

HEALTH AND WELLBEING BOARD

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KENT AND MEDWAY SAFEGUARDING ADULTS BOARD (KMSAB) ANNUAL REPORT 2018-19

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Summary

In accordance with the Care Act 2014, the Kent and Medway Safeguarding Adults Board is required to publish an Annual Report each financial year.

This report introduces the Kent and Medway Safeguarding Adults Board's (KMSAB) Annual Report for April 2018 - March 2019. The Annual Report sets out the responsibilities and structure of the Board and details how the multi-agency partnership delivered against its priorities for the year. The report also provides information pertaining to Safeguarding Adults Reviews, funding arrangements and safeguarding activity information. The Annual Report was endorsed by the KMSAB on 5 November 2019. An easy read version of the report has been commissioned and will be made available on the Board's website.

This report was considered by the Health and Adult Social Care Overview and Scrutiny Committee on 16 January 2020 and its comments are set out in section 5 of the report.

1. Budget and Policy Framework

- 1.1 The Care Act 2014 made it a requirement for each local authority to establish a Safeguarding Adults Board (SAB). Medway Council's duty is met through a joint SAB with Kent County Council; the Kent and Medway Safeguarding Adults Board (KMSAB).
- 1.2 In line with the Care Act 2014, the Kent and Medway Safeguarding Adults Board is required to publish an Annual Report each financial year.
- 1.3 The Care Act 2014 states that, once the Annual Report is published, it must be submitted to the Chief Executive (where one is in situ) and Leader of the

Council, the local Police and Crime Commissioner and the Chair of the Health and Wellbeing Board (HWB). The joint protocol between strategic partners in Medway states that the KMSAB Annual Report must be presented to the HWB to ensure coordination and coherence.

1.4 The KMSAB has a pooled budget made up of contributions from its key partners –

- Kent County Council
- Medway Council
- Local Health Commissioners and Providers
- The Office of the Police and Crime Commissioner
- Kent Fire and Rescue Service

2. Background

2.1 The KMSAB does not provide frontline services, it has a strategic role which is 'greater than the sum of the operational duties of the core partners'. The KMSAB sets the strategic direction for safeguarding in Kent and Medway and seeks assurance and provides challenge to ensure that adult safeguarding arrangements in Kent and Medway are in place, are effective and are person centred and outcome focused. The KMSAB membership works collaboratively to raise awareness of adult safeguarding and prevent abuse and neglect where possible.

2.2 Under the Care Act 2014, the KMSAB has three core duties, it must:

- Publish a strategic plan to set out how it will meet its main objectives and what members will do to achieve this. The KMSAB Strategic Plan is available on the link below:
<https://www.kent.gov.uk/about-the-council/partnerships/kent-and-medway-safeguarding-adults-board#tab-1>
- Publish an Annual Report detailing what the Board has done during the year to achieve its main objectives and implement its Strategic Plan, and what each member has done to implement the strategy, as well as detailing the findings of any Safeguarding Adults Reviews and subsequent actions.
- Conduct any Safeguarding Adults Reviews¹ in accordance with Section 44 of the Care Act.

2.3 This report presents the 2018-19 Annual report to Medway.

3. The 2018-2019 Annual Report

3.1 The Annual Report details how the Board delivered against its strategic priorities of 'prevention', 'awareness' and 'quality' during 2018 – 2019. Some of the key achievements during the reporting period include:

¹ <https://www.kent.gov.uk/social-care-and-health/information-for-professionals/adult-safeguarding/safeguarding-adult-reviews>

