

# Surrey Safeguarding Adults Board

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**Annual Report 2020-21**

**[www.surreysab.org.uk](http://www.surreysab.org.uk)**

# Message from the Chair



This has been a challenging year for residents, families and carers but especially those with care and support needs. Covid drove lock down which caused isolation, fear, mental health pressures and families split by barriers.

Aligned with this is the pressure on staff with risk, PPE, etc. whilst trying to reassure and support their patients or clients. Home visits which if used at all were major operations built around keeping people safe.

This is the background that the Board was operating in.

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The issue that has most concerned us during the year was overcoming the difficulty in ensuring that safeguarding is not lost in the challenge's that individuals, families, and carer face, so ensuring that they had access to the safeguarding support services that they need.

The Board is seeing positive trends in data giving us assurance that we are measuring the right things and focusses on getting it right first time but that this is still a journey of improvement and making sure the Board actions relate to areas of need.

We are seeing a continual rise in referrals for Domestic Abuse and are making sure that those affected receive the right help and support at the earliest opportunity, cooperation across Surrey has ensured a strong focus on this area.

There has also been the increase in enquiries for neglect and this is a challenge that we are focussing on to improve the data to gain more insight into what is wide area which needs clearer definition so that we can better address this rise.

Towards the end of the year there was a significant increase in requests for Safeguarding Adult Reviews (SAR's) some of which have been joint reviews with Domestic Homicide. This increase was partially expected as once lockdown started to ease, referrals increased and this then, in some cases became SAR's. Any SAR is tragic and the point of them is to ensure we learn from how multi agency working was effective and where we can improve on and share that learning and use this to prevent future incidents.

A new Board Manager joined us right at the start of lockdown which was a challenge but she has had a really positive impact on the way the Board works and building strong relationship despite the challenge.

# Message from the Chair

We reorganised our senior subgroup of the Board, it has become the Adult Safeguarding Executive with senior leaders from Adult Social Care, Health, Police, District and Boroughs and the PCC's office and reporting directly to the Board. Throughout the year senior leaders were incredibly supportive and worked effectively together. Initially we had weekly meetings to ensure risks were managed this then moved to monthly allowing to react quickly to any issues

There has been much greater engagement with the other Boards in Surrey, primarily with the Health and Well Being Board, Children's Partnership Domestic Abuse Board and Community Safety Partnership. This strengthened alignment and avoided duplication of action.

We have been members of the National Safeguarding Adults Chair's Executive which has allowed us to influence the national agenda from a Surrey perspective and have access to good practice. The Board via the Chair has also been a member of the Mental Health Partnership Board

Though Covid has had some really negative impacts there have been a few positives, board partners have worked more effectively together using video conferencing to have more effective meetings better communication and participation allowing a quicker response to issues.

Our risks going forward are around missed incidents because of covid, less training opportunities and staff resilience due to the pressures of the last twelve months. We will continually review these and our mitigations with partners to manage these.

I recognise that the coming year will also be challenging, and I must thank all staff for their focus and support of those adults with care and support needs.

Simon Turpitt  
Independent Chair  
Surrey Safeguarding Adults Board

# Our Story

Safeguarding Adults Boards (SABs) were established under The Care Act 2014



The Objective of the SAB is to help and protect adults in its area by co-ordinating and ensuring the effectiveness of what each of its members does.

The three core duties on SABs are to:

1. Publish a Strategic Plan
2. Publish an annual report
3. Undertake Safeguarding Adult Reviews



An SAB may do anything which appears to it to be necessary or desirable for the purpose of achieving its objective

Work collaboratively with other boards to ensure consistent messages and practice. This will include working in partnership to produce policies, campaigns and training courses that reflect the risks posed to adults with care and support needs



Broaden engagement with the voluntary sector to help get the right messages to the right people

Consider new ways of engaging with partners in order to provide clear expectations in adult safeguarding practice

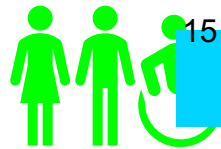


# Our Story



Help improve the quality of safeguarding concerns by supporting agencies to consider their referral processes and by working with the Local Authority to develop a feedback loop.

Provide greater guidance to adults with care and support needs, their families and carers, on the safeguarding process so they know what to expect and how they can be involved.



Be transparent – the SAB leads a learning culture where best practice is identified this will be shared and recommended, where concerns are identified these will be communicated appropriately

Provide greater clarity to professionals on how to involve adults with care and support needs in developing and agreeing their desired outcomes.



# Partnership



The Safeguarding Adults Board (SAB) is a strategic partnership group made up of senior staff from each member agency.

The Board is facilitated by an Independent Chair and supported by a small team.

The partnership is made up of:

