

# Surrey Safeguarding Adults Board

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## FROM THE CHAIR ...

Dear Colleague

Welcome to the Surrey Safeguarding Adults Board Autumn newsletter. As usual the newsletter contains lots of useful information. I am going to highlight three issues referred to in different articles:

- The language we use when we talk about safeguarding
- Learning and reflecting on safeguarding practice
- Preventing adults from being at risk of significant harm.

Some information is included on a safeguarding adults advice note issued by the Association of Directors of Adults Social Services. The advice note suggests we change the terminology we use and refer to 'adults at risk' of harm or significant harm instead of using the term abuse. The Law Commission is suggesting this change as 'harm' is seen as a more descriptive term. We'll be discussing this at our November Board meeting.

During the financial year 2011/12 the Safeguarding Board is prioritising learning from practice and we are testing out a range of methods for making sure we do this. In June the Board received a report which noted key themes and learning from recent Surrey serious case reviews and the findings are included in the newsletter.

The newsletter also provides an update on the Safeguarding Prevention Strategy. This is an important document which reflects the Board's commitment to doing all we can to prevent adults from being at risk of significant harm. The Prevention Strategy will be circulated to all agencies shortly.

If you would like any more information on any of the items included in the newsletter or on the work of the Surrey Safeguarding Adults Board please contact me directly at [jshuttleworthcat@aol.com](mailto:jshuttleworthcat@aol.com) or contact the Board Administrator - Liz Butcher at [surreysafeguarding.adultsboard@surreycc.gov.uk](mailto:surreysafeguarding.adultsboard@surreycc.gov.uk) or Tel: 01372 832252.

Kind regards  
Jane Shuttleworth  
Independent Chair  
Surrey Safeguarding Adults Board

## Association of Directors Adult Social Services (ADASS) Safeguarding Adults Advice Note

The ADASS Advice Note was published in April 2011 by Directors (in the Association of Directors of Adult Social Services Safeguarding Policy Network) for Directors. The position statement is presented as an Advice Note, with recommendations at the end for Directors to consider taking forward in their own localities.

The key recommendations put forward in the Advice Note are:

- 1) **Language and Terminology** – ADASS supported the Law Commission’s proposal to amend the No Secrets definition of “vulnerable adult” to “adult at risk” and endorses the term ‘harm’ and ‘significant harm’ as being more descriptive than ‘abuse’.
- 2) **Leadership** – This framework recommends that as part of democratic engagement and community leadership function, every council should have a council-wide approach to safeguarding adults – keeping people safe and protecting people from harm – embedded within its overall policy framework.
- 3) **Safeguarding Adults Boards** – ADASS supports the placing of Safeguarding Adults Boards on a statutory

footing and a duty of partners to cooperate including GP Consortia. There should be a clear link with the Health and Wellbeing Boards described in the NHS White Paper, Liberating the NHS (July 2010).

- 4) **Adult Social Care, personalisation and empowering people** – ADASS is of the view that we now need to develop further a range of approaches and services to support and empower ‘vulnerable’ or ‘at risk’ people to improve outcomes and their experiences.
- 5) **Workforce Development** ADASS state that Adult Social services Managers need to be confident and competent leaders in adult safeguarding, able to bridge and deliver policy into practice, supervise and support staff to achieve positive outcomes for citizens and carers.

The Advice Note makes the following recommendations for consideration by Directors of Adult Social Services:

- Develop or review the safeguarding strategy of the Safeguarding Adults Board, embedding an outcomes focus throughout, and ensuring that procedures are sufficiently sensitive to respond to people’s choices;

- Provide Annual Reports of the effectiveness of the Safeguarding Adults Board to all partner organisations and the public to assess the delivery of outcomes;
- Review risk enabling and risk management policies and practice to ensure that safeguarding and personalisation are addressed and people can weigh up the risks and benefits of their options;
- Develop a portfolio of responses to safeguarding situations that support positive outcomes;
- Review the Workforce Strategy to ensure it supports the workforce to be competent in safeguarding adults;
- Share with partners locally and regionally, to support partner organisations and agencies to ensure that their own leadership of the Safeguarding agenda is effective; and
- Share with partner bodies at a national level, e.g. NHS Confederation and Association of Chief Police Officers, to develop a partnership approach to safeguarding adults (ADASS to lead).

