

# Surrey Safeguarding Adults Board

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**Annual Report 2021-22**

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

# Message from the Chair



2021/22 was an interesting year due to the influence of Covid.

From a safeguarding adult's point of view the legacy of lockdowns impacted on our workload and our ability to support those with care and support needs effectively.

Our aim and plans remained the same, but delivery had to be adjusted because of lockdowns and ability to achieve timescales within the demanding workload of agency front line staff.

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Staff were contending with hybrid working and some restrictions whilst also dealing with stress of the past year. However, they were incredibly motivated and rose to the challenge by that going the extra mile, finding new ways of working and looking and using technology to ensure customer contact.

The voluntary sector has bridged a lot of gaps even though adversely hit by challenges around income and volunteers. It has really worked hard to ensure those people with care and support needs have still got support.

The upward trend in concerns has continued.

The biggest number of enquiries still related to Neglect and Acts of Omission.

This is a very wide area, and the Board is breaking down the data to define actions we need to take to address this. Some actions are in place, but it continues to be an area of concern and where we need to keep focus.

We saw a rise in concerns but also SARs (Safeguarding Adult Reviews); some of this was legacy driven as cases came to light as people were able to have stronger contact and support. The most significant area being mental health which the pandemic impacted strongly and negatively.

# Message from the Chair cont.

We continue to see a rise in Domestic Abuse concerns, but across Surrey there is a real focus on working together to support people.

This ongoing increase in SARs, especially joint ones with Domestic Homicide Reviews (DHRs) was expected but the causes leave a tragic outcome and certainly need a real focus on us all to address the issues and ensure we react and embed the learning.

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## Positive issues:

- Continued better working between all Boards and agencies meaning more joined up working,
- The Exec group at Board has functioned effectively responding to issues and challenges
- Training has been reviewed and revamped and is well used and getting excellent feedback
- Mental health continues to be a focus and the Board is fully engaged with relevant work across the county
- Reviewed and rewritten terms of reference for the Board to simplify and clarify
- Developed a new QA assurance report for agencies that will be used next year
- New subgroups were formed – Communication, Prisons and an Engagement Forum, this has allowed us to develop new and stronger relationships with hard-to-reach agencies.
- The SAR process has been reviewed with a view to improving timings, report writers' recruitment, and more accountability around response to recommendations
- Strengthen Board connections regionally and nationally

# Message from the Chair cont.

## Challenges going forward

- Staffing – recruitment and retention a big issue post Covid restrictions
- Ensuring the newly formed ICB's have safeguarding adults in all their plans and assurance
- 8 Ongoing assurance of safeguarding adults as per Care Act requirements in relation to refugees
- Current difficult financial environment – Those with care & support needs struggling to support themselves – mental health impact – carers issues, financial abuse, domestic abuse.

This will be my last report as the Independent Chair of the Surrey Safeguarding Adults Board, I can reflect positively on the huge changes that have been made over my tenure primarily driven by excellent input from Board member agencies and it would be remiss of me not to thank them sincerely for helping to ensure that those adults with care and support needs who may be at risk or experiencing abuse and/or neglect are responded to effectively and quickly. We haven't always got it right and certainly the SAR activity demonstrates that but the commitment to do our best from all has been excellent.

I am sad to leave, but happy that in Surrey the drive to improve and take forward the safeguarding adults agenda will continue.

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.



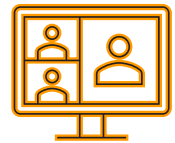
The three core duties on SABs are to:

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

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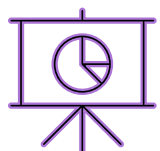
An SAB may do anything which appears to it to be necessary or desirable for the purpose of achieving its objective



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



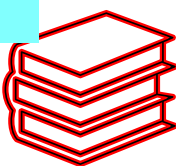
Consider new ways of engaging with partners in order to provide clear expectations in adult safeguarding practice

# 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.

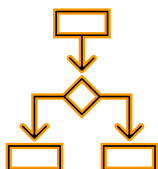
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Provide greater guidance to adults with care and support needs, their families and carers, on the safeguarding process so they know what to expect and how they can be involved.



