include

- Quality of Recording
- Attendance
- Timescales
- Engagement of fathers
- Child's Views
- Quality of Child protection plans and use of language
- Specific practice issues that were fed back to children's services teams and to relevant agencies

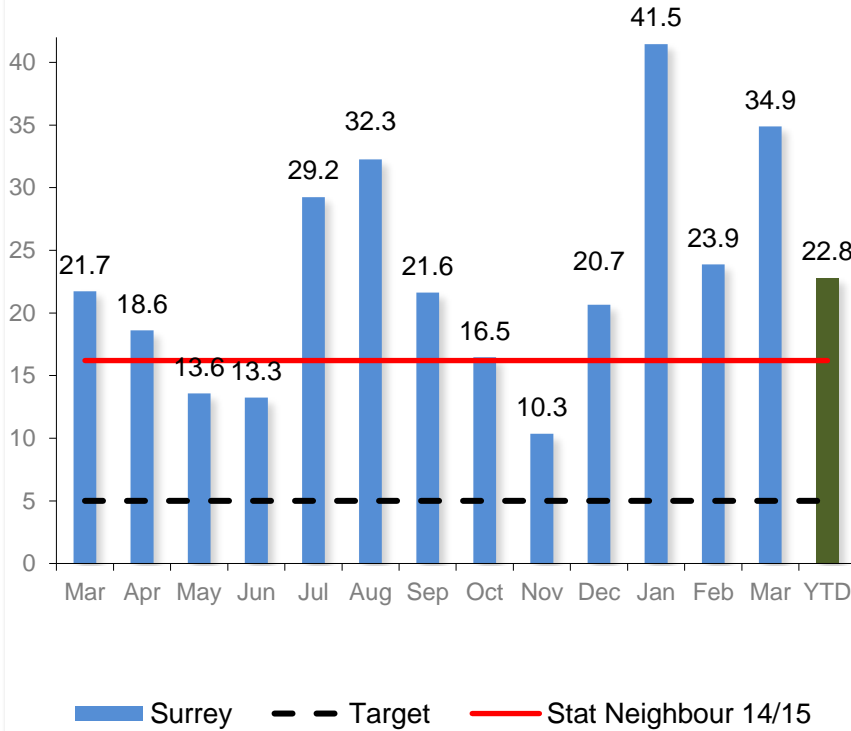


As at March 2016 881 children were subject to a child protection plans compared with 995 in 2014. Of the 881, 457 were male, 403 female and 21 related to an unborn child



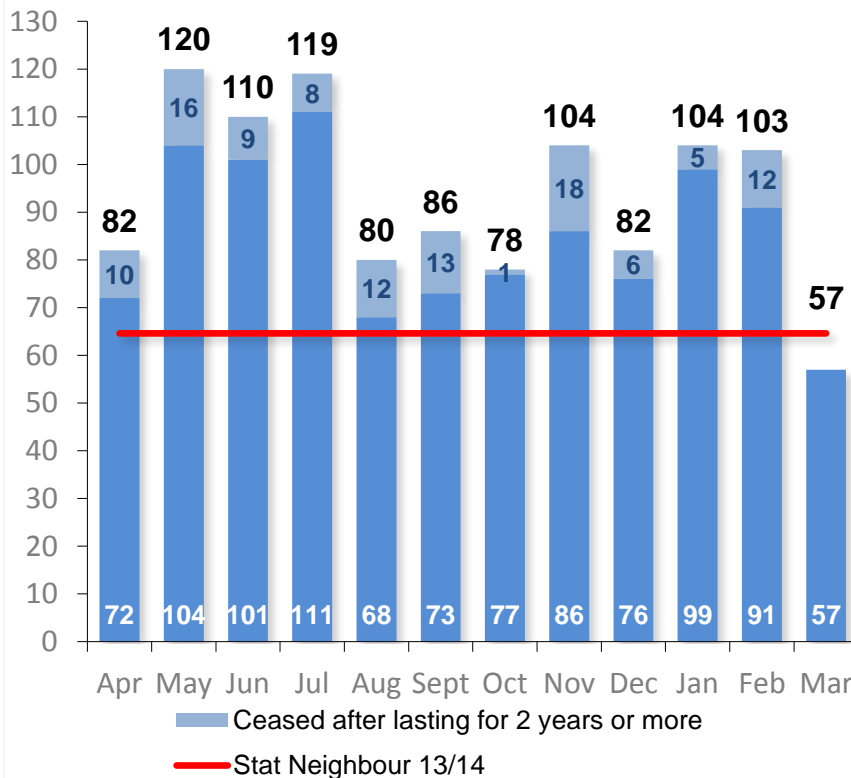
The category of abuse recorded during 2014 – 15 is as follows:
 neglect (559), physical abuse (25), sexual abuse (35), emotional abuse (231) and multi category (31).

Percentage of children becoming subject to a plan who were previously subject



The number of children subject to a repeat plan has increased. The percentage at the end of the 2015-2016 reporting year is 23.1%, compared to 17%, in 2014-2015.

Children and young people no longer subject to a Child Protection Plan



The numbers of children whose plans ended after being the subject to a child protection plan for more than two years was 9.9% in comparison to 6.5% in March 2015.

Safer Surrey

SSCB has fully supported the significant amount of work that has taken place to introduce 'Safer Surrey'. Work is being undertaken to embed skills and tools across the children's social care teams and engaging more widely with practitioners from other parts of the council and partner organisations.

It is encouraging that there are some positive examples of the Safer Surrey approach being used by practitioners, with evidence of good engagement, decision making and outcomes for children.

The Safer Surrey approach to practice is not yet widespread and embedded and there remain challenges with the consistency of practice across the county

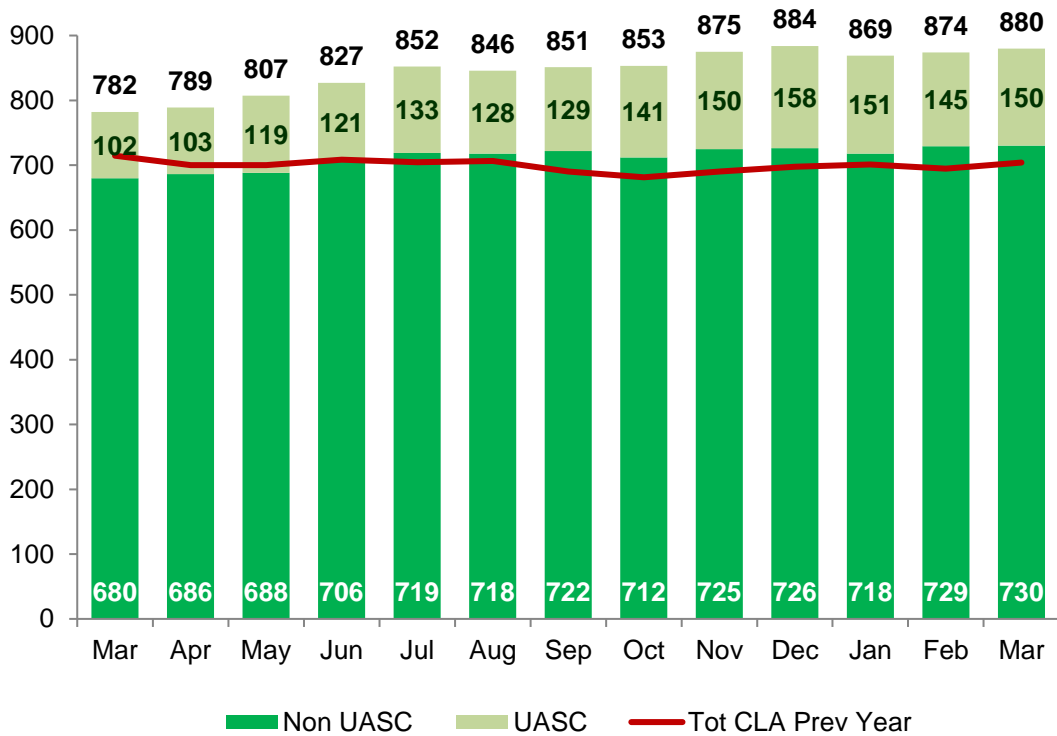
Looked After Children

A child who is "Looked After" is in the care of the Local Authority for a number of reasons, including unaccompanied asylum seeking children, risk of significant harm, or parents struggling to cope.

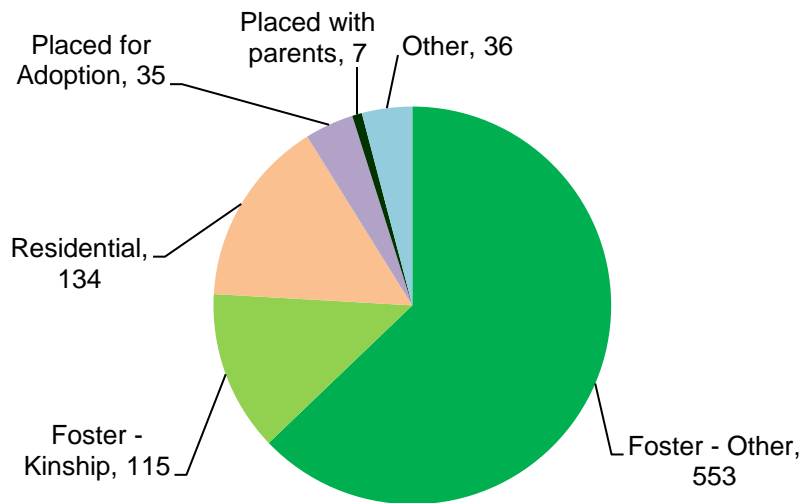
In Surrey, majority of looked after children have stable relationships with social workers, who visit them regularly and know them well, however decisions for children to become looked after are not always timely and the quality of assessments, care plans and pathway plans requires improvement so that these consistently identify children's needs and how these needs will be addressed. . (OfSTED)

- As at 31 March 2016, 876 children were looked after children compared with 779 in March 2015.
- As at March 2016 there were 152 unaccompanied asylum seeking children compared to 102 at March 2015.

Total Number of Looked After Children 2015 - 16 including unaccompanied asylum seekers



2015 - 16 breakdown of LAC by placement category



Surrey's improvement journey in 2015 – 2016



Following the multi-agency inspection of Surrey County Council and its partners in October 2014, The SCC Improvement Board was established to act on behalf of the county council to oversee improvements to children's services. The Improvement Board is chaired by the deputy leader of the council and has members from the council's main political groups. Since December 2015 membership of the Improvement Board was extended to include key partners and the SSCB Independent Chair.

Both Surrey CC and the SSCB acted immediately on the priority areas highlighted by Ofsted to ensure children are safe. However unnecessary time was spent negotiating the outcome of the inspection reports with OfSTED, significantly delaying the start of the improvement work required in Surrey.

Once underway, the [SCC improvement plan](#) outlined the stages of improvement required to take children's services and partners from where they are at the time of this report, to an embedded culture of practice where all partner agencies, are consistently and confidently doing the right things for children, in the right way.

At the time of writing this report considerable improvement has been made to safeguarding practice across the partnership in Surrey. In particular much effort has been made to ensure that strong leadership is being put in place, ensuring improved management oversight and governance. An open and supportive relationship has developed between social care, health service, police and SSCB senior leaders and the improvement process continues to have strong political and corporate leadership.

Restructuring and refocusing the work of the SSCB has contributed to a more effective working relationship with improved levels of challenge. The SSCB needs to strengthen its leadership and QA responsibilities to support the improvement journey in Surrey.

Leaders across the partnership are now clearer in their expectations and this is beginning to impact on the ability to improve practice and tackle poor performance.

Importantly several necessary processes and frameworks are being implemented including:

- The e-aligning of the Children, Schools and Families Directorate Leadership Team roles and responsibilities to reflect the strategic shift needed to strengthen preventative and early help work with partners and manage Children in Need cases more effectively.
- The recently developed thresholds document,
- The introduction of the Safer Surrey approach
- The newly formed Sexual exploitation and abuse management board.
- The use of practice coaches in order to identify specific areas of improvement and provide practical support to practitioners.

This learning process has enabled us to identify the sequence of actions we will take in Children's Services, across the whole organisation and Surrey to build a sustainable and effective service model for children.

