

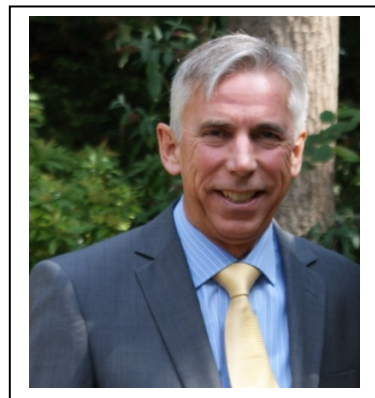


Annual Report

2017/18

This has been a year of change for the Board which has been challenging but also rewarding in the outcomes for people at risk in safeguarding process.

Our goal is always to ensure that those adults at risk with care and support needs are better protected. We do this by making sure they are at the centre of what we do which is part of the Making Safeguarding Personal Agenda. It also is about reviewing and improving our processes, getting better and 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 and is a central theme to support people. During the year a new permanent Head of Adult Safeguarding was appointed who brings with him great experience which has already added great value to the Board's work. This has been a catalyst via our sub committees for improving and simplifying our policies and procedures, helping to support and build a new competency framework and aligning our training to match this and improve its effectiveness.



The Board commissioned a follow up audit of adult safeguarding practice of social care which highlighted improvements from last time and some areas of strong good practice. However there were some opportunities to improve especially around planning and reporting and the new Head Of Adult Safeguarding has led the drive to address this and get a high standard across all areas of practice.

The Police had a follow up review from the HM Inspectorate-of-Constabulary-and-Fire-Rescue-Services and positively reported that "The force continues to be good at protecting people and supporting vulnerable victims, with the protection of vulnerable people a clear priority for all staff throughout the force."

Health has also recently implemented an Adult Safeguarding audit and though we have yet to see the outcome of this it has shown clear audited evidence of practice.

The challenge for the Board has been that for most of the year the Board has been without key resources of the Board Manager and this has hampered our ability to fulfil some of our objectives which is disappointing however this did not affect our ability to ensure those in need were adequately protected. On the positive side we now have a Board Manager in place who brings with them strong local knowledge, commitment to really make a difference and a drive to improve.

We have made strong effort to improve our working with other Boards primarily the Children's Safeguarding Board where the opportunity to share has resulted in developing towards a joint web site platform to make it easier for anybody to access the Boards web pages, and there are initiatives being developed around joint training platforms, joint learning events and a drive to share activities where appropriate so we can make more effective use of members time.

There has been one Safeguarding Adult Review (SAR) started late in the year and will conclude in the new year. Part of the drive by ASC in improving practice will bring more potential SAR's to the Board's attention which in itself is a positive step even if they do not meet the threshold for SAR there will generally be some learnings from these that the Board can share and under the new national initiatives we will have more opportunities to look at and share good practice and learnings even from section 42 enquiries.

There has been a drive to clear some outstanding cases on the ASC database and bring these into line with expected turnaround times and this has been positively achieved.

There has been an increase in referrals that become section 42 enquiries and the conversion rate has increased to now match the national average giving us assurance that we are handling these more effectively.

Our data has improved over the year, but this still is an area for improvement and there has been an initiative to set up a stronger assurance programme. This has been done and will come in during the first quarter of next year. This will allow the Board to not only have regular assurance data but on a quarterly basis take a deep dive into a particular area be that Police, Health or Adult Social Care. This will evidence for us how well our strategy is meeting the needs of Surrey as well as driving initiatives to improve and learn from best practice. It also will improve multi agency working and understanding.

This year nationally there have been some SAR cases that highlight the challenges all areas face in Adult Safeguarding and how things can go wrong quickly without effective multi agency working, good communication and that professional curiosity where things don't add up. We continue to work hard to make sure we highlight to all members best national practice and key learnings from the national picture so they influence and improve our prevention initiatives.

This year has been challenging and it would be remiss of me not to thank all those colleagues who have supported the Board outside of their normal commitments. The Board is about its members and their ability to make sure we are protecting those at risk with care and support needs and we continue to keep improving to make sure this happens

Simon Turpitt

Independent Chair, Surrey Safeguarding Adults Board

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Surrey has had a well-attended multi-agency partnership in place to provide effective services to adults with care and support needs for a number of years. Due to a reduction in dedicated staff working for the Safeguarding Adults Board, the financial year 2017/2018 has been less progressive than previous years. However, attendance and commitment from all agencies involved in safeguarding adults has remained and membership of the Board and its sub-groups has expanded to become more representative of the communities it serves. The lean staffing during 2017/18 has encouraged the desired joint working between the Safeguarding Adults Board and the Safeguarding Children's Board. Additional focus on efficient and effective joint working has been provided as a result of the inter-board protocol which came into effect during this period.

National and local learning has highlighted the need for the board to prioritise its focus on improving the quality and effectiveness of safeguarding reporting. The sub-groups have focused on identifying relevant lessons and developing policy, procedure and guidance with the aim of improving the quality of:

- The details included in initial safeguarding concerns;
- The completion of safeguarding enquiries; and
- The notifications to request a Safeguarding Adult Review.

As a result there has been a positive reduction in the quantity of safeguarding concerns with a subsequent increase in the quality of the reports received. The conversion rate of safeguarding concerns that become enquiries has doubled, evidencing the improvements in quality.

