

Surrey Safeguarding Adults Board

Inside this issue:

| | |
|---|---|
| Financial abuse of adults at risk, mental capacity and credit | 2 |
| Safeguarding adults at risk of financial abuse in Surrey | 2 |
| Safeguarding adults at risk from disability related harassment | 3 |
| Surrey Safeguarding Adults Board Prevention Strategy | 4 |
| The governance of adult safeguarding: findings from research into Safeguarding Adults Boards | 5 |
| Multi-agency Procedures, Information and Guidance November 2011 | 6 |
| Association of Directors Adult Social Services (ADASS) Carers and Safeguarding Adults-Working Together to Improve Outcomes Review Paper | 6 |
| Referrals to the Independent Safeguarding Authority | 7 |
| Residents urged to think twice about cold calling doorstep traders | 8 |
| Training Matters | 9 |

FROM THE CHAIR ...

Dear Colleague

The Surrey Safeguarding Adult's Board priorities for 2012 are highlighted below along with links to articles in the newsletter.

Making sure we work together well – our governance arrangements

This newsletter includes some findings from the Social Care Institute of Excellence research on safeguarding adults boards.

Making sure we know how well the Board is doing on protecting vulnerable adults from harm – our performance management arrangements

Our analysis of the data has highlighted that financial abuse is an issue for us in Surrey. Some information on financial abuse is included in this newsletter.

Becoming more user and carer focused

This newsletter highlights key messages from the Association of Directors of Adults Social Services on carers and safeguarding adults.

Preventing vulnerable adults from becoming at risk of serious harm

During 2011 we developed a safeguarding prevention strategy. We include a summary of the prevention priorities in this issue.

Assessing and managing risk

We are developing a multi-agency risk management framework. Information will be included in the next edition of the newsletter.

Making sure we learn lessons from practice

This includes learning lessons from local safeguarding practice and from national research. We are developing systems for multi-agency case reviews and analysis. Training also provides an opportunity to reflect on practice and the Surrey Safeguarding Adults Board continues to provide a training programme. There is a section on training matters in this newsletter.

If you want any information on these priorities or have ideas for improvement on these or any other safeguarding issues please contact me. I am particularly interested in any "easy to do" initiatives which will raise Surrey residents' awareness of the importance of making sure vulnerable adults are safe from harm.

All the best for 2012.

Jane Shuttleworth
Independent Chair

Financial abuse of adults at risk, mental capacity and credit

Safeguarding adults who may, or who do, lack mental capacity when they seek to obtain credit— guidance for businesses

Mental capacity is a person's ability to make a decision. Whether or not a person has the ability to understand, remember and weigh up relevant information will determine whether he or she is able to make a decision based on that information. Limitations in mental capacity can be permanent or temporary.

The Office of Fair Trading has published guidance for businesses when they are considering granting credit to people who might not have

the mental capacity to make informed borrowing decisions. It sets out steps that the Office of Fair Trading expects consumer credit businesses to take with a view to:

- identifying borrowers who might have mental capacity limitations
- assisting them to understand credit agreements so they can make informed borrowing decisions
- reducing the risk that they will be granted unaffordable or clearly unsuitable credit.

Download 'Mental capacity – Office of Fair

Trading guidance for creditors'-

http://www.offt.gov.uk/shared_offt/consultations/oft1373.pdf.

For more information, see the Mental Capacity guidance for creditors page -

<http://www.offt.gov.uk/about-the-offt/legal-powers/legal/cca/mental-capacity-guidance/>.

OFFICE OF FAIR TRADING

The Office of Fair Trading updated its Irresponsible Lending Guidance in November 2011 to reflect the position in the Mental capacity guidance.

Safeguarding adults at risk of financial abuse in Surrey

In Surrey, Trading Standards are members of the Surrey Safeguarding Adults Board and contribute to the policies and guidance used by partners.