A strong one team approach is essential to achieving our ambition for children and achieving the quality of improvement we need, at the pace we need. We will continue to build on the relationships with all our partners to deliver better services and engage effectively with children and families to shape these services

Surrey Safeguarding Children Board Priorities 2014 – 2015

In 2015 – 2016 SSCB prioritised 4 key areas for consideration and scrutiny. Work was carried out through a number of subgroups and progress can be seen in the tables below.

Priority 1:

To work with partner agencies to reduce incidences of **domestic violence** and the impact this has on children and families

Priority 2:

To ensure sufficient, timely and effective early help for children and families who do not meet the **thresholds for children's social care**

Priority 3:

To ensure that professionals and the **child protection** processes effectively protect those children identified in need of protection.

Priority 4:

To develop, agree and communicate a multi-agency **child sexual exploitation** strategy; identifying key priorities and monitoring procedures to measure the impact on children and families.

Work of the sub groups

Domestic Abuse

Domestic abuse is a shared priority with the Surrey Safeguarding Adult Board. The work is overseen by Community Safety Board.

Safeguarding children exposed to domestic abuse (DA) has been a priority for SSCB due to the risks posed to children living with DA and its prevalence.

In 2009, the National Society for the Prevention of Cruelty to Children (NSPCC) conducted research with young people aged 13-17 which examined their experiences of physical, emotional and sexual violence in their partner relationships.

The research found that:

- 25% of girls and 18% of boys had already experienced some form of physical abuse at least once in their lifetime.
- 75% of girls and 50% of boys reported experiencing some sort of emotional abuse at least once in their lifetime.
- 31% of girls and 16% of boys reported experiencing some form of sexual violence at least once in their lifetime.

Further research by the NSPCC in 2011 showed that behaviours (which are known to escalate into physical abuse) such as checking a partner's phone, telling them what to wear and controlling who they can or can't see or speak to, were common within teen relationships. In the same year the Crime Survey for England and Wales found that 16 to 19 year olds were more likely to suffer partner abuse than any other age range.

A year later in 2012 – at the same time as the definition of DA was broadened - the age of those who could experience and perpetrate DA was lowered from 18 to 16. This change coincided with the launch of the Home Office campaign 'This is abuse' which aimed to encourage 13-18 year olds to re-think their views of violence, abuse or controlling behaviour in relationships.

Surrey Police received the highest number of reports from women aged 29 over the past year.

Key achievements in 2015/16

IRIS – East IRIS project has produced some good results seeing a 5 fold increase in referrals to DA Outreach services from GPs in the East in 2015 – 2016. Health are currently

reviewing a wider rollout of IRIS across Surrey

DA Communications – Two key events were delivered in 2016. The first in March to mark the change in legislation regarding coercive control which came into law in December 2015,; the second event in May, Behind Closed Doors, to launch the communications campaign highlighting the change in law and to call to action to Surrey businesses to implement Staff Policies on DA. Around 700 people attended across these 2 events.

A DA communications strategy was adopted by the Board and the autumn campaign and Communications week will focus on reaching out to young people:

DA Training – Multi agency courses continue to be delivered and positively received. Bespoke training has also been delivered for Health staff, GPs and Surrey Police, focussed on raising awareness and improving signposting.

Links with other Strategic Boards - Links continue to be strengthened with representation or presentations to each of the Boards regarding DA (SCSB, Surrey Safeguarding Adults Board, Children & Young People’s Partnership on behalf of Community Safety Board and the DA Management Board). Presentations have also taken place to the Children’s Lead Members and Officers group which has representation from Surrey County Council and Boroughs and Districts.

Domestic Homicide Reviews – The Community Safety Board have agreed an oversight role for DHRs. Both Adults and Children’s Safeguarding have been involved in the changes implemented in process and will be part of the lessons learned work going forward. SSCB has been involved in a combined DHR / SCR and ensures participation in DHRs where children have been involved.

How these achievements have impacted upon children in Surrey

- Healthy Relationship packages are being delivered in schools and other educational settings, to support children’s services professionals, and children witnessing DA. This has been running since June 2015 and will be reviewed after 12 months in June 2016.

Challenges for the future/next steps

Implement learning from the recent audit undertaken by SSCB.

The main objectives of this audit were to:

- Evaluate the effectiveness of multiagency working to safeguard and promote the welfare of children who are exposed to violence
- Raise awareness of DA amongst service providers
- Explore provisions in safeguarding children and promoting their welfare

Operations Group

Key achievements in 2015/16

- The operations group is a meeting of the 14 SSCB sub-group chairs and is chaired by

the independent chair.

- It provides the conduit for the sub group chairs to be updated and informed of the work taking place within sub groups and the SSCB board and to ensure the dissemination of key messages.
- It provides a forum to raise issues local with the board.

How these achievements have impacted upon children in Surrey

- Through this SSCB structure there is increasing synergy and clarity about the key safeguarding messages/learning communicated to practitioners to support their work in safeguarding children.

Challenges for the future/next steps

- To ensure continued capacity for partner agencies to support the SSCB sub-groups.
- To ensure good communication between the 14 sub-groups to avoid duplication and ensure synergy.
- To ensure that key messages and learning are disseminated through the sub groups to front line practitioners in all agencies.

Strategic Case Review Group

Key Achievements in 1 April 2015 – 31 March 2016

- The SCRG coordinated the completion of two SCRs (SCR Child AA and SCR Child BB) that had started in the previous year. Although publication of the reports had to be delayed due to criminal proceedings and Coroner's Inquest, the learning from both cases has been widely disseminated and embedded in the core safeguarding training delivered by the SSCB.
- Two action plans in relation to SCRs from the previous year (SCR Child Y and SCR Child BB) have been completed and signed off.
- Rigorous monitoring of learning from single agency and partnership reviews .
 - The SCRG requested and received the report from a SI investigation in health and also the follow-up audit report and memorandum of understanding between NHS hospitals and a private hospital providing mental health services to young people in Surrey.
 - The Quality Assurance Officer of the SSCB attended SCRG meetings to present findings from audits commissioned following recommendations from partnership and/or single agency reviews.
- . SCRG monitored SCR action plans including the Early Help re-audit in autumn 2015 to ensure that issues from SCR Child AA were included.
- A 'good practice' report was completed and published in autumn 2015 highlighting good practice from partnership reviews during the last five years.
- The process for sharing learning from DHRs and SARs has been streamlined with quarterly meetings taking place between SSAB, SSCB and the Community Safety Team.

- SSCB is notified of DHRs when there are children in the household.
- The SCRG regularly monitors national learning from SCRs. During the last year it considered 4 SCRs from other areas to identify learning relevant to Surrey.
- SCR process and toolkit were developed and launched with a comprehensive communications plan to ensure wide dissemination. Referral form has been reviewed and referral process has been streamlined.
- SCRG membership was reviewed in February 2016 to ensure appropriate agency representation.
- SSCB Independent Chair stepped down from chairing SCRG in March 2016 and the representative from SCC Schools and Learning was appointed as chair of SCRG to ensure transparency.
- The SCRG has stopped acting as panel for all reviews. An independent panel is set up for each review with appropriate representation from relevant agencies. Chairing of each panel is shared among SCRG members to ensure SCRG has oversight of cases.
- Terms of reference for SCRG were updated in March 2016.
- SCRG considered nine referrals of which two resulted in SCRs, one in a joint DHR/SCR, two in partnership reviews, one in a thematic review and three in no further action.

How have these achievements impacted upon Children in Surrey (positively and negatively)

- The SCRG was kept informed about out of area reviews that involved Surrey agencies and actively considered learning. SCRG requested and received the report of partnership review Child J from Merton LSCB. Learning was shared in relation to children with complex needs placed out of county by Education. SCRG requested relevant working group within SCC Schools and Learning to consider planning and commissioning arrangements.
- As a result of multi-agency audit on bruising, which was the most common theme in recent SCRs, the SSCB has reviewed the bruising policy. The bruising policy was re-launched with a comprehensive communications plan to ensure professionals are familiar with their new responsibilities for referral as well as the referral pathway. Bruising in disabled children was addressed in the updated policy on disabled children.
- Challenge was made to agencies in relation to their actions emanating from reviews. SABP was challenged by the SSCB Independent Chair regarding actions around management oversight when a practitioner is unexpectedly absent from work. (Recommendation from SI investigation Child ML).
- At the request of SCRG the Policies and Procedures group of the SSCB, SCRG undertook review of pre-birth procedures in January 2016 to ensure pre-birth planning for premature babies is addressed (recommendation from SCR Child AA).
- Likewise audits have been undertaken as a result of recommendations from reviews (bruising, early help).
- Regular workshops are arranged for front line practitioners to disseminate learning from SCRs, other learning reviews, DHRs and audits.

How do you ensure that your work is informed by the voice of children?

- Where the age of the child/ren allows, their views are sought and listened to as part of the SCR process.
- SCRG ensure that SCRs that have incorporated messages from children are included in SSCB core training. Messages from the Brooke review have been incorporated into CSE Level 2 and the SCR workshops.

Challenges for the Future

- Ensure that children are involved and provide their views as a matter of course in all learning reviews.
- Strengthen ties with DHR process to ensure that any learning from these reviews informs future activity of SSCB appropriately.
- Ensure commitment from agencies in embedding learning from reviews into practice in a timely manner.
- Agencies to provide evidence of embedding learning in practice and how this has improved practice.

Next steps

- Ensure that SCRG continues to robustly monitor how learning from reviews is embedded in practice and challenge appropriately if necessary.
- Ensure that learning from reviews is incorporated in regular safeguarding training to front line staff.
- SSCB is represented in DHRs when there are children in the household to ensure learning is shared in a timely manner.

Child Death Overview Panel (CDOP)

Key Achievements in 1 April 2015 – 31 March 2016

The statutory function of the CDOP panel is to review the deaths of all children under the age of 18 who are resident in Surrey, on behalf of the local safeguarding children boards (LSCBs).

The purpose of the review is to systematically gather comprehensive data on children's deaths, to identify notable and potentially remediable factors, to learn lessons and make recommendations to safeguard children and to reduce the risk of future child deaths.

Key Achievements in 1 April 2015 – 31 March 2016

- In January 2016, there was a change in the independent chair of CDOP; the new chair is Ruth Hutchinson, Deputy Director of Public Health.
- CDOP has held 9 meetings in the past year (including four neonatal panels, of which one was a full day meeting).
- Between April 2015 and March 2016, CDOP was notified of 66 deaths of which 54 were children who were resident in Surrey which is a decrease in actual numbers of deaths

since the previous year when 79 children were notified of which 62 were from Surrey.

- There were 21 unexpected deaths between April 2015 and March 2016 which warranted a Rapid Response. The aims of the Rapid response are to:
 - a) establish, as far as is possible, the cause or causes of the infant's / child's death
 - b) identify any potential contributory or modifiable factors
 - c) provide on-going support to the family
 - d) ensure that all statutory obligations are met
 - e) learn lessons in order to reduce the risks of future infant deaths
- CDOP has reviewed and closed a total of 80 deaths during 2015/16.
- Of the 80 deaths reviewed between 2015 and 2016, 16 (20%) were identified as having modifiable factors to reduce the risk of future similar deaths.
- Two deaths were referred to the Serious Case Review Group, of these, 1 went to SCR
- Themes/learning identified through Surrey child death reviews in 2015/16 included:
 1. The importance of recognising sepsis early,
 2. SUDI (Sudden unexpected death in infancy) - known risk factors need to be reinforced by Health Professionals and the 'Safer Sleep' assessment to be completed by Midwife in the Red Book.
 3. Road traffic accidents (RTA)
 4. Neonatal deaths

The four national CDOP themes for 2015/16 reflect the picture in Surrey. They are:

1. Greatest risk of death for children is in the first year of life
 2. Recognition of sepsis early so appropriate treatment can be commenced
 3. Safe sleep
 4. Accidents and Suicide
-
- The Specialist Nurse has developed and distributed a CDOP booklet for use in all of the 5 Acute Hospitals in the event of the unexpected death of a child.
 - All five acute hospitals now have hard copies and electronic copies of this CDOP booklet in A/E, Children's wards, Maternity, SCBU and NICU. The CDOP booklet has also been shared with Community providers, GP's, Children's services, Police and the Coroner. This booklet will be kept under review by the Specialist Nurse to ensure that it is kept up to date and any changes or improvements will be incorporated following feedback from the hospital
 - The Specialist Nurse completed an audit of the Safe sleep assessment in the red child health record books (31.03.16). The purpose of this audit was to measure:
 - Completion, effectiveness and quality of the Safe Sleep Assessment
 - Identify good practice
 - Identify areas for improvement
 - To provide assurance that the lessons learnt from Child Death Reviews are embedded in practice to protect other children and prevent future deaths

Recommendations for improvement were identified and a re-audit is planned for January/February 2017

- The Specialist Nurse completed 5 sessions of joint CDOP training with Surrey Police in November/December 2015 to raise awareness of the importance of a joint visit to the family during a rapid response to an unexpected death
- Surrey CDOP joined the National network of CDOP's (NNCDOP) and the Designated Paediatrician and Specialist Nurse attended the 2nd NNCDOP conference in February 2016

How have these achievements impacted upon Children in Surrey (positively and negatively)

- Following each CDOP panel meeting, a paper highlighting the identified learning from child deaths is created and shared with all the multi agencies for further dissemination to staff. Modifiable factors are highlighted and recommendations made to prevent future similar deaths.
- The CDOP booklet (electronic and hard copy) is available to all 5 acute settings in Surrey with detailed information of how to respond to an unexpected death, who to contact and up to date bereavement support for families. This has resulted in an improvement in the early notification of child deaths, the timely initiation of the rapid response and improved information to support families.
- The joint training with Surrey Police has resulted in more timely communication with the Specialist Nurse and negotiation regarding a joint visit. This multi-agency approach is key to the effective investigation of an unexpected death and support for the family.
- Becoming a member of the NNCDOP will help to improve the communication and sharing of information regarding child deaths on a national level.