- The Board’s multi-agency training offer for 2018-19 was delivered to 661 members of multi-agency staff. Board members used the tools in the Training Evaluation Framework to ensure the multi-agency training programme remained up to date and relevant and made a positive difference to practice.
- Members reviewed and updated key policy documentation such as: the Multi-agency Protocol for Dealing with Cases of Domestic Abuse to Safeguard Adults with Care and Support Needs; the Protocols for Kent and Medway to Safeguard Adults who are at Risk of Sexual Exploitation, Modern Slavery and Human Trafficking; and Kent and Medway Multi-Agency Policy and Procedures to Support People that Self- Neglect and Demonstrate Hoarding Behaviour.
- In response to service user feedback, “Shout Out” (an independent self-advocacy group for adults with learning disabilities in Medway) assisted with a redesign of the easy read version of the Board’s “abuse and what to do about it” booklet. This made key messages about adult safeguarding more accessible.
- Members developed a new quality assurance framework, setting out the measures and tools to be used to measure the effectiveness of partner safeguarding activity.
- Board members continued to monitor action plans developed in response to the findings of Safeguarding Adults Reviews, to ensure these were progressed and completed. The complex action plans have now been fully completed for three of the four review cases.
- To help share the message on how to recognise and report abuse and neglect and highlight the support and services available for those at risk or experiencing abuse, Board members arranged and held a safeguarding adults awareness raising campaign. The theme for the campaign was “Isolation and Exploitation”, linking with the wider agenda of loneliness and isolation and the relationship between this and safeguarding. The week included targeted information days on: cuckooing and mate crime; self-neglect and hoarding; scamming; domestic abuse; modern slavery and human trafficking.
- Safeguarding Adults Review Working Group members developed a leaflet, including easy read, for families, friends and carers, who may be asked to be involved in a Review. The leaflet details what to expect from the SAR process.

3.2 The 2018-2019 Annual Report also provides examples of how partner agencies are meeting the Board’s three strategic priorities.

4. Medway Council

4.1 1387 safeguarding concerns were raised in 2018/2019 compared to 1281 concerns raised in 2017/2018, which is an increase of 8.3%. This can be seen

as a reflection on the work in raising awareness of safeguarding, one of the three objectives of the KMSAB in its strategy for 2018-2021.

- 4.2 Of those concerns, 700 were investigated under a Section 42 safeguarding enquiry or other enquiry, an increase of 43% from the 2017/2018 figure of 491 enquiries.
- 4.3 The service set a local target for safeguarding enquiries to be completed within 90 days. In 2018/2019, 54% of enquiries were completed within target. While this is a decrease from 64% in 2017/18, it is an increase on just 37% in 2016/17.
- 4.4 There has been a decrease in the number of cases where risk was removed, from 48% in 2017/2018 to 28% in 2018/2019, an increase in risks that were reduced, from 43% in 2017/2018 to 55% in 2018/2019, and therefore an increase in cases where risk remains from 8% in 2017/18 to 17% in 2018/19.

5. Health and Adult Social Care Overview and Scrutiny Committee – 16 January 2020

- 5.1 The Director of People – Children and Adults said that Members had sometimes expressed concern that being part of a Kent and Medway Board could lessen the focus on Medway. Assurance was given that the Independent Chair had strong awareness of Medway specific issues and that she worked closely with the Assistant Director, Adult Social, who was Deputy Chair of the Board. Both Chair and Deputy Chair engaged actively with the local adult safeguarding executive to ensure close working.
- 5.2 The Independent Chair of the Board introduced the Safeguarding Board Annual report. The Board was a strategic body responsible for setting the direction of adult safeguarding in Medway and Kent. It had an annual budget of £261,000. An easy read summary of the report had also been produced. Responsibilities of the Board included challenging partners in relation to effectiveness and quality; undertaking safeguarding adult reviews and; delivering learning following completion. Board priorities had included raising awareness of exploitation, isolation, loneliness, abuse and neglect. Key achievements had included development of a new quality assurance and assessment framework; review and update of key safeguarding policies; training of 661 multi-agency operational staff across Medway and Kent and; design of a training and evaluation framework.
- 5.3 The Board had produced more accessible information for families and monitored a range of complex action plans. It had co-produced, with Medway's self-advocacy group, some easy read versions of a user guide and had led an adults safeguarding awareness campaign, the theme of which was loneliness and exploitation. This had culminated in the delivery of a number of public information days. A Communications and Engagement group had been established with a Business and Development officer employed to progress this work. This would include more intensive working with the voluntary sector and inter-faith groups.
- 5.4 There had been 1387 safeguarding concerns raised in Medway in 2018/19, which was higher than the previous year. 700 of these were investigated under a Section 42 safeguarding enquiry or other enquiry, an increase of 43%

from the previous year. These increases were attributed to improved systems and resource management and the development of the Three Conversations approach. Abuse in Medway health trusts and care homes was below the national average. The most common type of abuse nationally was neglect with the Kent and Medway figure for self-neglect being 26%, below the national average. The national figure for the percentage of safeguarding interventions that saw risk of abuse reduced or removed by a safeguarding intervention was 89%. Medway's figure was 82%, an increase of 8% from the previous year.

