



Surrey Safeguarding Adults Board

Annual Report

2016 – 2017

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

Surrey Safeguarding Adults Board

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*Simon Turpitt
Independent Chair, Surrey Safeguarding Adults Board*

Foreword by the chair of the Board

This has been a year of change for agencies within the Board membership and initiatives taken last year have started to make an impact though later than expected due to complexities of implementation.

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. Like all complex and ambitious projects it has taken longer than expected to establish itself but we are now seeing a real positive result that will continue to improve the way we deal with concerns.

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. As we get more used to the system and its capabilities the Board will be able to drive initiatives based upon good evidence that will improve prevention.

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 areas that cause extra work for Board members. This will continue as we move forward.

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. All partners have been supportive in delivering this programme. This has been supported by a new set of data collection that is more current and relevant.

We started this year to look independently at the way the main agencies work, starting with Adult Social Care where the Board commissioned an independent audit of case files. This highlighted areas of good practice and opportunities to improve, and was positively received, a good action plan was put in place which is progressing well and is seen by the board on a regular basis. It is anticipated that we will do the same for the other statutory partners in the next year.

The Board has developed a really good newsletter that is circulated to all members and is available on our web site. This gives updated news, policy changes, links to good practice and learnings from Safeguarding Adults Reviews.

With a full support team of three people, the Board has been able to really develop its place at the centre of adult safeguarding and support all members in making sure safeguarding is at the centre of what we all do. I must thank them for their really good work.

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

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Executive Summary

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

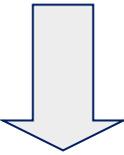


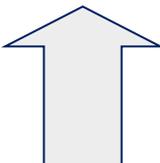
A Snapshot of Safeguarding adults in Surrey



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 places 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>		

<p>Safeguarding Enquiries – where action under section 42 of the Care Act is required</p>			
<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>			

<p>Proportion of safeguarding concerns that become safeguarding enquiries</p>		 <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>		

Making Safeguarding Personal

*Living the life I want,
free from harm*

What it is:

Making safeguarding personal focuses the safeguarding enquiry on achieving the outcomes that the adult experiencing the abuse/neglect has said they want.

Why does it matter:

Safeguarding aims to improve the lives of adults at risk. To do this, it must meet the adults agreed desired outcomes.

What is the picture in Surrey:

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.

Mental Capacity



What it is:

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.

Why does it matter:

People who lack mental capacity are some of the most vulnerable people in our society. They are therefore most in need of our protection.

What is the picture in Surrey:

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.

<h2>Visits to the SSAB website</h2>		
<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>		

<h2>Training</h2>		
<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 Surrey 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 focused 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 Surrey 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.

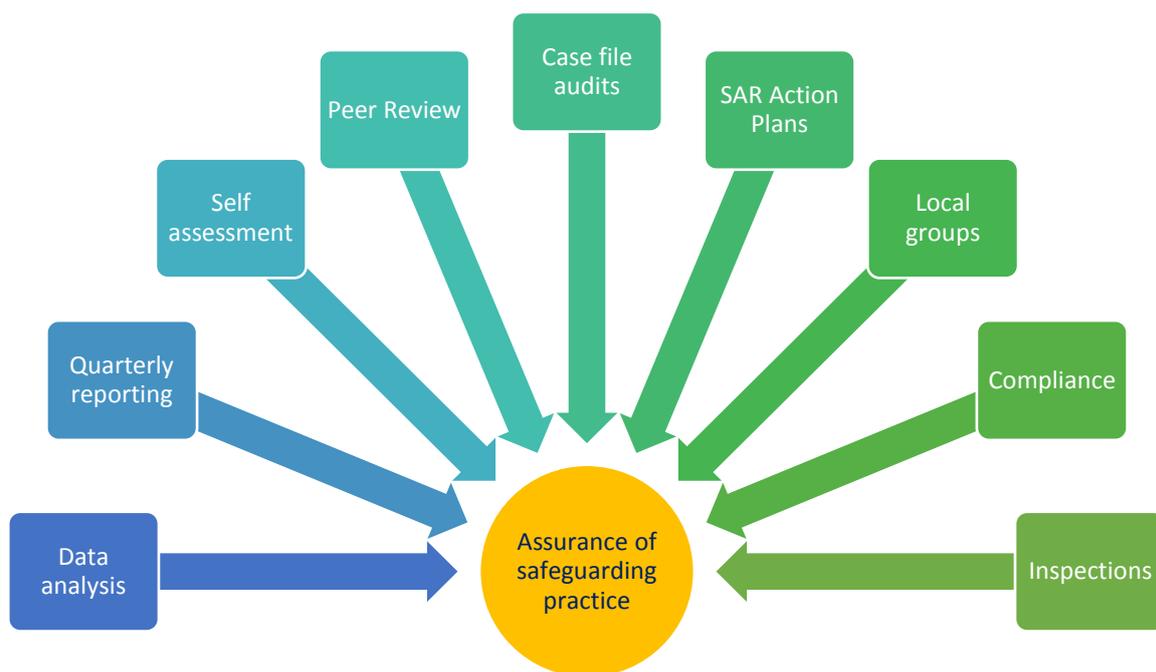


New IT system in ASC to produce more detailed information

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

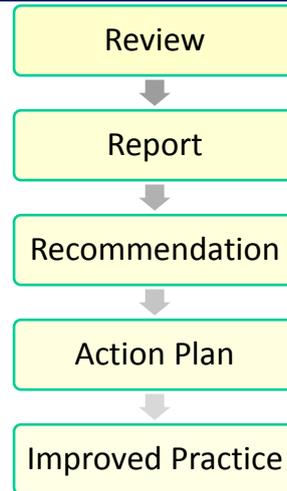
New multi agency quality assurance programme

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.

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](#).

Full Report

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 B.

Living in Surrey

The safeguarding duties apply to adults who cannot protect themselves from abuse and neglect because they have care and support needs. The latest available safeguarding adults data (ASC data 2015 – 2016) tells us the following residents are those who have most frequently needed safeguarding.