The Board's updated policy and procedure has provided all staff who work with adults with care and support needs with a clear pathway and expectations for referring any concerns. The new documents support practitioners and providers with regards to their responsibilities in reporting safeguarding concerns and completing safeguarding enquiries.

The steady progress made during 2017/18 has laid essential foundations for the members of the board to take forward during 2018/19.

About us

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, were kept safe.

In April 2015, the Care Act came into effect and made it mandatory for all areas in England to have a Safeguarding Adults Board. The Surrey Safeguarding Adults Board (SSAB) is now a statutory, multi-agency partnership coordinated by the local authority. It is the key mechanism for agreeing how local agencies will work together effectively to safeguard and promote the safety and wellbeing of adults with care and support needs who are vulnerable and/or are in vulnerable situations.

The board sets the strategic direction for adult safeguarding across the Surrey County Council (SCC) area by:

- Agreeing multi-agency priorities,
- Overseeing the collaborative work of partners,
- Developing policies and procedures,
- Undertaking activities to raise awareness of safeguarding.

The Board's main role is to gain assurance that safeguarding arrangements work effectively and that partner organisations are meeting their obligations, both individually and together, to support and safeguard adults in its area who are at risk of abuse and neglect.

The Safeguarding Adults Board has 3 statutory 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.

The Board has an independent chair that is responsible for ensuring that all organisations contribute effectively to the work of the Board. The Chair provides accountability for the work undertaken by the SSAB by way of reports to relevant strategic committees and boards.

The SSAB is made up of wide range of statutory, community and voluntary organisations which includes representatives from Surrey County Council, Surrey Police, Surrey Fire and Rescue, South East Coast Ambulance Service, Clinical Commissioning Groups, NHS providers, District and Borough councils, Independent care providers, Housing, Advocacy, service users and carers.

Figure 1: SSAB Membership



SSAB also has links with a wide range of other strategic forums and partnerships including the Surrey Children's Safeguarding Board, Community Safety Partnerships, PREVENT Board, Domestic Abuse Partnership, Harmful Traditional Practices Partnership, Learning Disability Partnership, Health and Wellbeing Board and Health Watch Surrey. An Interboard Protocol sets out the strong synergies between the work of the SSAB and many of these forums, it seeks to minimise duplication and maximise efficiencies, particularly as objectives and membership overlap. A copy of the protocol is included in the appendices.

The SSAB aims to promote the involvement and contribution of people with lived experience on the Board and will continue to explore a range of approaches to achieve meaningful engagement with people who use care and support services in order to ensure that the Board is informed by the voice of experience.

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 from abuse and neglect. In these circumstances, local authorities have a role to help keep people 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 with care and support needs is at risk of experiencing 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 the appendix.



Not all abuse is physical

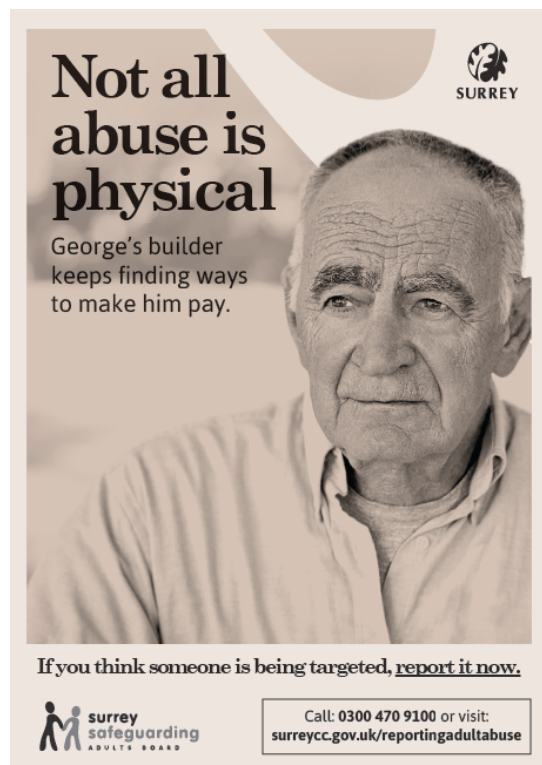
Margaret's grandson has been taking money from her for years.

SURREY

If you think someone is being abused, **report it now.**

surrey safeguarding ADULTS BOARD

Call: 0300 470 9100 or visit: surreycc.gov.uk/reportingadultabuse



Not all abuse is physical

George's builder keeps finding ways to make him pay.

SURREY

If you think someone is being targeted, **report it now.**

surrey safeguarding ADULTS BOARD

Call: 0300 470 9100 or visit: surreycc.gov.uk/reportingadultabuse

Safeguarding Adults in Surrey

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. 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 duty to safeguard adults applies to any adults who cannot protect themselves from abuse and neglect because of their care and support needs.

The below data provides an overview of the number of people in Surrey who have care and support needs

Age: The ONS mid 2015 estimate was that Surrey's resident population was 1,168,800, of which 8.9% are aged 17-24, 51.8% are aged 25-64 and 18.5% (216,700 people) are aged 65 and over.

The fastest growing age group is age 65 and over, this age group is estimated to grow by 20% over the next 10 years.