How do you ensure that your work is informed by the voice of children?

- Parents are informed and enabled to contribute to the CDOP process in Surrey.
- This is facilitated by the specialist nurse for child deaths who directly contacts all families of unexpected child deaths and all expected child deaths aged over 1 month old.
- The arrangements for expected neonate deaths are slightly different however these parents are also given the contact details of the specialist nurse for child deaths and can contribute via her to the review process if they wish.
- Information regarding the child including their views/voice is systematically gathered from all professionals who were involved with the child.

Challenges for the Future

Key areas for development to ensure that the Surrey CDOP processes continued to function effectively are:

- Providing training for all staff involved in the CDOP process – this is on-going and CDOP training is to be included in the SSCB training calendar in the near future
- Keeping the database up to date, so that it is able to collect all the data required for the DfE data return and can provide more effective information for the annual report.

- On-going audits of rapid response arrangements to gauge their effectiveness. A re-audit of Rapid response was completed in September 2015 to monitor the effectiveness and quality of the rapid response in Surrey. The results of the audit were shared with SSCB. A further audit is planned for April 2017.
- A re-audit of safe sleep assessments is planned for January/February 2017 to monitor and provide assurance that the lessons learnt from Child Death Reviews are embedded in practice to protect other children and prevent future deaths
- Continuing to build on the relationships with the Coronial service and the Police to improve and maintain the quality of the rapid response in Surrey.

Next steps

- As the numbers of deaths with modifiable factors are relatively small (42 over a five-year period) and are from a number of causes it is often hard to identify specific public health messages. It is important to build up the data-base to show whether specific deaths are indicative of trends and therefore need a more general response. When modifiable factors are identified in a child death, the Specialist Nurse will discuss with Nicola Mundy, Public health Lead for CDOP who will research and analyse the national picture. As a result, patterns, themes, trends and appropriate recommendations can be identified and consideration will be given to what action could be taken locally and what action could be taken at a regional or national level.
- The review carried out by Alan Wood in March 2016, which was submitted to the Government suggests that child deaths need to be reviewed over a population size that gives a sufficient number of deaths to be analysed for patterns, themes and trends of death. It also suggests that regionalisation should be encouraged and that consideration should be given to establishing a national-regional model for child death overview panels (CDOPs).
- Surrey CDOP plan to approach Kent and Sussex CDOP's to discuss the way forward to be enable sharing of learning and identification of patterns, themes and trends in child deaths on a regional basis

CP Dissent Group

Key Achievements in 1 April 2015 – 31 March 2016

The SSCB Child Protection Dissent Group (CP Dissent Group) is a multi-agency audit group which meets on a monthly basis to discuss cases where professional dissent occurs at a Child Protection Conference (CP Conference), on average around two per month. The group reviews the conference reports, considers the nature of the dissent and evaluates the decision of the CP Conference Chair.

A review of the group has recently been undertaken by the SSCB and there is a desire to remodel the way we deal with professional disagreement at CP conferences such that professional disagreement is dealt with more promptly, informally and locally, and is referred for independent scrutiny only by exception where resolution cannot be achieved locally

The SSCB Executive's Group has thus endorsed a recommendation to disband the group

and put in place processes whereby that local problem solving can occur. Cases will then only be referred on where this is unsuccessful. Work is underway to put this into practice.

CSE Strategy Group (including Missing)

An OfSTED monitoring review in March 2016 focused on case audits where there was a feature of going missing and/or child sexual exploitation.

The findings were disappointing and whilst there were some signs of progress, significant concerns remained that some very vulnerable children had not been adequately protected. SSCB, alongside key partners commissioned the LGA to undertake a pilot peer review of CSE practice across Surrey. The review will take place in May 2016 and will be used to influence current work plans.

Key Achievements in 1 April 2015 – 31 March 2016

- An immediate focus was placed on the development of an agreed action plan and strategy to act as the basis for the partnership response to CSE in Surrey.
- The SSCB has appointed a Partnership Manager (CSE) funded by the PCC who will be leading on this work and the CSE Strategy Group will provide the required oversight and governance
- An SSCB audit of partnership response to CSE in Surrey was completed in May 2015. Findings were incorporated into the action plan and have led to a greater focus on disrupting perpetrators.
- A comprehensive problem profile was completed in December 2015 and considered by the CSE Strategy Group in February.
- An awareness raising event on national CSE day was attended by 300 professionals from across the children’s workforce with a focus on CSE of boys. The event was supported by the SSCB.
- A SSCB screening tool and guidance was introduced across the children’s workforce
- Surrey Children’s Services have commissioned the national charity ‘Missing People’ to undertake return home interviews. Work is due to commence 1 April 2016

How have these achievements impacted upon Children in Surrey (positively and negatively)

- The problem profile and audit findings have been used to inform responses – especially in relation to disrupting perpetrators, but also in relation to the (re-)commissioning of services for children at risk of/suffering from CSE (STARS – the CAMHS offer)
- Use of screening tool enables practitioners who are concerned about a child to better identify those at risk of CSE.

How do you ensure that your work is informed by the voice of children?

- A CSE online Survey was conducted in November 2015 to gather the voice and views of children regarding CSE. Findings were fed into the strategy.
- 2 CSE related serious case reviews have been undertaken in this period, and the children have participated in the investigations.

Challenges for the Future

Focus is required on:

- better reflecting the voice of the child in existing processes and service development
- alignment of CSE action plan with the missing agenda
- developing an agreed set of data (dashboard) to be considered by the CSE Strategy Group
- a focus on disrupting perpetrators of CSE
- Ensuring training and workforce development activities have the desired impact
- Need for robust information sharing arrangements to support operational responses
- There has been some confusion between the triage, area MAECCs and MAECC Oversight Group and whilst the recent MAECC restructure has improved the sharing of information between agencies and therefore a reduction in delay work needs to be undertaken to maximise the effectiveness of the process. It has been agreed that a review of the MAECC process is necessary and this will take place during the summer of 2016

Next steps

- Begin to merge and align current CSE activities with related agendas – especially missing children, LAC and unaccompanied asylum seekers forming the Sexual Exploitation and Abuse Management Board, under police leadership, with SSCB oversight.
- Ensure that the newly formed SEAMB provides robust and effective leadership in addressing the issues highlighted above.

Work undertaken by Surrey Police in respect of CSE

Key Achievements in 1 April 2015 – 31 March 2016

- Surrey Police now have dedicated CSE teams on each division who investigate CSE and act as SPOC's (single point of contact for the victim).
- There are now robust supervisory footprints on investigations; staff within the Public Protection Standards Team carry out 7 day, 28 day and closing reviews on Child Abuse and CSE investigations.
- A Memorandum of Understanding with local authority and private children's homes has been created, to protect children and young persons living within those homes and those on out of area placements.
- Police and Children's Services have introduced weekly CSE triage panel meetings to discuss all new referrals and any medium or low risk case, where a lead professional believes the risk level should be increased. This meeting will also look at suspected perpetrators.
- A tactical problem profile in relation to CSE has been completed by Police and Children's Services.
- After applying for funding from the OPCC, we now have two full time WiSE (What is Sexual Exploitation) workers in post. They work with children or young people under 25 years, who have been identified at risk of CSE and they are not being supported elsewhere. They offer one to one support for children and help them identify what is happening and exit the exploitation.
- A CSE analyst (funded by the OPCC) has just been recruited to advise and assist in

all aspects of investigation by providing strategic and tactical analysis of multi-agency CSE intelligence, in order to identify offenders, series and trends, and to suggest problem solving prevention, disruption and intelligence gathering opportunities.

- A CSE Role of Community Partnership training event took place on the 24/02/16 with about 80 delegates from various roles within the council. Training was delivered on CSE/Models/Grooming/Warning Signs.
- CSE Training to the Force Chaplains, Force Independent Advisory Group was delivered
- On the National CSE Day the 18/03/16 we held a CSE event for professionals. Over 300 professionals attended.
- Neighbourhood officers carried out some night-time economy work on this date, targeting locations and speaking to taxi drivers.

How have these achievements impacted upon Children in Surrey (positively and negatively)

- Having a Memorandum of Understanding with children's homes in place will help prevent and identify instances of CSE and will ensure agencies work together to safeguard victims and potential victims of CSE.
- The introduction of the weekly triage panel meetings will enable the MAECC meeting to spend more time looking at the management and disruption of suspected perpetrators and offenders, thus protecting children from this abhorrent abuse.
- The tactical problem profile will be used to inform the terms of reference for the strategic problem profile and help build a picture of the prevalence of CSE in Surrey and any emerging trends and patterns.
- The new risk assessments we have in place ensure that safeguarding is our primary focus and help officer's identify secondary and tertiary victims that might have otherwise gone unnoticed.
- The new teams and roles we have in place will help strengthen our response to combating CSE.
- The ongoing Awareness Campaign is essential to ensure we work together to identify and disrupt the hidden crime of CSE.

How do you ensure that your work is informed by the voice of children?

- The views and voice of the child/victim has now been included in the PPST (Public Protection Standards Team) reviews. The voice of the child has been embedded within the investigation closing template.

Challenges for the Future

- To ensure we are all identifying "male" victims of CSE and thinking "victim" rather than the sex of the young person.
- To bring the wider community on board with us and increase referrals and intelligence from the voluntary sector, night time economy and the public.
- To meet with STARS who are part of CAMHS to see if we can interview and record a victim of CSE and learn from their experiences.

- To look at the 'See Me Hear Me' materials to see if we can incorporate these into our Child Abuse Policy and Procedures.

Next steps

- To have meetings with Health/Education/Children's Services and the Police to discuss datasets that holds information pertinent to CSE to cultivate intelligence and inform and enrich the CSE problem profile.
- To run a CSE training event in November to train officers on disruption tactics to tackle and prevent CSE, with an added focus on identifying male victims.
- To ensure that the Voice of the Child is clearly, heard, listened to and is at the heart of investigations.
- To ensure that the ongoing CSE Awareness Campaign is in the wider community, so that we increase knowledge to a larger audience of what signs to look out for and how to report abuse.
- To work with children's services and education in developing the CSE training package that will be delivered in schools.
- To work with children's services in ensuring that we have the right support services in place to sign post victims and their families to.

Education Group

Key Achievements in 1 April 2015 – 31 March 2016

- A school self audit for safeguarding was created titled "Audit of Statutory Duties and Associated Responsibilities" . This was aligned to Keeping Children Safe in Education 2014. The audit is mandatory to all maintained schools as it replaces the Annual Report to the Governing Body. The audit produced a 69% completion rate for all Surrey schools. A report was submitted to the Surrey safeguarding Children Board.
- Designated Child Protection Officer (now known as Designated Safeguarding Leads) network meetings were held each term in all the areas when safeguarding updates were given. Training was given in Child Sexual Exploitation and the Prevent Programme with Working to Raise Awareness of Prevent (WRAP). Mop up sessions were also held for those DSL's who were unable to attend.
- A Headteacher from an Independent School now sits on the Education Safeguarding Group.
- The SSCB CSE screening tool was disseminated to all schools.
- The Education Safeguarding web pages are up to date and schools can access a wide range of services including mode policies for child protection and Staff Behaviour.
- A process was created where police "Child at Risk" reports were shared with schools in a timely manner. This process is under review.