Safeguarding enquiries in Surrey: (ASC data 2015 – 2016)	
	
<ul style="list-style-type: none"> ❖ People aged over 65 years who have physical support needs (41% of safeguarding enquiries) ❖ People with memory and cognition support needs aged 65 years and older (12% of safeguarding enquiries) 	<p>In Surrey there are: 216,700 people aged over 65 years (more than half of the safeguarding enquiries in Surrey are for people over the age of 65 years)</p>
<ul style="list-style-type: none"> ❖ People with physical support aged 18 – 64 years (6% of safeguarding enquiries) 	<p>In Surrey there are 115,216 carers who live and provide unpaid care for Surrey residents (estimate from Joint Strategic Needs Assessment)</p>
<ul style="list-style-type: none"> ❖ People with a learning disability aged 18 – 64 years (14% of safeguarding enquiries) 	<p>In Surrey there are: 16,914 people aged 18-64 have a learning disability</p>
<ul style="list-style-type: none"> ❖ People with mental health needs aged 18 – 64 years (7% of safeguarding enquiries) 	<p>In Surrey there are: 8,227 people on GP's registers have a history of depression.</p>

Deprivation: Surrey has significantly lower deprivation than England. Index of Multiple Deprivation score 9.4 compared to 21.8 for England (2015)

Unemployment: Surrey has a significantly lower percentage of people in long term unemployment than England 0.09% compared to 0.37% 2016.

Mental Health Benefit Claimants: Surrey has a slightly higher percentage of mental health incapacity benefit claimants than England. Incapacity benefit is a measure of the level of severity of mental illness in the community and a direct measure of socio-economic disadvantage in those 'not in work' because of mental illness.

Homelessness: Surrey has a significantly lower level of statutory homelessness acceptances per 1,000 households than England (2015/2016)

Housing: Surrey has a significantly lower percentage of houses that are overcrowded than England; 3.4% (Surrey) compared to 4.8% (England) (2011).

Alcohol: Alcohol-related hospital admissions in Surrey have risen by 24% since 2009/2010. However the level in Surrey is significantly lower than England.

Crime

- Surrey has a significantly lower rate of violent crime per 1000 population than England (2015/2016)
- Surrey has a lower rate of violent offences (including sexual violence) per 1000 than England (2015/2016).
- Surrey has a significantly lower rate of emergency hospital admissions per 100,000 population for violent crime (including sexual violence) than England.

Domestic Abuse

- Surrey has a lower rate of police recorded domestic abuse-related incidents and offences per 1,000 population than comparator police forces. (2015/2016)
- The percentage of convictions in domestic abuse-related prosecutions in Surrey is slightly lower than in comparator police force areas. (2015/2016)

Sources of data:

The [Surrey Joint Strategic Needs Assessment](#)

Data from the Office of National Statistics on [Domestic Abuse in England and Wales](#)

Why do some adults in Surrey need safeguarding?

The vision of the Surrey Safeguarding Adults Board is that all adults in Surrey will live their lives free from fear, harm and abuse. For most adults in Surrey this is true. Information from the national measuring of wellbeing shows the majority of adults in Surrey express high levels of happiness¹.

Some adults do, however, need safeguarding. These are adults whose care and support needs prevent them from protecting themselves from harm. Where there is a concern that the adult is experiencing, or at risk of abuse or neglect, then a response is required from professionals to safeguard them.

The safeguarding response in Surrey always aims to be proportionate, that is the least intrusive response appropriate to the risk presented and it aims to achieve the outcomes that the adult wants. This is called 'making safeguarding personal'. Safeguarding professionals will ask the adult what their desired outcome is from the safeguarding enquiry. Professionals will ensure the adult has the necessary support so they can be fully involved in what happens. This may involve an advocate providing support. A wide range of people may be supporting, representing and advocating for an individual. They may be a friend, family member or an independent advocate. At the end of the safeguarding enquiry, the professional will check whether the adult's desired outcomes have been achieved.

ASC collate information on how many times the safeguarding enquiry has achieved the outcomes desired by the adult. The final, verified data will not be available from the Department of Health until later in the year. Early indications are that a high proportion of adults in Surrey have an advocate where it is needed and achieve the outcomes they want from the safeguarding enquiry.

¹ [Measuring national well-being dataset](#)

The Multi Agency Safeguarding Hub

On 5 October 2016 Surrey launched the Multi Agency Safeguarding Hub (MASH). The MASH is the initial point of contact that improves the safeguarding response for children and adults at risk of abuse or neglect through better information sharing and high-quality and timely responses.

Surrey MASH is the largest integrated Adults' and Children's MASH in the UK - unique due to ASC with Surrey and Borders Partnership working in a joint collaborative way. The MASH is now the main 'front door' for both professionals and the public to report any concern about the safety of an adult or child.

Benefits the MASH is delivering include:

- MASH working as a true multi-agency service for day-to-day processing of referrals, sharing of information and risk assessment, with physical representation from Surrey County Council's Children Schools & Families directorate and ASC, Surrey and Borders Partnership, Surrey Police, health and education – all working in a collaborative multi-agency way; a number of agencies act like virtual partners such as Surrey Fire and Rescue Service, Trading Standards, Clinical Commissioning Groups, acute hospitals, schools, Districts & Boroughs.
- There is some early evidence that co-location of main safeguarding partners in the MASH has improved sharing of information and timeliness of decision making
- ASC and Children Schools & Families utilising the same methodology and working towards agreed levels of risk
- A seamless safeguarding service in Surrey with the Emergency Duty Team picking up MASH referrals out of hours.

Moving forward, the MASH will enable:

- faster, safer response times and an improved 'journey' for the child, adult and families as a whole
- improved interfaces between partners, with greater ability to identify potential vulnerability, enabling more preventative action to be taken in dealing with cases before they escalate
- a reduction in the number of inappropriate referrals and help prevent repeat referrals.

What SSAB has 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
Care Act implementation	Agencies have reviewed their practices in relation to the requirements of the Care Act and are now reporting quarterly into the Board. This enables agencies to provide assurance of the effectiveness of safeguarding.
SSAB Development Day	It enabled member agencies to jointly identify priorities for how adults at risk can be protected.
Effective Policies and Procedures in place	It provides agreed processes for agencies to work together to protect adults at risk and prevent abuse.
Making Safeguarding Personal by hearing what adults at risk say about health and care services	Healthwatch Surrey have joined the Board to better support the voices of adults at risk to be heard by strategic leaders in all the key agencies.
Empowerment - Making Safeguarding Personal (MSP) – publishing the Annual Report.	This empowers residents by providing information on what the Board is and what it does to support a reduction in abuse and neglect.

