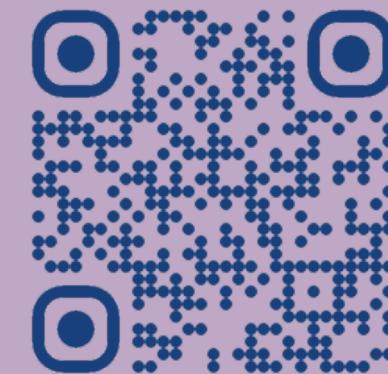




# Annual Report 2024/25



# Foreword from the Chair

Welcome to Surrey Safeguarding Adults Board Annual Report 2024-25. These are busy and challenging times for all those involved working in safeguarding adult's partnerships. There continues to be pressure in the context of increasing need for services, as well as managing changes to our organisations across the safeguarding system.



I would like to take this opportunity to commend all my colleagues on the SSAB for their continuing dedication to prioritise adult safeguarding by working together, making the best use of their skills and resources in a common commitment to safeguarding people at risk of abuse or neglect in Surrey.

This report evidences the work, innovation and achievement from the partnership during the last year. There has been a particular focus on improving our Safeguarding Adults Review (SAR) process to ensure that the insights and recommended actions can be shared and implemented effectively and quickly. During the year of this report eight SARs were published and many valuable resources have been developed to raise awareness of the issues raised by the reviews including webinars, briefings and animated videos, which are made available through our website.

Thanks are due to the SSAB's Business Unit, led by Jolene Llewellyn, Board Manager, for so effectively steering our partnership and to all of those who have contributed to the work of the Board's subgroups, especially the subgroup Chairs. Their hard work and creativity has resulted in policy and practice improvements which make a real difference to people's lives.

Finally, I offer my heartfelt thanks to the people with lived experience, their families, carers and friends for the grace with which they engage with us.

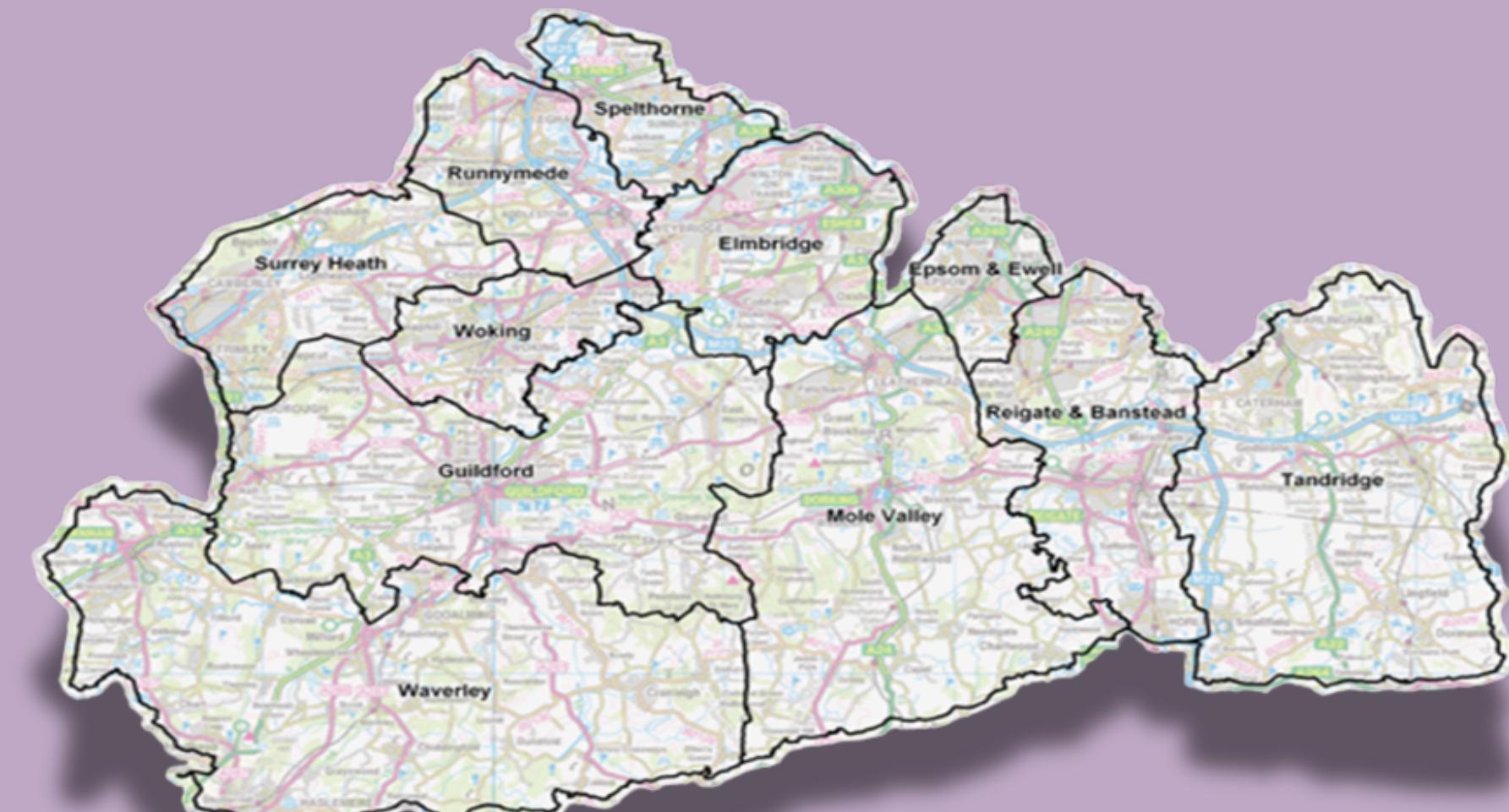
*Tessa Bell*

# Surrey Local Context

Surrey ranks as the fifth largest local authority in England, with a population exceeding 1.2 million, according to the 2021 Census data. The governance structure in Surrey operates on a two-tier system, comprising a county council (the upper-tier local authority) and 11 district and borough councils (the lower-tier local authorities).

The county's landscape is diverse, featuring significant urban centers in the north and rural areas in the south. This geographical variation creates a broad spectrum of needs, presenting the challenge of effectively addressing the specific requirements of each locality.

Moreover, Surrey's population is not only growing but also becoming increasingly diverse. In 2021, 6% more residents identified as belonging to ethnic groups other than White British compared to 2011. This trend mirrors the demographic shifts observed between the 2001 and 2011 censuses, highlighting the evolving population dynamics within Surrey.



