



Annual Report

2018/19

Independent Chair, Simon Turpitt

This has been a positive and progressive year for the Board with our new Board Manager in place we have been able to drive new initiatives, with a greater focus on the quality of work and assurance around improved levels of skills for front line staff.

We are seeing a continual increase in Safeguarding Enquiries which is positive as it shows better awareness and stronger reporting systems.

The drive across all partners but especially adult social care to be robust in its analysis of practice and then invest to ensure that areas of improvement are targeted effectively, has started to show through in response and quality of enquiries and section 42 reports. The Board is seeing positive trends in data that gives us assurance that we are measuring the right things and focusses on getting it right first time. This has been supported by better assurance processes at Board.

Our cooperation with the Children's Board has allowed us to build a joint website that is easy to find and more user friendly. We will continue to develop this and our cooperation with the new structure being formalised for Children's Safeguarding.

It is clear there is much to be gained across the formal Boards in Surrey working together more closely and we are seeing some of the benefits with that around the Domestic Abuse agenda.

Our conference and Safeguarding Adult briefings have been a great success and raised the profile of Safeguarding across the county with strong agency engagement.

We have improved our ways of sharing learning across Surrey with more effective and regular briefing documents especially for national Safeguarding Adult Reviews. This includes using learning sessions at meetings to get better engagement and challenge around our own practice.

One other initiative that we instigated at the end of the year but will start to report in 2019/20 is using Healthwatch as an independent forum for people who have been through the safeguarding process to give honest feedback which should allow us over time to hear a stronger voice of the user and inform us around improving practice.

The Board can only function effectively with the strong input from partners and they should all be congratulated for the continual support give us.



About Us

The Surrey Safeguarding Adults Board was established in 2007, bringing together partner organisations to ensure that adults with care and support were kept safe from abuse and neglect. Since 2015, the Surrey Safeguarding Adults Board has been a statutory partnership with specific duties and functions as set out in the Care Act 2014.

These duties include:

- The publication of an annual strategic plan, outlining the objectives for the year ahead and how member organisations will support delivery of this.
- The publication of an annual report, providing details of the work of the partnership to implement the strategy and achieve its objectives during the previous year.
- Commissioning reviews under s44 of the Care Act, in order to learn from cases where an adult with care and support needs has died (or come to serious harm) and there are concerns about how well partners worked together to safeguard the adult.

Our Role

The Surrey SAB has the lead role for coordinating work across the county, ensuring effective partnership working with the aim of protecting adults with care and support needs who may be at risk of abuse or neglect, and who are unable to protect themselves from harm due to their needs for care and support.

This is achieved by:

- Seeking assurance from each partner agency that their leadership, governance, policy and procedure is effective in identifying the risks posed to adults with care and support needs, and that their staff know the steps to take once a safeguarding concern has been identified.
- Coordinating the delivery of preventative programmes of work across multi-agency audiences and joining up with existing campaigns and awareness raising activities.
- Providing guidance across partner agencies enabling there to be a consistent response to adults with care and support needs who are at risk of abuse or neglect.
- Continuously reviewing responses to adults with care and support needs in order to improve practice.
- Reviewing the systems findings published in Safeguarding Adults Reviews, considering local learning and implementing proportionate and necessary change.

Our Vision

The Surrey SAB seeks to ensure that all adults in Surrey live a life free from fear, abuse and neglect.

Our Priorities

During 2018/19 the Surrey SAB has continued to focus on the priority areas as set out in the three year strategic plan (2016-2019), these are:

1. Embrace a culture of learning
2. Communication
3. Training
4. Types of abuse and neglect that are frequently hidden from professionals or are hard to detect.
5. Prevention of abuse and neglect.
6. Assurance of safeguarding practice.

Our Membership

The Board consists of the following membership:

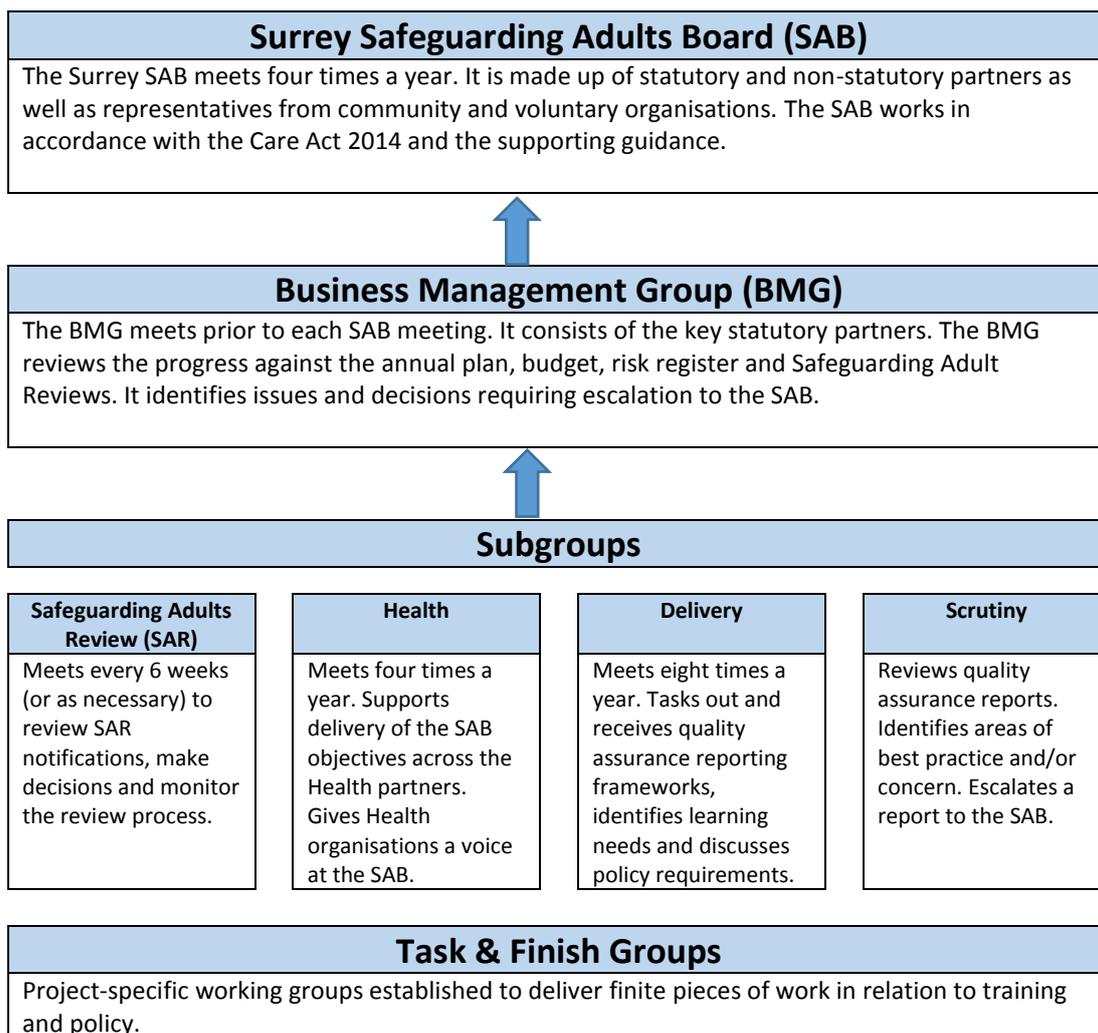
Statutory Partners

- Surrey County Council
- Clinical Commissioning Groups represented by Surrey-wide CCG Safeguarding Team
- Surrey Police

