



# **Surrey Safeguarding Adults Board**

## **Annual Report 2012 – 2013**



## Foreword

In June 2013 I was pleased to accept the appointment as the new Independent Chair of the Surrey Safeguarding Adults Board. As one of my first tasks I am pleased to introduce our Annual Report for 2012-2013.

This report gives us the opportunity of demonstrating the Board's fulfilment of its role in relation to safeguarding policy and how it has responded to safeguarding alerts and referrals through the management information shared with the Board. During this year the Board has focused on the delivery of the three year Strategic Plan that we implemented at the beginning of 2012. This plan sets out the Board's activities set against the six national principles of safeguarding, namely:

- ❖ Empowerment
- ❖ Protection
- ❖ Prevention
- ❖ Proportionality
- ❖ Partnership
- ❖ Accountability

The Strategic Plan was drafted with reference to national priorities, high level strategic goals identified by Board members in February 2012, the views of service users and carers, Management Information and actions from the previous year's Work Plan that we wished to continue or that needed to be evaluated.

I am delighted to present this report to you and look forward to the challenges and opportunities that the new year brings us as we move towards Safeguarding Adults Boards becoming statutory.

Simon Turpitt  
Chair of the Surrey Safeguarding Adults Board

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## **1 National Context**

The Statement of Government Policy on Adult Safeguarding issued in May 2011 identifies its objective as, *'to prevent and reduce the risk of significant harm to adults at risk, from abuse or other types of exploitation whilst supporting the individual in maintaining control over their lives and in making informed decisions without coercion'*.

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Safeguarding Adults Boards are not currently statutory, unlike Safeguarding Children's Boards. Surrey has chosen to have a Safeguarding Adults Board since 1999 as a reflection of the importance we place on safeguarding vulnerable adults. The government is expected to make Safeguarding Adults Boards statutory in the Care Bill. This welcome change is expected to come into effect in early 2015 and will place the safeguarding of vulnerable adults on an equal footing to vulnerable children.

This year has brought ever greater prominence to safeguarding adults. The Serious Case Review into the abuses occurring at Winterbourne View hospital in Gloucestershire was published in July and the Department of Health published the Concordat in December. A new definition of Domestic Violence and Abuse was set by the Home Office. The new Disclosure and Barring Service was established in December. In February 2013 the Final Francis Report was published, identifying key failings at mid-Staffordshire Foundation Trust. Health and Wellbeing Boards were established in preparation for them becoming a statutory requirement in April 2013. The Department of Health embarked on the consultation on a new safeguarding power in relation to the entry of premises and reports were published setting out the reform of Social Care following the Dilnot Commission report.

## **2 Local Context**

The 2011 Census tells us the following about the population in Surrey:

- Surrey has a total population of 1,132,390.
- The population has increased by over 73,000 in the past 10 years.
- 17.17% of population in Surrey is over 65 years old, compared to 16.34% in England.
- 2.65% of population in Surrey is over 85 years old, compared to 2.23% in England.
- 108,433 people in Surrey are unpaid carers.

<b>People in Surrey living in households with day to day activities limited by long term illness or disability by age (from 2011 census)</b>					
0 to 15 years old	16 to 24 years old	25 to 64 years old	65 to 74 years old	75 to 84 years old	85+ years old
6,330	4,706	53,579	25,620	32,488	19,384

<b>People living in households in Surrey who reported their health as being bad or very bad (from 2011 census)</b>		
65 to 74 years old	75 to 84 years old	85+ years old
6,004	7,067	4,559

An adult at risk of harm may be a person who has mental health problems. The Surrey Safeguarding Adults Multi-Agency Procedures, Information and Guidance represent the commitment of organisations in Surrey to work together to safeguard people with mental health problems and other adults at risk with the aim that:

- the needs and interests of adults at risk are always respected and upheld
- the human rights of adults at risk are respected and upheld
- a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- all decisions and actions are taken in line with the Mental Capacity Act 2005

Surrey and Borders Partnership NHS Foundation Trust provides the health and social care services for people with mental health problems, drug and alcohol problems and learning disabilities across Surrey. The Trust is a partnership organisation and has a formal partnership agreement with Surrey County Council to ensure integrated health and social care is provided to respond to the needs of the whole person. The Trust's Working Age Adult Mental Health, Drug and Alcohol and Forensic Community Teams are Integrated Health and Social Care Teams and act on behalf of the Local Authority. Surrey and Borders Partnership NHS Foundation Trust sit on the Board, the Business Management Group and on each of the sub-groups.

In addition, the Surrey Safeguarding Adults Multi-Agency Procedures, Information and Guidance sets out the support available for adults who have a mental health problem. This includes the circumstances when the police should call for an appropriate adult to support a vulnerable adult with a mental health problem who is going to be interviewed, It includes the use of an Independent Mental Capacity Advocate (IMCA) who will represent and support the person where there is a decision to be made in relation to serious medical treatment provided by the NHS or a move into long-term care. It also includes guidance on the use of Deprivation of Liberty Safeguards (DoLS). DoLS apply to people who have a mental health problem and who do not have mental capacity to decide whether or not they should be accommodated in the relevant care home or hospital to be given care or treatment. The Multi-Agency Procedures are agreed by all Board members and are available on the Board's webpages.

Every year, Adult Social Care submits data to the Department of Health on key safeguarding activities. This is known as the Abuse of Vulnerable Adults data. The safeguarding process begins with an alert being made to Adult Social Care. The alert is assessed by the receiving Locality Team to determine the response required. Where the concerns meet the threshold of intervention, the alert will progress to a referral.

More information is available in the Board's Multi Agency Procedures published on the Surrey County Council website. See: <http://www.surreycc.gov.uk/social-care-and-health/adult-social-care/protecting-adults-from-harm/safeguarding-resources-helpful-information-from-non-surrey-safeguarding-adults-board-sources/safeguarding-adults-multi-agency-procedures-and-protocols>. All Board member agencies are signed up to use these procedures.

Not all Councils collect data on alerts. Surrey does collect this data. Whilst national data for this year is not yet available, we can make comparisons based on previous year's national data. For the 99 councils who submitted data on alerts in both 2010-11 and 2011-12, the number of alerts has increased by 24 per cent (23,000 alerts). This could indicate either a rise in the reporting of safeguarding incidents and/or a rise in harm taking place. Feedback from these councils indicated there have been a number of changes, including delivering additional training, that has raised awareness of safeguarding. Planned awareness campaigns have increased the knowledge of safeguarding awareness within communities. The Department of Health report these factors may have contributed to the rise in alerts during the 2011-12 reporting period.

The Surrey Safeguarding Adults Board has been undertaking activities to increase awareness of safeguarding both with professionals and with the public, this, together with a new way of recording alerts may have contributed to the increase in the number of alerts being made. In December 2012 and January 2013 the Board distributed 30,000 copies of the new 'Keeping you Safe' leaflet and 800 posters to all Adult Social Care Teams, GP Surgeries, Community Hospitals, Dentists, District and Borough Councils, Libraries, Voluntary Organisations, Police, Surrey Fire and Rescue Service and Pharmacies. The Board also produced a new 'Keeping you Safe' DVD for public awareness and made it available to view on the Board pages of the Surrey County Council website and on YouTube. This featured four different scenarios of people and the abuse they had experienced to help residents recognise abuse and know how to make a referral. Since the DVD was published on 24 January 2013 there have been 273 views of the DVD on YouTube this year. The Surrey Safeguarding Adults Board page where the DVD is hosted has received 835 page visits between January and March 2013.

This may have contributed to an increased number of alerts being received as people are better informed of safeguarding and how to raise a concern. It does not necessarily indicate there are a greater number of safeguarding incidents occurring.

### **Definitions used in the Abuse of Vulnerable Adults Data**

- **Alert** - An alert is the first contact between a person concerned about the alleged harm to a vulnerable adult to Adult Social Care
- **Referral** - Where an alert is considered to meet the safeguarding threshold
- **Repeat Referral** - A repeat referral is a safeguarding referral where the vulnerable adult involved has previously been the subject of a safeguarding referral about a different incident and both of these referrals were in place during the same reporting period.
- **Completed Referral and Uncompleted Referral** - A completed referral is where an investigation has been undertaken, all evidence has been assessed, a conclusion and outcomes have been agreed and the case has been closed. There will be some investigations that start at the end of the reporting year and these are recorded as 'uncompleted referrals'.

## Case conclusions

The 'case conclusion' is the record of the result of the investigation, i.e. whether the allegation has been substantiated or not substantiated, or lacks the evidence to make a decision either way. Decisions around whether an allegation did or did not happen are based on the civil standard of proof, that is, on the balance of probabilities.

- **Substantiated** - If allegations of abuse can be proven on the balance of probabilities then the case conclusion will be recorded as 'Substantiated'.
- **Partly Substantiated** - If some, but not all, allegations of abuse can be proven on the balance of probabilities then the case conclusion will be recorded as 'Partly Substantiated'.
- **Not Substantiated** - If the allegation of abuse has been disproven on the balance of probabilities then the case conclusion will be recorded as 'Not Substantiated'.
- **Not Determined / Inconclusive** - If an investigation could not reach a conclusion as to whether the allegations are true or false on the balance of probabilities, then the case is recorded as 'Not Determined / Inconclusive'. Referrals are also recorded as Not Determined / Inconclusive where the investigation is stopped before it is fully completed. Examples of when this may happen are:
  - If there is not enough reliable evidence to show whether the allegations are true or false.
  - If the only evidence found during the investigation was one person's word against another.
  - If while investigating a referral the alleged perpetrator passes away before making a statement then the investigation might not be continued. In this case the referral will be recorded as 'Not Determined / Inconclusive'.
  - If while investigating a referral the alleged victim requests that the matter is not pursued then the referral will be recorded as 'Not Determined / Inconclusive'.

