

# Kent and Medway Safeguarding Adults Annual Report 2021-2022.

## Appendix Three – Partner Highlights

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As part of the quality assurance framework, agencies are required to report on how they are meeting the Board’s three strategic priorities. This report provides some examples of good practice from the responses received.

**Note: Some of the good practice examples may not be unique to the agency but will only have been listed once, to avoid repetition of good practice examples and allow for the inclusion of other highlights.**

### 1. Prevention

Agency	Example
Ashford Borough Council (ABC)	ABC’s Safeguarding Lead Officers group received training on the Mental Capacity Act (MCA) 2005. The session was delivered by the KCC Manager for MCA and DoLs (Deprivation of Liberty Safeguards).
Ashford Borough Council	All Ashford Borough Council licensed taxi and private hire drivers are required to complete safeguarding training and provide proof of this prior to being issued a licence. It is recommended that they complete Blue Light Safeguarding training.
Ashford Borough Council	Collaborative Partnership Working: Ashford Borough Council are a key agency in collaborative partnership working. A number of ABC officers work in partnership with other agencies, such as the Police, as part of their day-to-day role. This can include joint visits, multi-agency initiatives, partnership meetings and panels. Partnership meetings include: <ul style="list-style-type: none"> <li>• Ashford District Contextual Safeguarding Meetings</li> <li>• Multi-agency risk assessment conference (MARAC)</li> <li>• Channel panel, where individuals who are identified as being vulnerable to radicalisation are referred to.</li> <li>• Ashford Adults Vulnerability Panel – multi-agency meeting organised by the Police</li> <li>• Ashford Community Safety Unit</li> </ul>
Canterbury City Council	Opportunities to increase learning from experts in adult safeguarding have been taken up with a particular focus on mental health, including: <ul style="list-style-type: none"> <li>• KMSAB Open Forum attended by safeguarding leads who cascaded useful information about the Mental Capacity Act 2005</li> <li>• Specialist training: Adult Safeguarding &amp; Homelessness: Foundations for Positive Practice delivered by Prof. Michael Preston-Shoot</li> <li>• Bespoke session “Understanding mental health conditions” delivered by a clinical psychologist.</li> </ul> <p>In addition, elected members have received an Adult Safeguarding Basic Awareness briefing session.</p>

Canterbury City Council	The Council participate in a number of multi-agency forums that contribute to adult safeguarding including: <ul style="list-style-type: none"> <li>• Canterbury Vulnerability Panel co-ordinated by the Police. This multi-agency group addresses individual complex safeguarding issues which will have an impact on the wider community, such as cuckooing and exploitation. As a result of meetings, safeguarding referrals and action plans are co-ordinated and comprehensive. During 2021/2022, 28 people were supported by this panel.</li> </ul>
Canterbury City Council	Working with Kent Fire and Rescue Service and the Royal British Legion, Canterbury City Council Armed Forces Community Covenant Champions set up a Veterans Hub last year at one of our Neighbourhood Centres. The Hub provides a space where those who served can access information, support and take part in activities that support mental health and wellbeing.
Canterbury City Council	The Rough Sleepers Initiative team take an assertive outreach approach which has embedded safeguarding adults practice throughout. The team focus on harm reduction, drug & alcohol use and discussions on how to keep safe. All staff are naloxone epi-pen trained and have worked in partnership with Forward Trust to train clients so they are able to safely use Epi pens on themselves, and others, should there be an overdose.
Dartford & Gravesham NHS Trust (DGT)	The DGT has continued to deliver face-to-face 'Family Focused' training for the past year in conjunction with the safeguarding children's team, albeit that the classroom sizes have been reduced as a result of COVID-19. The aim of the training is to ensure that staff are aware of the whole safeguarding agenda, their roles and responsibilities and the interface between them. The training consists of the use of Virtual Reality (VR) technology in order to give a richer experience, adding some additional context to the day and a 'lived experience'. The training also includes a session from the Mental Health Lead Nurse and the Independent Domestic Violence Advisors, which adds richness to the training and follows the themes from the VR experience. The training has good feedback and is well received by all trust staff. The quality of safeguarding referrals and enquiries has improved following this training. The role of the Safeguarding Adults Boards is discussed and how to access the website is shared during the training day.
Dartford & Gravesham NHS Trust	DGT has recently purchased three bespoke webinars that are accessible on the Trust intranet with the aim of improving staff understanding of the Mental Capacity Act and its application. These including Mental Capacity, Fluctuating Capacity and communication.
Dartford Borough Council	Recent SARs have highlighted the need for carers to be signposted to carers' assessments and support where appropriate. As a result, DBC's Safeguarding Policy has recently been updated to include this information and a briefing has been drafted to raise awareness to staff.
Folkestone and Hythe	Safeguarding policy and procedures - this policy was updated in November 2021 and went through a rigorous council scrutiny process. All key members were able to input to the production of the policy and changes were made accordingly. In addition, the findings of the Board's self-assessment framework (SAF) peer review were incorporated into the revised policy. The revised policy places additional emphasis on topics such as: Safeguarding Adults, Prevent, Modern Day Slavery, Mental Capacity Act, Deprivation of Liberty Safeguards, Domestic Abuse, Mental Health, Hoarding.
Folkestone and Hythe	KMSAB newsletters and other updates are shared with the council's Designated Officers and the members of the Safeguarding Steering Group, who can then disseminate the information amongst their teams as required. The Corporate Leadership Team signposted to the extensive work of KMSAB, resulting in adult safeguarding becoming a mandatory eLearning course across the organisation from 2021/22 onwards.

