

Surrey Safeguarding Adults Board



Annual Report 2019-20

www.surreysab.org.uk

Message from the Chair



This year has been dominated in the final months by Covid 19 and its impact on all of us. In Surrey all agencies responded quickly and positively in very difficult times and helped us keep Safeguarding Adults at the front of all agendas.

In the year we saw a continual increase in Safeguarding Enquiries which is positive as it shows better awareness and stronger reporting systems and data that can drive effective initiatives.

The response and quality of enquiries and section 42 reports has improved however there is still some way to go. The Board is seeing positive trends in data that gives us assurance that we are measuring the right things and focusses on getting it right first time but that this is still a journey of improvement.

Our cooperation with the Children's Partnership has continued to develop and our cooperation on areas of joint initiatives should improve assurance for families and adults with care and support needs.

We are seeing a continual rise in referrals for Domestic Abuse and are making sure that those affected receive the right help and support at the earliest opportunity.

We have continued improving our ways of sharing learning across Surrey with more effective and regular briefing documents especially for National Safeguarding Adult Reviews.

The Healthwatch report on user experience of Safeguarding process has become a learning document and drove new actions to our plans with initiatives around keeping families better informed.

Message from the Chair

There were Safeguarding Adults Reviews (SARs) started in the year, but they did not reach conclusion by the end of this report.

We reorganised our senior subcommittee of the Board, it is becoming the Adult Safeguarding Executive with senior leaders from Adult Social Care, Health, Police, District and Boroughs and the PCC's office and reporting directly to the Board. This has proved invaluable in the COVID times making sure that Safeguarding was kept in strong focus during challenging times, allowing us to respond to those adults with care and support needs quickly.

We anticipate as lock down ends, we will see a rise in activity due to more face to face meetings happening.

It is clear during times of crisis, like the COVID situation, that people with care and support needs who are in more vulnerable situations, do not get overlooked and become more vulnerable. As a Board we need to make sure that adequate resources are focussed on ensuring this does not happen.

Simon Turpitt
Independent Chair
Surrey Safeguarding Adults Board

Our Story

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



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

The three core duties on SABs are to:

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



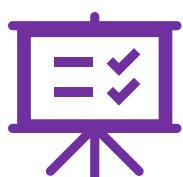
An SAB may do anything which appears to it to be necessary or desirable for the purpose of achieving its objective

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



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

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



Our Story



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

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



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

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



Partnership

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

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

The partnership is made up of:



SURREY
COUNTY COUNCIL



SURREY POLICE
With you, making Surrey safer

Surrey Heartlands
HEALTH AND CARE PARTNERSHIP



Epsom and St Helier
University Hospitals
NHS Trust



Action for Carers
Surrey



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



North East Hampshire
and Farnham
Clinical Commissioning Group

Kent
Surrey
& Sussex
Community Rehabilitation Company
PROBATION



NHS
Royal Surrey
NHS Foundation Trust

Community Rehabilitation Company

Ashford and St. Peter's
Hospitals
NHS Trust



NHS
Surrey and Borders Partnership
NHS Foundation Trust

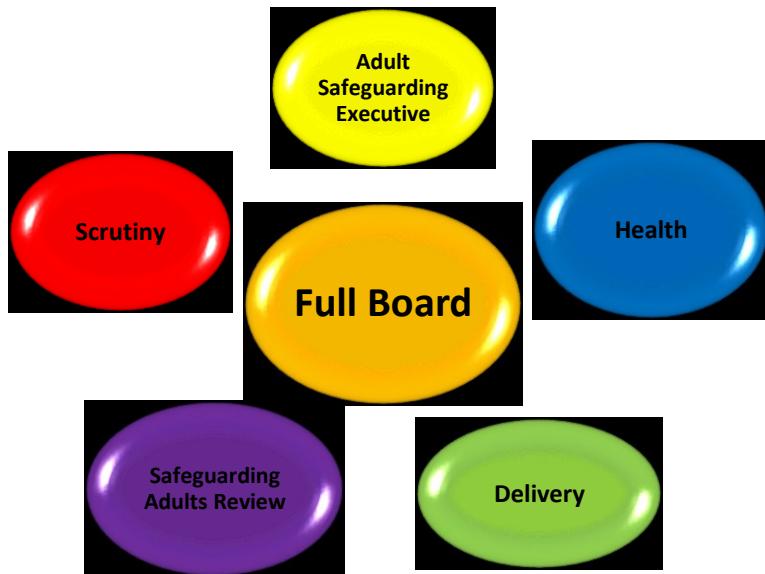


Mole Valley
District Council

virgincare

South East Coast Ambulance Service
NHS Trust

How the Board works



Full Board

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

Adult Safeguarding Executive (previously Business Management Group) January 2020

- Meet four times a year, made up of key partners
- Drives the work of the SAB between meetings
- Discusses "emerging" issues or "stuck" issues

