

Surrey Safeguarding Adults Board



Annual Report 2022-23

www.surreysab.org.uk

Message from the Chair

Welcome to the Surrey Safeguarding Adults Board Annual report for 2022/2023. I joined the SSAB as the year in this report ended, so I would like to begin by thanking Simon Turpitt, who served as Independent Chair from 2013 until 2023, for leading the SSAB's work with such skill and dedication to achieve the activity described here in this document.



I am privileged to be working with the SSAB at what feels like a pivotal point for our safeguarding approach. There is a determination across our partnership to reaffirm our commitment to bring safeguarding and well-being considerations closer to the person at the heart of our work. That is, how safeguarding risk might be managed nearer to the point at which it is identified and by applying more active multi-agency approaches. Most importantly, for our work to be informed by people's lived experience, whether as carers or people with care and support needs. We want to be confident that we understand who is most at risk of abuse and neglect and how the work we do as a partnership can and will make a positive difference to people's lives.

We are in a changed context as a nation since 2014 when the Care Act placed safeguarding adults in legal statute. In the last decade we have seen increasing concern of modern slavery, tackling exploitation, growing numbers of people who self-neglect and/or hoard, who are experiencing homelessness and people who encounter multiple exclusions from appropriate access to services because of the complex issues they face. Our safeguarding work is placed within our everyday challenge to balance legislative

Message from the Chair cont.

considerations (e.g. Care Act, Mental Capacity Act, Human Rights Act) with a nuanced understanding and focus on individual circumstances, considering personal choice alongside potential risk.

Since joining the SSAB I have seen great examples of good preventative safeguarding work in Surrey, as well as being aware of exemplary work we can learn from other areas. Surrey has a talented and committed workforce across the statutory, voluntary and independent sectors, who are keen to deliver the best possible outcomes. As a partnership, we are committed to continuous learning and improvement, and we will work to the following principles:

- ✓ No one agency can create an effective safeguarding system by itself
- ✓ Only a joined-up approach at a strategic level can deliver a better response
- ✓ To test the effectiveness of strategic arrangements, we must always ask: 'How is our partnership making a positive difference to the lives and experiences of local people?'
- ✓ At their very best, local arrangements show that ambitious, joined-up strategic partnerships have a clear line of sight on practice, on the experiences of individuals and on the impact of that direct work
- ✓ We will be informed by the lived experience of local people across Surrey

I would like to take this opportunity to thank all of our partners for their continued commitment to safeguarding adults in Surrey.

Teresa Bell
Independent Chair

Surrey's Local Context

Surrey is the 5th largest Local Authority in England, based on resident numbers, with a population of just over 1.2 million people (2021 Census data).

In Surrey, there is a two-tier system of local government, the county council (upper-tier local authority) and the 11 district and borough councils (lower-tier local authorities).

The composition of Surrey ranges from significant urban areas to north and rural areas to the south of the county. This creates a variety of needs across the county and the challenge of responding in a way that is relevant to each area.

In addition to a growing population, Surrey is becoming more diverse with 6% more residents in 2021 identifying as ethnic groups other than White British compared with 2011. A similar increase was seen between the 2001 and 2011 censuses and shows the shifting populations within Surrey.



Map of Surrey

Our Story



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



The Care Act 2014 Statutory Guidance stipulates that:

The main objective of a SAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who meet the criteria set out below.

The safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs).
- is experiencing, or at risk of, abuse or neglect.
- 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 three core duties on SABs are to:

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



Transparency– the SAB leads a learning culture where best practice is identified. This will be shared and recommended, and where concerns are identified these will be communicated appropriately.

Our Story



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.



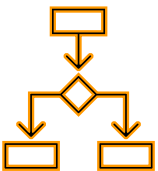
Engage with the voluntary and community sector to strengthen preventative work and to broaden our understanding of who is most at risk of abuse and neglect in Surrey.



Help improve the quality of referrals for safeguarding concerns by supporting agencies to consider their practice through audits, reviews, peer learning and feedback from people with lived experience. To consider their referral processes and by working with the Local Authority to develop a feedback loop.



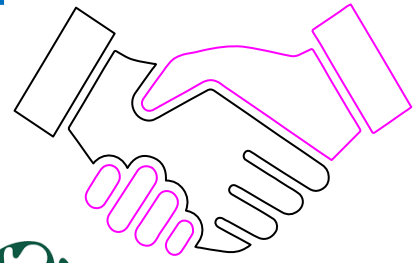
Provide guidance to adults with care and support needs, their families and carers, on the safeguarding process so they know what to expect and how they can be involved.



Make safeguarding personal by placing people at the heart of our work, ensuring their involvement in developing and agreeing their desired outcomes.

Partnership

The Safeguarding Adults Board (SAB) is a strategic partnership group made up of senior staff from statutory, voluntary and independent sector agencies.



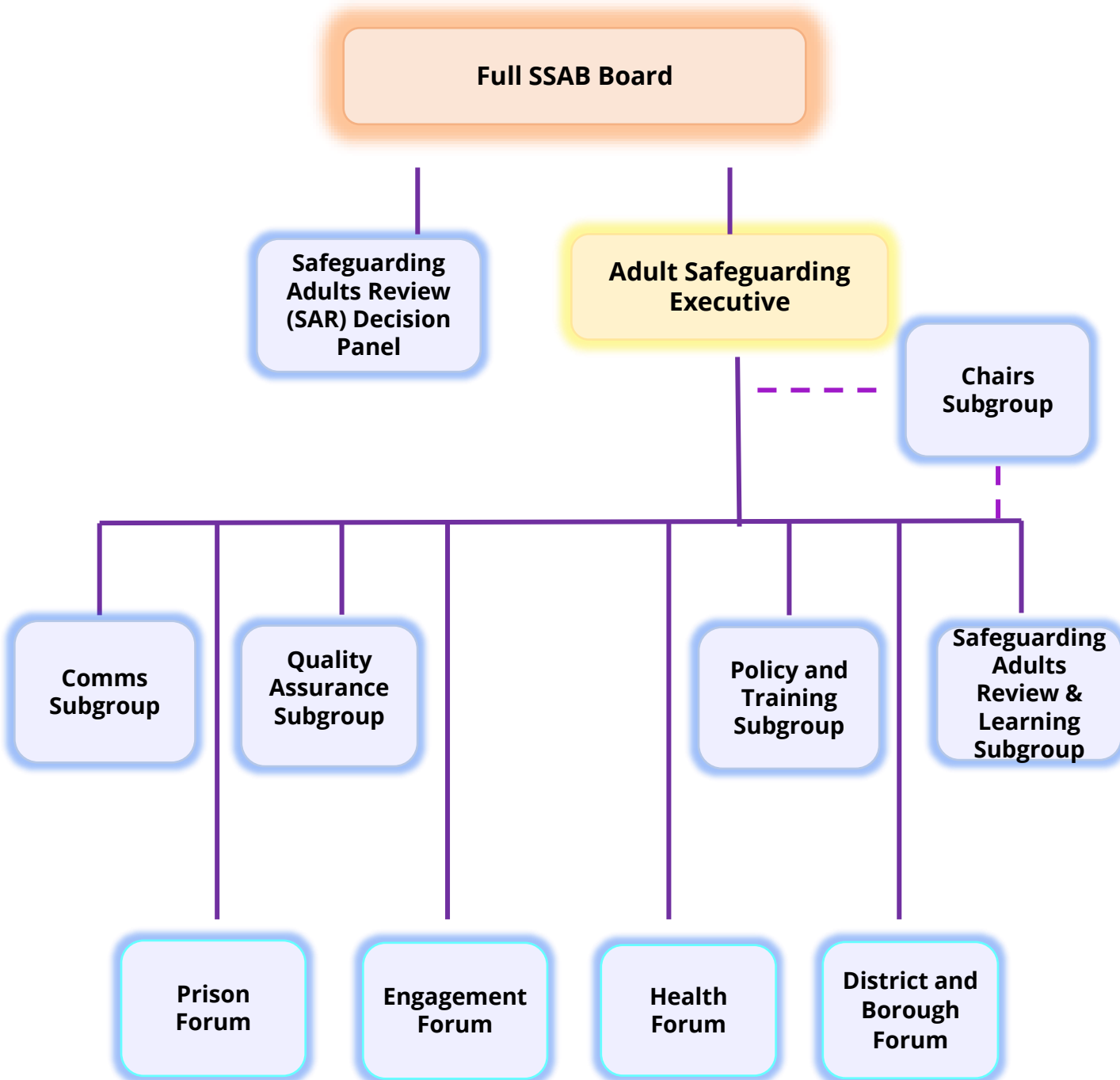
The Board is facilitated by an Independent Chair and supported by a small team.



Frimley Health and Care



Board Structure



How the Board works

Full Board

- The Surrey SAB meets 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 adults work.
- Provides direction to all subgroups.