Folkestone and Hythe	One aspect of our work has been to support our community hubs in delivering ongoing assistance to vulnerable people experiencing difficulties in reconnecting back into society by continuing with loneliness/isolation befriending calls, and also helping in hardship. The community hubs helped in making sure people stayed warm through the winter, and were receiving adequate food and heating, and therefore not self-neglecting.
Gravesham Borough Council (GBC)	In addition to the Adult Safeguarding Level 1, Child Safeguarding Level 1, and Modern Slavery and Human Trafficking online training, the Lead Safeguarding Officer has developed a GBC-specific briefing delivered face-to-face to review the council's Safeguarding policy and procedures.
Gravesham Borough Council	A Gravesham specific multi-agency collaboration is the Gravesham Vulnerability Panel (GVP) and Organised Crime Groups meeting. This monthly meeting co-ordinated and hosted by GBC, chaired by the Police. The purpose of the GVP is to provide a partnership response to areas of vulnerability and associated crime and its impact on local communities. The GVP takes referrals from officers within the council, police, and partner agencies for vulnerable adults, with the following aims: <ul style="list-style-type: none"> <li>• Provide an effective local response to issues related to areas of vulnerability in Gravesham;</li> <li>• Develop and implement multi-agency plans, specifically tailored to support and meet the needs of individuals, victims and communities affected by areas of vulnerability;</li> <li>• Raise awareness, amongst partner agencies and within local neighbourhoods, of the areas of vulnerability and the impact on individuals and communities; and</li> <li>• Carry out joint activity to develop techniques and identify interventions to deter people (particularly those under 21 years) from being drawn into serious and organised criminality.</li> </ul>
Gravesham Borough Council	Modern Slavery Working Group. A multi-agency group focussed on an action plan to address Modern Slavery in Gravesham. It is well attended and partners have requested this is expanded to include more of the county and more partners.
Heathwatch	Healthwatch is continuing to work with The Advocacy People in setting up a "Citizen's Panel" to ensure that safeguarding information is reaching the public in a way that is understandable. The panel will also be able to share real life experiences.
HM Prison Service	Kent Surrey and Sussex prisons group provide all staff with Suicide and Self Harm (SASH) training which incorporates the identification of those who are vulnerable to the exploitation of others. Vulnerable individuals are also referred to our weekly Safety Intervention Meetings (SIM) where a behavioural plan can be formulated with the advice and assistance of our mental health team, psychology department and specific senior staff member who is allocated as a case manager.
Kent County Council (KCC)	During 2021, KCC Learning and Development provided training for over 3,500 colleagues, which included various subject matters such as; Safeguarding adults' basic awareness, Section 42 Safeguarding Enquiries, Mental Capacity Act, Domestic Abuse, Transitional Safeguarding, and self-neglect awareness. KCC also has a suite of e-learning material accessible to all staff. In addition, the Practice Postcards produced by the KCC Practice Development Officers (PDOs) in Adult Social Care and Health, are all available on the Kent Academy (learning resource). The postcards' themes are in-line with issues highlighted within Safeguarding Enquiries, and various safeguarding adult reviews (SARs) and Domestic Homicide Reviews (DHRs), for example, topics such as substance misuse, suicide, homelessness, self-neglect, and transitional safeguarding. This learning resource is promoted within Team meetings, in the Adult Social Care bulletins and on our intranet page. A series of team talks were delivered between November 2021 and January 2022

	<p>which are now being converted to video for colleagues to access. The team talks covered areas such as Human Rights from a Deprivation of Liberty Safeguards (DOLS) perspective, Introduction to Liberty Protection Safeguards Progress and Undertaking Mental Capacity Assessments.</p>
Kent County Council (KCC)	<p>The vision for Adult Social Care is changing and in 2021 the work to make this a reality started to take shape. The 'Making a Difference Everyday' approach focusses on three pillars which outline the overarching areas of development within Adult Social Care and the basis for how we work. In line with 'Making a Difference Every Day', in March 2021 the work began on person's voice priorities – our building blocks to help us embed and share people's experiences and stories as part of our standard way of working. This work included creating a core co-production group of people that will influence our priority projects, scheduling 'springboard' surveys to open up key discussion themes to a wider audience and promoting our People's Network to raise awareness of how to get involved in social care. In addition, we launched a 'living library' of people's voices and their feedback. In July 2021, during National Co-production Week, the "Your Voice" network was launched. The network is co-production in practice, putting the person's voice at the heart of how we develop services, to ensure we deliver consistent, high quality person-centred and innovative support to those that need it. There is a specific work stream focussing on the review and redesign of the delivery of safeguarding; this will include ensuring that the person is seen, to enable their voice to be heard.</p>
Kent County Council (KCC)	<p>The Kent Adult Carers Strategy 2022 to 2027 was drafted and sent out for consultation. An estimated 148,341 adults aged 16 and over provide unpaid care each week across our county. Therefore, KCC reached out for views from the people of Kent to ask "have you ever looked after an adult relative or friend? Or do you support people in your work that have unpaid caring responsibilities?" It was vital to hear people's thoughts on the new strategy which describes how we plan to work with all our partners to make welcome changes towards improving the experiences of unpaid adult carers.</p>
Kent Community Health NHS Foundation Trust (KCHFT)	<p>In 2021/22, KCHFT launched its 'Nobody Left Behind - People, Equity, Diversity and Inclusion Strategy' and 'Nobody Left Behind Charter' with a pledge to zero tolerance to abuse, discrimination and microaggression; supporting people to recognise the signs of abuse and how to seek help without fear of negative consequences.</p>
Kent Community Health NHS Foundation Trust	<p>KCHFT delivered on its promise to successfully deliver a mass vaccination programme to the population of Kent and Medway as one of the interventions to disrupt the Coronavirus pandemic. This included safeguarding arrangements to ensure staff responsible for delivering the vaccination programme were trained to recognise, respond and escalate any safeguarding concerns.</p>
Kent Community Health NHS Foundation Trust	<p>The Trust has a dedicated specialist safeguarding service to support the organisation with meeting its safeguarding duties, in line with national and local legislation and guidance, and to promote the key safeguarding principles. Staff can access a dedicated safeguarding consultation duty line for specialist support, advice and guidance, safeguarding supervision and training. The safeguarding team further supports staff with complex safeguarding cases, professional escalation and referrals into social care.</p>
Kent Community Health NHS Foundation Trust	<p>The Trust continues to support staff to raise awareness of self-neglect and the importance of supporting people who demonstrate self-neglect or hoarding behaviour via a multi-agency approach. The Trust has seen a 50% rise in calls into the KCHFT duty line related to self-neglect compared to the last 2 years, which demonstrates good awareness and provides opportunity for relevant actions to be taken to support the patient and staff to complete relevant referrals for support,</p>