# About the Board

The Surrey Safeguarding Adults Board (SSAB) is a strategic partnership, made up of statutory, voluntary and independent sector agencies.

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

It has a core membership of Statutory Partners from:

- Surrey County Council (SCC).
- Surrey Heartlands Integrated Care Board (ICB) (who also represent Frimley Health ICB).
- Surrey Police.

Membership also includes a range of [other members](#).

The purpose of a Safeguarding Adults Board (SAB) is to safeguard adults with care and support needs by ensuring that:

- Local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance.
- Safeguarding practice is person-centred and outcome focused.
- Safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.
- Agencies give timely and proportionate responses when abuse or neglect have occurred.
- Agencies are working collaboratively to prevent abuse and neglect where possible.

SABs have three core duties to fulfil statutory requirements:

- Have a Strategic Plan
- Produce an Annual Report
- Carry out SARs

## 1 What is a Safeguarding Adults Board?

A Safeguarding Adults Board (SAB) is a statutory, multi-agency partnership of organisations that works at a strategic level to support and protect adults with care and support needs. The Board's core activity is to undertake safeguarding adults reviews (SARs) to identify learning when an adult dies or is seriously harmed as a result of abuse or neglect; and support partner organisations to implement the learning to improve support and protection in the future.

## What is the Surrey Safeguarding Adults Board?



## 7 SSAB Resources & Links

The SSAB has a wide selection of leaflets, resources and with information about different aspects of safeguarding to assist professionals and ensure their practice is effective, including:

- Leaflets.
- Easy reads.
- Webinars.
- Videos on Types of abuse, & Information & advice.
- Useful links.

[Leaflets & Resources - Surrey Safeguarding Adults Board](#)



## 6 SARs & Sharing Learning

The circumstances for undertaking a review are set out in the [Care Act 2014 \(S44\)](#) guidance. This can be a standalone SAR or a joint review. A joint review might be where the adult also experienced domestic abuse or had a learning disability.

The SSAB publishes the learning from each SAR/joint review at [Safeguarding Adult Reviews \(SARs\)](#).

The link will also provide information on:

- What is a SAR?
- What is a DARDR?
- What is a LeDeR?

## 2 Why SABs Exist?

The [Care Act 2014](#) in England places a legal requirement on local authorities to establish a Safeguarding Adults Board.

The overarching purpose of an SAB is to ensure that adults with care and support needs can live safely and free from abuse and neglect.

Boards enable organisations to work together, share information, and develop systems and services, policies, procedures and training to effectively coordinate the way they deliver services to support and protect vulnerable adults.

## 3 What do SABs do?

- **Coordinate work:** promote joint-working among organisations to form an effective 'team-around-the-person' (a person-centred approach).
- **Develop strategy:** publish a [three-year strategic plan](#) for supporting and protecting vulnerable adults.
- **Promote a culture of safeguarding:** encourage organisations to embed safeguarding as everyone's responsibility.
- **Review & learn** use the learning from SARs to support service improvement.
- **Ensure accountability:** [Publish annual reports](#) setting out actions, progress & accountability among partners agencies.

## 5 SSAB Partner Agencies

Our [partner agencies](#) include:

- SCC - Adult Social Care, Public Health, Fire, Trading Standards.
- Surrey Police.
- Surrey Heartlands ICB.
- Ambulance Service.
- All five acute trusts in Surrey.
- All five HMP prisons and healthcare.
- District & Borough Councils.
- Community healthcare agencies.
- Third sector agencies and charities.
- Domestic abuse outreach services.
- Housing providers, (inc. LA and Private).

## 4 Who are the Surrey SAB (SSAB) Business Unit?

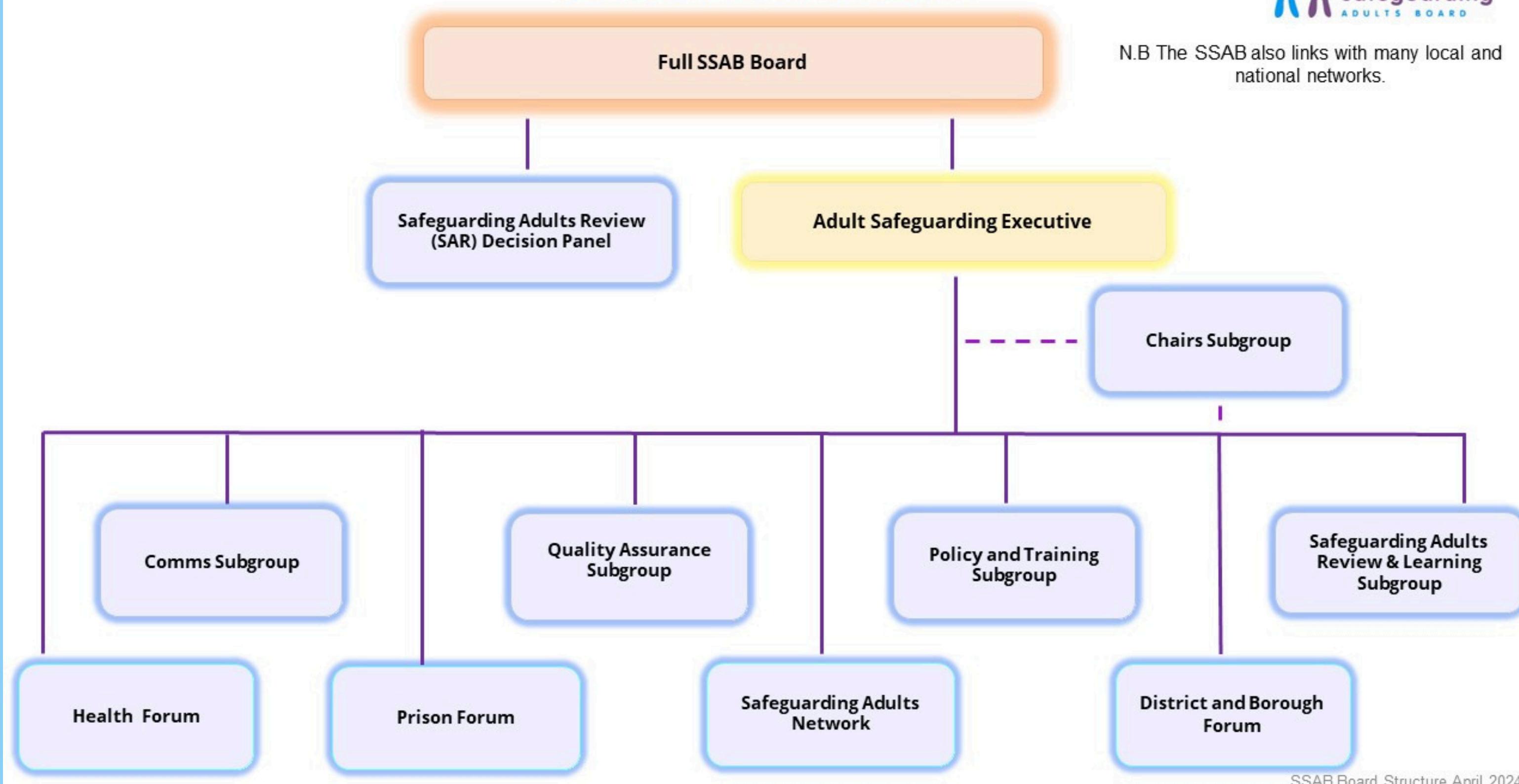
The SSAB Business Unit is made up of:

