



Surrey Safeguarding Adults Board

**Adult Safeguarding
Executive Summary
Report
2016 – 2017**

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

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Executive Summary

Introduction from the chair of the Board

Our goal is always to ensure that those adults at risk are better protected. We do this by making sure they are at the centre of what we do, reviewing and improving our processes, getting better more reliable data that we can turn into knowledge and action, supporting partner agencies to improve the skills of their workforce to better deal with safeguarding concerns. This is a key part of the Care Act with Making Safeguarding Personal and is a central theme to support people.

The opening of the multi agency MASH has been a major positive milestone that allows us to respond more quickly to concerns, share information more effectively and improve multi agency working

Adult Social Care brought its new IT system on line halfway through the year, this is a major important step in supporting the safeguarding agenda not only because it is easier to log data but also gives us much better data that allows analysis that was not really possible before.

We have taken the opportunity and will continue to do so of working more with partner boards, primarily with the Children's Safeguarding Board, to look at ways of sharing initiatives where appropriate and ensure we are not duplicating activity.

We have improved our assurance from partners through a robust quarterly reporting system that gives us confidence that agencies are robustly managing Safeguarding in their organisations.

We started this year to look independently at the way the main agencies work through a programme of Case File audits. It highlighted some good practice in Surrey but also some opportunities for improvement. An action plan has been implemented to ensure those improvements become a reality.

The Board has developed a really good newsletter that gives updated news, policy changes, links to good practice and learning from Safeguarding Adults Reviews. It is circulated to over 800 people and published on the webpages.

We have participated strongly in the National Chairs Network, National Board Managers Network and started a regular meeting with Boards from West Sussex, East Sussex and Brighton and Hove. These networks allow us to look outside our own borders to learn, share and improve.

There are always challenges for us regarding the time people can give us in meetings but I must thank all agencies for their commitment and dedication to making the system work. The Board is made up of these groups and without their support would not function effectively.

It has been a year of progression and this will continue as set out in our Strategic Plan. We still have more to do to improve protection, improve practice and increase awareness of adult safeguarding and help those who most need protecting at an earlier stage. However, we are making really strong progress and have built better and stronger systems to support people earlier. We can now see how we are matching the outcomes of the adult at risk and drive the Making Safeguarding Personal more effectively.

Simon Turpitt

Independent Chair, Surrey Safeguarding Adults Board

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

- have needs for care and support (whether or not the local authority is meeting any of those needs) and
- are 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 in the Care Act 2014.

Physical abuse	Modern slavery
Domestic violence	Discriminatory abuse
Sexual abuse	Organisational abuse
Psychological abuse	Neglect and acts of omission
Financial or material abuse	Self-neglect

There are other types of harm and exploitation where Adult Social Care (ASC) have a discretion as to whether to conduct a safeguarding enquiry. This is sometimes called a non-statutory enquiry. There is more detail about the types of abuse and neglect in Appendix A.

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
surreycc.gov.uk/protectingadults
 Text 07527 182861

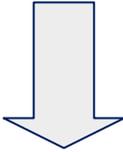


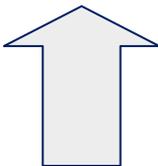
A Snapshot of Safeguarding adults in Surrey



Safeguarding adults data is collated throughout the year and presented to each Surrey Safeguarding Adults Board meeting. At the end of the year, the data goes through a structured process of verification with the Department of Health. The final data pack is published alongside the data from other Boards on the NHSdigital website. The publication usually takes place in late summer.

SSAB has seen information on the key trends in safeguarding data during the year. More detailed data will be available in the next few months and the Board will update this Annual Report when the data is released for publication by the Department of Health. A brief overview of the trends is as follows.

Safeguarding concerns		
<p>What it is:</p> <p>This is the first contact Adult Social Care (ASC) receive that an adult at risk of abuse and neglect may need safeguarding.</p>	<p>Why does it matter:</p> <p>It shows people know they need to raise a safeguarding concern if they think an adult may be at risk.</p>	
<p>What is the picture in Surrey:</p> <p>In previous years, the number of safeguarding concerns raised in Surrey has been noticeably higher than in similar Counties.</p> <p>The initial data for 2016 – 2017 shows the number of safeguarding concerns in Surrey is reducing. This will mean the number of safeguarding concerns is similar to other areas and that the MASH has helped ensure the concerns are genuine safeguarding issues which previously was not always the case. SSAB will continue to maintain strong links with the MASH to ensure everyone who needs to raise a concern knows how to contact the MASH and have their concern responded to within the agreed timescales.</p>		