We are taking forward these recommendations along with Adult Social Care and further information will follow.

To read the Advice Note in full [click here](#).



## Key themes and learning from recent Surrey Serious Case Reviews

The Executive Summaries of recent Surrey Serious Case Reviews are on the [Surrey Safeguarding Adults web pages](#). The main themes and recommendations for practice improvement from the various reviews are in relation to:

- Multi Agency working
- Risk Assessment and Risk Management
- Issues regarding Mental Capacity
- Lack of recording
- Non-compliance with the safeguarding procedures
- Working with families and advocates.

There is an Action Plan in relation to each of the serious case reviews that is completed by each relevant agency. The Action Plan from each agency is monitored by the Board to ensure that lessons learnt and practice improvements are applied into each agency's practice. The Board will undertake a review of Action Plans in the autumn.

## Safeguarding Adults Multi-Agency Procedures Launch

The Safeguarding Adults Multi-Agency Procedures Launch event took place on Thursday 30 June at the Runnymede Centre. This marked the start of a three month consultation process which will run until 1 October 2011.

Christine Maclean, Acting Senior Manager, Personal Care and Support, presented the key changes to the procedures which are:

- To have a more streamlined safeguarding adults process that would lead to proportionate and consistent decision making
- For the process to enable safeguarding involvement to end at any relevant stage
- For the forms to be more person-centred
- Inclusion of new and revised legislation and guidance

## Fire Safety for Adults at Risk

Research has shown that a person is at a higher risk from fire if one or more of the following factors are present:

- Over 60 years of age
- Living alone
- Mental health needs
- Mobility issues
- Alcohol or drug dependency
- Smoker.

The minimum level of protection for every home is a

- Additional supporting information to reflect current national guidance and terminology and to
- Focus on 'prevention'.

Other key speakers were Sarah Mitchell, Strategic Director for Adult Social Care, Jane Shuttleworth, Independent Chair for the Surrey Safeguarding Adults Board and Jane Lawson, External Consultant.

Any comments regarding the consultation should be emailed to the Adults Safeguarding inbox: [surrey.safeguarding.adultsboard@surreycc.gov.uk](mailto:surrey.safeguarding.adultsboard@surreycc.gov.uk). All comments will be reviewed and any changes made before publishing the final document on 1 November 2011. [Click here to download a copy](#).

working single point (domestic) smoke detector on each floor of the property, this should be seen as a starting point in the protection of adults at risk. It is then decided if smoke alarms will sufficiently protect the adult at risk in case of fire by making an assessment of a person's reaction in the event of a fire.

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This assessment should consider that in the event of fire and activation of smoke alarms:

- Will the person wake up?
- Will the person understand what the smoke detector means?
- Will the person have the ability to react correctly?
- Will the person have the ability to escape from the property?
- Will the person be able to call the fire service?

If in the assessment it is deemed further protective measures are required the following should be considered:

- A Telecare smoke detector linked to a

community alarm system, this will raise the alarm via the call centre and alert the fire and rescue service at an early stage of fire development.

- Flame retardant bedding and furniture throws will lower the risk posed by smokers, as will a safety ashtray.

Surrey Fire and Rescue has a memorandum of understanding with Surrey Safeguarding Adults Board allowing a referral system to operate between agencies to highlight an adult at risk from fire. Each referral is dealt with by a Surrey Fire and Rescue Service safeguarding officer who is available 24 hour a

day, 7 days a week.