Frimley Health and Care



**NHS**  
Surrey and Sussex  
Healthcare  
NHS Trust

**Runnymede**  
BOROUGH COUNCIL

**SPELTHORNE**  
BOROUGH COUNCIL

**Surrey**  
**ageUK**

**SURREY HEATH**  
BOROUGH COUNCIL

**NHS**  
Epsom and St Helier  
University Hospitals  
NHS Trust

**HM PRISON**  
**SERVICE**

**CSH**  
Surrey

**TRADING**  
**STANDARDS**  
**APPROVED**

**Reigate & Banstead**  
BOROUGH COUNCIL  
Banstead | Horley | Redhill | Reigate

**Action for Carers**  
Surrey

**WOKING**  
BOROUGH COUNCIL

**Get**  
**active**  
**50+**  
for longer,  
healthier,  
happier lives

**Elmbridge**  
Borough Council  
... bridging the communities ...

**SURREY**  
**COALITION**  
OF DISABLED PEOPLE

**NHS**  
North East Hampshire  
and Farnham  
Clinical Commissioning Group

**NHS**  
**Royal Surrey**  
NHS Foundation Trust

**Kent**  
**Surrey**  
**& Sussex**  
Community Rehabilitation Company

**PROBATION**

**Public Health**  
England

**NHS**  
**Frimley Health**  
NHS Foundation Trust

**Waverley**  
BOROUGH COUNCIL

**First**  
Community  
Health and Care

**NHS**  
Ashford and St. Peter's  
Hospitals  
NHS Trust



**healthwatch**  
Surrey

**NHS**  
Surrey and Borders Partnership  
NHS Foundation Trust

**South East Coast**  
Ambulance Service  
**NHS**  
NHS Trust

**MoleValley**  
District Council

**Tandridge**  
District Council

**G** **GUILDFORD**  
BOROUGH

**EPSOM**  
**& EWELL**  
BOROUGH COUNCIL

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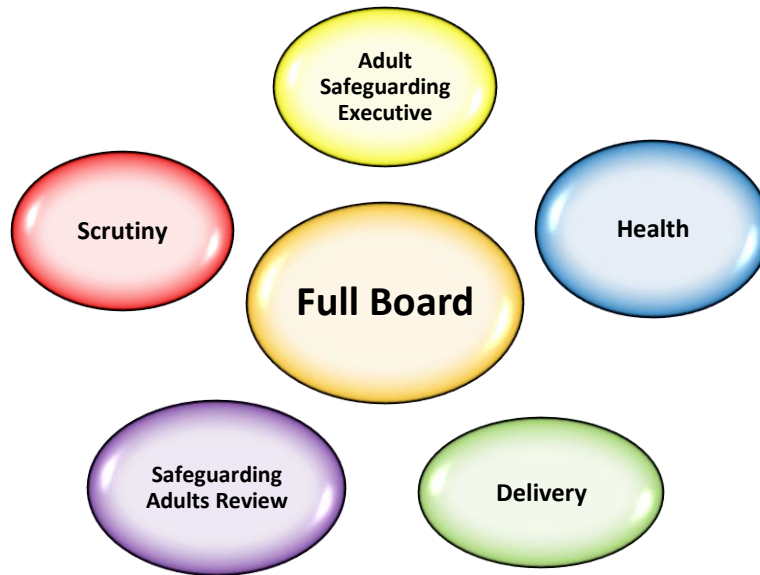
**virgin**  
**care**



**NHS**  
Surrey Heath  
Clinical Commissioning Group



# How the Board works



## Full Board

- The Surrey SAB meet four times a year, consisting of multi-agency statutory and non-statutory partners as well as representatives and voluntary organisations.
- The SAB works in accordance with the Care Act 2014 to agree on strategic safeguarding work.
- Provides direction to all subgroups.

### Adult Safeguarding Executive

- Drives the work of the SAB between meetings
- Discusses “emerging” issues or “stuck” issues

### Safeguarding Adults Review Group

- Considers cases for a Safeguarding Adults Review
- Manages the reviews once they are commissioned
- Leads on sharing the lessons from reviews

### Health Group

- Defines the strategic direction for planning and delivery of health services to adults at risk.
- to provide a forum for discussion of key issues for Surrey health services

### Delivery Group

- Oversees the safeguarding training of the Board
- Requests and receives QA data from agencies (sends to Scrutiny group)
- Oversees the multi-agency policy and procedures

### Scrutiny Group

- Scrutinises the Quality Assurance data from partners Identifies areas of best practice and/or concern
- Raises questions on data received before being submitted back to the delivery group

# Other work in 2020-21

## Priority: Prevent Abuse and Neglect



During 2020/21 the SAB continued to raise awareness by providing multi-agency training, updating the website, promoting the newsletter and presenting at different forums.



Surrey Skills Academy also offered training accessible to care providers and offered 2 courses equivalent of the SABs Essentials course.



Attendance at SAB and subgroup meetings has increased, potentially due to the moving to virtual meetings.



The SAB Board Manager presented at the Registered Managers network to promote the work of the SSAB and highlight the Care Home and Domiciliary Care webpage.



The SAB promoted all relevant leaflets and guides on the SAB website and utilised it's Twitter account to highlight relevant issues.



Links were strengthened with the Health and Wellbeing Board with regular meetings between the Board managers to ensure safeguarding adults is highlighted.



# Other work in 2020-21

## Priority: Prevent Abuse and Neglect



A presentation on What are Care and Support needs? was presented to the SSAB and included on the website and within the newsletter.



The SAB Board Manager attended partnership meeting to ensure that the SAB is engaged with other work streams, this included: <sup>15</sup>

- Domestic Abuse Management Board
- Surrey Adult Matters
- Sexual Abuse and Missing Management Board
- DHR Oversight Group



The SAB linked with the Cuckooing project provided by Catalyst and they provided an update on the service

# Other work in 2020-2021

## Priority: Improve the management and response to safeguarding concerns and enquiries:



The Contributing to Section 42 enquiry training course delivery was unfortunately impacted upon by Covid-19. Whilst the SSAB had trained a number of trainers their availability to provide this for the SSAB was limited due to their resources being required elsewhere. .



To support agencies it was agreed that one agency would trial the course in a one day virtual course and that the SSAB would commission a trainer to deliver it over 2 half-days. The different methods have enabled the SSAB to determine what is needed in 21/22 for this training.



The value of this training has been recognised and will be reviewed based on feedback from attendees and trainers



The Pressure Ulcer protocol was updated as was the Escalation Policy to include timescales.



LGA/ADASS Framework Understanding what constitutes a safeguarding concern and how to support effective outcomes was reviewed and tasked to a sub-group to determine next steps

# Other work in 2019-20

## Priority: Learn lessons and shape future practice



The SAB focus on learning from SARs, both national SARs and those that occur closer to Surrey, by holding a workshop at a SSAB meeting.



The SAB members consider 5 questions with a 15 minute feedback session. This provides agencies with an opportunity to consider what learning can be taken back to their own agency as well as any actions.



Learning briefings were published on the Board's website to assist with ensuring wider dissemination of the learning from reviews.



The impact of Covid on learning events has been significant with no in person events being held. Alternate ways were considered by the SSAB with the view that these will be implemented within the 21/22 year.