Safeguarding Adults Review Group

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

Health Group

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

Delivery Group

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

Scrutiny Group

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

Adults in Surrey

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



Safeguarding Training

Since 2018, the Surrey Safeguarding Adults Board has worked with partners to finalise the Contributing to a S42 enquiry 1-day course, and also to develop a 2-day train the trainer course.

The first trainer the trainer course took place in January 2020, from here two multi-agency trainers would facilitate future Contributing to a s42 Enquiry courses on behalf of the SAB. It was estimated that the additional commitment from partners would be approximately once a year. Due to the onset of COVID-19 the first contributing to a s42 enquiry course (1-day) was cancelled in March.

In 2019 the SAB implemented the Adult Safeguarding Essentials across its District and Borough Councils and Action for Carers. Following successful feedback this was embedded into the SAB training programme and rolled out across the wider Surrey Adults audience.

Courses are bookable via the SSAB website. Additional courses will follow.



Other work in 2019-20

Priority: Prevent Abuse and Neglect



During 2019 the SAB continued to raise awareness of by providing multi- agency training including the Essentials Course



Surrey Skills Academy also offered training accessible to care providers and 84 people attended the equivalent of the SABs Essentials course.



Training was provided on Hate Crime during Safeguarding Awareness week and this was well attended.



During July 2019 a campaign ran on buses in Surrey to encourage members of the public to visit the Surrey SAB website.



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



For National Safeguarding week 2019 the SAB linked up with Borough and District council, Community providers and health colleagues provided printed versions of the leaflets A&E departments and health centres.



The quarterly newsletter continued to be the widely distributed in the county.

Other work in 2019-20

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



The SAB, with the help of partner agencies brought together train the trainer sessions (2 day course) and also a one day course: Contributing to a S42 Enquiry. This will better help those agencies who have been asked to contribute to the local authorities S42 enquiry report.



There were 6 people across various agencies trained in the Train the Trainer training. This will provide for different agencies to train not only their own staff but also provide multi-agency training for the Board.



The SAB and CCG presented at a Care Home forum to discuss the reporting of a Safeguarding Concern



Healthwatch Surrey were commissioned to undertake a project looking at peoples experience of Safeguarding Adults in Surrey. Details of the project can be seen further in this report.

Other work in 2019-20

Priority: Learn lessons and shape future practice

 The SAB focus on learning from SARs, both national SARs and those that occur closer to Surrey, by holding a workshop at each of the SAB board meetings. The SAB members consider 5 questions with a 15 minute feedback session. This provides agencies with an opportunity to consider what learning can be taken back to their own agency as well as any actions.

 A workshop was established to discuss a SAR with relevance to Surrey. An action plan was developed and will be taken forward in 2020/21.

 The SAB continued to add relevant documents to the Learning Library that is accessible on the SAB website.

Safeguarding Adults Reviews (SARs)

The Safeguarding Adults Review (SAR) subgroup received eight SAR notifications.

Of the eight referrals received:

-  Three have progressed to a full SAR or a joint DHR/SAR.
-  Two did not meet the SAR criteria and closed.
-  Three sent in error to the SAB and should have been sent as a Safeguarding concern to the LA from care providers.
-  One submitted before LA quality assurance complete.

The group continues to oversee one Safeguarding Adult Review and one NHSE review from 2018/19.

The referrals sent in error highlighted the need to strengthen the SAR referral form and the purpose of the SAR procedure.

A thematic Safeguarding Serious Incident review was completed and six month review completed.