The safeguarding officers' risk assessment will determine whether the referred person receives a visit from a fire crew to carry out a home fire safety check, or a visit by a safeguarding officer with a social worker, carer or family member.

For further information please refer to the [Surrey Multi-Agency Procedures June 2011](#) appendix four which can be found on the Surrey County Council website.



## Responses to the Law Commission Report on the Review of Adult Social Care – Safeguarding Adults at risk – May 2011



The report makes the following recommendations in relation to Safeguarding Adults:

- Future adult social care law should be placed on local authorities to investigate and take appropriate action if there is reasonable cause to suspect that an adult is at risk
- The term vulnerable adult should be replaced by adult at risk
- An adult at risk is defined as anyone with social care needs who is or may be at

risk of significant harm

- If the Government decides to introduce new compulsory powers to safeguard adults from abuse and neglect then these will be included in future adult social care law
- Section 47 of the National Assistance Act 1948 should be revoked
- A local authority should continue to be under a duty to prevent the loss or damage of a person's property when they have been admitted to hospital or provided with residential accommodation
- Each social services authority need to establish an adult safeguarding board and should specify functions

and membership of the board, requirement to share information and duty to contribute to serious case reviews

- Promote co-operation between the organisations in safeguarding adults from abuse and neglect
- That No Secrets and In Safe Hands are linked clearly to a local authority's statutory functions to safeguard adults from abuse and neglect.

To read the full responses given to [the Law Commission's consultation](#) [click here](#).

## Statement of Government Policy on Adult Safeguarding – 16 May 2011

The document sets out the Government's policy on safeguarding vulnerable adults. It includes a statement of principles for use by local authority social services and housing, health, the police and other agencies for both developing and assessing the effectiveness of their local safeguarding arrangements.

The principles are:

- **Empowerment** - Presumption of person led

- **Protection** - Support and representation for those in greatest need
- **Prevention** - It is better to take action before harm occurs
- **Proportionality** – Proportionate and least intrusive response appropriate to the risk presented
- **Partnership** - Local solutions through services

working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse

- **Accountability** - Accountability and transparency in delivering safeguarding.

[To read the full statement click here.](#)



## Update on the Prevention Strategy

The Safeguarding Prevention Strategy has been developed by the Surrey Safeguarding Adults Board through a series of workshops and engagement with people using local services across Surrey, carers and multi-agency partners, together with analysis of performance information on incidents of abuse. The strategy's ten priorities and supporting action plan have emerged from this series of workshops and engagement activity.

Engagement was undertaken with groups of people who use services, their carers and professionals from a range of organisations. They were designed to listen to what people using services need to feel safe and the types of

activities and/or actions they feel are important in helping potential abuse from occurring. Approximately 200 people were involved including those from Physical and Sensory Empowerment Boards, Mental Health stakeholder groups, Learning Disability Partnership Board and attendees of the Hate Crime event, carers groups and the Older People Networks.

The most discussed and chosen priorities include:

- More focus on tackling social isolation by engaging people at risk of abuse in civic life "the big society"
- Empowering people to safeguard themselves through effective risk management in the personalisation of their care

- All partners understand their own responsibilities, limitations and those of others
- Staff see safeguarding as part of providing a high quality service.

The Safeguarding Prevention Strategy is nearing completion and is expected to be published in autumn 2011.



## Update from the North West Local Safeguarding Adults Group

The North West Safeguarding Adults Group meets every three months at the Runnymede Centre, Chertsey. The group comprises of professionals from services such as health, social care, Just Advocacy, housing and carer support agencies. This enables us to share and discuss safeguarding concerns that may affect different organisations.

Membership fluctuates and the meeting on 23 May had an attendance of ten people. The next meeting was held on 23 August and new

members have been encouraged to attend!