Action	How this has protected adults from abuse and neglect
Learning lessons from Reviews	By learning lessons from Safeguarding and Domestic Homicide Reviews, professionals in Surrey are better able to prevent abuse and neglect from happening.
Quality Assurance file audit	By undertaking an audit of safeguarding cases, lessons have been learnt. Practices that can be improved have been identified and addressed. Good practice has been highlighted and disseminated.
Workforce development and training	By reviewing and improving upon the training, staff (including volunteers) are better able to prevent, identify and respond to abuse.
Promoting awareness of hidden types of abuse and neglect	Professionals are more aware and better able to respond to types of abuse and neglect that is less familiar to them. They are better able to respond now there are policies in place specifically in relation to hidden types of abuse.
Multi Agency Safeguarding Hub (MASH) – maintaining effective links with the development of the new Surrey MASH.	SSAB has maintained effective links with the development of the MASH and that has enabled a co-ordinated programme of communications to take place. Board members have been informed of the MASH progress and this has supported them to cascade information through their agencies.
Mental Capacity Act - Professionals and residents will be supported to understand and implement the Mental Capacity Act.	The Board has produced an information sheet supporting people to better understand the role and remit of 'Next of Kin'. This will help adults have the right support when they are unable to make decisions for themselves.
Establish a formal engagement mechanism for work with District and Borough Councils (D&Bs)	District and Borough councils now have an established safeguarding group that focuses on safeguarding (adults and childrens). They have agreed a training pack that includes safeguarding adults information and will be given to large numbers of staff. This raises awareness of adult safeguarding and will support prevention and early intervention.

The following actions were started in the reporting year but were not fully completed and activities will continue next year:

Action	Impact and activities that will be undertaken in the next year
Multi agency data collection	Board members had planned to have a fully implemented multi agency data dashboard in place. Much progress has been made, however, it will not be finalised until early next year. The process of developing the dashboard has given us a valuable insight into what data is available and how it can be used. There has therefore been no impact from this delay.
Making safeguarding personal by ensuring the adult's desired outcomes are met.	The data available to the Board for much of the year has not provided evidence of how the adult's desired outcomes are being met. A new IT system is now able to collate more helpful data. This will enable the Board to understand how effective safeguarding is in meeting the adult's wishes.
Workforce development and training – reviewing the effectiveness of training by testing safeguarding practices after attending training.	It has not been possible for rigorous testing of knowledge and practices to take place. Board members remain committed to identifying an effective way of putting this in place.
Workforce development and training – quality assuring individual agencies training programmes.	It has not been possible to quality assure each agencies training but the Board has a robust multi agency training sub-group that shares information on training programmes. There is no evidence that there are currently gaps in individual agencies programmes.
Workforce development and training – accessibility of the SSAB programme.	Progress has been made to make the training programme easier to view. A new way of booking courses, online and with options to take electronic payments has been created. This will be put in place at the start of the new financial year. It is anticipated this will increase the take up of training.

Action	Impact and activities that will be undertaken in the next year
Multi Agency Safeguarding Hub (MASH) – whether information is shared between agencies effectively as a result of the MASH.	The establishment of the MASH was an ambitious project. It took time to get all the processes, people and infrastructure in place. A review is taking place to test the effectiveness of the new systems. When that review is complete there will be a better understanding of how effective the information sharing is.
Mental Capacity Act – ensuring adults who are being safeguarded, have an advocate when needed.	Insufficient information is currently available to provide full assurance this is happening in all cases. The Board will be provided with more detailed information on the provision of advocates at the end of the first quarter of the next financial year.
Mental Capacity Act - to provide assurance the Mental Capacity Act and Care Act requirements are being appropriately implemented by all relevant agencies.	Assessing mental capacity is a complex area, especially where an adult has fluctuating capacity. There is evidence of training being delivered, however, the effectiveness of decision making remains untested in some agencies. In the next year, more will be done by agencies to share their case file audits and to share effective practice.
Deprivation of Liberty Safeguards (DoLS) – to reduce the numbers of applications	The number of new applications under the Deprivation of Liberty Safeguards remains high. During the year, the number of outstanding cases increased, however, this has now started to decrease. The large number of applications remains a concern and it can be a challenge for agencies that have applications not yet authorised. It should be noted there is proposed new legislation to address the issue which is a national and not a local problem.
Working with Housing Providers to raise awareness of safeguarding	Progress was made to raise awareness of safeguarding. The head of MASH met with housing providers at the Surrey forum and discussed the development of the new MASH. Action next year will seek to take this work further and do more work with the housing sector.
Working with prisons to raise awareness of safeguarding	At the start of the year, the Board made progress and a Prison Governor agreed to join the Board. Unfortunately, that person has left his post and a replacement is being sought. It is anticipated progress will be made next year.

Action	Impact and activities that will be undertaken in the next year
Communications strategy including a campaign across Surrey to raise awareness of adult safeguarding	The Board undertook many activities to raise awareness of safeguarding adults. Improvements were made to the website and a new leaflet was produced explaining the purpose of the Board. It had been planned to work with the SCC Communications team on a safeguarding awareness campaign during this year. The campaign has been postponed until next year. The campaign will focus on identifying potential financial abuse. The board has produced additional materials on the website to raise awareness.
Working with faith groups and with voluntary groups	Whilst the Board have undertaken some generic work with the voluntary sector, there has not been specific work with faith groups. The Board will consider where it can make a difference with communications in the next year.

Some actions are not included above. These are listed below.

Self Assessment Audit - All statutory Board members to undertake a safeguarding self assessment and report the findings to the Board. This has been replaced in quarterly reporting which provides more timely assurance of activity.

Adults at risk who have a Learning Disability - Ensure lessons are learned, reviewed and embedded from Reviews and Reports in relation to adults who have a learning disability. The Board has ensured it is kept apprised of any new Reviews and Reports. No relevant publications have been made in relation to adults at risk who have a learning disability.

Transition from children to adults services – The planned work involved implementing recommendations from a Review that had been undertaken by the Surrey Safeguarding Children’s Board (SSCB). When the recommendations were made known, there were no specific actions for SSAB to take forward therefore this action was marked as closed. SSAB and SSCB are keen to undertake activity in the next financial year in relation to transition between the two services and this work will be scoped in the early months of the year.