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

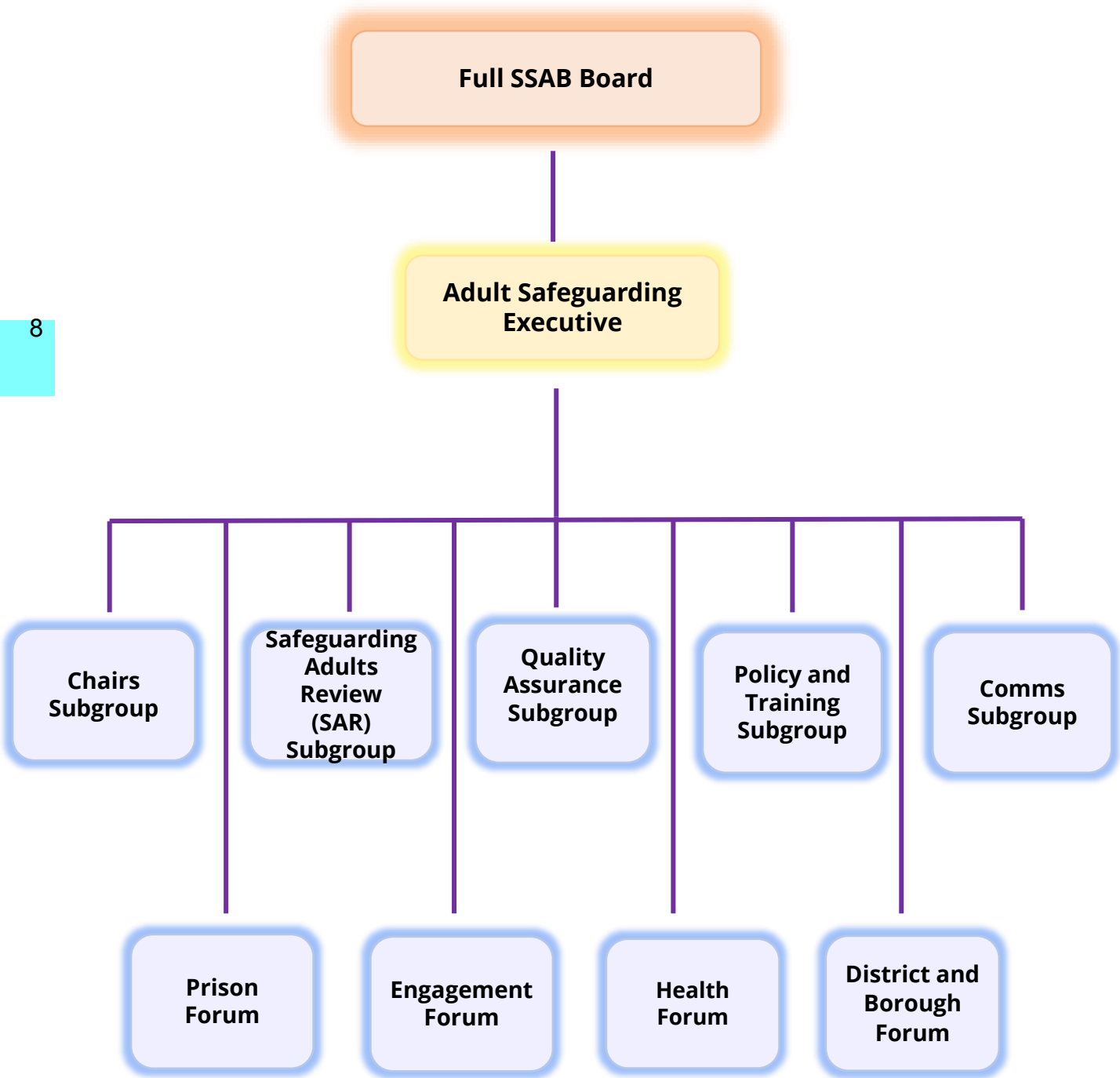


Surrey and Sussex Healthcare  
NHS Trust





# How the Board works





# How the Board works cont.

## Full Board

- The Surrey SAB meet four times a year, consisting of multi-agency statutory and non-statutory partners as well as representatives from 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

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## Chairs Group

- Brings all the chairs of the subgroups together.
- Discusses “emerging” issues or “stuck” issues from their subgroup

## Safeguarding Adults Review Subgroup

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

## Quality Assurance Subgroup

- Request and receives the QA data from agencies.
- Scrutinises the QA data from partners, identifies areas of best practice and/or concern.
- Raises questions on data received.

## Policy and Training Subgroup

- Oversees the safeguarding training of the Board
- Oversees the multi-agency policy and procedures

## Communications Subgroup

- Oversees the communication strategy of the Board.
- Oversees the board publication materials

## Prison Subgroup

- To provide a forum for discussion of key issues for all Prisons in Surrey.

## Engagement Forum

- To help to establish better engagement with all organisations across Surrey.

## Health Forum

- To provide a forum for discussion of key issues for all Surrey health providers.

## District & Borough Forum

- To provide a forum for discussion of key issues for all District & Borough Safeguarding Leads in Surrey.

# SSAB Work in 2021-22

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

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

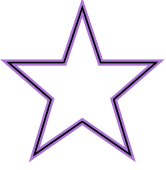
Following a review of the structure in 20/21, the subgroups took forward the final year of the strategy.

Sub-groups developed a work plan based on the SSAB annual plan and these workplans were monitored by the Adult Safeguarding Executive.

Any actions not completed within 21/22 will be carried forward into the 22/23 year.

The following section highlights work undertaken in 21/22 against each priority.

# Priority: Prevent Abuse and Neglect



During 2021/22 the SAB continued to raise awareness by providing multi-agency training, updating the website, promoting the newsletter and presenting at different forums.

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Attendance at SAB and subgroup meetings remains high from partner agencies, and all meetings are continuing on a virtual platform.



The SAB continued to utilise its Twitter account by posting SAB tweets and re-tweeting relevant information.



Regular meeting took place with Surrey Children Partnership to look at areas where work could be taken forward together, this relationship continues to be strengthened.



Under the Domestic Abuse Act, a Domestic Partnership Board was required to be established and in Surrey this the Domestic Abuse Exec – the SAB has joined this group as a member.

# Priority: Prevent Abuse and Neglect cont.



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The Quality Assurance group updated the Quality Framework. This was sent to both statutory and private health providers in Surrey early 2021. Analysis will take place during the 22/23 year.



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

- Domestic Abuse Management Board
- Surrey Adult Matters
- Sexual Abuse Management Board
- DHR Oversight Group
- Anti-slavery and Human Trafficking partnership



The SSAB newsletter continued to be published on a quarterly basis and is circulated to over 4,200 recipients.

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



The Contributing to Section 42 safeguarding enquiry training course was delivered by an external commissioned trainer due those trained under the Train the trainer programme being unable to provide resources.



When to refer and Adult Safeguarding Concern was developed to reflect the LGA/ADASS Framework; Understanding what constitutes a safeguarding concern and how to support effective outcomes



The Levels of Need document developed by SCC ASC was updated to reflect this and the pathways for self-neglect were highlighted

# Priority: Learn lessons and shape future practice



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The SAB continued focus on learning from SARs, both national SARs by holding workshops as part of a SAB meeting. SAB members consider questions and consider how learning can be taken back to their agency.



Learning briefings were developed as appropriate, the briefing assist with ensuring the wider dissemination of the learning from reviews.



The Analysis of Safeguarding Adults Reviews April 17-19 commissioned by the Care and Health Improvement Programme (CHIP) a local action plan was progressed and will continue to be monitored by SAR and learning the group



The SAB joined both the Surrey Heartlands and Frimley Learning from Learning Disability Reviews (LeDeR) governance and steering groups and will continue to share relevant learning.

# Priority: Learn lessons and shape future practice



The commissioning of authors has been updated and now incorporates a requirement to undertake learning events are required.

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SSAB provided input to the National SAR library, which is now held on the National SAB Chairs network website.



The Policy and Training group considered the NICE guidance on

- Safeguarding adults in Care Home
- Integrated Health and Social Care for people facing homelessness

The group considered what actions needed to be taken forward based on the recommendations in these documents.



The training the SAB offered was reviewed and it was agreed that the different methods needs to be considered; podcasts, webinars, interactive learning will be developed in the 22/23 year.



# SSAB Forums

## Health Forum

The health forum met 6 monthly and membership was extended to include both NHS and private health providers. This has ensured that the health system in Surrey is kept updated on the work of the SSAB as well as allowing for peer support.

## 8 Strict & Borough Forum

This forum continued to meet quarterly and covered both work of the Surrey Safeguarding Children Partnership and the Surrey Safeguarding Adults Board.

## Prison Forum

The SSAB continues to engage with the 5 prisons in Surrey. This group meets 6 monthly and whilst attendance has been sporadic, those that do attend find the engagement with the SAB valuable. A QA framework questionnaire has been developed with this group and this will be undertaken during 22/23 year.

