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| **1. Strategic Theme: Communications** | | | | |
| **Supports the following Key Principles: Empowerment, Prevention, Protection, Partnership** | | | | |
| **Aim: To ensure there are effective communications with Surrey residents, between professionals, agencies and between different Boards and Partnerships** | | | | |
| **Outcomes** | **Measures of success** | **2018/19 activity** | **Desired outcomes** | **Strategic Priority** |
| 1.1  Residents in Surrey will understand what safeguarding is and know how to report concerns. | * A range or safeguarding adults publicity materials will be available including briefings on types of abuse and neglect * Publicity materials will be available in a range of formats. * When asked, residents will say they understand what safeguarding is and how to report a concern. | * Review current website and consider collaborated site with the SSCB to improve accessibility of information for the public. * Develop a range of materials covering relevant topics, (DA, MCA) and made accessible to different audiences across different age ranges. * Utilise a community reference group to ensure materials are suitable for seldom heard groups | * Joint website with SSCB * Briefing materials available and accessible * Community Reference Group established and contribute to development of materials * Reporting into MASH improves in quality | IKE  MCA  DA |
| 1.2  Professionals and agencies will be able to communicate effectively with other professionals regardless of their role and specialism | * Roles and responsibilities will be understood and evidenced when audits and Reviews are undertaken. * Roles and responsibilities will be clear and collaboration and will be evidenced at each of the levels set out in section 14.197 of the Care Act statutory guidance (please see Glossary for further definition). * Staff at all levels will know who to contact in partner agencies to share information on safeguarding issues and adults at risk of abuse or neglect. This will also be evidence in working across geographic boundaries. | * SSAB Policy and Procedure will be promoted across all professionals in the county to encourage consistency in practice, knowledge and language. * Bite-size briefings will be produced and shared. * The role of SAGs will be reviewed and redefined | * Multi-agency workshops take place resulting in improved knowledge and better relationships * SAG’s become focussed on embedding learning from SARs and changes in practice | SUBP |
| 1.3  Boards and Partnerships will understand the priorities of the Surrey Safeguarding Adults Board and will support the implementation of the plan. | * The most relevant Boards and Partnerships will be identified and links made with them. * Attendance at other Board & Partnership meetings will be managed to ensure their members are sighted on the safeguarding adults’ agenda. * Shared priorities and information sharing will be evidenced through meeting notes and actions. * Note – this theme will be implemented alongside Theme 4 on hidden types of abuse and neglect. | * SSAB will develop closer working with other boards to ensure efficiency in activities. * SSAB Manager will attend thematic workgroups e.g. DA and HTP to ensure the risks to adults with care and support needs is captured as part of those work programmes. | * Joint working with the SSCB will be established * SSAB support relevant campaigns such as Domestic Abuse, Elder Abuse, Modern Day Slavery, Mental Capacity Act and DOLS, White Ribbon, | MCA  SUBP  DA  IKE |

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| **2. Strategic Theme: Training** | | | | |
| **Supports the following Key Principles: Prevention, Proportionality, and Protection.** | | | | |
| **Aim: To ensure staff and volunteers receive appropriate, high quality training on adult safeguarding that enables them to prevent, recognise and respond to concerns of abuse and neglect.** | | | | |
| **Outcomes** | **Measures of success** | **2018/19 activity** | **Desired outcomes** | **Strategic Priority** |
| 2.1  Staff (including volunteers) will have the competencies to effectively safeguard adults at risk by having training opportunities available as and when it is needed. | * Staff, at all levels including volunteers, receive effective training quickly in accordance with the Competency Framework. * Staff, at all levels including volunteers, have their training refreshed at suitable intervals. * Staff, at all levels including volunteers, competencies are assessed routinely to ensure they meet the required criteria. * Senior leaders in agencies can evidence that their staff, at all levels, including volunteers, have been trained to appropriate standards. | * Competency Framework will be publicised and training strategy created to support the framework. * Commissioners and providers will understand the training expectations of the SSAB * Engagement will take place to understand the support required to meet skill levels described in the competency framework. * Training materials support the practical application of learning in the workplace. | * Competency Framework published on website * Training strategy published * Training available that is needs based. * Accessible materials available on the website to support ongoing sharing of learning | DA  MCA  SUBP |
| 2.2  Safeguarding adults training is of a consistently high quality regardless of who provides the training. | * Staff, at all levels including volunteers, demonstrate they have the appropriate competencies following attendance at courses. * Positive feedback is received following attendance at training courses. * A programme of quality assurance of the safeguarding training is evidenced. | * QA&A group receive regular updates on the training attended | Evaluation of training completed, reviewed and used to make improvements.  Quality of safeguarding enquiries improves. | SUBP |