What 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:

- Have undertaken an audit of hospital discharge processes across Surrey
- Have reviewed the agency quarterly safeguarding reports and provided feedback on safeguarding assurance.
- Have agreed the process for auditing the use of the Choking Prevention Policy and will use this to support the work of the Policy & Procedures group to review and revise the policy.

Key challenges: Some agencies had staffing issues that made it difficult for staff to attend the meetings. There were some gaps in data at the beginning of the year and this made data analysis difficult.

Training Group

At the start of the year the group was chaired by one of the acute hospital trusts, mid year this changed to the ASC adult safeguarding senior manager. 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:

- The group have reviewed the current training programme and agreed a revised offer for the next year.
- A new competency framework has been agreed.
- A training needs analysis has been undertaken.
- The next year's training programme will be better aligned to learning outcomes to support a competent workforce.

Key challenges: There were some difficulties in having a sufficiently flexible programme whilst ensuring all the courses were arranged at the beginning of the year. In the next financial year, some of the funding will be held back until mid year to address this.

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::

- One page briefing produced on human trafficking. Now on the website
- Prepared a new Surrey Police and Adult Social Care Position Statement for sign off
- Started the revision of the Choking Prevention Policy
- Revised all documents with details of the new MASH
- Completed section 3 of the Multi Agency Procedures
- Agreed to start revising the Self-Neglect and risk tool and framework

Key challenges: Some agencies had staffing issues that made it difficult for staff to attend the meetings.

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:

- The group have contributed to the new safeguarding performance dashboard for health providers that combines data in relation to both adults and children
- The group have discussed how they can contribute to the implementation of the recommendation in the Domestic Homicide Review from East Surrey Community Safety Partnership
- The group have produced a leaflet for members of the public explaining the responsibilities for people who are Next of Kin

Key challenges: Members capacity to undertake actions between the meetings has on occasions led to delays.

Safeguarding Adults Review Group – reported separately below

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.

Safeguarding Adults Reviews (previously called 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.

Notifications of cases that may meet the SAR criteria 2016 – 2017

There were 10 notifications received by the Board for cases that may meet the criteria for a SAR. Each case was investigated but did not meet the principles for a full SAR.

Where there are notifications which do not meet the SAR criteria, but there is an opportunity for learning, whether single agency or otherwise, a learning event can be run. This is to ensure that there is still an opportunity for other agencies to learn and benefit from good practice. The outcomes from these are then shared.

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, Safeguarding Adults Reviews and training / events. This was the second 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 has been less than anticipated. This was due to a number of factors, namely, staff vacancies and the Board not requiring the funds allocated for Safeguarding Adults Reviews (previously called Serious Case Reviews).

The funds in the pooled partnership budget that were not spent, will be carried forward to the next year. Agencies that contribute to the budget will therefore be paying a smaller amount in 2017 – 2018.

Safeguarding Adults Board activities next year

- ❖ 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.

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 – 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 D – Training data

Appendix E – Surrey Safeguarding Adults Board Annual plan for 2017-2018

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.

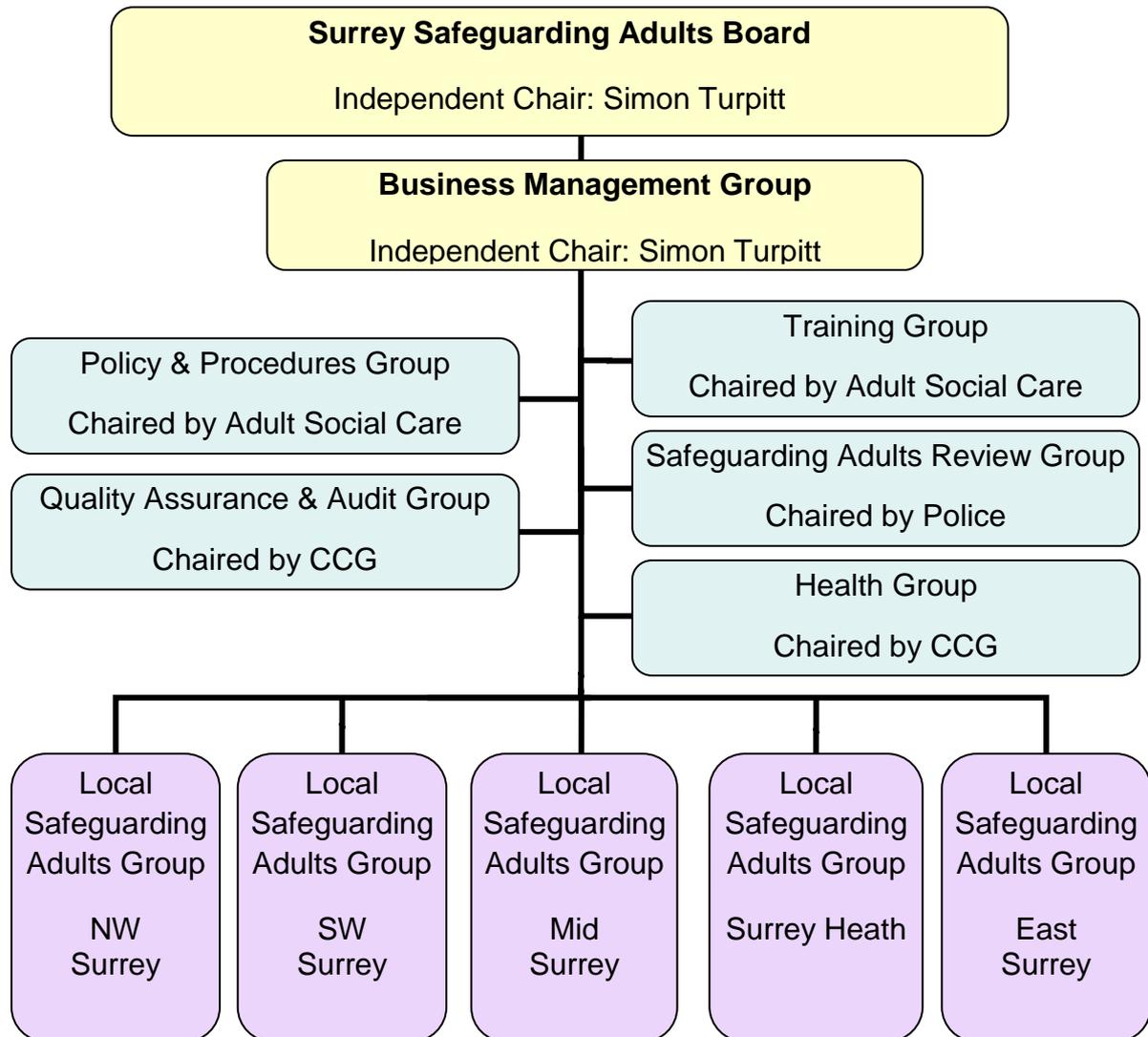
<p>Financial or material abuse including:</p>	<ul style="list-style-type: none"> • theft • fraud • internet scamming and postal fraud • coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions • the misuse 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 Surrey<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

| <b>Date</b>  | <b>Event</b>                               | <b>Type</b>                                                                                                      | <b>Sector / agenda</b>                                       |
|--------------|--------------------------------------------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| 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                                              |