<h2 style="text-align: center;">Safeguarding Enquiries – where action under section 42 of the Care Act is required</h2>			
<p>What it is:</p> <p>This is the legal duty on ASC to make enquiries that an adult at risk needs safeguarding.</p>	<p>Why does it matter:</p> <p>This shows how many adults have needed help to protect themselves from abuse or neglect and that action has been taken ensure that the person needs support or the risks have been mitigated.</p>		
<p>What is the picture in Surrey:</p> <p>The initial safeguarding adults data shows the number of Safeguarding enquiries undertaken under Section 42 of the Care Act has increased. This shows ASC are taking action to keep adults safe.</p>			

<h2 style="text-align: center;">Proportion of safeguarding concerns that become safeguarding enquiries</h2>		 <p>Increase protective factors</p>  <p>Reduce harm from abuse and neglect</p>
<p>What it is:</p> <p>It measures how many of the safeguarding concerns raised become safeguarding enquiries under Section 42 of the Care Act</p>	<p>Why does it matter:</p> <p>It shows whether the safeguarding concerns reveal someone is being abused or neglected and that the harm caused needs to be addressed with a statutory enquiry.</p>	
<p>What is the picture in Surrey:</p> <p>In Surrey the proportion of safeguarding concerns that become a safeguarding enquiry under section 42 of the Care Act is increasing. This means that ASC is taking formal action following receipt of the safeguarding concern.</p>		

<h2>Making Safeguarding Personal</h2>		<p>Living the life I want, free from harm</p>
<p>What it is:</p> <p>Making safeguarding personal focusses the safeguarding enquiry on achieving the outcomes that the adult experiencing the abuse/neglect has said they want.</p>	<p>Why does it matter:</p> <p>Safeguarding aims to improve the lives of adults at risk. To do this, it must meet the adults agreed desired outcomes.</p>	
<p>What is the picture in Surrey:</p> <p>It is important that safeguarding achieves the agreed outcomes that the adult wants. Adults are asked what outcomes they want and at the end of the safeguarding pathway, they are asked whether those desired outcomes have been met. The initial data shows that in Surrey, the majority of adults had their desired outcomes fully or partially met.</p>		

<h2>Mental Capacity</h2>		
<p>What it is:</p> <p>The Mental Capacity Act is designed specifically to empower and protect an individual who may be unable to make a decision because of the way their mind or brain works is affected, for example, by illness or disability.</p>	<p>Why does it matter:</p> <p>People who lack mental capacity are some of the most vulnerable people in our society. They are therefore most in need of our protection.</p>	
<p>What is the picture in Surrey:</p> <p>When a person does not have the mental capacity for decision making, they need to be supported throughout the safeguarding enquiry. In Surrey most adults are supported by a member of their family. For some adults, an independent advocate is appointed for them. Occasionally, the person will have a friend supporting them.</p>		

Visits to the SSAB website		 <p>About us</p>
<p>What it is:</p> <p>This is the central resource in Surrey where people can learn about safeguarding adults and how to protect them.</p>	<p>Why does it matter:</p> <p>Safeguarding adults improves people's lives by helping them to live free from fear, abuse and neglect. It is a legal duty under the Care Act to raise awareness of safeguarding.</p>	
<p>What is the picture in Surrey:</p> <p>The SSAB website provides information for professionals and the public. There are resources, policies and tools available.</p> <p>Number of visitors to the SSAB webpages during the year:</p> <p style="text-align: center;">10,606 visits and 27,881 page views</p>		

Training		
<p>What it is:</p> <p>Training ensures the Board's partners workforce has the correct skills and experience to safeguard adults.</p>	<p>Why does it matter:</p> <p>A competent workforce can ensure adults at risk are best protected from abuse and neglect.</p>	
<p>What is the picture in Surrey:</p> <p>SSAB has a comprehensive multi agency training programme. A range of courses at different levels and on a variety of safeguarding skills was delivered as set out at Annex D. In addition to the training, members of the workforce attended conferences and workshops to ensure they have the right competencies to safeguard adults.</p>		

Safeguarding adults – achievements this year



Multi Agency Safeguarding Hub (MASH) establishment

The MASH facilitates joined up working across services to better support vulnerable people of all ages.



Healthwatch joined the Board

Healthwatch Surrey is an independent organisation that gives people a voice to improve and shape services. They help the Board to hear how people have experienced health and care services.