Healthwatch Surrey Report

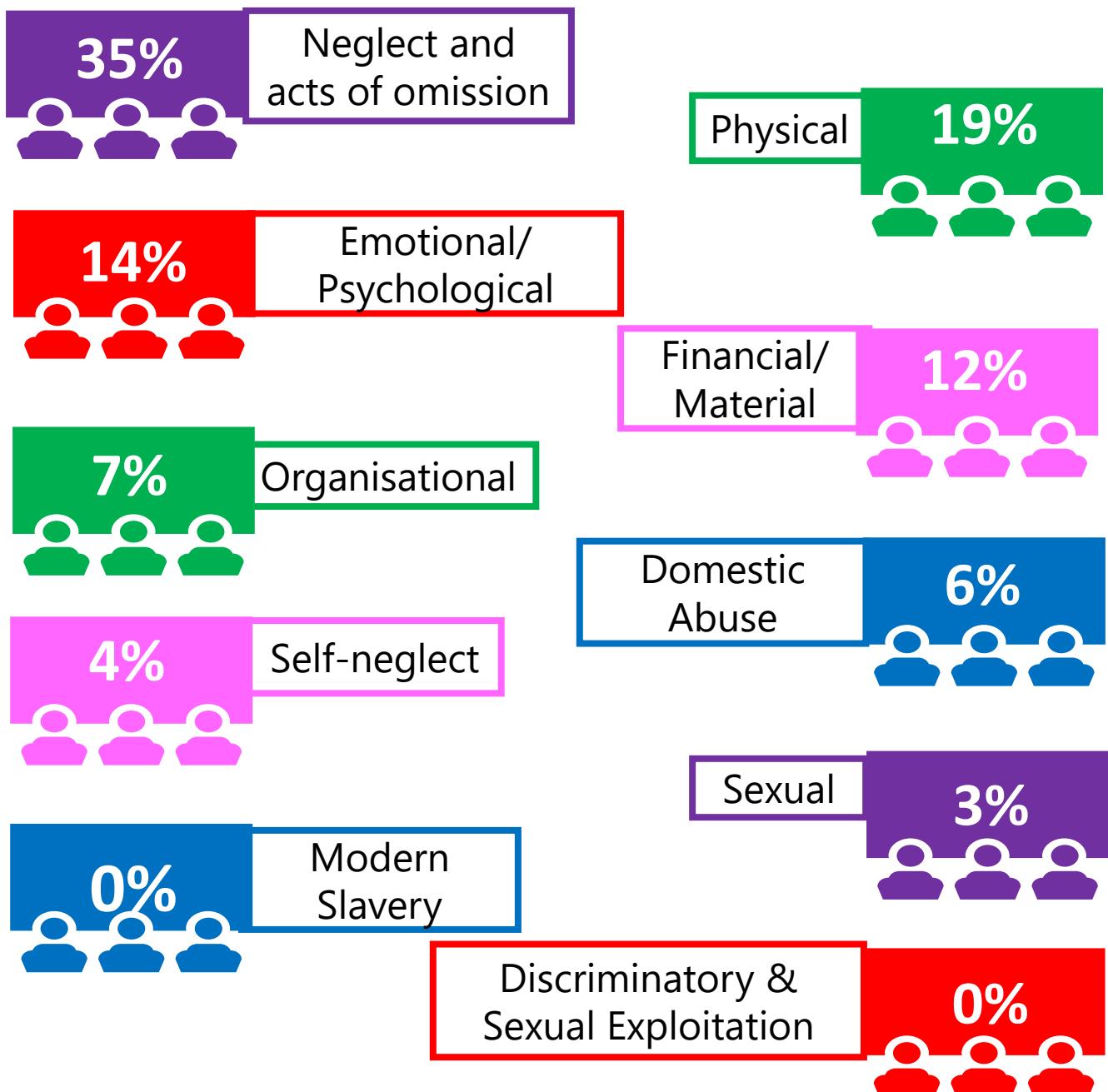
Healthwatch Surrey was commissioned to undertake a project looking at peoples experience of Safeguarding in Surrey. A summary of the findings are below

Low engagement	Low understanding	Involvement	What success looks like
Low engagement with Safeguarding means people don't report safeguarding concerns	People have no understanding of Safeguarding enquiries: they don't know what to expect, and can't judge whether to engage or not	People differ in how much involvement they want in their enquiry	Revealing the truth, acknowledgement of responsibility and making a difference are the people-centred outcomes
Continue to raise awareness and relevance, targeting NOK of those most at risk	Provide written information at the start of an enquiry with safeguarding's objectives, method, and contact information	Gauge desired level of involvement early on and respect this throughout the enquiry	Use these metrics (in everyday language) to assess the value of enquiries to people

The SAB will be developing an action plan based on these finding to be taken forward in 2020/21. The full report is available on the SAB website. [Healthwatch Surrey - Experience of Safeguarding in Surrey report](#)

What Abuse is happening?