Disabilities: 30% of the Surrey population are living with a long-term condition (heart condition, diabetes, musculoskeletal problems), 12% of the population are living with two and 8% of the Surrey population are living with three long-term conditions.

Dementia: It is estimated that in Surrey in 2016 there were 16,169 adults aged over 65 with dementia and a further 303 adults aged 30-64 with early onset dementia. It is projected that by 2025, these numbers will have increased to 20,731 aged over 65 and 344 aged 30-65.

Mental Health: The prevalence of both generalised anxiety and depression in Surrey is less than in the general population however there are small pockets where it peaks above the average. The prevalence of severe and enduring mental illness has increased compared with previous years, this relates to increases in psychosis, personality disorder, suicide attempts and deliberate self-harm.

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).

Substance Misuse: Across all categories of drug use, there has been an increase in the number of people accessing treatment for drug misuse. PHE estimate that there are 7798 dependent drinkers in need of treatment in Surrey. At the end of quarter 3 2017/18, 1157 people had accessed treatment for alcohol use.

Crime

- In line with the national picture, Surrey has seen an increase in the total number of recorded crimes (2016/17)
- 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

- The crime survey for E&W for the year ending March 2017 estimated that 5.9% of adults aged 16 to 59 had experienced domestic abuse in the last year, equivalent to 1.9 million victims.
- Those with a long-term illness or disability were more likely to be victims of domestic abuse in the last year than those without one; this was true for both men (8.5% compared with 3.7%) and women (15.9% compared with 5.9%)
- 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)
- There were 8837 referrals to DA outreach services in 2016/16 which equates to a 7.4 % increase.

Sources of data:


The [Surrey Joint Strategic Needs Assessment](#)

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

Safeguarding adult's 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 NHS digital website. The publication usually takes place in late summer.

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

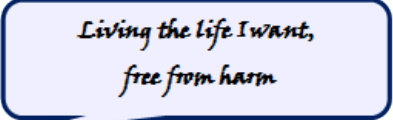
The table below shows the total number of safeguarding concerns received during the financial year 2016/17 compared with 2017/18. Although the number of safeguarding concerns has reduced slightly, the percentage of concerns which result in an enquiry has more than doubled. This indicates that the quality and relevance of safeguarding concerns has improved.

	2016/2017	2017/2018
Concerns Received	5860	5241
Enquiries Started	1317	2426
Conversion rate	22%	46%

The below table provides information on the length of time taken to complete safeguarding enquiries during 2017/18. It can be seen that the majority of enquiries are completed within a 3 month period, however there remain a number which remain open for a prolonged period. In some cases these enquiries have to be placed 'on hold' while police investigations are completed.

Completion period	Enquiries completed	Percentage completed
0-3 months	3117	57%
3-6 months	1294	24%
6-9 months	586	11%
9-12 months	278	5%
12 months +	218	3%

The below table provides information in relation to the objectives of 'Making Safeguarding Personal'. This shows that during 2017/18 a high number of individuals (or their carers) were involved in discussions about their care and the outcomes they wanted to see as a result of the enquiry. In almost all cases, the individual or their carer felt that the outcomes of the enquiry met their requests.

	Q1	Q2	Q3	Q4
% of individuals or individual's representative asked about their desired outcomes	71%	87%	90%	82%
% of individuals or individual's representative who say their desired outcomes were either fully or partially met	92%	95%	97%	98%

What SSAB has done to keep adults safe from harm

At the start of the reporting year, Board members agreed a set of priorities to be taken forward over 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.

Are people with Care and Support needs in Surrey safer because of actions of the Board?

The answer to this would be yes evidenced by better frontline focus and awareness, improved cooperation between agencies, simpler but more effective policies and procedures, stronger assurance systems giving more effective accountability but most importantly making sure the that making safeguarding personal keeps the focus on the person not the process.

We still have a way to go but we have laid solid foundations and are now building more robustness into our work moving forward.

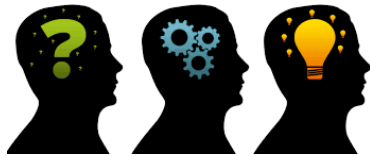
Priorities for Surrey Safeguarding Adults Board 2017/18

Strategic Theme	Aim
Communications	To ensure there are effective communications with Surrey residents, between professionals, agencies and between different Boards and Partnerships
Training	To ensure staff and volunteers receive appropriate, high quality training on adult safeguarding that enables them to prevent, recognise and respond to concerns of abuse and neglect.
Embrace a culture of learning	To embed a culture of openness and continuous learning
Types of abuse and neglect that are frequently hidden from professionals or are hard to detect.	To have a better understanding of how prevalent these types of abuse and neglect are and how best to respond
Prevention of abuse and neglect	Everyone will be working to prevent abuse and neglect from occurring.
Assurance of safeguarding practices	The Board have assurance there are effective safeguarding practices in place with action plans delivering further improvements

Key Achievements for Surrey Safeguarding Adults Board 2017/18

Strategic Priority	Key deliverables
COMMUNICATIONS	
	<ul style="list-style-type: none"> ★ Posters and leaflets were updated with new contact details to improve accessibility. ★ SSCB annual conference attended to promote the work of SSAB and the joint work taking place. ★ Financial Abuse multi-media campaign took place during September and October. ★ Newsletters have continued to be used effectively to share information and learning and to promote the work of the SSAB across professional and public audiences. ★ Board had presence at induction day for new councillors and exhibited at Surrey Care Association meeting helping to raise profile of Adult Safeguarding and the Board role.
TRAINING	
	<ul style="list-style-type: none"> ★ A new competency framework has been developed to support the professional development of all staff involved in safeguarding roles. ★ Existing training materials have been reviewed and new programmes designed to meet the skills identified within the competency framework.