Joint Strategic Needs Assessment (JSNA) chapter on safeguarding adults

The JSNA sets out the current and future health and social care needs of the local community. This is the first time there has been a chapter on Safeguarding adults. This will help inform the strategies of both health and social care.



New multi agency quality assurance programme

The programme enables agencies to identify what is working well and where improvements can be made.



New IT system in ASC to produce more detailed safeguarding information

ASC have introduced a new IT system to record information on services. This system will enable more detailed analysis of safeguarding in Surrey and a more focussed prevention programme .



More briefings on the website providing information on safeguarding

By raising awareness of safeguarding we will encourage people to take early action and prevent concerns from escalating.



Improving safeguarding practice

Closer working with the Surrey Safeguarding Children's Board and the Surrey Community Safety Partnership has enabled lessons to be learnt and recommendations implemented across partnerships from Reviews.

How has this made people safer?

Multi Agency Safeguarding Hub (MASH) establishment

By having agencies co-located in the hub information can be shared more easily and efficiently across agencies. There is one contact number all agencies can use for raising any safeguarding concern (adults and children).

Healthwatch joined the Board

The voices of service users will be heard more easily by the Board and priorities set to address the most pressing needs.

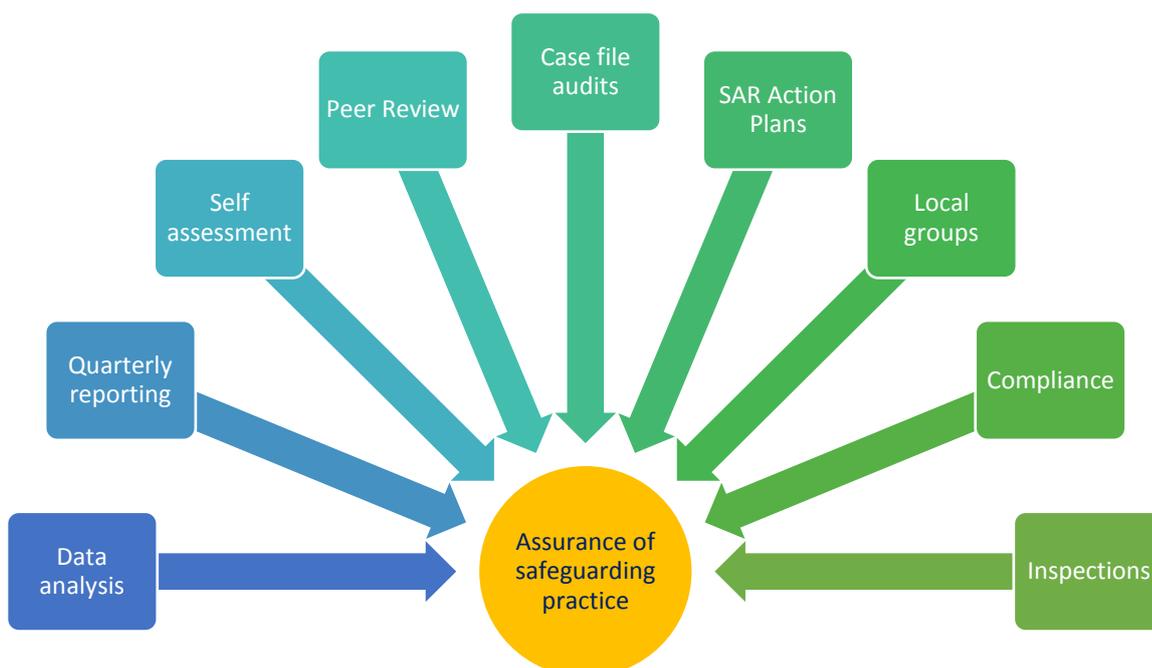


New IT system in ASC to produce more detailed information

ASC's new IT system will enable the Board to analyse information and prepare a data set that facilitates targeted prevention and safeguarding response activities

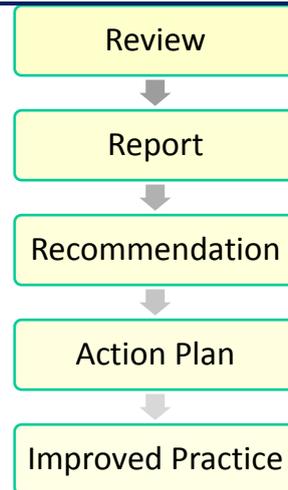
New multi agency quality assurance programme

Board members are now reporting quarterly on their safeguarding activity and this enables greater reassurance of safeguarding effectiveness. It supports agencies to identify and address issues which are a priority. Agencies share effective practice with similar agencies.