How have these achievements impacted upon Children in Surrey (positively and negatively)

- The safeguarding audit highlighted where training or further training would be useful. As

a result online safety training is now available to schools.

- The audit listed what is required in safeguarding policy and procedures to keep children safe. Schools were able to ensure that their policies and procedures were up to date, and if not to add this to their action plans.
- The sharing of police notifications impacted greatly on schools where any change in behaviour was flagged up immediately in order for teachers and school staff to make informed decisions.

How do you ensure that your work is informed by the voice of children?

- The majority of schools have a school council where the voice of the child is paramount.
- Future safeguarding audits will also challenge schools to ensure that such a platform is available to the pupils.

Challenges for the Future

- Fulfilling the role of “Lead professional” in cases where a Team Around the Family was required, impacts on their time as teachers.
- Safeguarding legislation and statutory guidance is constantly changing and schools are finding it difficult to keep up.

Next steps

- To use the analysis gained from the schools audit to shape future training and DSL network meetings.

Health Group

Key Achievements in 1 April 2015 – 31 March 2016

- The group has had consistently good attendance, allowing two way communication with senior officers from health commissioners and providers and the LSCB and there is evidence that key areas from LSCB and national publications have been shared, debated and acted upon.
- The coordination and delivery of a Surrey wide health conference to consider the embedding of learning from an SCR further to a learning event held the previous year. Exploring the embedding of learning from other reviews and from safeguarding inspection findings.
- An annual Deep Dive Audit assessed the SSCB priorities and learning from serious case reviews.
- The CDOP Safe Sleep Audit has been undertaken and presented. Between 2011 and 2012, there were 6 Sudden Unexplained Deaths in Infancy (SUDI) within Surrey which were reviewed by CDOP and modifiable factors were identified. As a result, a county wide Safe Sleep campaign was undertaken by the Specialist Nurse Child Deaths to raise awareness amongst professionals and parents of the risk factors that have been identified that increase the risk of infant deaths. The audit sample identified a total of 50 babies from across the county of Surrey, with an even distribution from each of the five acute settings

- Data collection through and health safeguarding dashboard which is regularly reviewed with clear reporting systems to CCGs and LSCB.

How have these achievements impacted upon Children in Surrey (positively and negatively)

Presentations at the health safeguarding conference evidenced practice change in response to review and inspection findings.

The findings of the Deep Dive Audit identified evidence of good practice:

- Communication
- Information sharing
- Working with resistant families
- Child focussed assessments – good documented evidence of the child’s voice being heard.
- Risk assessment
- Involvement in multiagency processes.
- Improvement in the recording of supervision
- Evidence of improvement in professional challenge with the escalation procedure being used.
- Of the cases involving a looked after child only one showed good evidence that the LAC process had been followed and that there was a focus on the child
- Evidence of an increase in the recognition of child sexual exploitation and for the cases that highlighted CSE appropriate action was taken. It is recognised that the SSCB has developed its response to CSE and as the subjects in this audit were parents, current processes were not in place.
- There is an increase in awareness regarding domestic abuse and evidence that SSCB procedures and guidance have in most cases been followed in terms of routine enquiry and appropriate action taken.

The findings of the Safe Sleep Audit demonstrated:

- The responses of Mothers, who as part of the audit, were asked questions which were designed to assess their knowledge, of the advice given by health professionals in relation to the risk factors associated with co-sleeping demonstrated that there was good understanding of advice given.
- 77% of Red books contained evidence that the Safe Sleep assessment had been completed with a parent.
- 96% of the parents asked were aware of and able to identify the risk factors associated with co-sleeping.

How do you ensure that your work is informed by the voice of children?

The representatives on the group are from all Surrey health commissioners and providers and the work of the group is informed by a range of processes from within the agencies where the voice of the child is evident:

- Health Needs Assessments
- Health safeguarding dashboard evidence
- Safeguarding Supervision
- Lessons from SCR and messages from children incorporated into learning and development opportunities
- Quality Assurance Processes including assessment through the Deep Dive

Challenges for the Future

- Evidencing that information flow through this group is cascaded and reaches those within members' organisations.
- Agreeing an achievable approach to implementing developments, both national and those that have been agreed by LSCB across a complex health economy

Next steps

- To maintain a work plan that reflects the changing national and local requirements.
- Undertake the annual deep dive to evidence the changing local and national priorities have been acted upon

Learning, Development & Communication Group

Key Achievements in 1 April 2015 – 31 March 2016

- Scoping work to develop a new website to ensure effective communication in relation to the boards work
- Influencing and contributing to regular SSCB newsletters as a means of communicating national and local developments to improve children safeguarding practice.
- Preparatory work to establish a new training booking system to promote easier access to training by professionals
- Work streams with the components required to comply with the boards learning and improvement framework and support the development of a comprehensive SSCB Learning and Development Strategy and Toolkit
- Development of an SSCB Single Agency Training Quality Assurance process and pack
- Development of an SSCB Multi Agency Training Quality Assurance process and pack
- Piloting of an Impact Analysis has been completed
- A Four stage evaluation process has been implemented
- Development of specialist courses in response to national and local priorities eg Child Trafficking, CDOP has been progressed.
- Development of a support package for SSCB trainers has been completed.

How have these achievements impacted upon Children in Surrey (positively and negatively)

- The Board's multi-agency training programme is regularly evaluated to ensure that the impact upon children's safeguarding practice is understood.

- The longitudinal approach to evaluation provides evidence of how the learning has been implemented in practice. Evaluation of course impact on practice consistently shows that participants become more effective by drawing on what they have learnt in the Board's multi-agency course.

How do you ensure that your work is informed by the voice of children?

- The voice of the child is routinely incorporated into all SSCB training.
- At L, D and C meetings local and national SCRs, case reviews, domestic homicide reviews and other national reports are tabled and scoped to ensure the voice of the child is clearly reflected in learning and development.
- An example of this was an SCR undertaken where CSE was the presenting issue. This report clearly presented the voice of the child in relation to inappropriate language used by professionals. The reports findings were used to review CSE course material to ensure there was a focus on professional language that serves to protect the child.

Challenges for the Future

Challenges for the future include:

- The need to constantly review learning and development materials to ensure they respond to the ongoing national and local developments
- Evidencing the uptake and impact of single agency training across the County.
- Evidencing the effectiveness of multi agency training across the County.
- Evidencing the effectiveness of communication strategies including the SSCB newsletter and newly developed web site.

Next steps

- Ongoing refreshing of the SSCB multi-agency training to include the changes in Surrey relating to Early Help, Safer Surrey and MASH developments.
- Completion of the review of CSE training material to ensure there is a focus on the risk to boys as well as girls.
- Completion of the work that is underway to develop training for taxi drivers and escorts to highlight CSE and other safeguarding issues such as trafficking.
- Review the learning from the pilot to evaluate the impact of multi-agency training and implement this to cover all courses.
- Organising and delivering the SSCB Conference 'Under the radar' , in November 2016

North East Area Group

Key Achievements in 1 April 2015 – 31 March 2016

- Membership is at its strongest for some time with a focus on ensuring there is a wide range of expertise represented and good attendance and that the group are using this foundation to become even more effective. Representation from a faith member is now secured and the police have now identified a replacement for the last police member

who left at the beginning of the year.

- The forward plan is working well to inform future agenda setting and updates are scheduled in with partners at the earliest point to secure availability and ensure specific issues remain a focus on our agenda (e.g. MASH/DA updates).
- At the May 2015 meeting Noreen Gurner gave a presentation on CDOP and how this process sat within the SSCB SCR processes.
- A verbal presentation from the NE children's outreach worker for Domestic abuse was received. Following this, a discussion was held where members expressed concern regarding the capacity of this work, specifically the lack of available capacity to address unhealthy teen relationships – which appears to be a growing issue, especially with potential links to CSE.
- The Chair of the NE SSCB and the SSCB QA Officer have also visited partner agencies to quality assure their section 11 submissions in 2014. This included visits to Bronzefield Prison, two NE boroughs and Health partners (SABP, Epsom and St Helier's Hospital trust and CSH). Overall this was an extremely useful exercise and provided an opportunity to visit partners in their workplace to talk through their respective safeguarding procedures, roles and responsibilities. The visit to Bronzefield was particularly interesting with some outstanding practice evidenced throughout the setting – which now holds the only mother and baby unit in the country.
- An update was received from Gordon Falconer in relation to the current work being undertaken on the prevent agenda. Useful discussions were held in respect of referral pathways and the use of local quadrant prevents engagement officers. One concern raised was how the statutory duty around agencies to have a Prevent plan was being monitored and moderated and whether consideration needs to be made as to this being part of the section 11 audit.

How have these achievements impacted upon Children in Surrey (positively and negatively)

- Positive multiagency interventions from the group have directly impacted on children at risk of CSE

Challenges for the Future

- It is difficult to evidence that information received from the meeting is disseminated back in to agencies and also that agencies are aware of and use the opportunity to feed in safeguarding concerns. All members have therefore been provided with a form to complete in respect of roles, responsibilities and mechanisms for communication prior to and post meetings being held. This issue was an area questioned by the recent inspection and it is hoped the outcome of this exercise will help us identify any gaps in communication and also provide a useful evidence base in the future.
- To have a strategic Children's Services presence to ensure the group are not disadvantaged in addressing some of the issues other area groups may have more information about.

Next steps

- Planning for NE Area Workshops on 12 July 2016 – *Understanding and responding to Risk*

North West Area Group

Key Achievements in 1 April 2015 – 31 March 2016

- Consistent membership
- Desire to re-establish the core purpose of the NW area group and how it relates/links to the full SSCB
- A partnership commitment to multi-agency early help and CSE practice improvement, as part of the wider Surrey Children's Improvement Plan

How have these achievements impacted upon Children in Surrey (positively and negatively)

- A well functioning MAECC and MAECC Triage Panel that is better safeguarding children at risk of CSE through improved multi-agency working
- A more coordinated, understood and accessed early help offer, which is starting to prevent children and families from requiring more acute safeguarding services

How do you ensure that your work is informed by the voice of children?

- This is a gap and we need to establish an approach to ensuring the voice of the child is captured and presented at the NW Area Group. Most services represented capture their own feedback but we don't collate and coordinate this at present.

Challenges for the Future

- Truly capturing the voice of the child across the safeguarding partnership and acting upon that feedback in terms of delivery and commissioning of services
- Preventing the development of more acute safeguarding problems through an effective early help offer and responding effectively to children at risk of significant harm within a context of reduced public expenditure
- Maximise the potential of partnership working and integration to help achieve the above.

Next steps

- Discuss these challenges and the role of SSCB in meeting them as a group of Area sub-group chairs with the Independent Chair of SSCB

South East Area Group

Key Achievements in 1 April 2015 – 31 March 2016

- Case study work – each SE area SSCB meeting has focused on individual children's

situations in the safeguarding system. This has worked well in considering agency responsibility and accountability and has led to the Child Protection Team Manager in Children's Services producing a practice guide to terminology in care proceedings and child protection processes. This has now been circulated county wide

- Learning from Serious Case Reviews (SCR) – as a result of a series of workshops held in the SE area focused on barriers to learning from SCRs, a small working group developed a SSCB training session focused on Professional Challenge. This was developed and delivered by members of the SE Area Safeguarding Group and is now part of the wider SSCB training offer
- The area group has held 2 local partnership reviews, one of which resulted in the SCRG focusing on children who are home educated and the learning from this partnership was disseminated widely
- The SE area group in collaboration with the SSCB on line safety group, held a multi agency conference on 'on line safety' for over 100 delegates. Feedback has been very positive and learning identified.
- The SE area group is working closely with the voluntary sector to set up a children's reference group for the SE area group, so we can capture their views of the safeguarding system
- Domestic Abuse – this is a key area priority and the voluntary sector outreach service is a key contributor to the group. A number of activities have included presentations on Coercive Control and on male victims of DA
- Early Help – this is a key area priority and the SE area Early Help Pilot was a fixed agenda item for the duration of the pilot and the area group provided feedback and support to the pilot
- CSE – the area group has had regular updates on the work of the area MAECC and Triage Panels. The partnership has been very proactive in supporting this area of work
- The area group held a bespoke meeting to feedback on the draft thresholds / levels of need document

How have these achievements impacted upon Children in Surrey (positively and negatively)

- Joint supervision has developed good working relationships and has impacted on care planning for children which is more cohesive and joined up
- Local area multi agency workshops have identified learning and barriers to learning from SCRs. This shared learning has enhanced professional skill and knowledge and directly impacts on children where there are safeguarding concerns and an increase in professional discussions
- Learning from local partnership reviews has resulted in increased understanding of the role of agencies in the wider safeguarding system (eg. dentists). This increased awareness will improve appropriate referrals to safeguarding agencies
- Significantly increased understanding has been achieved as a result of the on line conference, directly supporting children who are vulnerable to exploitation via social media

- Having linked social workers allows for good communication and trust between agencies, leading to appropriate support being offered to children as a result
- The practice guide assists professionals in decision making in the child protection process and therefore is focused on best outcomes for children
- Raising professional awareness of domestic abuse has directly impacted on children receiving the right support at the right time, particularly earlier intervention
- Positive multi agency interventions have directly impacted on children at risk of CSE. There is a strong SE partnership approach to this issue
- Using a strengths based approach and focus will directly impact on the relationships with children and shifting culture from a deficit model to a strengths based model

How do you ensure that your work is informed by the voice of children?