## Engagement Forum

In March 2022, the Engagement forum was established bringing together voluntary and private agencies across Surrey who aren't already engaged with the SSAB. There was good attendance at the first meeting and agencies continue to ask to join this. The first meeting covered:

- *Introduction to Surrey Safeguarding Adults Board*
- *Introduction to Surrey Multi-agency Safeguarding Hub (MASH)*
- *Difference between Safeguarding Adults Concern and a Safeguarding Adults Review*

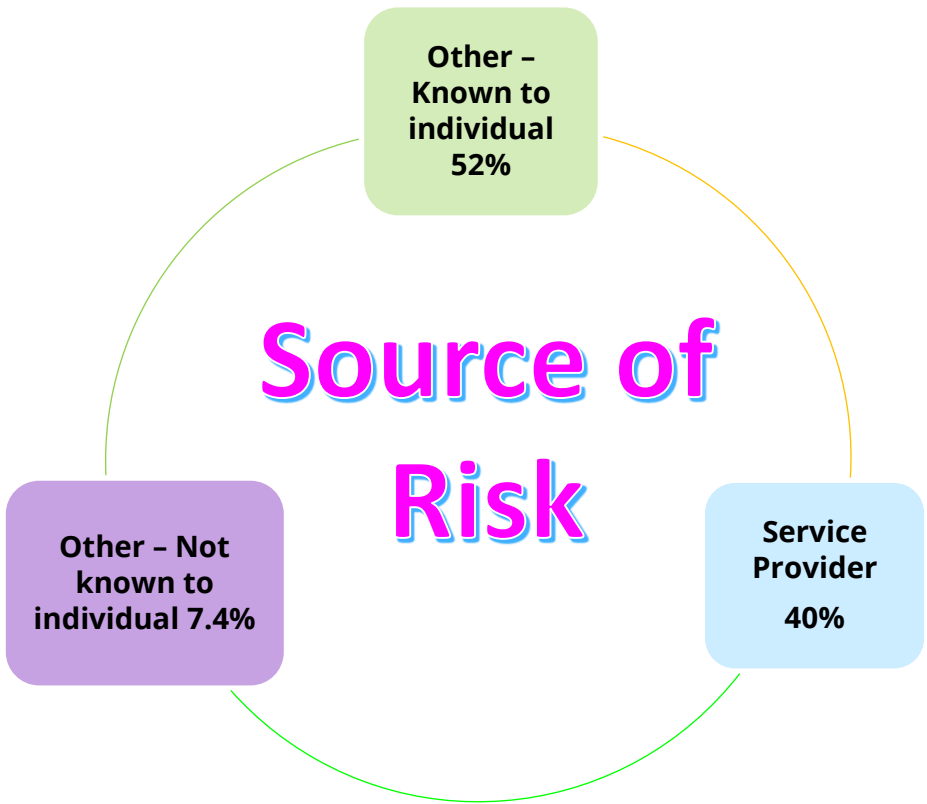
# Adults in Surrey Data

## Care and Support needs

This shows the primary support need for adults for whom the safeguarding concern relates to and for those cases that met the criteria for a Section 42 safeguarding enquiry. The majority of adults who are the subject of a safeguarding enquiry have a need for physical support.

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	Physical Support	Sensory Support	Learning Disability	Memory and Cognitive	Social Support	Mental Health	Not Known
Concern	36.3%	1%	9%	4%	3%	10%	36.4%
S42 Safeguarding enquiry	40%	1%	10%	5%	2.6%	10.3%	31%

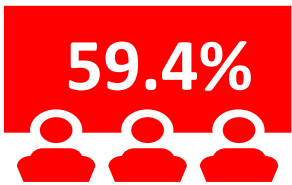


This shows the analysis of where the risk originates. There was an increase in the service provider source of risk from 28% to 40% and a decrease in the Other – not known to individual from 18% to 7.4%

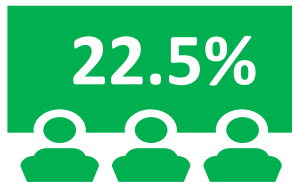
# What Abuse is happening?

This information comes from concluded Section 42 adult safeguarding enquiries

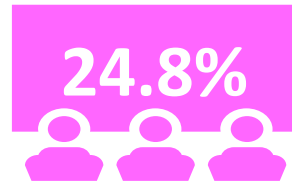
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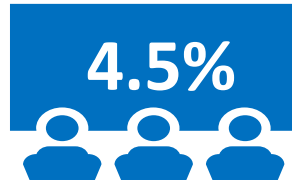
Neglect and acts of omission



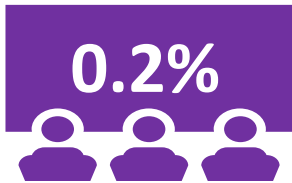
Psychological



Organisational

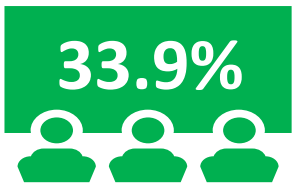


Self-neglect

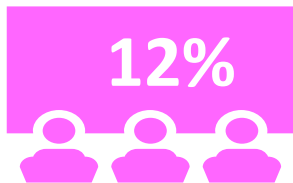


Modern Slavery

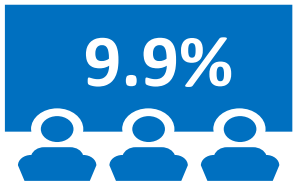
Physical



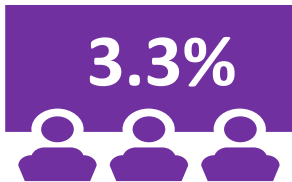
Financial & Material



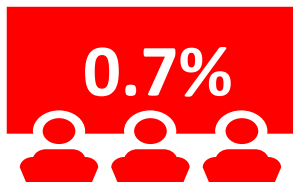
Domestic Abuse



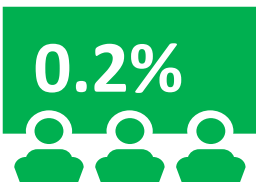
Sexual



Discriminatory Abuse



Sexual Exploitation



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

# What the data says about our response to abuse

## - Adult Social Care

1,199,870

Estimated population of Surrey \*

The number of safeguarding concerns made in 21/22 in relation to 11,288 individuals. This is a 23% increase in concerns on the previous year which is a decrease on the 32% increase seen in 20/21.

17,017

68%

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.

11,504

59.4%

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.

8.5%

72%

The percentage where the risk to the adult was reduced following completion of the safeguarding enquiry work

The percentage where the risk was removed following completion of the safeguarding enquiry work

19%

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

97.5%

# Safeguarding Adults Reviews (SARs)

The SSAB Safeguarding Adults Review (SAR) subgroup received nine SAR notifications during 2021/22.

<sup>8</sup> Of the nine received, five notifications were agreed to meet the SAR criteria. Of these five, two are joint DHR/SARs with the relevant CSP.

In 2021/22 the Safeguarding Adults Review subgroup continued to oversee, including those agreed within the year :

- five SARs
- eight joint DHR/SARs
- one NHSE/I London Investigation

The SSAB published one joint DHR/ SAR in the 21/22 with a learning event due to take place in June 2022.

- [Mary](#)

There are currently three action plans being monitored in relation to Surrey reviews, one of these jointly with a CSP.

# Safeguarding Training

The SSAB is continuing to offer virtual courses following both feedback from candidates and agencies and there are greater numbers attending, due to attendees not required to travel for training.

The following training courses were provided;

- Adult Safeguarding Essentials
- Contributing to Section 42 Safeguarding Enquiries

Following a review the Contributing to a S42 safeguarding enquires course during 2021/22, it was updated and delivery started in March 2022



# 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 an understanding of how the training impacted on participants.

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

"Making safeguarding personal. Clear understanding of the 6 Care Act Principles that underpin Safeguarding."

"useful if all staff could do this though not just management"

"I feel more knowledgeable regarding adult safeguarding and how this applies to my job role."