The [Registered Managers Network](#) was presented the Person 1 Safeguarding Adults Review (SAR) to highlight to providers the need to consider SARs as there may be learning for their agencies to take forward.

## Priority: Learn lessons and shape future practice



The Analysis of Safeguarding Adults Reviews April 17-19 commissioned by the Care and Health Improvement Programme (CHIP) was reviewed and an action plan for the Surrey Safeguarding Adults Board is under development.



A presentation on Safeguarding Adults Reviews(SAR) and the criteria for a SAR was developed and presented to the SSAB with copies included in the newsletter and on the website.



Learning from Learning Disability Reviews (LeDeR) was considered by the Board and during the 21/22 year this relationship will be strengthened.



There was a survey of SSAB members to gain an understanding of how we can ensure that the Board is more effective. Elements of feedback have been incorporated into how the SSAB operates

# Surrey Prevent (Counter-Terrorism) and Channel Panel

The UK government's counter terrorism strategy, CONTEST, is made up of 4 strands:



Pursue

Prevent

Protect

Prepare

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The aim of the Prevent strategy is to reduce the threat to the UK from terrorism, by 'stopping people becoming terrorists or supporting terrorism'.

Prevent focuses on all forms of violent extremism and terrorism and is a multi-agency approach to safeguarding and prevention.







The Counter Terrorism and Security Act 2015 introduced a new Prevent Duty. Specified authorities must have "due regard to the need to prevent people from being drawn into terrorism".

It also introduced a duty for local authorities to provide support for people vulnerable to being drawn into terrorism, through Channel Panels.

Channel Panel is an early intervention scheme that supports people who are at risk of radicalisation and provides practical support tailored to individual to protect and divert them away from being drawn into terrorism.

In Surrey, Channel Panel hold monthly multi-agency meetings Chaired by Surrey County Council.

Between April 2020 to March 2021,

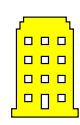


-  100% of the adults known to the Channel Panel had care and support needs.
-  71% of the adults known to the Channel Panel were also known to adult social care.
-  71% were known to adult mental health services
-  71% had care and support needs related to mental health issues
-  14% had care and support needs related to substance misuse issues
-  14% had care and support needs related to autism



The Home Office is currently collating national data on the prevalence of Autism Spectrum Disorder in Channel cases, exploring the link between ASD and vulnerability to radicalisation and how best to support such individuals.

- Average age of adult Channel Cases 2020/21 – 33 years
- Average length of time adult cases open to Channel 2020/21 – 3 months
- 87% - Male
- 13% - Female

The Channel Panel has also:

-  Worked with community safety colleagues to run sessions on Channel and Prevent for key staff
-  Worked with community safety colleagues to run sessions on Channel and Prevent for key staff
-  Given SCC leadership team regular briefings on Counter terrorism in Surrey

# Adults in Surrey

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



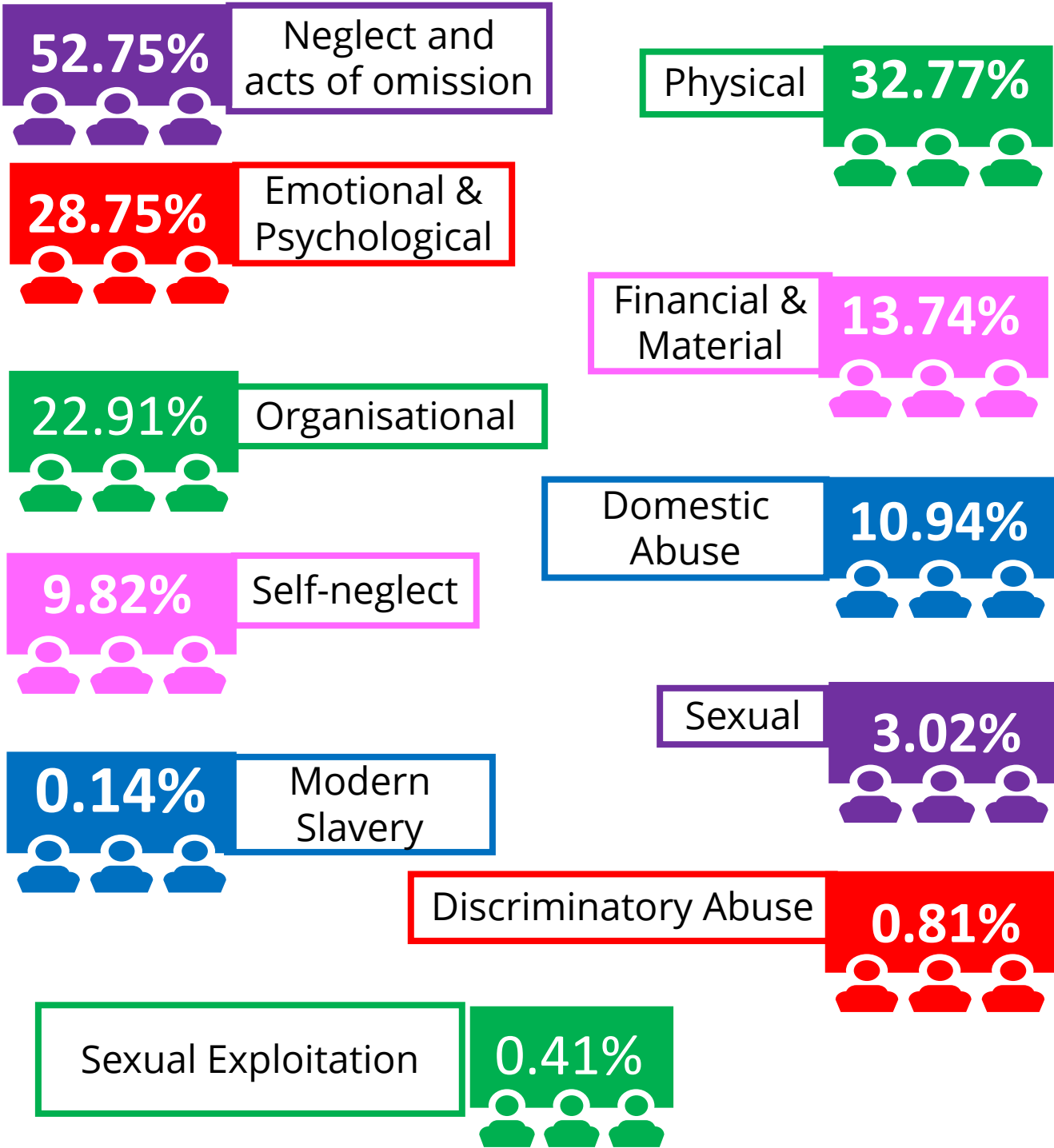
## Source of Risk

This shows the analysis of where the risk originates.