- Children's direct experience of the safeguarding system is being used to inform partner agencies of the impact of their roles on children. This will lead to changes in practice and will be shared widely

Challenges for the Future

- Independent schools are difficult to engage locally
- Child exploitation in its wider sense needs to be tackled but not through CSE routes
- On line safety and its ever changing focus
- Implications of the MASH
- Implications of the refreshed Levels of Need document (pilot)

Next steps

- Development of further local partnership workshops
- Safeguarding training needs analysis required locally
- Multi agency audit of safeguarding case work to be reintroduced locally

South West Area Group

Key Achievements in 1 April 2015 – 31 March 2016

- All agencies were well represented at South West Area Group meetings which have provided a forum to discuss and progress the SSCB priorities and provide opportunity for multi-agency networking and sharing good practice.
- Updates on the MASH have been ongoing for the past several months.
- Feedback provided to all agencies from Serious Case and Partnership Learning Reviews and again how changes can be embedded in different agencies.

How have these achievements impacted upon Children in Surrey (positively and negatively)

- Consistent feedback from serious case reviews and Partnership reviews encourages practitioners in partner agencies to embed learning from Serious Case Review feedback, which in turn ensures evidence based practice and a child focus outcome.
- Regular meetings are held to encourage reflection and assessment of whether strategy discussions are effective, to the point, children focused and reflective of Working Together to Safeguard Children aims and ethos.
- Health are not always present in strategy discussions as it can be difficult to get a health representative at the time required by police and social care if a strategy discussion is urgent and requires immediate assessment. This has impacted negatively on the assessment as police and children’s services are making assessments without information from health.

Challenges for the Future

- Explore how Health Colleagues can be part of telephone strategy discussions in SPIM meetings more consistently
- Proactively seeking the voice of the children in assessment for children at risk of CSE
- Continue to discuss/review all learning from SCRs / Partnership reviews and discuss whether they are being embedded into practice and share good practice where appropriate.

Next steps

- Learn lessons from CSE Peer review challenges and discuss how these are embedded into practice and share good practice.
- Learn from other area groups how they proceed with their agendas and share good practice.

Online Safety Group

Key Achievements in 1 April 2015 – 31 March 2016

- We held a multi agency conference “Protecting Children On and Offline” on 24th June 2015 which was attended by about 200 professionals from Surrey.
- The conference had keynote speakers who talked about the risk to children online and how we are implementing the ‘Prevent’ strategy to stop children becoming involved or supporting terrorism. Workshops were also held on subjects such as gang activity, children exhibiting sexualised behaviour, FGM, and the work of the NSPCC and Parent Zone. A play called “In the Net” was previewed which is aimed at years 3 and 4 in primary schools.
- The Online Safety Group work closely with Parent Zone who partner CEOP.
- We now have Surrey Police Prevent Coordinator on our group and have close links with the CSE group as a great number of children are groomed online.
- We have developed a training programme on CSE, Prevent and Online grooming which is now an SSCB established course.

How have these achievements impacted upon Children in Surrey (positively and negatively)

- Members of the group deliver training in schools which has been favourably received and help has been given in creating policies designed to protect children.
- Members of the group work closely with children e.g. YSS and ACT.

How do you ensure that your work is informed by the voice of children?

- We are looking at ways of working more closely with children including having conferences for them.
- A lot of school presentations are given to parents and pupils and online safety is now taught in schools.

Challenges for the Future

The Online arena is ever changing and difficult to stay ahead. Professionals receive training as do pupils but it is the parents who have the gap in knowledge.

Policies & Procedures Group

Key Achievements in 1 April 2015 – 31 March 2016

- Following findings outlined in the SSCB QA&E bruising audit, the group revised and published a new Multi-agency Protocol for the Management of Actual or Suspected bruising in Infants who are Not Independently Mobile. A multi-agency communication strategy was disseminated to all partners to coincide with the launch and publication of the protocol on the SSCB website.
- The group revised and updated the procedures for Children with Disabilities which also includes a section on the management of actual or suspicious bruising.
- The Child Protection Medical guidance was revised.
- A PREVENT procedure was developed which includes the referral pathway and flow-chart
- The group updated and the multi-agency domestic abuse procedure and supporting guidance
- The group revised the multi-agency supervision principles
- Review of Guidance on Working with Hostile, Non-compliant clients and disguised compliance was completed

How have these achievements impacted upon Children in Surrey (positively and negatively)

The group have responsibility for:

- Ensuring local policies, procedures, protocols and guidance are up to date and compliant with the requirements of current legislation, statutory guidance and research

evidence

- Ensuring that all the SSCB policies, procedures and protocols are accessible to all staff within member agencies and independent practitioners in contact with children and their families
- Ensuring current safeguarding procedures are reviewed in light of any issues arising from local or national case reviews including Serious Case Reviews/Child Death Reviews

How do you ensure that your work is informed by the voice of children?

- The P&P group will work in close collaboration with other SSCB sub-groups to review the impact on outcomes of policies procedures guidance and protocol in safeguarding and promoting the welfare of children.
- The P&P group will communicate with representatives of other SSCB sub-groups to ensure effective information sharing and a co-ordinated approach to recurring themes.
- The P&P group will publish new guidance and relevant policy/procedure to all organisations that have a responsibility for safeguarding children
- The P&P group will ensure that all new procedures will be informed by what children need and want to feel safe
- The P&P group will co-ordinate effective communication and publicity in relation to new policies and procedures.

Challenges for the Future

- Ensuring that changes to procedures and new procedures are widely communicated.
- Supporting partners effectively to ensure that procedures are widely communicated and implemented into practice.
- Evaluating the impact of procedures on practice.

Next steps

- For the group to develop an action tracker which gives assurance that procedures under review are on target for completion and provide a mechanism to hold members to account.
- For the group to develop a work plan for monitoring when procedures, guidance or protocols are requiring updating.
- For the group to develop a more effective interface between adults and children's safeguarding groups by bringing together the two groups to discuss common agenda items
- Developing a system for practitioners in partner agencies to provide feedback on new policies and procedures

Quality Assurance and Evaluation Group

Key Achievements in 1 April 2015 – 31 March 2016

- The major focus of the last year for the SSCB QA&E group has been on Targeted Priority 3, namely to ensure that, professionals and the child protection processes effectively respond to those children in need of protection.
- The group has focused on a number of key areas:
 - -the Neglect Strategy and Action Plan ;
 - -the effectiveness of the Core Group process, and
 - -the engagement of partners through the Section 11 audit review.
- In conjunction with the Policy and Procedures Group we developed a comprehensive Neglect Assessment Tool which has been successfully piloted and has now been rolled out across the partnership.
- There have been regular audits of the Core Group process throughout the year in order to gauge the effectiveness of partners working together and to monitor for change and improvement. This has led to an improvements in the regularity of Core Groups taking place (over 90% each quarter), combined with a closer focus on the impact of child protection plans.
- There has been a major focus on widening the engagement of partners in the Section 11 process. Workshops with the Borough and District Councils have achieved considerable improvement in both the completion of these audits and the quality of the responses.
- We have also successfully rolled out the process to all schools in Surrey with high take up by Local Authority and Academy Schools, although limited response from the Independent sector
- The second area of focus has been seeking to improve the quality of the SSCB's data set, particularly in support of the development of our CSE Profile.
- We now have an agreed framework with the Borough and Districts on data that can identify those children in unsuitable housing, or part of homeless families.
- We have also agreed across the partnership a CSE data set which has already enabled us to compile our first Problem Profile.
- We have also been able to use partnership agencies data to cross-reference children and identify children who may be vulnerable to CSE and require an early intervention service.

How have these achievements impacted upon Children in Surrey (positively and negatively)

- There have been a series of positive changes for Surrey in the last year which may in part be linked to the QA&E Group's work on the effectiveness of the Core Group process.
- The numbers of children on Child Protection Plans for lengthy periods of time has decreased significantly in the past year.
- The number of children subject to CP Plans for more than 16 months has dropped from

155 at the start of the year to 98 at the end of the year and

- The number subject to CP Plans for more than 24 months has decreased from 59 to 29 during the same period.
- The cross referencing exercise that takes place termly on children who go missing and are absent from school has helped to identify children who are vulnerable to CSE, but not currently identified as at risk. This has enabled early intervention to be put in place to prevent these children becoming victims. On each occasion we were able to identify approximately 20 children currently not deemed as at risk of CSE, but were going missing and persistently absent from school and make referrals for early help.

How do you ensure that your work is informed by the voice of children?

- During the period the QA&E Group has been developing its participation strategy so that the voice of the child is prominent in the work and the recommendations we make.
- Specifically in the past year, the group has conducted a focus group session with children at risk of CSE in order to inform future commissioning of services that children say they find most effective; w
- e conducted an online survey with children on social media and digital awareness so that we can target the Board's Online Safety Strategy and Action Plan and
- A major consultation exercise has been carried out with children looking at the communication and guidance we provide on our Child Protection.

Challenges for the Future

- There continue to be areas for improvement in the development of our data set specifically, the quality of this in enabling us to effectively commission future services. The corollary to this is that when gaps are identified the continued squeeze on public sector finances will limit the commissioning options.
- There remain a high number of children subject to CP Plans under the category of neglect, which is a key area of focus for the partnership and the QA&E Group. 62.6% of all children subject to a CP Plan in Surrey were so under the category of neglect (561 of a total of 896).
- The effectiveness of the Neglect Strategy and supporting action plan developed by the QA&E group will be a vital area of work to monitor and track if we are to achieve improved outcomes for children.