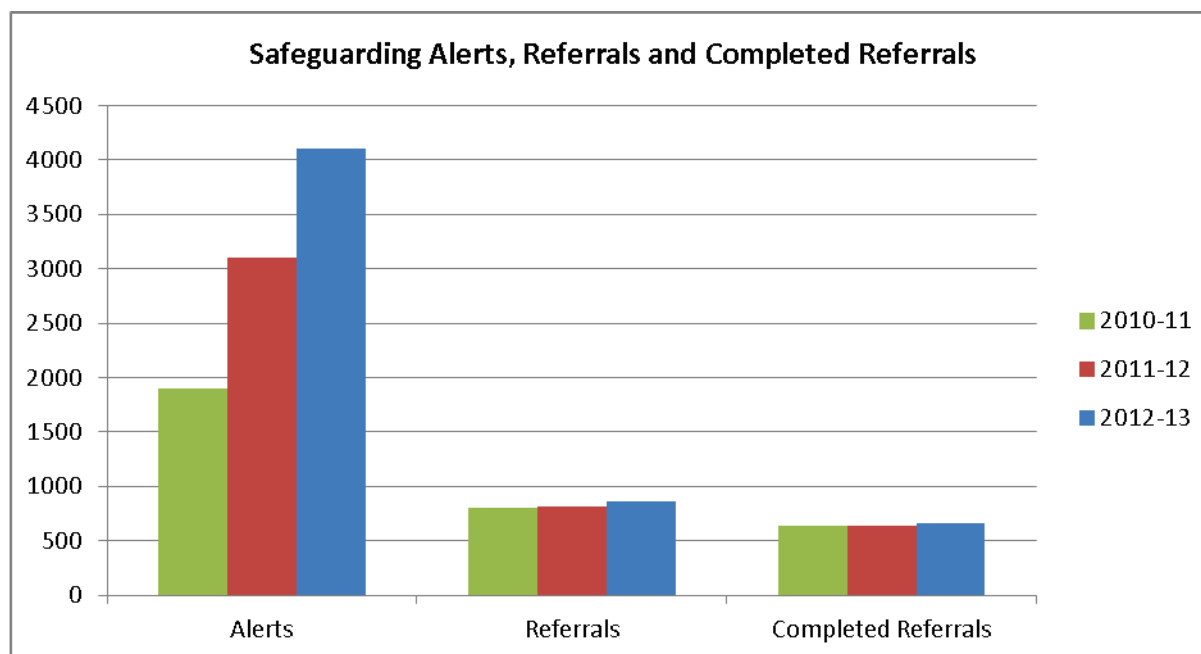


## Number of Safeguarding Alerts, Referrals and Completed Referrals

- source Abuse of Vulnerable Adults Surrey data

- In 2012-13, 4104 alerts were received. This was an increase of 32% when compared to 2011-12. Please see page 7 of this report for an explanation as to why this has occurred.
- 865 safeguarding referrals were received in 2012-13 representing an increase of 6% when compared to 2011-12.
- 658 safeguarding referrals were completed in 2012-13 which was an increase of 3% over the previous year.

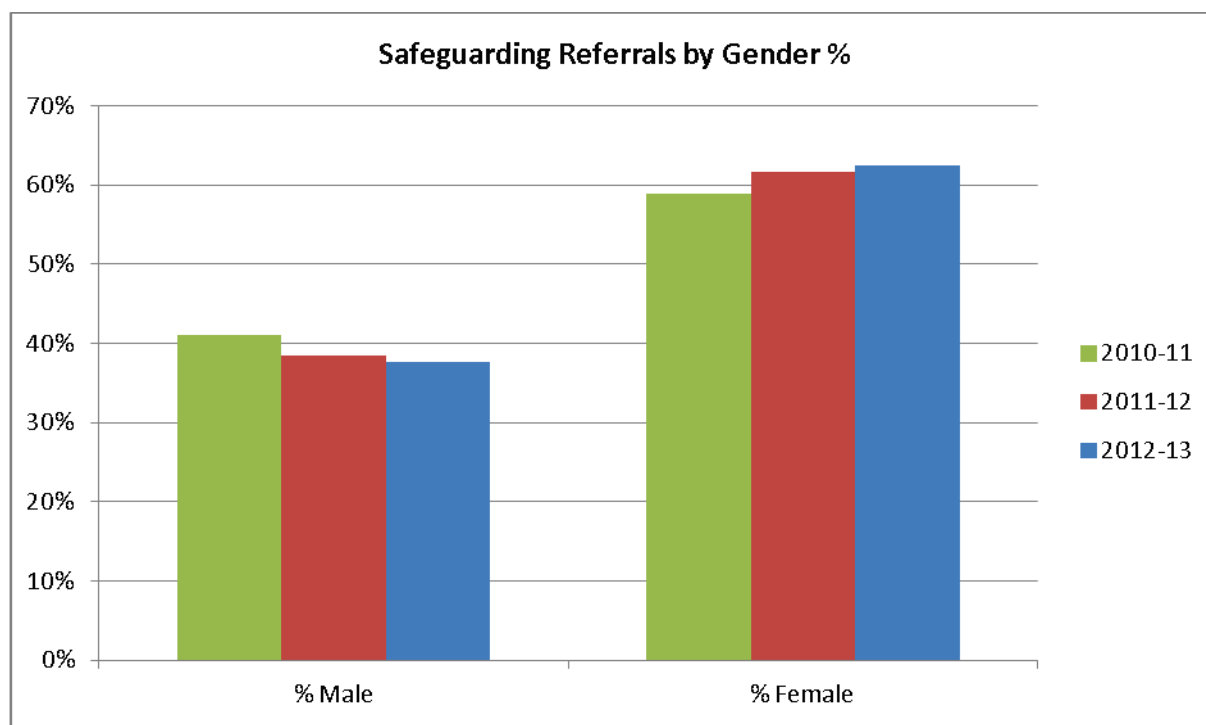
	Alerts	Referrals	Completed Referrals
<b>2010-11</b>	1900	799	634
<b>2011-12</b>	3104	815	641
<b>2012-13</b>	4104	865	658
<b>% change between 2012-13 and 2011-12</b>	32%	6%	3%



**Safeguarding Referrals by Gender**  
 - source Abuse of Vulnerable Adults Surrey data

- In 2012-13, 38% of vulnerable adults were male and 62% were female. There has not been a significant change in the gender breakdown of vulnerable adults over the last three reporting years.

	<b>% Male</b>	<b>% Female</b>
<b>2010-11</b>	41%	59%
<b>2011-12</b>	38%	62%
<b>2012-13</b>	38%	62%

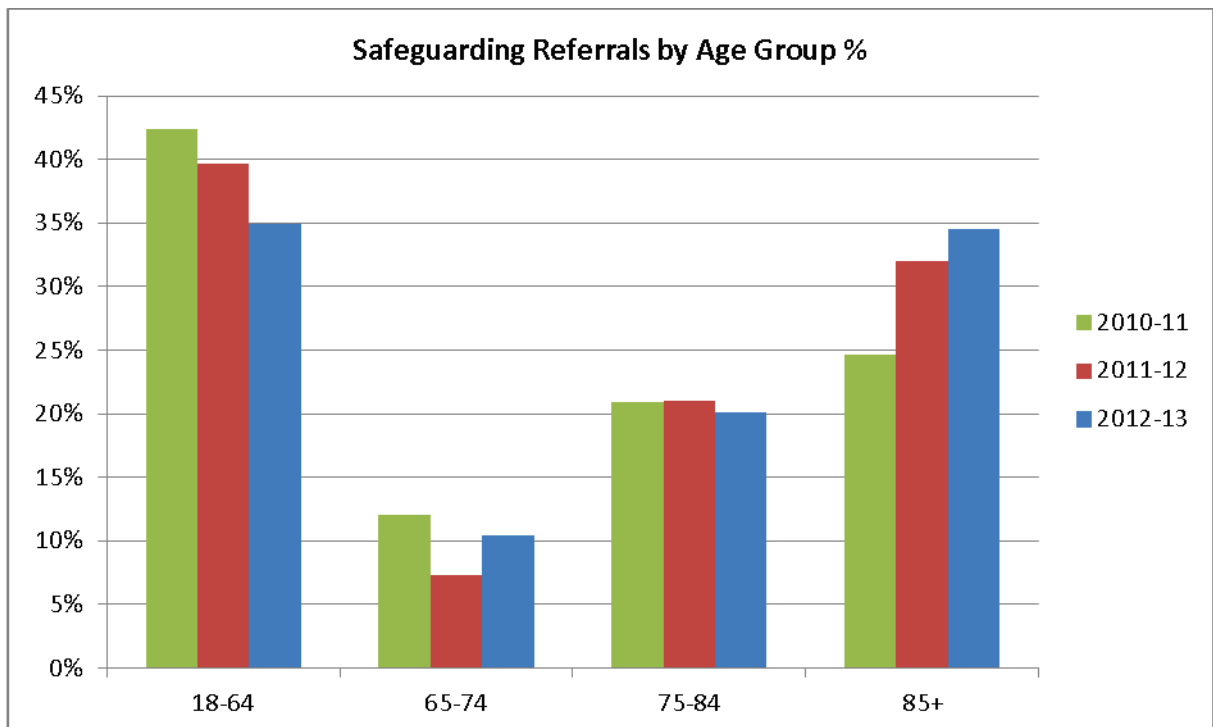


**Safeguarding Referrals by Age Group**  
 - source Abuse of Vulnerable Adults Surrey data

- The 85+ age continues to show a steady increase for referrals. In 2012-13, this proportion increased by a further 3%, following an increase of 7% in the previous year.
- The 18-64 age group indicates a steady decrease in the proportion of referrals, with a decrease of 5% between 2012-13 and 2011-12.