# What Abuse is happening?

This information comes from adult safeguarding enquiries, where the types of abuse/ neglect were identified by the referred and recorded by Surrey County Council Adult Social Care as being...



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The numbers will add up to more than 100% as each case can have multiple forms of abuse present.

# What the data says about our response to abuse

## - Adult Social Care

1,199,870

Estimated population of Surrey \*

The number of safeguarding concerns raised and increase of 32% on the previous year.

13,788

15  
69%

The percentage of safeguarding concerns received converted into a Safeguarding enquiry as defined in The Care Act 2014

The number of Safeguarding enquiries completed under S42 Care Act 2014, an increase of 2,085 from the previous year.

9,453

52.75%

Neglect or acts of omission were a concern in over half of the safeguarding enquires undertaken

The percentage where the risk remained after the safeguarding enquiry work.

9%

73%

The percentage where the risk to the adult was reduced following completion of the safeguarding enquiry work (a decrease from the previous year)

The percentage where the risk was removed following completion of the safeguarding enquiry work (a decrease from the previous year)

18%

86%

The percentage where individuals or their representative were asked about their outcomes

The percentage where the individual or their representative said outcomes were fully or partially met when asked

98%

# What the data says about our response to abuse

## - Surrey Police

837

The number of Adult Abuse (AA) incidents recorded. A decrease of 462 recorded incidents in the previous year.

The percentage of total crimes recorded in Surrey during 2020/21 of which are adult abuse\* (approx.)

0.47%



Surrey has seen a downward trend in the number of adult abuse offences recorded since March 2018. This is believed to be the result of training received by front line officers and use of appropriate adult Abuse flagging.

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The percentage of the arrest rate below the same period last year.

1.3%

243

The number of Adult Abuse flags for Psychological/ Emotional abuse

The number of Adult Abuse flags for Sexual abuse.

102

100

The number of Adult Abuse flags for Neglect.

The number of Adult Abuse flags Discriminatory abuse.

21

7

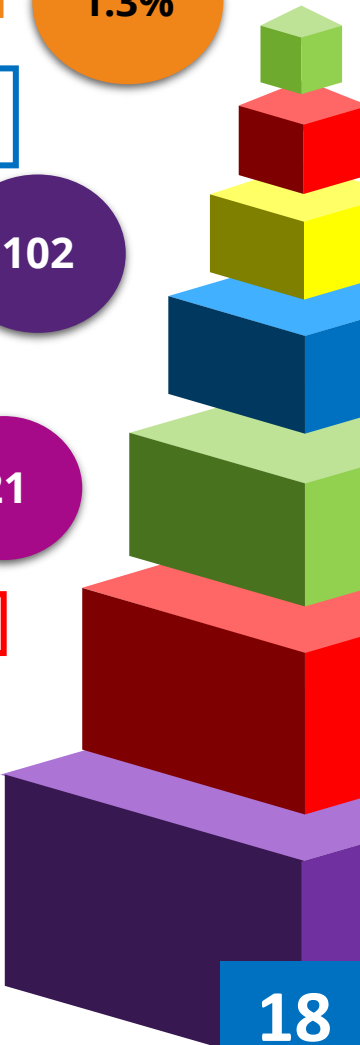
The number of Adult Abuse flags for Institutional abuse.

The number of Adult Abuse flags for physical abuse.

249

29.6%


The percentage of cases recorded for those over 75 years of age. A increase of 30% on last year.



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# Safeguarding Adults Reviews (SARs)

The Safeguarding Adults Review (SAR) subgroup received six SAR notifications during 20/21.

 All six notifications have progressed to either a SAR or a joint DHR/SAR.

An improved process for SAR notifications has reduced the risk of erroneous referrals.

The group continues to oversee one joint SAR/DHR and one NHSE review from 2018/19.

The SSAB published 2 SARs in the past year

- [Person 1](#)
- [Sasha](#)

For the 2 published SARs action plans have been developed and the SAR and Learning group is responsible for the review of these.