Reports of financial abuse against adults are monitored by Surrey's Safeguarding Adults Board Business Management Group. There has been an increase in the proportion of safeguarding referrals reporting financial abuse and this has resulted in a recent in-depth analysis to understand what factors are linked to incidents of financial abuse. The Adult Social Care Business Intelligence Team explored the links with the following

factors:-

- location where the abuse took place
- relationship of the alleged perpetrator
- source of referral
- age group of the victim
- primary client category of the victim.

It was clear from this analysis that the adults most at risk were those over the age of 75 years and it was noted that 52% of financial abuse cases were reported to have occurred in the victim's own home. The Surrey Safeguarding Adults Board is now incorporating actions to address this issue into its work plan and has

already strengthened its connection with practitioners working on this agenda. Jean Boddy and Pauline Jervis from the Adult Social Care Commissioning Service attended the November Surrey Safeguarding Adults Board to give a presentation on the 'Ageing Well' programme in Surrey and this proved to be informative and enabled everyone to gain a clear understanding of the challenges and opportunities ahead as well as identifying opportunities to work closely together in the future. The Surrey Safeguarding Adults Board is also forging links with the newly formed Health and Wellbeing Board in Surrey to take forward this issue.

Safeguarding adults at risk from disability related harassment



“Hidden in plain sight” is the final report of enquiry by the Equality and Human Rights Commission into disability-related harassment. The report uncovers that harassment is a commonplace experience for disabled people. As well as reporting on the extent of harassment the report also includes case studies and makes recommendations to public authorities to help them deal with the problems uncovered.

Key findings:

- The inquiry has confirmed that the cases of disability-related harassment, which come to court and receive media attention, are only the tip of the iceberg
- Disabled people often do not report harassment, for a number of reasons
- There is a systemic failure by public authorities to recognise the extent and impact of harassment and abuse of disabled people, take action to prevent it happening in the first place and intervene effectively when it does
- Any serious attempt to prevent the harassment of disabled people will need to consider more than organisational change, although that will be an

important precondition to progress. The bigger challenge is to transform the way disabled people are viewed, valued and included in society.

Seven core Recommendations

- There is real ownership of the issue in organisations critical to dealing with harassment. Leaders show strong personal commitment and determination to deliver change
- Definitive data is available which spells out the scale, severity and nature of disability harassment and enables better monitoring of the performance of those responsible for dealing with it
- The criminal justice system is more accessible and responsive to victims and disabled people and provides effective support to them
- We have a better understanding of the motivations and circumstances of perpetrators and are able to more effectively design interventions
- The wider community has a more positive attitude towards disabled people and better understands the nature of the problem
- Promising approaches to preventing and responding to harassment and support systems for those who require them have been

evaluated and disseminated

- All frontline staff who may be required to recognise and respond to issues of disability-related harassment have received effective guidance and training.

You can download the Report or the Executive Summary (including an Easy Read version) from the website at: <http://www.equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-disability-related-harassment/hidden-in-plain-sight-the-inquiry-final-report/>.

So, what are we doing in Surrey to protect people who have a disability from harm? The Surrey Safeguarding Adults Board has implemented a Prevention Strategy available on the Surrey County Council website (<http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE/RTF/Surrey+Safeguarding+Adults+Prevention+Strategy?open document>) to ensure all agencies have effective processes to reduce harm and the risk of harm. We have revised and updated our Multi-Agency Procedures to include comprehensive information on identifying and responding to concerns relating to disability harassment. An

Continues on page 4

Alert form is available as part of those procedures and that Alert form can be completed by anyone to report safeguarding concerns. Community Safety agencies are fully engaged with the work of the Surrey Safeguarding Adults Board. The police and probation services are members of the Surrey Safeguarding Adults Board and a senior police

officer chairs the Serious Case Review sub-group. In addition, the Surrey Safeguarding Adults Board is committed to ensuring carers are represented at board level. To achieve this representatives from Action for Carers (Surrey) and Surrey Care Association are members of the Surrey Safeguarding Adults Board. The Board also implements a training programme that

includes training and conferences to improve safeguarding for people with disabilities and the people who care for them. This ensures that in Surrey we are doing all we can to share information and improve practices to support disabled people who are at risk of harassment.