- An Independent Chair.
- A Board Manager.
- A SAR Coordinator.
- A Project Officer.
- A Communications, Engagement & Partnership Officer.

[Board Structure - Surrey Safeguarding Adults Board](#)

\*As of April 2024

# Board Structure



SSAB Board Structure April 2024

[For more information on the work of each of the SSABs subgroups and forums.](#)

# Key Achievements during 2024/25

## PRIORITY

1

### Prevention & Awareness

- Avoidable safeguarding materials including: falls, choking, missed visits and pressure ulcers were created and published.
- Detailed webinar series held during 2024/25.
- During Safeguarding Adults Week 2024, we collaborated with our partners to explore the different safeguarding themes of each day. To find out more about what we did during the week - [click here](#).

SAFEGUARDING ADULTS WEEK SPECIAL:  
CUCKOOING AND CRIMINAL EXPLOITATION  
WEBINAR

## PRIORITY

2

### Communication & Engagement

Our Partnership Officer attended the following meetings, to help build better engagement and working relationships with the SSAB:

- The Surrey Voluntary Community and Social Enterprise (VCSE).
- Surrey Minority Ethnic Forum (SMEF).
- Surrey Community Action,
- Safeguarding partners breakfast - Diocese of Guildford.
- Changing Futures and Surrey Adults Matter.
- Hate Crime and Community Cohesion Partnership.
- Gypsy and Romany Traveller (GRT) Partnership.
- Surrey Serious Violence Reduction Partnership.
- Surrey Anti Slavery Partnership.
- District and Borough Safeguarding Leads.

## PRIORITY

3

### Quality & Improvement

- The SAR Summary of Involvement (SoI) request was updated to help agencies provide better information, to assist the SAB when making a s44 decision.
- A new SAR triage process was introduced, triaging all new SAR referrals before being taken to the SAR decision meeting.