	<b>18-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85+</b>
<b>2010-11</b>	42%	12%	21%	25%
<b>2011-12</b>	40%	7%	21%	32%
<b>2012-13</b>	35%	10%	20%	35%

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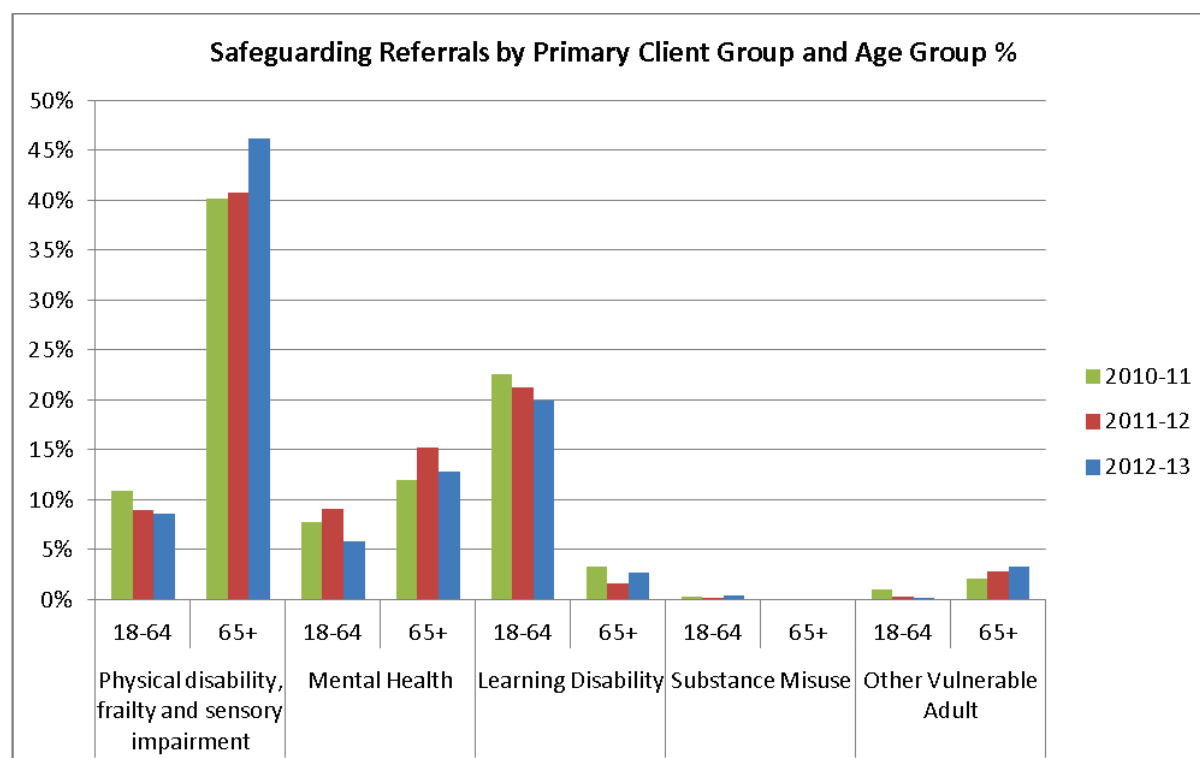
## Safeguarding Referrals by Primary Client Group and Age Group

- source Abuse of Vulnerable Adults Surrey data

- In 2012-13, there was a 5% increase, compared to 2011-12, in the proportion of vulnerable adults in the 65+ age group whose client category is Physical disability, frailty and sensory impairment.
- There has been a small increase in the Learning Disability 65+ age group when compared to the previous year.
- The proportion of Mental Health referrals has decreased by 2-3% in both the 18-64 and 65+ age bands during 2012-13.

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	Physical disability, frailty and sensory impairment		Mental Health (includes dementia)		Learning Disability		Substance Misuse		Other Vulnerable Adult	
	18-64	65+	18-64	65+	18-64	65+	18-64	65+	18-64	65+
<b>2010-11</b>	11%	40%	8%	12%	23%	3%	0%	0%	1%	2%
<b>2011-12</b>	9%	41%	9%	15%	21%	2%	0%	0%	0%	3%
<b>2012-13</b>	9%	46%	6%	13%	20%	3%	0%	0%	0%	3%

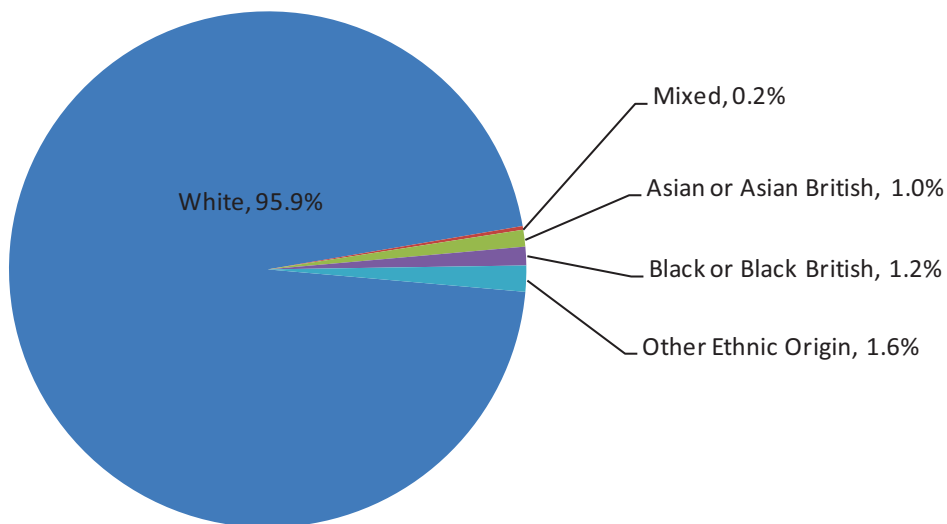


**Safeguarding Referrals by Ethnic Group**  
 - source Abuse of Vulnerable Adults Surrey data

- In 2012-13, 95.9% of alleged victims were from the 'White' ethnic group. This is 5.6% higher than the percentage reported by this category in the 2011 census breakdown in Surrey.
- In 2012-13, 1% of alleged victims were from the 'Asian or Asian British' ethnic group. This is 4.6% lower than the percentage reported by this category in the 2011 census in Surrey.

<b>Ethnic group</b>	<b>Safeguarding Referrals 2012-13</b>	<b>Surrey Breakdown Census 2011</b>
White	95.9%	90.3%
Mixed	0.2%	2.1%
Asian or Asian British	1.0%	5.6%
Black or Black British	1.2%	1.1%
Other Ethnic Origin	1.6%	0.9%
Total	100%	100%

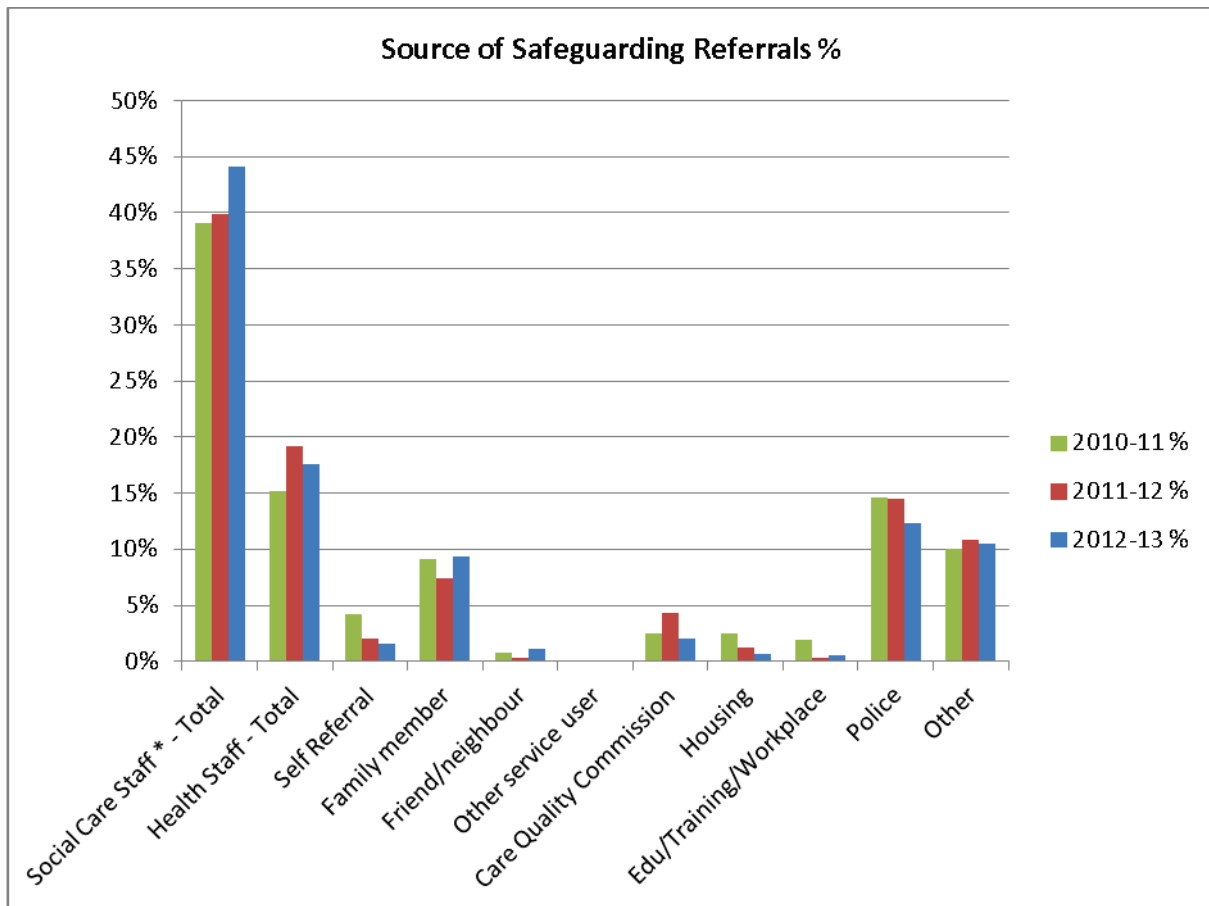
**Safeguarding Referrals by Ethnic Group  
2012-13**