Members

- Public Health
- District & Borough Councils
- Surrey Fire & Rescue
- Ashford and St Peters NHS Trust
- Epsom & St Helier
- Frimley Park Hospital
- Royal Surrey County Hospital
- Surrey & Sussex NHS Trust
- Surrey & Borders Partnership NHS Foundation Trust
- CSH Surrey
- First Community
- Virgin Care
- Care Quality Commission
- South East Coast Ambulance Service
- Trading Standards
- Probation Service
- Kent, Surrey & Sussex Community Rehabilitation Company
- Healthwatch Surrey
- Representatives from the Community and Voluntary Sector





The SSAB also has links with a number of strategic partnerships operating across the county, this includes the Surrey Safeguarding Children’s Board, Health and Wellbeing Board, Community Safety Partnerships, Prevent Management Board, Domestic Abuse Management Board and Domestic Abuse Delivery Group, Sexual Exploitation and Missing Management Board, Modern Slavery Partnership and the Harmful Traditional Practices Group.

This cooperation has led to a stronger focus on collective learning so that these groups have developed forums for learning together this brings added awareness of partnership working and ways that will bring stronger support for those vulnerable people by better awareness of the appropriate actions by the right partnership.

What is Safeguarding?

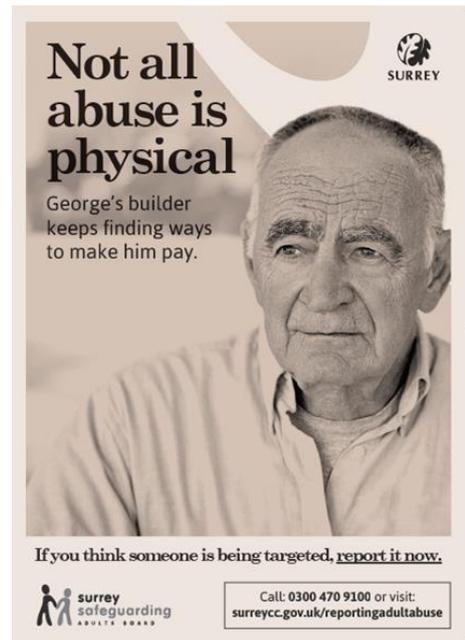
The Care Act sets out the circumstances when safeguarding duties apply. The Act says safeguarding applies to adults who:

- 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 are unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Types of Abuse and Neglect

The Care Act lists the following as the types of abuse and neglect requiring a safeguarding response:

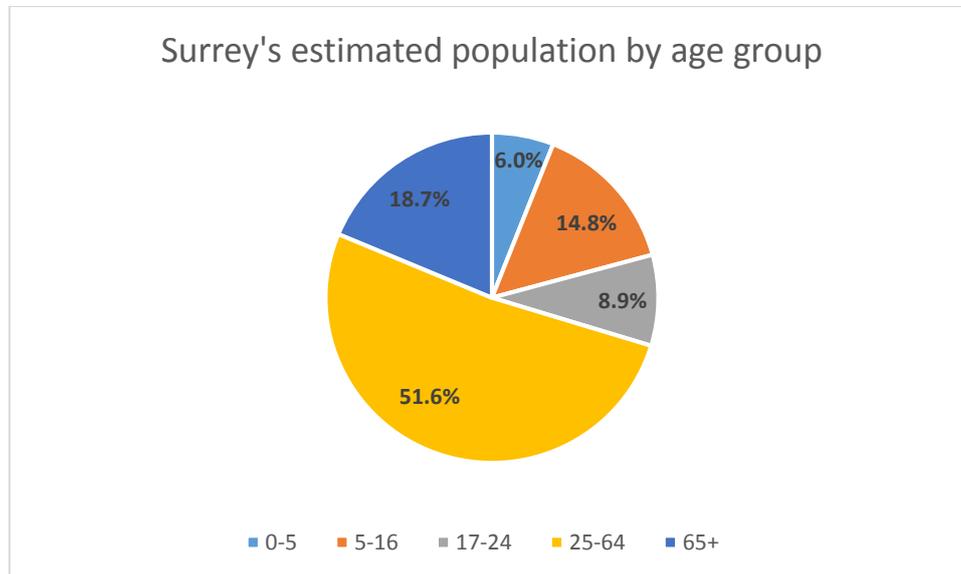
- Physical abuse
- Domestic violence
- Sexual abuse
- Psychological abuse
- Financial abuse
- Modern slavery
- Discriminatory abuse
- Organisational abuse
- Neglect & acts of omission
- Self-neglect



Who is at risk in Surrey? *

Age

The Office for National Statistics (ONS) estimated that the resident population of Surrey at mid 2017 was 1,185,300. The proportion of people in each age group is shown below:



There are estimated to be 222,200 older people aged 65+, making up just under one in five (18.7%) of the population.

The population of Surrey is projected to increase by 11% over the next 25 years reaching 1,309,500 by 2041. The proportion of the population aged over 65 is projected to increase to 25.4% by 2041, with the proportion of over 85s projected to increase from 2.9% to 5.2% over the same period. This will lead to an additional 112,200 over 65s in total with 34,500 more aged over 85.

Ethnicity

83.5% of the Surrey population, reported their ethnic group as White British in the 2011 census. A further 6.9% of the population belonged to other white ethnic groups (Irish, Gypsy or Irish Traveler). The next largest ethnic group was Indian with 1.8% of the population followed by Pakistani with 1.0%. Although the proportion of the population from black and minority ethnic groups is smaller in Surrey than in the country as a whole, this varies between local authorities and clinical commissioning groups. This provides a challenge to ensure that the needs of these small communities and individuals are appropriately met.

* All data taken from Joint Surrey Needs Assessment published on Surrey-i

Care and Support Needs

Of the total Surrey population aged over 17 (938,900)

- 2.3% have a learning disability (21,800) of which it is estimated that 25-40% also have a mental health need
- 1% are autistic (9086)
- 1.75% have Dementia (16,472)
- 18.9% have a common mental disorder
- 7.8% are estimated to have mixed anxiety and depressive disorder
- 0.7% have a psychotic disorder
- 50.8% of social care users report depression or anxiety

8.6% of the Surrey population aged over 65 (222,220) have depression

Based on the 2011 Census and population projections it is estimated that in 2016 there were 115,216 unpaid carers of all ages living in Surrey in 2016, this equates to 1.6% of the population. There are a higher than expected number of carers for people with a learning disability.