Relevant speakers are invited to talk on subjects relevant to the group. This could be a discussion around a serious case review. At the May meeting Pam Laidman, Surrey County Council spoke about the Surrey Safeguarding Adults Board (SSAB) training programme and the development of the [Multi-Agency Procedures, Information and Guidance June 2011](#). It is planned to invite a representative from South East Coast Ambulance Service as members would

like an opportunity to discuss the service in relation to adults at risk.

At the meeting on 23 August, Patsy Durrant, Team Manager for Spelthorne Locality Team, shared her ideas on a new safeguarding forum for North West Surrey. Ideas about raising the awareness of safeguarding adults at risk were also discussed.

Contact Cynthia Dwyer, Surrey PCT via email on [Cynthia.Dwyer@surreypct.nhs.uk](mailto:Cynthia.Dwyer@surreypct.nhs.uk) for more information or to join the group.

## Domestic Abuse Update

Surrey has a 24-hour confidential domestic abuse helpline and four locally based domestic abuse outreach services. Offering a listening ear, support, information and access to other specialist services, the helpline and outreach services are open to anyone affected by domestic abuse and also provide support to professionals working on this difficult issue. [Full details of the services and how to contact them can be accessed via this link.](#)

In an emergency dial 999.

The Surrey Multi-Agency Domestic



Abuse Partnership has been busy reviewing the future of these services as budgets dwindle. Outreach support is currently delivered with funds from Surrey County Council, Surrey Police, the 11 local borough and district councils and their local Community Safety Partnerships, as well as Surrey NHS. This is supplemented with grants from the Home Office and Ministry of Justice for additional work with the highest risk domestic abuse cases and the Multi-Agency Risk Assessment Conferences (MARACs). In addition the local services work hard to secure charitable funds and undertake all sorts of fundraising. Parachute jumps, marathons, fashion shows, cake sales and much,

much more help them keep going (Contact your local service if you want to support them and have some fun along the way).

Although domestic abuse has been recognised as a high priority for the Safer and Stronger Communities Partnership Board, it is in the context of reducing funds. The review is considering how best to fund and structure services in the future, the impact of any possible further funding cuts and making the case for continued funding. Decisions are likely in the autumn, so watch this space.

Linked work has been underway on the domestic abuse chapter of Surrey's Joint Strategic Needs Assessment (<http://www.>

[surrey.gov.uk/GroupPage.aspx?GroupID=36](http://surrey.gov.uk/GroupPage.aspx?GroupID=36)) which will also be used to inform the review and future work. A very small team has been analysing data and identifying gaps in knowledge to support the review. Many thanks to those who have burned the midnight oil to meet challenging deadlines. The finished chapter was published in the late summer 2011 and is important reading as new structures, local strategies and action plans are developed.

Finally watch out for news of events during Domestic Abuse Awareness Week which runs from Monday 10 October 2011. Click here for information on [Surrey's multi-agency domestic abuse training](#).

## Safeguarding Activity 2010/2011

In 2010/11 Surrey received 1935 'Safeguarding Alerts', where concerns were raised that an adult at risk may have been a victim of abuse.

Of these, 42% (819) progressed to being a 'Safeguarding Referral', where after initial enquiries the concern led to an adult protection investigation and/or assessment.

630 Safeguarding Referrals were completed during the 2010/11 reporting period.

Here is a summary of the referrals received:

## What is happening on the Surrey Safeguarding Adults Web Pages?

Did you know the safeguarding adults web pages increased 111 pages in ranking on the Surrey County Council website due to high numbers of visits during Safeguarding Adults Awareness Week 2010?

[Protecting people from harm page](#) - These are still some of the most visited web pages for adult social care with 108,888 visitors over the last year with professionals and the public seeking information. The most popular day for visits is a Tuesday!

### Nature of Abuse

- The highest abuse type reported was 'physical' at 25%
- 24% of cases reported 'financial' abuse. This was an increase of 7% when compared to 2009/10
- 18% of cases reported 'neglect' as the abuse type. This is a decrease of 5% when compared to 2009/10.