EMBRACE A CULTURE OF LEARNING



- ★ The inter-board protocol provides clarity over roles and responsibilities and encourages joint working for shared priorities.
- ★ Learning from Safeguarding Adult reviews taking place in other parts of the country have been shared to encourage learning and are part of agenda's to discuss and learn at Board, SAR and the Health Group meetings
- ★ SSAB are represented on the strategic boards for Domestic Abuse, Sexual Exploitation & Missing, Preventing Extremism and Harmful Traditional Practices.
- ★ There has been strong representation from the prison service which has developed better understanding of the differing processes in prisons and a work group set up to ensure better support for families and offenders when they are released.

HARD TO DETECT



- ★ Briefings on different types of abuse and neglect have been written and made available on the SSAB website.
- ★ Analysis of types of abuse has been completed to inform where under-reporting is suspected.

PREVENTION OF ABUSE AND NEGLECT



- ★ The SSAB policy and procedure has been re-written and reflects best practice in addition to statutory guidance.
- ★ Healthwatch have become an active member on the SSAB, using the voice of people with lived experience to shape activities.
- ★ There has been an increase in safeguarding concerns being received and a higher proportion that result in an enquiry, there is an efficient process in place for the timely management of safeguarding enquiries.

ASSURANCE OF SAFEGUARDING PRACTICES



★ A new reporting template has been developed to provide oversight to the board on adult safeguarding activity. This new methodology will provide more detailed contextual information to support the statistical data.

★ Safeguarding Advisors complete regular audits and reviews of specific enquiries to understand what has worked well and where improvements are required.

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:

- Revised the Quality Assurance reporting process, it now covers:
 - 1) Adult Safeguarding Activity
 - a) Concerns received during period
 - b) Enquiries starting and ending during period
 - c) Enquiries in progress at end of period
 - 2) Types of issues being dealt with
 - a) Concerns received in period by source of risk
 - b) Concerns received in period by location of concern
 - c) Concerns received in period by referrer
 - 3) Effectiveness of process
 - a) Timeliness of adult safeguarding enquiries
 - 4) Quality of enquiries
 - a) Results of quality assurance auditing in period
 - 5) Impact of adult safeguarding enquiries
 - a) Enquiries completed in period, by finding
- Identified trends in adult safeguarding concerns.
- Focused on the outcomes of Making Safeguarding Personal to ensure the outcomes requested by the subject of the enquiry are met.
- Reviewed the findings of audits completed by Safeguarding Advisors to identify areas for learning.

Training Sub-Group

This group is chaired by the Head of Adult Safeguarding in Adult Social Care. The group develop, implement, review and update the multi-agency strategy for the protection of adults at risk. It also monitors assesses and evaluates the uptake and impact of safeguarding training across Surrey to ensure it remains relevant and accurate.

This year they have:

- Designed a new competency framework to support the development and professionalism of staff across adult safeguarding work.
- Reviewed all training materials and set new learning objectives to support delivery of the competency framework.

Key challenges:

- Some of the delivery of this work has been delayed while waiting for the policy to be approved.

Policy and Procedures Sub-Group

Chaired by the Head of Adult Safeguarding in Adult Social Care, this group reviews the multi-agency policies, procedures and other protocols / guidance.

This year they have:

- Produced a new policy and procedure document which removes duplication and is based on best practice and statutory guidance.
- Hosted a workshop to engage with SSAB member organisations and ascertain their views.
- Information has been removed from the policy and made available as separate briefings, ensuring the policy focuses purely on safeguarding.

Key challenges:

- Progressing work in a timely manner due to competing priorities across organisations.

Health Sub-Group

Chaired by the Surrey Wide CCG team, this group ensures there is shared understanding and interpretation of current national and local guidance between all health organisations. The group monitors learning from safeguarding adults processes to ensure optimal performance for adults who use health services across Surrey.

This year they have:

- Restructured the meetings to allow a greater focus on sharing learning by aligning the safeguarding board and NHSE safeguarding priorities.
- Workshop sessions have been introduced to enable peer discussions on what works well and what needs changing.
- Doubled the group's membership so all health partners are represented, this includes private hospitals, Acute trusts, mental health trust, community service providers, CCGs, prison healthcare and Surrey County Council.

Key challenges:

- Ensuring effective information flow from the group within the context of a complex health economy
- Evidencing the impact on frontline practice of the local and national information that is shared through the group

Safeguarding Adults Review Group

Chaired by the Surrey Police lead for Adults at Risk, this group review all Safeguarding Adult Review (SAR) notifications.

This year they have:

- Increased the frequency of meetings to 6/year with the ability to schedule more when required.
- Strong and stable leadership has helped to stabilise the membership and improved attendance.
- There has been more efficient and timely sharing of information and improved decision making.