Adult Safeguarding Executive

- Drives the work of the SAB between meetings
- Discusses “emerging” issues or “stuck” issues

Chairs Group

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

Communications Subgroup

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

Policy and Training Subgroup

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

Prison Forum

- 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.

Safeguarding Adults Review (SAR) Decision Panel

- Considers SAR referrals, against the Care Act 2014 section 44 criteria.

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.

SAR & Learning Subgroup

- Manages the reviews once they are commissioned.
- Leads on sharing the lessons from reviews.

District & Borough Forum

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

Health Forum

- To provide a forum for discussion of key issues for both NHS and private health providers in Surrey.

SSAB Work in 2022-23

The SSAB developed a new [3-year Strategic Plan](#) at the start of 2022.

The priorities identified in the three-year strategic plan (2022-25) for the Surrey SAB are:

➤ **Prevention and Awareness**

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 subgroups developed individual work plans as to how these priorities would be taken forward.

The following pages sets out what the SSAB has achieved against each of the priorities over the year.

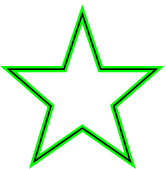
Priority 1: Prevention and Awareness



During 2022/23 the SAB continued to raise awareness by providing multi-agency training which is detailed further on Pg 29.



A significant update of the SAB website took place, following feedback from agencies and reviewing analytics. The new format makes it easier to find information for both agencies and the public as well as giving the SSAB team greater freedom to adapt layouts/content.



The SSAB recognised the importance of engaging with those agencies who support carers and the challenges they face. Links were established and carers agencies are not only now represented on the Board but also within the subgroups.



The resources the SAB has were strengthened for agencies to use in their own community networks. This included both virtual resources e.g. videos as well as physical merchandise; tote bags, leaflets, trolley tokens, drink bottles, balloons and sweets.

Priority 1: Prevention and Awareness



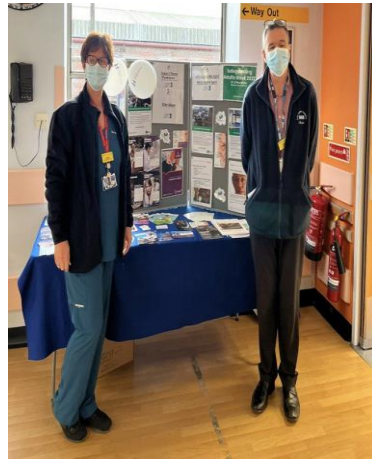
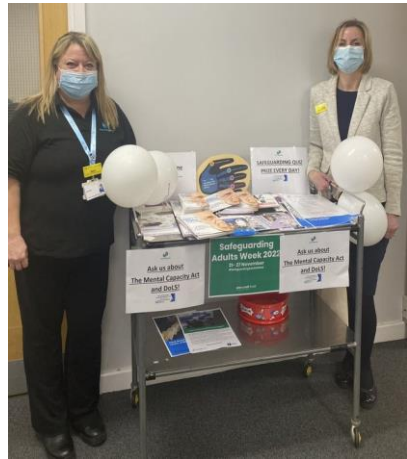
The SSAB fully supported [Safeguarding Adults Week](#) during November 2022, with a number agencies taking merchandise to have within their own settings. This included District and Borough offices, GP surgeries, hospital foyers, libraires, and adult learning centres.



A stall was supported by the SSAB at Belfry shopping centre in Redhill with First Community Health and Care and the Surrey and Sussex Safeguarding Team manning this. This was well utilised with members of the public taking away resources and discussing safeguarding adults. Public were also supported to make safeguarding concerns during this event. The following page has pictures of the event.



The SSAB adapted the video [‘Tricky Friends’](#) for Surrey and this video has been well received by all agencies and shared widely, including with the Learning Disability Partnership.



Priority 1: Prevention and Awareness



The SSAB is aware of the high number of safeguarding concerns in relation to neglect/acts of omission and within the 22-25 Strategic Plan it was agreed that the SSAB highlight these issues and develop stronger mechanisms to address these.



The Quality Assurance Questionnaire was updated to incorporate a question to ask what referrers were doing to address this area in their own agencies. This will enable the Board to share areas of good practice in reducing these.

A task and finish group was established to look at avoidable safeguarding concerns, the areas of focus are

- Choking
- Falls
- Medication errors
- Pressure Ulcers
- Missed visits

The task and finish group will be looking at data in relation these concerns and developing best practice guidance in these area in relation to avoiding a safeguarding concern.

Priority 1: Prevention and Awareness



A key achievement over the 22/23 year was the agreement to expansion of the SSAB team by establishing a Partnership Officer role.

This role will continue to strengthen and consolidate the work the SSAB had started as well as ensuring that the SAB can engage with the wider Surrey system and with those agencies who may not be involved with the SSAB currently.

The role will work with agencies to capture the voice of Surrey residents.



The SAB Board Manager continued to strengthen relationships within Surrey, as well as nationally and attended many multi-agency meetings to ensure that the SAB is engaged with other work streams as well as meeting with key personnel

- Domestic Abuse Management Board
- Surrey Adult Matters Steering Group
- Sexual Abuse Management Board
- Domestic Homicide Review Oversight Group
- Anti-Slavery and Human Trafficking Partnership
- Domestic Abuse Executive
- LeDeR¹ (Frimley and Surrey Heartlands ICB)
- National SAB Managers Network
- Surrey Safeguarding Adults Advisors

Priority 1: Prevention and Awareness



The SAB had presentations from both Surrey Heartlands ICB and Frimley ICB on their annual LeDeR reports to hear the themes identified from LeDeR reviews. A number of themes link with Board work and is being incorporated into the task and finish group regarding avoidable safeguarding concerns, particularly in relation to choking.



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



Relationships were strengthened with the Health and Wellbeing Board with both Board managers having regular contact to consider areas of commonality including Domestic abuse, adults with multiple disadvantages and the SAB is connected with relevant workstreams for these.



The SSAB recognised the importance of links with District & Borough Housing. A housing lead is now a member of the SAB representing all District & Borough Councils across Surrey. Links were also established with the Surrey Chief Officer's Housing Association who agreed to disseminate information to housing providers as well as have updates from any SARs.

Priority 2 : Communication and Engagement



The SSAB consolidated work with other Boards including the Health and Wellbeing Board and Safeguarding Children Partnership to ensure that resources are shared, and county wide communications coordinated.



A Domestic Abuse Communication group was established to look at county wide messages rather than communication being potentially siloed within different Community Safety Partnerships. The SAB is a member of this group and share all resources.

Within 22/23 a large Domestic Abuse campaign occurred in Surrey which included adverts on bus stops and other various locations across the county. A suite of videos were also created covering various topics.

- [Isolation](#)
- [Monitoring](#)
- [Financial control](#)



Priority 2 : Communication and Engagement



The SSAB continued to promote the newsletter which is subscribed to by over 4,500 people. This newsletter included an update of the work the SSAB has been undertaking as well as advertising events and resources available. The newsletter is added to the website on a quarterly basis.



The SSAB established a ['You Tube'](#) channel to add videos to and promoted this widely.

As part of the SSABs social media programme there was continued regular updates to the community and partners via the Board's [Twitter feed](#).

The SSAB added Board Meeting highlights to the website, which made the work of the SSAB accessible to Surrey residents and agencies.



SCC Adult Social Care developed an online referral form for safeguarding concerns, with an associated Word document also on the SAB's website. This was to assist agencies with providing the required information for a safeguarding concern. The SAB supported this by widely communicating to all partners, raising it at different meetings and forums and updating the website to enable easy access to this.

Priority 3: Quality and Improvement



The SSAB had previously developed a Quality Assurance Framework, and this was updated within the 22/23-year [Quality Assurance Arrangements/ Guidance](#).



The associated questionnaires were also updated to incorporate specific areas for assurance based on the SSABs priorities and strategic plan e.g. neglect and acts of omission. A bespoke QA questionnaire was developed with the prisons in Surrey.



The Assurance Framework was also expanded to include agencies that the SSAB had not previously sought assurance of their safeguarding adults work from including private health providers and hospices.



Capturing the adult's experience, especially in relation to Making Safeguarding Personal and Advocacy requirements is a key component of Safeguarding Adults work. The SSAB continued to receive quarterly reports from Surrey County Council Adult Social Care in respect of this. The analysis of this data indicated that there were areas for improvement in relation to ensuring formal advocacy for adults and the Board held a session for all partners to raise their understanding of the requirement for this.

Priority 4: Reflection and Learning



In April 2022, the SSAB agreed that there would be 2 separate subgroups to focus on SARs; the SAR Decision Panel would focus on considering if SAR notifications met the SAR criteria and the SAR & Learning subgroup would monitor SARs and focus on the learning from these.



