

Surrey Choices

Safeguarding Policy

February 2022

Section 1: Surrey Choices Safeguarding Adults Policy

1. Safeguarding Adults in Surrey Choices: Setting the context

Adult safeguarding work is about protecting adults with care and support needs from abuse and neglect, and about responding well when adults with care and support needs are experiencing or are at risk of abuse or neglect.

Adult safeguarding work in Surrey takes place in the context of:

- The Care Act 2014: This sets out the duties and powers in law around adult safeguarding issues. It says the Local Authority is the lead agency on responding to adult safeguarding concerns and that Safeguarding Adults Boards (SAB) have the strategic lead for their area.
- The Care and Support Statutory Guidance: This gives detail about what must and should be done in relation to adult safeguarding issues. As it is statutory guidance, it must be followed unless you have good reason not to.
- Surrey Safeguarding Adults Board Policy and Procedures: This gives a framework for multi-agency responses to adult safeguarding concerns.
- Regulated services:
 - **Health and Social Care Act 2008 Regulations 2014**
As a registered provider, by law we must abide by the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The 'fundamental standards' are those regulations setting out standards of care required.

There are two key standards concerned with safeguarding, as set out below.

Firstly, Regulation 12 states that all care and treatment must be provided in a safe way. This means we must:

- assess the risks to the health and safety of people we support
- do all that is reasonably practicable to mitigate any such risks
- ensure that our staff have the qualifications, competence, skills and experience to provide support safely
- ensure that our premises are safe to use for their intended purpose and are used in a safe way

- ensure that the equipment we use for providing care to people is safe and used in a safe way
- where we supply equipment or medicines, ensure there are sufficient quantities to ensure the safety of people we support and meet their needs
- properly and safely manage people's medicines
- assess the risk of, and prevent, detect and control the spread of infections – including those associated with health care
- where we share responsibilities for people we support with other providers, help ensure that timely care planning and information sharing takes place to keep the person healthy and safe.

Secondly, Regulation 13 states that people must be protected from abuse and improper treatment. It defines abuse as:

- any behaviour towards a person we support that is an offence under the Sexual Offences Act 2003(a)
- ill-treatment (whether of a physical or psychological nature) of a person we support
- theft, misuse or misappropriation of money or property belonging to a person we support
- neglect of a person we support.

As improper treatment, it lists:

- discrimination against a person we support
- acts intended to control or restrain a person we support that are not necessary to prevent, or not a proportionate response to, a risk of harm posed to the person or another individual
- treatment that is degrading to the person we support
- actions that significantly disregard the needs of the person we support.

Regulation 13 also defines the control and restraint of a person we support as any circumstance in which another person:

- uses, or threatens to use force to make a person we support do something they don't want to do

or

- restricts their liberty of movement, whether or not they resist – and includes physical, mechanical and chemical means.

The Care Quality Commission (CQC) makes plain in its Guidance for Providers on meeting the regulations that we may only use restraint:

- when absolutely necessary
- in a way that is proportionate to the risk of harm and the seriousness of that harm to the person we support or another person
- when we have taken into account the assessment of the person's needs and their capacity to consent to such treatment.

And that we must regularly monitor and review our approach to, and use of, restraint and restrictive practices.

The Guidance also gives examples of degrading treatment to which we must never subject the people we support. These are as follows – but it is important to appreciate that the list is not exhaustive. We must never:

- not provide help and aids to support people with their continence needs
- leave people we support in soiled sheets for long periods
- leave people we support on the toilet for long periods and without the means to call for help
- leave people we support naked or partially or inappropriately covered
- make people we support carry out demeaning tasks or social activities
- ridicule people we support in any way.

And the Guidance stipulates that we should consult and consider the views of people we support when defining the means of 'degrading'.

2. Policy Statement

Surrey Choices will not tolerate the abuse of adults with care and support needs. It is committed to promoting well-being, preventing harm and responding effectively if concerns are raised.

The organisation is committed to the aims of adult safeguarding:

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- Stop abuse or neglect wherever possible
- Safeguard adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing abuse and neglect
- Identifying and responding to abuse and neglect

- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Address what has caused the abuse or neglect.