This information comes from safeguarding enquiries and the types of abuse, neglect & self-neglect identified by the referrer and Surrey county council adult social care



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

What the data says about our response to abuse

- Adult Social Care

1,196,236

Estimated population of Surrey *

The number of safeguarding concerns raised, an increase of 51% on the previous year.

10,458

72%

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 3,377.

5,490

35%

The percentage of safeguarding concerns received with the most common reason was due to neglect or acts of omission.

4%

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

67%

The percentage where the risk to the adult was reduced following completion if 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

96%

What the data says about our response to abuse - Surrey Police

1,198

The number of Adult Abuse (AA) incidents recorded. A decrease of 766 recorded incidents in the previous year. This is potentially due to the training that was provided to Surrey Police to Care Act definition of adult at risk.

The percentage Adult Abuse equates to, of the total crimes recorded in Surrey

0.4%

384

The number of Adult Abuse flags for Psychological/ Emotional abuse.

305

The number of Adult Abuse flags for Financial abuse.

339

The number of Adult Abuse flags for Physical abuse (50.8%)

151

The number of Adult Abuse flags Neglect.

116

The number of Adult Abuse flags Discriminatory abuse.

11

The number of Adult Abuse flags for Institutional abuse.

21

Female Victims of reported Adult Abuse.

62.3%

27.2%

The percentage of cases recorded for those over 75years of age. A significant increase from 11% last year.

Agency Updates

All agencies on the SAB were asked to input to this report and the following were received:

Buckinghamshire and Surrey Trading Standards:

-  1,568 scam victim interventions
-  £143,292 estimated future savings from scam interventions
-  59,889 nuisance calls blocked
-  11,447 scam calls blocked
-  11,801 Friends Against Scams trained and registered
-  94 Scam Champions trained and registered
-  £143,292 estimated future savings from scam interventions
-  80 Scam Marshalls Trained
-  Surrey Fire and Rescue Service have been accredited as a Friends Against Scams Organisation
-  The Chair of Surrey Local Resilience Forum and Head of Surrey Community & Protection Group has become a SCAMbassador.

Agency Updates

South East Coast Ambulance (SECAmb) joint with Adult Social Care (ASC)



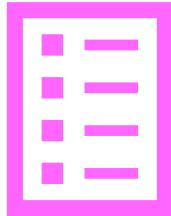
Since August 2019 Surrey Adult Social Care (ASC) and South East Coast Ambulance (SECAmb) have been working together on improving the way referrals are sent to ASC. This began as Surrey ASC made a challenge to SECAmb as the numbers of safeguarding referrals SECAmb were reporting did not match the number ASC were receiving. It was agreed that SECAmb would begin to further investigate why this could be taking place and it was established this was due to the way that SECAmb were processing referrals.

Key staff within the agencies met to discuss what could SECAmb do to support Surrey ASC in their work. It was agreed that SECAmb work with lots of local authorities all with their own policies and procedures and therefore it would need to be a simple process.



The process started with SECAmb looking at the Surrey thresholds and deciding on some quick wins. These quick wins were decided on SECAmb aligning their drop box options within their referral system Datix with the Surrey safeguarding thresholds. This would then enable the SECAmb coordinators to select a level based on the information listed in the referral when sending the referral onto the MASH.

Agency Updates



SECAmb began labelling referrals with levels of need that are matched to the Surrey level of need document. This ensures when they reach Surrey ASC they are triaged effectively. Prioritising patients with true safeguarding needs and ensuring they are receiving timely support from the Multi Agency Safeguarding Hub (MASH) workers with the aim of improving patient safety by ensuring that these patients are triaged in accordance with need not in the order that they arrive into the inbox.