**Source of Safeguarding Referrals**  
- source Abuse of Vulnerable Adults Surrey data

- In 2012-13, there was a 4% increase in the proportion of referrals being made by Social Care Staff, when compared to the previous year. A 4% increase was also seen in the sub-category of 'Domiciliary Staff'.  
*Please note, the category 'Social Care Staff includes social care staff working in the local authority and the independent sector.*
- There was a small decrease in the number of referrals being made by 'Health' during the 2012-13 reporting period.
- The proportion of referrals made by a family member increased by 2% in 2012-13.
- The proportion of referrals made by the Police decreased by 2%.

		2010-11 %	2011-12 %	2012-13 %
<b>Social care staff</b>	<b>Social Care Staff (* CASSR &amp; Independent) - Total</b>	39%	40%	44%
	<i>of which: Domiciliary Staff</i>	12%	11%	15%
	<i>Residential Care Staff</i>	17%	15%	16%
	<i>Day Care Staff</i>	2%	2%	2%
	<i>Social Worker/Care Manager</i>	7%	6%	4%
	<i>Self-Directed Care Staff</i>	0%	0%	0%
	<i>Other</i>	2%	6%	7%
<b>Health staff</b>	<b>Health Staff - Total</b>	15%	19%	18%
	<i>of which:</i>			
	<i>Primary/Community Health Staff</i>	6%	9%	7%
	<i>Secondary Health Staff</i>	7%	7%	9%
	<i>Mental Health Staff</i>	3%	2%	2%
<b>Other sources of referral</b>	<b>Self Referral</b>	4%	2%	2%
	<b>Family member</b>	9%	7%	9%
	<b>Friend/neighbour</b>	1%	0%	1%
	<b>Other service user</b>	0%	0%	0%
	<b>Care Quality Commission</b>	3%	4%	2%
	<b>Housing</b>	3%	1%	1%
	<b>Education/Training/Workplace Establishment</b>	2%	0%	1%
	<b>Police</b>	15%	14%	12%
<b>Other</b>	10%	11%	11%	

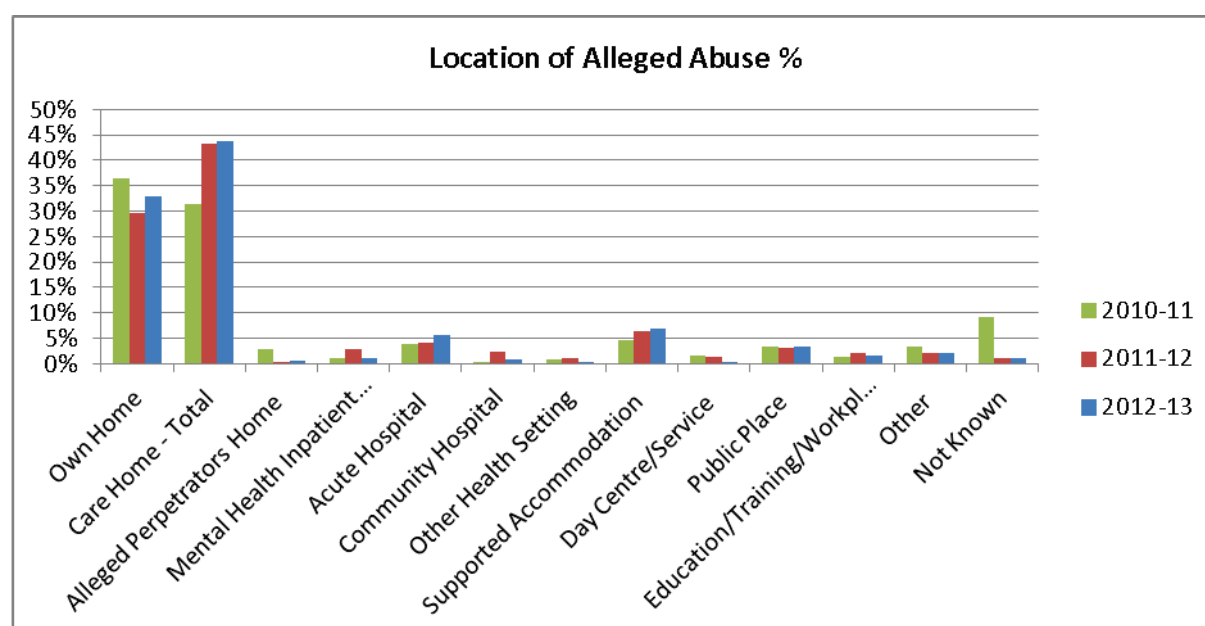


**Location of alleged abuse**  
- source Abuse of Vulnerable Adults Surrey data

- In 2012-13, there was a 3% increase in referrals alleged to have occurred in the vulnerable adults own home.
- There was a 2% increase in referrals alleged to have occurred in acute hospitals.

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	2010-11	2011-12	2012-13
<b>Own Home</b>	36%	30%	33%
<b>Care Home - Total</b>	31%	43%	44%
<b>Alleged Perpetrators Home</b>	3%	0%	1%
<b>Mental Health Inpatient Setting</b>	1%	3%	1%
<b>Acute Hospital</b>	4%	4%	6%
<b>Community Hospital</b>	0%	2%	1%
<b>Other Health Setting</b>	1%	1%	0%
<b>Supported Accommodation</b>	5%	7%	7%
<b>Day Centre/Service</b>	2%	1%	0%
<b>Public Place</b>	3%	3%	3%
<b>Education/Training/Workplace</b>	1%	2%	2%
<b>Other</b>	3%	2%	2%
<b>Not Known</b>	9%	1%	1%





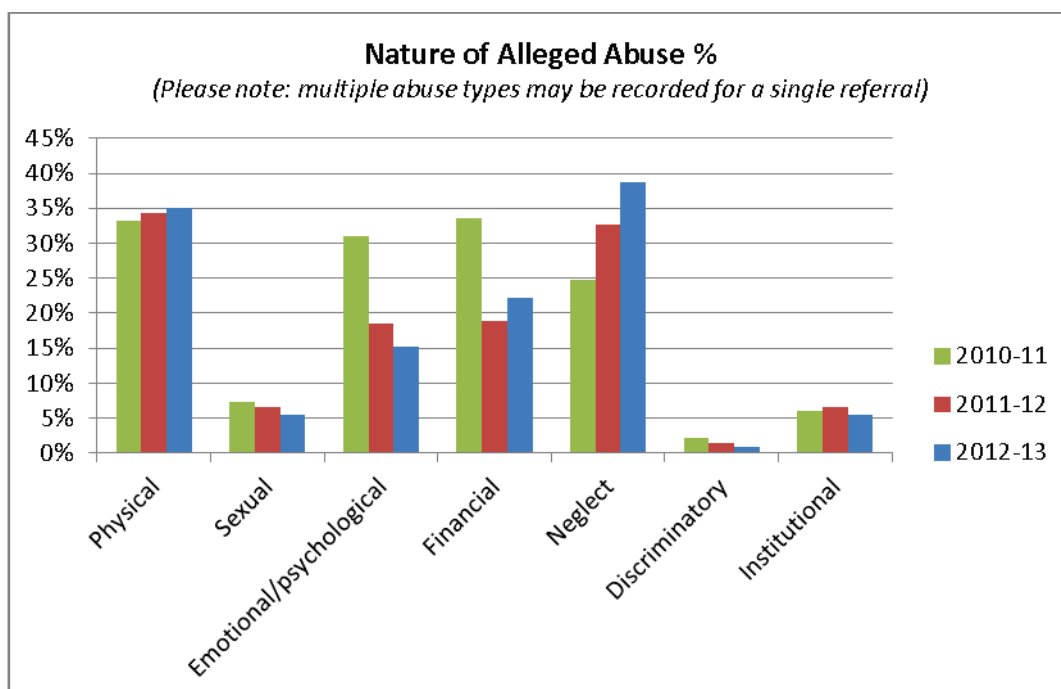
### Nature of alleged abuse

- source Abuse of Vulnerable Adults Surrey data.

- please note, multiple abuse types can be recorded for a single referral.

- In 2012-13, there was a 4% decrease in the proportion of referrals reporting emotional/psychological abuse.
- There was a 3% increase in Financial abuse (in 2010-11 33% was reported).
- There was a 6% increase in the proportion of Neglect reported.