## 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 and attendance from each sector in this reporting year. The Board allocated £30,000 from the partnership pooled budget for external trainers to lead the courses.

| Name of Course               | Course date | Sector             | Nos. attending from each sector |
|------------------------------|-------------|--------------------|---------------------------------|
| Making Safeguarding Personal | 26/09/2016  | Borough Council    | 1                               |
|                              |             | SABP               | 1                               |
|                              |             | Care Home          | 2                               |
|                              |             | Probation Services | 1                               |
|                              |             | Voluntary sector   | 1                               |
|                              |             | Surrey Police      | 1                               |
|                              |             | NHS                | 1                               |
|                              |             | ASC                | 1                               |
| Self Neglect Awareness       | 25/04/2016  | ASC                | 10                              |
|                              |             | Not recorded       | 3                               |
| Self Neglect Awareness       | 01/06/2016  | ASC                | 4                               |
|                              |             | Care Home          | 1                               |
|                              |             | NHS                | 1                               |
|                              |             | Voluntary sector   | 1                               |
| Self Neglect Awareness       | 13/07/2016  | ASC                | 9                               |
|                              |             | Hospital (private) | 1                               |
|                              |             | NHS                | 1                               |
| Self Neglect Awareness       | 06/10/2016  | ASC                | 16                              |
|                              |             | SABP               | 1                               |
|                              |             | Borough Council    | 1                               |
|                              |             | NHS                | 1                               |

|                        |            |                     |    |
|------------------------|------------|---------------------|----|
| Self Neglect Awareness | 26/01/2017 | ASC                 | 14 |
|                        |            |                     |    |
| Self Neglect Awareness | 17/03/2017 | Not recorded        | 2  |
|                        |            | ASC                 | 15 |
|                        |            |                     |    |
| Provider Led Enquiries | 07/11/2016 | ASC                 | 5  |
|                        |            | Hospital (private)  | 2  |
|                        |            | Care Home           | 2  |
|                        |            | NHS                 | 1  |
|                        |            | Voluntary sector    | 1  |
|                        |            |                     |    |
| Provider Led Enquiries | 13/02/2017 | Home Care           | 1  |
|                        |            | NHS                 | 2  |
|                        |            | Not recorded        | 1  |
|                        |            | SABP                | 1  |
|                        |            |                     |    |
| Provider Led Enquiries | 20/03/2017 | Voluntary sector    | 1  |
|                        |            | Not recorded        | 1  |
|                        |            | ASC                 | 3  |
|                        |            |                     |    |
| Provider Led Enquiries | 30/06/2016 | Care                | 1  |
|                        |            | NHS                 | 1  |
|                        |            | Care Home           | 4  |
|                        |            | Home Care           | 1  |
|                        |            | Voluntary sector    | 1  |
|                        |            |                     |    |
| Managing Safely        | 14/06/2016 | Trading Standards   | 1  |
|                        |            | Hospital (private)  | 7  |
|                        |            | NHS                 | 1  |
|                        |            | Care Home           | 2  |
|                        |            | SABP                | 1  |
|                        |            | Voluntary sector    | 1  |
|                        |            |                     |    |
| Managing Safely        | 22/08/2016 | ASC                 | 1  |
|                        |            | GP surgery          | 1  |
|                        |            | Hospital (private)  | 3  |
|                        |            | Care Home           | 3  |
|                        |            | Ministry of Defence | 1  |
|                        |            | Probation Services  | 1  |
|                        |            | Home Care           | 2  |
|                        |            |                     |    |
| Managing Safely        | 05/09/2016 | NHS                 | 1  |
|                        |            | Home Care           | 2  |
|                        |            | Hospice             | 1  |
|                        |            | Not recorded        | 4  |
|                        |            |                     |    |
| Managing Safely        | 28/11/2016 | Care Home           | 1  |
|                        |            | ASC                 | 1  |
|                        |            | Not recorded        | 5  |
|                        |            | GP surgery          | 1  |
|                        |            | NHS                 | 1  |

|                                      |            |                        |    |
|--------------------------------------|------------|------------------------|----|
|                                      |            |                        |    |
| Managing Safely                      | 15/03/2017 | ASC                    | 7  |
|                                      |            | Not recorded           | 6  |
|                                      |            | NHS                    | 1  |
|                                      |            | Hospice                | 1  |
|                                      |            | Hospital (private)     | 1  |
|                                      |            | Voluntary sector       | 1  |
|                                      |            | Ministry of Defence    | 1  |
|                                      |            |                        |    |
| Supporting the Process               | 11/07/2016 | ASC                    | 4  |
|                                      |            | Hospital (private)     | 2  |
|                                      |            | SABP                   | 1  |
|                                      |            | Care Home              | 1  |
|                                      |            | Voluntary sector       | 1  |
|                                      |            | Home Care              | 1  |
|                                      |            |                        |    |
| Supporting the Process               | 17/10/2016 | Hospices               | 1  |
|                                      |            | Hospital (private)     | 2  |
|                                      |            | Probation Services     | 1  |
|                                      |            | Care Home              | 2  |
|                                      |            | Not recorded           | 3  |
|                                      |            |                        |    |
| Supporting the Process               | 12/12/2016 | Not recorded           | 2  |
|                                      |            | NHS                    | 1  |
|                                      |            | Police                 | 1  |
|                                      |            | Borough Council        | 1  |
|                                      |            |                        |    |
| Supporting the Process               | 26/01/2017 | Not recorded           | 18 |
|                                      |            |                        |    |
| Supporting the Process               | 13/03/2017 | ASC                    | 6  |
|                                      |            | Voluntary sector       | 2  |
|                                      |            | Not recorded           | 1  |
|                                      |            | NHS                    | 2  |
|                                      |            | Ministry of Defence    | 1  |
|                                      |            |                        |    |
| Modern Slavery and Human Trafficking | 05/07/2016 | ASC                    | 7  |
|                                      |            | Not recorded           | 1  |
|                                      |            |                        |    |
| Modern Slavery and Human Trafficking | 21/09/2016 | Not recorded           | 1  |
|                                      |            | NHS                    | 2  |
|                                      |            | ASC                    | 1  |
|                                      |            | SCC Childrens Services | 1  |
|                                      |            |                        |    |
| Modern Slavery and Human Trafficking | 05/10/2016 | ASC                    | 7  |
|                                      |            | Not recorded           | 2  |
|                                      |            | SCC Childrens Services | 1  |
|                                      |            |                        |    |
| Modern Slavery and Human Trafficking | 05/10/2016 | ASC                    | 2  |
|                                      |            |                        |    |