Key challenges:

- The group remain concerned that there are too few notifications received.

Further information on the work completed by the SAR sub-group is included below.

Local Safeguarding Adult Groups

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 (CCG) 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 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, and 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.

These groups have not met as regularly during 2017/18 as in previous years, instead virtual routes have been established which have maintained methods for sharing information from the board and for escalating issues back up. The learning from these processes over the last year are being reviewed to improve and enhance the effective sharing of information via virtual routes during 2018/19.

Safeguarding Adults Reviews

It is a statutory requirement under the Care Act that the Safeguarding Adults Boards undertake a Safeguarding Adult Review (previously called Serious Case Reviews) 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.



Notifications of cases that may meet the SAR criteria 2017 – 2018

SSAB have received 6 notifications during the 2017/18 year, of these;

- One SAR has been commissioned with a report due by September 2018.
- One SAR has been conducted by NHSE due to the cross-border nature and complexity of the risks.
- One did not meet the criteria for a full SAR however a multi-agency review took place, the learning of which fed into the Health sub-group.
- Three further SAR notifications did not meet the criteria for full SAR to take place however, further enquiries by locality teams were requested with the ability to review the notification again if necessary following completion of the enquiry.

Funding and Expenditure

The estimated running costs of the Safeguarding Adults Board are £288,555 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:

	Contribution 17/18	% split
Adult Social Care	£117,450.00	40.70%
Clinical Commissioning Groups (split between 5 groups)	£117,450.00	40.70%
Surrey Police	£29,000.00	10.50%
NHS Trusts (split between 8)	£13,050.00	4.52%
District & Boroughs (split between 11)	£11,605.00	4.2%
TOTAL	£288,555.00	

The expenditure of the Safeguarding Adults Board during 2017/18 was £114,713, leaving an underspend of £173,841. This was due to a number of factors namely; staff vacancies, development of new competency framework impacted on training programme, no safeguarding conference events 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 have been carried forward to the next year. Agencies that contribute to the budget will therefore be paying a proportionately smaller amount in 2018/19.

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

During 2018/19 the Safeguarding Adults Board will continue to deliver against the objectives set out in the overarching 3 year plan and build on the foundations of the work progressed during 2017/18.

Strategic Theme	Aim
Communications	The SAB will continue to work closely with the Safeguarding Children's Board, specifically in relation to awareness raising and publicity. The SAB will seek to improve knowledge of and the experience for people wanting to access information about safeguarding in Surrey easier.
Training	To embed the new policy and procedure, a new training strategy will be published to guide staff working with adults with care and support needs in relation to the training they require in order to undertake their jobs effectively. Training will be relevant, easy to access and commensurate with the skill levels of staff and their organisations capability
Embrace a culture of learning	A review of existing meeting structures will be completed to ensure that the process for sharing learning is effective and efficient. The Board will ensure there are opportunities for operational staff to discuss cases and learn from best practice while making best use of time and resources. The voice of people with lived experience will be used to learn and improve services.
Types of abuse and neglect that are frequently hidden from professionals or are hard to detect.	The SAB will work closely with the Domestic Abuse Management Board to ensure that work to tackle domestic abuse, reflects the needs of adults with care and support needs. There will be more engagement with minority communities to understand any specific risks and to ensure that awareness raising materials are accessible to all.
Prevention of abuse and neglect	There will be greater opportunities for engagement, both with professionals and with people who use health and social care services to ensure the work initiated by the board is informed by experience. Focus groups with people who use services and with carers will be completed to understand both good practice and areas for improvement. Learning will be used to influence communication and preventative materials.
Assurance of safeguarding practices	The board will embed a new quality assurance framework to reflect the multi-agency audience and their responsibilities in relation to safeguarding adults. Reporting mechanisms and structures will provide performance products that assure the board of the effectiveness of safeguarding practices in Surrey and drive its agenda and focus going forward.