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



The SAR learning summary was updated following feedback from partners. Partners recognised the importance of the summary to assist in ensuring the wider dissemination of the learning from reviews within their agency. Good practice was recognised as a key aspect and this area has been strengthened within the learning summary documentation.



The importance of connecting with national networks including the Safeguarding Adults Chair network, Board managers network, SE ADASS network, SANN and Police networks was recognised. Partner leads were identified who will feed back to relevant subgroups on emerging issues and collective actions. Emerging themes from national networks were discussed and disseminated as appropriate.

Priority 4: Reflection and Learning



The Quality Assurance Framework asked agencies to assure the SSAB how they were sharing learning from both Section 42 safeguarding enquires and Safeguarding Adults Reviews in their own agency. This will be reviewed by the SAR and Learning group to determine areas of good practice.



The SAR & Learning subgroup continued to take forward the recommendations from the National Analysis of SAR Reviews. A number of actions were undertaken based on this including; ensuring the SAR tracker captures detailed information including ethnicity and protected characteristics, a new decision tool was developed to evidence decision making based on the SAR Criteria, all reviews are added to the SAR National Library; a repository for all SARs and the SAB Quality Assurance Framework was updated.

SSAB Forums

Engagement Forum

The Engagement forum has now been established for a year and the membership of this group continued to expand. The agencies who attend have found value in not only connecting with the work of the SSAB but also connecting with other agencies within Surrey. The forum looked at the following areas; Making good safeguarding concerns in Surrey, Domestic Abuse and Safeguarding Adults, supporting of Safeguarding Adults Week, engaging residents in Surrey, agencies feedback in relation to SSAB leaflets and website and the resources that the SSAB has to offer.

This forum will be supported by the new Partnership Officer role to continue to widen the reach of the SSAB and engagement with all agencies in Surrey.

Health Forum

The Health forum met six monthly and having extended the membership to include private health providers has been very productive. It has ensured that the health system in Surrey is kept updated on the work of the SSAB as well as allowing for peer support between NHS and private health providers. The Health forum covered the following areas over the year; Hospital discharges and restarting care packages, considering the NICE guidance integrated health and social care for people experiencing homelessness and train the trainer for contributing to S42 safeguarding enquires.

SSAB Forums cont.

District & Borough Forum

This forum continued to meet quarterly and covered both the work of the Surrey Safeguarding Children Partnership and the Surrey Safeguarding Adults Board. Key areas that this forum covered over the year included; the role of ASC MASH and what a safeguarding concern should include and what is not a safeguarding concern, learning from reviews with particular reference to housing and how this can be taken forward across Surrey, updates from the SSAB including the QA Framework and engaging with District & Boroughs to support the SAB with Safeguarding Adults Week and communication with residents.

Prison Forum

The SSAB continued to strengthen the engagement with the five prisons in Surrey. During the year this became a joint SSAB and Safeguarding Children Partnership forum to strengthen the work of the prisons in Surrey in relation to Safeguarding Adults and Children.

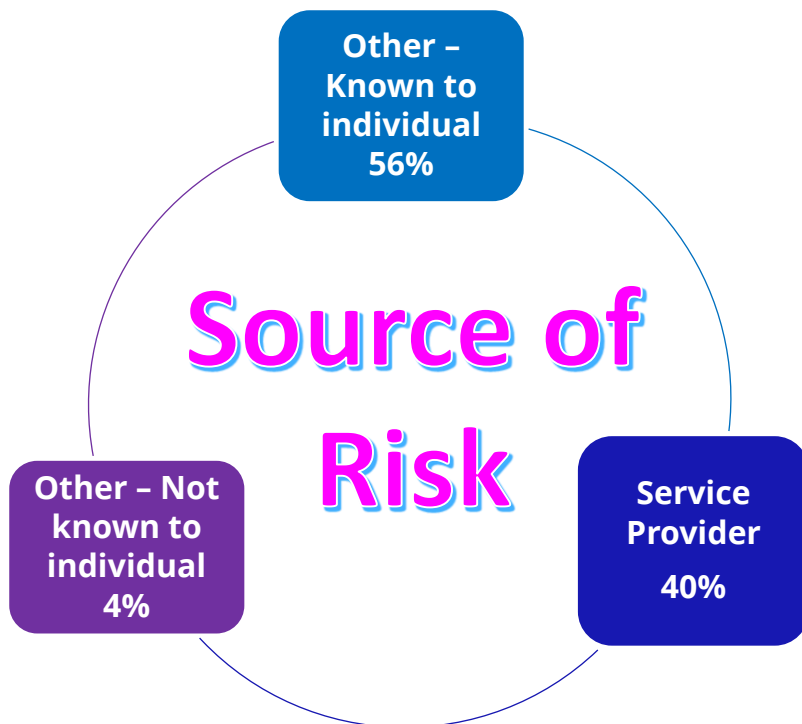
At times attendance from all the prisons has been variable, however those that attend find it valuable. The forum not only includes the prisons but also agencies who work within the prison setting, including health care, SCC Adult Social care prison team and provider services and also Surrey Heartlands ICB. Over the past year the forum considered; The Care Act 2014 and the impact on prisons particularly in relation to differences in regards safeguarding concern management, HM Inspectorate of Prison Inspections and how the SSAB can support these within Surrey, learning from SARs and Prison and Probation Ombudsmen reviews.

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. There was a slight increase in those concerns where the primary support was not known from 36% in 21/22 to 40% this year.

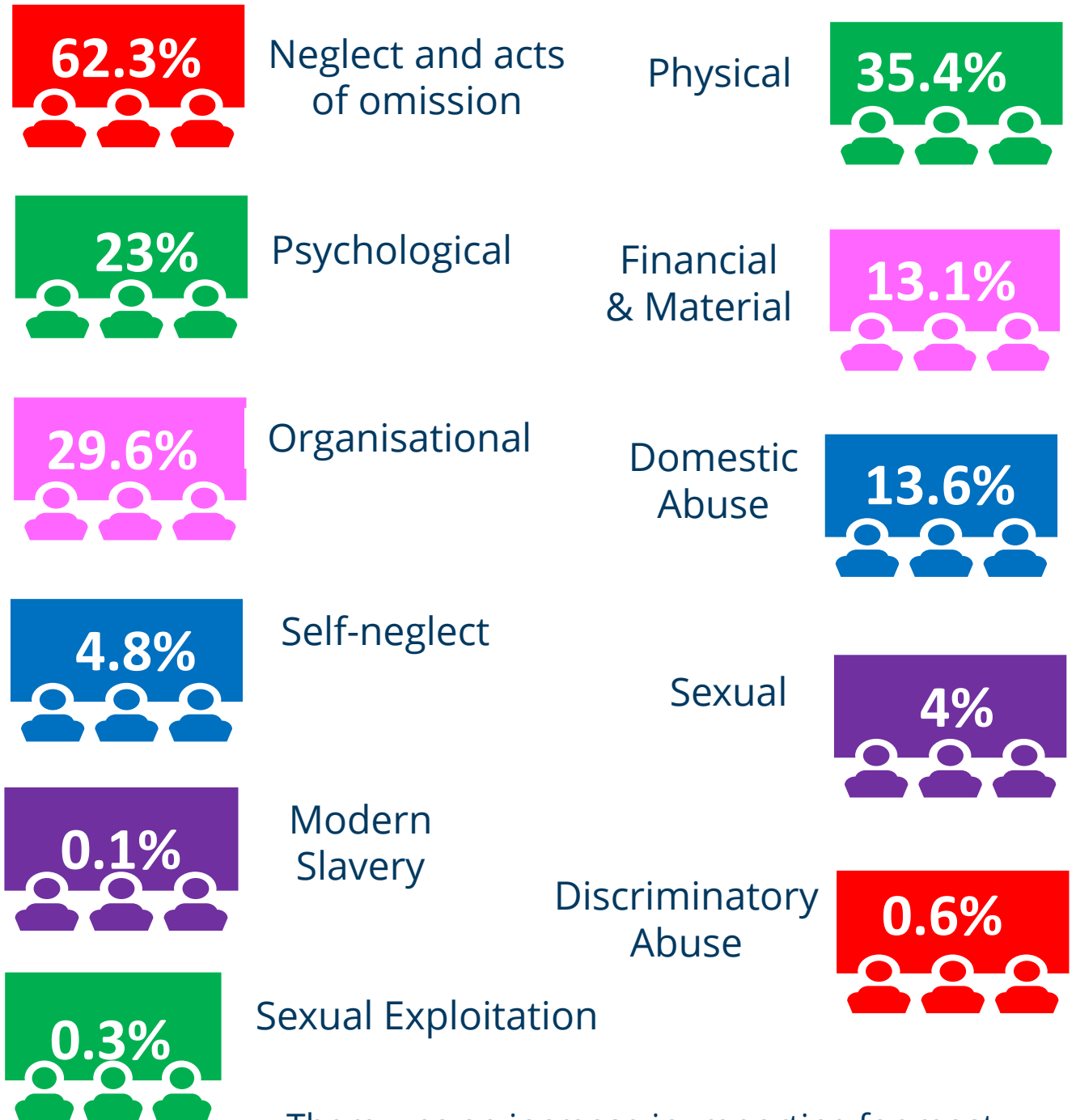
	Physical Support	Sensory Support	Learning Disability	Memory and Cognitive	Social Support	Mental Health	Not Known
Concern	33%	1%	9%	4%	3%	10%	40%
S42 Safeguarding enquiry	37%	1%	9%	5%	3%	10%	36%



This shows the analysis of where the risk originates, based on concluded S42 safeguarding enquires, with the main source of risk coming from people known to the individual.