Next steps

Four major audits are being commissioned, each linked to the SSCB's Business Plan priorities:

- Effectiveness of assessment of neglect and how that impacts on the partnership intervention with children suffering from neglect
- The quality of Independent Return Interviews for children who go missing from home, or care and its impact upon the reducing the number who go missing and the number who go missing more than once
- The effectiveness of the MARAC process and programmes working with perpetrators of

Domestic Abuse

- The quality of assessment for early help and the impact of subsequent intervention, including consideration of the effectiveness of the MASH

Priorities for next year and beyond

Targeted priority 1

To monitor and challenge the effectiveness of **Early Help** for children and families who do not meet the thresholds for statutory intervention and support by Children's Social Care. To ensure that the voice of children and is heard

Our application of thresholds is not always consistent, emphasising the need to address this through the MASH & Early Help and the new SSCB threshold guidance

Targeted Priority 2

To ensure professionals and the current **Child Protection processes** effectively protect those children identified as in need of protection and who are looked after (LAC). To ensure that the voice of the child is heard

Targeted Priority 3

To challenge and scrutinise the effectiveness of the response and impact of partners work to protect children at risk of **Child Sexual Exploitation (CSE)**. To ensure that the voice of the child is heard

Targeted priority 4

To monitor and challenge the effectiveness and impact of the **Domestic Abuse Services** in reducing the incidences of Domestic Abuse and protecting children from harm. To ensure that the voice of the child is heard



What you need to know

SSCB Independent Chair

Elaine Coleridge-Smith

SSCB Partnership Board Manager

Janice Morgans

Participant Observers

Linda Kemeny, Cabinet Member for Schools, Skills and Educational Achievement

SSCB Membership (as at 31 March 2016)

Atkinson	Helen	Surrey County Council	Director of Public Health
Baker	Sarah	Central Surrey Health	Director of Quality (Nursing)
Bayley	Wendy	HMP & YOI Bronzefield	Head of Reducing Reoffending
Boodhoo	Amanda	Guildford and Waverley CCG	Designated Nurse for Safeguarding
Brocklesby	Kate	Guildford and Waverley CCG	Designated Doctor
Cassam	Carol	NHS England	
Ely	Kathleen	Virgin Care	Executive Nurse and Head of Children Services
Findlater	Donald	Lucy Faithfull Foundation	Research & Development Director
Fisher	Julie	Surrey County Council	Deputy Chief Executive, and Director of Children's Services

Frost	Val	First Community Health and Care	Clinical Operations Director
Furnell	Paul	Surrey Police	T/Detective Chief Superintendent
Gordon-Walker	Julian	Surrey County Council	Head of Safeguarding
Hall	Pam		Lay member
Jeffries	Victoria	National Probation Service, South East & East Division	Assistant Director
McCarthy	Mary Ellen	Lumen Learning Trust	Executive Principal
Monk	David	Pond Meadow School	Head teacher
Morgans	Janice	SSCB	Interim Partnership Manager
Newbould	Sam	Kent, Surrey & Sussex CRC Ltd	Head of Service for Resettlement
Newnes-Smith	Cate	Surrey Youth Focus	Chief Executive officer
Nosal	Vernon	SSAB	Interim Head of Quality Assurance and Adults Strategic Safeguarding
Oddoye	Mayvis	SABP	Consultant Nurse – Safeguarding
Osborne	Phil	Surrey County Council	Head of Early Years and Childcare Service
Peers	Kevin	Surrey County Council	Interim Assistant Director, Children's Services
Polley	Janet	Surrey County Council	Principal Lawyer
Rafferty	Sean	Surrey County Council	Head of Family Services
Randle	Kerry	SCC Schools and Learning	Area Education Officer – NE
Rankin	Suzanne	Ashford & St Peter's Hospital Trust	Chief Nurse
Round	Louise	Tandridge District Council	Chief Executive
Satchell	Sue	CAFCASS	Service Manager
Searle	Ron	Warwick School	Head teacher

Stobbart	Vicky	NHS Guildford and Waverley Clinical Commissioning Group	Executive Director of Nursing, Quality and Safeguarding
Symonds	Garath	Surrey County Council	Assistant Director Commissioning & Prevention

Contributors

With thanks to the following who contributed information for the Annual Report 2015 – 2016:

- SSCB Support Team
- SSCB Independent Chair
- SSCB Partnership Board Manager
- Surrey County Council Head of Safeguarding
- SSCB Quality Assurance and Evaluation Officer
- Designated Nurse Safeguarding Children
- Chairs of SSCB Sub Groups
- Surrey Police Public Protection Unit
- SSCB Training and Development Officer
- Surrey County Council Elective Home Education
- SSCB Area SEND Programme Leader
- Surrey County Council Fostering Team
- Director of Public Health
- Lay Member
- Surrey County Council Assistant Director Commissioning & Prevention
 - MASH
 - Early Help
 - Family Support Programme
- Surrey Police Detective Superintendent
- SSCB CSE Partnership Manager
- HOPE Service
- Carers Strategy & Development Manager
- Surrey County Council Care services Team, Residential
- Surrey County Council Head of Countywide Services
- Surrey County Council Community Safety Manger
- Surrey County Council Local Authority Designated Officer
- Surrey County Council Performance and Systems Development Team
- Surrey County Council Carers Strategy and Development Manager
- CSF Strategy and Policy Development

Recipients of Annual Report

In line with statutory requirements the SSCB Annual Report has been sent to the following people:

- Surrey County Council, Chief Executive
- Surrey County Council, Cabinet Member for Schools, Skills and Educational Achievement
- Surrey Police and Crime Commissioner
- The Council's Cabinet
- Chair of Health and Wellbeing Board
- Chair of Surrey Community Safety Partnership

- Chair of Children and Young People Partnership
- Chair of Surrey Safeguarding Adult Board
- Local Family Justice Board

Surrey Safeguarding Children Board Business Plan: 1st January 2016 to 31st March 2018

Overarching priority:

To ensure the SSCB is able to deliver its core business as identified in Working Together 2015.

- (a) to **coordinate** what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area; and
- (b) to **ensure the effectiveness** of what is done by each such person or body for those purposes.

In order to do this it has five core business objectives:

- Optimise the effectiveness of arrangements to safeguard and protect children
- Ensure clear governance arrangements are in place for safeguarding children
- Oversee serious case reviews (SCRs) and child death overview panel (CDOP) processes and ensure learning and actions are implemented as a result
- Ensure that single-agency and multi-agency training is effective and contributes to a safe workforce.
- Raise awareness of the roles and responsibilities of the LSCB and promote agency and community roles and responsibilities in relation to safeguarding children

SSCB aims to provide the leadership and support required to enable children to feel safe and protected within their communities. In addition to the delivery of its core business SSCB has agreed four additional areas of improvement which require greater scrutiny based on audit, partner's reports to the board, evolving statutory guidance and inspection outcomes.

The Learning and Improvement Framework published by the SSCB contains more detailed information of how partners' improvement activities inform future priorities and is a statutory responsibility in WT 2015. [SSCB Strategic Documents](#)

Summary of the SSCB key areas of scrutiny 2016 – 17				
The effectiveness of Early Help for children and families who do not meet the thresholds for statutory intervention and support by Children’s Social Care.				
The effectiveness of the current child protection processes in protecting those children identified as in need of protection and who are looked after (LAC). To include consideration of ‘neglect’				
The effectiveness of the response and impact of partners work to protect children at risk of Child Sexual Exploitation (CSE) .				
The effectiveness and impact of the Domestic Abuse Services in reducing the incidences of Domestic Abuse and protecting children from harm.				
SSCB will focus on				
<p>Strengthening accountability across partners</p> <p>Scrutinising how well partner agencies’ safeguarding arrangements demonstrate improved processes and cultural change</p> <p>Ensuring that the SSCB’s responsibility for strategic oversight of child protection arrangements is shared and understood by local agencies, across local partnerships and within Surrey’s communities</p>	<p>Training with impact and testing if learning is embedded</p> <p>Reviewing safeguarding training to ensure that it is well co-ordinated across the partnership and has an impact on practitioners in the safeguarding system</p> <p>Testing how well learning is embedded in front line practice across Surrey</p> <p>Testing how well learning from case reviews is embedded in to practice across Surrey</p>	<p>Auditing, scrutinising and challenging</p> <p>Maximising the use of performance data</p> <p>Reviewing SSCB Quality Assurance processes to ensure that it is well co-ordinated across the partnership and has an impact on practitioners.</p> <p>Testing how well learning from audit is embedded in front line practice in Surrey</p>	<p>Listening to children and families</p> <p>Ensuring that children’s views are reflected within the partnership</p>	<p>Engaging with local communities</p> <p>Supporting the development of a co-ordinated and multi-agency response to</p> <ul style="list-style-type: none"> • CSE • Early Help • Neglect • Domestic Abuse <p>Ensure that local communities are better engaged in the work of the Board and within the partnership</p>

Detailed Work plans 2016 – 17

Targeted priority 1 – To monitor and challenge the effectiveness of Early Help for children, young people and families who do not meet the thresholds for statutory intervention and support by Children’s Social Care. To ensure that the voice of children and young people is heard.

OUTCOME		Q1	Q2	Q3	Q4	Narrative
The Early Help workforce is competent in identifying vulnerability based on ability to assess, plan, deliver and evaluate Early Help services for children, young people and families who do not meet the thresholds for statutory intervention and support by Children’s Social Care	Early Help sub group Supported by <ul style="list-style-type: none"> • SSCB QA • SSCB L&D • SSCB P&P • MASH & Early Help program board • Surrey Children & Young People partnership 					
The Early Help workforce is effective in sharing relevant information at a strategic and delivery level						
Workforce planning effectively manages risk associated with financial constraints and recruitment issues across the Early Help sector.						
Agreed multi agency plans, policies and procedures relating to Early Help are delivered effectively, and the impact on C&YP is positive.						
The Early Help workforce is effective in delivering excellent services for children, young people and families who do not meet the thresholds for statutory intervention and support by Children’s Social Care						
Children and Young people receiving Early Help Services actively contribute to decisions affecting them . When appropriate, advocates ensure that the child’s voice is heard.						

Targeted Priority 2 – To ensure professionals and the current child protection processes effectively protect those children identified as in need of protection and who are looked after (LAC). To ensure that the voice of children and young people is heard.

OUTCOME		Q1	Q2	Q3	Q4	Narrative
The Children’s workforce is competent in identifying vulnerability based on ability to assess, plan, deliver and evaluate services for children, young people identified as in need of protection and who are looked after.	Neglect sub group Supported by <ul style="list-style-type: none"> • SSCB QA • SSCB L&D • SSCB P&P • SSCB SCR • Surrey Children & Young People partnership 					
The Children’s workforce is effective in sharing relevant information at a strategic and delivery level						
Workforce planning effectively manages risk associated with financial constraints and recruitment issues across all Children’s’ services.						
Agreed multi agency plans, policies and procedures relating to children in need of protection and who are looked after are delivered effectively, and the impact on C&YP is positive.						
The Children’s workforce is effective in delivering excellent services for children, young people and families who are identified as in need of protection and who are looked after.						
Children and Young people identified as in need of protection and who are looked after actively contribute to decisions affecting them. When appropriate, advocates ensure that the child’s voice is heard.						

Targeted Priority 3 – To challenge and scrutinise the effectiveness of the response and impact of partners work to protect children and young people at risk of Child Sexual Exploitation (CSE). To ensure that the voice of children and young people is heard.

OUTCOME		Q1	Q2	Q3	Q4	Narrative
The Children's workforce is competent in identifying vulnerability based on ability to assess, plan, deliver and evaluate services for children, young people identified as in need of protection and who are looked after.	CSE sub group Supported by <ul style="list-style-type: none"> • SSCB QA • SSCB L&D • SSCB P&P • SSCB SCR • Surrey Children & Young People partnership 					
The Children's workforce is effective in sharing relevant information at a strategic and delivery level						
Workforce planning effectively manages risk associated with financial constraints and recruitment issues across all Children's' services.						
Agreed multi agency plans, policies and procedures required to protect children and young people at risk of Child Sexual Exploitation are delivered effectively, and the impact on C&YP is positive.						
The Children's workforce is effective in delivering excellent services required to protect children and young people at risk of Child Sexual Exploitation.						
Children and Young people actively contribute to decisions affecting them. When appropriate, advocates ensure that the child's voice is heard.						

Targeted priority 4 – To monitor and challenge the effectiveness and impact of the Domestic Abuse Services in reducing the incidences of Domestic Abuse and protecting children and young people from harm. To ensure that the voice of children and young people is heard.

OUTCOME		Q1	Q2	Q3	Q4	Narrative
The Children's workforce is competent in identifying vulnerability based on ability to assess, plan, deliver and evaluate services for children, young people identified as in need of protection and vulnerable due to incidences of Domestic Abuse	Domestic Abuse sub group Supported by <ul style="list-style-type: none"> • SAB • SSCB QA • SSCB L&D • SSCB P&P • SSCB SCR • Surrey Children & Young People partnership 					
The Children's workforce is effective in sharing relevant information at a strategic and delivery level						
Workforce planning effectively manages risk associated with financial constraints and recruitment issues across all Children's' services.						
Agreed multi agency plans, policies and procedures required to protect children and young people at risk from Domestic Abuse are delivered effectively, and the impact on C&YP is positive.						
The Children's workforce is effective in delivering excellent services required to protect children and young people at risk from Domestic Abuse.						
Children and Young people actively contribute to decisions affecting them. When appropriate, advocates ensure that the child's voice is heard.						