	working collaboratively with partner agencies, completion of risk assessments and patient support.
Kent Police	In 2021, Kent Police introduced a Strategic Detective chief inspector (DCI) role that has a dedicated portfolio of Child Protection and Adult Protection. The role also includes oversight of the Central Referral Unit whose role is to manage multi-agency safeguarding referrals and notifications. The number of referrals to Adult Social Care and NHS Mental Health Services processed through the Central Referral Unit decreased in 2021. This reduction may be due to the impact of COVID-19 during 2021, however it also reflects a better understanding of thresholds for referrals to partner agencies due to ongoing training.
Kent Police	Kent Police Mental Health Team has improved the collection and use of data, to deliver enhanced training, ensuring the appropriate intervention is made when dealing with people in crisis, and works closely with KMPT (Kent and Medway NHS and Social Care Partnership Trust, NELFT (North-East London Foundation Trust) and the NHS CCG. This work has resulted in better outcomes for vulnerable people by the reduced use of police powers of detention under Section 136 of the Mental Health Act 1983. Kent Police continue to use the dedicated 836-advice line, which provides clinical advice for front line officers prior to making decisions to detain individuals. The Kent Police Mental Health Team is supporting partners to review policies, processes, and practices to improve the quality of service to patients. The Strategic Partnerships Superintendent continues to co-chair the “Urgent Care Oversight Board” with KMPT which monitors the delivery of a number of improvement projects which will see continued change and improvements in the service provision. This includes the creation of a 24/7 crisis function for adults during 2022 via NHS 111.
Kent Police	Kent Police also continued to implement the AWARE principles (Appearance, Words, Activity, Relationships and dynamics, Environment). These are designed to support the development of professional curiosity in identifying vulnerability in both children and adults. This principle can be used in any context and provides guidance around signs to look out for and be aware of to identify early safeguarding opportunities and support voice of the child and voice of the vulnerable adult information gathering within Kent Police. Force wide training on the AWARE principals will be delivered to all front line staff by the end of 2022.
Kent Police	In January 2022, Kent Police launched the Tackling Violence Against Women and Girl Strategy to underpin the principles of the government’s Violence Against Women and Girls Strategy (published in September 2021). It lists five key areas in which Kent Police will drive change: <ul style="list-style-type: none"> <li>• Holding Offenders to Account</li> <li>• Supporting Victims</li> <li>• Keeping you Safe</li> <li>• Our Culture</li> <li>• Strengthening the system</li> </ul> The document is available publicly <a href="#">here</a> .
Kent Police	Kent Police Learning and Development has developed a new Adults at Risk Course. This week-long course builds on the basic Safeguarding Training all officers receive and reinforces the need for specialist investigators to work with other agencies. The aims of the course are: <ul style="list-style-type: none"> <li>• To promote collaborative working to achieve best practice in relation to the vulnerable adults who fall within the remit of the multi-agency adult safeguarding and/or criminal investigation system.</li> <li>• To enable students to apply the principles and values of vulnerable adults to operational situations</li> </ul> In 2021/2022, a total of 74 Detectives completed this enhanced training.

Kent Police	Kent Police continued with carrying out 'Hidden Harm Visits' which are proactive visits to families most at risk of domestic abuse. These were initially conducted as a response to Covid and concerns regarding hidden harm during lockdown, however due to positive feedback from victims these visits continued. The plan is that they continue into the future but will be managed by the newly formed Proactive Domestic Abuse Teams on each division.
Kent Fire and Rescue Service (KFRS)	Safeguarding training has recently been reviewed. We have re-written the eLearning packages for children and adult safeguarding for all employees and volunteers. This is classed as mandatory learning for all employees and volunteers with an expected completion date of May 2022. Completion rates are monitored robustly. This is also a safeguarding package included within the induction for any new starters in the Service.
Kent Fire and Rescue Service (KFRS)	In October 2021, the Safeguarding Manager and Customer Safety Lead attended The National Fire Chief's Level 3 and Level 4 Safeguarding Train the Trainer. Our 2020/2021 training plan, delayed by COVID, has been written with reference to the intercollegiate document. Different levels and roles within the fire service have been identified as requiring different levels of safeguarding training and level 3 sessions have seen the attendance of the Chief Fire Officer, Area Managers, Directors, Assistant Directors, Corporate Management Board, Duty Group Managers, Designated Safeguarding Officers, and strategic personnel with safeguarding responsibilities.
Kent Fire and Rescue Service (KFRS)	In September 2021, a full time Safeguarding Officer was appointed as it has been recognised that the demand has increased. We have seen an increase in safeguarding cases for hoarding, self-neglect and mental ill health with threats or attempts to end life. We have also retained the Designated Safeguarding Officer position (currently 17) which is a specialism in addition to their role within the service. KFRS has increased the amount of Station Manager roles with safeguarding as a specialism to 11 to provide out of hours support. Support for colleagues who identify a safeguarding concern is available 24/7.
Kent and Medway Clinical Commissioning Group (KMCCG)	In addition to the training provided to KMCCG staff, the safeguarding team has provided safeguarding training across primary care through online and bespoke webinar training events. These will be further repeated in June and July 2022, capturing the 192 GP practices across Kent and Medway. The use of virtual events with Primary Care is very well attended and this mode of delivery appears to have produced increased engagement.
Kent and Medway Clinical Commissioning Group (KMCCG)	In West Kent, primary care safeguarding lead forums were established and ran throughout 2021-22, offering practice leads the opportunity to share learning, discuss case learning and share new and evolving safeguarding practice. The team is now looking to establish these forums across Kent and Medway, following positive engagement and feedback by the primary care workforce. KMCCG also offer as required support and informal supervision to some provider safeguarding teams.
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	KMPT safeguarding training is reflective of both the Adults and Children's Intercollegiate Documents. These statutory frameworks are followed with the inclusion of local learning from Safeguarding Adult Reviews (SAR), Child Serious Case and Rapid Reviews, and Domestic Homicide Reviews (DHR) to enable continued reflective learning and development. Supplementary Domestic Abuse, Stalking and Harassment (DASH RIC) training, and bite-size topical safeguarding sessions have been delivered to compliment the statutory training. Hidden harm and increased risk to people stemming from a reduction in face-to-face contacts and increases in video technology contacts has been reflected in policy and training to support staff to understand hidden harm and how to respond and adapt practice to keep people safe. KMPT policies and training reflect the need to be risk and person centred in the decision of contact types. Safe mode of routine enquiry is discussed within