## PRIORITY

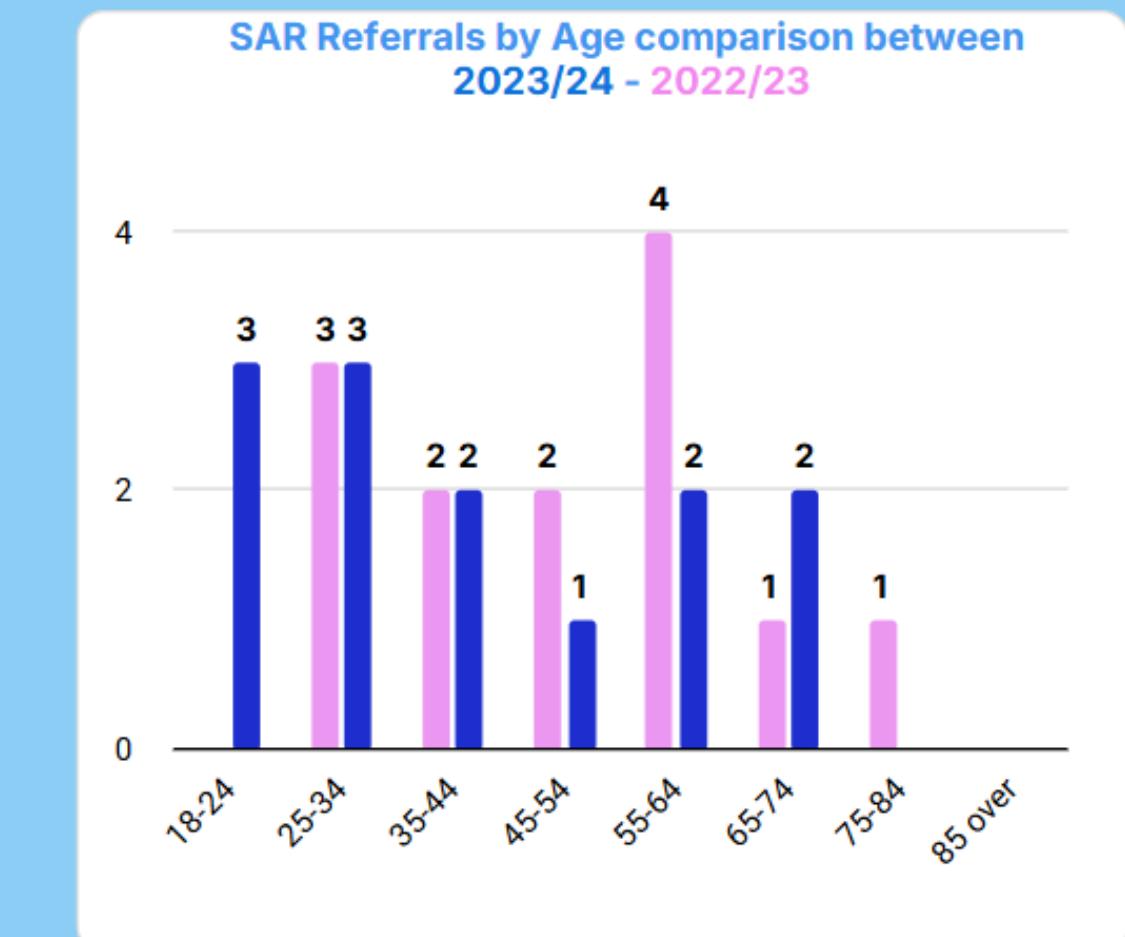
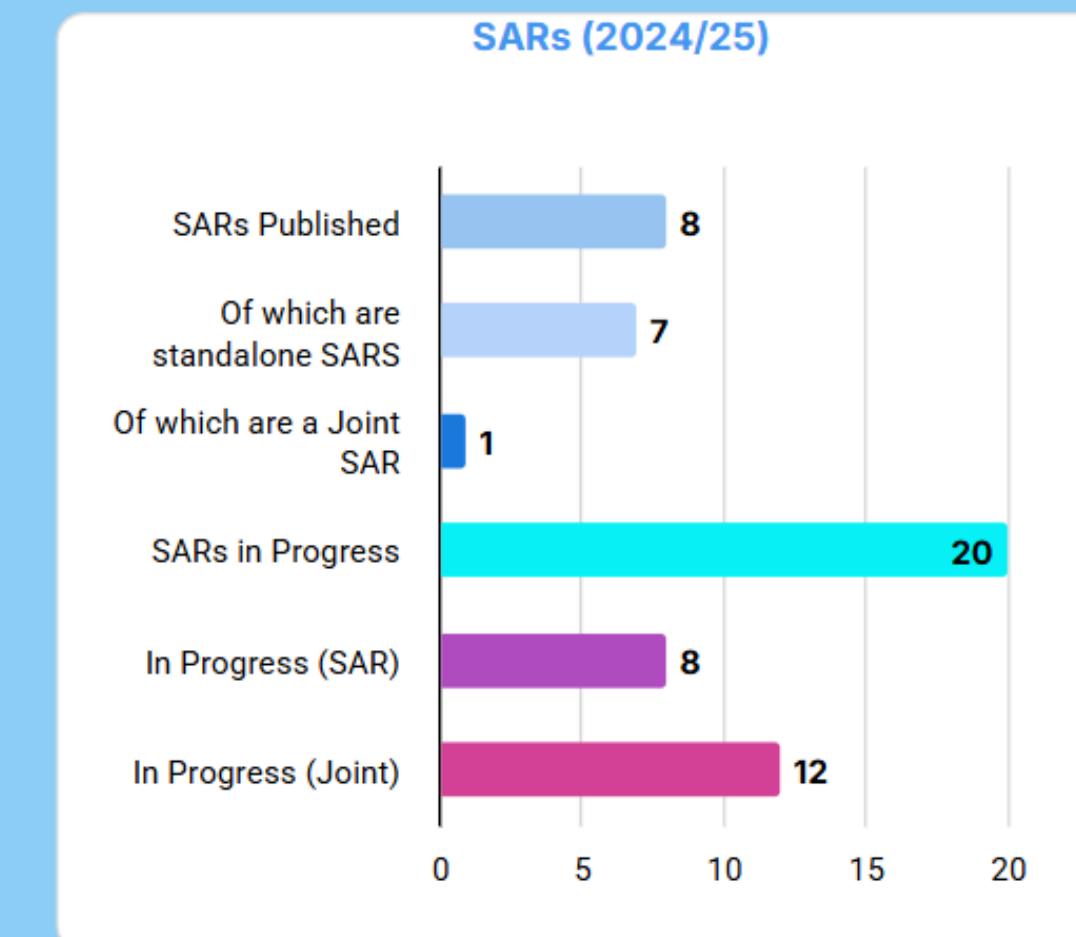
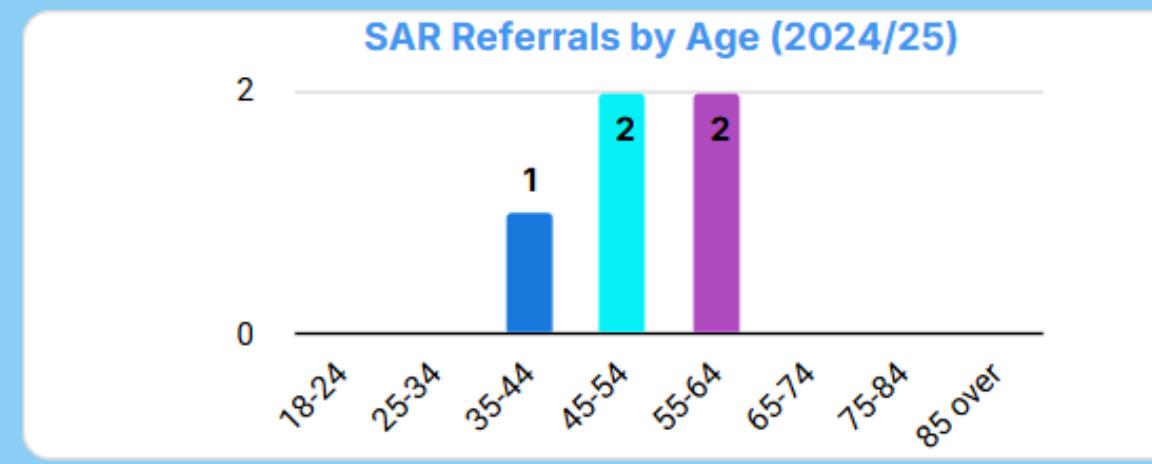
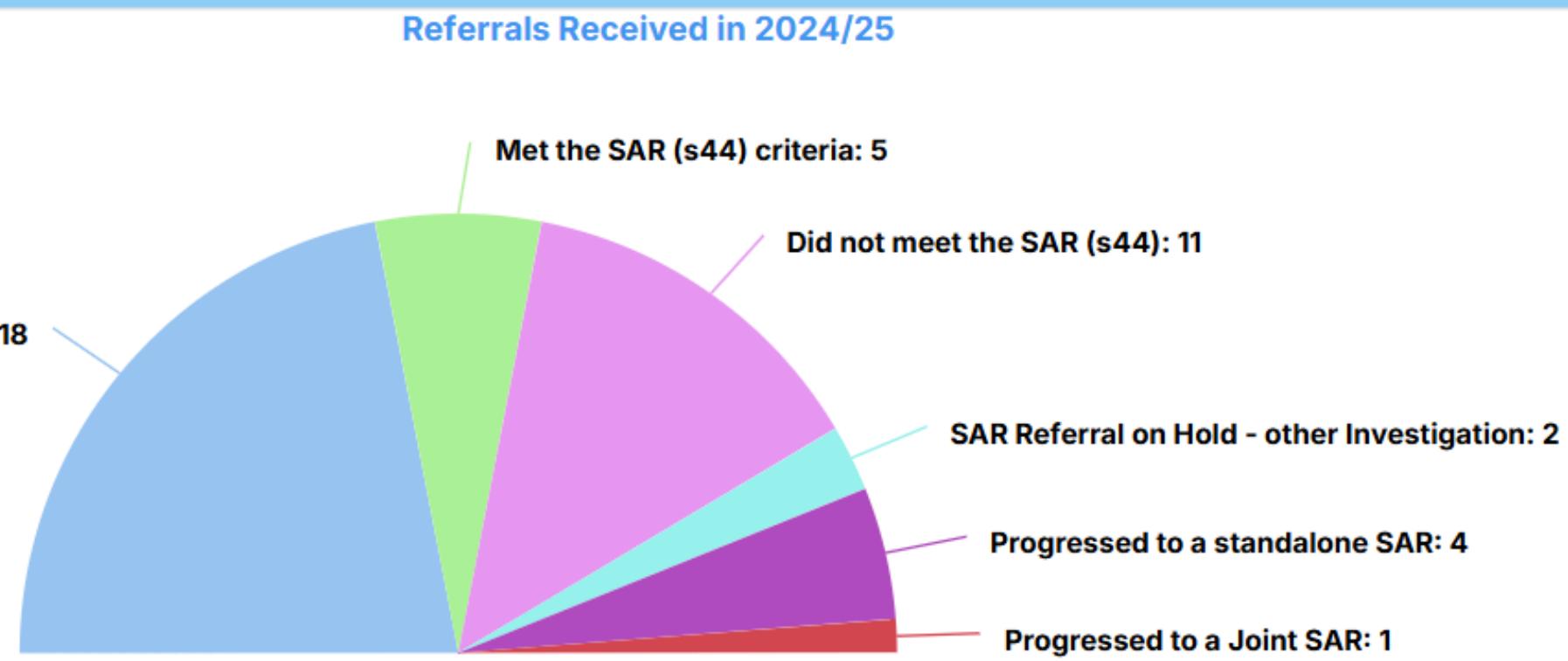
4