What Abuse is happening?

This information comes from concluded Section 42 adult safeguarding enquiries



There was an increase in reporting for most categories of abuse from 21/22 to 22/23, except for modern slavery and discriminatory abuse, where there were slight decreases.

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

What the data says about the response to abuse

1,203,108

Population of Surrey based on 2021 census

The number of safeguarding concerns made in 22/23 in relation to 12,057 individuals. This is a 5% increase in concerns on the previous year

17,787

70%

The percentage of safeguarding concerns received converted into a Safeguarding enquiry as defined in The Care Act 2014 was 70%. A slight increase from 68% in the previous year

The number of Safeguarding enquiries completed under S42 Care Act 2014. This is an increase of 7% from the previous year whereas the increase from 20/21 to 21/22 was 20%

12,335

62.3%

Neglect or acts of omission were a concern in over 60% of the safeguarding enquires undertaken, this is an increase from 59.2% last year

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

9%

91%

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

The percentage where individuals or their representative were asked about their outcomes

87%

97%

The percentage where the individual or their representative said outcomes were fully or partially met when asked . An increase from 86% last year

The percentage of cases where the adult lacked capacity and was supported by advocate, family or friend

88%

Safeguarding Adults Reviews (SARs)

The SSAB Safeguarding Adults Review (SAR) subgroup received eighteen SAR notifications during 2022/23.

Of the eighteen received, thirteen notifications were agreed to meet the SAR criteria, with 2 cases on hold due to other processes taking precedence.

Of these thirteen, four will proceed as joint DHR/SARs with the relevant Community Safety Partnership and the others will be taken forward as SARs.

The SAR & Learning subgroup continued to monitor multi-agency action plans in relation to:

- Mary²
- Person 1
- Sasha

In 2022/23 the Safeguarding Adults Review subgroup continued to oversee;

- 8 SARs - 5 from previous years
- 11 joint DHR/SARs - 7 from previous years
- One NHSE/I London Investigation/SAR

Published Safeguarding Adults Reviews (SARs)

The SSAB published one Safeguarding Review in relation to Peter²:

Peter was a 50-year-old white, British male with a number of physical health conditions. He also had a history of alcohol abuse, which impacted on his mobility, ability to manage his self-care, remember to take medication and his behaviour. He had previously come to the attention of a number of agencies, as a consequence of having made several suicide attempts, all under the influence of alcohol. Peter was described by staff who knew him well as a 'lovable rogue'. When not drinking heavily, he was polite, thoughtful, proud, and intensely shy. His family and professionals spoke of Peter's stated desire to get well and of his sadness (and theirs) that he was unable to manage his addiction. He valued contact with his mother and gravitated to the area where his family lived. At the time of his death, he had been out of prison for two days and accommodated out of Surrey by a District & Borough.

The SAB published the full report, executive summary and a learning briefing that can be found here [Peter](#).

These outline the circumstances of his death and recommendations made. A multi-agency action plan was developed and will be monitored by the SAR & Learning subgroup. During 2023/4 a multi-agency learning event will be held.

Safeguarding Adults Reviews (SARs) Learning Events

In June 2022, the SSAB and Reigate and Banstead CSP held a joint learning event following the publication of the joint DHR/ SAR Mary the previous year.

The event was well attended with over 60 people participating from a range of agencies across Surrey and the recording is available on the SSAB's website.

The event covered:

- A presentation from the author on the review, learning and recommendations.
- The suicide timeline - East Domestic Abuse Service.
- Surrey County Council Children's Services involvement.
- Surrey County Council Adult Social Care -Putting learning into practice.

Feedback received:

Knowing that professional teams are more joined up in the approach to working with vulnerable people like Mary

Early intervention is key- before issues spiral out of control.

The lady from the Domestic Abuse outreach service really highlighted it personally and with addition of the learning.

Hearing from people who had worked on the case, and then being asked at the end to think about how I am going to make my difference

SSAB Training

The SSAB continued to offer virtual courses following both feedback from candidates and agencies. We have continued to see greater numbers from a range of different agencies attend.

The SSAB provided a Contributing to Section 42 Safeguarding Enquiries course.

The course covers; understanding when S42 safeguarding duties apply, recognising MSP in practice, understating contributing to a S42 safeguarding enquiry, understanding roles in an enquiry, how to professionally challenge and skills to write a good quality contribution.

Four courses were held over the year with 51 people attending from a variety of agencies across both statutory and non-statutory partners.

"I am using the information gained to contribute to two section 42 enquiries - also able to feedback to my colleagues."

"i will be able to properly construct any input i have to give for S42's"

"I plan to implement some of my learning into Carer and team training and safeguarding reflective practice meetings."

Other Training within Surrey

Agreement was made by the SSAB with Surrey Skills Academy to offer the Safeguarding Essentials course. This ensured that there was a central place for this training within Surrey for agencies. There were a number of sessions held over the year with a course being conducted on Saturday to widen the reach.

- The Essentials course covers:
 - Meaning of 'abuse and neglect' in the context of adult safeguarding.
 - Identify who an adult safeguarding enquiry applies to and the s42 duties.
 - Types of abuse.
 - Common indicators of abuse.
 - The adult safeguarding roles of Surrey County Council, Surrey Safeguarding adults Board and other partners.
 - How Making Safeguarding Personal (MSP) works in Practice.
 - Response to disclosures of abuse and neglect effectively.
 - Correct reporting and recording of adult safeguarding concerns in Surrey.
 - The relationship between adult safeguarding, child protection and domestic abuse.
 - What happens when a safeguarding concern is reported to the Local Authority.



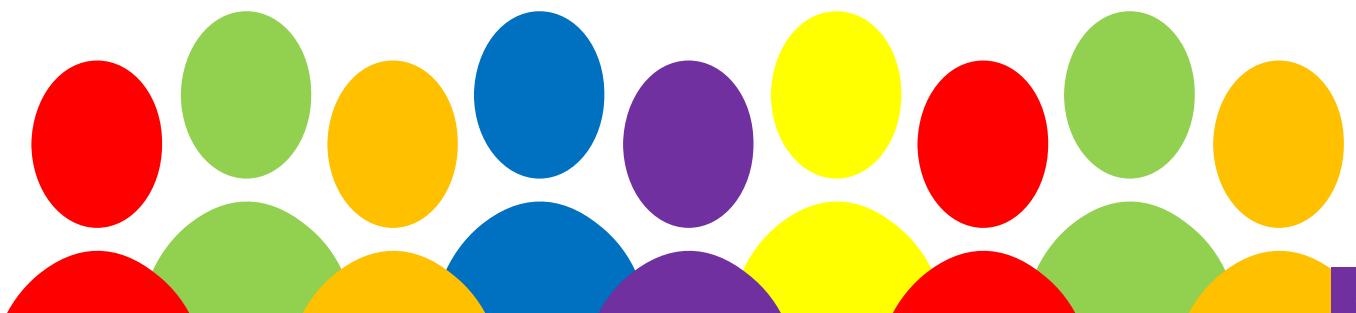
Other Training within Surrey

Domestic Abuse Training within Surrey is centralised and the SSAB ensured that adults with care and support needs and the Care Act 2014 were incorporated into the training delivered.

- The following sessions were provided;
 - DA: Legal Framework
 - DA: Understanding Coercive Control & the Multi-Agency Framework
 - DA: Dynamics Within the LGBT Plus Population
 - DA: Safely Engaging with Perpetrators
 - Honour Based Violence and Forced Marriage

The SSAB signposted to relevant training/webinars that we provided within Surrey including to the:

- Healthy Surrey website
- Skills Academy
- Surrey Children's Services Academy
- Surrey Heartlands ICB Lunch and learn sessions



SSAB Webinars

The SSAB held a series of webinars throughout 2022/23 on topics including:

- What to expect when Adult Social Care receive a Safeguarding Concern. 60 candidates attended the session.
- Domestic Abuse and Safeguarding Adults. 166 candidates attended the session.
- Domestic Abuse in a Tech Society. 70 candidates attended the session.

Presenter presentation slides and the recordings can be found on the SSABs Website on the [webinar series page](#).