To achieve these aims we will:

- Manage our services in a way which minimises the risk of abuse occurring
- Work with adults with care and support needs and other agencies to end any abuse that is taking place
- Ensure that all managers, employees and volunteers have access to and are familiar with this Safeguarding Policy and Procedure and their responsibilities within it
- Ensure all our staff respect and value people who use our services
- Encourage our staff and volunteers to speak out when they see something wrong and witness poor practice
- Ensure concerns or allegations of abuse are always taken seriously
- Ensure the Mental Capacity Act is used to make decisions on behalf of those adults at risk who are unable to make particular decisions for themselves
- look at what has caused the abuse or neglect, learn from any mistakes and make sure we do all we can to prevent it from happening again
- Ensure all staff receive training in relation to safeguarding adults at a level relevant to their role
- Ensure that we employ the right staff with the right checks in place and that they receive regular and appropriate supervision for their role
- Ensure that people using our services, and where relevant their relatives, family members and their friends, have access to information about how to make a complaint, report concerns or allegations of abuse
- Ensure there is a named lead person to promote adult safeguarding awareness and practice within the organisation.

This policy and procedure has been developed to be consistent with the Surrey Safeguarding Adults Board Adult Safeguarding Policy and Procedures.

Throughout this document all references to 'staff' include all personnel who are paid or unpaid (volunteers); Bank; Agency; working in direct or in-direct customer care.

3. Introduction

The Surrey Choices Safeguarding Policy and Procedures aim to make sure that:

- The need and interests of adults at risk are always respected and upheld
- The human rights of adults at risk are respected and upheld

- A proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- The Safeguarding Clauses within the Care Act 2014 are adhered to.

Surrey Choices is committed to safeguarding all adults that use its services or come into contact with them. The organisation will work in collaboration with relevant departments and officers of the Local Authority and other agencies to support safeguarding best practice.

4. Making Safeguarding Personal

“Making safeguarding personal means [adult safeguarding work] should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving the quality of life, wellbeing and safety.”

In our organisation we will meet the aims of Making Safeguarding Personal by:

- Keeping the person at the heart of the process
- Making efforts to understand the outcomes they want to achieve from the adults safeguarding work and support them to achieve those

4.1 The Principles and Values of Safeguarding

Surrey Choices fully adopt the six key principles underpinning all adult safeguarding work:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.

‘I am asked what I want as the outcomes from the safeguarding process and these directly informs what happens’

- **Prevention** – it is better to take action before harm occurs.

‘I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help’

- **Proportionality** – The least intrusive response appropriate to the risk presented.

‘I am sure that professionals will work in my interest as I see them and they will only get involved as much as needed’

- **Protection** – Support and representation for those in greatest need.

‘I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want’

- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

'I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me'

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

'I understand the role of everyone involved in my life and so do they'

5. Definitions

5.1 Who does adult safeguarding apply to?

The definition of 'adults' that adult safeguarding processes may apply to is set out in section 42 of the Care Act 2014. They are people who:

- Are aged 18 years or more, and
- Have needs for care and support (whether or not these are currently being met), and
- Are experiencing, or are at risk of, abuse or neglect, and
- as a result of those needs are unable to protect themselves against the abuse of neglect or the risk of it.

This includes adults with physical, sensory and mental impairments and learning disabilities, however those impairments have arisen, such as whether present from birth or due to advancing age, chronic illness or injury.

Also included are people with a mental illness, dementia or other memory impairments, and people who misuse substances or alcohol.

6. When can abuse or the risk of abuse occur and in what circumstances?

Surrey Choices is aware that anyone can carry out abuse and it can happen in any situation or environment. It can be carried out by a single person, a group of people or an organisation. We are committed to proactively recognising these circumstances and responding appropriately.

This includes:

- Spouses / partners or family members
- Friends or acquaintances
- Tenants, neighbours or local acquaintances
- Paid staff, professionals or volunteers

- Strangers
- People who deliberately target people who are vulnerable to abuse.

This includes:

- In a person's own home or family home
- At work
- In supported living or care home
- In a Day Service
- In hospital
- At college or adult education placement
- In a public place or on public transport
- Online or through social media.

7. What is abuse?

Abuse can take many forms and the circumstances of the individual should always be considered. It may consist of a single act or repeated acts. The following are examples of issues that would be considered as abuse or neglect:

- **Physical abuse** - includes hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.