"More time needed to be spent in group work and with some of the subjects"



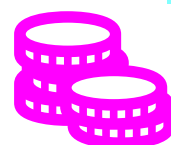
# Pooled Budget

The Surrey SAB was funded by partner agencies during 2021/22. Financial contributions totalled £298,605.



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.

## Breakdown of partners contributions. \*



Partner Agency	Partner Contribution 2021/22	% split
Surrey CC	£117,500	39.3%
CCG	£117,450	39.3%
Surrey Police	£29,000	9.7%
Health Agencies	£13,050	4.3%
District & Boroughs	£11,605	3.8%
SECamb	£10,000	3.3%
Total Contributions	£298,605	100%

During 2021/22 the Surrey Safeguarding Adults Board spent £127,523.00. The majority of costs were spent on staffing, followed by the costs of conducting Safeguarding Adults Reviews.

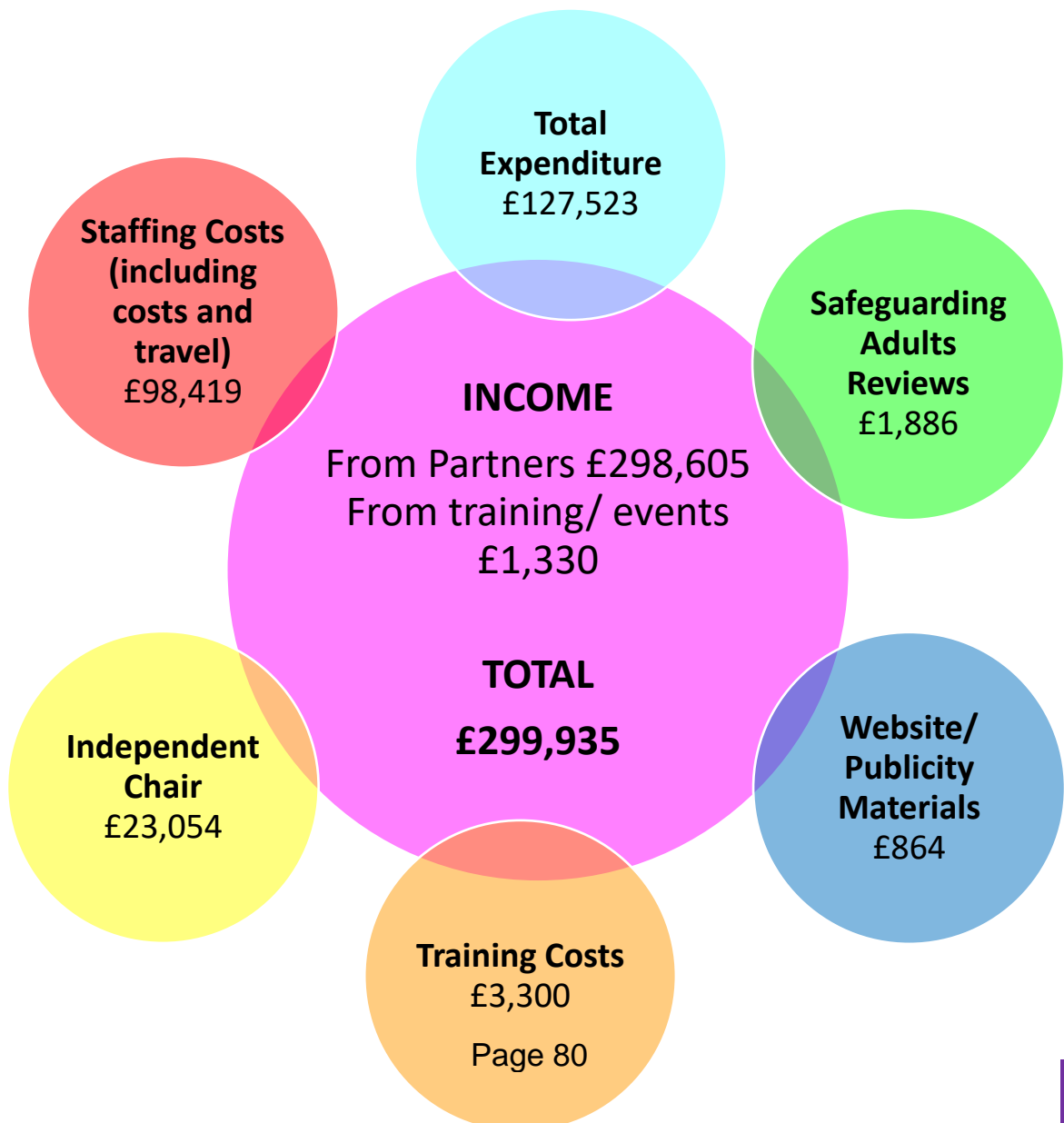


# Pooled Budget cont.

Due to the increased number of SAR reviews being received/ commissioned the SSAB carried forward £50,000 into 2021/22 to offset against the cost.

Although there was an underspend within the 2021/22 year, recognising that potential costs in 2022/23 would be greater due to an increase in the number of agreed and continuing statutory reviews, it was agreed that £50,000 would again be carried forward; into the 2022/23 budget.

The balance of the underspend was offset against agency contributions for the 2022/23 year.



# Journey for 2022-23

The SSAB developed a new 3 year strategy for 2022 – 2025. This was developed with partners and the priorities identified in the new 3 year strategic plan are:

## ➤ **Prevention and Awareness**

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- We will deliver a preventative approach and will raise awareness of safeguarding adults across our partners and communities,

## ➤ **Communication and Engagement**

- We will engage and learn from organisations, including the many voluntary sector agencies as well as the Adult and their families or carers in Surrey

## ➤ **Quality and Improvement**

- We will seek assurance from agencies and use that information to strengthen our safeguarding adults work

## ➤ **Reflection and Learning**

- We will reflect upon learning from statutory reviews and good practice using this to inform new ways of working

The SSAB subs groups established in 21/22 will take forward this new 3-year strategic plan and the groups remain the same.

# Journey for 2022-23 cont.

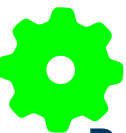


## Priority 1:

### Prevention and Awareness

- Improve community awareness including using available opportunities to increase public involvement, and to engage media interest
- Ensure the role of carers and the challenges they face are recognized and action is taken to prevent carer breakdown and abuse/neglect
- Support the use of best practice to reduce avoidable safeguarding incidents
- Highlight neglect and acts of omission issues and develop stronger mechanisms to address these

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## Priority 2:

### Communication and Engagement

- Coordinate the development and delivery of an annual communication strategy that sets out what the SSAB will do. Focusing on key messages, target audiences, ensuring that the message has been delivered
- 2.2 Develop a model to gain the voice of adults with care and support needs and carers, and link with existing services and groups
- 2.3 Work closely with other Boards to ensure smarter working, eliminate duplication, and share Surrey wide comms benefits

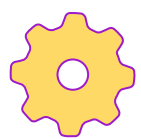
# Journey for 2022-23 cont.