### Reflection & Learning

- The SAR learning summary document was updated. (as shown in [Aulia's learning Summary](#).)
- Strong links has been established and reflect the joint working between the SSAB SAR Coordinator and the SCC DHR Coordinator.
- Emerging issues from networks are discussed at the SAR Triage and Decision meetings, as appropriate with any required actions taken forward.

This information is a comparison to the priorities for the 2024/25 year, from the 2023/24 annual report.

# Safeguarding Adult Reviews



# Published SARs

The Surrey Safeguarding Adults Board will undertake a Safeguarding Adults Review (SAR) when the circumstance set out in the [Care Act 2014 \(S44\)](#) guidance are met, this can be as a standalone SAR, or as a joint review.

SARs can join up with a number of different agencies reviews, although most commonly this would be a Domestic Abuse Related Death Reviews (DARDR) previously known as a Domestic Homicide Review (DHR).

In 2024/25 the SSAB published eight SARs, all of these can be found [Published SARs](#).

One of those was in relation to 'Sam'. We wish to share more information on this review due to the different themes raised in the SAR. 'Sam' was published in November 2024, in relation to missed opportunities for inter-agency communication with a person with MND.

The findings of the SAR included:

- Coordination of Person-Centred Support.
- Mental Capacity Act (2005).
- Communication.
- Section 42 Referral and Enquiry.
- Covid-19.
- Direct Payments.

The SSAB published the full SAR report, and an executive summary.

A well attended learning event was held the following month, to share the learning from the review. Presenters included:

- The author
- An MND Nurse specialist.

['Sam' Published Safeguarding Adults Review](#)

[Learning from 'Sam' webinar](#)

# Rough Sleeping and Homelessness

In 2024/25 the Surrey Safeguarding Adults Board (SSAB) recognised rough sleeping and homelessness as a critical safeguarding concern. In response, the Board has made it as a key priority to address the complex challenges faced by adults experiencing homelessness, recognising the heightened risks of abuse and neglect.

To strengthen our approach, the Board begun collaborating closely with the District and Borough Councils representative from Spelthorne Borough Council, (Housing Options Team Manager). Who brings expertise, insight, and together with local partners, the SSAB are developing co-ordinated strategies aimed at improving support, protection, and outcomes for individuals facing homelessness.

The Ministry of Housing, Communities and Local Government were invited to attend the first meeting of 2025/26 in April 2025 of the Safeguarding Adults Network (SAN).

This priority is set to be embedded firmly within our forthcoming Strategic Plan for 2025-2028\*. Through this plan, we aim to implement targeted actions that enhance partnership working, improve early identification and intervention, and ensure that safeguarding responses are responsive to the specific needs of those experiencing rough sleeping and homelessness.

Our commitment is to safeguard these adults more effectively by addressing the root causes and supporting pathways out of homelessness in a holistic and person-centred way.

\*Please see forward planning page 14 for more information on the priorities for 2025/26, and our strategic plan for 2025/28.



