

15 February 2024

Private and Confidential

Mr Darren Stewart OBE
Assistant Coroner for Surrey

[REDACTED]
[REDACTED]

SABP NHS Foundation Trust
18 Mole Business Park
Randall's Road
Leatherhead
KT22 7AD

Woodhatch Place
11 Cockshot Hill
Reigate
RH2 8EF

Dear Mr Stewart

Barbara Woodman (deceased)
Regulation 28 Report to Prevent Future Deaths
Response from Surrey and Borders Partnership NHS Foundation Trust ("the Trust") and Surrey County Council

Thank you for the Regulation 28 Report to Prevent Future Deaths (PFD report) dated 22nd December 2023, in relation to the inquest touching the death of Barbara Woodman. We have considered the report carefully, together with senior officers within both organisations.

In the PFD report, you highlighted a concern relating to the use of the SCARF process during out of hours to provide timely and effective passage of information in relation to concerns for vulnerable persons in the community.

The purpose of a Single Combined Assessment of Risk Form (SCARF) is to enable Surrey Police to inform services where they have had contact with an adult who is considered to be vulnerable and/or at risk. It provides information to partner agencies and will often add to the information that the Trust already holds about a person. This could inform further actions that might be taken by the Trust which may include revisions to assessments or care plans.

A SCARF is not designed to be used to access crisis support or as an out of hours referral tool. The Trust has a Crisis Line that anyone with concerns about their own mental health or someone else's may use. This operates 365 days a year, 24 hours a day. In addition, there is a dedicated Professionals Line phone number, which also operates 365 days a year, 24 hours a day, which can be accessed by Surrey Police and South East Coast Ambulance Service where an urgent discussion is required. This allows emergency services to request critical information in an immediate timeframe to help inform decisions about people they have come into contact with.

Within Surrey County Council the Emergency Duty Team (EDT) operates out of normal office hours 7 days a week, 365 days a year, this includes cover for all bank holidays including Christmas and New

Year. Any referrals or concerns from the police that require an immediate response there is a clear, well known and well used process for officers, in that they must make contact with either the Emergency Duty Team or nominated social worker, outside of PSPA hours. There should be no need to use a SCARF and a SCARF should only be used where the situation has been left in a way that it is suitable for the sharing to be delayed until the next day or over the weekend. In 2023 the EDT recorded 140 contacts from the Police directly to them.

We work collaboratively with partner agencies to review and improve our joint working processes. In relation to SCARF procedures, representatives from the Trust most recently met with Surrey County Council and Surrey Police on 5 February 2024 and a project group will be carrying out a detailed review of our cross agency SCARF process. As part of this consideration will be given as to how information is shared between agencies and family/carers alongside issues of confidentiality and consent.

The Community Mental Health Recovery Services, which operate Monday to Friday, 9am to 5:00pm, carry out a screening process in respect of SCARF forms received. Appropriate action will then be taken based on the information provided and the risk profile of the person this relates to.

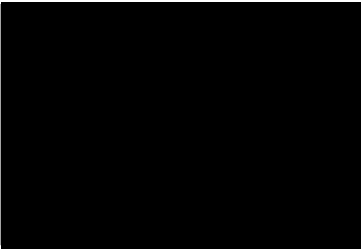
In relation to your concern relating to the lack of a unified record keeping system allowing sharing of patient information between different components of the NHS, including primary and secondary care providers, you have also addressed the report to the Chief Executive of NHS England who will be best placed to respond to this concern.

On behalf of the Trust and Surrey County Council, we would like to offer our sincere condolences to Ms Woodman’s family for their loss. We hope that our actions outlined above assures you and Ms Woodman’s family that we have reflected on your concerns and provided reassurance as to our processes.

Yours sincerely,



**Chief Executive
Surrey and Borders Partnership
NHS Foundation Trust**



**Executive Director
Adults, Wellbeing & Health Partnerships
Surrey County Council**