Surrey Safeguarding Adults Board Prevention Strategy

It is fundamental in any civilised society that the most vulnerable people are protected from abuse and neglect when they cannot protect themselves. But the safeguarding agenda is now much broader than just protecting adults at risk. Instead it is about allowing adults to live their lives and make decisions, whilst taking reasonable measures to ensure that risks of harm are minimised, particularly in light of the personalisation agenda.

Within this context, the Surrey Safeguarding Adults Board has developed their Safeguarding Prevention Strategy. It is a multi-agency strategy designed to empower and to protect adults at risk in our community. By delivering the Strategy, we hope fewer people in Surrey will become affected by safeguarding and more people will be kept safe and out of harm whilst living their life and making their own decisions. The Strategy

was produced following extensive consultation with members of the public and professionals to determine which activities should be priorities. It sets the strategic direction and the main priority areas for agencies that care and support adults at risk in our community. The following are the agreed priorities:

1. More focus on self-protection strategies
2. A stronger voice for people at risk of abuse
3. Empowering people to safeguard themselves through effective risk management in the personalisation of their care
4. More focus on tackling social isolation by engaging people at risk of abuse in civic life/‘the big society’
5. Support local communities to be the eyes and ears of safeguarding, speaking up for people who may not be able to protect themselves
6. Staff see safeguarding as

- part of providing a high quality service
7. Good and timely information sharing between partners in accordance with a protocol
8. Improved performance, management and quality, assurance systems, including contracts
9. All partners understand their own responsibilities, limitations and those of others
10. Taking a whole family approach to safeguarding with more use of family group conferences.

The full Prevention Strategy document is available from the Surrey Safeguarding Adults Board section of the Surrey County Council website at:

[http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE RTF/Surrey+Safeguarding+Adults+Board+Prevention+Strategy?opendocument](http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE%20RTF/Surrey+Safeguarding+Adults+Board+Prevention+Strategy?opendocument).



The governance of adult safeguarding: findings from research into Safeguarding Adults Boards



The Department of Health commissioned the Social Care Institute for Excellence (SCIE) to explore the governance arrangements nationally for safeguarding adults. The report, published in September, recognised that Boards engage in activities that are far wider than those implied by the current definitions in No Secrets (Department of Health, 2000); from a core focus on protecting adults at risk from significant harm, the board's work extends to community prevention and awareness raising.

Social Care Institute for Excellence (SCIE's) research focused on five key features of Safeguarding Adults Boards, namely:

- strategic goals and purpose
- structures
- Board membership and structure patterns
- Board functions
- accountabilities.

With the widely held expectation that Safeguarding Adults Boards

will become statutory in the near future, their accountability is of crucial importance. Surrey's Safeguarding Adults Board is already well placed for this anticipated change, an annual work plan is agreed at the beginning of each financial year that includes actions against the following criteria:

1. Governance arrangements
2. Performance management and reporting
3. Becoming more user and carer focused
4. Preventing vulnerable adults from becoming at risk of serious harm
5. Risk management and assessment
6. Learning lessons from practice.

In addition, work plans are agreed for each of the sub-groups:

- training sub-group
- serious case review sub-group
- quality assurance and audit sub-group
- policies and procedures sub-group.

The Surrey Safeguarding Adults Board executive group, known as the Business Management Group, meets six times a year and oversees the implementation of the work plan.

At the November meeting members reviewed the performance of the Board against the key markers of good governance arrangements. There were many practices that were identified as indicators of clear accountability such as the production of the Annual Report that is presented to Surrey County Council's Cabinet for approval, the publication of the Annual Report on the Surrey County Council website, the training programme, the Multi-Agency Procedures, the engagement of individuals who use services and carers representatives at Board level, the annual work plan.