	2010-11	2011-12	2012-13
<b>Physical</b>	33%	34%	35%
<b>Sexual</b>	7%	7%	6%
<b>Emotional/psychological</b>	31%	19%	15%
<b>Financial</b>	34%	19%	22%
<b>Neglect</b>	25%	33%	39%
<b>Discriminatory</b>	2%	1%	1%
<b>Institutional</b>	6%	7%	6%

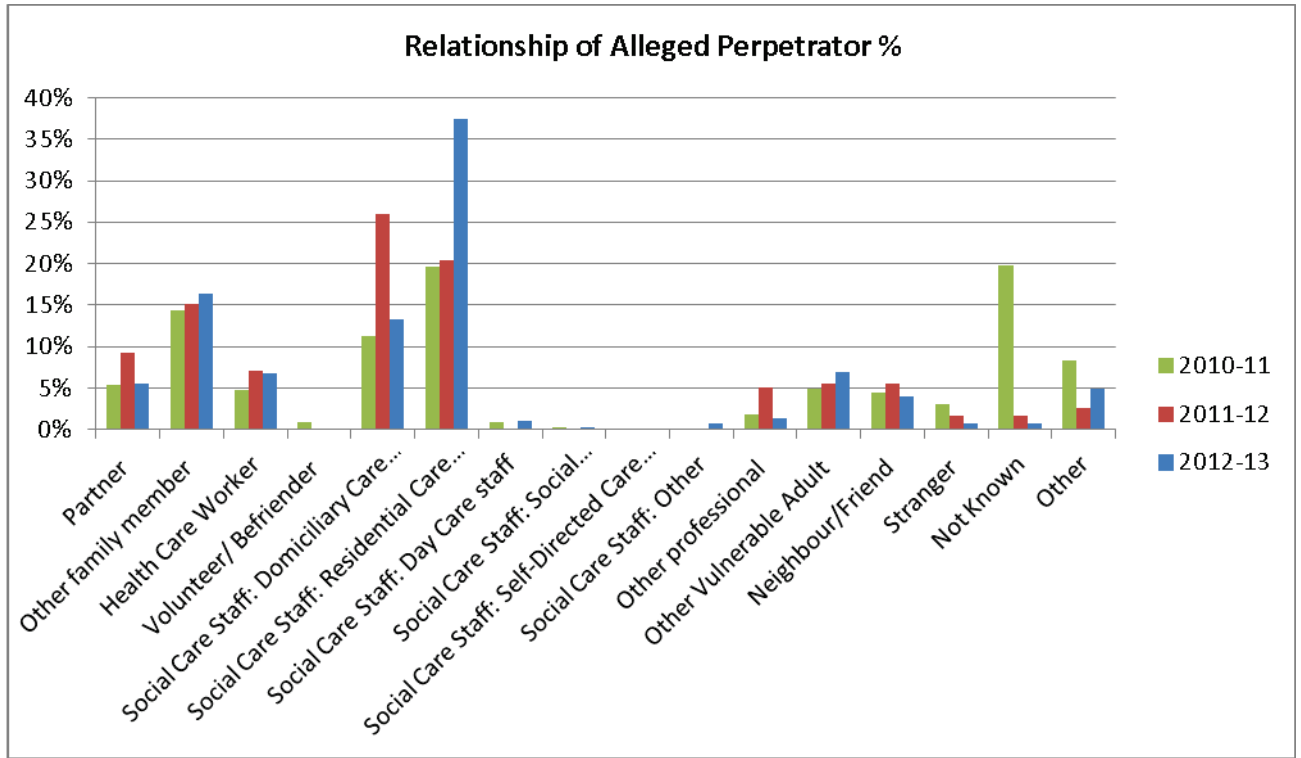


**Relationship of Alleged Perpetrator**  
- source Abuse of Vulnerable Adults Surrey data

- In 2012-13, there was a 17% increase in the proportion of referrals where the alleged perpetrator was reported as residential care staff, when compared to the previous year.
- There is no discernible cause for this shift in the number of referrals relating to residential care staff.
- There was a 13% decrease in the proportion of referrals where the alleged perpetrator was reported as domiciliary care staff in comparison to 2011-12. However, the figures for this year are similar to those in 2010-11. This year's figures are therefore in line with long term comparisons following an unusual, short-term increase the previous year.

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	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>
Partner	5%	9%	6%
Other family member	14%	15%	16%
Health Care Worker	5%	7%	7%
Volunteer/ Befriender	1%	0%	0%
<i>Social Care Staff: Domiciliary Care staff</i>	11%	26%	13%
<i>Social Care Staff: Residential Care staff</i>	20%	20%	37%
<i>Social Care Staff: Day Care staff</i>	1%	0%	1%
<i>Social Care Staff: Social Worker/Care Manager</i>	0%	0%	0%
<i>Social Care Staff: Self-Directed Care Staff</i>	0%	0%	0%
<i>Social Care Staff: Other</i>	0%	0%	1%
Other professional	2%	5%	1%
Other Vulnerable Adult	5%	6%	7%
Neighbour/Friend	5%	6%	4%
Stranger	3%	2%	1%
Not Known	20%	2%	1%
Other	8%	3%	5%

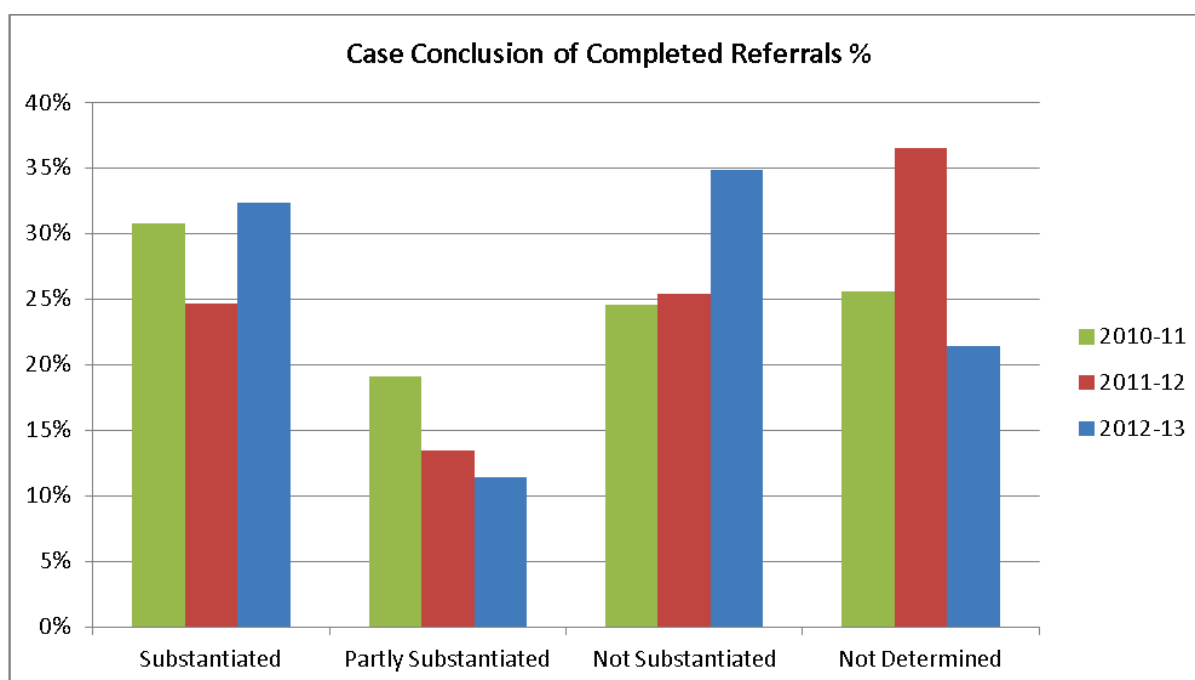


**Case Conclusion of Completed Referrals**  
 - source Abuse of Vulnerable Adults Surrey data

- In 2012-13, there was a 7% increase in proportion of completed referrals with a case conclusion of 'Substantiated', when compared to the previous year.
- There was a 10% increase in the proportion of completed referrals with a case conclusion of 'Not substantiated'

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	Substantiated	Partly Substantiated	Not Substantiated	Not Determined
<b>2010-11</b>	31%	19%	25%	26%
<b>2011-12</b>	25%	13%	25%	37%
<b>2012-13</b>	32%	11%	35%	21%