Glossary of Terms

ACT	Assessment, Consultation Therapy
AEHEP	Association of Elective Home Education Professionals
CAFCASS	Children and Family Court Advisory and Support Service
CAMHS	Child and Adolescent Mental Health Service
CCG	Clinical Commissioning Group
CDOP	Child Death Overview Panel
C GAS	Children’s Global Assessment Scales
CPP	Child Protection Plan
CSE	Child Sexual Exploitation
C&F	Child and Family Assessment
C&YP	Children and Young People
DA	Domestic Abuse
DCU	Diversity Crimes Unit
DfE	Department for Education
DHR	Domestic Homicide Review
DSL	Designated Safeguarding Lead
EHE	Elective Home Education
FGM	Female Genital Mutilation
FGMPOs	Female Genital Mutilation Protection Orders

FMU	Forced Marriage Unit
FMPOs	Forced Marriage Protection Orders
FSP	Family Support Programme
GP	General Practitioner
GRT	Gypsy, Roma, Traveller
HONOSCA	Health of the Nation Outcome Scales
HTP	Harmful Traditional Practices
ICPC	Initial Child Protection Plan Conference
IRIS	Identification and Referral to Improve Safety programme
JSNA	Joint Strategic Needs Assessment
LA	Local Authority
LAC	Looked After Child
LADO	Local Authority Designated Officer
LSCB	Local Safeguarding Children Board
MAECC	Missing and Exploited Children Conference
MASH	Multi Agency Safeguarding Hub
MARAC	Multi Agency Risk Assessment Conference
NEET	Not in Education, Employment or Training
PCC	Police Crime Commissioner
NSPCC	National Society for the Prevention of Cruelty to Children

OFSTED	Office for Standards in Education, Children’s Services and Skills
PEP	Personal Education Plan
PPU	Public Protection Unit
RAIS	Referral, Assessment and Intervention Service
SABP	Surrey and Borders Partnership
SCR	Serious Case Review
SENCO	Special Education Needs Coordinator
SEND	Special Educational Needs and Disability
SGO	Special Guardianship Order
SPOC	Single Point of Contact
SPIM	
SSAB	Surrey Safeguarding Adult Board
SSCB	Surrey Safeguarding Children Board
UASC	Unaccompanied Asylum Seeking Children
YSS	Youth Support Services





Surrey Safeguarding Children Board

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Social Care Services Board 20 January 2017

Recommendation Tracker and Forward Work Programme

1. The Board is asked to review its Recommendation Tracker and provide comment as necessary.
2. The Forward Work Plan is attached for the Board's reference.

Report contact:

Andrew Spragg, Scrutiny Officer, Democratic Services

Contact details:

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Email: andrew.spragg@surreycc.gov.uk

Annexes

- Recommendations Tracker – Annex 1
- Mental Health Crisis Care Evaluation Executive Summary – Annex 2
- FGM recommendation response – Annex 3
- Prevent recommendation response – Annex 4
- Forward Work Programme – Annex 5

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**SOCIAL CARE SERVICES SCRUTINY BOARD
ACTIONS AND RECOMMENDATIONS TRACKER – UPDATED January 2017**

The recommendations tracker allows Board Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each Board. Once an action has been completed, it will be shaded out to indicate that it will be removed from the tracker at the next meeting. The next progress check will highlight to members where actions have not been dealt with.

Scrutiny Board and Officer Actions

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
9 July 2015	ADULT SOCIAL CARE STRATEGIC DIRECTOR'S UPDATE [Item 5]	That the 0-25 pathway being co-designed by Adult Social Care and Children, Schools and Families is scrutinised by this Board.	Strategic Director Scrutiny Officer	An update on the Special Educational Needs and Disabilities (SEND) work-stream is being regularly reported to the Education and Skills Board. The two Boards have established a cross-Board group to look at SEND and the 0-25 pathway in 2016/17. This group is meeting regularly and the Vice Chairman will give an update on progress.	<i>January 2017</i>

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
30 October 2015	<p>MENTAL HEALTH CRISIS CARE CONCORDAT AND MENTAL HEALTH CODE OF PRACTICE: AN UPDATE [Item 9]</p>	<p>That the Scrutiny Board reviews the roll out of the Safe Havens across the remaining five Clinical Commissioning Group areas in Surrey including the financial sustainability of these projects.</p> <p>That an update is provided on the implementation of the Single Point of Access Project.</p> <p>That there is liaison between Surrey Police and Hampshire Police on good practice usage of the Aldershot Safe Haven for people in mental health crisis</p>	<p>Senior Commissioning Manager</p> <p>Scrutiny Board Chairman and Police and Crime Panel Chairman</p>	<p>An interim evaluation of safe havens is being reviewed by the Health and Wellbeing Board on 12 January 2016. An executive summary of this evaluation is attached.</p> <p>Work has been taking place in the CCGs to sustain the Safe Havens post the project fund ceasing at the end of March 2017, assuming the full evaluation continues to show outcomes being achieved.</p> <p>The single point of access for mental health crisis care is in development- a substantial amount</p>	<p><i>June 2017</i></p>

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
				of work has been done by Surrey and Borders Partnership Trust in preparation for go live which is anticipated to be June 2017.	
25 January 2016	ADULT SOCIAL CARE QUALITY ASSURANCE TASK & FINISH GROUP OUTCOMES [Item 7]	<p>The Board:</p> <p>Supports the proposals as outlined in the report, concluding the task and finish group work</p> <p>Supports the first phase of implementation and areas of further work, as outlined in the report, to be set up and managed as a new multi-agency project</p> <p>Recommends that Officers return to the Board when they have an implementation plan for the Board to review</p>	Head of Quality Assurance and Strategic Safeguarding	The Chairman and Vice-Chairman are to meet with officers to hear an update on progress, and then consider whether a formal report to the Board is required.	<i>March 2017</i>
12 May 2016	2015-20 YOUTH JUSTICE STRATEGIC PLAN REVIEW [Item 7]	Surrey's Youth Justice Partnership Board (YJPB) undertake further evaluation with the police and probation service to understand what impact youth justice intervention has on offending in young adulthood.	Head of Youth Support Services	This will be added to the Forward Work Programme for May 2017	<i>May 2017</i>

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
12 May 2016	2015-20 YOUTH JUSTICE STRATEGIC PLAN REVIEW [Item 7]	That officers provide a further update in 12-months on the progress of the Reducing Reoffending Plan 2014-17 with particular reference to how the new CAMHS integrated model, including the YSS subcontracted element, has impacted on mental health and emotional and behavioural issues as a known factor in relation to re-offending.	Head of Youth Support Services	This will be added to the Forward Work Programme for May 2017	May 2017
12 May 2016	2015-20 YOUTH JUSTICE STRATEGIC PLAN REVIEW [Item 7]	That officers provide an update in 12-months in relation to progress made against the Youth Justice Strategic Plan in Year 2.	Head of Youth Support Services	This will be added to the Forward Work Programme for May 2017	May 2017
12 May 2016	INTERNAL AUDIT REPORT: REVIEW OF FOSTER CARE SERVICE ARRANGEMENTS [Item 8]	The Board notes with concern the Internal Audit recommendations and will review the outcome of the service's actions to improve in the follow-up audit.	Chief Internal Auditor	Follow up audit is underway as part pf Quarter 4 in the 2016/17 audit plan. An update will be brought to the Board following this.	March 2017
2	SURREY	That officers provide a short update on	Head of Safeguarding	The Chair of the	January

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
September 2016	SAFEGUARDING CHILDREN'S BOARD VERBAL UPDATE [Item 8]	efforts to engaging fathers to attend child protection case conferences for information.		Surrey Safeguarding Board is due to report in January 2017.	2017
2 September 2016	SURREY SAFEGUARDING CHILDREN'S BOARD VERBAL UPDATE [Item 8]	That the Safeguarding Board provide a short update accompanying the annual report in December on: <ol style="list-style-type: none"> 1. Outcomes from the November 2016 multi-agency CSE conference. 2. The work of Surrey County Council and the Safeguarding Board in engaging with independent and faith schools. 	Independent Chair, Surrey Safeguarding Children's Board	The Chair of the Surrey Safeguarding Board is due to report in January 2017.	January 2017
2 September 2016	FEMALE GENITAL MUTILATION TASK AND FINISH GROUP [Item 9]	That officers clarify the legal framework and action taken by Surrey Police if an offence was to occur.	Head of Safeguarding/ Surrey Police	A response is attached for the Board's information.	Complete
26 October 2016	ADULT SOCIAL CARE BUDGET MONITORING [ITEM 9]	That officers bring a future report on Surrey Choices to the Board, as the Board is concerned about increased costs;	Strategic Director for Adult Social Care and Public Health	The Chairman is working with the Chairmen of Council Overview Board and Audit and Governance to take forward this	January 2017

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
				recommendation.	
26 October 2016	ADULT SOCIAL CARE BUDGET MONITORING [ITEM 9]	That the Chairman write to the Surrey Choices shareholder board requesting non-executive representation for Adult Social Care.	Chairman/Scrutiny officer	The Chairman is working with the Chairmen of Council Overview Board and Audit and Governance to take forward this recommendation.	January 2017
26 October 2016	SURREY MULTI AGENCY SAFEGUARDING HUB AND EARLY HELP UPDATE [ITEM 10/11]	That officers report progress of Early Help and the MASH in six months, including how benefits are being realised and how emerging key issues have been addressed	Assistant Director Commissioning & Prevention	This will be added to the forward work programme following the May 2017 election.	May 2017
26 October 2016	SURREY MULTI AGENCY SAFEGUARDING HUB AND EARLY HELP UPDATE	Updated to the Performance and Finance Sub-group efforts to reduce the number of contacts to the MASH where a child's case is already open to Children's Services.	Assistant Director Commissioning & Prevention	Officers have been contacted with this request, and an item is expected at a future Performance and Finance Sub-Group meeting.	January 2017
26 October 2016	SURREY MULTI AGENCY SAFEGUARDING HUB AND EARLY HELP UPDATE	Updated to the Performance and Finance Sub-group issues that have arisen as a result of the new IMT modules and what is being undertaken to improve the system.	Assistant Director Commissioning & Prevention	Officers have been contacted with this request, and an item is expected at a future Performance and Finance Sub-Group	January 2017

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
				meeting.	
26 October 2016	DEPRIVATION OF LIBERTIES SAFEGUARDS [Item 11]	That a quarterly update is reported through to the Performance and Finance sub-group, with matters being escalated to the Board if required.	Principal Social Worker and Senior Practice Development Manager	The Performance and Finance sub-group will receive its first quarterly update in early 2017.	March 2017
26 October 2016	ADULT SOCIAL CARE DEBT [Item 13]	That officers explore the business case for the additional temporary resource referred to in paragraph 14 to be made permanent, as a means for ensuring early and regular contact with debtors and their representatives.	Head of Resources	The impact and long-term benefits of this on-going work are in the process of being assessed, and would form part of any business case. The Board will receive a further update at a future meeting.	March 2017
9 December 2016	REVIEW OF ACCOMMODATION WITH CARE AND SUPPORT STRATEGY IMPLEMENTATION AND OLDER PEOPLE'S HOMES PROJECT [Item 7]	That the Cabinet ensure that the strategy is prioritised by Property Services and appropriate resource allocated to its delivery	Cabinet	This recommendation has been referred to Cabinet for 31 January 2017.	March 2017
9 December 2016	REVIEW OF ACCOMMODATION WITH CARE AND	That the Cabinet Member and service explore internal or external opportunities around invest to save funding to support	Cabinet	This recommendation has been referred	March 2017

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
	SUPPORT STRATEGY IMPLEMENTATION AND OLDER PEOPLE'S HOMES PROJECT [Item 7]	the strategy, including when the council is intending to dispose of land		to Cabinet for 31 January 2017. A response will be shared at the next meeting.	
9 December 2016	REVIEW OF ACCOMMODATION WITH CARE AND SUPPORT STRATEGY IMPLEMENTATION AND OLDER PEOPLE'S HOMES PROJECT [Item 7]	That the outputs from the programme of engagement is shared with the Board at a future date	Strategic Director ASC & Public Health	This recommendation has been shared with officers and an update will be brought to a future meeting.	March 2017
9 December 2016	PREVENT STRATEGY [Item 8]	That the Prevent action plan for Children's Services is shared with the Board when available.	Assistant Director of Children's Services/ Community Safety Manager	The action plan will be available for the next meeting of the Board.	March 2017
9 December 2016	PREVENT STRATEGY [Item 8]	That further detail is provided with regard to engagement with schools on the Prevent strategy.	Community Safety Manager	A response is attached for information.	Complete
9 December 2016	REPORT FROM THE ASSISTANT DIRECTOR FOR CHILDREN'S SERVICES [Item 9]	That the Framework includes additional responsibilities for Members as independent visitors to children's homes	Head of Quality & Experience	This recommendation has been shared with officers and an update will be brought to a future meeting.	March 2017
9 December 2016	REPORT FROM THE ASSISTANT DIRECTOR FOR	That the Framework articulates which KPIs are reported to which	Head of Quality & Experience	This recommendation has been shared	March 2017