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 – Terms of Reference

Appendix D – SSAB membership

Appendix E – Surrey Safeguarding Adults Board Annual plan for 2018-2019

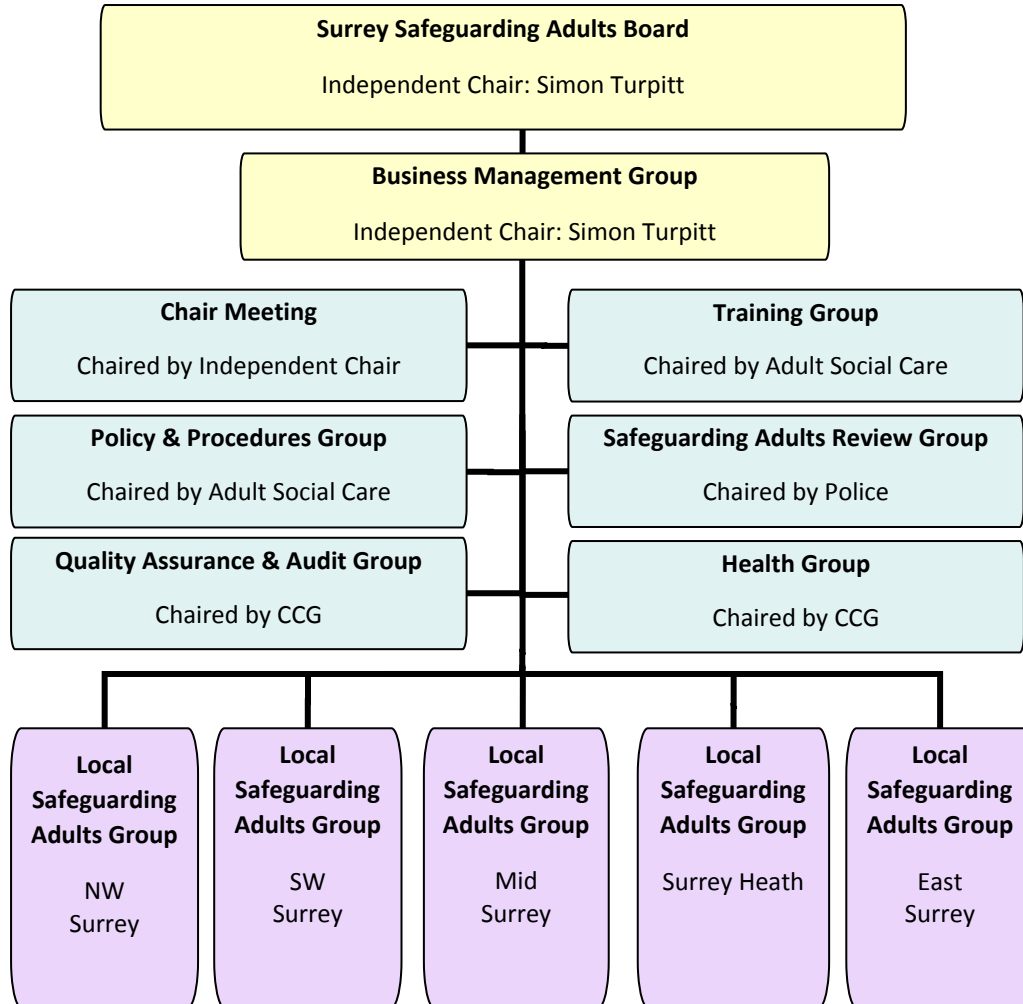
Appendix F – Inter-board protocol

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>

SSAB Organogram.



Vision

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

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 group and as outlined by the Board's policy and procedure.
- 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.

Constitution

- 1) All members will abide by the Board's Constitution.

Chair

- 1) The Board will have an independent chair who will be appointed on an annual contract.

Budget

- 1) The Board will have a pooled budget made up of contributions from statutory agencies. The Board will agree the relevant contributions from statutory agencies and monitor spend to ensure that monies are spent efficiently and effectively. The Board will receive a financial report at each meeting.
- 2) Surrey County Council will manage the Board's financial transactions unless there is a specific agreement for another agency to commit spend from the Board's pooled budget.

Meetings

- 1) Meetings will take place at least 3 times a year.
- 2) The agenda for each meeting and the associated papers will be circulated at least one week prior to the meeting. Late items will be included at the chair's discretion.
- 3) Prior to discussion of a matter, all Board members to read respective agenda items, identify key lines of discussion/enquiry to be taken up at the meeting, identify potential areas of good practice and shared learning, and establish the relevant position within their own agency as necessary.
- 4) Notes of the meeting will be made and circulated to members as soon as possible after the meeting. These will be agreed by members at the next meeting subject to any requested amendments.
- 5) Highlights of each meeting will be made available to the public on the Board's webpages.
- 6) Quorum of at least 6 members of which 3 must be representative of statutory services (CCG, Adult Social Care and Police)

Executive Group and Sub-Groups

- 1) The Board will have an executive group that meets approximately 6 times each year. This will be called the Business Management Group.
- 2) The Board's strategic and annual work plans will be delivered with the support of sub-groups that will include:
 - Safeguarding Adults Review
 - Quality Assurance and Audit
 - Policy and Procedures
 - Training
 - Health
- 3) In addition, other sub-groups and 'task and finish' groups will be established as required.

Voluntary sector / User led organisations	Healthwatch Surrey Action for Carers (Surrey) Age UK, Surrey Surrey Coalition of Disabled People Surrey 50+
Emergency Services	Ambulance Services Surrey Police Surrey Fire and Rescue Service
Housing	Anchor Trust - Housing
Hospital / Acute Trusts	Ashford & St Peters NHS Foundation Trust Frimley Park Hospital NHS Foundation Trust Royal Surrey County Hospital NHS Foundation Trust St Helier & Epsom University Hospitals NHS Trust Surrey & Sussex Healthcare NHS Trust
Community Health providers	CSH Surrey First Community Health & Care Sensory Services by Sight for Surrey Surrey and Borders Partnership NHS Foundation Trust Virgin Care
Regulator, regional and representative organisations	Care Quality Commission NHS England Surrey Care Association
District and Borough Councils	Guildford Mole Valley Tandridge
Surrey County Council	Cabinet Member for Adult Social Care, Strategic Director for Adult Social Services and Public Health, Deputy Director of Adult Social Care, Area Director for Service Delivery, ASC Business Intelligence Manager, ASC Area Directors, Head of Safeguarding for Adults, Head of MASH, Legal services, Public Health, Trading Standards.
Clinical Commissioning Groups	Surrey Downs CCG Guildford & Waverley CCG Surrey Wide CCG