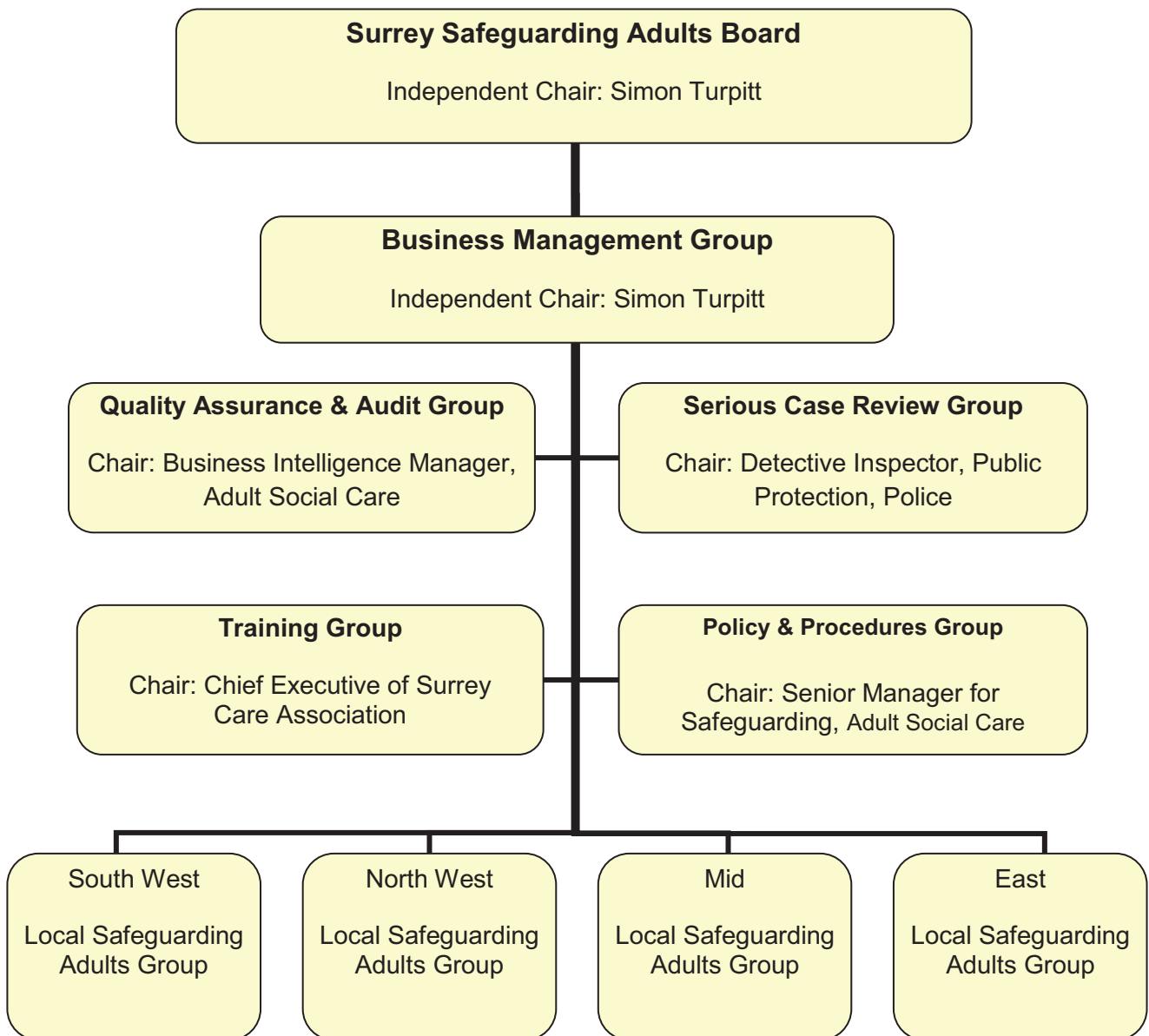
### **3 Surrey Safeguarding Adults Board Structure**

The Surrey Safeguarding Adults Board is a partnership constituted under the Department of Health guidance: 'No Secrets' (March 2000). The Board has an Independent Chair who chairs both the Board meetings and the Business Management Group meetings. The duty of the chair is to:

- To provide independent leadership and strategic vision to the Board.
- To champion the promotion of diversity and equality in all Board activity.
- To ensure the Board operates effectively in exercising its functions as set out in "No Secrets" and other relevant guidance and meets all statutory requirements that may be placed upon the Board once made Statutory.
- To chair the Board meetings, the Business Management Group meetings and other meetings/events held by the Board as required.
- To monitor and challenge the effectiveness of safeguarding adults at risk across agencies.
- To ensure that there is a meaningful business relationship with other statutory Boards.
- To produce the Board's Annual Report and Strategic Work Plan.

The chair is assisted in this role by four sub groups, namely, Quality Assurance and Audit, Policy and Procedures, Serious Case Review and Training. In addition, the Board has four Local Safeguarding Adults Groups supporting the implementation of the Work Plan.

## ORGANOGRAM



The Board meets three times a year. The Board's Terms of Reference 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

### The Board members are from:

Each of the 5 Hospital Trusts:

Ashford & St Peters NHS Foundation Trust, Frimley Park Hospital NHS Foundation Trust, Epsom & St Helier Hospitals NHS Trust, Royal Surrey NHS Foundation Trust, Surrey & Sussex Healthcare NHS Trust

Representatives for all the Clinical Commissioning Groups

Each of the community health care organisations:

Virgin Care, First Community Health & Care, Central Surrey Health

Each of the 4 local Safeguarding Adults Group chairs

Surrey and Borders Partnership Foundation Trust

Surrey Care Association

Surrey Police

User Led Organisations:

Surrey Coalition of Disabled People, Action for Carers (Surrey), Age UK (Surrey)

South East Coast Ambulance Service

First Point: hard of hearing interpreting services

Probation Service

District Councils:

Guildford, Spelthorne, Tandridge, Waverley

Surrey County Council:

Representatives from ASC, Safeguarding, Domestic Abuse, Learning Disabilities Commissioning, Surrey Safeguarding Children's Board, Trading Standards, Surrey Fire and Rescue Service

SCC Cabinet member for safeguarding

In addition, the Board's agendas and minutes are circulated to the three regional managers at CQC.



## Business Management Group

The work of the Board is supported by the executive group, known as the Business Management Group (BMG) The BMG meets every 2 months. The Terms of Reference are:

- To ensure there are effective governance arrangements for managing the Board business, including:
  - Co-ordinating the development, implementation and performance management of the Board Strategic Work Plan.
  - Ensuring the Local Safeguarding Adults Groups effectively deliver the Work Plan
  - Receiving and responding to Management Information reports on the safeguarding process and on the effectiveness of the Board
  - Monitoring Serious Case Reviews and notifications.
  - Monitoring the Board budget.
- To ensure the Board develops in concordance with the national safeguarding agenda, including:
  - Driving the national agenda forward at the local level
  - Preparing the Board for becoming statutory

### The BMG members are from:

Waverley Borough Council

Central Surrey Health

Royal Surrey NHS Foundation Trust

Clinical Commissioning Group

Surrey and Borders Partnership Foundation Trust

SCC: Strategic Director for ASC, ASC Senior Safeguarding Manager, SFRS  
Community Safety Manager, ASC Business Intelligence Manager

Surrey Police

Surrey Community Health

Surrey Care Association

- The chair of each sub-group sits on the BMG

## **4 Sub-Group Work Plans**

### **Quality Assurance and Audit Group**

This group is chaired by the Business Intelligence Manager for ASC at Surrey County Council.

The Terms of Reference for this group are:

To assist the Surrey Safeguarding Adults Board with developing, promoting and ensuring good quality safeguarding practice by:

- 1.1 Auditing the Action Plans from Surrey Serious Case Reviews
- 1.2 Auditing the Surrey Action Plans from Inquiries and national Serious Case Reviews
- 1.3 Co-ordinating a programme of multi-agency safeguarding Action Learning Sets and case reviews agreed by the Board. This might involve the following:
  - Involving the members of the Local Safeguarding Adults Groups in Action Learning Sets
  - Convening one off multi-agency task groups
  - Reporting to the Board on findings from the programme of multi-agency safeguarding Action Learning Sets including reports on lessons learned and Action Plans from Serious Case Reviews.
- 1.4 Evaluating and updating the SSAB self assessment tool for partner agencies.
- 1.5 Quality assuring the SSAB Prevention Strategy
- 1.6 Consulting and communicating with partner agencies and engaging and involving other stakeholders as appropriate.
- 1.7 Where safeguarding assessments / audits have occurred within individual agencies, the Action Plan and service improvements will be shared with the group.

#### **Key achievements**

- Reviewed the Action Plans from the 5 published Surrey SCR Action Plans. New actions identified on 2 of the plans to ensure the SCR recommendations were fully implemented. A report was given to the BMG on the Action Plans, including:
  - Prevention Strategy & the strategy's review at the Sept QA&A mtg.
  - Risk Assessment Tool and actions to promote it.
  - Pressure Sores
  - Mental Capacity Act assessment tool – progress on implementation.
  - Carer's Assessment - proposal to be renamed.
  - Audit of cases where people have declined services to assess Mental Capacity Act assessment.
- The Board's annual safeguarding self assessment was reviewed by the group. The template was amended to ensure people will include evidence to support

their benchmarking. It also included an additional section on action planning.

- The Board's 3 year Prevention Strategy action plan was reviewed. Completed actions were signed off and a recommendation made to the Board that any outstanding actions should be incorporated into the Board's Strategic Plan. This recommendation was accepted.
- Multi-Agency Case Audits process established.

### **Challenges during the year**

- Changing membership due to staff moves in several agencies.
- Multi-Agency Case Audits had to be postponed to the meeting in June 2013 due to pressure on agendas.

### **Policy and Procedures Group**

This group is chaired by the Senior Manager for Safeguarding in ASC at Surrey County Council.

The Terms of Reference for this group are:

- 1.1 To review the Multi-Agency Procedures at each meeting and to update as appropriate. In particular, to ensure process and practice is sensitive to user and carer rights and promotes user and carer involvement.
- 1.2 To review new national and local policy documents, guidance, legislation and outcomes from inquiries; to consider their impact on the SSAB Multi-Agency Procedures and to make recommendations to the board.
- 1.3 To consult and communicate with partner agencies and engage and involve other stakeholders as appropriate.