Safeguarding Activity in Surrey

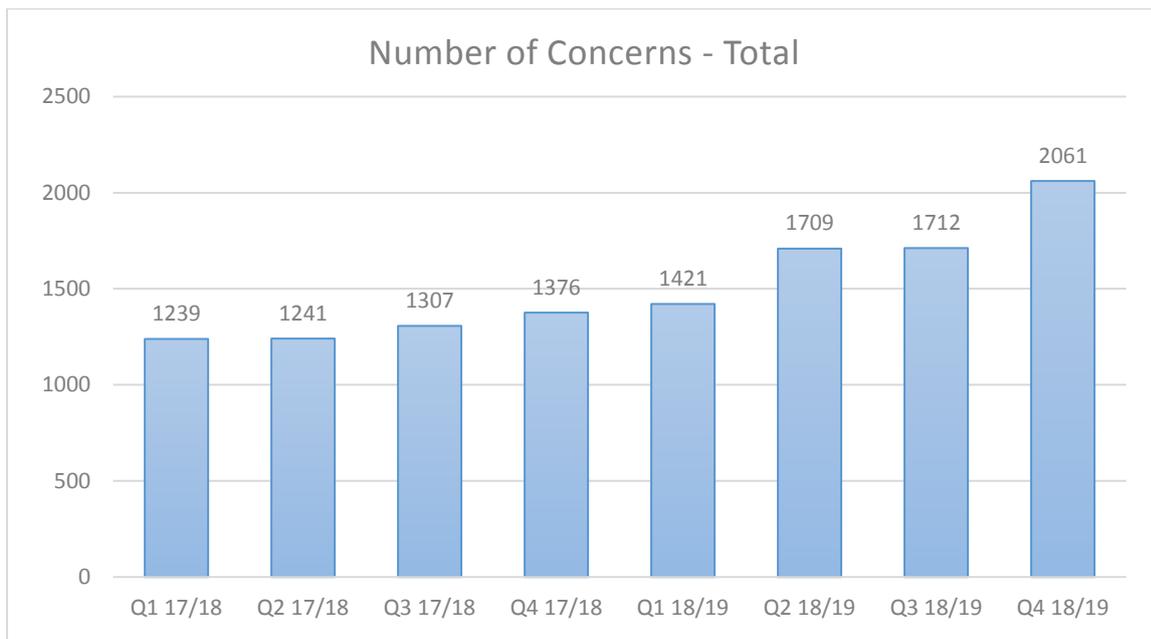
Adult Social Care data **

During the year 2018/19, Surrey County Council:

- received 6903 concerns in relation to adult safeguarding
- conducted a safeguarding enquiry for 58% of the concerns reported to them
- completed 3377 safeguarding enquiries under s42 Care Act 2014
- fully or partially met the persons desired outcomes in 96.4% of enquiries

Safeguarding Concerns

Over the last year, Surrey County Council Adult Social Care have seen a continued increase in the number of safeguarding adult concerns reported to them.



This increase is thought to be as a result of improved policy and procedure, supported by consistent training of staff across partner agencies to improve their understanding of what constitutes a safeguarding concern and the requirement to report it. It is also possible that the prevalence of abuse and neglect is increasing and that people who are experiencing it (or their carers) are more willing to report it.

** Data taken from ASC Q4 performance report dated 20/06/19 and SAC submission

Types of Abuse and Neglect reported

Of the 6903 safeguarding concerns received during 2018/19, the most common reason was due to neglect or acts of omission (32.9%).

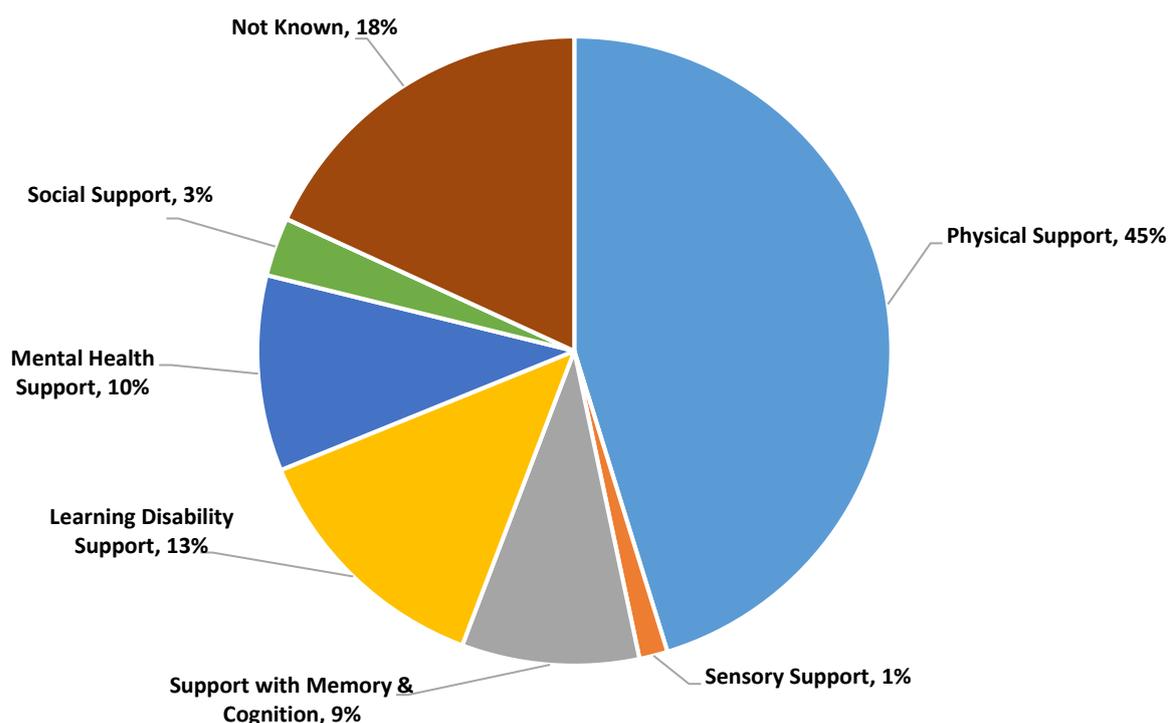
Physical abuse also accounts for a high percentage of safeguarding concerns (20%).

Although the number of concerns raised in relation to domestic abuse has increased since the previous year, it is still thought to be lower than the actual prevalence of domestic abuse for adults with care and support needs and further work is planned with the aim of seeing a further increase of reporting in this area.

Type of alleged abuse	% total
Neglect/Acts of Omission	32.9
Physical	20.4
Emotional/Psychological	13.8
Financial/Material	11.8
Domestic	5.5
Organisational	5.0
Self-neglect	3.8
Not recorded	2.9
Sexual	2.8
Sexual Exploitation	0.4
Discriminatory	0.4
Modern Slavery	0.1

Care and Support needs

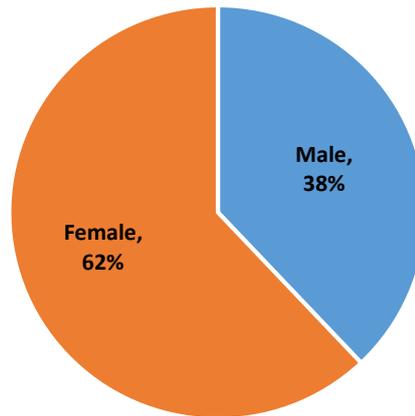
The chart below shows the primary support need for the adult for whom the safeguarding concern relates. The majority of adults who are the subject of a safeguarding have a need for physical support.