	<p>induction safeguarding training and subsequent levels, in addition to resources to support safe routine enquiry accessible on the safeguarding KMPT intranet page, to mitigate risk associated with different modes of contact in response to the pandemic. The safeguarding training compliance was a significant achievement in 2021 and 2022. There is evidence that the move to virtual training in response to the pandemic has not impacted on safeguarding functions, and that safeguarding adults is embedded into KMPT culture, with alerts/referral rates evidencing commitment from KMPT staff to recognise and respond to safeguarding, thus enabling a multi-agency approach.</p>
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	<p>Self-neglect, a common theme within Safeguarding Adult Reviews (SARs), is discussed in all levels of adult safeguarding training. The KMSAB Multi-Agency Policy and Protocol for Managing Self-Neglect and Hoarding is accessible to staff on the KMPT Safeguarding Intranet page, in addition to bite-size training, video/webinars and other self-neglect resources. The referral rate identifying self-neglect evidences front line staff's responsiveness, and thoughtfulness with people that are self-neglecting to enable a multi-agency approach in-line with policy and good practice.</p>
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	<p>KMPT is committed to supporting carers. KMPT teams, with the permission from patients, will always seek to involve carers and other friends and family in our programmes of support. This includes consultation on the decisions made about care and treatment. KMPT activity seeks the views and engagement of carers and promotes how people can gain access to a carer assessment on our public facing webpage.</p>
Maidstone and Tunbridge Wells NHS Trust (MTW)	<p>Staff have the opportunity to discuss and debate issues and cases with the Named Nurse for Safeguarding Adults via a Teams meeting to further their understanding and exploration of the subject matter in both Safeguarding Adults and Mental Capacity. These 'talk with the expert' sessions are offered monthly from March through to November each year and are proving popular for practitioners to discuss particular cases, learning from the Webinars or learning from practice.</p>
Maidstone and Tunbridge Wells NHS Trust (MTW)	<p>MCA and DOLS learning requirements have been mandated for staff to complete every 3 years, as opposed to having been a one off requirement within the Trust. In the drive to improve competence and confidence amongst staff to apply MCA/DOLS into their practice, the Trust has taken the decision to reset the training compliance for this subject back to zero and all relevant staff have been notified that they need to complete their MCA/DOLS training in the near future to become compliant. We expect compliance rates to be on an upward trajectory over the next year with the Trust reaching the compliance target of 85% by July 2023. Staff will then be required to refresh this training every 3 years, seen as especially important due to the changes in relation to Liberty Protection Safeguards going forwards.</p>
Maidstone Borough Council (MBC)	<p>Safeguarding training is mandatory and an audit was undertaken to ensure all staff complete e-learning. Training has been developed and delivered with an external agency after collating staff responses around safeguarding and gaps in knowledge and confidence levels. This was measured by a questionnaire measuring confidence and knowledge both before and after training.</p>
Maidstone Borough Council	<p>MBC also developed a counselling service by working in partnership with Mid Kent Mind for adults who present with self-neglecting behaviours such as hoarding.</p>
Medway Community Healthcare (MCH)	<p>Information relating to the work of KMSAB and adult safeguarding, including themes from SARs, policy updates and learning events, are communicated to staff and the general public through a variety of means including:</p> <ul style="list-style-type: none"> <li>• MCH social media accounts</li> <li>• Internal quality assurance meetings</li> <li>• Intranet and internet content</li> </ul>

Medway Council	<p>Medway commissioned bespoke 'The Role of the Inquiry Officer' and 'The Role of the Designated Safeguarding Officer' training, this has been quality assured using the KMSAB Training Delivery Observation Sheet. This includes mental capacity, unwise decisions and how an assessment under section 11 of the Care Act can be utilised.</p> <p>To support practice, in light of findings from Safeguarding Adult Reviews, training has been delivered on Strengths Based Practice and Developing / Use of Professional Curiosity. All training is initially quality assured via attendee feedback, with further quality assurance activity as required.</p>
Medway Council	<p>The internal High Risk Panel continues to support practitioners working with individuals where there are barriers to engagement, who make what appear to be unwise decisions and live with a high level of risk. This supports practitioners and ensures senior management are aware of these individuals. Work has started on operational guidance for staff where individuals do not engage and how MOSAIC (IT system) can be used to ensure that there is management oversight where interventions are closed due to non-engagement.</p>
Medway Foundation Trust	<p>The Trust Executive team commissioned bespoke Board level training delivered in October 2021 by Bond Solon, this training included the Non-Executive Directors for the first time.</p>
Medway Foundation Trust	<p>There have been a number of webinars and online conferences promoted and accessed during this time, of particular benefit to safeguarding and to the wider workforce was a series of webinars from Alcohol Change UK which included Lessons from Safeguarding Adult Reviews, by Professor Michael Preston-Shoot</p>
Probation Services	<p>Our pan-Kent Safeguarding Team continue to offer support, guidance and signposting for any frontline practitioners who have adult safeguarding concerns or who want to discuss whether or not to make a referral. Our pan-Kent Safeguarding Bulletin has regularly provided frontline staff with details of the current offer from the Safeguarding Team. All staff are regularly trained in all aspects of safeguarding. This includes group training, one to one support in supervision and via our Quality Development Officers.</p>
Probation Services	<p>We have People on Probation Forums on a regional basis as well as local arrangements to ensure the "voice" of the service user is heard so we can make the necessary improvements into our operational delivery.</p>
Sevenoaks Council	<p>Understanding and responding to self-neglect remains an ongoing priority and there is recognition of the risk of self-neglect increasing, therefore, we have appointed a Hoarding Co-ordinator in partnership with Peabody, funded through the Better Care Fund.</p>
Sevenoaks Council	<p>A Homeless Risk Management group responds to concerns relating to a group of individuals who are homeless and have additional vulnerabilities relating to mental health and/or substance misuse. Through multi-agency information sharing and support with West Kent Housing and Kent County Council, risks to rough sleepers/homeless were considered and have resulted in a 'Housing First' supported housing model being delivered.</p>
Swale Borough Council	<p>Swale Borough Council has its Safeguarding Policy in place that is regularly reviewed – the last review being December 2021. An internal audit has also been completed recently with a 'sound' assurance level.</p>
Swale Borough Council	<p>Collaborative working is carried out using the Swale Vulnerability Panel which was set up several years ago, and despite Covid, this has remained a very well attended meeting with effective results in helping vulnerable people of Swale. We have had a case where the client would not engage with agencies and we utilised KCC wardens to build a relationship and assist in mental health, housing and social care to offer help and assistance.</p>



Thanet District Council	Thanet District Council has a dedicated Safeguarding team that is embedded within the Community Team who carry out all safeguarding duties. This Safeguarding team, although embedded within the Community Team, also works alongside Kent Police Community Safety Unit and Multi-agency Task Force (MTF).
Thanet District Council	The Safeguarding Forum is chaired by the Community Services Manager and representatives from each department within the council. Discussions are had around safeguarding cases, serious case review, Domestic Homicide Reviews, emerging trends, training, policies, PREVENT, projects and any concerns/issues with regards to safeguarding. All those who sit on the safeguarding forum are trained to a higher level.
Tonbridge and Malling Borough Council (TMBC)	TMBC has a Safeguarding Policy and Reporting Procedure. This has been sent to all staff via NetConsent (which only allows access to computer files once the policy has been read and agreed).
Tonbridge and Malling Borough Council	Our policy for taxi drivers requires all drivers to undertake safeguarding training within 12 months. All new drivers must take a safeguarding course before receiving their licence.
Tonbridge and Malling Borough Council	Weekly Community Safety meetings take place, with Police and partner agencies, to share concerns. Safeguarding, hoarding, exploitation, and vulnerable adults are standing items on the agenda. A monthly Vulnerable Persons Board (which is linked to the Community Safety Partnership with Borough Council reps attending), ensures that we're sharing information in relation to vulnerable people. A Rough Sleepers Task and Finish Group meets to identify individual's rough sleeping in the borough and look at what actions/support can be offered to help them into accommodation and off the streets. An on-call Duty Officer is available 24/7 to support and assist vulnerable people with emergencies.
Tonbridge and Malling Borough Council	SARs/DHRs are standing items at the quarterly internal safeguarding meeting, to raise awareness and understanding of the issues with staff.
Tunbridge Wells Borough Council	Case management supervision within the Housing Needs Team takes place monthly, with the Senior Housing Options Advisor reviewing the caseload of the Housing Options Advisors, which includes many vulnerable single adult applicants, enabling the discussion of any complex cases, identification of any safeguarding concerns and the appropriate actions required. Weekly team meetings and bi-weekly complex case discussions are also utilised as an opportunity to discuss cases and prevent escalation, by identifying support services to refer vulnerable at risk clients into.