## Priority 3:

### Quality and Improvement

- Implement a multi-agency quality assurance process and schedule, and reporting system to the Board
- Identify from audits and available data trends and research, adults in need of care and support who are (have been experiencing abuse or neglect (increase in neglect, and abuse in people's own homes) this will help drive our workplans and agenda
- Develop an assurance process to capture service user experience, particularly in respect of making safeguarding personal, and using this to drive practice improvements



## Priority 4:

### Reflection and Learning

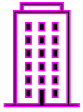
- Link with regional and national forums for emerging issues & identify collective action
- Disseminate learning from Safeguarding Adult Reviews and other statutory reviews to ensure that learning is embedded across the partnership
- Share learnings, be they good practice or areas of development

# SSAB Member Updates

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All agencies who are members of the SSAB were asked to input into this report, highlighting the work they have done over the 2021/22 year to support the work of the SSAB.

# Surrey County Council – Adult Social Care



A notable achievement for Adult Social Care was maintaining our performance on the quality and timeliness of our adult safeguarding work in the face of a continuing increase in demand. We dealt with 23% more referrals of adult safeguarding concerns in 2021/22 than in the previous year. We have supported the work of the Board by providing a report on our adult safeguarding work to each meeting of Surrey Safeguarding Adults Board, where we give assurance on issues such as the quality and timeliness of that work. In 2021/22 we have improved the information that we provide in that report, which has meant we have been able to bring to the Board's attention some key challenges regarding the work of the partner agencies to respond to abuse and neglect of adults in Surrey with care and support needs.

We remain active members of the Board and its subgroups. We are involved in all the Safeguarding Adults Reviews that the Board is conducting, and several of these came about from issues we have referred to the Board.



We have improved the way we respond to adult safeguarding concerns relating to issues within health and social care delivery, with our team within the Multi-Agency Safeguarding Hub taking a greater role in working with partners on adult safeguarding enquiries for those issues. We have done work to develop an online referral process for adult safeguarding concerns, which we will be launching early in 2022/23. We have supported our staff with continuing improvements in our adult safeguarding practice by updating the content of the adult safeguarding training we offer them, adding learning from local Safeguarding Adults Reviews and Domestic Homicide Reviews. This includes both learning from published reviews and the early learning from reviews that are still underway.



# Surrey Police



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As part of the Internal Audit Plan for 2021/22, Surrey Police have had an independent review of their Safeguarding. The review focussed on the governance framework relating to vulnerable adults and children safeguarding practices within the Force, as well as areas for improvement identified by the Force to support the achievement of best practice expectations around safeguarding. The review explored how the Office of Police Crime Commissioner can ensure Surrey Police complies with their statutory obligations for safeguarding. The review found that “a sound system of governance, risk management and control exist, with internal controls operating effectively and being consistently applied to support the achievement of objectives in the area audited”.

Surrey Police has recently refreshed its adult safeguarding training to frontline response officers, which included inputs on safeguarding referrals, safeguarding (S42) enquiries, mental capacity, advocacy, the role of the CQC and reducing the risks of avoidable harm, and identifying challenges for carers (i.e. carer fatigue and frustration) which may precipitate abuse. Upcoming professional development days for staff includes trauma informed care and refreshed Mental Health Act inputs. This training reaches over 800 response officers across the County.



Public protection staff carry out daily reviews of vulnerability flagged investigations which determine whether any required multi agency enquiry needs to be commenced or escalated, and that any ensuing investigation is carried out by the appropriate staff. Bi-annual audits carried out also seek to identify themes and issues for the force to address, support staff and inform future training too. This ensures any remedial action needed, or feedback for learning is carried out in a timely way. Of 150 reviews on average per week, approximately 10 may need that intervention. A particular area of focus for the coming year will be adults at risk through anti-social behaviour and cuckooing in our communities.

# Surrey Police cont.

Surrey Police staff make use of a new performance database, which highlights locations of concern and individuals who are repeat victims and offenders; this in turn can be used to focus our problem solving with our partners, not only to keep people safer, but also reduce demand on stretched services.



Surrey Police has introduced suicide prevention warning markers into their recording systems and a suicide prevention force advisor role has been introduced to support risk identification<sup>8</sup> and assessment by officers. The force also now has a Men's Health Force Advisor, to support officers attending incidents and managing investigations, where mental health is a factor; to help identify where multi-agency support can protect individuals and support stretched services facing high demand.

They have also remained an active partner supporting organisational learning across the partnership with leadership and active engagement across Safeguarding Adult Reviews, Domestic Homicide and other reviews that identify recommendations for improved safeguarding practice.



## Challenges faced in 2022/23

- Surrey Police Communications team have promulgated information and awareness pieces for the Surrey Public again this year reaching 1.2 million people and covering a range of topics including: spotting the signs of neglect, financial abuse, domestic abuse, fraud and also covered how to have difficult conversations with elderly loved ones, signposting Age UK and other support agencies. Positive comments and re-shares indicated good engagement and interest across the county
- Surrey Police also share their knowledge, practice and learning with visiting forces across the UK as well as abroad, having recently had Cyprus and Victoria (Australia) Police visit us to explore our policing in support of public protection.
- Surrey Police continues to recruit to their response and investigation teams as well as police staff roles to ensure their resourcing challenges can be met.

# Surrey Clinical Commissioning Groups (CCG's)



## Primary Care

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- Primary care safeguarding training delivered via webinars covering; COVID and Beyond, Modern Day Slavery, Domestic Abuse and Coercive Control, MCA/LPS update and safeguarding in care homes
- Safeguarding supervision sessions
- Pilot of primary care/MARAC information sharing pathway

## Care Homes

- Safeguarding adults assurance audit was undertaken during 2021/22, out of 239 audits distributed across Surrey there was a return rate of 59%
- Falls prevention work with care homes - Falls prevention guide developed by Guildford and Waverley which will now be taken forward at Surrey Heartlands level with recognition to G&W Place.



## Community Safety Partnerships (CSPs)

- Representing health agencies and health priorities within the CSP's workplans

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



## **Lunch and Learn sessions, topics covered in 2021/22:**

- Working together to reduce pressure damage in adults / LeDeR programme in Surrey and disseminating the learning / Domestic Homicide Reviews / Choking and safeguarding those people at risk / Sharing learning from SARS
- Planned sessions for April 2022 onwards- Swallowing risk management / Falls Prevention / Learning from LEDER and supporting people with learning disabilities to access screening

## **Care home audit**



The audit has provided a good base line and assurance that there are good safeguarding practices being delivered within care homes across Surrey. In response to findings a safeguarding toolkit is being developed to support staff



## **Challenges faced in 2022/23**

- LPS – the implementation of new legislation and system pressures
- Asylum seekers – impact on local health services
- DHRs / SARs – increasing numbers of reviews
- CV19 – the continued impact of the CV19 Pandemic on health services

# Acute Trusts

## Frimley Park Hospital

The safeguarding team have attended and continue to contribute to meetings within Surrey Adults Board and sub-groups.