Probation Service	Kent Surrey & Sussex Community Rehabilitation Company Ltd (formerly Probation) National Probation Service
Prison Service	Prison Governor at High Down
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	

Key Priorities for Surrey Safeguarding Adults Board 2018/19

1. Making Safeguarding Personal
 2. Domestic Abuse
 3. Shared Understanding
 4. Mental Capacity Act
5. Areas of Improving Knowledge and Understanding

Theme	What does success look like
Making Safeguarding Personal	There is more and better user and carer reported experience data to monitor performance and to understand what good looks like. The experiences of the user and carer improves process and practice.
Domestic Abuse	There will be improved understanding of the prevalence of domestic abuse within safeguarding enquiries. Risks to adults with care and support needs will form part of the county's domestic abuse delivery plan.
Shared Understanding	There is an agreed and consistent approach across Surrey for shared understanding of best practice that delivers improved awareness and practice.
Mental Capacity Act	There will be greater assurance in relation to the development of the skills of staff in their application of the MCA. There will be assurance provided to the Board that DoLS applications are being responded to appropriately and in a timely manner.
Areas of Improving Knowledge and Understanding	There will be easy to access information for public and professionals. Briefing and training materials will be relevant to the audiences, informed by operational needs. General awareness raising materials will be targeted to Surrey's communities.

Appendix F – Inter-Board Protocol

Protocol: Health and Wellbeing Board, Children and Young People's Partnership, Safeguarding Adults Board, Safeguarding Children Board, Community Safety Board and Surrey Criminal Justice Partnership

This paper sets out the proposed working arrangements between the Surrey Health and Wellbeing Board (HWB), the Surrey Safeguarding Adults Board (SSAB), the Surrey Safeguarding Children Board (SSCB), the Surrey Children and Young People's Partnership (CYPP) and the Surrey Community Safety Board (CSB). It provides an overview of the roles and responsibilities of the five Boards, identifying interrelationships and ways that successful coherence between all will be achieved. Once agreed by all five Boards it shall be incorporated into the Surrey Health and Wellbeing Board's Operating Framework.

Health and Wellbeing Board:

The Health and Social Care Act 2012 introduced Health and Wellbeing Boards as a statutory committee of all upper tier local authorities from April 2013. The intention being to provide a forum for collaborative local leadership with the following functions:

- Assesses the needs of the local population and lead the Joint Strategic Needs Assessment and development of a joint health and wellbeing strategy.
- Promotes integration and partnership working between NHS, social care, education, borough and district councils, public health and the police
- Supports strategic joint commissioning and pooled budget arrangements, where appropriate
- Assesses the health, social care and public health commissioning strategies and plans
- Lead on local health improvement and prevention activity.
- Supports residents' voice and the exercise of patient choice.

Surrey Safeguarding Adults Board:

The SSAB is a statutory partnership. The objective of SSAB, as set out in the Care Act 2014, is to assure itself that, local safeguarding arrangements and partners act to help and protect adults in its area who meet the criteria of an adult at risk of abuse and neglect. SSAB has a strategic role that is greater than the sum of the operational duties of the core partners. It oversees and leads adult safeguarding across the locality and will be interested in a range of matters that contribute to the prevention of abuse and neglect.

SSAB has 3 core duties:

- It must publish a strategic plan that sets how it will meet its main objective and what the members will do to achieve this
- It must publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan
- It must conduct any safeguarding adults review in accordance with the Care Act.

The functions that support the objectives and duties are:

- Developing a framework of multi-agency policies, protocols and procedures
- Requiring member agencies to provide assurance on their safeguarding activities

- Quality assuring the safeguarding of member agencies
- Implementing a multi-agency Competency Framework and training programme
- Undertaking Safeguarding Adults Reviews and learning lessons from them
- Learning lessons from other reviews including Domestic Homicide Reviews and children's Serious Case Reviews
- Undertaking activities to raise awareness of safeguarding and to support the prevention of abuse and neglect.

Surrey Safeguarding Children Board:

The Surrey Safeguarding Children Board (SSCB) is a statutory partnership with two main objectives as set out in Working Together (2015) and the Children Act 2004 regulations.

1. To coordinate what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area.
2. To ensure the effectiveness of what is done by each such person or body for those purposes.

The statutory roles and functions which support these objectives are:

- Developing policies and procedures
- Communicating and raising awareness
- Monitoring and evaluating the effectiveness of partners individually and collectively
- Participating in the planning of services
- Undertaking reviews of all child deaths and serious case reviews and disseminating the learning
- Commissioning and delivery of multi-agency training
- Evaluation of single agency and multi-agency training

The Surrey Children and Young People's Partnership:

The purpose of the Surrey Children and Young People's Partnership is to provide strategic direction and leadership of the children and young people's joint commissioning system to deliver better outcomes across the children's system. The Children and Young People's Partnership sets out the strategic joint commissioning priorities for the partnership, and incorporates the Health and Wellbeing Board's priority for children.