However, there is no room for complacency and members were able to identify areas of governance that could be improved. There are several activities that will take place between November and March to implement those improvements. These include a self-assessment to be undertaken by all agencies represented on the Board, a review of current membership to ensure all relevant agencies are represented at the right level, a fortnightly message from the chair to all Board members ensuring they are right up-to-date on key news affecting adult safeguarding, identification and mapping of Boards/

continues on page 6

Partnerships in Surrey that have an influence on adult safeguarding to support closer working and also working in partnership with the Surrey Safeguarding Children's Board in the delivery of services based on 'Think Family'. Additionally, we will be including more information on the activities of Surrey's Safeguarding Adults Board in this

newsletter to keep people informed of the board's activities. The SCIE report is available at: www.scie.org.uk/publications/reports/report45.pdf.

The Surrey Safeguarding Adults Board is committed to strengthening the links between our work and that of other Boards and

Partnerships in Surrey. As part of this work to strengthen and formalise the links, the Board have identified the key Boards and Partnerships that will play a part in safeguarding adults at risk. You may find it helpful to know which Partnerships these are.



"Mapping of boards and groups.pdf"

Multi-Agency Procedures, Information and Guidance November 2011



Following an extensive consultation on the multi-agency procedures over the summer of 2011, the procedures have been revised and updated to reflect the latest guidance for safeguarding adults. It is an invaluable resource for knowing what you need to do if you, or someone you know, has a concern about safeguarding. There is a flowchart on the safeguarding process in Surrey at the beginning of the document and information on the relevant legislation, national guidance and local policies set out in detail in the following seven sections:

Section 1: Introduction to safeguarding adults
 Section 2: Surrey Safeguarding Adults Multi-Agency Procedure
 Section 3: Safeguarding adults, the Mental Capacity Act, and consent
 Section 4: Managing complaints and allegations against a member of staff
 Section 5: Specific roles of partnership agencies
 Section 6: The legal framework
 Section 7: Contact details for local and national organisations.

In addition, it contains the Information Sharing Protocol (Appendix two) and a copy of the Alert form in Appendix one

that can be completed by anyone, including members of the public, to report a concern or suspected abuse of an adult at risk.

The revised Multi-Agency Procedures was presented to the Business Management Group in mid December and published on the Surrey Safeguarding Adults Board section of the Surrey County Council website:

<http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLERTF/Surrey+safeguarding+adults+multi+agency+procedures+information+and+guidance?opendocument>.

Association of Directors of Adult Social Services (ADASS) Carers and Safeguarding Adults - Working Together to Improve Outcomes Review Paper

The focus of this paper is on adult carers who give care and support to adults.

This paper explores issues around improving practice and securing desired outcomes for:

- Carers speaking up about abuse or neglect within the

continues on page 7

community or within different care settings

- Carers who may experience intentional or unintentional harm from the person they are trying to support or from professionals and organisations they are in contact with
- Carers who may unintentionally or intentionally harm or neglect the person they support.

There are seven key messages we would like people to consider arising from this review. They are:

- **Leadership** – safeguarding is everybody's business with directors and local boards listening, learning as well as leading on improved safeguarding outcomes and outcomes for carers.
- **Partnership** - Safeguarding Adults Boards engage with carers and local stakeholders and work together for better safeguarding practice and outcomes for those

involved in safeguarding processes.

- **Empowerment** - carers have access to information, advice and advocacy that is understandable and empowers them to share concerns and change harmful circumstances.
- **Prevention** – community engagement, public and professional awareness is encouraged and accessible, and understandable information is available to carers that reduces risk of abuse.
- **Recognition and reporting** – partnerships and practitioners understand the barriers to recognition and reporting and work in partnership to overcome them and ensure access to justice.
- **Protection and proportionality** – responses have the person concerned at their centre and enable those at risk to inform outcomes linked to proportionate and protective services and supports. Risks are



managed and harmful and abusive situations stopped.

- **Learning and accountability** – impacts are understood, practice monitored and safeguarding experiences and outcomes monitored to learn from the experiences of carers and people at risk of harm and those who seek to help them. Staff have the competencies and operational culture to support this.