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| **3. Strategic Theme: To embrace a culture of learning** | | | | |
| **Supports the following Key Principles: Prevention, Proportionality, Accountability** | | | | |
| **Aim: To embed a culture of openness and continuous learning** | | | | |
| **Outcomes** | **Measures of success** | **2018/19 activity** | **Desired outcomes** | **Strategic Priority** |
| 3.1  Lessons will be learned and practices changed as a result of learning lessons from Safeguarding Adults Reviews in Surrey. | * Action Plans from Surrey Safeguarding Adults Reviews and Serious Case Reviews will be complete and demonstrate lessons have resulted in a change in practices being evidenced and embedded. * Auditing will take place 6 months after action plans are initially completed to ensure the desired outcomes have been achieved. | * Meeting structures will be reviewed to ensure each sub-group has the right people, that duplication is avoided and there are the right routes for sharing information, learning and best practice. * Lessons taken back to local teams to influence a change in practice as a result of national learning. | * Structured meeting process in place which links strategic work of the SAB with operational practice. | SUBP |
| 3.2  Lessons will be learned and practices changed as a result of learning from adult’s safeguarding experiences | * Case file audits will be undertaken and reveal how safeguarding responses can be improved. * Information on making safeguarding personal will show how many adults who go through the safeguarding pathway will have had their desired outcomes met. | * Feedback from users and carers is obtained. * Recommendations are made to improve practice. | * Healthwatch work with people who have been through the s42 process to obtain their views. The voice of the service user becomes part of usual processes to inform and shape service deign and practice. | MSP |
| 3.3  Learning from other Boards / Partnerships will be implemented or assurance given that safeguarding adults practices in Surrey meet statutory responsibilities. | * The Board will receive and respond to Reviews published elsewhere to learn from those lessons. To include Domestic Homicide Reviews and Children’s Serious Case Reviews. * There will be evidence from agendas and meeting notes to show how learning has been disseminated. | * Learning events will take place to enhance the sharing of learning from other areas. | * Delivery of learning events, based on evidenced needs of practitioners | SUBP  DA  MCA |
| 3.4  Learning from guidance and Reports will be implemented or assurance given that adult safeguarding practices in Surrey meet statutory responsibilities.. | * The Board will review practices in Surrey and revise them in accordance with guidance and recommendations published in other parts of the country. * There will be evidence of new policies or changes to existing policies in response to learning. | * Recommendations from SARs will go to SSAB * New meeting structure will be used to embed learning | * Learning is shared, embedded and operationalised with support of safeguarding advisors, SAGs, SAR sub-group, health sub-group. | SUBP |

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| **4. Strategic Theme: Types of abuse and neglect that are frequently hidden from professionals or are hard to detect. *See ‘Glossary’ for further information.*** | | | | |
| **Supports the following Key Principles: Empowerment, Prevention, and Partnership.** | | | | |
| **Aim: To have a better understanding of how prevalent these types of abuse and neglect are and how best to respond** | | | | |
| **Outcomes** | **Measures of success** | **2018/19 activity** | **Desired outcomes** | **Strategic Priority** |
| 4.1  Accurate and informative data for all types of abuse and neglect will be available and be shown to support and drive activities | * The Board will have a multi-agency dashboard that shows how effectively adults at risk are safeguarded in Surrey. * Data and other intelligence will be available in timely manner and reported to the Board at regular intervals. * The Board will be able to share data and the analysis of the data. * A clear link will be demonstrated between the data/ intelligence and the priorities of the Board. * Agencies will be reporting to the Board at regular intervals in relation to these types of abuse. | * Analysis of safeguarding enquiries will identify DA and information shared with DAMB to enable coordinated activities. | * The DAMB performance framework will include information on the quantity and quality of safeguarding enquiries in Surrey in relation to DA | DA |
| 4.2  Links will be established with other Boards, Partnerships, Groups etc that work with victims and survivors to work jointly on across agendas. | * The relevant Boards, Partnerships and groups will be identified and attendance at those meetings managed to ensure their members are sighted on the safeguarding adults’ agenda. * There will be evidence of joint working with others. | * Working with the DA Delivery Group to ensure that the county-wide DA strategy reflects the risk to adults with care and support needs. | * The DA strategy and associated work of the DA delivery group, acknowledges and addresses the risks to adults with care and support needs. | DA |
| 4.3  Information and policy materials relating to these hidden types of abuse and neglect will be available to support safeguarding activities. | * Specific information will be easily available for both Surrey residents and professionals that support them understand and respond to these types of abuse and neglect. | * Review and update safeguarding policies to ensure that DA is included. * Existing training will be mapped and reviewed to ensure abuse that is hidden and/or hard to detect forms part of the training offer. | * Learning workshops will focus on thematic topics informed by learning from SARs and identified needs. | DA |