Possible Indicators:

- No explanation for injuries or inconsistency with the account of what happened
 - Injuries are inconsistent with the person's lifestyle
 - Bruising, cuts, welts, burns and/ or marks on the body
 - Unexplained falls or injuries
 - A change in a person's behaviour
 - Changes in behaviour in the presence of a particular person
 - Frequent visits to the GP / failure to visit GP
 - Signs of malnutrition.
- **Domestic abuse** - is "an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality" (Home Office, 2013). Domestic violence and abuse may include psychological, physical, sexual, financial, emotional abuse; as well as so called 'honour' based violence, forced marriage and female genital mutilation.

Possible Indicators:

- Isolation - not seeing friends or family
- Limited access / restrictions to accessing money
- Verbal abuse and humiliation in front of others
- Physical injuries - such as bruises, cuts

- Low self worth
 - Damage to property or belongings
 - Feeling the abuse is their fault
 - Fear of outside help.
- **Sexual abuse** - includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent, or was pressured into consenting. Including indecent exposure, sexual harassment, inappropriate looking or touching, sexual photography, subjection to pornography or witnessing sexual acts.

Possible Indicators:

- Bruising to thighs, buttocks, genital area or marks to upper arms or neck
 - Torn, stained or bloody underclothing
 - Bleeding, pain or itching in the genital area
 - Unusual difficulty in walking or sitting
 - Foreign bodies in intimate openings
 - Infections or sexually transmitted diseases
 - Use of explicit sexual language, sexualised behaviours
 - Unexplained incontinence
 - Changes in behaviour - poor concentration, withdrawal, sleep disturbance, changes in relationships, fear of being with a particular person.
- **Psychological abuse** - includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks.

Possible Indicators:

- Low self esteem
 - Changes in behaviour - withdrawn, uncooperative, aggressive, tearful, angry, insomnia
 - Weight gain / loss
 - Fabricated / induced illness
 - Change in behaviour when particular person is present.
- **Financial and material abuse** - includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Possible Indicators:

- Unexplained withdrawals of money from accounts
- Spending that cannot be accounted for - no receipts or record of financial transactions / accounts
- Unexplained debts or rent arrears

- Missing personal possessions or money going missing
 - Lack of funds to be able to buy things or maintain lifestyle.
 - Lasting Power of Attorney or Power of Attorney being obtained when the person does not have capacity
 - Unusual interest in financial affairs by family member / interested parties
 - Uncooperative / aggressive nature of person handling financial affairs
 - Recent changes in titles to property or deeds which cannot be explained
 - Unnecessary property improvements / repairs.
- **Modern slavery** - includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Possible Indicators:

- No personal identity documents
 - No personal belongings or clothes, wearing the same clothes
 - Withdrawn, frightened, avoiding eye contact and unwillingness to talk to people
 - Signs of physical and emotional abuse
 - Living in dirty, cramped, overcrowded conditions and being isolated
 - Fear of law enforcers.
- **Neglect and acts of omission** - includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Possible Indicators:

- Dirty and unhygienic environments
 - Poor personal hygiene / no access to washing and personal care facilities
 - No personal possessions
 - Person looks physically unwell and uncared for
 - Untreated illnesses and injuries that cannot be explained
 - No / little contact with healthcare professionals
 - Pressure sores / unexplained marks or bruises
 - Malnutrition or weight loss that cannot be explained
 - No access to medication / untaken medication
 - Person is withdrawn / does not engage.
- **Discriminatory abuse** - includes abuse based on a person's race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment; hate crime/hate incident.

Possible Indicators:

- Person is withdrawn, upset, anxious and does not communicate
 - Angry, frustrated
 - A persons care and support does not take into account the needs of any protected characteristics.
- **Organisational abuse** - includes neglect and poor practice within an institution or specific care setting such as a hospital or a care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Possible Indicators:

- Poor standards of care - lack of opportunities for people to take part in any activities
 - Lack of choice and control for people using services
 - Poor record keeping - no individual support plans, lack of / missing information, lack of procedures
 - Inadequate / dangerous levels of staffing
 - Person has no personal belongings, clothes, is hungry and thirsty
 - Rigid routines, no flexibility or person centred care
 - Lack of leadership and support for staff.
- **Self-neglect** - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

Possible Indicators:

- Living in squalid / unsanitary conditions
- Hoarding / large number of animals in inappropriate conditions
- Person is not looking after themselves - poor physical appearance, poor personal hygiene, malnourished / dehydrated
- Unwillingness to take medication or treat illnesses / injury
- Neglecting household maintenance / cleaning
- Non contact/compliance with healthcare professionals or support services

A safeguarding response in relation to self-neglect may be appropriate where:

- A person is declining assistance in relation to their care and support needs, and
- The impact of their decision has or is likely to have a substantial impact on their overall individual wellbeing.