Feedback from participants is below

Advise victims of domestic abuse about all the different ways they can be located and how to avoid some of the gadgets.

A greater awareness and understanding of domestic abuse in carer/family settings - and insights to take away on a more personal and everyday level.

to advise out partners and have more awareness in safeguarding enquires

to inform colleagues and be able to make informed decisions

It will help me to inform and advise any clients that are potentially in a position where this may be happening to them.

It will allow me to identify DA more clearly

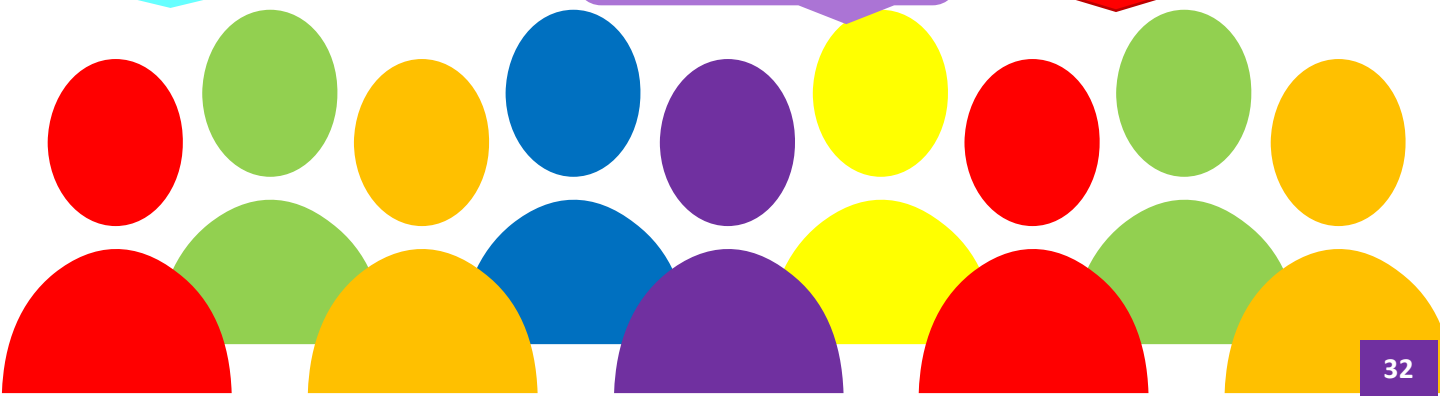
Being more aware of domestic abuse safeguarding issues

To ask pertinent questions of people we visit and refer to the MASH where there may be DA

I'll be aware of how tech can be used in DA situations.

To lead partnership improvement activity

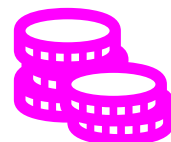
Be more aware of how to spot domestic abuse.



Pooled Budget

The SSAB was funded by partner agencies during 2022/23. Financial contributions totalled £298,555. To ensure that costs associated with Safeguarding Adults Review it was agreed that £50,000 be carried forward from the previous year.

Partners contributions ensure that the SSAB 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 Board. In addition to contributing financially, partners continued to contribute staff time to ensure effective working of the Board.



Breakdown of partners contributions *

Partner Agency	Partner Contribution 2022/23	% split
Surrey CC	£117,450	39.3%
Surrey Heartlands ICB	£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	£298,555	100%
Carried Forward	£50,000	
Income from training	£112	
Total Board Budget 22/23	£348,667	

During 2022/23 the Board spent £167,281.00. The majority of costs were spent on staffing, followed by the costs associated with conducting Safeguarding Adults Reviews.

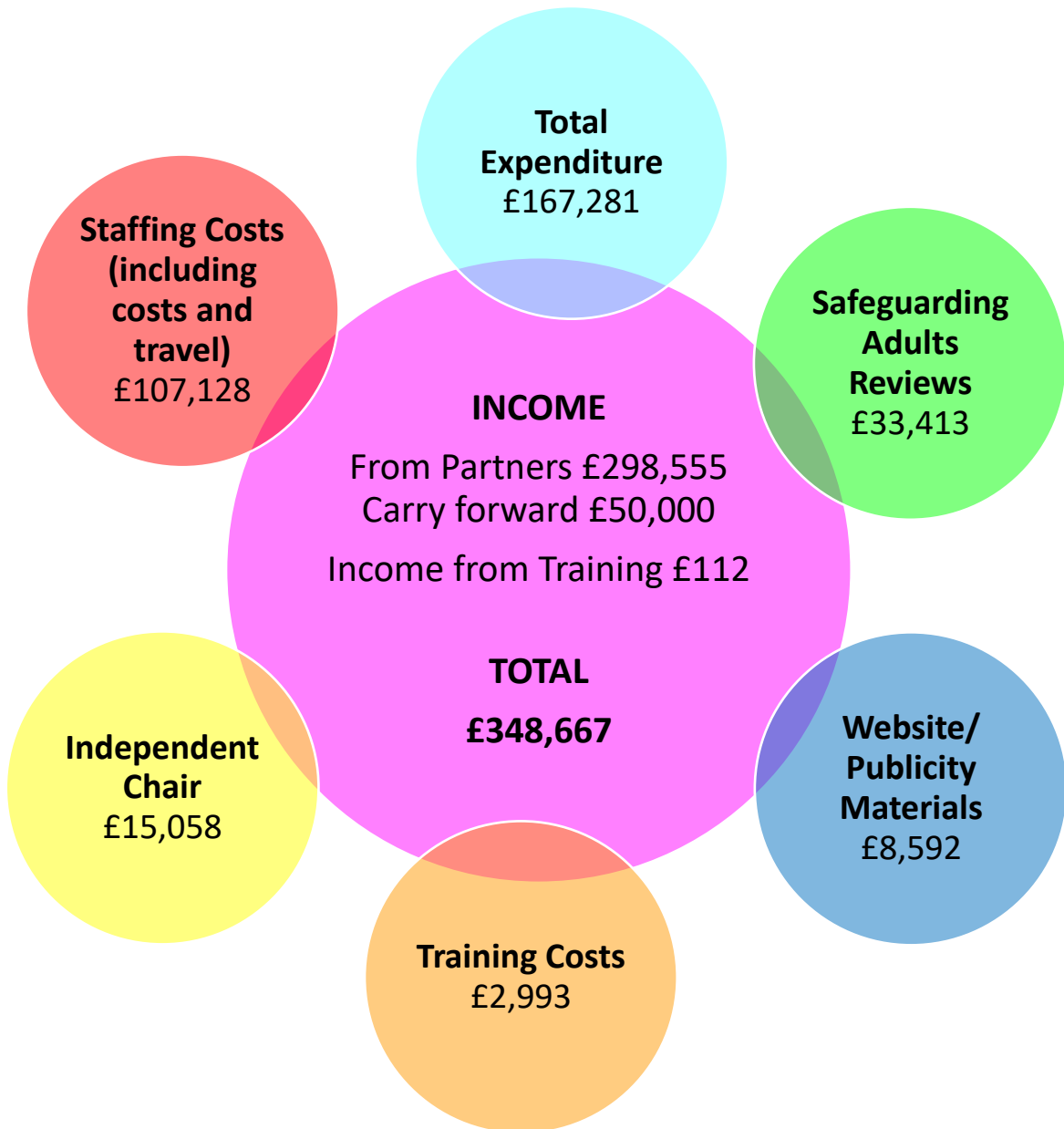


Pooled Budget cont.

There was an underspend within the 2022/23 year, the SSAB recognised that potential costs in 2023/24 would be greater due to an increase in the number of statutory reviews. It was agreed that all monies remaining within the 22/23 budget would be carried forward into the 2023/24 budget.

A Memorandum of Understanding was developed with partners in relation to funding and this will be implemented in the 23/24 year.

Breakdown of SSAB Expenditure for 2022/23



Journey for 2023-24

The 22/23 year is the first year of the SSABs 3-year Strategic Plan which covers 2022-2025.

The 22/23 annual report has reported on what work has been done within the year against the priorities by both the SSAB and the subgroups and task and finish groups.

Next year, moves the SSAB into the second year of the 3-year strategy and the following pages detail how the strategic priorities will be taken forward over the next year.

The graphic features a central yellow box with the text: "Surrey Safeguarding Adults Board Annual Plan 2023/2024 ADULTS IN SURREY LIVE A LIFE FREE FROM FEAR, ABUSE AND NEGLECT". Below this box are four stylized human figures in orange, yellow, green, and blue. To the left is a decorative orange dot pattern. At the bottom, there is a dark purple bar containing contact information and strategic priorities.