The Surrey Children and Young People's Partnership Joint Commissioning Strategy 2017-22 sets out the ambition to address the inequality in outcomes that some of our children and families experience in Surrey. The strategic priorities are:

- Developing and delivering an integrated SEND offer with and for Surrey's children and families
- Developing and delivering an integrated early help offer for children and families in need
- Extending our Safer Surrey strengths-based model of practice: to enable us to continue placing children, young people and families at the heart of our practice (built into all our priorities)
- Supporting our children, young people and families to lead healthy lifestyles and have good emotional wellbeing and mental health
- Getting to good outcomes for our vulnerable children; particularly for our looked after children and care leavers

- Continuing to strengthen and deliver our partnership strategy and priority actions for CSE and missing children
- Building our multi-agency response to domestic abuse and neglect
- Embedding our Multi-Agency Safeguarding Hub (MASH) arrangements

The partnership will work closely with relevant boards to ensure a focus on these strategic priorities particularly from a joint commissioning perspective.

Community Safety Board

The Community Safety Board was created as a result of the Crime & Disorder Act 1998 that requires named responsible authorities to work together to develop and implement strategies for reducing crime and disorder in their area. In two tier authority areas, there is a requirement to have a county-level strategy group to add value and provide strategic co-ordination on county-wide activity. In Surrey, the multi agency Community Safety Board fulfils this role and is currently chaired by the Police and Crime Commissioner for Surrey. The Board work closely with the eight district and borough based community safety partnerships (CSPs) and the merged CSP (Mole Valley, Reigate & Banstead & Tandridge) in Surrey.

In delivery of its role in delivering strategic co-ordination of county-wide community safety activity and of ensuring effective partnership working the Board:

- Co-ordinates the delivery of a county strategic assessment and in partnership with the CSPs the development of their strategic assessments.
- Establishes its county wide priorities.
- Delivers county wide community safety strategies, policies, guidance, training and communications.
- Leads on 'high harm' issues, for example, domestic abuse, Prevent, Serious Organised Crime, Modern Slavery
- Maintains oversight of domestic homicide reviews (DHRs)
- Disseminating the learning from practice including homicide reviews, anti-social behaviour, domestic abuse and information sharing.
- Supports joint commissioning where appropriate
- Supports the victims voice in areas such as anti-social behaviour and domestic abuse"

Surrey Criminal Justice Partnership (SCJP)

SCJP is the county-wide strategic level Local Criminal Justice Board for Surrey. It undertakes the role of **co-operative working** under Section 10 of the Police Reform and Social Responsibility Act 2011 to provide an efficient and effective Criminal Justice System for the police area.

The key purpose of the SCJP is to set the direction for the delivery of improvements through multi-agency consultation and working. This supports the overall aims of the Criminal Justice System (CJS) to **uphold the law** and **reduce re-offending**.

SCJP Vision:

'A joined-up modernised quality criminal justice service that delivers value for money for the community and inspires public confidence'

This work falls primarily under supporting victims and witnesses through the CJS and to help reduce re-offending.

SCJP identifies its work through developments at a national Criminal Justice Board and through local input from key Surrey partners. Its current constitution states that it will:

- Identify priority areas of work through an annual Delivery Plan
- Identify areas of risk where a multi-agency response is necessary
- Identify performance measures necessary to monitor progress
- Commit appropriate resources in support of partnership working
- Agree a delivery model and identify areas for collaboration
- Agree communications and information sharing guidance
- Respond to consultation requests where resources allow
- Provide reports from meetings with decisions taken
- Provide access to approved non-confidential documents on a public facing website

Proposed working arrangements

1. The HWB will consult the SSAB and SSCB to validate a summary of the Surrey Joint Strategic Needs Assessment and inform the development of the Health and Wellbeing Strategy
2. The Surrey CYP will consult with the SSCB on the Children and Young People's Partnership Plan and its annual review.
3. The SSAB and the SSCB will formally present their annual reports to the HWB on the effectiveness of safeguarding arrangements and the HWB will provide a formal response to both
4. The HWB has identified Cabinet Member for Adult Social Care, Wellbeing and Independence and the Strategic Director for Adult Social Care and Public Health as individuals responsible for ensuring co-ordination of relevant activities and championing safeguarding adults in the work of the HWB
5. The HWB has identified the Cabinet Member for Children and Families Wellbeing, the Strategic Director for Children, Schools and Families as individuals responsible for ensuring co-ordination of relevant activities and championing safeguarding children in the work of the HWB
6. HWB members shall ensure messages and information about keeping adults and children safe are disseminated within partner organisations, including collaborating on stakeholder events where appropriate.
7. The members of the five Boards shall take responsibility to ensure safeguarding action taken by one body does not duplicate that taken by another.
8. Ensuring safeguarding is "everyone's business", reflected in the public health agenda, community safety and related health and social care commissioning strategies.
9. The SSAB and SSCB will share with the HWB, CSB and CYP their strategic plans and priorities for improvement to ensure alignment and best use of resources to protect adults and children at risk
10. SCJP will assist other strategic partnerships by providing a gateway to senior criminal justice leaders and to act as a reference group or consultative group in the wider context of criminal justice transformation.
11. SCJP will work with other senior partnerships to develop better outcomes for victims and offenders whilst reducing demand on the formal justice system. SCJP can contribute to shared-learning across these different fields of specialism.

Signed by all Board Chairs

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