|                                                                                            |            |                        |                             |
|--------------------------------------------------------------------------------------------|------------|------------------------|-----------------------------|
| Modern Slavery and Human Trafficking                                                       | 23/11/2016 | ASC                    | 9                           |
|                                                                                            |            | NHS                    | 1                           |
| Modern Slavery and Human Trafficking                                                       | 23/11/2016 | ASC                    | 9                           |
|                                                                                            |            | SCC Childrens Services | 2                           |
|                                                                                            |            | Not recorded           | 1                           |
| Modern Slavery and Human Trafficking                                                       | 16/02/2017 | ASC                    | 12                          |
|                                                                                            |            | Not recorded           | 1                           |
|                                                                                            |            | NHS                    | 1                           |
| Modern Slavery and Human Trafficking                                                       | 16/02/2017 | SABP                   | 1                           |
|                                                                                            |            | ASC                    | 6                           |
| Internal Management Reviews                                                                | 18/11/2016 | Voluntary sector       | 1                           |
|                                                                                            |            | NHS                    | 1                           |
|                                                                                            |            | SABP                   | 1                           |
|                                                                                            |            | ASC                    | 2                           |
|                                                                                            |            | SCC Cultural Services  | 1                           |
| Internal Management Reviews                                                                | 17/02/2017 | ASC                    | 2                           |
|                                                                                            |            | Not recorded           | 1                           |
|                                                                                            |            | TOTAL                  | 310 people trained by SSAB. |
| NOTE – in addition to this multi agency training, agencies run their own training courses. |            |                        |                             |





# Surrey Safeguarding Adults Board

## Annual Plan 2017 – 2018

| 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<br>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                                                                                                                          |

| <b>ACTIONS</b> |                                                                                                                                                                                                                                                                                                |                                                                                                                                                           |                                                                                                                                                                                                                |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>#</b>       | <b>Action</b>                                                                                                                                                                                                                                                                                  | <b>What does success look like</b>                                                                                                                        | <b>Measure / evidence</b>                                                                                                                                                                                      |
| 1.             | <p><b>Care Act Implementation</b><br/>To ensure the Board and all its members are fully compliant with the requirements in the Care Act.</p>                                                                                                                                                   | All agencies and the Board will be able to evidence through auditing, full compliance and embedding of the statutory requirements.                        | <ol style="list-style-type: none"> <li>1. Quarterly reporting to the SSAB.</li> <li>2. Data submissions to the SSAB.</li> </ol>                                                                                |
| 2.             | <p><b>Strategic Partnerships in Surrey</b><br/>To maintain and develop effective links between other Boards / Partnerships / Functions in Surrey. Including the Surrey Safeguarding Children's Board, Community Safety Partnership, Health &amp; Wellbeing Board and the Coroner's office.</p> | Members on the different Boards / Partnerships will be well informed of priorities and activities taking place. Activities will reflect joint priorities. | <ol style="list-style-type: none"> <li>1. Agendas will reflect joint priorities of the different boards/partnerships</li> <li>2. Information will be shared between Board/Partnership support staff</li> </ol> |

| <b>ACTIONS</b> |                                                                                                                                                                                          |                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>#</b>       | <b>Action</b>                                                                                                                                                                            | <b>What does success look like</b>                                                                                                                                | <b>Measure / evidence</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3.             | <p><b>Working better together</b><br/>Utilising the Board structure to network, to share learning on safeguarding across all agencies and to work together in the most effective way</p> | Members will feel well informed of what other board agencies are doing. They will be able to implement resources and learning that has been identified by others. | <ol style="list-style-type: none"> <li>1. Agendas will reflect items being led by a variety of different agencies.</li> <li>2. There will be actions taken forward by Board members in response to information from other members.</li> <li>3. Members will be sharing information on the availability of and changes to support services at meetings.</li> <li>4. Members will have a clear understanding of each other's roles and responsibilities.</li> <li>5. Members will work together, creating a culture to support each other to be transparent and open with the challenges, inspections and reviews they are experiencing.</li> </ol> |
| 4.             | <p><b>Performance Framework - Data</b><br/>To further develop the multi agency dashboard so it delivers data that can effectively inform and drive the Board's work.</p>                 | An up to date dashboard will be available at each Board meeting that contains relevant                                                                            | <ol style="list-style-type: none"> <li>1. A data set will be identified.</li> <li>2. Data submissions will be agreed by each relevant agency.</li> <li>3. Board members will be informed on safeguarding activity by receiving a multi agency safeguarding dashboard.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                  |