### **Key achievements**

- Made the safeguarding alert form available as an on-line form to facilitate reporting.
- Finalised the SSAB Risk Policy Tool and included this with the Board's Multi Agency Procedures.
- Reviewed the Surrey Action Plan in response to the Warwickshire SCR on Gemma Hayter to ensure agencies in Surrey were learning lessons and implementing actions from this case.
- Reviewed the Surrey Action Plan in response to the Buckinghamshire SCR on 'Mr C' to ensure agencies in Surrey were learning lessons and implementing actions from this case.
- On going review of the SSAB Multi Agency Procedures and agreed changes that were required. This included the changes with introduction of the Disclosure and Barring Service, new section on Hate/mate Crime and Human Trafficking information.
- Reviewed new local and national policies and considered the impact for the Board including the Surrey Fire Strategy to reduce harm to vulnerable adults, the Rosepark Inquiry into fire deaths, the Winterbourne View SCR recommendations.

### **Challenges during the year**

- Inconsistent attendance by some agencies.

### **Training Group**

This group is chaired by the Chief Executive of the Surrey Care Association.

The Terms of Reference for the group are:

- To develop, implement, review and update the county wide multi-agency training strategy for the protection of vulnerable adults
- To produce an annual training programme which is fully costed and includes target numbers and present this to the Executive by end December each year. Training events need to ensure involvement of service users and carers.
- To produce an annual Training Sub-group work plan based on the above strategy and annual training programme
- To consult and communicate with partner agencies and engage and involve other stakeholders as appropriate
- To provide support, advise and engage organisations to promote the uptake of safeguarding training for their staff and volunteers.
- To monitor, assess and evaluate the uptake and impact of safeguarding training across Surrey and to ensure ongoing quality assurance.

### **Key achievements**

- Organising the Board event on 22<sup>nd</sup> October 2012 to raise awareness of the recommendations in the Winterbourne View SCR and to support multi agency action planning in response to the review.
- A survey of Voluntary sector organisations access to SSAB training was undertaken in preparation for a review of the Training Strategy.
- Completion of follow up survey of those attending the conference on Safeguarding Adults Investigations: roles and responsibilities and a report prepared for the Board.
- Organising the Board event on 6<sup>th</sup> March 2013 on 'Living without Fear'. This event was to support people with learning disabilities in keeping safe at the point when they are going to start living or working independently.

### **Challenges during the year**

- Collating detailed information on access to training by the voluntary sector in preparation for the review of the Training Strategy proved difficult.

### **Serious Case Review Group**

The group is chaired by the Detective Chief Inspector at the Public Protection Unit at Surrey Police.

The Terms of Reference for this group are:

The Serious Case Review (SCR) group considers referrals made following a death, a life threatening injury or other serious incident involving an adult at risk where it is believed there have been failings, or there are suspected failings by more than one agency involved in caring for the adult (as defined by the Surrey Multi-Agency Safeguarding Adults procedures). This is with a view to establishing what learning can be identified by implementing a review process.

Further details on this group are set out in Section 6 of this report.

## **5 Priorities**

At the beginning of 2012 the Board agreed a new three year Strategic Plan that set out the vision and the priorities to be implemented. This plan was set against the six national safeguarding principles. Below is a summary of achievements in delivering the plan in 2012-2013 and the priorities for the next year.

### **❖ Empowerment**

#### **Key achievements:**

- User led organisations have been active Board members including Action for Carers, Surrey Coalition of Disabled People and 50+. As a result, the views of service users have been directly heard by the Board.
- New safeguarding materials produced and widely used by partners. As a result both professionals and members of the public are more aware of safeguarding vulnerable adults and who to contact if they have a concern. The new materials are designed to be more attractive to reflect the preventative role of safeguarding.
- Four newsletters published containing safeguarding news from the Board together with national safeguarding news and resources. As a result professionals and members of the public have been kept informed of Board activity and the latest news, policies and resources in safeguarding vulnerable adults.
- Safeguarding materials produced in the five languages most prevalent in Surrey. As a result people from ethnic minorities are not excluded from accessing information on safeguarding adults.
- The Equalities Impact Assessment on the revised Multi Agency Procedures is now linked from the webpage. The Board has done this to demonstrate the importance it places on diversity and equality.
- A new safeguarding DVD was produced together with a silent, looped version for use on display screens in doctor's surgeries and similar venues. The DVD is available on the SSAB website and copies have been made available to agencies and the voluntary sector. This has supported partner agencies to raise awareness of safeguarding, in particular, of the positive elements of keeping people safe.

**Priorities for next year:**

- Continue to support the Personalisation of care agenda and ensure people have the knowledge and resources available to safeguard themselves when arranging their own care.
- The NW Safeguarding Adults Group will implement a project to establish a 'Safer Places' scheme in Surrey.
- The East Safeguarding Adults Group will implement a project to empower service users to identify the standards they should expect of good care and how to resolve issues if those standards are not being met.

**Trading Standards are pleased to give the following highlights of their safeguarding activity during the year**

- Trading Standards launched the new “Super stickers” which enable householders to elect to make their homes “No Cold Calling Zones” these stickers are available by calling 03456 009 009 or collecting via Council offices, libraries and police stations. We also carried out an evaluation of the scheme recently which found that 90% of householders said that there was a reduction in cold calling since they displayed the sticker; 51% felt safer and 76% felt more confident in turning cold callers away as a result. The vast majority who registered the use of the sticker were in the over 60s age group. Those who have registered also receive a quarterly Newsletter.
- We have also devised a leaflet for Carers and Care professionals to highlight the sort of scams that are being used by criminals to deprive, in particular, the elderly and vulnerable from their savings. It is estimated that in the UK £3.5 billion is lost to scams each year.
- Trading Standards also continue to operate the Support with Confidence Scheme with Adult Services, in partnership with Surrey Independent Living Council (SILC) and currently have about 80 members and this number continues to increase.

**❖ Protection**

**Key achievements:**

- Launch of the four new Safeguarding Adults Groups has supported the delivery of the SSAB Strategic Plan and provided a vital link for frontline staff and managers to link with the Board.
- 'Living without Fear' event held to raise awareness of safeguarding among people with a learning disability who are about to start living independently or entering employment for the first time. The 'Blue Apple' theatre company put on a

production acting out scenarios that may affect a person with learning disability living on their own for the first time. Delegates were then given information and support to ensure they have the right skills to deal with these situations should they encounter them. Most of the actors working for the 'Blue Apple' theatre company have learning disabilities.

- In October 2012 the Board held a multi agency conference on learning the lessons from the Winterbourne View Serious Case Review. Speakers included Margaret Flynn author of the SCR, Viv Cooper from the Challenging Behaviour Foundation who gave the perspective of the family carer role in safeguarding; Sarah Mitchell, Strategic Director of Adult Social Care in Surrey County Council; Sheila Evans from the Department of Health and Debra Moore who joined Castlebeck in 2011.
- The Board implemented an Action Plan to address the recommendations in the Winterbourne View SCR to keep people with a learning disability safe. As a result services users and patients in Surrey will be better protected against the types of abuse that occurred at Winterbourne View. In addition, vulnerable adults with learning disabilities will feel their needs and concerns are being addressed by the Board.

#### **Priorities for next year:**

- To ensure appropriate action have been taken in response to the recommendations set out in the Francis Report into Staffordshire NHS Trust.
- To establish a sub-group specifically to take forward to embed the recommendations of the Winterbourne View SCR, the Francis Report and the 'Death by Indifference, 74 and counting' report.
- The SW Safeguarding Adults Group will implement a project to raise awareness of safeguarding with business people (other than health and social care professionals) who visit the homes of vulnerable adults.
- The Mid Safeguarding Adults Group will implement a project to raise awareness of safeguarding with housing providers.

#### **Frimley Park Hospital are pleased to give the following highlights of their safeguarding activity during the year**

- Update training for Deprivation of Liberty Safeguards provided to 250 members of staff.
- Successfully trained 200 members of staff in Prevent.
- Continued our already successful awareness training to ensure all clinical staff, new doctors, all new employees and volunteers to the Trust knows how to raise a safeguarding concern.



**Surrey Fire and Rescue Service are pleased to give the following highlights of their safeguarding activity during the year**

- Surrey Fire and Rescue Service has produced guidance document for other agencies, its own staff and its safeguarding officer.
- Surrey Fire and Rescue Service has designed and delivered safeguarding training for its entire front line staff.
- Keeping you safe from fire project has raised awareness of the risk factors for vulnerable adults and ensured people from all agencies, families and carers understand the protective equipment that can be obtained and how to access it.

**Surrey and Sussex Hospitals are pleased to give the following highlights of their safeguarding activity during the year**

- The Learning Disabilities Peer Review undertaken provided assurance that high quality care was being provided to our patients.
- New Mental Capacity Act Checklist and Best Interests Proforma introduced and well evaluated.
- The Safeguarding Lead represented the Trust as a speaker at a conference in London in July 2012.

**❖ Prevention**

**Key achievements:**

- The Policy and Procedures Group have analysed the recommendations from key national SCRs and implemented actions. As a result, Surrey services have been able to put processes in place to protect vulnerable adults before abuse occurs.
- The SSAB Multi Agency Procedures have been continuously kept under review and updated in response to national and local safeguarding needs. The procedures are available on the SSAB website. This ensures the procedures are relevant and supports all professionals to easily access them.
- Safeguarding incidents that are below the threshold for a SCR have been reviewed and lessons learned disseminated to the appropriate agencies. As a result agencies have been able to improve practices.
- The Board has supported the implementation of the Fire Strategy ‘Keeping you safe from fire’ that has reduced the risk of harm to vulnerable adults in their own homes and in residential care. As a result there is more protective equipment

being installed in the homes of vulnerable adults so they can stay safe from fire. Residential homes have also improved their staff training and fire safety equipment to keep people safe.