7.1 Related Issues:

- **Radicalisation** - Individuals may be susceptible to exploitation into violent extremism by radicalisers. Violent extremists often use a persuasive rationale and

charismatic individuals to attract people to their cause. The aim is to attract people to their reasoning, inspire new recruits and embed their extremist views and persuade vulnerable individuals of the legitimacy of their cause.

Possible Indicators:

- Family tensions
 - Sense of isolation
 - Migration
 - Distance from cultural heritage
 - Experience of racism or discrimination
 - Feeling of failure
 - Personal crisis
 - Change in personal circumstances - unemployment, criminal conviction.
- **Professional abuse** - includes the misuse of therapeutic power and abuse of trust by professionals, the failure of professionals to act on suspected abuse / crimes, poor care practice or neglect in services, resource shortfalls or service pressures that lead to service failure and culpability as a result of poor management systems / structures.

Possible Indicators:

- Failure to refer disclosure of abuse
 - Poor, ill-informed or outmoded care practices
 - Denying an adult at risk access to professional support and services such as advocacy and service design where groups of users living together are incompatible
 - Punitive responses to challenging behaviours
 - Failure to whistle-blow on issues when internal procedures to highlight issues have been exhausted.
- **Mate crime** - happens when someone is faking a friendship in order to take advantage of a vulnerable person. Mate crime is committed by someone known to the person. They might have known them for a long time or met recently. A 'mate' may be a friend, family member, supporter, paid staff or another person with a disability.

Possible Indicators:

- Physical marks or bruises
 - Changes in a persons behaviour - withdrawn, anxious, upset, angry
 - Changes in a person's behaviour in the company of particular people / person
 - Unexplained spending of large amounts of money
 - Changes in friendship - spending unhealthy amounts of time with someone
 - Signs of controlling / coercive behaviour.
- **Honour Based Violence (HBV)** - HBV may be committed when family members feel that dishonour has been brought to their family. Women are predominantly (but not exclusively) the victims, and the abuse is often committed with a degree of collusion from family members and/or the community.

Possible Indicators:

- Signs of physical and domestic abuse
 - Missing persons reports
 - Signs of coercive / controlling behaviour
 - Lack of contact with friends, no social opportunities or contact with the outside world
 - Victims are isolated / controlled cannot contact law enforcement or get help.
- **Forced Marriage** - when one or both of the parties is married without their consent or against their will. In a forced marriage there is no consent to the assistance of parents or a third party in identifying a spouse.

Possible Indicators:

- Sudden unexplained trips abroad
- Missing persons reports
- Signs of coercive / controlling behaviour
- Lack of contact with friends, no social opportunities
- Victims are isolated / controlled.

8. Consent

The Care Act does not require consent for adults safeguarding work, so absence of a person's consent is not a barrier to raising a safeguarding concern. However, the person should be informed before referring an adult safeguarding concern to the Local Authority, unless to do so creates disproportionate risk to the person

Care and Support Statutory Guidance

“No professional should assume that someone else will pass on information which they think may be critical to the safety and wellbeing of the person. If a professional has concerns about the persons welfare and believes they are suffering or likely to suffer abuse or neglect, then they should share the information with the local authority or the Police if they believe or suspect a crime has been committed”.