# Adults in Surrey Data 2024/25

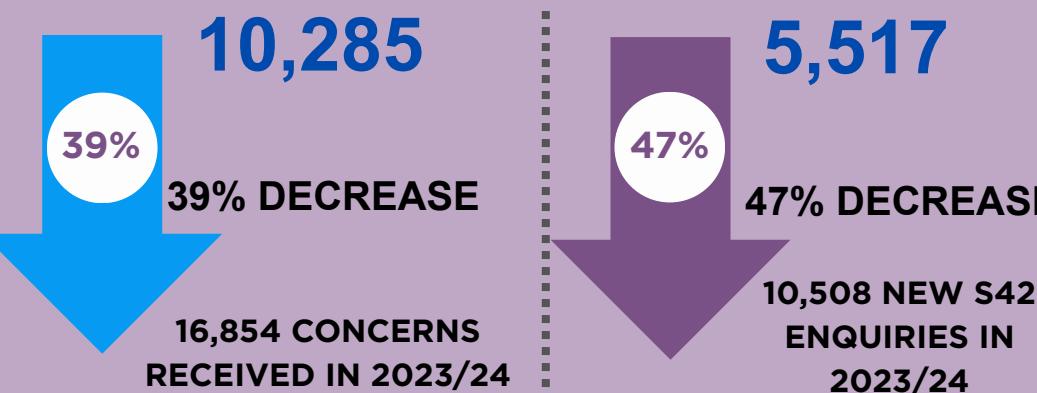


**1.2 Million  
RESIDENTS IN SURREY**

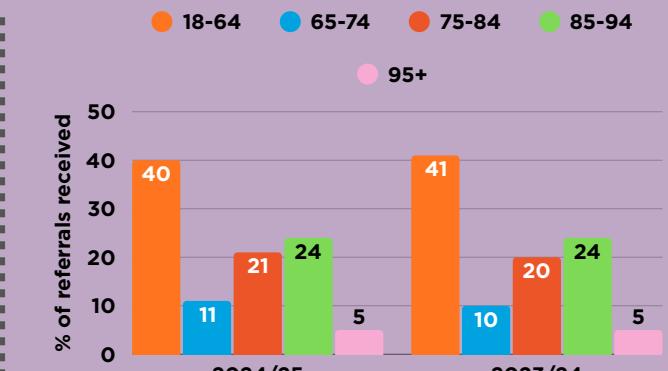
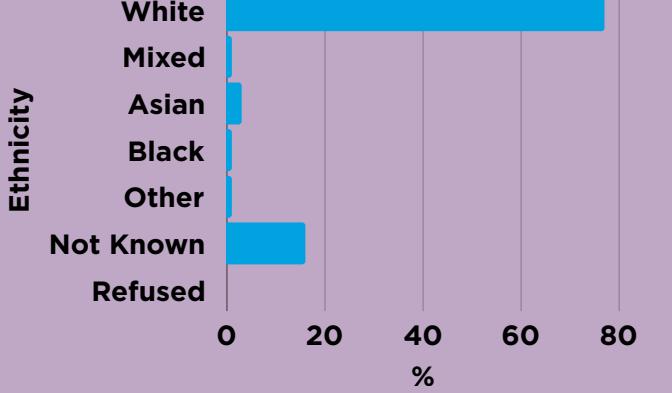
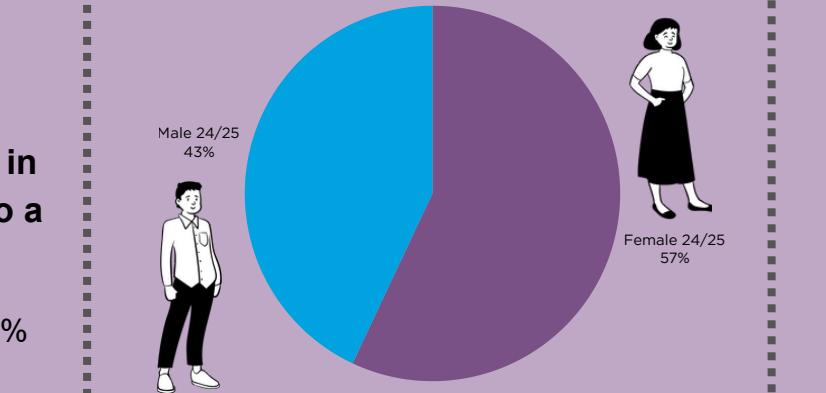