### Location of Abuse

- 38% of safeguarding incidents were reported to have happened in the adult at risk's 'own home' and this was the highest reported category

## Safeguarding Adults Publicity Material

We have a variety of promotional and publicity materials to assist in promoting awareness for safeguarding adults in Surrey.



We have recently completed an update on all materials to include new contact details.



If you would like to order more copies of this material, please complete the request form by following this [link](#).

- 34% of safeguarding incidents were reported to have happened in a care home.

### Relationship of alleged perpetrator to the victim

- 22% of safeguarding incidents reported that the alleged perpetrator was 'residential care staff' and this was the highest reported category
- 16% of safeguarding incidents reported that the alleged perpetrator was 'other family member'.
- 12% of safeguarding incidents reported that the alleged perpetrator was 'domiciliary care staff'.

## We want to Stop Hate Crime

The Learning Disability Partnership Board has funded a project to tackle Hate Crime against people with learning disabilities in Surrey. The Police want to stop crime happening and want people to report crime if it does happen.

A Hate Crime is when someone commits a crime against you because of your age, disability, gender, ethnicity, sexuality or religion. The Police treat Hate Crime very seriously.

### Helping people staying safe

The Police say the best way to protect people from crime is to try to stop it happening in the first place.

As a result of the project we are designing Easy Read information about:

- Staying safe when you're out and about
- Staying safe at home
- Staying safe from people who pretend to be your friend.

### Helping people to report

### crime

The Partnership Board is working with the Police to help make reporting easier by:

- Designing Easy Read Hate Crime reporting information
- Possibly having an Easy Read section on the Police website
- Explaining all the different ways people can report crime.

### Developing teaching materials

The Police want to have training materials they can use to help officers understand about the needs of people with learning disabilities. Other people might find these materials helpful too including Trading Standards, victim support, court workers, schools, colleges and solicitors.

### Creating a DVD

The DVD will show three scenarios of a Hate Crime and what happens when the crime is reported and when it's not reported. The DVD will also have lots of 'extras' with the Police giving advice about

staying safe and reporting crime.

### Campaign Groups

There are campaign groups in Guildford, Banstead and Woking. People with learning disabilities, who are members of the groups, are helping to design the Easy Read materials and write Hate Crime stories.



The project is a partnership between VoiceAbility and The Clear Communication People Ltd. We are working closely with Surrey Police.

For more information on Hate Crime visit:

<http://www.report-it.org.uk/home>.

In an emergency dial 999 or adult social care helpline on Tel: 0300 200 1005 or email:

[contactcentre.adults](mailto:contactcentre.adults@surreycc.gov.uk)

[@surreycc.gov.uk](mailto:surreycc.gov.uk), or if you need to speak to someone urgently, out of normal office hours on Tel: 01483 517898 or email:

[edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk).

## Change to Police telephone number

From this month the number to call for non emergency police enquiries/calls will change.

101 is the number to call when you want to contact your local police when it's less urgent than 999. It is

available 24 hours a day, 7 days a week. Find out how you can use it by clicking here - <http://www.police.uk/101>.



## Recent national incidents and any impact on Surrey – Southern Cross

Following the announcement of Southern Cross having to close a large number of its homes, Adult Social Care briefed staff and members on the implications and they continue to monitor the situation.

250 transfers took place on 5 October. Registrations with regulators are in hand for this group and TUPE arrangements have been agreed. Further transfers are planned during the month.

The Association of Directors of Social Services (ADASS) has advised that the Care Quality Commission (CQC) would expect the new

providers to make contact with commissioners and contract teams to update the changes. As the CQC services directory is updated and refreshed these changes to registration will be reflected. In the meantime the CQC contact centre 03000 616161 is prepared to respond to calls about the changes and would be able to advise callers, especially people using services and their carers, if a home is included in this 30 September 2011 group and the name of the new provider.