Demographics

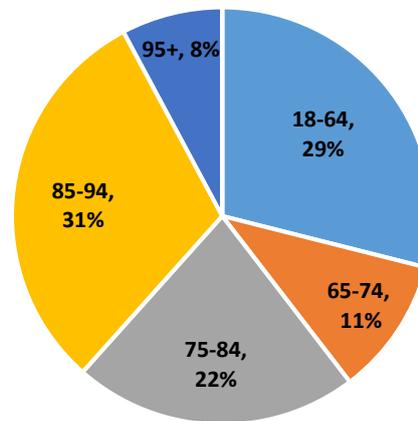
Gender

For both safeguarding concerns and safeguarding enquiries, there are more females at risk than men. This is a consistent picture across both categories with 62% of both concerns and enquiries being for women.



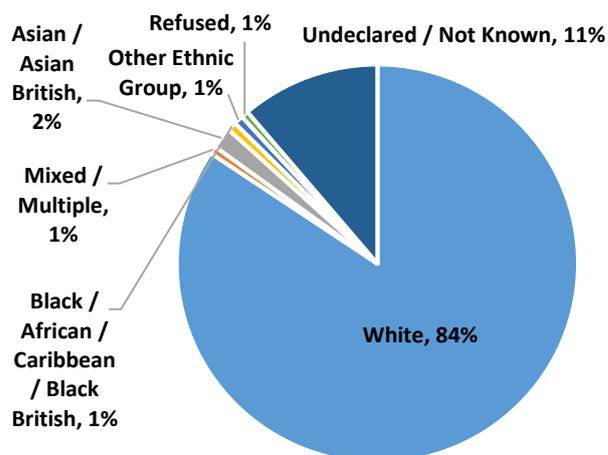
Age

The majority of adults who require a s42 enquiry are over the age of 65. This group represent 71% of all safeguarding enquiries. This is similar to the number of safeguarding concerns reported with 70% of all concerns received being for people aged over 65.



Ethnicity

The largest majority of safeguarding enquiries were for adults who identified their ethnicity as white. The next largest group identified as Asian or Asian British however this group make up only 2% of all safeguarding enquiries completed.



Referral Source	Grand Total
Police	17.6%
Domiciliary Staff	12.8%
Other Social Care	11%
Residential Care Staff	10.8%
Hospital	10.2%
Other	9.9%
Family Member	6.7%
Community Health Staff	4.6%
Ambulance Service	4.4%
Mental Health Staff	2.6%
Self-Referral	2.4%
Day Care Staff	2.0%
General Practitioner	1.9%
Secondary Health Staff	1.0%
Housing	0.9%
Education/ Training/ Workspace	0.6%
Friend/ Neighbour	0.3%
Other Service User	0.2%
Surrey Fire & Rescue	0.1%
Surrey Trading Standards	0.1%
Social Work/ Care Manager	0.0%

Surrey Police continue to be the main source of referrals into the MASH with 17.6% of referrals originating from there.

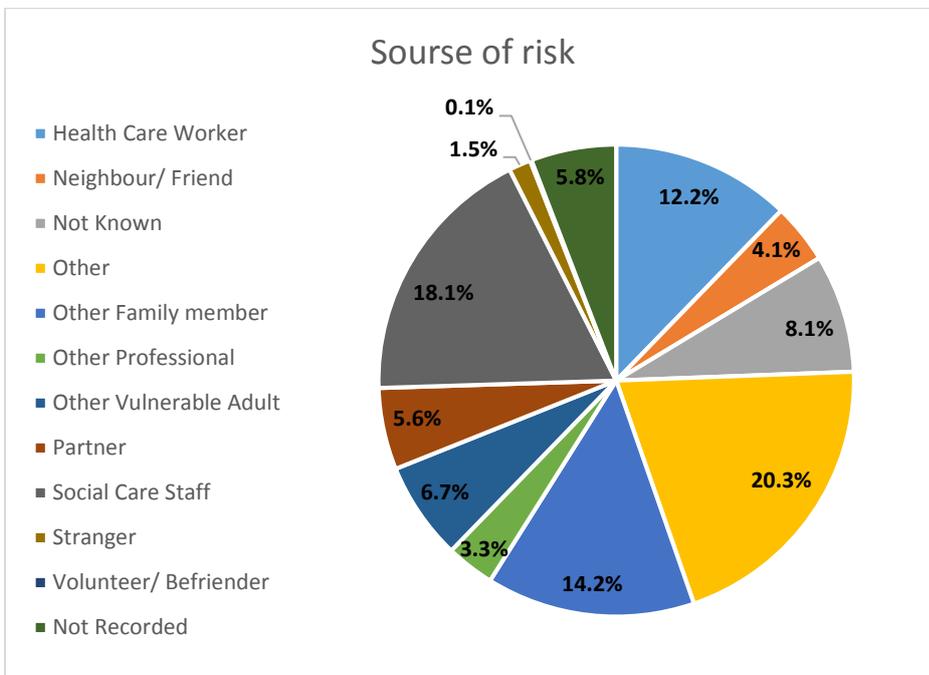
The Ambulance service submitted 4.4% of the total referrals received and hospitals 10.2%.

Family, friends and other service users are responsible for referring 7.2 % of the total concerns. Self-reporting only makes up 2.4%.

GP's have reported 1.9% and Surrey Fire and Rescue and Surrey Trading Standards have each submitted 0.1% of the total. This data will be monitored and ideally there will be an increase in reporting from each of these partners over the next year.

Source of risk

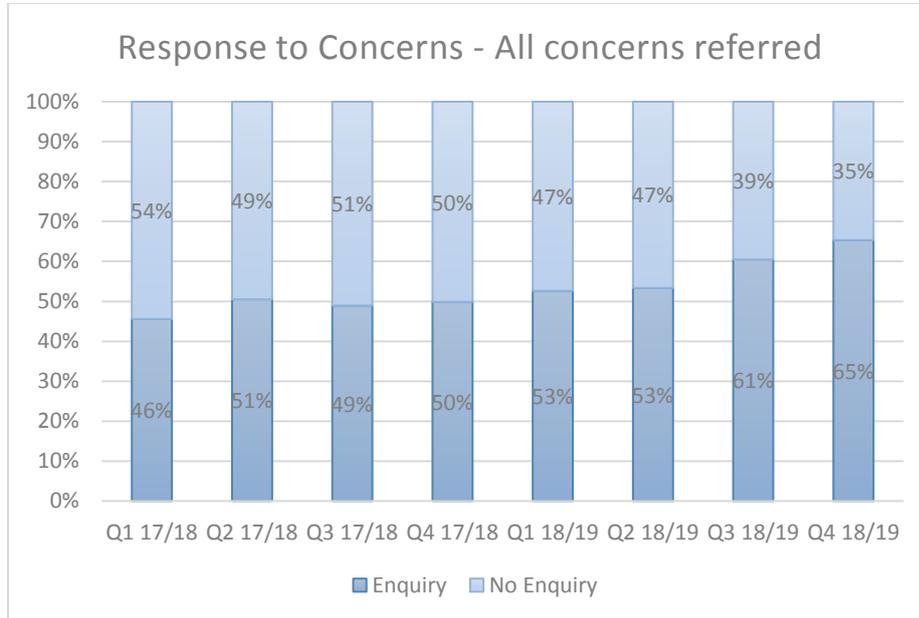
The chart below provides more analysis of where the risk originates from. This data is taken from the safeguarding concern when it is initially reported to the MASH.