“Concerns about abuse or neglect must be reported whatever the source of harm is. It is imperative that poor or neglectful care is brought to the immediate attention of managers and responded to swiftly, including ensuring the immediate safety and wellbeing of the person”

9. What is an adult safeguarding enquiry?

Section 42 of the Care Act 2014 says that when the tests are met (an adult who is experiencing or at risk of abuse or neglect which they cannot protect themselves from because of their care and support needs) there must be an adult safeguarding enquiry. The objectives of an adult safeguarding enquiry are to:

- Establish facts
- Ascertain the adult's views and wishes
- Assess the needs of the adult for protection, support and redress and how they might be met
- Protect from abuse and neglect, in accordance with the wishes of the adult
- Make decisions as to what follow-up action(s) should be taken with regard to the person or organisation responsible for the abuse or neglect
- Enable the adult to achieve resolution and recovery.

The Care Act does not specify what an enquiry will consist of, nor does it create any powers for carrying out an adult safeguarding enquiry. An adult safeguarding enquiry is simply the collection of whatever actions using existing powers, duties and processes is needed to meet the purposes. The benefit of putting the matter in to an adult safeguarding framework is:

- To ensure there is proper recognition of the abuse and neglect issue
- To help the multi-agency response to the concern do the best at involving the right organisations and people, sharing information between them, having a shared understanding of the risks and how to respond to them, and to minimise duplication of effort
- To give a focus on ensuring the care and support needs of the person are taken into account..

10. Key Roles and Responsibilities

10.1 Organisational lead for safeguarding adults:

The Surrey Choices Managing Director and Chief Operating Officer have ultimate responsibility and accountability for safeguarding in the organisation. This responsibility is delegated on a day to day basis to a Senior Operations Manager. The coordination and delivery of our safeguarding responsibilities is undertaken at an operational level by a Senior Operations Manager who is the named Organisational Safeguarding Lead.

The role of the Organisational Safeguarding Lead is to:

- Provide an organisational overview of safeguarding and steer to deliver the organisation's Safeguarding Strategy
- Coordinate an overview of safeguarding compliance across the organisation
- Ensure the outcomes of any Safeguarding Enquiries are shared with services and managers, and as a result policy and practices are improved
- Deploy a lessons learned approach where the organisation's services and staff are deemed responsible and accountable for its actions

- Coordinate and work in partnership with the organisation's Learning and Development Partner to ensure all staff have appropriate training and information to fulfil their role
- Coordinate an annual review the organisation's Safeguarding Policy and Procedure
- Reflect and deploy the learning from serious case reviews
- Set the standards of practice in relation to safeguarding across all services and support functions
- Provide a source of support and guidance to local leads
- Network with Local Authority leads and other agencies to ensure that wider processes and the safeguarding agenda is supported and implemented
- Keep abreast of new guidance and legislation.

10.2 Local Safeguarding Leads:

Surrey Choices has a variety of services that are delivered by a designated manager. These services are supported by a range of other departments with a departmental lead. The manager of each service or department function fulfils the role of a Local Safeguarding Lead.

The role of the Local Safeguarding Lead is to:

- Decide whether it is appropriate to refer a safeguarding concern to the Local Authority and what other actions might be needed
- Ensure the Safeguarding Policy and Procedure is implemented by staff teams
- Provide and coordinate the gathering of information and corporation to the Local Authority in relation to a safeguarding enquiry
- Deploy a lessons learned approach in teams when Safeguarding Enquiries are concluded
- Ensure safeguarding awareness, skills and knowledge are part of an ongoing conversation with staff in a variety of learning and development opportunities
- Lead Safeguarding Reflection Meetings
- Complete quality monitoring in relation to safeguarding as required
- Ensure that their team is adequately trained and competent in relation to safeguarding.

10.3 Expectations on Surrey Choices employees and volunteers:

All Surrey Choices staff and volunteers working with adults at risk:

- Anyone who may come in to contact with adults with care and support needs, whether in a volunteer or paid role, must understand their own role and responsibilities regarding adult safeguarding
- All staff and volunteers must take all reasonable actions to prevent adults with care and support needs from experiencing abuse and neglect

- All staff and volunteers must know how to recognise abuse and how to report and respond to it
- Every member of staff and volunteer has a responsibility to act on concerns of possible abuse and must inform their Line Manager. Concerns or allegations must be reported without delay and given a high priority
- All staff and volunteers have a duty to report in a timely way any concerns or suspicions that an adult at risk is being or is at risk of being abused and to gain the consent of the adult or where this is not possible to make a best interest decision to report without consent
- All concerns and suspicions that an adult at risk is being or is at risk of being abused by a Surrey Choices member of staff or a volunteer, must be reported even if consent is absent
- Actions to protect the adult from abuse should always be given a high priority with dignity, safety and the well-being of the individual a priority within the actions
- As far as possible, Surrey Choices staff and volunteers must respect the rights of the person causing harm. If that person is an adult at risk themselves, they must receive support and their needs must be addressed
- All staff and volunteers must be aware of the Surrey Safeguarding Adults Board Adult Safeguarding Policy and Procedures
- All staff and volunteers must keep their knowledge and skills up to date by meeting the training requirements expected of their role.