## 2. Awareness

Agency	Example
Ashford Borough Council	The Council's Website has a page specific to safeguarding which outlines what to do if people are concerned someone is suffering abuse. It also contains links to the Council's Safeguarding Policy, the KMSAB website, modern slavery and preventing extremism. It has a link to the leaflet how to protect yourself from abuse in a number of alternative languages. During the period covered by this report, there were 330 unique page views for the ABC Safeguarding page.
Ashford Borough Council	Engagement with residents in Independent Living Schemes: These include various events that residents and others from the local community can attend and enjoy, such as coffee mornings, all with the aim to tackle social isolation and loneliness. This can also give residents the opportunity to raise any items of concern.

Ashford Borough Council	Voluntary Sector: The Council has a Funding & Partnership Officer who supports the voluntary sector in all areas of their work such as assisting them in safeguarding best practice, training and policies. Additional to this, the Council works closely with Ashford Voluntary Centre who take a lead in connecting with the vast voluntary community organisations in Ashford and who again will promote best practice, highlight opportunities and will refer any issues
Canterbury City Council	Raising Awareness of Modern Slavery: The council took part in a multi-agency Operation in July 2021. Partners from Kent Fire and Rescue Service, Kent Police, and representatives from Stop the Traffic as well as the Gangmasters and Labour Abuse Authority had 2 days of operations checking nail bars and car washes in the Canterbury District. As a result, the team engaged with over 80 individuals. The council's Environmental Health and Private Sector Housing teams and Kent Fire and Rescue Service also supported action due to a fire safety issue.
Canterbury City Council	Raising Awareness of Safeguarding with Refugees and Afghan Nationals for those families that we have resettled into homes in Canterbury: we provide casework support and will include running through the role of the Police, how to report crime and support with any issues. For the Afghan nationals residing locally, we have run sessions on Rights, Responsibilities and the Law and this covers reporting crime, including Hate Crime, Modern Slavery, Forced marriage. We also invite the Community Liaison Officer and a uniformed PCSO to meet families and talk to individuals to help break down any issues of mistrust, so people will feel safe approaching the police.
Canterbury City Council	Raising Awareness of Safety for Student: Canterbury has a large student population. The Council's Community Safety Unit joined partners to deliver the Safer Autumn Campaign over Freshers Week and reached over 3000 students.
Dartford Borough Council (DBC)	DBC hosts an Elders Forum, which is a means of two-way communication with the elder community and provides information specifically relevant to this higher risk group.
Folkestone and Hythe	Grounds Maintenance staff received bespoke face-to-face safeguarding training.
Folkestone and Hythe District Council	We participate in many events e.g., adult safeguarding week where stalls are set up in the town centre with partners and information is distributed to the public on all aspects of safeguarding.
Gravesham Borough Council	The KMSAB newsletters and KSCMP (children's partnership) newsletters are shared with Safeguarding champions and on to their teams. In addition to the adopted policy, the Lead Safeguarding Officer provides regular updates on the safeguarding agenda to the council's nominated service 'champions', promoting awareness across the authority.
Gravesham Borough Council	Local work on Violence Against Women and Girls (VAWG) highlighted the importance of hearing from women and girls in the Black, Asian and ethnic minority communities regarding safeguarding issues that impact them, so the annual "Listen to Our Voices" conference was organised; feedback from the questionnaire completed by attendees has driven the agenda for the following year each time. Attendees are speaking up more as the years go on. Translators are available at the conference to ensure that all can share their voice.
HCRG (formerly Virgin Care)	In the last year, HCRG Care Group joined together with other agencies in the Kent and Medway area to promote Safeguarding Week. The Ann Craft Trust Nationwide Safeguarding Adult's Week campaign facilitated conversations around the theme 'creating safer cultures'. The national HCRG Care Group safeguarding team produced a short video for the safeguarding week with the overarching theme 'be curious, do your bit', whilst locally had a specific cultural safety message for each day to encourage colleagues to have a safe and open culture.

Healthwatch	There are regular engagement meetings held with all providers across Kent & Medway to share any concerns or compliments that the public are sharing with us. Any learning that takes place from Serious Incidents is disseminated with staff. Both Healthwatch Kent & Healthwatch Medway along with Mental Health Forums will contribute to any quality assurance processes to offer an independent patient / public view. If we have information shared with us from patient experiences, this can be utilised as part of the lessons learnt process.
Kent County Council (KCC)	In July 2021, KCC Adult Strategic Safeguarding teamed up with multi-agency Kent Community Safeguarding Partnership to raise awareness of the issues of Domestic Abuse in our older population and continued to raise awareness as part of Safeguarding Adults Awareness Week. The Strategic Safeguarding Unit (SSU) delivered a virtual internal conference for all staff within the Local Authority. The event was titled “Domestic Abuse - a Kent Perspective” was held on 10th November 2021 and featured presentations on Domestic Abuse in our Older population, Domestic Abuse Act, Commissioning and Kent Analytics and Male Domestic Abuse. This event was attended by over 200 colleagues, and included themes highlighted within Safeguarding Adult Reviews and Domestic Homicide Reviews and promoted guidance such as the multi-agency Domestic Abuse Policy. The feedback was really positive and helped to continue to increase the awareness around these vital issues.
Kent County Council (KCC)	The wider multi-agency campaign for Safeguarding Adults Awareness Week 2021 – “Creating Safer Cultures”, was also promoted within Adult Social Care bulletins and on the staff intranet site. KCC Communications Team shared the campaign on various social media sites such as Facebook and Twitter which reached over 18,000 people, with people sharing the posts and commenting on the content. In addition to the above, KCC also promoted various other campaigns all to help raise awareness with colleagues and the residents of Kent. Some of the campaigns, included ‘Mental Health Awareness Week’ – promoting Live Well Kent, Explore Kent and One You Kent services which reached over 70,000 people in May 2021; ‘Release the Pressure’ Suicide Prevention campaign in September 2021 reaching nearly 20,000 people; and ‘Know Your Score’ Alcohol Awareness campaign - Nov ’21 which reached over 30,000 people. The subject matters promoted are again sympathetic to the themes within the Safeguarding Adult Reviews and therefore our online campaigns were a great opportunity to continue to raise awareness. KCC awareness raising was so successful that, in 2021, the KCC Stakeholder Engagement Team’s work was shortlisted and won a silver award in the <a href="#">IESE</a> Public Transformation Awards for communications in the adult social care directorate.
Kent County Council (KCC)	KCC Strategic Safeguarding are now producing “7-minute briefings” for all staff, to highlight the themes within the reviews and to provide related guidance and tools. In addition, Team Talks are being delivered internally to various Team within KCC, which promote the work of Safeguarding, the Kent and Medway Safeguarding Adults Board, and useful resources. The feedback received so far has really been very positive and helped to increase the awareness of the Board.
Kent Community Health NHS Foundation Trust	The Trust has dedicated safeguarding and mental capacity link workers and uses the regular meetings to share and disseminate safeguarding updates, campaigns and learning. The sessions are enhanced by guest speakers to support collaborative working and understanding of differing services roles/responsibilities/referral processes and include case discussion with a supervision format.

