**Surrey Safeguarding Adults Board**

**Strategic Priorities 2016-2019**

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**Vision**

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

**Surrey Safeguarding Adults Board**

**Strategic Priorities 2016-2019**

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**Safeguarding Adults**

In April 2015 Safeguarding Adults Boards became statutory with responsibilities and powers set out in the Care Act. A new definition for adult safeguarding was adopted nationally, the safeguarding duties will apply to all adults who meet the following criteria:

Has needs for care and support (whether or not the local authority is meeting any of those needs)  
AND  
is experiencing, or at risk of, abuse or neglect  
AND  
as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

The Care Act set out the types of abuse and neglect that adults at risk must be protected against. The types of abuse and neglect are:

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| Physical abuse | Domestic violence | Sexual abuse |
| Psychological abuse | Financial or material abuse | Modern slavery |
| Discriminatory abuse | Organisational abuse | Neglect and acts of omission |
|  | Self-neglect |

The following 6 principles apply to all sectors and settings including care and support services, further education colleges, commissioning, regulation and provision of health and care services, social work, healthcare, welfare benefits, housing, wider local authority functions and the criminal justice system. The principles should inform the ways in which professionals and other staff work with adults. The principles can also help Safeguarding Adults Board, and organisations more widely, by using them to examine and improve their local arrangements. They are included in the statutory guidance on the Care Act.

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| **Six key principles underpin all adult safeguarding work** | | |
| **Principle** | **What it will look like** | **What Surrey residents will say** |
| **Empowerment** | People being supported and encouraged to make their own decisions and informed consent. | I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens. |
| **Prevention** | It is better to take action before harm occurs. | I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help. |
| **Proportionality** | The least intrusive response appropriate to the risk presented. | I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed. |
| **Protection** | Support and representation for those in greatest need. | I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want. |
| **Partnership** | Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. | I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me. |
| **Accountability** | Accountability and transparency in delivering safeguarding. | I understand the role of everyone involved in my life and so do they. |

**Safeguarding Adults Board duties**

The main objective of a Safeguarding Adults Board is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who meet the criteria (see ‘Safeguarding Adults’ above). The Board has 3 core duties:

* The Board must publish a strategic plan
* The Board must publish an annual report
* The Board must conduct any Safeguarding Adults Review in accordance with Section 44 of the Care Act.

In addition, the Care Act says the Board should:

* identify the role, responsibility, authority and accountability with regard to the action each agency and professional group should take to ensure the protection of adults
* establish ways of analysing and interrogating data on safeguarding notifications that increase the Safeguarding Adults Board’s understanding of prevalence of abuse and neglect locally that builds up a picture over time
* establish how it will hold partners to account and gain assurance of the effectiveness of its arrangements
* determine its arrangements for peer review and self-audit
* establish mechanisms for developing policies and strategies for protecting adults which should be formulated, not only in collaboration and consultation with all relevant agencies but also take account of the views of adults who have needs for care and support, their families, advocates and carer representatives
* develop preventative strategies that aim to reduce instances of abuse and neglect in its area
* identify types of circumstances giving grounds for concern and when they should be considered as a referral to the local authority as an enquiry
* formulate guidance about the arrangements for managing adult safeguarding, and dealing with complaints, grievances and professional and administrative malpractice in relation to safeguarding adults
* develop strategies to deal with the impact of issues of race, ethnicity, religion, gender and gender orientation, sexual orientation, age, disadvantage and disability on abuse and neglect
* balance the requirements of confidentiality with the consideration that, to protect adults, it may be necessary to share information on a ‘need-to-know basis’
* identify mechanisms for monitoring and reviewing the implementation and impact of policy and training
* carry out safeguarding adult reviews and determine any publication arrangements;
* produce a strategic plan and an annual report
* evidence how Safeguarding Adults Board members have challenged one another and held other boards to account
* promote multi-agency training and consider any specialist training that may be required. Consider any scope to jointly commission some training with other partnerships, such as the Community Safety Partnership

**Safeguarding adults in Surrey**

At the time this strategy was written, the most recent, validated data on safeguarding adults from Adult Social Care is the 2014 – 2015 data. This tells us the following about people in Surrey who have contacted Adult Social Care.

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| **Safeguarding Adults Referrals in Surrey by age group (2014 – 2015)** | | | | |
| **18-64** | **65-74** | **75-84** | **85+** | **Not Known** |
| 32% | 10% | 20% | 37% | 1% |

* 67% of safeguarding referrals were for people over the age of 65

**Safeguarding Adults Referrals to Adult Social Care by Primary Support Reason**

People with safeguarding referrals aged 65 years and older had the following support needs (more than one can be selected therefore the percentages add up to more than 100%):

* 44% had physical support needs
* 8% had support with memory & cognition needs
* 6% had social support needs
* 4% had mental health needs
* 4% were identified as ‘no support reason’
* 2% had sensory support needs
* 2% had learning disability needs

**Ages 18 – 64 years**

* 13% had learning disability needs
* 7% had physical support needs
* 7% had mental health needs
* 3% were identified as ‘no support reason’
* 1% had for sensory support needs
* 1% had or social support needs
* None were for support with memory cognition

**Nature of alleged abuse / neglect (multiple abuse types can be recorded)**

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| **Abuse Type** | **2014-15** |
| Physical | 28% |
| Sexual | 8% |
| Emotional/ psychological | 10% |
| Financial | 22% |
| Neglect | 48% |
| Discriminatory | 1% |
| Institutional | 2% |

The Joint Strategic Needs Assessment (JSNA) in Surrey tells us the following about the population in Surrey (information as available 6 January 2016)

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| **Population in Surrey 2014 according to age groups (JSNA data)** | | | | |
|  | **Population - Age 18-64** | **Population - Age 65-74** | **Population - Age 75-84** | **Population - Age 85+** |
| Surrey | 693,037 | 111,081 | 70,248 | 32,304 |

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| **107,829 people are providing unpaid care in Surrey (JSNA data)** |

This data, together with local reviews[[1]](#footnote-1), national reviews[[2]](#footnote-2) and reports from Board members, has been used to identify what the priorities should be for the Board and what outcomes need to be achieved.

In addition, members of the Board agreed that in everything they do, they will:

* Check what is already being done
* See if they can join and add value to any existing work, avoiding unnecessary duplication of activities.**Surrey Safeguarding Adults Board Strategic Priorities 2016 – 2019**

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| **1. Strategic Theme: Communications** | |
| **Supports the following Key Principles: Empowerment, Prevention, Protection, Partnership** | |
| **Aim: To ensure their are effective communications with Surrey residents, between professionals, agencies and between different Boards and Partnerships** | |
| **Outcomes** | **Measures of success** |
| 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. |
| 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. |
| 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 indentified 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. |

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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** |
| 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. |
| 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. |

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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** |
| 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. |
| 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. |
| 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. |
| 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. |

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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** |
| 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. |
| 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 indentified 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. |
| 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. |

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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** |
| 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. |
| 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. |
| 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. |
| 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 |
| 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. |
| 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. |

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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** |
| 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. |
| 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 |
| 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. |

1. Local reviews including: Serious Case Reviews, Report on Fatal Fire Deaths in Surrey. [↑](#footnote-ref-1)
2. National reviews include the following: Confidential Enquiry into Premature Deaths of People with a Learning Disability, Francis Report, Winterbourne View Serious Case Review. [↑](#footnote-ref-2)