Residents aged 18-64 = 740,087

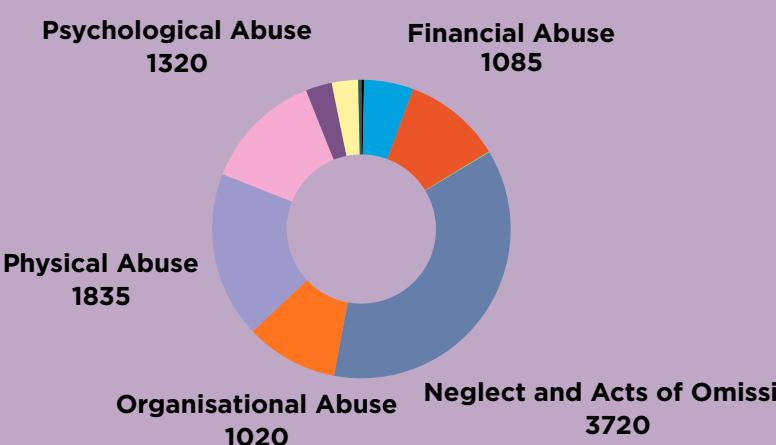
Residents aged 65 and over = 239,223



**54%**  
of safeguarding concerns received in 24/25 progressed to a s42 enquiry  
Decrease of 9% of 63% in 2023/24



## Type of Abuse



**40% (4055)**



Own Home

**24% (2460)**



Care Home - Residential

**Type of Risk**  
**9% (960)**



Care Home - Nursing

**8% (815)**



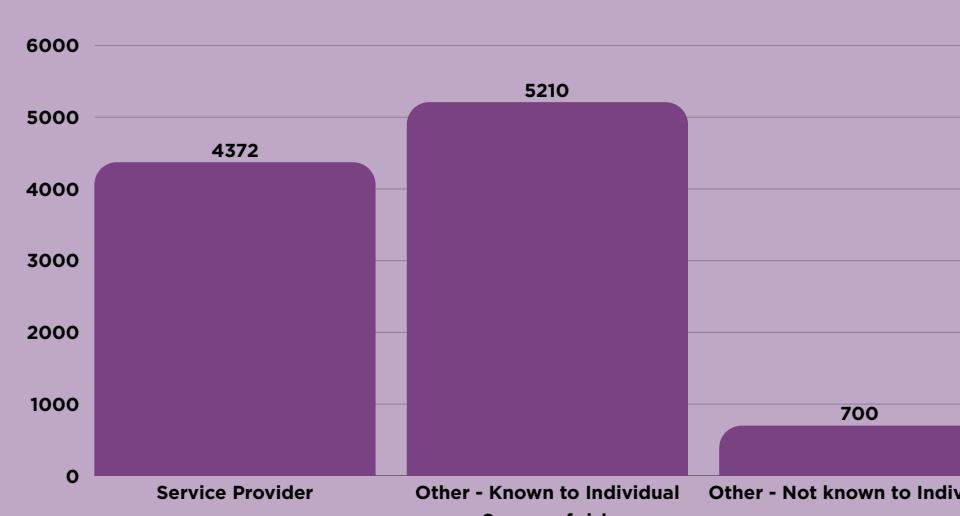
Hospital - Acute

**6% (590)**



Other

## Source of Risk



**91% (4383)**



Risk Reduced or Removed

**61% (3994)**



Expressed Desired Outcomes

## Concluded Section 42 Enquiries

**97% (3886)**



Outcome fully or partially achieved

**92% (3886)**



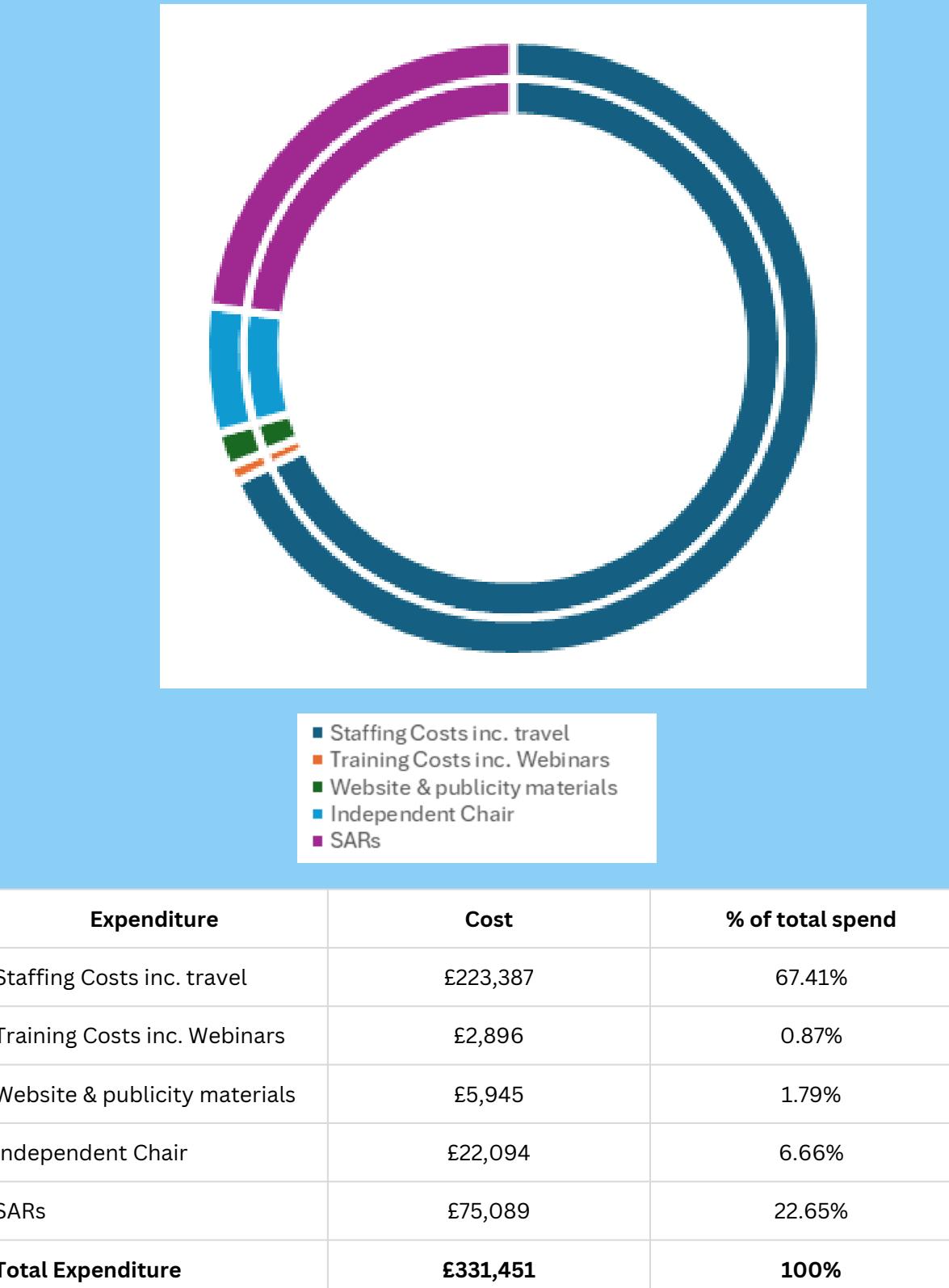
Supported by advocate, Family, or friend

# SSAB Pooled Budget

## SSAB Partner Contribution 2024/25

Partner	% split of contribution	24/25 contribution
Surrey County Council	34.75%	£117,500
NHS Surrey Heartlands ICB	34.69%	£117,500
Surrey Police	23.33%	£79,000
Ashford & St Peters Hospital	0.43%	£1,450
Epsom & St Helier Hospital	0.43%	£1,450
Frimley Park Hospital	0.43%	£1,450
Royal Surrey Hospital	0.43%	£1,450
Surrey & Sussex Healthcare	0.43%	£1,450
NHS	0.43%	£1,450
Surrey & Borders NHS Partnership	0.43%	£1,450
CSH Surrey	0.43%	£1,450
First Community Health & Care	0.31%	£1,055
HRCG	0.31%	£1,055
Elmbridge Borough Council	0.31%	£1,055
Epsom & Ewell Borough Council	0.31%	£1,055
Guildford Borough Council	0.31%	£1,055
Mole Valley District Council	0.31%	£1,055
Reigate & Banstead BC	0.31%	£1,055
Runnymede Borough Council	0.31%	£1,055
Spelthorne Borough Council	0.31%	£1,055
Surrey Heath Borough Council	0.00%	£5,000
<b>100.00%</b>		<b>£343,605</b>

## SSAB Expenditure 2024/25



## SSAB Income 2024/25

Income from Partners - £343,605.  
Carry Forward - £274,289.  
**Total - £617,894**



# SSAB Member Updates

All agencies who are members of the SSAB were asked to input into this report, highlighting the work they have done over the 2024/25 year to support the work of the Surrey Safeguarding Adults Board key themes and priorities.

For more in depth updates from our partners please follow the [attached link](#).

THE CQC ASSURANCE VISIT HIGHLIGHTED A NUMBER OF GOOD AREAS WITHIN PRACTICE OF SURREY COUNTY COUNCIL, HOWEVER, THEY ALSO IDENTIFIED FURTHER OPPORTUNITIES FOR IMPROVEMENT.

A SIGNIFICANT HIGHLIGHT FOR 2024/25 HAS BEEN THE CONTINUED STRENGTHENING OF THE WORKING RELATIONSHIP BETWEEN FRIMLEY HEALTH NHS FOUNDATION TRUST (FHFT) AND SURREY SOCIAL CARE.

IN FEBRUARY 2025, WE SUPPORTED HEALTHCARE DURING THEIR NHSE SAFEGUARDING ASSURANCE VISIT, WHICH RECEIVED POSITIVE FEEDBACK FOR OUR JOINT APPROACH WITH HMPPS, CNWL, SOCIAL CARE, AND THE SUBSTANCE MISUSE TEAM.