| <b>ACTIONS</b> |                                                                                                                                                                                                                                                       |                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                    |
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| <b>#</b>       | <b>Action</b>                                                                                                                                                                                                                                         | <b>What does success look like</b>                                                                                                                            | <b>Measure / evidence</b>                                                                                                                                                                                                                                                                                          |
| 5.             | <p><b>Performance Framework - Reports</b><br/>To further develop the multi agency performance framework so it provides the Board with assurance that safeguarding practices are effective.</p>                                                        | A detailed framework will be available at each Board meeting that contains relevant information on safeguarding practice and priorities.                      | <ol style="list-style-type: none"> <li>1. Each relevant agency will submit high quality quarterly reports to SSAB.</li> <li>2. SSAB members will be informed on safeguarding key themes, issues and actions.</li> </ol>                                                                                            |
| 6.             | <p><b>Scrutiny to drive service improvement</b></p> <p>The Board will undertake multi-agency case file audits and share the learning from these with the Board. These will be themed to provide the Board with information on appropriate issues.</p> | Good practice and recommendations will be available from in-depth reviews. Good practice will be shared and improvements implemented.                         | <ol style="list-style-type: none"> <li>1. A process for undertaking case file audits will be agreed.</li> <li>2. A timeline of audits will be agreed.</li> <li>3. The audits will be undertaken.</li> <li>4. Recommendations and good practice will be reported back to the relevant agencies and SSAB.</li> </ol> |
| 7.             | <p><b>Using feedback to drive improvements in practice</b></p> <p>Utilising feedback from safeguarding concerns to improve services</p>                                                                                                               | Safeguarding practices will have improved and agencies will demonstrate how they have changed their practices in response to the feedback they have received. | <ol style="list-style-type: none"> <li>1. Feedback will be given to the person raising the concern in response to both safeguarding concerns and enquiries</li> <li>2. Agencies will be able to demonstrate changes made to practices in their own agencies in response to the feedback.</li> </ol>                |

| <b>ACTIONS</b> |                                                                                                                                                                                            |                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>#</b>       | <b>Action</b>                                                                                                                                                                              | <b>What does success look like</b>                                                                                                                | <b>Measure / evidence</b>                                                                                                                                                                                                                                                                                                                                                                                                       |
| 8.             | <p><b>Annual SSAB Development Day</b><br/>To actively engage in the Board's development day to identify priorities and actions for the following year.</p>                                 | <p>Board members will have all actively contributed to the day.<br/>Priorities for the next year's Action Plan will be identified and agreed.</p> | <p>3. There will be attendance from all the statutory agencies and the majority of voluntary sector agencies on SSAB.<br/>4. SSAB members will be fully engaged in discussions on themes, issues and priorities.<br/>5. A draft Action Plan will be produced that is agreed by SSAB members.</p>                                                                                                                                |
| 9.             | <p><b>Policies &amp; Procedures</b><br/>The Board will ensure its policies and procedures are kept uptodate in line with guidance, Reviews and lessons learned from existing practice.</p> | <p>SSAB's Policies and Procedures will be uptodate and easily available.</p>                                                                      | <p>1. The Multi Agency Procedures will be fully complete and uptodate following the revision of the Care Act in March 2016.<br/>2. Other Policies and Procedures will be updated when relevant guidance or Reviews are published.<br/>3. New Policies will be introduced when required.<br/>4. Local policy and processes will support information sharing and effective risk management – this will link to MASH activity.</p> |

| <b>ACTIONS</b> |                                                                                                                                                                                                                                        |                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>#</b>       | <b>Action</b>                                                                                                                                                                                                                          | <b>What does success look like</b>                                                                                                                                                 | <b>Measure / evidence</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10.            | <p><b>Empowerment - Making Safeguarding Personal (MSP)</b><br/>Ensure '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</p> | <p>The voice of the service user to drive improvement</p> <p>Practices will develop in response to feedback received from adults and carers who have experienced safeguarding.</p> | <ol style="list-style-type: none"> <li>1. There will be evidence of changes in practice in response to feedback received from adults at risk and carers.</li> <li>2. Board members and staff will support the full engagement of Healthwatch Surrey who joined the Board in February 2017.</li> <li>3. Share information and issues between Healthwatch Surrey and SSAB.</li> <li>4. Demonstrate a response from SSAB to issues raised by Healthwatch Surrey.</li> </ol> |
| 11.            | <p><b>Empowerment - Making Safeguarding Personal (MSP)</b><br/>The Board will review whether adults at risk are having their outcomes met when they experience the safeguarding pathway.</p>                                           | <p>SSAB will be meeting its statutory requirement to be assured safeguarding adults is effectively in place.</p>                                                                   | <ol style="list-style-type: none"> <li>5. Data and reports will be submitted quarterly to SSAB to show how agencies are responding to the requirements in the Care Act.</li> <li>6. ASC will be able to demonstrate their response to MSP when undertaking or requesting others to undertake safeguarding enquiries under section 42.</li> </ol>                                                                                                                         |

| <b>ACTIONS</b> |                                                                                                                                                                         |                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>#</b>       | <b>Action</b>                                                                                                                                                           | <b>What does success look like</b>                                                                                                                                                         | <b>Measure / evidence</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12.            | <p><b>Workforce development and training</b><br/>To quality assure the existing training programme and respond to issues raised.</p>                                    | <p>A high quality training programme will have been delivered that has given staff the competencies needed to safeguard adults.</p>                                                        | <ol style="list-style-type: none"> <li>1. Quality assurance activities will be undertaken in relation to the delivery of courses.</li> <li>2. Feedback will be given to people who have raised safeguarding concerns to identify what went well and what competencies staff need further training or information on.</li> </ol>                                                                                                                                                                                         |
| 13.            | <p><b>Workforce development and training</b><br/>To review the effectiveness of safeguarding knowledge and evaluation of practices following safeguarding training.</p> | <p>Safeguarding concerns will be appropriately raised.<br/>100% of senior safeguarding leads will have accessed the correct Level of training as set in the SSAB Competency Framework.</p> | <ol style="list-style-type: none"> <li>1. There will be a smaller difference between the numbers of safeguarding concern raised and the numbers taken forward as an enquiry.</li> <li>2. Case file audits will evidence safeguarding knowledge and policies have been followed.</li> <li>3. The numbers of adults who have repeat referrals in a 12 month period will be reduced.</li> <li>4. Training will be promoted to senior managers in agencies to support their leadership of safeguarding training.</li> </ol> |

