

Surrey Safeguarding Adults Board

Strategic Plan 2019-20

The below report outlines the strategic direction of the Surrey Safeguarding Adults Board from April 2019 through to March 2020 as agreed by the organisations who contribute to and support this multi-agency partnership.

VISION

ADULTS IN SURREY LIVE A LIFE FREE FROM FEAR, ABUSE AND NEGLECT

PRINCIPLES

- We will ensure Making safeguarding personal is at the centre of what we do
- We will ensure that Safeguarding is everyone's business
- We will learn from each other and improve practice by constructive development and reflection
- Whilst policy and process are important, we must never forget that it is about the person
- We will work with all partners to ensure effective multiagency working

STRATEGIC PRIORITIES



How will we know if we are making a difference?

Monitoring, measuring, and reporting.

- All enquiries will have agreed outcomes between agency and person
- People will know clearly what to expect when being part of a safeguarding section 42 enquiry or a Safeguarding Adult Review
- The public will have a higher awareness of what Safeguarding Adults means and will use this knowledge to highlight people who require support
- All agencies monitor the competency of their staff in recognising a safeguarding incident, as a result staff are able to respond effectively using the systems in place
- Seldom heard groups are engaged in shaping and influencing the safeguarding process
- We can evidence this improvement in practice

As a Board we are only as strong as our partners and their input and support drives the improvement our strategy desires. This partnership aligned with other Boards in Surrey allow us to strengthen our approach to supporting those vulnerable people with care and support needs more effectively.

In order to prevent abuse and neglect, the SSAB will:

- **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**

	Action	Deliverable / Outcome	This will be achieved when.....	Ownership	Update
1.3	Ensure communication campaigns are driven by need and delivered across all engaged agencies in Surrey.	Public especially seldom heard people are aware of safeguarding guidelines and how to respond effectively to protect those in need. All agencies staff are well informed and responding to priorities through effective engagement with communication initiatives A communication campaign is delivered which includes measurable outcomes to be reported back to the SAB to evidence awareness levels from the public.	Existing awareness raising campaigns have been mapped and opportunities for SAB to support have been identified. A community reference group has been engaged. Reporting into the Local Authority from public sources has increased.	SSAB/ Delivery Group	
1.4	Recognition of domestic abuse involving adults with care and support needs improves.	Adults with care and support needs who are victims of gender based crimes including domestic abuse, honour based violence, FGM etc. are recognised as such and helped to access appropriate specialist support in line with MSP principles.	The proportion of enquiries carried out under s42 Care Act 2014 which recognise relevant crimes increase in number. Each organisation and team has a Trusted Professional as part of the change that lasts initiative.	Clement Guerin	

In order to prevent abuse and neglect, the SSAB will:

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

	Action	Deliverable / Outcome	This will be achieved when.....	Ownership	Update
2.1	Map out all voluntary agencies and their clientele operating in Surrey that would have an impact on Safeguarding.	Full understanding of the audiences that the voluntary sector engages with and develop strategy to ensure maximum impact to their users	An engagement strategy is in place to support delivery of awareness raising campaigns direct to appropriate audiences.	SSAB	

In order to prevent abuse and neglect, the SSAB will:

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

	Action	Deliverable / Outcome	This will be achieved when.....	Ownership	Update
3.1	Improve communications pathways to care agencies to ensure strong engagement.	All care agencies are aware and actively involved in using SAB resources to strengthen their Safeguarding Adult procedures and policies (this must include supported living, private and voluntary agencies)	An audit of care agencies evidences P&P in line with SAB P&P, and staff trained in line with SAB competency framework. (Part of local authority contract management.)	Clement Guerin	

In order to prevent abuse and neglect, the SSAB will:

- 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

	Action	Deliverable / Outcome	This will be achieved when.....	Ownership	Update
4.1	Ensure all learning from practice (both good and bad) are effectively communicated to all agencies	Best practice benchmarks become normal and where concerns are found they are positively used as learning points Outcomes of lessons learned from local and national SAR's and s42 Care Act enquiries form part of learning resources.	Learning briefings are used effectively as part of team meetings to apply learning in an operational context – practice and processes change as a result.	SSAB / All agencies	
4.2	Develop “what does good look like” guides for public and professionals.	All agencies have models of operating that reflect best practice	Downloadable resources are available from the SAB website specific to audiences.	SSAB (Agencies)	

In order to improve the management and response to safeguarding concerns and enquiries, the SSAB will:

- **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.**

	Action	Deliverable / Outcome	This will be achieved when.....	Ownership	Update
6.1	Ask all agencies to audit their referrals and process to identify good practice and any gaps.	The board has a consistent view of gaps in referral process and puts in place effective initiatives to address this	The conversion rate for concerns to enquiries increases.	ASC	
6.3	Ensure the quality of safeguarding concern referrals continues to improve and is accurately and appropriately recorded on referring organisation systems and person's outcomes identified in line with Making Safeguarding Personal.	Ensure that all staff are correctly flagging adults with care and support needs on the niche incident recording system through the provision of appropriate training, use of Aide memoire resource.	The quality of safeguarding referrals improves increasing the number that fit within the statutory definition, allowing resources to be appropriately focused at the earliest opportunity. Where appropriate referral includes desired outcomes identified by the person	Other Agencies	

In order to improve the management and response to safeguarding concerns and enquiries, the SSAB will:

- **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.**

	Action	Deliverable / Outcome	This will be achieved when.....	Ownership	Update
7.1	Board develops with engaged users an accessible leaflet to explain the Care Act process and what they can expect. Materials should be produced to accessible information standards, to include audio if possible.	People engaged with the Safeguarding process are clear from the outset what will happen and how they will be involved	Leaflet is developed and handed to each person/their carer at the start of the enquiry process. SAB website to have a clear view of Safeguarding process.	Board manager	
7.2	Run awareness campaign for people with care and support needs.	Better awareness of Safeguarding and how to report it from a public perspective,	Reporting into the local authority from public sources increases.	Board manager	

In order to improve the management and response to safeguarding concerns and enquiries, the SSAB will:

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

	Action	Deliverable / Outcome	This will be achieved when.....	Ownership	Update
8.1	Run Making Safeguarding Personal seminars to get better understanding of effective engagement and to all audiences	Users are clear on what their expected outcomes should be and professionals feel comfortable managing these expectations realistically. Delivered with mandatory Safeguarding training and CPD to all frontline staff.	SAB develops and provides materials to organisations who deliver MSP workshops. Organisations provide assurance to SAB.	SSAB/ Agencies	
8.2	Healthwatch provide user panels to audit MSP	Feedback provided from users of services on the effectiveness of MSP discussions and where improvements are needed.	Reporting is received from Healthwatch on the impact of MSP from the perspective of service users.	Healthwatch	