- 33.6% of risk is from people in a position of trust (healthcare workers, social care staff and other professionals).
- 23.9% is from a family member, partner or neighbour.

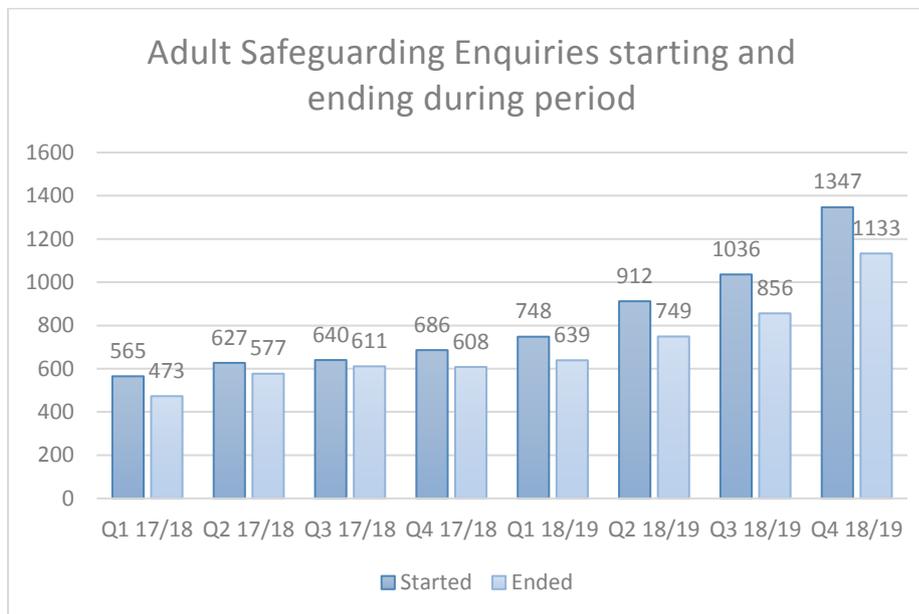
Safeguarding Enquiries

The chart below shows the percentage of safeguarding concerns which subsequently become enquiries under s42 Care Act 2014. During the 2017/2018 financial year, the rate of conversion remained consistent at approximately 50%. Following detailed audits it was found that there were areas for improvement which led to the implementation of new procedures and an increase in the conversion rate.



This significant increase in the conversion of adult safeguarding concerns is the result of:

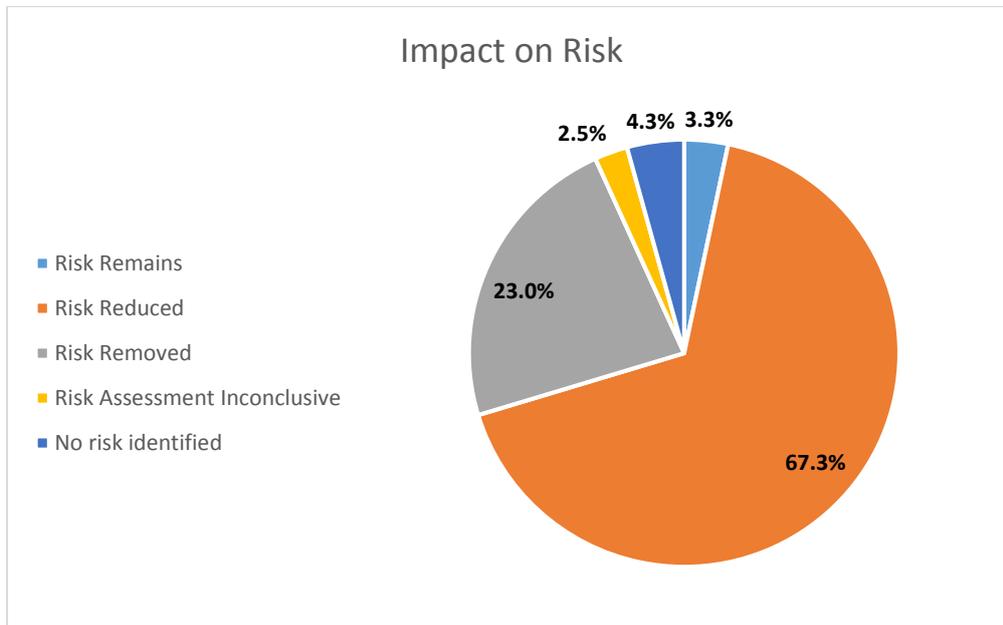
- improvements in reporting;
- the introduction of triage processes in the MASH; and
- more informed practice by ASC teams.
- a focused programme of training



With the documented increase in the number of safeguarding concerns being reported and the improvements in the conversion rate, there has also been a steady increase in the number of safeguarding enquiries being completed.

Outcomes of Enquiries

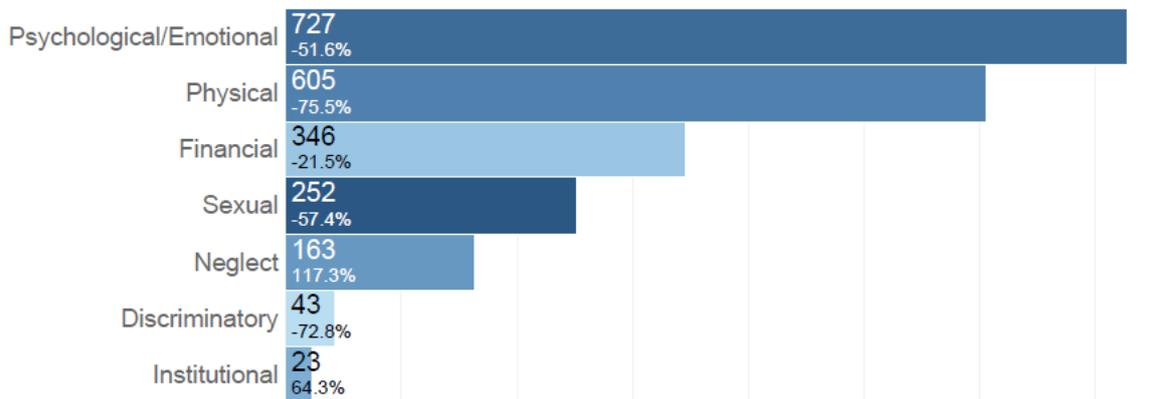
The below chart shows that in the majority of cases (95.7%) the enquiry identifies a risk to the person and that following the enquiry, the risk remains in only 3.3% of cases.



- In 2018/2019, Surrey Police recorded 1,964 adult abuse incidents of which 43.6% were recorded as crimes (858).
- Adult abuse equates to approximately 1.1% of total crime recorded in Surrey during 2018/2019.
- Psychological/Emotional abuse accounts for 37% of incidents in relation to adults at risk followed by Physical abuse (31%).
- 1.9% of incidents/ crimes involving an adult at risk also have a discriminatory flag attached.