Ways that FHFT have contributed include and not limited to:

- Ensuring that appropriate safeguarding arrangements are in place across the FHFT
- Listening to voices of vulnerable patients at risk and making referrals to adult social care as and when needed with consent
- Contributing to learning and development forum
- Contributing to Safeguarding Adult Reviews/Learning Reviews
- Providing training to all Trust staff in order to safeguard vulnerable adults according to the intercollegiate document
- Raising awareness across FHFT about the importance of safeguarding, through advice, supervision, and training
- Feedback any relevant information shared via Surrey Adult's Board

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Referrals to Adult Social Care: Safeguarding referrals had significantly increased for this reporting year. The common themes were neglect and self-neglect. A year-on-year comparison has highlighted an increase of 125% in the numbers of referrals made on the FPH site pre-dominantly for neglect and self-neglect, and by 39% at WPH.

DOLS/MCA: Supporting Trust staff and monitoring the Trust applications for DoLS, ensuring training has continued and quality of completion is to a good standard.

Best Interest Assessor: A member of the safeguarding team has completed a best interest assessor course which will help act as an additional resource in capacity assessments.

Safeguarding alerts raised by Trust staff against individual care providers, nursing homes, care homes and family members/friends/ carers, when abuse and/ or neglect is suspected.

## Frimley Park Hospital cont.



There has been a key focus around safe discharge planning: When adult safeguarding concerns are raised against the Trust, they include a variety of allegations and mainly fall into the neglect category. The main themes are related to communication around discharge and pressure ulcers. The adult safeguarding team work with closely the patient safety team, discharge team and ward managers to ensure themes identified within safeguarding enquiries are shared and steps taken to improve care when necessary.

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The 'Adult Safeguarding Resource Pack' provided by the Safeguarding Team is continuously updated, to reflect changes in practice. The resource pack has been very well received by Trust staff.

## Challenges Faced Moving into 2022/23:



- Training: Level 3 safeguarding adults training is completed via e-learning and via MS teams. Training compliance is presently at 62.51%. The safeguarding team at FFHT have developed a clear training trajectory to achieve the Trust's standard of 85%. Training facilitated by an external provider will take place at some point in 2022. The training will focus on MCA and DoLS within an acute setting. Internal training facilitated by 2 Safeguarding Trainers is being implemented to support this plan. To provide assurance that as a Trust compliance is being achieved, there is on-going and continuous review of the training strategy.
- S42s: FHFT are currently working with Surrey Mash to improve and insure proportionality of section 42 enquiry planning.

# Acute Trusts cont.

## Royal Surrey Hospital Foundation Trust



The Trust has increased the awareness of Domestic abuse and encouraged staff to think across a wider age range. The Trust in conjunction South West Surrey Domestic Abuse Outreach Services to introduce the Hospital IDVA role within the trust.

8 The team have continued to deliver Safeguarding Adults training with compliance for level 1 being 94% and Level 2 93%. The team started to deliver level 3 training through Teams in 2021 and have increased compliance from 26.7% in February 2021 to 64% in March 2022. This training has been well evaluated by those who have attended. This meets the SSAB programme in ensuring staff have the necessary skills to identify safeguarding concerns. This is evidenced in the fact that the safeguarding team have supported and responded to 913 new referrals in 2021/22 compared to 735 in 2020/21. These cases are not always linked to Surrey which means the team work collaboratively with other agencies.



The Trust has also supported the work with the ICS in relation to Surrey Heartlands safeguarding policies, training and supervision models.

Analysis of the team's referral data continues to indicate a greater awareness amongst our staff of the newer types of abuse. 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. Having the hospital IDVA has also helped to raise staff awareness.





# Acute Trusts cont.

## Royal Surrey Hospital Foundation Trust cont.

With regards to making safeguarding personal the safeguarding team have continued to meet with patients and staff in person where possible throughout Covid, taking into account infection control guidelines at the time, to ensure that individuals are involved in decision making and are able to express their desired outcomes.



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An ongoing area of good practice is that the Safeguarding Team review Datix, complaints and 72 hour STEIS reports on a regular basis to identify possible safeguarding concerns. Liaising closely with other clinical specialist teams enables the safeguarding team to identify patterns and trends.

## Challenges Faced Moving into 2022/23

- The increasing complexity and number of referrals being received in conjunction with requests for DHR information continues to have a significant impact on the safeguarding team's resource and ability to get reports back within tight timescales. The team are working with ASC closely and now have a weekly meeting to provide verbal updates where possible.
- The recruitment into the vacant post in the team.
- Preparedness in relation to the changes to DOLS and LPS, including awareness and resourcing of assessors.



# Acute Trusts cont.

## Surrey and Sussex Healthcare (SASH)



SASH has continued to engage with the Board and members of the board in a number of workstreams. We completed a review of our statutory training across all safeguarding teams (adults, children and maternity) to create a training package for our staff that reflected the safeguarding priorities. This has been well received by the staff.

They have had a Hospital Independent Domestic Abuse Advocate post since May 2020 and the service has supported over 400 patients who reported suffering abuse in their home lives.



Our Mental Capacity Lead has worked across the Trust to raise the profile of the Deprivation of Liberty Safeguards and capacity assessments in preparation for the transition to Liberty Protection Safeguards.

The safeguarding adult team have reduced the timeframe for responding to requests for section 42 enquiries, this has ensured that any learning or actions from these enquires is completed and shared with staff in a timely way.



Raising the profile of the DOLS legislation and MCA in preparation for the move to LPS has enabled us to more closely understand how we will operationalise the new legislation

Our combined training programme which is delivered virtually enables us to reach larger numbers in each session, this has meant that we are able to disseminate messages to large groups of the hospital very quickly.



## Challenges Faced Moving into 2022/23

- Continuation of the HIDVA role when the 2 year funding is over.
- Fully operationalising the LPS legislation at SASH



# Acute Trusts cont.


## Ashford and St Peters Hospital (ASPH)

 The Trust representative has continued to attend and support both the main safeguarding board and has maintained the chairing of the SSAB delivery group over the past year. This has ensured that the momentum of the SSAB strategic plan has been continued even during the most challenging pressures of covid in some capacity. The Trust also represents acute health providers at the SAR sub-group.

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The Trust undertook a scheduled internal audit into deprivation of liberty safeguards and developed an action plan to improve compliance as a result. This has led to a renewed focus around quality of the applications being submitted, greater divisional scrutiny and ownership and has supported the recommencing of face-to-face training.



 The Trust's safeguarding adult team meet on a weekly basis with the hospital adult social care team to discuss all section 42 enquiries in progress. This has improved the speed and efficiency of sharing information and supported consistent decision making in relation to health enquiries.

### Challenges Faced Moving into 2022/23

- Improving training compliance remains challenging; continued pressures mean it is difficult for staff to be released to attend training consistently as patient care must continue to be delivered. This was an area identified during the most recent CQC inspection late 2021. This a priority for divisions to address as operational pressures ease.
- Continued improvements in consistent application of DoLS ahead of introduction of LPS.