Improving safeguarding practice

Professionals have learnt lessons from safeguarding reviews and Domestic Homicide Reviews in other areas. They have been able to implement recommendations. This supports agencies to prevent abuse and neglect in Surrey.



Joint Strategic Needs Assessment (JSNA) chapter on safeguarding adults

Information on safeguarding adults is now easily available and can be used by agencies to develop effective services. It joins both health and Adult Social Care data in one location.



More briefings on the website providing information on safeguarding

It is now easier than ever for professionals, carers and adults at risk to understand safeguarding, how to keep safe and how to respond when there is a concern.

Briefings on:

- Self neglect
- Modern Slavery & Human Trafficking
- Honour Based Violence
- Female Genital Mutilation
- Financial Abuse & Scams
- Next of Kin
- Safeguarding Adults – quick guide
- List of national Safeguarding Adults Reviews
- Link to Hotel toolkit for staff in the hospitality trade

Safeguarding adults – areas the Board will continue to progress in the next year

2016 – 2017 was a year when there were many exciting developments in safeguarding adults in Surrey. ASC introduced a new IT system that increases the availability of data to identify priority issues. The Multi Agency Safeguarding Adults Hub was launched in October 2016. Several agencies undertook audits or had inspections and have shared their action plans with the Board. The new proposals for legislation to replace the Deprivation of Liberty Safeguards was made public in March 2017.

The Safeguarding Adults Board is working closer than ever with the Surrey Safeguarding Children's Board (SCB) and will be looking closely at the response to the Wood Review that sets out a proposal for radical changes of SCBs. Both Boards will be working jointly to consider how effective services are in relation to the transition between children's and adults services.

Whilst all of the above represent positive opportunities for change, they also require strategic oversight to ensure the anticipated benefits are realised and embedded. The Board will be providing that oversight as part of its statutory duties to ensure safeguarding adults is effective.

Specific activities include:

- ❖ Utilising the Board structure to network, to share learning on safeguarding across all agencies and to work together in the most effective way
- ❖ Maintaining and develop effective links between other Boards / Partnerships / Functions (including the coroners office) in Surrey
- ❖ Sharing information on the availability of and changes to support services
- ❖ Being clear about roles of each agencies, myth busting on responsibilities
- ❖ Ensuring local processes support information sharing and effective risk management
- ❖ Scrutiny to drive service improvement
- ❖ Ensuring the voice of the service user drives service improvements
- ❖ Utilising training and feedback from safeguarding to improve services
- ❖ Supporting quality assurance / peer review processes within agencies
- ❖ Ensuring 'Making Safeguarding Personal' is fully meeting the expectations set out in the Care Act and that it improves the lives of adults at risk of abuse / neglect

- ❖ Creating a culture to support agencies to be transparent
- ❖ Raising awareness with public of safeguarding
- ❖ Ensuring people know safeguarding is everybody's business
- ❖ Engaging utilities and commercial companies - Identify individuals at an early stage
- ❖ Working with housing, housing support, the homeless to ensure adults at risk are not made more at risk due to their accommodation.

Further information on the priorities and actions for the Board in 2017 – 2018 are available in the Strategic Plan on the website at: [Surrey Safeguarding Adults Board Strategic Plan](#).

Appendices

Appendix A – Types of abuse and neglect including signs of harm

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

Appendix C – Raising awareness of safeguarding adults, events attended by SSAB staff

Appendix A – Types of abuse and neglect

There are types of abuse and neglect that may 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