10.4 Expectations on Surrey Choices Managers:

Managers of staff and volunteers must:

- Know and be assured that their staff and volunteers are competent in their roles in relation to safeguarding
- Ensure the staff and volunteers they manage are made aware of the expectations on them regarding adult safeguarding issues
- Have access to the support they need in order to meet those expectations
- Ensure all staff and volunteers who express concern are treated seriously and will receive a positive response from their managers
- Keep their knowledge and skills up to date by meeting the training requirements expected of their role
- Have an understanding and awareness of their role in relation to the Surrey Safeguarding Adults Board Adult Safeguarding Policy and Procedures.

11. Safe Employment

Surrey Choices is committed to:

- The safe employment of staff and volunteers, thereby reducing the risk of exposing adults at risk to people unsuitable to work with them
- Achieving best practice in respect to the safe recruitment of employees and volunteers
- Working within best practice as established by the Disclosure and Barring Scheme (DBS).

Other relevant Human Resource Policies include:

- The Surrey Choices DBS Policy
- The Surrey Choices Safer Recruitment Policy.

12. Surrey Choices Safeguarding Adults Work Programme

Surrey Choices will implement an organisational safeguarding work programme with the aim of minimising the circumstances which make adults vulnerable to abuse. The Organisational Safeguarding Lead will provide direction and oversight of the programme, discharging key responsibilities and work streams to other parts of the organisation where needed.

The work programme will be aligned with the Strategic Plan of the local Safeguarding Adults Board and any other relevant partnerships or strategies. It will be agreed by the Surrey Choices Senior Leadership Team to secure a wide organisational commitment and a shared accountability for delivering the programme, i.e. that safeguarding is everybody's business.

The work programme will be refreshed on an annual basis alongside the review of this Safeguarding Policy and Procedure, and quarterly performance monitoring will be carried out to ensure the programme is on track.

13. Information sharing arrangements

Surrey Choices will have suitable arrangements in place which set out clearly the processes and the principles for sharing information between ourselves and other organisations, the Local Authority and with other professionals and the Safeguarding Adults Board. This will be agreed via an Information Sharing Agreement to formalise the arrangements.

14. Training and Supervision

Safeguarding Adults Training will:

- Be based upon an analysis of the organisation's training needs
- Be commensurate to the role of the worker

- Be in line with national guidance as set out in the Care Certificate
- Be in line with local guidance as set out in accordance with any recommendations made by the Surrey Safeguarding Adults Board
- Be provided to all staff and volunteers, including those in a support function or administrative role

In addition:

- All relevant staff will receive training on the requirements and provisions of the Mental Capacity Act (and Deprivation of Liberty Safeguards (DoLS) in care homes and hospitals).

Surrey Choices has clear expectations of what adult safeguarding training staff in particular roles in the organisation should have and how up to date these should be. These are defined in the organisations Training Matrix where suitable records of training offered and undertaken are provided.

Surrey Choices will provide awareness of the Surrey County Council Safeguarding Adults Policy and Procedure and this Safeguarding Policy and Procedure in the organisations programme of induction of all new employees or volunteers and their understanding checked within subsequent supervision meetings.

Surrey Choices will provide other learning and development opportunities in relation to safeguarding. These include:

- 1:1 supervision sessions
- Group Supervision
- Team Meetings
- Safeguarding Reflection Meetings
- Quality Assurance Health Checks / Audits
- Toolkits and Resources
- Shadowing
- Coaching.

15. Related Policies and Procedures to support the prevention of abuse and neglect:

Surrey Choices recognises that other related policies and procedures will reduce the risk of abuse occurring. Staff or volunteers may need to refer to these in order to determine whether abuse has occurred and how to respond. These policies and procedures can be found on our online HR system.