The full review paper is attached below in pdf format:



The issues raised by this report will be examined at a conference on 6 March 2012 see page nine of this newsletter for more details.

Referrals to the Independent Safeguarding Authority



In early November, the Independent Safeguarding Authority responded to the National Health Service (NHS) Information Centre's data on the abuse of adults at risk with

a reminder that employers, social services and professional regulators are under a legal duty to notify the Independent Safeguarding Authority of relevant information, so that individuals who pose a threat to adults at risk can be identified and barred from working with these groups.

The NHS Information Centre released statistics which reveal that 96,000 of the most vulnerable members of our society suffered alleged abuse in the last year.

Adrian McAllister, Chief Executive of the Independent Safeguarding Authority said:

continued on page 8

“These figures shed light on the abuse being perpetrated on some of our most vulnerable members of society. Behind these statistics are stories of real pain, lives that have been damaged and trust that has been broken by those whose job was to improve the lives of vulnerable adults, not abuse them.”

Employers such as the NHS and those in the care sector have a legal duty to make a referral to the Independent Safeguarding Authority when an employee (such as a nurse or doctor) has harmed or put at risk of harm an adult or child and they are removed from their role as a consequence.

The Independent Safeguarding Authority is uniquely placed to help prevent harm by stopping those who present a risk simply moving from one post or sector to another. For example, a care worker who

has been placed on either or both of the Independent Safeguarding Authority’s barred lists will be breaking the law if they work or volunteer (or seek to) with the group or groups from which they have been barred. An organisation which knowingly employs someone who is barred from such a role is also breaking the law. Mr McAllister continued: “I welcome the move by the Government to enhance aspects of adult safeguarding and also believe the figures underline the need to refer incidents of abuse to the Independent Safeguarding Authority.

“It is clear from these figures that we are not receiving the number of referrals from the NHS and care sector that we should be and I would encourage anyone working in these sectors to ensure that they are making appropriate and timely referrals to the Independent Safeguarding Authority, as required by the

law.”

Safeguarding is everyone’s responsibility and a referral to the Independent Safeguarding Authority – if it results in a bar – stops someone who has caused harm from moving to another workplace to potentially abuse again.

For more information on the process of referrals to the Independent Safeguarding Authority, see their website at:

www.isa.homeoffice.gov.uk/Default.aspx?page=379.

The data from the NHS Information Centre is available at: www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/abuse-of-vulnerable-adults-in-england-2010-11-provisional-experimental-statistics.



Residents urged to think twice about cold calling doorstep traders



Surrey County Council is encouraging residents to pick up a free stop cold calling sticker pack. The new initiative has been launched by Surrey Trading Standards Service to tackle the rising number of cold calling doorstep traders who prey on the elderly and vulnerable. These type of Traders often perform shoddy

work, carry out work that is unnecessary and charge extortionate prices.

The sticker packs are available countywide from council offices, police stations and libraries. Anyone who is unable to collect a pack can request one from Surrey County Council by calling 03456 009 009. It contains a new look sticker to deter cold calling doorstep traders and offers

advice on who to contact if you are concerned about their behaviour.

The initiative has been launched following the success of Surrey’s “No Cold Calling Zones” which have been running for six years and cover around 9% of all Surrey households. The zones have helped to reduce the fear of doorstep crime and have had a positive impact in reducing incidents

continues on page 9

of distraction burglary. When the existing zones have been evaluated, 87% of residents believed they had received less visits from cold-callers and 76% felt safer as a result. Surrey County Council now hopes to roll out these benefits countywide to protect all residents. Surrey Trading Standards Service is committed to protecting householders from being taken advantage of by rogue traders. Kay Hammond, Surrey County Council's Cabinet Member for Community Safety said: "We receive a worrying number of reports on rogue traders, attempting to sell goods and services

door-to-door, across Surrey. You should never feel pressurised to make decisions on your doorstep that you may not otherwise make. If you are looking for a reliable trader for any job, check out our 'Buy With Confidence' approved traders list. This provides traders you can trust to be fair and honest."