This work has been ongoing since September 2019 and it has positive wins for both teams. The coordinators within SECAmb have had no issues with adding levels to referrals, it adds minimal time to the referral process. ASC have had no issues with the level SECAmb have put on the referrals.



Since the pilot began in September 2019 SECAmb have sent in 702 total referrals



The positives for this project are that it is Care Act compliant which has meant no changes for SECAmb front line staff on submitting referrals, but it is ensuring we get this Surrey residents who have been in contact with the Ambulance Service are receiving timely care through their journey.

Agency Updates

Surrey Wide Clinical Commissioning Group Safeguarding Team - GP training and engagement



The Surrey Wide CCG Safeguarding team have developed 6 webinars providing the same update content and hours as the previous full-day events.

These are supported and funded by the GP tutors. Topics with an adult safeguarding focus include DA, Modern day slavery, MCA/DoLS, update safeguarding in care homes, general and Covid-19 specific "Hot Topics".

Webinars include Q+A interactive session and are recorded for access after the live event.

Care/ Nursing Homes

Have built up good communication via monthly meetings with safeguarding leads from Surrey County Council, locality teams - Transition team Central Learning Disability & Autism Team.



Work has been undertaken to map care homes that have not reported safeguarding concerns in the past in order to provide targeted support if required.

Are part of the care home forums for Surrey heartlands – East and Guildford and Waverley also Frimley and North Hants.

Are part of the Joint bi weekly CQC and Local Authority updates.

Are members of the registered managers meeting chaired by Skills for care.

Are A member of the Learning Disability Homes Forum – Task and Finish Group.

Multi-agency working with CQC, Local Authority and Quality Assurance managers to triangulate information has been established. Information is captured and recorded on a data collection system to identify trends and themes, this is then fed back into the SSAB Adult Health Sub Group, SSAB delivery group, The Care Home Forums and Primary Care training.

Agency Updates



Domestic Abuse

Engagement in DA executive and Health Interventions meeting

IDVA project plan- for an IDVA to be in all acute A&E settings, starting with ASP and RSHT.

For IRIS to be implemented Surrey wide following IDVA project.

DA multi agency training- Has been updated and is now a two day course. Day 2 will be facilitated by ESDAs and will be specific to DASH and MARAC.

Domestic Abuse workforce policy published on the Surrey Heartlands CCG website



Royal Surrey County Hospital Foundation Trust (RSFT)

Trust wide launch of new Safeguarding Adults referral forms and paper free safeguarding processes across the acute and community

Developed new MCA Assessment of Capacity and Best Interests Assessment proforma's.

Facilitated a full day RSFT Safeguarding Conference with external guests and hosted a full day Mental Health Conference with partners.

Developed a robust new Safeguarding Adults reporting mechanism including newer types of abuse to allow the Trust to accurately identify trends and themes allowing for early escalation of concerns about specific areas or providers.

Updated the Trust Safeguarding, Domestic Abuse and Prevent Policies as well as showcasing the RSFT Dysphagia Policy as best practice on the SSAB Website

Worked as part of the task and finish group representing the acute hospitals to develop the Missing from Care Memorandum of Understanding with Surrey Police and Surrey and Boarders Partnership NHS Foundation Trust.

Agency Updates

Ashford and St Peter's Hospital NHS Foundation Trust



An acknowledgement from the SSAB that the high number of s42 referrals being seen within the Trust, which could be identified in a negative way, was due to good awareness of the requirements under the Care Act and reflected excellent partnership arrangements between the named nurse for adults and the hospital based adult social care team.

Multi-agency and multi-disciplinary audits taking place across both child and adult safeguarding teams adding value to findings and ensuring that responsibilities for safeguarding are acknowledged and understood by departments outside of the team.

Surrey Care Association

The Registered Managers Forum held saw of 30 managers attend. A CQC Inspection manager opened the session and invited questions from the audience.



The Spring Conference had speakers in relation to Learning from S42 enquires and Serious Case Reviews as well as the proposed Liberty of Protection Safeguards. It was an opportunity for networking and hearing about new developments.

The Domiciliary Care Sector Business meeting looked at updates in regards to safeguarding.