| <b>ACTIONS</b> |                                                                                                                                                                                                                                                                            |                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>#</b>       | <b>Action</b>                                                                                                                                                                                                                                                              | <b>What does success look like</b>                                                                                  | <b>Measure / evidence</b>                                                                                                                                                                                                                                                                                                                                                |
| 14.            | <p><b>Workforce development and training</b></p> <p>To support other agencies in the development and quality assurance of their training programmes.</p>                                                                                                                   | Agencies will have shared good practice in quality assurance processes.                                             | <ol style="list-style-type: none"> <li>1. Evidence of good practice being shared.</li> <li>2. Evidence of good practice being implemented.</li> <li>3. Evidence that changes have had a beneficial impact.</li> </ol>                                                                                                                                                    |
| 15.            | <p><b>Multi Agency Safeguarding Hub (MASH) - Information Sharing</b></p> <p>Review whether information sharing is working as effectively as predicted with the development of the MASH.</p>                                                                                | <p>Adults at risk will be receiving a faster response.</p> <p>Prevention of abuse and neglect will be improved.</p> | <ol style="list-style-type: none"> <li>1. Risk is being identified at an earlier stage than before the new MASH was started.</li> <li>2. Adults have experienced a quicker response after a concern has been raised.</li> <li>3. The MASH will demonstrate the capability and implementation of risk management by gathering intelligence on low level risks.</li> </ol> |
| 16.            | <p><b>Multi Agency Safeguarding Hub (MASH)</b></p> <p>Maintain effective links with the MASH developments. Attending meetings and working on communications that ensure professionals and residents are well informed of developments and safeguarding contact points.</p> | Safeguarding adults will be as firmly established in the MASH as children's safeguarding.                           | <ol style="list-style-type: none"> <li>1. The structure and processes of the MASH will demonstrate its capabilities in responding to adult safeguarding concerns.</li> <li>2. Intelligence from the MASH will be available and presented to the Board as themes and learning.</li> </ol>                                                                                 |

| <b>ACTIONS</b> |                                                                                                                                                                                                            |                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                               |
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| <b>#</b>       | <b>Action</b>                                                                                                                                                                                              | <b>What does success look like</b>                                                                                                                                                 | <b>Measure / evidence</b>                                                                                                                                                                                                                                                                                                     |
| 17.            | <p><b>Mental Capacity Act</b><br/>To provide assurance the Mental Capacity Act and Care Act requirements are being appropriately implemented following the raising of a safeguarding concern with ASC.</p> | <p>The Board will be assured professionals have the competencies to recognise and respond to Mental Capacity issues in accordance with the Mental Capacity Act and Care Act.</p>   | <ol style="list-style-type: none"> <li>1. ASC will provide the Board with data to show how many people subject of a safeguarding enquiry have been assessed as lacking mental capacity.</li> <li>2. ASC will provide the Board data to show how many times advocates have been involved in safeguarding enquiries.</li> </ol> |
| 18.            | <p><b>Mental Capacity Act</b><br/>To provide assurance the Mental Capacity Act and Care Act requirements are being appropriately implemented by all relevant agencies.</p>                                 | <p>The Board will be assured professionals have the competencies to recognise and respond to Mental Capacity issues in accordance with the Mental Capacity Act and Care Act.</p>   | <ol style="list-style-type: none"> <li>1. Agencies will provide the Board with evidence of auditing mental capacity competences.</li> </ol>                                                                                                                                                                                   |
| 19.            | <p><b>Deprivation of Liberty Safeguards (DoLS)</b><br/>To ensure adults are not being deprived of their liberty unless it is within the statutory framework.</p>                                           | <p>The number of challenges to DoLS applications will be reduced.<br/>Agencies will be submitting DoLS applications that contain all the relevant and appropriate information.</p> | <ol style="list-style-type: none"> <li>1. Assurance will be given to the Board that DoLS applications are being responded to appropriately.</li> <li>2. Feedback will be given to agencies submitting DoLS applications to support them quality assure their processes.</li> </ol>                                            |

| <b>ACTIONS</b> |                                                                                                                                                                                                   |                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>#</b>       | <b>Action</b>                                                                                                                                                                                     | <b>What does success look like</b>                                                                                                                                 | <b>Measure / evidence</b>                                                                                                                                                                                                                                                                                                                                                                   |
| 20.            | <p><b>Housing and safeguarding</b><br/>Work with housing providers, housing support, services for the homeless to ensure adults at risk are not made more at risk due to their accommodation.</p> | All housing providers aware of what safeguarding is and the role of the SSAB.                                                                                      | <ol style="list-style-type: none"> <li>1. Newsletter from SSAB sent out to all housing providers</li> <li>2. Half day awareness event held specifically for all housing providers</li> <li>3. Safeguarding leads identified by all 25% of all housing providers</li> <li>4. Raise awareness of lessons learned in different types of review where housing provision is an issue.</li> </ol> |
| 21.            | <p><b>To continue working with the District and Borough Councils (D&amp;Bs) to support their implementation of safeguarding adults responsibilities</b></p>                                       | <p>All D&amp;Bs aware of their responsibilities under Care Act 2014</p> <p>Current D&amp;B lead officer's group part of the governance structure of the Board.</p> | <ol style="list-style-type: none"> <li>1. Quarterly returns to SSAB</li> <li>2. No. of safeguarding concerns raised by D&amp;Bs.</li> <li>3. All staff trained to competency level 1 by March 2018</li> </ol>                                                                                                                                                                               |
| 22.            | <p><b>Responding effectively to self-neglect in adults at risk</b></p>                                                                                                                            | Agencies will be working together effectively to support adults who are experiencing self-neglect.                                                                 | <ol style="list-style-type: none"> <li>1. All agencies will be aware of and implementing the SSAB policy on self-neglect.</li> <li>2. Lessons will be learned from cases/Reviews of self-neglect.</li> </ol>                                                                                                                                                                                |

| <b>ACTIONS</b> |                                                                                                                                                   |                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <b>#</b>       | <b>Action</b>                                                                                                                                     | <b>What does success look like</b>                                                                                                                   | <b>Measure / evidence</b>                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 23.            | <b>Publicity materials in a range of formats</b>                                                                                                  | A range of materials are available to raise awareness of adult safeguarding that meets the needs of Surrey residents and professionals.              | <ol style="list-style-type: none"> <li>1. The range of formats will increase and be available for a wider range of needs.</li> <li>2. Board materials will be measured against compliance with NHS accessibility standards and will aim to meet those standards unless there is a good reason not to.</li> </ol>                                                                                                                                   |
| 24.            | <b>Raising awareness of adult safeguarding</b><br>To include engaging utilities and commercial companies - Identify individuals at an early stage | Adult safeguarding materials will have been made available through a range of opportunities. Ensure people know safeguarding is everybody's business | <ol style="list-style-type: none"> <li>1. Board members and support staff will distribute SSAB materials at forums, events and relevant meetings.</li> <li>2. Board staff will work with ASC and the MASH to develop new materials for distribution.</li> <li>3. Targeted initiatives will take place during the year for specific services, functions or adults eg. housing, faith groups, utility companies and the voluntary sector.</li> </ol> |

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