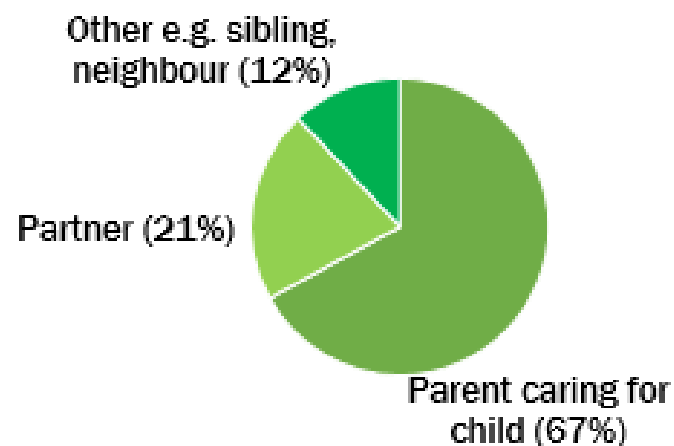
Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
	CHILDREN'S SERVICES [Item 9]	Board/responsible officer/team, and a principle of reporting consistently on the same, relevant KPIs is included.		with officers and an update will be brought to a future meeting.	
9 December 2016	REPORT FROM THE ASSISTANT DIRECTOR FOR CHILDREN'S SERVICES [Item 9]	That a trend analysis report for the key performance data and case audits over the last financial year is prepared for the Social Care Services Board (or equivalent) of the new Council	Scrutiny Officer/Assistant Director for Children's Services	This action will be taken forward in the 2017/18 Forward Work Programme	May 2017

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Mental Health Crisis Care Evaluation: Executive Summary Snapshot

The report presents the interim evaluation findings for the Mental Health Crisis Care Transformation Challenge Award programme. It is intended to inform commissioning discussions and capture lessons learned so far from the Safe Haven and Healios carers support pilot programme.

Healios Carers Pilot



Over **two-thirds (67%)** of attendees were parents caring for a child or children

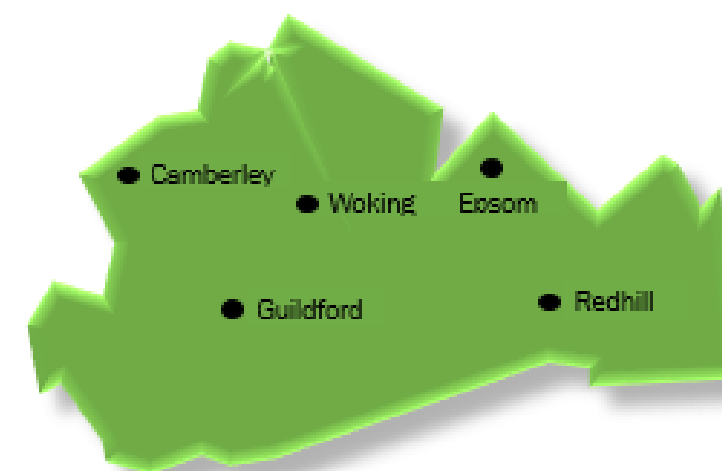


97% of those referred to the Healios pilot were contacted within two days of their referral, and **63%** attended their first session in five days or less



49% of Safe Haven visitors attend to prevent crisis symptoms from escalating further

Safe Havens

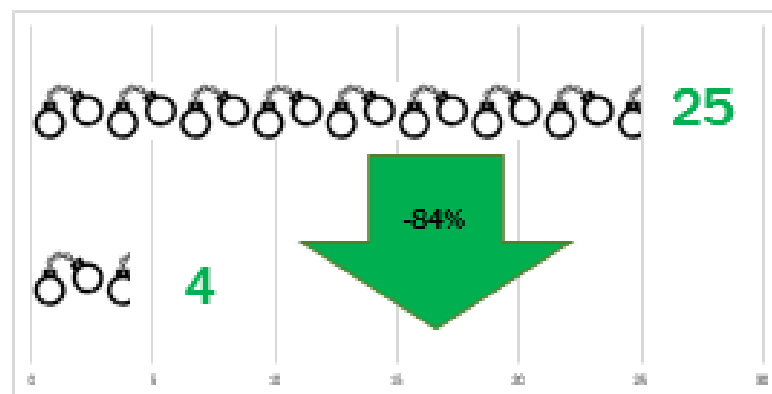


Safe Havens have opened in **5** locations across Surrey

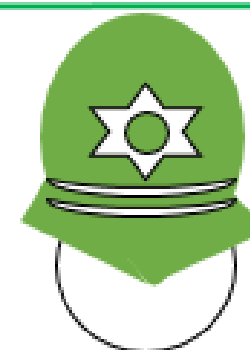
Carers using the Healios pilot have reported reductions in **distress** and **burden levels** and improvement in their **ability to function day-to-day**



Outcomes



There has been an **84%** reduction in people with mental health issues being detained in police custody

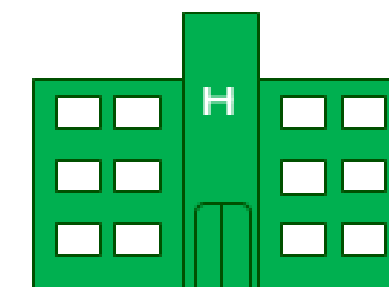


There have been **22%** fewer police deployments to mental health incidents

99% of visitors to the Safe Havens were either 'Satisfied' or 'Fairly Satisfied' with their visit



There have been over **4,000** visits to Safe Havens since they opened - this translates to **£1.2m** of potential costs avoided in A&E attendances and psychiatric liaison services



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Social Care Services Board 20 January 2017

Item and Reference: Female Genital Mutilation Task and Finish Group [item 9], REF.61/16

Date: 2 September 2016

Recommendation: "That officers clarify the legal framework and action taken by Surrey Police if an offence was to occur."

FGM prosecuting offences:

FGM is illegal under the [Female Genital Mutilation Act 2003](#). FGM is [defined](#) as excising, infibulating or otherwise mutilating the whole or any part of a girl's labia majora, labia minora or clitoris. A person who is found guilty of an offence under the FGM Act may receive up to 14 years' imprisonment, a fine, or both.

The FGM Act creates 3 basic offences:

- carrying out FGM ([section 1](#) of the FGM Act) - A person is guilty of an offence if he/she excises, infibulates or otherwise mutilates
- assisting a girl to mutilate her own genitalia ([section 2](#) of the FGM Act) - A person is guilty of an offence if he/she aids, abets, counsels or procures a girl to excise, infibulate or otherwise mutilate the whole or any part of her own labia
- assisting a non-UK person to carry out FGM on a UK girl outside the UK ([section 3](#) of the FGM Act) - A person is guilty of an offence if he/she aids, abets, counsels or procures a person who is not a United Kingdom national or permanent United Kingdom resident.

Anyone engaging in one of these prohibited acts in the UK, regardless of their nationality or immigration status, is committing an offence.

Where one of the three basic offences is committed against a girl under 16, each person who is responsible for her at the time the FGM occurred will be liable for failing to protect her from the risk of genital mutilation, under [section 3A](#) of the FGM Act. This offence carries up to 7 years' imprisonment, a fine, or both.

[Section 4](#) of the FGM Act also allows a UK person to be prosecuted when they commit one of the prohibited acts or omissions abroad. An offence under section 3A can be committed wholly or partly outside the UK by a UK person.

[Section 4A](#) and [Schedule 1](#) of the FGM Act make provision for the lifelong anonymity of victims of FGM. This means that there is a prohibition on the publication of information likely to lead members of the public to identify the victim. Publication is interpreted widely and includes less traditional formats such as social media.

In circumstances not covered by the FGM Act, other criminal offences may be committed. The CPS guidance on [Offences/Behaviours experienced by victims of Female Genital Mutilation](#) advises on alternative offences, such as:

- grievous bodily harm, under [section 18](#) or [section 20](#) of the Offences Against the Person Act 1861
- conspiracy, child cruelty, false imprisonment and causing or allowing serious physical harm or death of a child, under [section 5](#) of the Domestic Violence, Crime and Victims Act 2004.

The [CPS Female Genital Mutilation Legal Guidance](#) provides further information on FGM and associated offences. Officers are encouraged to seek early investigative advice from the CPS to help build the strongest possible case and choose the most appropriate charge.

Preventative Measures:

Given the nature of FGM, it is not a widely reported crime. People carrying out the procedure may have recently arrived in the UK and have no idea that it is illegal. If a woman or girl has come from a community where all of the girls have undergone FGM, she may believe that the health problems she is experiencing as a result of the procedure are a normal part of female life. If FGM is committed when the victim is a child, she may have little memory of it or be unaware it is illegal. It is, therefore, essential that the police and other organisations work together with statutory and third-sector partners, other agencies and communities affected to raise awareness of the health risks and increase knowledge of the criminal law relating to FGM.

Surrey Police FGM advisor has worked with officers at Gatwick Airport including UKBA officers to speak to families during the summer holidays travelling out to prevalent countries. This Intel gathering process and to raise awareness of the law. The Home Office has produced a statement that girls and women travelling abroad can keep with their passport and take with them to inform family members of the potential criminal penalties for those who allow or arrange for FGM to take place overseas. It is [available in several languages](#). It can be distributed by the police as an awareness-raising and safeguarding measure, to inform and equip women and girls who may be at risk of FGM while abroad.

If an officer becomes aware of a girl at risk of FGM, if the risk is imminent immediate steps would be taken to make the person safe and safeguarding measures put in place. For a child this would include police protection and emergency protection orders.

If it is believed or known that a girl has undergone FGM, a multi-agency strategy meeting should be held as soon as practicable (and in any case within two working days) to discuss the implications for the child and the coordination of the criminal investigation.

The strategy meeting to include:

- A Team Manager/Assistant Team Manager, to chair and co-ordinate the meeting;
- The allocated social worker responsible for the enquiry;
- A senior member of the Police Public Protection Investigation Unit DS level;
- A legal representative should be available for consultation;
- Appropriate health representation (for example the consultant paediatrician on call for Sexual Assault Referral Centre (SARC));
- A specialist in FGM from the statutory or voluntary sector if available;
- For children, the lead professional;
- Any other professional deemed appropriate by the Children's Services manager.

FGM strategy meeting to additionally cover the following issues:

- Family history and background information;
- Ensure safety of other female siblings or if indicated, close female relatives Scope of the investigation, what needs to be addressed and who is best placed to do this;

- Roles and responsibilities of individuals and organisations within the investigation, with particular reference to the role of the police;
- As to whether a medical examination/treatment is required and if so who will carry out what actions, by when and for what purpose;
- What action may be required if attempts are made to remove the child from the country;
- Identify key outcomes for the child and their family and implications and impact on the wider community.

Hannah Bishop, Public Health Lead
Public Health
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Social Care Services Board

20 January 2017

Item and Reference: Prevent Strategy, Item [8], ref: 85/16

Date: 9 December 2016

Recommendation: "That further detail is provided with regard to engagement with schools on the Prevent strategy."

Prevent was included in the Designated Safeguarding Lead network meetings last term which covers all provision including independents. We held 2 mop up sessions for schools who were unable to make our network events and these were well attended.

Our safeguarding self-audit that we send to all schools includes a section on Prevent ensuring for example that their IT networks have monitoring and filtering to ensure all matters relating to terrorism and extremism would be flagged up and referred to the Multi-Agency Safeguarding Hub (MASH), and also that any external speakers are fully researched to ensure that they are suitable for schools.

We also have a model Child Protection Policy that most of our schools adopt and again that has a section on Prevent and promoting British Values.

We have signposted schools to the online Prevent training provided by the Home Office and recommend that all staff complete the Channel training.

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Social Care Services Board – Forward Work Programme 2016/17

16 March 2017
PUBLIC

- Corporate Parenting: Lead Members Report
- Fostering and Adoption Services - Statements of Purpose and Annual Reports
- Children, Schools and Families Comissioning Plan (2017 - 2022)

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