Surrey Safeguarding Adults Board
Annual Plan
2023/2024
ADULTS IN SURREY LIVE A LIFE FREE FROM FEAR, ABUSE AND NEGLECT

STRATEGIC PRIORITIES
Priority 1: Prevention and Awareness
Priority 2: Communication and Engagement
Priority 3: Quality and Improvement
Priority 4: Reflection and Learning

Follow us on twitter
@SurreySAB

For more information please email the Safeguarding Adults Board
Email: surreysafeguarding.adultsboard@surreycc.gov.uk

Journey for 2023-24

Priority 1:

Prevention and Awareness

Improve community awareness including using available opportunities to increase public involvement, and to engage media interest.

- How we will do this:
 - ❖ Incorporate into the communication strategy.

Ensure the role of carers and the challenges they face are recognised and action is taken to prevent carer breakdown and abuse/neglect.

- How we will do this:
 - ❖ Review research re generational differences of carers of asking for help/support.
 - ❖ Strengthen relationship with Action for Carers and other carer support agencies including leads I SCC Adult Social care.
 - ❖ Review and update SSAB website Carers Page.

Support the use of best practice to reduce avoidable safeguarding incidents.

- How we will do this:
 - ❖ Establish a shared understanding of what is an avoidable (preventable) safeguarding incident.
 - ❖ Review ASC data to determine the volume of safeguarding concerns that are considered avoidable(preventable) safeguarding incidents/types of incidents.
 - ❖ Determine best practice that is available in regard to avoidable (preventable) safeguarding incidents.

Highlight neglect and acts of omission issues and develop stronger mechanisms to address these

- How we will do this:
 - ❖ Develop spotlight on neglect/acts of omission within SSAB website.
 - ❖ Referrers will have an awareness of the referrals they are making in regard to neglect/acts of omission and develop plans to address these.

Journey for 2023-24

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.

➤ How we will do this:

- ❖ Develop a communication strategy with key agencies and partners.
- ❖ Ensure that the communication strategy includes key message and target audiences.

Develop a model to gain the voice of adults with care and support needs and carers, and link with existing services and groups.

➤ How we will do this:

- ❖ Map existing networks that gain the voice of the adult with care and support needs and carers.
- ❖ Work with existing networks to gain the voice of the adult/carer regards the SSAB comms work.
- ❖ Review pathway for homeless adults with care and support needs in regard to safeguarding concerns and gaining their voice.
- ❖ Further develop links with existing groups including Surrey and Ethnic minority forum (SMEF); GRT leads.

Work closely with other Boards to ensure smarter working, eliminate duplication, and share Surrey wide comms benefits.

➤ How will we do this:

- ❖ Continue to consolidate relationships with other Surrey Boards/Partnerships and share communications strategies to determine cross-over.

Journey for 2023-24

Priority 3:

Quality and Improvement

Identify from audits and available data trends and research, adults in need of care and support who are or have been experiencing abuse or neglect (increase in neglect, and abuse in people's own homes) this will help drive our workplans and agenda.

➤ How we will do this:

- ❖ Establish audits undertaken by partners.
- ❖ Review partners audits for themes/trends and available research.
- ❖ Adapt workplan based on findings.

Develop an assurance process to capture the voice of people with lived experience, particularly in respect of making safeguarding personal, and using this to drive practice improvements.

➤ How we will do this:

- ❖ Determine existing processes for capturing adults' experiences locally/nationally.
- ❖ Develop a Surrey process for assurance of adults' experiences based on national/local examples.

Journey for 2023-24

Priority 4:

Reflection and Learning

Disseminate learning from Safeguarding Adult Reviews and other statutory reviews to ensure that learning is embedded across the partnership.

- How we will do this:
 - ❖ Examination of QA returns for assurance purposes to include how agencies ensure this across their workplace.
 - ❖ Consider a process for multi-agency learning and how this is embedded across the agencies.
 - ❖ Develop different methods for dissemination learning.

Share learnings, be they good practice or areas of development.

- How we will do this:
 - ❖ Learning Summary template will be reviewed and updated as appropriate based on feedback from agencies.
 - ❖ Establish links with the DHR Coordinator who has oversight of DHRs across the country and develop consistency of approach for sharing learning.
 - ❖ Emerging issues from networks will be discussed at the SAR and Learning meetings and any required actions will be taken forward.

Surrey County Council – Adult Social Care



We have been very successful in raising awareness of safeguarding adults and our proactive stance and strong practice in applying S44(1) Care Act criteria has led to a high number of enquiries.

We remain active members of the SSAB and its subgroups. We are involved in all the Safeguarding Adults Reviews that the SSAB is conducting.



Lessons learnt from a variety of sources including SARs and internal reviews, indicate that our staff have not always been as focussed on prevention as much as they could have been. We recognised that opportunities to carry out s9 Care Act 2014 assessments, when there was a risk of neglect or abuse and when the Care Act required it, may have been missed. Our Director of Adult Social Services met with all our managers to give clarity on our statutory obligations, and our Principal Social Worker and Head of Adult Safeguarding delivered sessions on this to managers that they cascade to their teams.

We have worked with SSAB to produce information to the public in a range of formats.



Challenges faced in 2023/24

- Managing the volume of adult safeguarding concerns and enquiries: We have engaged an external consultant to support us with this work.
- The complexity of working with people with care and support needs experiencing domestic abuse: We are reviewing our expectations about the training our staff should have regarding domestic abuse.

Surrey Police



Surrey Police is responsible for policing a varied geographical area of busy towns and rural areas with a population of approximately 1.2 million people. Surrey Police employ around 4,000 officers and staff and cover all areas of operational policing business. Major Crime, Firearms, Roads Policing, Dogs Section are collaborated with Sussex Police. All other operational teams, including Public Protection are Surrey only.

In April 2023, we welcomed our new Chief Constable, Tim de Meyer. The Chief Constable has launched “Our Plan” which falls under four main headings: Investigations, Leadership, Problem Solving and Standards. The following are mission statements associated with the plan (please note this is not an exhaustive list) Prevention of crime, investigating thoroughly, pursuing criminals relentlessly, providing outstanding victim care, demonstrating ethical high standards and reflecting communities.



Surrey Police are active contributors to the ASE and the SSAB. The Strategic Manager for Public Protection was invited to act as Deputy Chair to the Independent Chair in Spring 2023. The Strategic Manager also chairs the SAR Decision Panel and the SAR & Learning Group. We have previously maintained good representation at other groups such as the Quality Assurance Group and Communications Group.

Surrey Police provided an author for a SAR and has completed the investigation (November 2023) prior to SSAB sign-off.




Surrey Police are currently in pilot developing a new model in relation to our response to Adults at Risk which includes adult safeguarding and adult at risk joint or single agency investigations. It is acknowledged that investigations concerning adults at risk require specialist staff to investigate and we are committed to pursuing opportunities to work collaboratively with our colleagues across all agencies and the third sector to improve the lived experiences of those who are victims of crime and/or require us to protect them and to seek out and identify those who neglect or abuse and bring perpetrators to justice or find proportionate and suitable criminal justice or other outcomes.

Surrey Police


We continue to face challenges alongside partners in achieving the best joint working possible, however, there is a willingness to do this as it is accepted that no one agency can act alone.



 We have revisited our interview suites across the force and made significant adaptations being cognisant of recommendations made from a trauma informed and neurodiversity perspective.


An internal audit in summer 2023 reflected that we have generally recorded crime relating to adults at risk appropriately and the standard of safeguarding was good.



 We are running daily triage meetings discussing all adult at risk cases. This is proving to be highly effective in assessing risk and improving investigation standards but also is providing an excellent platform for learning.


There is also a weekly round up meeting for the Adult at Risk Team which looks at any presenting challenges, encourages staff to discuss the voice of the victim and disseminate good learning.



 Surrey Police use social media well to promote the importance of protecting vulnerable people.

We visited several garden centres in Adult Safeguarding Week to speak to the public about protecting vulnerable people.



 We contributed several presentations at the Adult Safeguarding Conference, including, financial abuse and cuckooing.

Challenges faced in 2023/24

- Potential demand exceeding available resources, particularly specialist resources.
- Understanding that adult at risk investigations are often complex and potentially increasing due to a number of socio-economic factors, such as more elderly people living in the community being cared for by family or friends or people who have “befriended” the adult at risk posing risk of intended or unintended abuse and/or neglect.

Surrey Heartlands and Frimley Integrated Care Boards (ICBs)



Surrey Heartlands ICB appointed a Transitions Safeguarding Advisor, this was one of the first in the country.

The MARAC GP Protocol was successfully embedded across Surrey following a 6-month pilot exercise in 2022.



A Domestic Abuse Health Steering Group was established to ensure the ICB is compliant with the Domestic Abuse Statutory Guidance.

The LPS Steering Group was transformed into the MCA Health Forum to ensure the ICB continue to embed the use and application of MCA, and taking the learning from the LPS Implementation Group.