The Adult Social Care Quality Assurance team has been undertaking monthly visits to

each home with Personal Care and Support teams to review care plans in the homes to ensure that Adult Social Care are one step ahead of any decision about the future of the homes.

For more information contact Jean Boddy, Senior Manager for Commissioning, Adult Social Care, Surrey County Council.



### New Developments

The Training Strategy outlines six levels of training provision that are required:

- Level 1 Awareness
- Level 2 Supporting the process
- Level 3 Implementing the process
- Level 4 Managing the process
- Level 5 Advanced
- Cross level – about new initiatives, laws and procedures.

Training within level one and single agency training should be provided by partner organisations for their own staff. Over the summer work has started on new courses for the Surrey Safeguarding

## TRAINING MATTERS

Adults Board led training programme including:

### Level 3 - Safeguarding, Risk and Mental Capacity

A one day course for senior staff and safeguarding leads across partner organisations other than Adult Social Care to advance their knowledge and understanding of the safeguarding adults process and its relationship to risk and mental capacity.

### Level 3 – Crossing the boundaries

A one day course for staff actively involved in safeguarding adults work from all partner organisations including Adult Social Care. This course will examine the

journeys of patients/service users across service boundaries (for example home to acute hospital to residential care) in order to study the implications for safeguarding adults practice and working in partnership.

### Level 4 – Agency Investigations

This two day course for senior staff and managers who may have to carry out a safeguarding adults investigation within their organisation will cover both developing investigation skills and building knowledge and understanding of the legal framework for investigations.

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## TRAINING MATTERS

These courses are to be trialled over the next few months and will be made available as soon as possible.

### **New Date for Trainers**

A half day session for those who train others about safeguarding adults or who work in further and higher education to offer up-to-date information on the procedures, law and training within Surrey.

- 16 February 2012 in Chertsey.

### **Training Course Availability**

We still have some places available on the following courses:

#### **Level 1 - Voluntary and Community Awareness**

A half day awareness session for those working (paid or volunteer) in small voluntary sector organisations or with/for small community groups.

- 18 January 2012 morning in Godalming
- 8 March 2012 morning in

Reigate.

#### **Level 2 - Is it Safeguarding?**

A one day course to explore the key elements within safeguarding adults decision- making.

- 24 January 2012 in Chertsey
- 27 February 2012 in Reigate.

#### **Level 2 - Managing Safely**

A revised one-day course for managers and senior staff in day, residential and home-based services or similar roles covering recruiting, managing and supervising staff who work with vulnerable adults.

- 5 December 2011 in Woking
- 8 February 2012 in Chertsey.

#### **Level 4 – Post Abuse Support**

A two day interactive course focusing on the range of supports, approaches and skills that managers can use

to address trauma, risk and system failures in order to maintain services and seek resolution of issues after a safeguarding incident.

- 2 and 3 February 2012 in Chertsey.

For further information about any of these courses and an application form please contact:

**Email:** [Safeguardingadults.training@surreycc.gov.uk](mailto:Safeguardingadults.training@surreycc.gov.uk)

**Post:** Safeguarding Adults Training, Millmead House, Millmead, Guildford, Surrey, GU2 4BB

**Telephone:** 01372 833099.

#### **Costs**

These course are subject to small charges typically between £50 - £75 per delegate.

For voluntary sector organisations with six to eight or fewer people, the Board will consider providing the training free of charge.

### How did you receive this newsletter?

If it was forwarded on to you (i.e. not sent directly from us) and you would like to receive your own copy direct, please email [adults.communications@surreycc.gov.uk](mailto:adults.communications@surreycc.gov.uk) so that we can add you to our mailing list. (Or, if you no longer require the newsletter please let us know so we can update our list).

For all matters relating to the Surrey Safeguarding Adults Board email: [surreysafeguarding.adultsboard@surreycc.gov.uk](mailto:surreysafeguarding.adultsboard@surreycc.gov.uk)