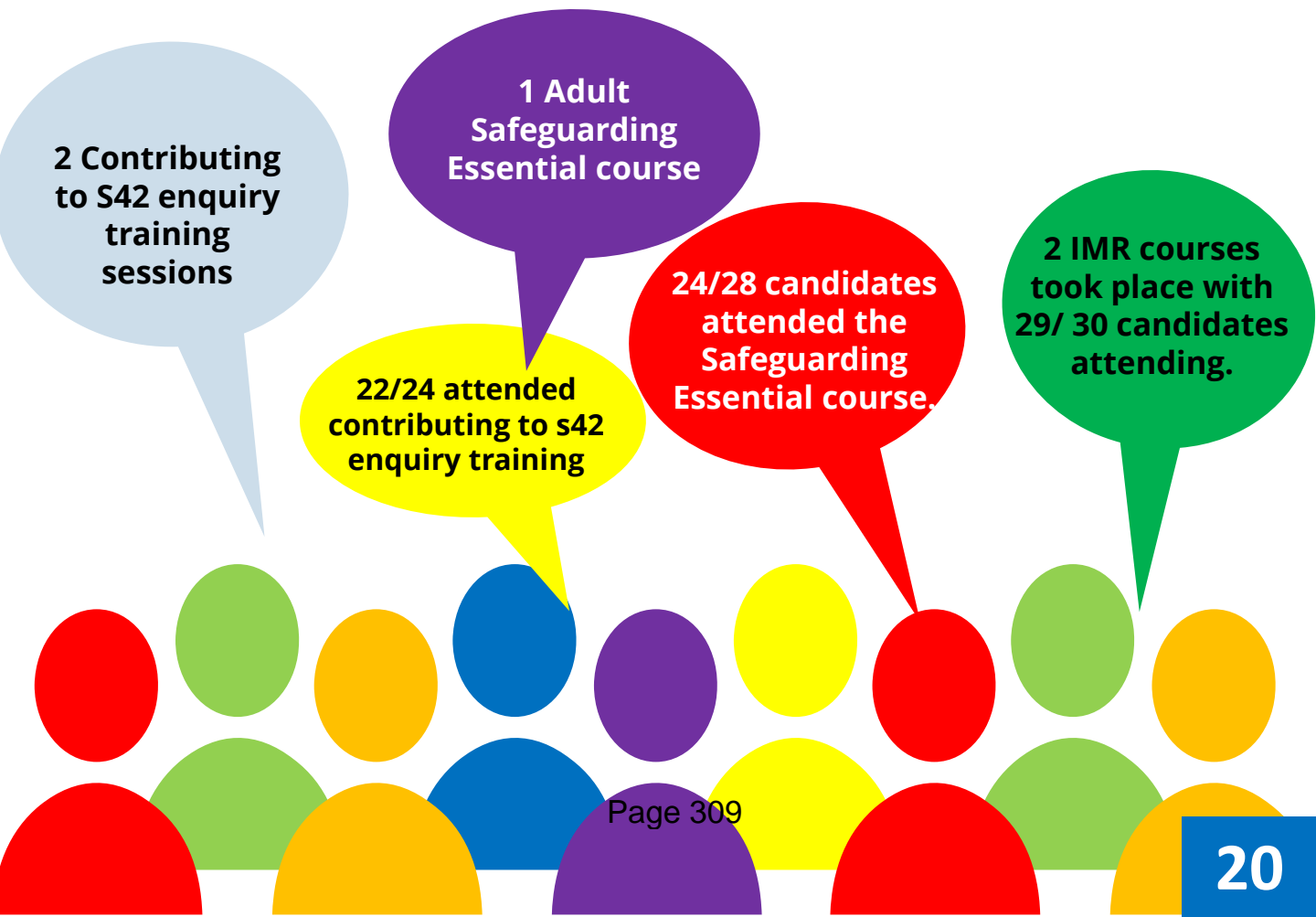
# Safeguarding Training

COVID had an impact on the SSAB training programme, however with modifications, a number of the courses continued to be delivered on a virtual platform.

The following training courses were provided;

- Adult Safeguarding Essentials
- Individual Management Review Writing (IMR)
- Contributing to Section 42 Enquiries

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# Feedback on training

All training sessions offered allow for feedback from participants. This allows for training to be reviewed as appropriate as well as gain understanding of how the training impacted on participants.

Feedback across the courses was generally positive with the majority of participants rating training as good or very good and attendees would recommend it.

Following comments the Safeguarding Essentials course has been lengthened in 21/22.

"...more confident knowing how to handle a situation where safeguarding is a concern...and about the process for referral"

"..an informative session with ...increased knowledge"

"I would have preferred more time to talk about case examples"

"More confidence in dealing with safeguarding situations"

# SSAB Communications

## SSAB Newsletter



The SSAB has been publishing a newsletter for a number of years. In 2020 the newsletter was updated with a new template and quarterly publications to enable the contents to be more relevant and include updates from the SSAB and its subgroups, partners, new guidance and policy updates, safeguarding awareness campaigns etc.

The Newsletter is circulated to over 4,500 recipients and the SSAB team continues to promote this whenever possible. Over the past year there has been an increase in private and voluntary sector agencies subscribing to the newsletter ensuring the SSAB raises awareness across Surrey.

## Safeguarding Adults Awareness Week

**National  
Safeguarding  
Adults Week 2020**

16 to 22 November 2020

During National Safeguarding week social media was used by a range of partners with the SSAB chair, Surrey Police and CCG Safeguarding team all supplying videos in support of the themed days to accompany social media posts.

[SSAB Ind. Chair](#)  
[Surrey Police](#)  
[CCG Safeguarding Team](#)

**Do you know your  
role in safeguarding?**

#SafeguardingAdultsWeek

ann craft trust

# SSAB Communication

## SSAB Website



In December 2018, the SSAB launched its current website and during 20/21 updates were made to ensure that the website met accessibility requirements.

New pages were created, one related to Covid-19 information and a further page specifically for Care/Nursing homes and Domiciliary Care agencies.

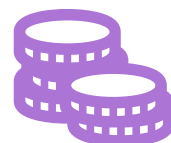
The SSAB monitors 'hit's to the website to determine where alterations are required and if certain pages need further promotion.



# Pooled Budget

The Surrey SAB was funded by partner agencies during 2020/21. Financial contributions totalled £298,555, an increase of £10,000 with the introduction of South East Coast Ambulance's (SECAmb) contribution on the 20/21 budget.

Partners contributions ensure that the SAB can continue to operate, showing a significant commitment on the part of partners to work together and jointly take responsibility for decision making and running the Safeguarding Adults Board. In addition to contributing financially, SAB partners continued to contribute staff time to ensure effective working of the SSAB.



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## Breakdown of partners contributions.