# Community Providers

## First Community Health & Care (FCHC)



First Community Health and Care are committed members of the Surrey Safeguarding Adults Board and have been involved in the development of the Boards Strategic Plan and are active members of the Boards sub-group including the Delivery Group, the Health Forum and the Communication Group ensuring that Board information is shared widely throughout the organisation.

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FCHC have responded to Safeguarding Adults Review requested by the Board and submitted an annual assurance document.



FCHC have completed 2 audits this year, a Making Safeguarding Personal Audit, and a Mental Capacity Audit, both of which identified areas of good practice and areas of development; the Safeguarding Team are working on actions to ensure that the results of the audit are fully embedded in clinical practice.

FCHC are supportive of other SSAB partner agencies and have ensured the in-house Missing Person Policy has been reviewed and updated in line with the Policy developed by the Police, that people are trained in the Level of Need document created by Adult Social Care and that there are good relationships with our colleagues in the local acute hospital to ensure that safeguarding information is shared in timely and appropriate manner.



The team have also provided training to ensure that FCHC are working in line with legislation including the Homelessness Reduction Act, Deprivation of Liberty Safeguards and the Mental Capacity Act.


## Challenges Faced Moving into 2022/23



- Rolling out Level 3 training
- Introduction of LPS
- Embedding the changes from the Mental Capacity Audit across the organisation

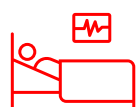
# Community Providers cont.

## CSH Surrey

 CSH had continued to have regular attendance at Board meetings and proactively participated in strategy workshops and sub groups activity.


They have proactively implemented the revised MARF forms with the aim of improving the quality of referrals.



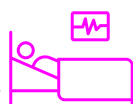
 CSH are members of the LPS network, participating in the current consultation and have continued to work with colleagues proactively prepare for implementation of the new system.


CSH Surrey Adult Safeguarding team have developed a five-hour Level 3 face to face training package, which will be delivered to co-workers from May 2022.



 We have reviewed our (Datix) safeguarding data system, to further enhance integration of adult safeguarding within day-to-day practice. The safeguarding adult team review all reported incidents and near miss events for any areas of concern. Liaising closely with services, to support clinical managers, if any need for escalation or further action is identified.

Regularly met with three of the locality teams for Adult Social care, Woking, Spelthorne, and Elmbridge, to forge closer working relationships with ASCT and enable both agencies to work together more efficiently and timely whilst ensuring that the patient and their family are at the centre of the process.



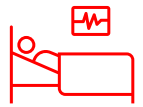
 Weekly visits to the Community Hospitals and Community Nursing teams to discuss individual cases as required, forge closer working relationships and provide advice and support.

Monthly partnership working meetings with colleagues at Ashford and St Peters Hospital safeguarding team to enable both CSH Surrey and ASPH to work more efficiently and prevent inappropriate referrals sent to MASH.



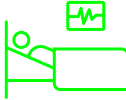
# Community Providers cont.

## CSH Surrey cont.



Undertaken a deep dive audit of MCA and DOLS awareness in our bedded units.

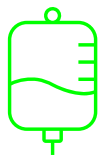
## Challenges Faced Moving into 2022/23



- 8** Adapting to the 'new norm' post pandemic and ongoing presence of the virus. Examples of impacts to our particular services and communities include increase evidence of depression, physical deterioration and self-neglect especially linked to long periods of self-isolation and reduced socialisation. Considerable numbers of people going through/adjusting to bereavements. Increased waiting lists and associated concerns. Changes in the way many services are provided, for example – although this has in a lot of cases brought benefits this is a time of considerable adjustment.
- Demand and capacity are issues we continue to work with our partners and commissioners to transform our approach to care. These pressures can result in MARF referrals associated to delayed or missed visits.
- Similar to the national picture recruitment of a skilled workforce remains one of our biggest challenges. Service transformation, increased consideration of digital options and development of new innovative roles are examples of our plans to mitigate this
- Increasing the level of compliance with level three safeguarding training and maintaining ongoing assurance of access to suitable numbers of trained supervisors and enabling ongoing safeguarding supervision are particular targets for us in 2022/23.

# Community Providers cont.

## Virgin Care (changed to HCRG Care December 2021)



The Safeguarding Advisor and/or Quality Lead attend and contribute to SSAB and subgroup meetings as available and contribute to development of policy and procedures along with partner agencies.

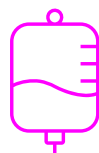


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HCRG Care Group also complete annual report and Self-Assessment Framework.



SSAB and CCG Newsletters and training and learning opportunities are shared across the services.



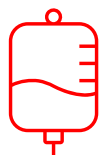
Colleagues contribute as required to multi agency meetings.



Learning from SARs and S42 enquiries both local and national is discussed at Clinical Governance meetings and Safeguarding Champions meetings and disseminated by the Safeguarding Champions throughout the services and used as discussion topics during safeguarding supervision.



SSAB and HCRG Care Group and general SG information is provided in all clinical waiting areas in the form of leaflets and posters, both from our organisation and the local authority.



There is information available on our website including our complaints process and links to adult safeguarding information on the Surrey CC website, and links to CQC inspections.



Learning shared from Root Cause Analysis panels is also available for all colleagues to use for team meetings and Safeguarding supervision. Key learning is also uploaded onto our intranet.

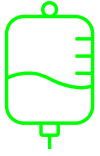


Additionally, learning from SARS, DHRs and cases from across the organisation as well as newspapers and journals is shared through newsletters, briefings and in team meetings.



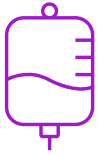
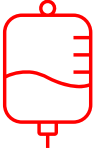
# Community Providers cont.

## Virgin Care (changed to HCRG Care December 2021)



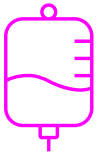
Dental Services have been proactive in identifying cases of dental neglect within care home settings and have initiated special training sessions for staff to improve patient's dental hygiene and care.

Recent CQC verbal feedback from inspector that services were excellent and one of the best dental inspections completed out of over 290 that have been inspected.



MCA audit carried out no concerns identified.

National Annual Safeguarding audit which is peer reviewed by Safeguarding Leads from other services did not identify any concerns regarding Safeguarding knowledge of teams or Safeguarding practice, reviewer commented on comprehensive evidence provided to support audit.



### Challenges Faced Moving into 2022/23

- Waiting lists in some of our community services e.g. Podiatry. Prioritisation methods we have in place ensure that all clinically urgent patients are seen.
- We are continually reviewing the lists to ensure no harm is coming to patients and giving advice on how to manage their condition while they wait for an appointment.
- Staff recruitment is currently a challenge. However, we are holding recruitment events and recruitment from overseas are proving successful in some areas.



# Private and Voluntary Sector

## Surrey Care Association (SCA)



SCA is an active member of the SSAB. We have delivered briefings for members on the new NICE guidance on safeguarding and care homes in 2021 – and adapted the key best practice messages to include providers of home-based care.

SCA's autumn conference was attended by over 60 delegates and looked at how open cultures and psychological safety for staff promoted and supported better safeguarding practice.