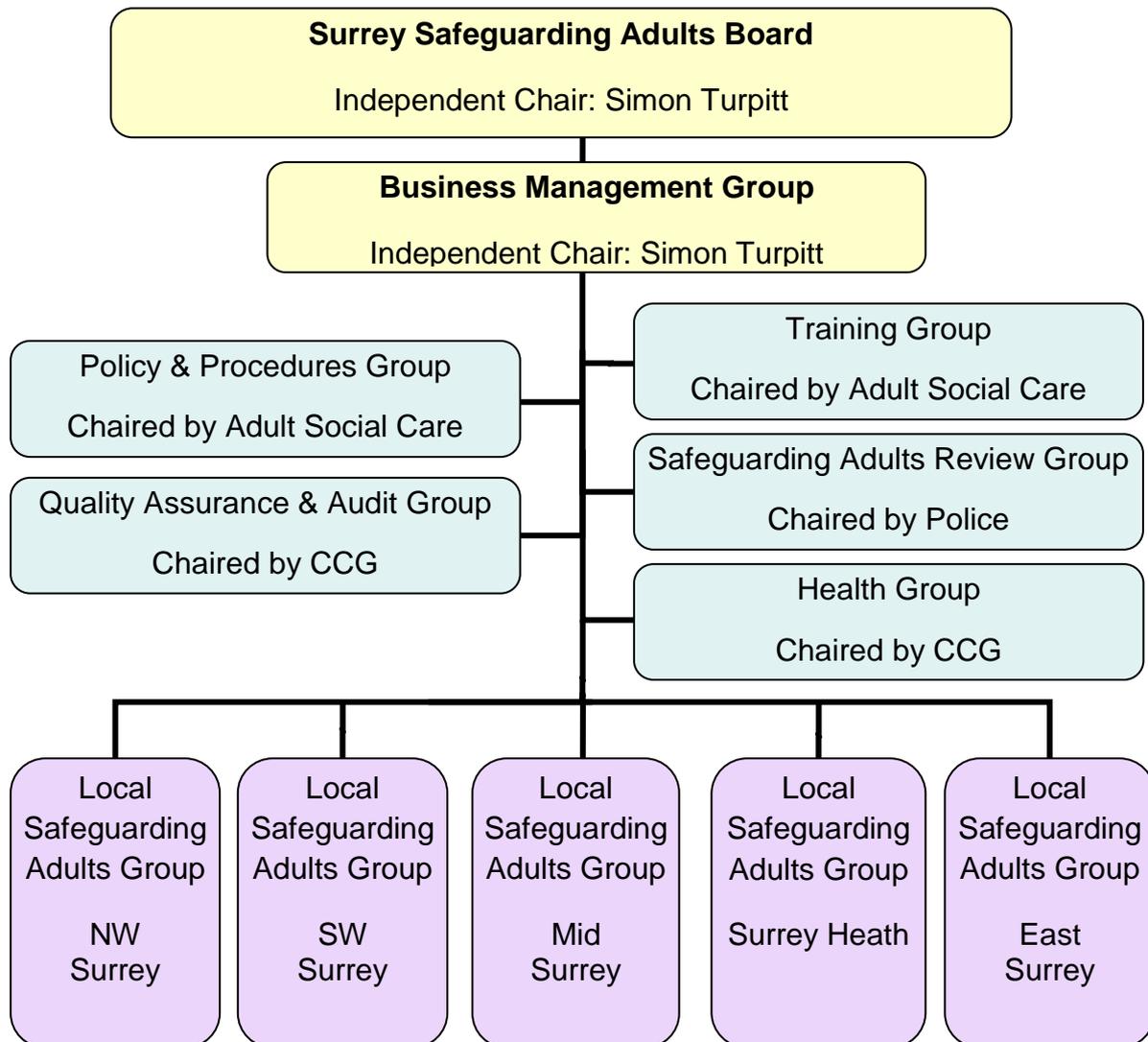
<p>Psychological abuse including:</p>	<ul style="list-style-type: none"> • emotional abuse • threats of harm or abandonment • deprivation of contact • humiliation • blaming • controlling • intimidation • coercion • harassment • verbal abuse • cyber bullying • isolation • unreasonable and unjustified withdrawal of services or supportive networks.
<p>Financial or material abuse including:</p>	<ul style="list-style-type: none"> • theft • fraud • internet scamming and postal fraud • 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>

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## Appendix B – Information about the Surrey Safeguarding Adults Board

### SSAB Organogram.



CCG = Clinical Commissioning Group

## SURREY SAFEGUARDING ADULTS BOARD

### TERMS OF REFERENCE

The Surrey Safeguarding Adults Board is a multi agency partnership that operates in accordance with the Care Act 2014 and the statutory guidance.