Partner Agency	Partner Contribution 2020/21	% split
Surrey CC	£117,450	39.34%
CCG	£117,450	39.34%
Surrey Police	£29,000	9.71%
SECAmb	£10,000	3.35%
NHS Trusts	£13,050	4.37%
Districts & Boroughs	£11,605	3.89%
Total Contributions	£298,555	100%

Due to Covid, there was no income from training during 2020/21

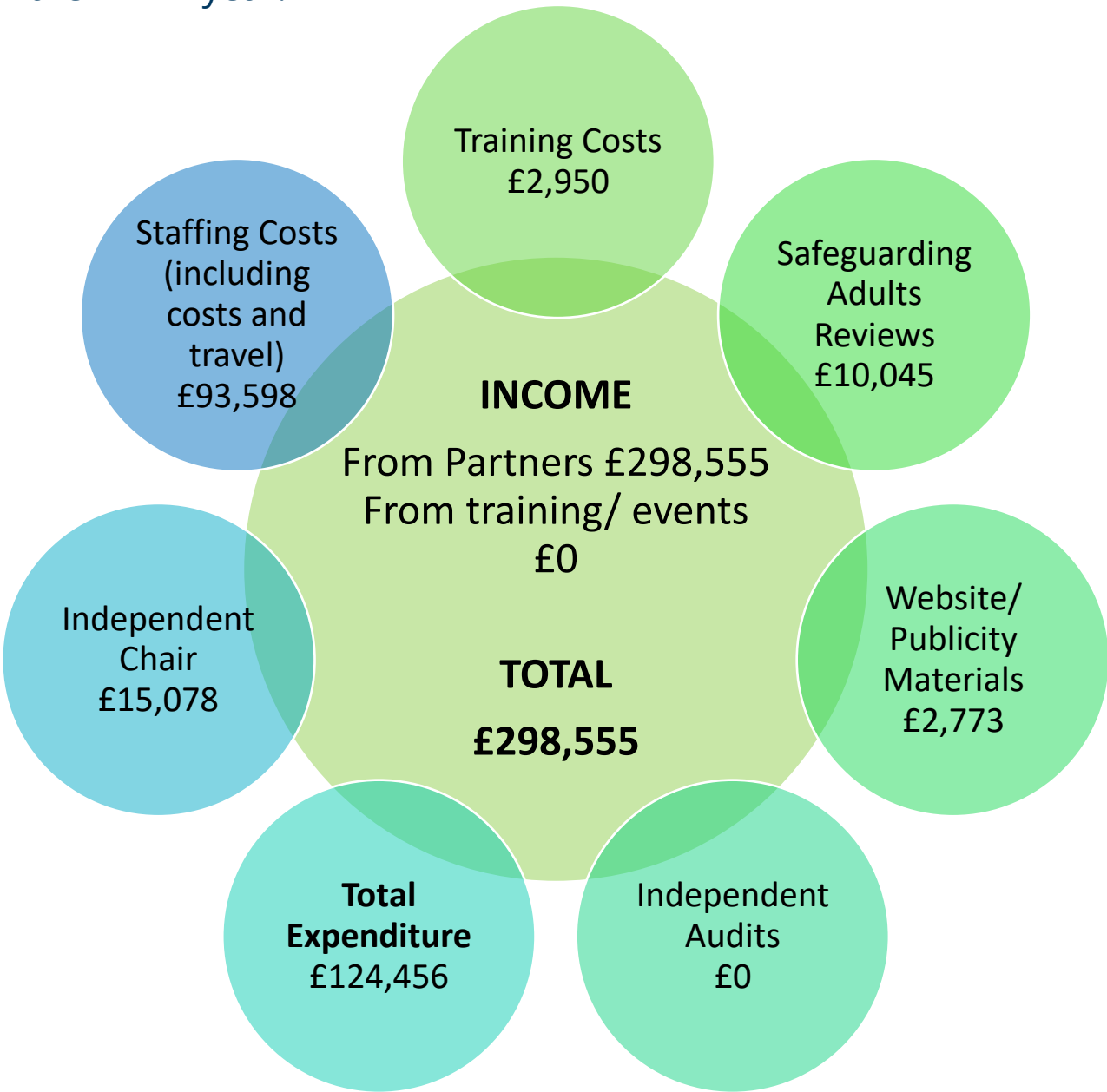


During 2020/21 the Surrey Safeguarding Adults Board spent £124,456.00 The majority of costs were spent on staffing, followed by the costs of conducting Safeguarding Adults Reviews.

# Pooled Budget

The SSAB had an underspend within the 20/21 year, however, recognising that potential costs in 21/22 would be greater due to an increase in the number of agreed statutory reviews, it was agreed that £50,000 would be carried forward into the 21/22 budget. The balance of the underspend was offset against agency contributions for the 21/22 year.

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# Journey for 2021-22

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.

The SSAB structure was reviewed and existing subgroups functions were altered and new subgroups as well as forums will be established for the 21/22 year to take forward the work of the SSAB.

Each sub-group will develop a work plan based on the SSAB annual plan and these workplans will be monitored by the Adult Safeguarding Executive.

The SSAB sub groups for 21/22 are:

**Delivery Group** – responsible for policy and procedures and training

**SAR and Learning group** – responsible for reviewing SAR notifications, overseeing statutory review including monitoring action plans as well as developing and promoting learning from review

**Communication Group** – will develop a communication strategy and work on the SSAB communication needs

**Quality Assurance Group** – responsible for ensuring that the QA framework of the SSAB is implemented

**Health Forum** – will engage with the health system across Surrey

**Prison Forum** – to ensure that the SSAB engages with the 5 prisons in Surrey and shares relevant issues

**Engagement Forum** – to ensure that the SSAB engages with the private and voluntary sector within Surrey, to raise awareness with groups that haven't previously been engaged with the SSAB

**District and Borough Forum** – to work with the 11 District and boroughs on relevant issues

# Journey for 2021-22



## Priority 1:

### To prevent Abuse and Neglect

- Work collaboratively with other boards to ensure consistent messages and practice. This will include working in partnership to produce policies, campaigns and training courses that reflect the risks posed to adults with care and support needs
- Broaden engagement with the voluntary sector to help get the right messages to the right people
- Consider new ways of engaging with partners in order to provide clear expectations in adult safeguarding practice.