Kent Community Health NHS Foundation Trust	The awareness of safeguarding themes is raised through various mediums including virtual sessions, blogs, bespoke updates, link workers and within training. Key thematic topics in 2021/22 included self-neglect, domestic violence and abuse and exploitation. The Trust supported awareness raising of the national safeguarding awareness week including social media campaigns, information on the intranet site, blogs each day to suit the themes of the week, a link worker meeting that focused on specific themes, and virtual drop in sessions on the theme of mental health and well-being and adult grooming. The impact of the awareness raising can be seen through the data comparison capturing internal safeguarding consultation contacts.
Kent Community Health NHS Foundation Trust	Mental Capacity Act training has been adapted to provide a more practical approach to learning, using case specific discussions and includes upcoming changes on the Liberty Protection Safeguards Programme. To meet the needs of specific staff groups, mental capacity assessment workshops are offered for new staff induction, staff working with children and young people and also for staff working with adults. This practical approach helps staff feel more confident when conducting an assessment and providing support to patients and families; making sure that the patient is at the centre of the decision making and staff are following the key principles of mental capacity assessment legislation.
Kent Community Health NHS Foundation Trust	In 2021/2022, KCHFT safeguarding team provided 927 consultations to KCHFT staff through a dedicated duty line and processed 442 adult safeguarding referrals raised into the local safeguarding process, with 347 adults safeguarding referrals raised by KCHFT staff alone. The main category of abuse was neglect, followed by self-neglect, domestic abuse, financial abuse and physical abuse.
Kent Police	The Dedicated Child Protection/Adult Protection Strategic DCI holds a number of meetings across the force with Operational Safeguarding Leaders, Safeguarding Co-ordinators and the Vulnerable Adult Intervention Officers to ensure that they are all kept up to date with developments in the work of the KMSAB and partner agencies and to ensure that any operational issues can be addressed at a strategic level. The newly launched Crime Academy acts as a repository for this learning and information and shares it via SharePoint Intranet pages and develops suitable continuing professional development inputs.
Kent Police	With the increase in Terrorism Threat level in November 2021 to SEVERE, there was a renewed focus on Vulnerability to Radicalisation (V2R). This has now been incorporated as the "14th Stand of Vulnerability". It is recognised that those with other vulnerabilities may have increase vulnerability to radicalisation. In response, Kent Police held a series of internal session for staff which reached over 300 members of staff. This aligned with the launch of the Crime Academy V2R page.
Kent Fire and Rescue Service (KFRS)	Externally using our social media Communication and Engagement team have been able to post information about various support and signposting available. One of the service's 'together' videos was published on Kent Fire and Rescue Service website and through social media channels. This showcased the work that KFRS do in the safeguarding team and how we work with partners to ensure that when a concern is identified we work closely with other agencies to ensure that person is supported.
Kent and Medway Clinical Commissioning Group (KMCCG)	Internal feedback from the work undertaken during adult safeguarding awareness week included: "Thank you to the Safeguarding team for bringing this to all of our attentions, such an important area and so often overlooked" "Congratulations on a successful week". "I am really pleased to see us raising awareness about the National Safeguarding Adults Awareness Week. Safeguarding is everyone's responsibility both in our workplace roles and our home lives."
Kent and Medway Clinical	KMCCG designates also participate in local health safeguarding panels. Participation in these meetings enables KMCCG to work collaboratively with the NHS Trusts and

Commissioning Group (KMCCG)	the relevant Local Authority in exploring the progress of open section 42 enquiries and ensuring Making Safeguarding Personal (MSP) principles are followed.
Kent and Medway Clinical Commissioning Group (KMCCG)	Kent and Medway CCG have, through the communications and engagement working group, participated in supporting the KMSAB social media content plans and the promotion of Safeguarding Adults Awareness Week. Contributing to the development of material for the week and supporting the roll-out of social media content across Facebook and Twitter during the week itself, reaching 3737 people with 316 views of the multi-agency video that was produced.
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	KMPT has Safeguarding Champions represented in each care group to ensure that resources, themes and learning is shared in a timely way. Themes are shared through public mechanisms such as Twitter and Facebook, or internal processes such as during the trust-wide Safeguarding meeting, and within relevant care group meetings. The KMPT communication team support with the dissemination of information for a collective response in recognising and responding to safeguarding theme.
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	Mental Capacity Act training is mandatory for KMPT front line practitioners. Within training, unwise decisions and best interest are discussed with scenario-based discussions. KMPT staff are committed to ensuring that decisions are person centred, with opportunities to discuss choices including unwise decisions. Mental Capacity is a key area of continuous development in the preparation of the introduction of Liberty Protection Safeguards.
Maidstone Borough Council	All relevant updates are shared with staff to support in how to raise a safeguarding concern internally and externally. Posters are shared on social media platforms, and most recently, shared on the Ukrainian support page on the MBC website after receiving the translated information.
Medway Community Healthcare	Inpatient Units have been encouraged to create safeguarding -themed pinboards for easy access to safeguarding information for all staff, patients and their carers. In addition, specific information to safeguarding is included in local induction for agency staff on inpatient units.
Medway Community Healthcare	A new electronic record system has been implemented during 2021/22, this has allowed us to implement recommendations from SARs including means of monitoring referrals for carers assessments and referrals to advocacy services other than IMCA (Independent Mental Capacity Advocate).
Medway Foundation Trust	Safeguarding adults awareness day was spent with 'trolley dashes' to wards and departments promoting the internal safeguarding team, the KMSAB and resources available and distributing leaflets to staff and public. Other promotional methods used throughout the year have been the use of the Trust safeguarding intranet webpages, the Trust global bulletin sent out to all staff via email, the safeguarding operational group for members to cascade to their teams and social media. Not only using the Trust social media platforms but creating the Trust twitter account @mftsafeguarding #seriousaboutsafeguarding #SAS.
Sevenoaks Council	All staff receive online training. We have a new training hub for the Council and there are 3 safeguarding courses on there that are compulsory for everyone. Frontline staff and managers receive in-house training from Designated Officers with training accreditation. Since the last report we have run 7 training sessions.
Sevenoaks Council	Safeguarding Cards were re-produced in 2022 to raise awareness of key safeguarding issues for all staff.
Thanet District Council	The Safeguarding Forum disseminates emerging themes and concerns on a district, county and national level to their teams. This runs alongside information given via our internal web pages, discussion pages and standing agenda items.