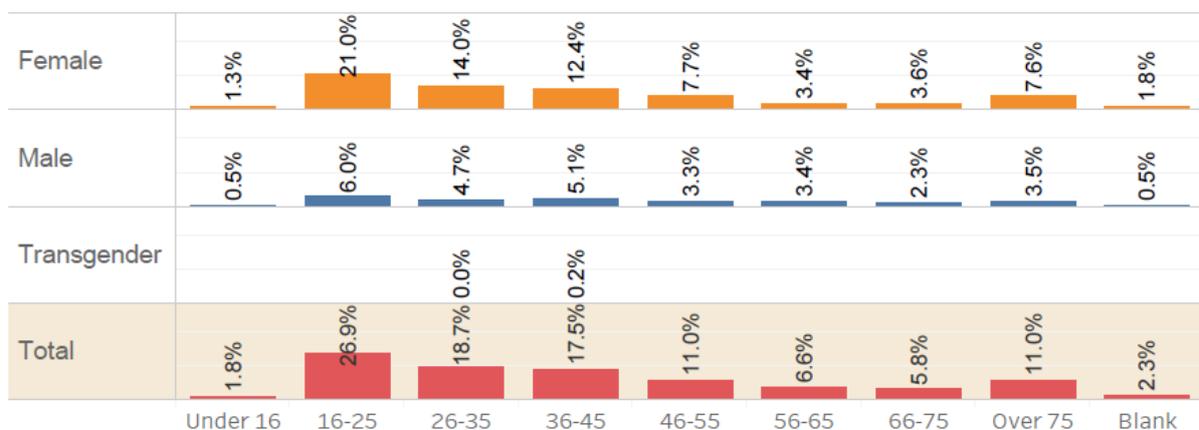
Types of abuse and neglect

Adult Abuse Flags 2018/2019 compared to the previous year



Recording of adult at risk data by Surrey Police is reliant on the application of a ‘flag’ to the incident or crime report. Application of the flag is dependent on the officer’s view of whether the adult is ‘at risk’ and so is not always applied consistently. Over the last year Surrey Police have trained both their front line officers and their call takers to improve their understanding of adults at risk, the aim has been to move towards the Care Act definition and away from a personal view of vulnerability. The improved understanding is evidenced in the reduction of incidents identified under each of the above categories during 2018/19 compared to the previous year.

The below table shows that 72.8% of victims of adult abuse reported to Surrey Police during 2018/19 were female, with the highest proportion being aged 16-25.



*** Data taken from the Surrey Police Adult Abuse problem profile

Source of risk

Police data highlights that when an adult at risk is subject to abuse:

- 47% of offences are committed by a current/ previous partner. The remainder are predominantly committed by someone who has an established or cohabiting relationship e.g. other family member, friend or house-mate.
- Only 7.3% of offences are recorded as having been committed by a stranger.

Breakdown of victim to offender relationships	
Excludes this where no relationship, victim and/or offender has been recorded.	
Current Partner	171
Former Partner	130
Colleague/ Business Acquaintance/ Employer/ Employee	54
Friend/ Social Acquaintance	51
Stranger	50
Child/ Step Child/ Child-in-law	43
Next Of Kin/ Position of trust	31
Other (Various)	27
Parent/ Step parent/ Parent-in-law	24
Other family member	22
Rivals/ Feuding/ Unfriendly	21
Sibling/ Step sibling/ Sibling-in-law	18
Neighbour	14
Cohabitee/ House mate/ Flat mate	11
Estranged Lover/ Other Intimate Relationship	5

This is different to the data recorded as part of the safeguarding concern which shows that the greatest source of risk is from people in a paid capacity providing support.

It is likely that this is due to the different types of abuse and neglect reported to different agencies, for example, missed medication or home care visits would be reported as a safeguarding concern to the MASH and unless it formed part of a pattern of neglect or organisational abuse would not always be reported to the police.

Achievements

The priorities for the SAB during 2018/19 were:

1. Embrace a culture of learning
2. Communication
3. Training
4. Types of abuse and neglect that are frequently hidden from professionals or are hard to detect.
5. Prevention of abuse and neglect.
6. Assurance of safeguarding practice.

Listed below are the ways in which the SAB delivered against these priority areas.

Embrace a culture of learning

2018/19 aim - 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.

The meeting structure for the SAB was reviewed in May 2018 and realigned with the objective of making more effective use of people's time. The main change that resulted was the amalgamation of the Policy and Procedure sub-group, Quality Assurance sub-group, and Training sub-group into one Delivery group. The Delivery group is responsible for delivering the objectives listed in the annual plan and reports into the SAB on progress, risks and issues.

On International Human Rights day in December 2018, the Surrey SAB hosted a conference entitled 'Back to Basics'. This was attended by 200 people from 30 different organisations. The morning sessions provided a refresher on the importance of safeguarding adults, the types of abuse and neglect they may be exposed to, the processes in place in Surrey and the role of the MASH. The morning was closed with an impactful presentation from Mark Bates, whose son Matthew was harmed while resident in a care home. The lessons from the SAR were shared with the audience highlighting the importance of professional curiosity. The personal account of how it feels to go through a SAR process with and on behalf of a family member was well received and emphasised the importance of involving and listening to families when learning from experience.



The afternoon provided time for the audience to attend smaller workshops on two areas, covering:

- Domestic Abuse
- Neglect in a care setting
- Exploitation
- Mental Capacity Act

Feedback from the conference was positive, with 81% rating the event as excellent or very good.

Next steps

The SAB will continue to ensure a focus on learning from SARs, both national SARs and those that occur closer to Surrey. Engaging with people with experience of the safeguarding process remains a focus and will be formalised during 2019/20.

Communication

2018/19 aim - 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 the experience for people wanting to access information about safeguarding in Surrey.

During 2018/19 the Safeguarding Adults Board has worked with the Safeguarding Children's Board to host a joint website where members of the public and professionals can access information in one place.



Safeguarding in Surrey is everyone's responsibility

Surrey Safeguarding Children Board & Surrey Safeguarding Adults Board have teamed up to make it easier for residents and practitioners to find the information they need quickly and easily.

**If you have concerns about a child or adult at risk please contact the Multi-Agency Safeguarding Hub on 0300 470 910 (Out of hours: 01483 517898).
If a crime has been committed call Surrey Police on 101 or in an emergency dial 999**

There is now a single landing page at www.surreysafeguarding.org.uk which then directs the user to information on both children and adults at risk. The new website is easier to navigate and the information is far easier to access

Sitting behind both sections is a joint training platform to enable professionals to easily access information about courses, book places and complete evaluations.

Next steps

The focus moving forward is to raise the profile of the website both with professionals and with the public. There are plans to utilise National Safeguarding week (18 -22 November 2019) to promote the awareness of safeguarding in Surrey and to encourage greater use of the website and its resources.