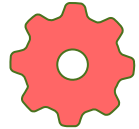
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## Priority 2:

### Improve the management and response to safeguarding concerns and enquiries

- Have clear, consistent definitions, keep up to date with national legislation that are shared across agencies.
- Help improve the quality of safeguarding concerns by supporting agencies to consider their referral processes and by working with the Local Authority to develop a feedback loop.
- Provide greater guidance to adults with care and support needs, their families and carers, on the safeguarding process so they know what to expect and how they can be involved.
- Provide greater clarity to professionals on how to involve adults with care and support needs in developing and agreeing their desired outcomes.



### **Priority 3:**

#### **Learn Lessons and shape future practice**

- Disseminate relevant lessons to partner organisations using appropriate methods to enhance the accessibility of message. Providing clear directions on the SABs expectation of wider dissemination.
- Be transparent – the SAB leads a learning culture where best practice is identified this will be shared and recommended, where concerns are identified these will be communicated appropriately
- Host learning workshops on a range of different themes using lessons learned from SARs to operationalise the message.
- Undertake scoping and scanning to identify new and emerging risks.

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# Agency Updates

15 All agencies who are members of the SSAB were asked to input into this report, highlighting the work they have done over the 2020/21 year to support the work of the SSAB.

# Surrey County Council – Adult Social Care



In 2020/21, ASC responded to 13,788 adult safeguarding concerns, a 32% increase over the previous year. Of these, 69% resulted in us carrying out an adult safeguarding enquiry under s42 of the Care Act 2014. Despite this increase we have maintained both the timeliness and quality of our adult safeguarding work, and we report on this to each meeting of Surrey Safeguarding Adults Board.

Other achievements during this year include

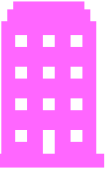
- We launched a major revision to our adult safeguarding recording systems. Our new process better supports our staff to do high-quality, person-centred adult safeguarding work, and it has improved the data we use to ensure our work is meeting our standards, and that we can provide to the Board to help it understand the experiences of adults in Surrey with care and support needs who are experiencing or at risk of abuse and neglect
- We continued to improve our domestic abuse related adult safeguarding work, with 77 of our staff attending 2 days Trusted Professional training under the “Change that Lasts” program

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Challenges we face in 2020/21 include

- The ongoing challenge of sustained increases in the volume of adult safeguarding work, which is likely to continue
- Acting on the early learning from Safeguarding Adults Reviews and Domestic Homicide Reviews that are in progress, particularly around working with people with care and support needs who are experiencing domestic abuse
- Responding to the ongoing challenges arising from the COVID19 pandemic for our adult safeguarding work and the other work we do in adult social care.

# Surrey Police



In 2020/21 Surrey Police saw a decrease in their recorded adult risk incident of 40% less than the previous year. Of those recorded a decrease in adult abuse crimes of 50.1% than the previous year.



To support the SSAB strategy to Prevent Abuse and Neglect; Manage and Respond to Concerns and Enquiries; and Learn Lessons and Shape Future Practice, Surrey Police have continued to regularly promulgate 'Adults at Risk' considerations via internal media circulations. Elder Abuse Day during our Domestic Abuse awareness week. Our campaigns have highlighted the importance of safeguarding adults and how they are often perceived as the 'poor relation'. The information shared highlighted what makes an adult 'at risk' and refreshed signposting and referral processes for officer and staff awareness.

Surrey Police also commenced a series of learning events focussing on Adult at Risk investigations within Care Settings and this comprised:

- A Trainer led input to clarify the need for focus on Adults at Risk in Care settings.
- An input by an intermediary, about their role and working with victims and suspects.
- Adult Social Services input on their role and the benefits of Multi Agency working; understanding DOLS; Signposting to support resources; sharing an understanding of abuse, versus carer stress.
- CQC input covered their role and assistance to criminal investigations; a shared understanding of 'acceptable' standards of care; exploring professional curiosity; and obligations under The Care Act for each agency".
- Trainer led input on "Understanding Capacity". This covered areas of exploitation, professional curiosity & relevant legislation; achieving best evidence (ABE) guidelines & victims code requirements



# Surrey Clinical Commissioning Groups (CCG's)



## Primary Care

- Primary Care safeguarding Audit undertaken during October/November and findings shared.
- Primary care safeguarding training delivered via webinars covering: 1. Hot Topics in safeguarding (Covid-themed) 2. Domestic abuse 3. Mental Capacity Act/Deprivation of Liberty Safeguards and safeguarding in care homes 4. Modern d<sup>15</sup> slavery.

## Care Homes

Pilot safeguarding assurance audit was undertaken during November/December 2020 and finding shared with SSAB.

The pilot of the Surrey Wide care home safeguarding assurance audit and the Primary Care safeguarding audit have both been very both been very positive with good engagement from professionals despite the ongoing challenges of the pandemic. This demonstrates a commitment to safeguarding within both the care sector and primary care. Both audits will help to provide assurance of good safeguarding adult practice to the Surrey CCGs, the Surrey Safeguarding Adults Board and NHSEi



# Surrey Clinical Commissioning Groups (CCG's) cont.



## Domestic Violence and Abuse Bill

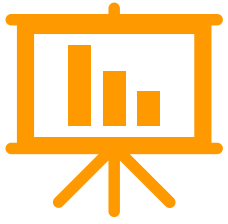
Across Surrey we are working towards compliance with the Act to ensure providers fully understand the new protections for domestic abuse survivors and their families

## 15 COVID19 Vaccination sites

The Surrey Wide CCG Safeguarding team have worked alongside colleagues to audit all vaccination centres. Assurance has been gained that each hub have a safeguarding lens to their work and understand the safeguarding referral process



## District & Borough Councils



During 2020/21 District & Borough Councils across Surrey have further embedded SSAB business and updates into their quarterly Safeguarding Lead Officer meetings and in turn strengthened their representation at SSAB meetings, including: SAR, QA, Executive and Delivery subgroups.

This has improvement in relationships between the SAB and District & Borough Council has led to almost Surrey wide reviews of safeguarding policy and procedures.