Agency Updates

Surrey County Council – Adults Social Care



In 2019/20, Surrey County Council Adult Social Care have supported the work of the Surrey Safeguarding Adults Board in a number of areas:

We have worked with our colleagues in Surrey Police and the South East Coast Ambulance Service so that they are working to a Levels of Need framework. This helps them to ensure referrals of adult safeguarding concerns go to our Multi-Agency Safeguarding Hub (MASH) and other issues go to our Contact Centre. This has allowed our MASH to improve its work in responding to adult safeguarding concerns.

We have reviewed our practice to ensure we are making decisions about when an adult safeguarding concern should lead to an adult safeguarding enquiry, to make sure it is in line with new guidance on this from the Local Government Association and the Association of Directors of Adult Services.

We revised the training for our staff on adult safeguarding and brought delivery of that training in-house. The new training is designed to deliver the Surrey Safeguarding Adults Enquiry Method set out in the Board's 2018 revision to its policy and procedures, and to implement the learning from Safeguarding Adults Reviews in Surrey and elsewhere.

Improved our arrangements for auditing our adult safeguarding work, so we can make sure it is meeting our quality expectations and we can spot any gaps and act on them.

We reshaped our services working with people who have care and support needs because of mental health needs or a learning disability. One of the aims of this is to improve the adult safeguarding work we do with those people.

We worked with Healthwatch Surrey and the Safeguarding Adults Board to support the research into people's experiences of our adult safeguarding work

Agency Updates



District and Borough Councils

During 2019/20 Districts and Boroughs have continued to work together to improve knowledge and practice in relation to Adult Safeguarding. The District and Boroughs Safeguarding Leads group have engaged with the Adults Safeguarding Board to improve the Quality Assurance information provided to the Board and improve internal processes for recording and reporting on Safeguarding enquiries and actions.

The Leads meeting has helped to bring synergy to the work across District and Boroughs in relation to Children's and Adult safeguarding practice. All Districts and Boroughs participated in Adult Safeguarding week and promoted good practice on their websites and via social media.

During 2019/20 across Surrey the District and Boroughs provided Essential Adult Safeguarding training to key members of staff across departments to ensure up to date knowledge and learning.

Pooled Budget

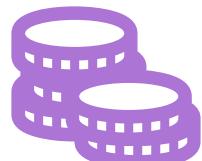


The Surrey SAB was adequately funded by partner agencies during 2019/2020. Financial contributions totalled £288,555. Contributions of funds from partners to ensure that the SAB can continue to operate, shows a significant commitment on the part of partners to work together and jointly take responsibility for decision making and running the Safeguarding Adults Board. In addition to contributing financially, SAB partners contributed 'in kind' providing staff time, venues and trainers as did other agencies on the SAB.

Breakdown of partners contributions.

Partner Agency	Amount 19/20	% split
Surrey County Council	£117,450.00	40.70%
Clinical Commissioning Groups	£117,450.00	40.70%
Surrey Police	£29,000.00	10.05%
NHS Trusts	£13,050.00	4.52%
District & Borough Councils	£11,605.00	4.02%
TOTAL	£288,555.00	100%

The income from training during 2019/20 was £950.



During 2019/20 the Surrey Safeguarding Adults Board spent £170,012. The majority of costs were spent on staffing, followed by the costs of conducting Safeguarding Adults Reviews.

Pooled Budget

The funds in the pooled partnership budget were not spent (£119,493) have been carried forward to the next year and agencies that contribute to the budget will therefore be paying a proportionately smaller amount in 2020/21.



Journey for 2020-21

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

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

As detailed above, over the last year the Surrey SAB has made significant progress in establishing a sound platform from which a number of programmes of work can now take place to meet the Board's priorities going forward.



To prevent Abuse and Neglect

- Work collaboratively with other boards to ensure consistent messages and practice. This will include working in partnership to produce policies, campaigns and training courses that reflect the risks posed to adults with care and support needs
- Broaden engagement with the voluntary sector to help get the right messages to the right people
- Consider new ways of engaging with partners in order to provide clear expectations in adult safeguarding practice.
- Drive a refresher initiative on the practical use of Mental Capacity Act with a view to stronger assurance around use of the act.



To improve the management and response to safeguarding concerns and enquiries

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

Acknowledgements

Surrey Safeguarding Adults Board wish to thank the Oxfordshire Safeguarding Adults Board for providing a template for the report format.