Training

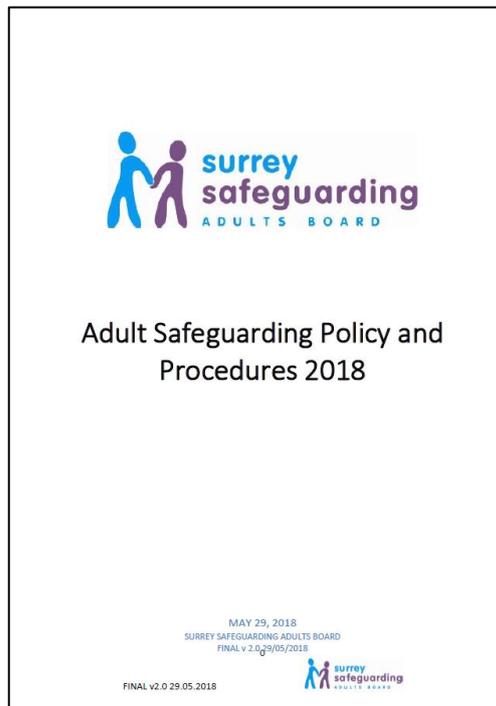
2018/19 aim - To embed the new policy and procedure, a new training strategy will be published to guide staff working with adults with care and support needs in relation to the training they require in order to undertake their jobs effectively.

Training will be relevant, easy to access and commensurate with the skill levels of staff and their organisations capability.

A presentation has been provided to partner organisations for them to use to brief their staff and teams on the SAB policy and procedure that was introduced in May 2018. This includes information on:

- Why the policy and procedure was changed,
- Definitions used in the Care Act and how these apply in Surrey,
- The roles involved in safeguarding adults in Surrey,
- Improving practice through the avoidance of confirmation bias.

In addition to providing the presentation to partners for them to deliver, it has also been presented across the county at Care Home forums and other training events.



The SAB has provided a 'Train the Trainer' course for safeguarding leads in various organisations. The aim is to equip staff knowledgeable and experienced in safeguarding with the skills to deliver training courses.



The members of the SAB Delivery Group have been working on building a learning library, consisting on briefing documents and presentations for use by professionals. These can be used either for personal development or delivered as part of team meetings and development sessions. The Learning Library is accessible via the website and consists of presentations on domestic abuse, neglect in care settings, the Mental Capacity Act, and others.

Safeguarding Essentials course

The Safeguarding Adults Board has piloted the delivery of a Safeguarding Adults Essentials course with two Borough and District councils.

Following positive feedback after the delivery of the pilot of this course at Surrey Heath Borough council and Mole Valley District council, the SAB has now arranged for this one day course to be available for each Borough and District council in Surrey. This will enable front-line workers to understand their role in safeguarding adults at risk during daily activities.

Adult Safeguarding Essentials



What are the benefits?

It raises your awareness and understanding of staff roles and responsibilities in relation to the safeguarding of adults. This course includes all aspects of basic awareness and Surrey's multi-agency approach.

What will I learn?

- Meaning of 'abuse and neglect' in the context of adult safeguarding
- Identify who an adult safeguarding enquiry applies to and the s42 duties
- Types of abuse
- Common indicators of abuse
- The adult safeguarding roles of Surrey County Council, Surrey Safeguarding adults Board and other partners
- How Making Safeguarding Personal (MSP) works in Practice
- Response to disclosures of abuse and neglect effectively
- Correct reporting and recording of adult safeguarding concerns in Surrey
- The relationship between adult safeguarding, child protection and domestic abuse
- What happens when a safeguarding concern is reported to the Local Authority

Who is this course for?

Adult Social Care and Health staff that work as Administrative staff, Finance staff, Social Care Development Coordinators, Support Brokers, Commissioning Managers, Project Managers, Reablement Assistants, Team Leaders, Senior/Residential Support Workers, Support Workers, Community Care Assistants, Support Assistants, Team Administrators and Night Care Assistants.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Contributing to Safeguarding Enquiries course

As a result of feedback from professionals, a small task and finish group has been established to design a course that informs multi-agency practitioners of their role in contributing to safeguarding enquiries. The aim of this course will be to enable a consistent and thorough response from agencies when they are asked to provide information as part of a safeguarding enquiry.

Next steps

During 2019/20 the SAB will continue to populate the Learning Library with topics in response to requests from members of the SAB. The 'Safeguarding Essentials' course will be rolled out to each Borough and District councils and the 'Contributing to Enquiries' course will be finalised and delivered to multi-agency audiences.

Types of abuse and neglect that are frequently hidden from professionals or are hard to detect.

2018/19 aim - 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.

The SAB are a regular attendees at both the Domestic Abuse Management Board and the Domestic Abuse Delivery Group. The SAB Chair and Manager attended and engaged in the DA Deliberation event hosted by The Public Office on behalf of the Surrey Against Domestic Abuse partnership. The day built a collective responsibility to Domestic Abuse and allowed the SAB to ensure that the specific requirements of adults with care and support needs are considered and planned for in the development of domestic abuse services going forward.



In addition to a general 'train the trainer' course (see Training section above), a further 6 adult safeguarding leads were trained to deliver the multi-agency 'Recognising and Responding to Domestic Abuse' course. Their knowledge and experience in adult safeguarding has enabled them to ensure that delivery of the course also brings to light the additional barriers faced by adults with care and support needs and the extra support they may require to disclose abuse and to make changes.

Members of the SAB are also members of other multi-agency partnerships, this includes the Sexual Exploitation and Missing Management Board, the Harmful Traditional Practices Board and the Anti-Slavery partnership. Attendance at these meetings has ensured that there continues to be a focus on the impact of these offences on adults and that training and awareness raising on these subjects reaches a broad audience.

Next steps

Over the next year the Surrey SAB will continue to be the voice for adults with care and support needs when actions are designed and delivered. As the Community Reference group becomes more established (see section on Prevention), it is envisaged that they will be in a position to provide an informed voice to the work proposed by these strategic boards.

Prevention of abuse and neglect.

2018/19 aim - 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.

During the last year the SAB has worked on developing a new range of information guides for the public providing information on different types of abuse and neglect and also information on the s42 process, Safeguarding Adult Reviews and Deprivation of Liberty Safeguards.

These were reviewed by members of the SAB Delivery Group for accuracy before being shared with a focus group made up of voluntary and charity sector organisations, people with lived experience and carers. The focus group were asked to comment on the language used, the tone of the content, the images and how they would like to access the guides. On completion of the workshop eleven guides were produced.



These guides are all available for members of the public to access on the website.

Next steps

Keeping you safe at home and in the community

Are you worried that a person is at risk of harm - and they're unable to keep themselves safe?

To find out more about the types of abuse or neglect an adult may be at risk from, and the steps you can take to provide support, please visit the Surrey Safeguarding Adults Board website.

www.surreysab.org.uk

A publicity campaign has been arranged to run during July 2019 to encourage members of the public to visit the Surrey SAB website.

Printed versions of the leaflets and stands for their display will be provided to Borough and District councils, A&E departments and health centres.

Engagement with the focus group members will be formalised to create a Community reference group who can provide informed feedback on a more regular basis.

Assurance of safeguarding practice.

2018/19 aim - 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.

A new Quality Assurance framework was signed off at the end of the 2018/18 financial year. This ran for the first time throughout 2018/19. The new process focussed on a different area quarter:

- Quarter 1 – The work of the Safeguarding Adults Board
- Quarter 2 – Health
- Quarter 3 – Social Care & Housing
- Quarter 4 – Crime and Community Safety

The templates provided to each organisation request an overarching view of how safeguarding is led by the organisation in terms of governance, strategy, training and day-to-day activity, in addition to a more focussed piece of analysis on the organisations response to safeguarding concerns. The reports received during 2018/19 evidence that safeguarding is seen as an integral part of daily work for all partners.