Thanet District Council	Safeguarding Champions disseminate safeguarding information to their teams and have safeguarding as a set agenda item on their team meetings. Here they can discuss up to date news and information and for the team to raise concerns they have with safeguarding issues.
Thanet District Council	The Community Team also has a community development role embedded into it, which allows for a well-rounded team with a holistic approach. The community development role within the team allows us to directly work with all different parts of the community, these communities can include BAME, LGBTQI+ and those of different faiths, which are historically hard to reach. The community team builds these relationships and safeguarding training is offered as well as information on what to do or where to go if they are worried about an individual. PREVENT is also discussed. We give information of contact details should they wish to contact us directly to discuss concerns, we in turn give advice and/or refer to relevant agencies. The Community Team carry out an annual residents perception survey on information they have locally and what information they need.
Tonbridge and Malling Borough Council	Homes for Ukraine Scheme – A small team has been set up to respond to this, offering support and advice where necessary to host families and Ukrainian refugees. In addition to home checks, we have organised a Ukrainian Welcome Evening in partnership with Tonbridge School, where partner agencies (Police, Department of Work and Pensions, Community Wardens, Health, Housing, Citizens' Advice Bureau etc) were able to offer advice and support. Safeguarding leaflets in Russian and Ukrainian have been distributed to all host households and to people attending the welcome evening.
Tunbridge Wells Borough Council	Safeguarding training covering both adult and children's safeguarding is provided to all new starters who join the Council. These training sessions take place bi-monthly and are held virtually. They are mandatory for all new starters as part of their induction and probation. During 2021-22, there were 38 new starters to the Council attended the safeguarding training.

### 3. Quality

Agency	Example
Ashford Borough Council	Details of lessons learnt from SARs and DHRs are shared with Safeguarding Lead Officers as well as partner agencies, which can then be disseminated to relevant team members. This also includes sharing details of lessons learned seminars. The Designated Safeguarding Officer is not only a WRAP trainer (raise awareness of PREVENT), but attends Channel Panels from which relevant feedback is disseminated. The cases are reviewed to ensure that ABC imbeds learning from them into its policy and processes. An example was improving staff knowledge around the Care Act 2014 which has been addressed by specific training to key staff.
Ashford Borough Council	A quarterly safeguarding update report is provided to senior managers (Management Team) which details the number of referrals each quarter and the type of referral e.g., adult, child, domestic abuse etc. The report also includes a chart detailing figures for previous quarters so any large increase in referrals or concerning trends are identified. Details on the number of staff that have received both Level 1 and Level 2 safeguarding training is also included.
Ashford Borough Council	Following the KMSAB Self-Assessment peer review meeting, various improvements have been made.

Canterbury City Council	Recording and reviewing safeguarding activity: The Council has a centralised recording system for all safeguarding concerns. All records are reviewed by the team of Designated Safeguarding Officers at least every two months to ensure that actions taken were appropriate and timely and to follow up outcomes of referrals.
Canterbury City Council	Implementation of new safeguarding concerns reporting system: Together with Sevenoaks District Council, a new reporting system has been commissioned. The system is now being piloted and will then be adopted by the majority of Districts in Kent. The system will enable the Council more efficiently manage safeguarding concerns but also: <ul style="list-style-type: none"> <li>• Provide automatic links and prompts to documents such as the Kent &amp; Medway Self Neglect &amp; Hoarding Procedures;</li> <li>• Prompt recording of outcomes and impact of actions taken;</li> <li>• Analyse the types of concerns, responses etc which will enable us better target training and development; and</li> <li>• Share data with other Districts to see if there are any emerging trends in Kent.</li> </ul>
Dartford Borough Council	DBC's Safeguarding Guidelines for External Providers builds due regard around safeguarding into contracts using a tiered approach based on the level of contact the external provider will have with children and adults at risk and the type of service being procured. Contract monitoring arrangements are in place where DBC reserves the right to check external providers' safeguarding arrangements at any time, on reasonable notice. External providers are also expected to regularly review and update their safeguarding policies to ensure they capture the most recent legislative and compliance requirements and up-to date guidance.
Gravesham Borough Council	Each department within the council has its own Safeguarding Champion. There is a shared email address for this group so questions can be asked and issues raised. These champions feedback on safeguarding issues within their areas. This information is used to highlight training needs, develop training, and escalate issues if necessary.
Kent County Council (KCC)	As part of our quality assurance measures, KCC reviewed their Safeguarding Adults' Competency Framework. The Framework is for all staff (registered and unregistered), who have contact with adults within Adult Social Care and Health to help provide a consistent good standard of practice. Staff are required to evidence their developing competence, using the Observed Practice approach.
Kent County Council (KCC)	In 2021/22, work began on the Adult Social Care Practice Framework. This Framework focuses on the person, their family, and the community they are part of. The aim is to support people to live the life they want to live in a place they call home and to build communities where everyone belongs. The Framework also focuses on supervision, encouraging a culture of learning, incorporating a strengths-based approach towards supervision, reflective discussion in a multi-skilled group, and promoting personal development.
Kent Community Health NHS Foundation Trust (KCHFT)	During 2021/2022, KCHFT became the first community health trust (non-mental health NHS trust) to sign up to the Triangle of Care (TOC). Being members of the TOC demonstrates a real commitment to working with carers to make sure they are recognised as an integral part of the care planning process and are involved in decision-making about service development. The Triangle of Care is a national scheme which promotes a three-way partnership between the patient, carer and clinicians where carers are involved and supported. By signing up, the Trust and its services make a pledge to find out who cares for the patient and record this in the notes, attend training in carer awareness and engagement, have clear processes for sharing information with carers, have a carer champion in the team, provide carers with a warm introduction to the service and help carers access support for their own needs.