- Current safeguarding practices have been benchmarked by the completion of a Safeguarding Self Assessment. As a result, agencies have been supported to identify gaps in their safeguarding practices and have implemented actions to resolve these. In addition, the template has been adapted by Surrey Care Association and promoted as a useful template for Residential Care Homes to use to improve their safeguarding.
- The Board's three year Prevention Strategy has been reviewed and completed actions signed off by the Quality Assurance and Audit Group. Outstanding and continuing actions have been incorporated into the Work Plan. As a result, prevention is embedded in the Board's strategic plan and actions are relevant and up-to-date.
- The Board has established a task and finish group to produce a Missing Persons Protocol to support partner agencies work together when a vulnerable adult goes missing. When this is finalised it will support agencies to work together efficiently when a vulnerable adult is missing and ensure everything is done to find the missing person quickly.
- The Board has set up a task and finish group to identify actions to reduce incidents of harm through choking in adults at risk. This multi agency group has started work on the new Choking Prevention Best Practice Guidance that will be finalised in the autumn. This will ensure best practice is shared and implemented across agencies to reduce the risk of harm from choking.

### **Priorities for next year**

- A report will be presented to the Board in May on the key issues identified from the Safeguarding Self Assessments.
- All appropriate Board members will complete Safeguarding Self Assessments will be undertaken in January 2014.
- To publish a finalised Missing Persons Protocol and support its use by agencies.
- To publish a finalised Choking Prevention Best Practice Guidance and support its use by agencies.
- The Quality Assurance and Audit group will undertake case audits to identify and implement lessons learned.
- To cascade the learning from Surrey's SCRs and Domestic Abuse Homicide Reviews at a multi agency conference for senior strategic managers.

**Royal Surrey County Hospital are pleased to give the following highlights of their safeguarding activity during the year**

- CQC report August 2012 showed that we were meeting all of the standards including those specifically related to safeguarding.
- Positive feedback from staff attending safeguarding training—resulting in an increase in referrals showing that staff have a greater awareness.
- Positive feedback from service users as part of the learning disabilities peer review which also included an element on safeguarding.

**Central Surrey Health is pleased to give the following highlights of their safeguarding activity during the year.**

- Integrated safeguarding structure within CSH reviewed and changes implemented. Internal Integrated Safeguarding Group (which combines Children and Adults) now well established, the frequency of the meeting recently increased to every 2 months as a result of the increased safeguarding activity within the organisation.
- Safeguarding Adult Lead meets monthly with Governance Team to review all incidents.
- Communication – events log, pressure ulcer pathway continues to work well especially with partners. Pressure Ulcer pathway is being relaunched and renamed as “Skin Matters”.

❖ **Proportionality**

**Key achievements**

- A Multi Agency Risk Policy and Tool was implemented by the Board and is now in use by agencies. As a result, agencies are undertaking holistic risk assessments that can be shared. Risks are being identified and reduced.
- The Board’s training programme continues to be delivered based and will be reviewed in line with an agreed Multi Agency Competency Framework to be produced in autumn 2013.
- The SSAB Multi Agency Procedures were reviewed to ensure risk and proportionality in risk assessments was addressed. As a result, vulnerable adults are being supported to live life their way.

### Priorities for next year

- The Board's training programme will be reviewed to ensure training includes proportionality in risk assessments.
- The Board will continue to promote the use of the Multi Agency Risk Policy and Tool and evaluate its effectiveness in supporting a proportionate response to risk.

### **Surrey and Borders Partnership are pleased to give the following highlights of their safeguarding activity during the year**

- A new database of safeguarding incident records (DATIX) has been set up and this is giving us more comprehensive information about the safeguarding concerns being identified by the different services.
- DATIX is enabling us to monitor and manage safeguarding incidents as they arise so that immediate appropriate actions can be taken and so that themes and trends can be identified.
- We have continued to strengthen our partnership arrangements both internally and externally so that roles, responsibilities and accountabilities are clearer. Our Surrey County Council Assistant Senior Managers have been deployed on a locality basis where they take a lead in operational safeguarding casework, supporting Team Managers and front line staff to deliver safer services.

## ❖ Partnership

### Key achievements

- The Board has forged strong links with the emerging Clinical Commissioning Groups. As a result, relationships have been built and the sharing of safeguarding knowledge and practices shared.
- The training sub-group has identified the key competencies needed by staff across all agencies, including voluntary staff, and begun to work this into a framework. As a result, the Board's and individual agencies training programmes will be better equipped to deliver the appropriate knowledge and skills that will develop a competent workforce...
- Board membership was reviewed and new members invited to join from the District and Borough Councils, Clinical Commissioning Groups and a Senior Housing Manager. As a result, the Board is a stronger partnership and is able to safeguard vulnerable adults who use services from a broad range of agencies.

- Prison Governors from the five prisons in Surrey were invited to become members of the Board. Whilst none of the governors took up this opportunity, strong links have been forged with representatives from the prisons in the development of a new Memorandum of Understanding.
- The Board has established links with the Health and Wellbeing Board. As a result, the two Board's are able to work together to complement and support their strategies. In addition, this is providing a solid foundation for when the Safeguarding Adults Board becomes statutory.

### **Priorities for next year**

- To publish and implement the Board's safeguarding competency framework across all agencies.
- To review membership to ensure the right members are at the Board.
- To continue to engage with the Surrey Safeguarding Children's Board in particular in relation to Domestic Abuse Homicide Reviews and SCRs.
- To maintain robust links with the Health and Wellbeing Board.
- To complete the Memorandum of Understanding with the five Surrey Prisons in the light of the HMPI paper 'Expectations'.

### **Surrey Care Association are pleased to give the following highlights of their safeguarding activity during the year**

- Surrey Care Association has continued to play its part in ensuring providers across Surrey are kept informed of changes and keeping Safeguarding high on the agenda.
- Residential Care Providers have volunteered to play an active role in the local Safeguarding Adults Groups and in Missing Persons protocol Group.
- We ensure the trainers delivering our Basic Awareness Level training are up to date.
- We are currently developing a pilot programme to support providers in the enquiry stage of safeguarding investigation to improve the process.

## ❖ Accountability

### Key achievements

- The Board's Annual Report was presented to SCC Cabinet and published on the SSAB webpages and in all of Surrey's libraries. As a result, the Board strategy and activities have been made public and widely shared. The Report was sent to the libraries to ensure members of the community without internet access, can see the Report.
- Board members completed a safeguarding self assessment on behalf of their agency. These assessments were sent to the Board. As a result the Board has been able to share good safeguarding practices.
- The Business Management Group's Terms of Reference were reviewed and updated. This has ensured they are relevant and up-to-date with what the group needs to deliver.
- Management Information from the Abuse of Vulnerable Adults data has been presented to all Board and Business Management Group meetings. As a result, the Board has been able to monitor and respond to trends in safeguarding adults.

### Priorities for next year

- The Board will hold an awayday this will look at the vision of the Board, what the Board does well, what areas need to be improved and how the Board will develop the Strategic Plan including reference to accountability.
- A Peer Review will be undertaken of the Board.
- The Board's Strategic Plan will continue to be reviewed by the Business Management Group and Management Information presented to each meeting.

**Adult Social Care is pleased to give the following highlights of their safeguarding activity during the year.**

- Service user experience feedback now in place upon the closure of each Safeguarding case.
- Joint training with Police on Achieving Best Evidence is in place.
- Memorandum of Understanding agreed with Surrey Prisons. Awareness raising has taken place with ASC Teams having Prisons in their Area together with Safer Custody staff. The MOU includes an agreed referral pathway.
- Provider Failure Protocol is being revised. This includes a new Domiciliary Care agency closure protocol, the closure of a residential or Nursing Care Homes and the closure of a registered service due to an emergency occurring.

## **6 Serious Case Reviews**

The Board has a Serious Case Review sub-group chaired by the Detective Chief Inspector at Surrey Police's Public Protection Investigation Unit. The group considers referrals made following a death, a life threatening injury or other serious incident involving an adult at risk where it is believed there have been failings, or there are suspected failings by more than one agency involved in caring for the adult (as defined by the Surrey Multi-Agency Safeguarding Adults procedures). This is with a view to establishing what learning can be identified by implementing a review process.

In considering such cases, the SCR group will request and review information held by each agency to determine if there appears to have been any organisational failure. Each agency will provide a summary of their agency's involvement within two weeks of the request being made.

During the year, the group received eleven notifications of serious incidents that potentially were considered as to whether or not the criteria for a SCR were met. Following consideration of those notifications and further information requested by the group, four cases were taken forward and a recommendation made to the chair of the Board for a Serious Case Review to be undertaken. These recommendations have been accepted and the Reviews are in currently in progress. When the Reviews are completed they will be presented to the Board and placed on the Surrey Safeguarding Adults Board webpages.

### **Priorities for next year**

- The Board's SCR group will complete a review of the SCR process and establish a multi agency case review process for those safeguarding cases that do not meet the threshold for a full SCR.

## **7      **The year ahead****

Towards the end of the year the Board began the recruitment process to appoint a new Independent Chair. The Board were very pleased when Simon Turpitt accepted the position. Simon brings with him a wealth of experience in safeguarding both adults and children, leadership in the multi agency environment and significant knowledge of the health agenda. The Board will hold an event in the autumn for Board members to set the vision and goals for the Board.

Simon started as Chair of the Board at the beginning of the New Year and this brings with it the assurance the Board will be the best position when Safeguarding Adults Boards become statutory.