The LeDeR and MCA Steering Group have helped to develop the MCA deep dive audit template for providers to use, to reassure themselves of their compliance and competence. This was adapted for use in all provisions including Acute, Community Trusts, Care Homes, Domiciliary and Support Living provisions. This has also been shared with the NHSE Southeast Region Safeguarding Network.

Funding Secured from Skills for Care to set up a Surrey wide LD forum to address lessons learnt from LeDeR.




Care home audit has been further developed to support domiciliary and supported living providers.


The ICB disseminates the learning and recommendations from DHRs/ SARs throughout the health economy, via named/ lead nurse safeguarding professional meetings (which updates provider training sessions), primary care DA study day, health action plans and lunch and learn events.



Surrey Heartlands and Frimley Integrated Care Boards (ICBs)


 The MCA audit tool was showcased at the NHSE Southeast Region Safeguarding Network, and several other areas have requested the audit tool for their own areas.

Funding for the HIDVA's was secured for an additional year (2023/24) following the pilot. 

 The Surrey ICB safeguarding team have continued to prioritise the input into the statutory review process in spite of the exceptional high workload and the impact this is having on other work streams.

Quarterly safeguarding supervision sessions for GP practice leads allows the ICB safeguarding team to hear the voice of the adult through frontline staff. 

 The Surrey ICB Safeguarding newsletter includes links to the SSAB newsletter, and links and briefings about SARs upon publication.

The ICB DA lead attends 'Our Communities' partnership meeting to ensure the ICB develop and maintain connections, services, and awareness to support woman and girls from minoritised backgrounds. 

 Promote safeguarding events through the ICBs social media accounts.

Challenges Faced Moving into 2023/24

- A major challenge for the team, as well as providers is the large number of SARs and DHRs being commissioned. Whilst managing to keep apace, there is a risk that if numbers continue at the rate seen during 2022/23, that the ICB and providers may not be able to meet statutory responsibilities in relations to SARs and DHRs.
- Workforce capacity to deliver the identified learnings, and best practice guidelines from reviews.

Acute Trusts

Royal Surrey Hospital Foundation Trust



The RSFT Safeguarding, Domestic Abuse and Prevent policies have been updated to align with the SSAB and ICB strategic plan and policies. During 2022/23 RSFT saw an increase in joint working between the RSFT Children's, Midwifery and Adults Teams, with the development of a quarterly Joint Safeguarding Adults and Children Committee, interim committee and a joint annual report to SSAB.

The output of this work overall is an increased awareness trust wide of abuse and domestic abuse across a wider range of demographics, increased referral rates, improved patient experience/outcomes and improved partnership working with other agencies to support victims and survivors in the long term. Further work is underway with RASASC, the Surrey Police IDVA and the SARC to support patients attending the trust for planned procedures and appointments.

The Safeguarding Adult Team have seen referral figures remaining consistently high during 22/23 in relation to previous years. The complexity of cases has increased in line with the local and national picture. Although many referrals involve adults with care and support needs requiring a referral to Adult Social Care via the Multi-Agency Safeguarding Hub. The Safeguarding Adults Team are also supporting more individuals requiring other referral pathways such as Police, Domestic Abuse Outreach and referrals for assessment of Care and Support needs under Section 9 of The Care Act for self-neglect or emerging care and support needs.




The RSFT Safeguarding, Domestic Abuse and Prevent policies have been recently updated within 22/23 to align with the SSAB and ICB strategic plan and policies. During 2022/23, saw increase in joint working between the RSFT Children's, Midwifery and Adults Teams, with the development of a quarterly Joint Safeguarding Adults and Children Committee, interim committee and a joint annual report to board.

Acute Trusts

Royal Surrey Hospital Foundation Trust cont.

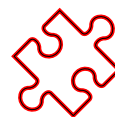
The RSFT Safeguarding Adult Team was very involved in the SSAB Safeguarding week during 22/23, with promotional stands in the hospital main entrance during the week and on White Ribbon Day and Carers day also. The Trust Communications Team supported with the use of social media and online publications interviews with safeguarding leads and IDVAs, including profiles of the Team and other resources.



 The team worked alongside the Emergency Department to launch the new Domestic Abuse pathway and raise awareness of the Hospital IDVA role both in the hospital and the community teams. The Safeguarding Adult Team also presented throughout the year at the LGBTQIA+, Disability and Women in Leadership forums, and delivered safeguarding training at the RSFT community hubs and at the University of Surrey with the Midwifery students. In addition to this the Safeguarding Adult Team began planning for the 23/24 RSFT Safeguarding conference, which is based around the national Violence Against Women and Girls strategy but includes a wide range of diverse speakers and topics to ensure inclusivity.

Challenges Faced Moving into 2023/24

- The increasing number of professionals and best interest meetings that the Safeguarding Adults Team are involved with, along with increasingly complex Police investigations involving a variety of forces from around the country have placed significant demands on the Safeguarding Adult Team in terms of resourcing and capacity.
- Involvement in DHRs and SAR panels, along with collating summary of involvements (SOI) for the increasing number of DHRs and SARS in 23/24 has placed further operational pressures on an already small team.
- Uncertainty about ongoing sustainable funding for the Hospital IDVA role given the investment in training and awareness mentioned previously is both a risk and a challenge.



Acute Trusts

Surrey and Sussex Healthcare NHS Trust (SASH)



Head of Safeguarding has attended all SSAB meetings and ensured information from the board is disseminated throughout the organisation.

Expansion of the virtual level 3 Think Family safeguarding training includes face to face sessions, ensuring that all staff have access to the training.



Safeguarding training compliance at all levels around 80%.



Deprivation of Liberty applications averaging 60-70 per month.



Development of separate Domestic Abuse policies for service users and workforce.



Successful National Safeguarding Adults week, with lots of engagement and working collaboratively with First Community Healthcare.



Two members of the SASH safeguarding adults team recognised at the SASH Star Awards by being awarded two separate awards for Dignity and Respect, and Patient Safety.



The evaluation feedback provided by colleagues who attended the SASH Think Family Safeguarding Training day provided acknowledgement and evidence that they all continue to find the training valuable and educational.



The number of fully documented Mental Capacity Assessments accompanying the DoLS applications demonstrates continuous improvement.



Acute Trusts

Surrey and Sussex Healthcare NHS Trust (SASH) Cont.

The team work closely with inpatients who are referred to the safeguarding team, often hearing their voice first hand and ensuring that this is listened to and central to all decisions and care pathway.



Working closely with the community NHS and care home colleagues, encouraging clear communication lines between clinical staff and community professionals.

During our training day when speaking about Safeguarding, we teach that the learning is as relevant for the community, home environment and other places such as places of religious worship, schools, sports organisations for example, especially around the Think Family mindset. Also, to be aware of vulnerabilities that make a person more susceptible than others, to be exploited or radicalised and to recognise the risks and dangers within the community and home environments.



Challenges Faced Moving into 2023/24


- Ensuring that there is continued improvement in applications of the Mental Capacity Act and Deprivation of Liberty Safeguards.
- The future of the HIDVA role following a very successful extended three-year project is very uncertain, there continues to be no identified funding stream for the future, the role has proved to be extremely valuable to victims/ survivors of Domestic Abuse accessing acute health care services, the future without this role within the acute setting now it is firmly embedded is deeply concerning. The role is due to end March 2024.

Acute Trusts

Ashford and St Peters Hospital (ASPH)




The Trust is an active participant of the SSAB, supporting this work through attending the SSAB meetings, Health Subgroup, Safeguarding Adult Review Panel, Safeguarding Adults Review and Learning group and chairing the Policy and Training subgroup.

During 2022/23 the Trust was able to contribute to the strategic plan by streamlining responses to S42 enquiries, disseminating thematic learning from enquiries and working across the multi-disciplinary hospital teams to identify areas of practice improvement. 




This work has seen significant improvements being made in the timeliness of district nurse referrals, supporting a reduction in avoidable safeguarding incidents.

As many safeguarding concerns are raised once the patient has been discharged from the acute Trust, it is not always possible to get this information first hand but understanding the impact on the patient (or their families) is of paramount importance to improving care and this is being used within the hospital as part of ongoing training to improve sharing of learning across the organisation. The close working relationships between the hospital safeguarding team, the adult social care team and the MASH has led to improved and consistent decision making relating to S42 enquiries. 



Work to challenge and improve capturing the voice of the person affected, where the person has capacity, to inform the enquiry continues to be undertaken across the teams.

The Trust took part in the SSAB safeguarding awareness campaign, hosting a stand within the hospital to engage with staff and patients. 



Due to the nature of the organisation, raising awareness in the community is challenging.

Challenges Faced Moving into 2023/24

- Improving training compliance – this is being closely monitored within the Trust divisions and overseen by the risk scrutiny and safeguarding committees.



Surrey and Border Partnership Trust (SABP)



Development and implementation of Ambassadors against Domestic Abuse forum.



Implementation of Think Family Guidance, Toolkit and Poster.