The new initiative is also fully supported by Surrey Police. Superintendent Sharon Bush said: - "Surrey Police already works closely with Trading Standards to tackle issues associated with doorstep crime and to raise awareness with householders of the precautions that should be

taken to avoid becoming a victim. This new initiative builds on the safeguards already in place and we are happy to support it."

For further information visit the council's web pages at www.surreycc.gov.uk/stopcoldcallers. For an approved traders list visit www.buywithconfidence.gov.uk. Residents who are worried about cold calling traders operating in their neighbourhood and wish to report them can call Consumer Direct on 01622 626520.



TRAINING MATTERS

KEY DATES

2 and 3 February 2012 Post Abuse Support

An exciting interactive course led by Professor Hilary Brown and Jay Aylett focusing on the range of support, 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.



16 February 2012 Trainers Workshop

A half-day interactive session for those who train others about safeguarding adults or who work in education settings to consider changes in safeguarding adults, current issues and training requirements.



6 March 2012 in Dorking "Keeping Safe" Carers and Safeguarding Conference

To examine the themes emerging from the recent Association of Directors of Adult Social Services (ADASS) report "Carers and Safeguarding Adults – Working Together to Improve Outcomes", in particular how carers can keep themselves safe, balancing safeguarding and risk management in practice and whole family approaches to break the barriers to reporting.

Speakers include Professor Luke Clements on carers rights, Linda Tapper on family group conferences and Dr Akeem Ali on carers health and wellbeing.

Continues on page 10

**DATE FOR YOUR DIARIES
MULTI AGENCY
WORKSHOP ON
26 MARCH 2012**

**Surrey
Safeguarding Adults Board**



Surrey Safeguarding Adults Board (SSAB) is working with Police, Primary Care Trust and Care Quality Commission (CQC) to organise a multi-agency workshop for invited delegates from across all partner agencies, CQC and Independent Providers. The aim of the workshop will be to develop shared knowledge of each others powers, duties, processes, roles and responsibilities in relation to safeguarding investigations and home closures. Building on the discussions at the workshop we will develop a brief guide and collate ideas for effective cross agency communication. The speakers for the day will include Jonathan Davies (Police Prosecutor) and representatives of Adult Social Care, Police, Health, CQC and the Surrey Care Association.

TRAINING MATTERS

CAN YOU HELP?

A new level three course called "Crossing the Boundaries" will be piloted in March 2012. This exciting new one-day course is for staff actively involved in safeguarding adults work. It will examine the journeys of patients/individuals who use services across service boundaries and the implications for safeguarding adults practice and working in partnership. To ensure that this course meets the needs of all agencies we wish to ensure that the pilot includes delegates from all sectors. Contact us if you are interested in attending.

COURSE AVAILABILITY

We still have a few places available on the following courses:

LEVEL ONE - 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 TWO - MANAGING SAFELY

The 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

- 8 February 2012 in Chertsey

HOW TO APPLY

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

safeguardingadults.training@surreycc.gov.uk

Or - Safeguarding Adults Training, Millmead House, Millmead, Guildford, Surrey, GU2 4BB.

Tel: 01372 833099.

COSTS

These courses 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.



continues on page 11

TRAINING MATTERS

NEW RESOURCE FOR TRAINERS

A new pack of ideas for trainers is available on the Surrey Safeguarding Adults Board web page:

http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE_RTF/safeguarding+Adults+events+and+training+courses?opendocument

This pack for trainers aims to support partnership working through the supply of training which enables individuals within all agencies to have a similar understanding and knowledge of Safeguarding Adults. The pack supplies some ideas and materials for face to face training sessions within levels one and two of the Surrey Safeguarding Adults Board Training Strategy. Many of the tasks identified can be used to support the DVD "Because You said something."



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 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

Find all the information you need on the Board and safeguarding activities on the Surrey County Council website - www.surreycc.gov.uk/social_care_and_health/protecting_adults_from_harm.