DEMAND OF RESOURCES, AND INEXPERIENCED FRONT LINE WORKFORCE

EMBEDDING LEARNING FROM REVIEWS AND EMBEDDING THE MENTAL CAPACITY ACT WITHIN CLINICAL PRACTICE



THIS YEAR CATALYST SUPPORT HAS SEEN A CONSIDERABLE STRATEGIC DEVELOPMENT IN SAFEGUARDING PRACTICE, THROUGH IMPROVED INTERNAL REPORTING AND RECORDING PROCESSES, ALONGSIDE ADDITIONAL TRAINING AND SUPPORT PIECES FOR STAFF AND LINE MANAGERS.

REVIEW OF MCA AUDIT TOOL WHICH CONTINUES TO BE HIGHLIGHTED ACROSS THE SE REGION

SUPPORT TO ADULTS WHO DO NOT MEET THE CRITERIA FOR ASC INTERVENTION & MEETING THE NEEDS OF COMPLEX PATIENTS

THE COUNCIL ACTIVATED THE SURREY ADULTS MATTER (SAM) PROCESS TO COORDINATE MULTI-AGENCY SUPPORT.

WE ARE CURRENTLY UNDERTAKING A JOINT PILOT PROJECT WITH HMPPS AND SURREY COUNTY COUNCIL WHICH INVOLVES A SITE BASED SOCIAL WORKER DELIVERING SERVICES TO THE WOMEN IN OUR PRISON.

THE IMPLEMENTATION OF PSIRF HAS BEEN ONE OF THE KEY PRIORITIES. THE AIM OF PSIRF IS TO EXPLORE HOW TO RESPOND TO PATIENT SAFETY INCIDENTS FOR THE PURPOSES OF LEARNING AND IMPROVING, WITH A COMPASSIONATE ENGAGEMENT AND INVOLVEMENT OF THOSE AFFECTED BY PATIENT SAFETY INCIDENTS. IT IS VITAL THAT BOTH PATIENT SAFETY AND SAFEGUARDING WORK IN PARTNERSHIP.

STAFFING CHALLENGES, AND TRANSITIONS FOR THOSE WITH LEARNING DISABILITIES

# Key Priorities for 2025/26

Over the next year the Board will use its recently published [2025-28 Strategic Plan](#), which has a focus on implementing learning.

This will be achieved by streamlining our activities aimed at identifying learning (the 'front-end' of the SAR process). The aim is to free up as much capacity as possible for the SSAB Business Unit and partners to be able to invest significantly in implementing the learning, that is, improving services (the 'back-end' of the process).

The SSAB's ambition is to provide the consistent quality assurance and improvement initiatives needed for the multi-agency safeguarding partnership to feel confident that they are delivering a good standard of service for Surrey's adults with care & support needs.

The SSAB's standing subgroups are tasked with taking forward the Board's strategic workstreams. As noted in section 1, of the SSAB's 2025-28 Strategic Plan focused on building the Board's governance, structure, Business Unit and partnerships to improve identification of learning. As a result, the Board will be in a position to introduce a more streamlined approach with three (rather than four) strategic workstreams each to be taken forward by standing subgroups.

The priority themes for the 2025-28 strategic plan include: **Self-Care Difficulties** (described in government guidance as 'self-neglect'). **Exploitation, Transitional Safeguarding, Domestic Abuse and Suicide Prevention**. In addition to these **Trauma, Mental Health and Person-Centred Care** will also run through each of the priority themes.

# Key Priorities for 2025/26

In addition to the new strategic plan being published in April 2025, the SSAB will be reviewing its subgroups to help them have a focus on implementation of learning.

These will move to three standing subgroups, which will have a more defined path of travel:

- **Communications** - is to improve all forms of communication and information sharing with membership from community organisations, and service users to ensure we can hear the voice of service users. which support the promotion of health and wellbeing, and safety of adults with care and support needs, across the Surrey multi-agency safeguarding partnership.
- **Quality Assurance** - is to support an accurate understanding of the quality of the service promoting the health and wellbeing and safety of adults with care and support needs, across the Surrey multi-agency safeguarding partnership.
- **Learning and Development** - is to support the Surrey multi-agency safeguarding partnership to integrate learning from Safeguarding Adults Reviews (SARs) into practice to improve the service promoting the health and wellbeing, and safety of adults with care and support needs.

## Special Subgroups

- **Chairs Subgroup** - to be reinstated to combine and align activity from the subgroups demonstrates leadership in multi-agency working and in listening to the voice of the service user; and supports the Board to offer similar leadership, to the Surrey multi-agency safeguarding partnership.
- **Policy and Procedure** - will run once a year to identify and update the SSAB policy and procedures, based on changes to government legislation or guidance and/or any good practice identified by partners, colleagues/peers or research.

Safeguarding Adults Review (SAR) Decision Panel - is to review the summary information provided by partner agencies and make the decision whether or not a case meets the criteria for a SAR; and if so, what type of SAR would be the most appropriate.

There will be no change to the SSAB Forums. The forums will remain to act as a source for linking with relevant partners from the appropriate fields with the SSAB, these include **Health Forum, Prison Forum, Safeguarding Adults Network (SAN)**

# Resources Referenced

- Members of the SSAB - <https://www.surreysab.org.uk/about-us/members-of-the-ssab/>
- SSAB Leaflets and Resources - <https://www.surreysab.org.uk/leaflets-resources/>
- Care Act 2014 - <https://www.legislation.gov.uk/ukpga/2014/23/section/44/enacted>
- SSAB Annual Report - <https://www.surreysab.org.uk/about-us/annual-report/>
- SSAB Safeguarding Adults Reviews - <https://www.surreysab.org.uk/safeguarding-adult-reviews-sars/>
- SSAB Strategic Plan - <https://www.surreysab.org.uk/about-us/strategic-plan/>
- SSAB Board Structure - <https://www.surreysab.org.uk/about-us/board-structure/>
- SSAB Safeguarding Adults Week - <https://www.surreysab.org.uk/information-for-residents-of-surrey/national-safeguarding-week/>
- Safeguarding Adults Data - [https://www.gov.uk/government/statistics/safeguarding-adults-england-2024-to-2025/background-quality-and-methodology#introduction](https://www.gov.uk/government/statistics/safeguarding-adults-england-2024-to-2025/safeguarding-adults-england-2024-to-2025-background-quality-and-methodology#introduction)
- SSAB Members Update - <https://www.surreysab.org.uk/wp-content/uploads/2025/09/Member-Updates-September-2025.pdf>