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SCA's CEO is a member of the LGA's "expert practice" group on homelessness and safeguarding and contributed a chapter on commissioning and safeguarding in "Adult Safeguarding & Homelessness – understanding good practice (Cooper A and Preston-Shoot M 2022)".

They include regular safeguarding matters items and briefings in our weekly bulletins.



We have a quarterly focus on lessons from CQC inspections for Registered Managers that supports best practice including safeguarding.

SCA members have been involved in developing revised training on S.42 inquiries.



# Private and Voluntary Sector Cont.

## Surrey Care Association (SCA) cont.

A group of providers has been involved alongside people with learning disabilities in developing best practice recommendations for empowering and enabling people to manage their health and wellbeing. This practice approach contributes to a culture of respect and empowerment which reduces the risks of people experiencing abuse.



### Challenges Faced Moving into 2022/23

The importance of communication about the progress of safeguarding inquiries, and their timely closure once enquiries have been satisfied and any mitigating actions agreed and completed has been highlighted. This otherwise leaves individuals and staff/ services uncertain about outcomes – and can impact on the effective and efficient deployment of staff time if the cases appear as “live” on partners’ caseloads and systems.

High staff turnover and staff shortages remain a challenge for social care providers. High turnover of staff may impact on the development of positive professional relationships of trust and confidence that are key to safeguarding people at risk.

# Buckinghamshire and Surrey Trading Standards

-  428 Active call blockers
-  56,813 nuisance calls blocked
-  15,775 Total number of scam calls blocked
-  139 Scam Marshalls signed up during 2021/22.
-  £15,256,393 Total impact of interventions with scam victims
-  £313,405 Not handed over to criminals e.g. rapid response outcomes.
-  £100,00 Total Value of Assets recovered
-  5 Total number of cases brought to trial
-  5 Total number of convictions made
-  £761,149 Amount saved for scam victims

# Surrey Prevent (Counter-Terrorism) and Channel Panel

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

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-  Pursue
-  Prevent
-  Protect
-  Prepare

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.

# Surrey Prevent (Counter-Terrorism) and Channel Panel cont.

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

Between April 2021 to March 2022,

-  76.92% of the adults known to the Channel Panel had care and support needs. (decrease on 2020/21) 8
-  76.92% of the adults known to the Channel Panel were also known to adult social care. (increase on 2020/21)
-  69.23% were known to adult mental health services. (decrease on 2020/21)
-  69.23% had care and support needs related to mental health issues. (decrease on 2020/21)
-  15.38% had care and support needs related to substance misuse issues. (increase on 2020/21)
-  38.46% had care and support needs related to autism (increase on 2020/21)

# Surrey Prevent (Counter-Terrorism) and Channel Panel cont.

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

- 38% of cases have ASD (increase on 2020/21)
- Average age of adult Channel Cases 2020/21 – 30.15 years (decrease on 2020/21)
- 92.31% - Male (increase on 2020/21)
- 7.69% - Female (decrease on 2020/21)

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

# Engagement Forum Contributions

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Given this newly established forum agencies were asked if they would like to contribute to SSAB Annual Report

# SSAB Engagement Subgroup

## Active Prospects



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In 2021 Active Prospects was successful in getting endorsement from BILD (British Institute of Learning Disability) for our training in positive behaviour support and Maybo. This is an approach which supports staff to work with people with complex needs in a safe way and avoids the use of restraint. We were able to continue with our training program throughout the pandemic using digital systems to ensure our training compliance remained at 90% and above. We continued to deliver our 3-day Maybo program on conflict resolution and breakaway techniques face-to-face in a COVID-19 safe environment. This resulted in Active Prospects trainer Vicky Marshall winning Southeast trainer of the year 2021 at the Learning Disabilities and Autism Awards.

**New Audit process** - The Head of Quality has reviewed our internal quality assurance processes. The new audit process looks at clear performance indicators and captures service culture and risks, such as when services are short-staffed, experiencing recruitment issues, if complaints have been raised and concerns of any other kind. This means we can focus our resources where they are most needed.



**Launch of Sekoia** - In August 2021 we invested in a digital care management system and now have eight services using this system. By June 2022, all services will be using this system. This allows us to be capture support in real time and closely monitor what is happening in our services. The system supports us with keeping people safe by capturing clear details in relation to health needs, risks and support needed and evidencing that we are meeting those needs.



# SSAB Engagement Subgroup cont.

## St Catherine's Hospice, Crawley



St Catherine's Hospice provides support for those living with and affected by life limiting conditions in West Sussex, East Surrey and the Dorking area of Surrey. Most of the support we offer – advice, clinical assessment, counselling, therapies input, hands on care, welfare support, carer support - takes place in the community setting, not the inpatient unit based in Crawley. Thus, a significant part of our work takes place in Surrey, directly by St Catherine's Hospice and through collaboration with other health and social care providers and professionals.

In the 21/22 year St Catherine's Hospice undertook an audit of internal safeguarding processes. The audit template used was based on that used by commissioners of services. The outcomes demonstrated excellent compliance and where there were recommendations action was already underway to address need.



The safeguarding governance group at St Catherine's Hospice has developed to include membership from all departments, clinical and non-clinical plus our trading team. This year the group members have been up skilled to be able to deliver safeguarding induction training and updates.

## Challenges Faced Moving into 2022/23

- Receiving feedback from the local authority from safeguarding concerns raised. We have found that we are having to chase, both in terms of whether a concern will become a S42 enquiry and the outcomes of enquires.



# SSAB Engagement Subgroup cont.

## Clarion Housing Association



Safeguarding training at Clarion Housing focuses on the 6 Safeguarding principles, with tailored training being completed by customer facing staff on “Working with those with complex needs” during 2021/22, involving working to understand peoples' lived experiences.



As Business as Usual practice, Clarion make sure that people being safeguarded are informed about what safeguarding is, the process that would be followed, how they might be involved in deciding what outcomes they wanted and are able to influence the process, and to have more control in how they would like the process to work best for them.



The requirement to engage on a multi-agency approach has been critical in the last year and we have established a formalised internal process during this time to feed into this, ensuring we have a robust approach to our most complex, vulnerable and challenging residents. This has taken the form of our Clarion Complex Action Group tool. This tool enables anyone to call an inter-departmental meeting, and have a clear framework to record the actions from the meeting with dates attached to those actions, and responsible managers to be named. This process was started as often many teams are working with residents in isolation, when working with any resident we need to ensure a joint approach and one that enables a risk assessment process to be communicated to all and resolution to be time-bound and effectively managed.



Their Sustainment team within Clarion have developed a new vulnerable residents policy and procedure; staff are currently all completing e-learning which covers protected characteristics and how we work with vulnerable residents, and what we expect our staff to do.



### Challenges Faced Moving into 2022/23

- Challenges heightened over the course of the Covid-19 pandemic of “closed cultures” and “hidden harms”
- Increasing the use of professional curiosity across all areas of organisation.
- Holding statutory agencies to account and being able to resolve professional disagreements with local authorities (visible escalation procedures needed).