5.5 Members of the Committee made comments and asked questions as follows:

5.5.1 **Safeguarding Training** – It was questioned whether the provision of safeguarding training by care homes was compulsory as only one home out of three that a Councillor volunteered in had offered it to them. The Independent Chair said that safeguarding training had to be provided and this should be being checked as part of Care Quality Commission (CQC) inspections. The Assistant Director – Adult Social Care said that the Council had resource that worked on quality assurance with care and domiciliary care providers. Work undertaken between inspections checked paperwork and ensured that training was being undertaken. Any concerns in relation to specific homes could be reported for investigation. Meetings with the CQC regional lead took place quarterly. The Assistant Director chaired the Medway Quality Surveillance group and attended the Kent and Medway group to ensure that intelligence on the quality of providers was joined up.

5.5.2 **Abuse in Care Homes** – It was asked what could be done to prevent abuse in care homes and whether safeguarding arrangements were considered as part of the commissioning process. The Assistant Director said that a range of quality information, including safeguarding, was considered as part of the commissioning process and that the Quality Surveillance Group included representation from the brokerage team. The Independent Chair said that there was a need to encourage the regulator to strengthen the inspection regime. The provision of training was important but this did not guarantee that systems and cultures would change and there were insufficient resources available to train everyone.

5.5.3 **Transitions Projects** – With reference to a local project for 16-25 year olds leaving care, it was asked how such projects were viewed. The Independent Chair said that transitions projects were valued but that there were not enough of them. There was a connection between transition, available support and suicide rates with young care leavers not always being identified and therefore not receiving the support that they needed. Agencies needed to work together effectively to develop plans to effectively support this cohort. The Director of People added that the transition from children's to adult services was being considered by the Children's Safeguarding Partnership. A protocol was in place to ensure effective working with adult safeguarding. It had also been requested that the Police, via the Medway Task Force, consider the issue. The Director of Public Health was leading on work to look at how to enhance support for care leavers in relation to their health needs.

5.5.4 **Outcome of closed enquiries** – It was asked whether there were any differences between the locations of alleged abuse and the locations of incidents that were subsequently found to have actually occurred. The most

common location for abuse to occur was in the victim's own home. A briefing would be provided to the Committee to show outcomes by location.

5.5.5 Care Home Practice – It was asked whether any work had been done to look at care home practice and the impact of low wages and long working hours. The Independent Chair said that while the Safeguarding Board was not a provider, it did work with the Council to measure quality and the impact of projects. Good management and strong leadership were key to homes performing well. The Assistant Director said that where concerns were identified, work would be undertaken with the home, owners and management to agree a clear action plan that would improve quality.

5.6 The Committee noted the Annual Report and made comments for these to be referred to the Health and Wellbeing Board when it considers the Annual Report.

6. Risk management

6.1 While there are no specific risks identified, the KMSAB Annual Report 2018-19 presents an analysis of Safeguarding Adults activity, to raise awareness of abuse, prevent it occurring and ensure a timely and effective multi agency response when it occurs.

7. Financial implications

7.1 The KMSAB Annual Report is funded by the KMSAB. There are no direct financial implications for the Council arising from this report.

8. Legal implications

8.1 Section 43 (1) of The Care Act states that “Each Local Authority must establish a Safeguarding Adults Board (“SAB”) for its area”.

8.2 The Care and Support Statutory Guidance section 14.103 further states that “The objective of a SAB is to help and protect adults who have needs for care and support, who are experiencing or are at risk of abuse or neglect, and as a result of their needs are unable to protect themselves from abuse or neglect. This is whether or not the adult is having their needs met or they meet the local authority's eligibility criteria for care and support services.”

8.3 The production of the KMSAB Annual Report is in accordance with the duty outlined in the Care Act 2014. The report is within the remit of the Committee to note and comment upon.

9. Recommendations

9.1 The Health and Wellbeing Board is asked to note the comments of the Health and Adult Social Care Overview and Scrutiny Committee set out at section 5 of the report.

9.2 The Health and Wellbeing Board is asked to comment on and note the Annual Report set out at Appendix 1 to the report.

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Appendices

Appendix 1 – Kent and Medway Safeguarding Adults Board Annual Report
2018-2019.

Background papers

None