#### Scope of the Board

- 1) The Board will maintain strategic links with other Boards and partnerships including the Surrey Safeguarding Children's Board, Surrey Health and Wellbeing Board and Community Safety.
- 2) The Board will make materials available to assist members to raise awareness of safeguarding and how to respond to abuse / neglect. These will be available in a variety of formats to ensure the materials can be accessed by people with a range of protected characteristics.
- 3) The Board will involve adults at risk and carers in its work wherever possible.
- 4) The Board will promote the prevention of abuse and neglect in addition to implementing strategies to respond to concerns.
- 5) The Board will approve the terms of reference and work plans for its sub groups and task and finish groups. It endorses the work carried out by them, and oversees the implementation of subsequent developments.
- 6) The Board will produce multi-agency policies and protocols to support the delivery of safeguarding adults in Surrey. These will be kept up-to-date in response to local and national policies, guidance and reports.
- 7) The Board will collect and analyse information and activity data about safeguarding adults and formally report on its work in accordance with governance procedures. It will monitor quality outcomes and performance information to continuously improve practice
- 8) The Board will require member agencies to undertake audits in relation to safeguarding activity.
- 9) The Board will undertake reviews as required by the Board's Safeguarding Adults Review and Multi Agency Review Protocol.
- 10) The Board will promote learning from Safeguarding Adults Reviews, Serious Case Reviews, Domestic Homicide Reviews and any other review or report that offers opportunities to learn lessons and improve safeguarding practice.
- 11) The Board will implement a training programme to support the delivery of classroom based, multi-agency training.

## SSAB Membership

|                                                              |                                                                                                                                                                                                                                               |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Voluntary sector / User led organisations</b>             | Healthwatch<br>Action for Carers (Surrey)<br>Age UK, Surrey<br>Surrey Coalition of Disabled People<br>Surrey 50+                                                                                                                              |
| <b>Emergency Services</b>                                    | Ambulance Services<br>Surrey Police<br>Surrey Fire and Rescue Service                                                                                                                                                                         |
| <b>Housing</b>                                               | Anchor Trust - Housing                                                                                                                                                                                                                        |
| <b>Hospital / Acute Trusts</b>                               | Ashford & St Peters NHS Foundation Trust<br>Frimley Park Hospital NHS Foundation Trust<br>Royal Surrey County Hospital NHS Foundation Trust<br>St Helier & Epsom University Hospitals NHS Trust<br>Surrey & Sussex Healthcare NHS Trust       |
| <b>Community Health providers</b>                            | CSH Surrey<br>First Community Health & Care<br>Sensory Services by Sight for Surrey<br>Virgin Care<br>Surrey and Borders Partnership NHS Foundation Trust                                                                                     |
| <b>Regulators, regional and representative organisations</b> | Care Quality Commission<br>NHS England<br>Surrey Care Association                                                                                                                                                                             |
| <b>District and Borough Councils</b>                         | Guildford<br>Spelthorne<br>Tandridge                                                                                                                                                                                                          |
| <b>Surrey County Council</b>                                 | Director of Adult Social Services, Interim Assistant<br>Director for Service Delivery, ASC Business<br>Intelligence Manager, ASC Area Directors, Interim<br>Head of Safeguarding and Quality Assurance, legal<br>services, Trading Standards. |

|                                                                  |                                                                                                                                                                         |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Clinical Commissioning Groups</b>                             | Surrey Downs CCG<br>Guildford & Waverley CCG<br>East Surrey, North West and Surrey Heath CCGs<br>attend in their capacity as chairs of Local Safeguarding Adults Groups |
| <b>Probation Service</b>                                         | Kent Surrey & Sussex Community Rehabilitation Company Ltd (formerly Probation)<br>National Probation Service                                                            |
| <b>Prison Service</b>                                            | 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 C – Raising awareness of safeguarding adults

### Events attended by SSAB 2016 – 2017

Where events attended an overview and information is presented at Board and relevant items cascaded to all Board members

| Date         | Event                                      | Type                                                                                                             | Sector / agenda                                              |
|--------------|--------------------------------------------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| 24 May 2016  | Behind Closed Doors                        | Domestic Abuse conference – opportunity to network                                                               | Domestic Abuse                                               |
| 1 Sept 2016  | Learning Disability (LD) Partnership Board | LD Board to present on what SSAB does and how it supports people with LD.                                        | Learning Disability                                          |
| 8 Sept 2016  | MASH Stakeholder forum                     | Event to learn & contribute to MASH development                                                                  | Multi-agency integration                                     |
| 21 Sept 2016 | Surrey Community Action                    | Annual event – opportunity to raise awareness of SSAB with community & voluntary sector                          | Community & Faith                                            |
| 6 Oct 2016   | Surrey Care Association                    | Annual conference – opportunity to network and supply information on safeguarding and SSAB                       | Care Homes and home care                                     |
| 16 Nov 2016  | SSCB – Beneath the Radar                   | Conference looking at hidden types of harm. Opportunity to network & demonstrate Board's working in partnership. | Safeguarding (especially around transition between services) |
| 25 Jan 2017  | Scams conference                           | Trading standards event to raise awareness of the risks and actions in relation to financial abuse.              | Financial Abuse                                              |



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