Roll out of the Oliver McGowan Mandatory Training in Learning Disability and Autism.



Strengthened our relationship with Adult Social Care to develop increased consistency and quality of referrals, outcomes and undertook a joint deep dive into safeguarding referrals from one of our mental health inpatient services. This has been fed back through our ICB oversight group for MH and LD&A.



The Trust was commended by Surrey Heartlands ICB for the work done around domestic abuse and for developing the Ambassadors against Domestic Abuse Forum (including ToR).



We are currently looking at business case to align our safeguarding training provision more closely to the Intercollegiate Document with an aim to have this up and running by the end of this year. We are also looking at ways to make sure that learning from SARs and DHRs has robust channels for dissemination. We are also looking at in house domestic abuse training.

Surrey and Border Partnership Trust (SABP)

Safeguarding Adults related themes are shared at the Trust learning events. These events take place quarterly. One of the learning topics shared was SAR Peter, professional curiosity, and asking routine question about domestic abuse.



We also hold FoCUS meetings, (FoCUS is a forum of carers and people who use our services). They enable people to have their say about the way we do things and help us improve services.


Challenges Faced Moving into 2023/24


- Demands due to extremely high volume of SARs and DHRs.
- The training compliance for safeguarding adults L2 training is currently below the NHS and Trust compliance average - the safeguarding adults' team and safeguarding adult's educator provided assurance to the Trust Safeguarding Committee that we are looking to increase provision of SGA L2 training, we will contact teams with low compliance to explore barriers and work together to bring the compliance figures up.




Community Providers

First Community Health & Care (FCHC)

 First Community have provided consistent and proactive attendance and contribution at the SSAB Meeting and subgroups which has supported the Board in many of the strategic priorities. First Community has actively supported the SSAB with the Communication and Engagement priority of the Strategic Plan. We have reviewed leaflets, contributed to development of the communication strategies, and was a member of the task and finish group to assist with the promotion of Adult Safeguarding Week.

First Community have continued to focus on ensuring that Safeguarding Adults has remained high on the agenda within the organisation. This has included a roll out of a new training strategy, the introduction of a comprehensive Supervision Policy and the creation of an enthusiastic Safeguarding Champion Group to support this process. 

 During 2022/23 First Community had a CQC inspection and were rated good in the area of Safe.

There continues to be an increase in the number of safeguarding concerns raised with the MASH during this year indicating that staff are increasingly aware of what constitutes a concern and are reported appropriately; this year a new process has been embedded to ensure the follow up of these concerns. 

Community Providers

First Community Health & Care (FCHC) Cont.

Following a Routine Enquiry Audit domestic abuse has been a particular priority for First Community, and this has seen more robust processes for recording disclosures, MARAC information and onward referrals within a 'Think Family Approach'. A particularly difficult case involving an extremely vulnerable lady living with her husband had a positive outcome following some effective multi agency working across the agencies.



First Community Adult Safeguarding Lead and the Safeguarding Champions spent a day during Adult Safeguarding Week November 2022 hosting a stall in the Belfry Shopping Centre (Redhill) on behalf of the SSAB. SSAB information and merchandise was handed out to the general public to help raise awareness of Adult Safeguarding. The Adult Safeguarding Lead and Champions had a positive day engaging with the local population sharing information and responding to queries.

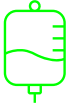
Challenges Faced Moving into 2023/24




- Ensuring that staff have capacity to engage in the training requirements outlined in the intercollegiate document
- Embedding mental capacity assessment and documentation in everyday practice

Community Providers


HCRG Care Group


 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.


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. 

 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.


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. Dental team are proactive in ensuring MASH raised in 'was not brought' situations. 

Community Providers

HCRG Care Cont.

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.

Recent CQC inspection completed for adult community services with the outcome of GOOD across all domains.



 All newsletters are shared with the community service teams and discussed at meetings.

Surrey Safeguarding Adults Board information is shared and discussed in safeguarding meetings.



 Safeguarding champions and safeguarding supervision is in place.

Challenges Faced Moving into 2022/23



- Waiting lists in some of our community services e.g., Podiatry, Special Care Dentistry. We are reviewing the lists to ensure no harm is coming to patients and giving advice on going home 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. Nationally processes are being streamlined to aid with recruitment and onboarding.

Buckinghamshire and Surrey

Trading Standards

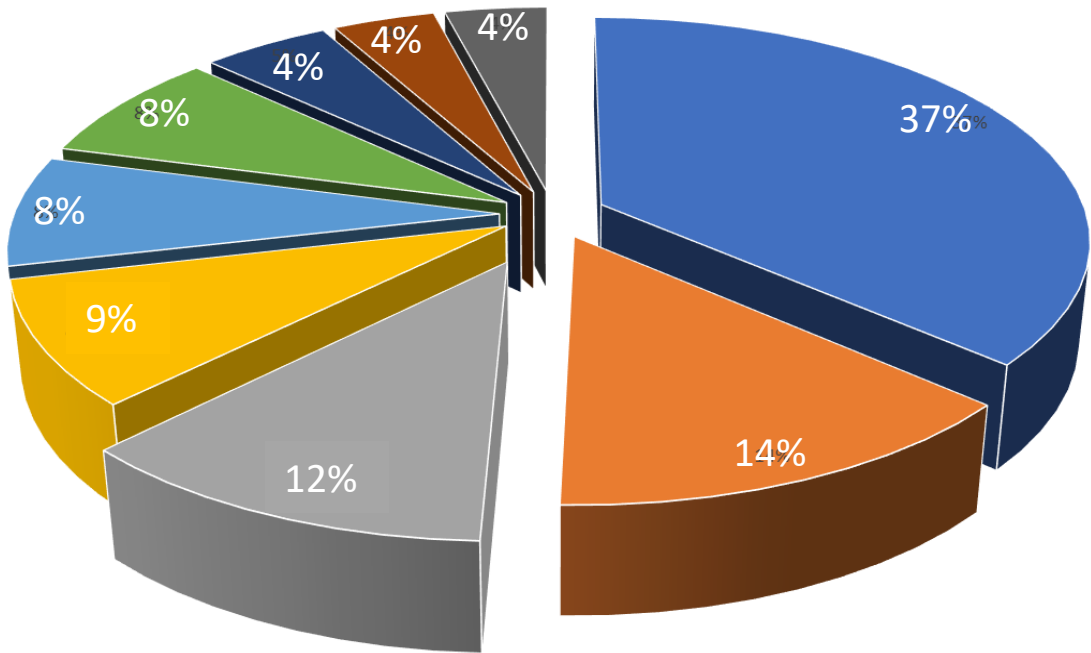
-  The Prevention Team made 686 scam/ fraud related disruptions.
-  The total impact of these disruptions is approximately £11million.
-  The Prevention Team trained 2021 individuals as Friends Against Scams (FAS) or equivalent (Champion/Marshal).
-  This prevented approximately £50,000 of fraud and saved Health and Social care around £74,000.
-  The Prevention Team installed 31 door cameras into the homes of vulnerable residents being targeted by in person door step scammers.
-  The Prevention Team installed 110 call blockers into the homes of vulnerable residents being targeted by cold calling fraudsters.
-  The call blockers stopped 57,038 scam/nuisance calls originating from both national and international call centres.
-  The call blockers stopped 48,165 scam/nuisance calls originating from both national and international call centres.
-  The call blockers prevented losses of around £1.8million
-  The call blockers saved Health and Social Care an estimated £1million.

Buckinghamshire and Surrey Trading Standards



The breakdown of intercepted scam/ nuisance call types are below:

Scam/Nuisance Call Types Blocked Dec 2022



- Insulation
- Medical
- Solar
- Debt
- Broadband
- Bank
- Boiler
- Energy
- Insurance

Buckinghamshire and Surrey Trading Standards



Photos from events/ campaigns:



Pride in Surrey.



#SleighNoToLoanSharks

STOP LOAN SHARKS
Intervention . Support . Education

Christmas campaign to raise awareness of the dangers of loan sharks.



Visit by The Earl of Lindsay, President of the Chartered Trading Standards Institute.



What's the price of modern slavery?



**Free business webinar
18 October at 2pm**

Multiagency webinar to mark Anti-Slavery Day.

Surrey Prevent (Counter-Terrorism) and Channel Panel

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

-  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 2022 to March 2023,

-  69.12% of the adults known to the Channel Panel had care and support needs. (decrease on 2021/22)
-  69.12% of the adults known to the Channel Panel were also known to adult social care. (decrease on 2021/22)
-  69.12% were known to adult mental health services. (decrease on 2021/22)
-  69.12% had care and support needs related to mental health issues. (decrease on 2021/22)
-  11.88% had care and support needs related to substance misuse issues. (decrease on 2021/22)
-  34.56% had care and support needs related to autism. (decrease on 2020/21)