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| **5. Strategic Theme: Prevention of abuse and neglect** | | | | |
| **Supports the following Key Principles: Empowerment, Prevention, Protection** | | | | |
| **Aim: Everyone will be working to prevent abuse and neglect from occurring** | | | | |
| **Outcomes** | **Measures of success** | **2018/19 activity** | **Desired outcomes** | **Strategic Priority** |
| 5.1  Data that is accurate, relevant and informative will be used as a key driver in understanding abuse / neglect and this will be used to put practices in place to prevent abuse /neglect from happening. | * There will be a clear, evidenced link between the data and activities. * Agencies will be able to demonstrate a focus on prevention. | * Measure the public understanding of safeguarding by undertaking a county-wide survey. * Deliver a communications campaign that addresses any gaps in public knowledge. | * Improved and more appropriate referrals to the MASH | MSP |
| 5.2  Carers needs in relation to safeguarding will be met and they will be supported in their role. | * Carers will say they feel better supported in their role. This will be evidenced through User Led Groups and surveys. * Activity to support carers will be evidenced in action plans and surveys. * Agencies will recognise their responsibilities in relation to carers and safeguarding. | * There will be engagement with people who use services and carer groups to understand what good looks like from both perspectives. | * Engagement takes place * User and carer experiences are presented to SSAB and recommendations made on how practices can be improved. | MSP |
| 5.3  Adults at risk and carers will understand the risks of abuse / neglect and how to get help at an early stage. | * Community engagement activities will be undertaken, linking with User Led Groups and Empowerment Groups such as the Disability Alliance Network, Valuing People Boards, etc. * Engagement with Healthwatch will provide evidence on whether adults are receiving safeguarding information. | * Engagement with Healthwatch will provide evidence on whether adults are receiving safeguarding information. | * Report to the SAB on the level of understanding of abuse/neglect in people who have accessed services. | MSP |
| 5.4  All Housing providers will be aware of the Safeguarding Board and know who to contact about safeguarding concerns in their area. | * SSAB to write to all housing providers and hold local event to raise profile and awareness of safeguarding and SSAB role * All housing providers to have a named safeguarding lead -100% of all housing providers with more than 20 units and 75% of those remaining within 3 years. * All housing provider safeguarding leads to have attended an awareness training session. * Support on safeguarding provided to smaller/ voluntary providers through a buddy system with larger housing associations * Housing provider representation on each local Safeguarding Adults Group | * All housing providers to have a named safeguarding lead -100% of all housing providers with more than 20 units and 75% of those remaining within 3 years. * Housing providers will have been provided with information on the new P&P, CFW and training offer. | * QA report to the SAB | IKE |
| 5.5  The Board will use intelligence to focus support to specific groups or places in Surrey where additional activity will lead to prevention of abuse or neglect. | Activity will be recorded demonstrating the Board has worked with identified places where there may be adults at risk of abuse or neglect. This will include secure settings such as prisons as well as social and faith settings. | * Leaflets will be produced for families of young adults with care and support needs to improve understanding of MCA and DOLS. * Training for relevant professionals will be promoted and courses arranged where necessary | * There will be improved understanding of the use of MCA for young adults during the transition period. * An increased number of people across a range of setting will have accessed the Safeguarding Essentials training | MCA  IKE |
| 5.6  The risk of harm from fire will have been reduced through targeted interventions and effective sharing of information. | * Surrey Fire & Rescue Service (SFRS) will continue to report high levels of referrals for vulnerable adults home fire safety checks. * Where an adult (to whom the safeguarding duties apply) has been identified to be at risk from fire, a referral will have been made to SFRS for them to have a home fire safety check. | Existing work in this area will continue to be progressed with SFRS. |  |  |

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| **6. Strategic Theme: Assurance of Safeguarding practices** | | | | |
| **Supports the following Key Principles: Prevention, Proportionality, Protection, Partnership and Accountability** | | | | |
| **Aim: The Board have assurance there are effective safeguarding practices in place with action plans delivering further improvements** | | | | |
| **Outcomes** | **Measures of success** | **2018/19 activity** | **Desired outcomes** | **Strategic Priority** |
| 6.1  Residents of Surrey will be assured of the effectiveness of safeguarding practices | * The Board’s Annual Report will be publically available and shared with other Boards and Partnerships * The effectiveness of learning from SARs / SCRs / DHRs / Serious Incidents (health) will be evidenced in auditing processes. * Agencies will be regularly reporting their experiences of implementing and participating in the safeguarding pathway. | * The annual report will be produced and published. * Briefings following SARs will be made available on the website. * Findings from Healthwatch engagement will be shared with SSAB and actions taken as a result fed back to participants | * Assurance provided to the public on the role and work of the SSAB | MSP |
| 6.2  Agencies will be able to learn from good practices in other agencies. Agencies will know where to target resources to improve existing practices | * A programme of quality assurance audits will be undertaken providing evidence of good practice and identifying where agencies could target improvements | * Case studies and audits of the use of MCA and DOLS in the community will be completed. | * There will be an improved understanding and use of MCA and DOLS in the community. | MCA |
| 6.3  The Board will be able to demonstrate improved practices as a result of learning from other areas. | * The Board will have benchmarked its activity against other Board. * There will be evidence of improvements through changes in practice. | * A new meeting structure will enable the effective learning based on practice. | * Establishment of new meeting structure which links operational practice with strategic priorities | IKE |