During the Covid pandemic District & Borough Councils were responsible for much of the welfare response within their areas in relation to ensuring vulnerable residents had access to essential supplies such as food and medicines. Many developed their own food distribution hubs whilst other have built strong relationships with voluntary sector organisations to provide essential services.



All District & Borough Councils made every effort to find accommodation for all rough sleepers during the pandemic and this has provided, for many, a pathway to more permanent accommodation which they may otherwise not have achieved.

# Acute Trusts



## Ashford & St Peters Hospital

The Trust is an active participant of the Board, supporting this work through attending the Board, and subgroups (Health, SAR and chairing the Delivery group.) During 2020/21 the Trust ensured that safeguarding activity remained a key part of care delivery, managing and responding to concerns and enquiries to make sure that learning was not lost despite the challenges Covid brought.

The Trust has fully supported the approach being taken by adult social care with regard to improvements in the MASH; seeing consistent decision making and improved focus on identifying and meeting patient/carer/family outcomes in regard to s42 enquiries.

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## Frimley Park Hospital

It is important to note that the Trust experienced unprecedented times during 2020/2021 due to Covid19 and the normal working environment changed significantly. During the 1<sup>st</sup> wave, a slight reduction in referrals was noted however this did not last long. Following release of restrictions within the local communities, presentations to the Emergency Departments increased.



The Safeguarding adult teams proactively support staff on wards, assisting with DoLS applications, MCA assessments and referrals to adult social care. There has been an increase in s42 enquiries and disclosures of Domestic Abuse especially in the older generation.

Audit competition was suspended during the pandemic given the demands on the trust.

# Acute Trusts cont.



## Royal Surrey Hospital Foundation Trust

The Safeguarding team continued to provide a constant service provision throughout the duration of the Covid response, providing onsite support and referrals for both patients and staff throughout 2020/21 and continuing to meet with patients in emergency and wards.

In addition to this the Safeguarding team adapted to the need for clinical teams to maintain safeguarding competencies whilst responding to significant pressures including sickness, shielding and social distancing requirements.

Level 3 safeguarding training was adapted into 6 modules totalling 8 hours, the team delivered 10 of these 8 hour study days to approx. 450 staff.

The Safeguarding team continued to submit all its external dashboards within timescales to partners.

Analysis of the teams referral data and thematic analysis from 2020/21 indicates greater awareness of newer types of abuse, and a significant increase in referrals in 2020, (2020 saw an increase to 735 referrals, in contrast to 548 referrals to the team in 2019, and 260 in 2018). The safeguarding team are identifying greater numbers of family based domestic abuse, along with supporting increasing numbers of male victims and staff experiencing Domestic Abuse.

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## Surrey and Sussex Healthcare (SASH)

The adult safeguarding team have focused on improved monitoring of safeguarding concern forms, response times to s42 requests and outcomes. This work continued through the pandemic.

In recognition of the continued commitment that safeguarding is everybody's business the trust now hold a register of 50+ safeguarding ambassadors (staff across the site with an interest in adult safeguarding).

In Feb/Mar 2021 55% of the open s42 were in relation to hospital discharge, it is expected workstreams will be assigned.



# Community Provider

## First Community Health & Care



Active partners supporting the SSAB priorities and contributing to the work of the board by providing consistent attendance to the Safeguarding Adult Board (SSAB) and Subgroups.

During the COVID Pandemic the Safeguarding team has been “business as usual”. The Adult Safeguarding Team have remained as a supportive resource to provide advice and guidance throughout the pandemic. The team recognised an increase this year of risk to adults of abuse and neglect during the pandemic including domestic abuse and self-neglect. The team worked to ensure that all FCHC employees were aware of these increased risks.



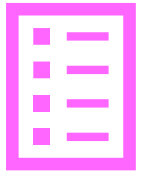
During the last year, the organisation identified a need for increased resources to support the adult safeguarding agenda. The resources were increased to 1 whole time equivalent which enabled the team to work more closely with clinical staff and to raise the profile of the team. In response to the pandemic the audit plan was paused and instead the team focused on disseminating priority information including Safeguarding Adult Reviews information and learning from the Board. Due to the increase of resources, our audit plan for next year will resume with a focus on Mental Capacity and Making Safeguarding personal.

Due to the learning from a s42 Enquiry, First Community has changed systems and processes in regard to insulin administration, which will have resulted in risk reduction for future patients.



# Community Provider cont.

## CSH Surrey



CSH Surrey support the SSAB with the work of its strategic plan, they also prioritise their work stream dependent on identified areas of need. They have attended and engaged in the essential SSAB meeting and subgroups. This includes any engagement work that the Board or sub groups identify i.e. Task & Finish Groups. The CSH safeguarding team have been engaging and working with the SSAB to help in the delivery of their strategic plan.

Working and collaborating with the Adult Social Care Teams in each locality: (Spelthorne, Woking, Runnymede & Elmbridge) monthly meetings have been established since the end of September 2020, to discuss Safeguarding cases which is helping with joint working, building multi-agency professional relationships and also discussing/resolving any concerns early.



Internal audits in line with SSAB priority on MSP and MCA and DoLS (SSAB priority 2 which is around improving the management response to safeguarding concerns and enquires.)

There is a clear safeguarding workplan which incorporates the 'Think Family' approach which was approved by the CSH Surrey Safeguarding Meeting group members and is discussed at every meeting to review progress. The work plan has incorporated SSAB strategic priorities and NHS England priorities.

# Buckinghamshire and Surrey Trading Standards

-  253 Call blocking devices
-  £76,852 Total impact of doorstep crime interventions
-  53,321 nuisance calls blocked
-  14,650 scam calls blocked
-  8,425 Friends Against Scams trained and registered
-  136 Business Against Scams trained and registered
-  £143,292 estimated future savings from scam interventions
-  22 victims signed up to be Scam Marshalls
-  £19,759,538 Total impact of scam interventions
-  Trading Standards Team received Hero Award from the Chartered Trading Standards Institute.