Feedback on this new process has been varied and there has been learning for the SAB each time the exercise has run. A workshop with colleagues in health has helped to shape the process for the next occasion they are asked to report and a similar event will take place with colleagues from Borough and District councils to improve the reporting process for them.

Quarterly reports from Adult Social Care have helped to inform the SAB of the volume of safeguarding enquiries, where they originate from, the source of risk and the percentage that convert to enquiries. Adult Social Care have also provided data on the objectives of 'Making Safeguarding Personal', specifically whether the person felt that the enquiry took into account the outcomes they wanted to see and whether these outcomes were achieved.

The data provided has introduced an important baseline which has been used to shape the development of the strategic plan from 2019 until 2022.

Next steps

Work with partner agencies is required to ensure that completion of the returns is a productive exercise that informs organisations of what they do well and where they have room to improve. Further development of the reporting templates aims to provide assurance to the SAB of how safeguarding is embedded as part of routine activities. This includes work that takes place to prevent abuse and neglect of adults with care and support needs and also the processes in place to identify, acknowledge and report abuse or neglect when it is recognised as such.

The SAB will work specifically with Borough and District councils to understand the data available and how this can be provided to assure the SAB of the safeguarding practices taking place.

To add further qualitative information to the 'Making Safeguarding Personal' information collected by Adult Social Care, Healthwatch Surrey have been commissioned to undertake a piece of research with people who have had experienced a safeguarding enquiry to better understand the impact on them; their level of involvement; what works well; and whether the process can be improved.

Learning

At each SAB meeting there is a discussion and analysis of the learning and recommendations from national Safeguarding Adult Reviews (SARs). Members of the SAB are asked to consider the learning; how it applies to their organisation; and how they will disseminate any lessons back within their organisations. One of these sessions focussed on the SAR published in West Sussex, a briefing document was produced for agencies to take back to their teams to enhance learning. This is the same case that was the focus of the conference hosted by the SAB in December.

Following the publication of a SAR by the Isle of Wight SAB, the Surrey SAB hosted a workshop to consider the learning from the SAR in more detail and consider the lessons and systems changes that could be introduced in Surrey. Following this workshop some key themes emerged which impact on partners in Surrey. A follow-up workshop will take place during 2019/20 to develop an action plan for Surrey organisations based on the systems learnings contained within the SAR.

SAR Notifications

During 2018/19, the SAR sub-group received four SAR notifications:

- One of these was passed to the funding authority to complete as although the adult had died in Surrey, almost all service provision was from a neighbouring area.
- One required for the s42 enquiry to be completed in order to establish the facts prior to a SAR being commissioned.
- Two meet the criteria for a SAR and will be progressed.

Ongoing SARs

There are three SARs which remain ongoing from 2017/18, two of these are led by NHS England and one has been commissioned by the Surrey SAB. The SAR being led by Surrey SAB has encountered a number of delays due to new information coming to light during the process which required further investigation. The family members have been updated throughout.

The Surrey SAB also requested a review of the Serious Incident (SI) process across the five acute trusts. It was identified that SI's did not always recognise where there were potential safeguarding issues that should have been reported to the MASH as a safeguarding concern. A thematic review of the SI process identified that there was an opportunity to improve the engagement between the team who receive the SI and the trust safeguarding lead. A new process has been implemented which guarantee's safeguarding is considered within 72 hours of an SI being received. A further audit of SI cases will take place during 2019/20 to assure the SAB that the required improvements have taken effect.

A key initiative has been a drive to improve learning across the main boards that support our residents with the right focus by the right team. This has been developed by learning events sponsored by the relevant Board but supported by a shared purpose. These have been relevant and interactive with the participation by users to ensure we hear the voice of reality in our learning. We have also reviewed learning across all agencies and platforms in Surrey and then developed a programme that filled the gaps and did not duplicate partner learning.

We were supportive partners in the excellent Domestic Abuse learning day that was set and hosted by the Community Safety Partnership.

There is an ongoing cooperation to keep partners informed of initiatives such as ensuring the drive to address homelessness in Surrey that there was an awareness that not all homeless people have care and support needs if not that this would be the under the remit of the Health and Wellbeing

Board but the Safeguarding Adults Board needed to support them and would where there are obvious Safeguarding needs and it is our role to highlight this to front line staff.

There are representatives invited to all our Board meetings and where appropriate our Board was represented at partner meetings. We share strategic plans and annual reports so that there is alignment across the County.

Funding

The Surrey SAB receives an annual budget of £288,555. The budget is made from contributions from partner organisations in the amounts and percentages outlined below. Contributions of funds to ensure the SAB can continue to operate shows 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 from each partner organisation:

	Contribution 18/19	% split
Surrey County Council	£117,450.00	40.70%
Clinical Commissioning Groups	£117,450.00	40.70%
Surrey Police	£29,000.00	10.50%
NHS Trusts	£13,050.00	4.52%
District & Boroughs	£11,605.00	4.2%
TOTAL	£288,555.00	100%

During 2018/19 the Surrey Safeguarding Adults Board spent £185,651, leaving an underspend of £102,904. The majority of costs were spent on staffing, followed by the costs of conducting Safeguarding Adults Reviews. The full breakdown of spend can be seen below:

Staffing	£130,978
SAR	£23,940
Independent Chair	£14,513
Publicity	£11,759
Conferences	£3,748
Supplies	£294
Voluntary Sector costs	£269
Meetings	£150
TOTAL	£185,651

The funds in the pooled partnership budget that were not spent (£102,904) have been carried forward to the next year. Agencies that contribute to the budget will therefore be paying a proportionately smaller amount in 2019/20.

Looking Ahead

The priorities identified in the three year strategic plan (2019-22) for the Surrey SAB are to:

- Prevent abuse and neglect,
- Improve the management and response to safeguarding concerns and enquiries, and
- Learn lessons and shape future practice.

As detailed above, over the last year the Surrey SAB has made significant progress in establishing a sound platform from which a number of programmes of work can now take place to meet the Board's priorities. During 2019/20 this will include:

To prevent abuse and neglect
<ul style="list-style-type: none"> ➤ A continued to focus on raising awareness of the SAB, its website and its resources to both public and professional audiences. ➤ Delivery of a programme of activities during National Safeguarding Week. ➤ County-wide delivery of Safeguarding Essentials course.
To improve the management and response to safeguarding concerns and enquiries
<ul style="list-style-type: none"> ➤ Delivery of the multi-agency training course to improve contributions to safeguarding enquiries. ➤ Supporting the work of the Domestic Abuse Management Board to ensure that policies, procedures and training in relation to domestic abuse take into account the needs of adults with care and support needs. ➤ Implementing the lessons identified by Healthwatch to ensure that safeguarding enquiries capture and respond to the needs and outcomes identified by the adult at risk.
Learn lessons and shape future practice
<ul style="list-style-type: none"> ➤ Reviewing the recommendations from SARs and the relevance of systems findings in Surrey. ➤ Reviewing the quality assurance templates used by Borough and District councils to ensure local authorities are able to efficiently evidence their safeguarding adult work. ➤ Development of a community reference group whose role is to ensure that people with lived experience have a voice at the SAB.