Kent Police	The Serious Case Review Team worked with the Protecting Vulnerable People Department to develop training for SAR panel members to ensure that attendance is effective during the review process and setting of recommendations.
Kent Police	<p>The Protecting Vulnerable People Command has a Governance and Scrutiny Team. Whose role includes assessing the quality of safeguarding across the force. Examples of Scrutiny that have been carried in 2021/2022 relevant to adults at risk are:</p> <ul style="list-style-type: none"> <li>• Adult Protection Referrals – Identified good practice in decision making, considering capacity and gaining consent. It also showed an improvement in the capturing and sharing of Voice of the Vulnerable Adults but identified that the capturing of family members and other agency involvement needed improvement. This has led to a revisit of the AWARE Principles and the planned relaunch in 2022.</li> <li>• Domestic Abuse Reports – Showed that where incidents involved an adult with care and support needs this was always identified and an appropriate referral for support was highlighted to Central Referral Unit. However, the reports sometimes lacked the wider holistic picture around the individual and focus on that individual incident. Again, this had led to the relaunch of AWARE.</li> <li>• Achieving Best Evidence Interviews (video recorded statements that can be entered in evidence at court) – overall the quality of interviews was found to meet the legal evidential standards however some areas for development were identified with regard to victim engagement or the planning process. This has led to the Crime Academy working with the reviewer to develop ongoing CPD for those trained in conducting ABE interviews.</li> </ul>
Kent Fire and Rescue Service (KFRS)	Every 3 months a comprehensive safeguarding report is completed for Corporate Management Board. Data is reviewed for the previous 3 months on how many safeguarding cases were opened, which ones are still open providing justification, and how many cases were closed. We look at details of what the outcome of the safeguarding case was i.e., referral to mental health, adult social care, child social care or safe and well visit. There is detail of quality assurance procedure and if cases were re-opened what was the reason and how many were closed with satisfied actions first time. Each week a report is compiled of all the cases that week and Designated Safeguarding Officer (DSO) Team Meetings take place each month to discuss high risk cases. Speak Out Policy is in place for highlighting concerns. Safeguarding Manager reviews case load of DSOs and ensures that identified actions are carried out in a timely manner and cases are reviewed on a regular basis providing support for the DSO and customer whom the concern is about.
Kent and Medway Clinical Commissioning Group (KMCCG)	The Safeguarding team has also produced a safeguarding toolkit for primary care to support embedding of safeguarding practice. This has been rolled out and promoted to all practices across Kent and Medway.
Kent and Medway Clinical Commissioning Group (KMCCG)	NHS contracts obligate providers to report on safeguarding activity and policy as standard. The specific safeguarding requirements are detailed within Schedule 4 of the provider contract as a metric. The Designate function is to review the safeguarding metric, best practice and learning and summarise findings ensuring any identified risks are escalated to the Provider Executives via the Quality Review Groups (QRG) and the Governing Body of the CCG via the Quality, Safety and Safeguarding Committee. Where risks or poor performance are identified the Designate team request and monitor a remedial action plan via the QRGs.



Kent and Medway NHS and Social Care Partnership Trust (KMPT)	KMPT are committed to ensure that care plans are person-centred and need-driven to support safe person-centred recovery from mental ill health. Working with patients to develop care plans is core business in health and recovery frameworks. The KMPT Transformation Team, as part of the quality account priority on improving care plans, produced and disseminated a staff survey and Service User feedback to understand some of the thoughts, ideas and barriers around creating person-centred care plans to improve quality of care. These ongoing initiatives to strive to improve care delivery evidence KMPT's commitment in providing the right care and support that enables safeguarding and recovery reflecting the holistic needs of patients. This initiative is a great example of collaborative working with clinical and operational staff working together with patients to drive positive change within KMPT.
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	Audits during 2021 have been utilised to establish whether the voice and wishes of patients are evident in safeguarding referrals and patient records. The audit objectives were to seek assurance that KMPT staff are complying with Making Safeguarding Personal (MSP) as promoted in the Care Act 2014, and Kent and Medway Safeguarding Adult Board's Protocols and Guidance; To establish whether the quality of referrals made by KMPT staff enables the local authority to identify the category of abuse, the adult at risk's wishes and views, circumstances/vulnerabilities thus enabling them to make effective safeguarding enquiries based on referrals made by KMPT staff. The quality of safeguarding referrals audited provides overall substantial assurance that staff are effectively raising safeguarding concerns appropriately. Most referrals made were robust and identified the safeguarding concerns that were subject of the referral. Obtaining consent has shown a marked improvement from the last safeguarding referral audit in 2019 and has moved from reasonable assurance to substantial. Matters of immediate risk were addressed and the think family approach to safeguarding applied.
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	All safeguarding activity is captured on the DATIX system which reports activity to care group managers, service managers, the safeguarding team and Directors to ensure a measurable, transparent and responsive approach to safeguarding.
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	An independent audit on KMPT safeguarding functions was completed in August 2021. The objective of this review was to establish the effectiveness of the processes in place within the Trust. The outcome of this external scrutiny was positive and demonstrates the diligence and commitment of the safeguarding team and KMPT in maintaining safe and effective safeguarding functions during a pandemic when staff were tested in adaptability and resource.
Maidstone Borough Council	We are currently in the process of developing a virtual platform for feedback to be given within all departments so we can learn from the positive and negative experiences that individuals have had. We are also spearheading the domestic abuse journey mapping exercise which has been shared at several domestic abuse and housing forums across Kent. During the creation of the journey map, we will be looking to speak with survivors and gain feedback on how they were responded to and how they felt safeguarding enquiries were managed by MBC.
Medway Community Healthcare (MCH)	MCH use the Adult Safeguarding: Roles and Competencies for Health Care Staff, the intercollegiate document, as a competency framework for safeguarding adults' practice. Compliance is monitored via monthly performance reporting and through the appraisal process. Further work is being undertaken in relation to a specific MCA competency framework that will be implemented as a mandatory requirement for all staff alongside current clinical competency frameworks.

Medway Community Healthcare	The safeguarding team monitors contacts to the safeguarding team, safeguarding referrals, DoLs applications/authorisations, compliance with training, attendance at group supervision, IMCA referrals and MARAC contribution/ attendance. This information is submitted to the Clinical Commissioning Group on a quarterly basis. In addition, a quarterly report is presented to our internal Quality Assurance Committee which highlights both activity and risk.
Medway Council	We have adapted and use the KMSAB safeguarding competency framework to ensure our staff have the required knowledge, skills, values, and experience to undertake their roles, in collaboration with strategic partners. We have developed a competency framework for our social care officers (non-registered staff) to ensure they have the right knowledge and skills. This includes the KMSAB safeguarding framework which is a core competency.
Probation service	The Probation Service is audited externally by HMIP (Her Majesty's Inspectorate of Prisons) as well as the national Operational Assurance Group. We undertake regular internal audits for all matters safeguarding.
Swale Borough Council	Swale Borough Council completes a quarterly performance report to its senior management team on its safeguarding work. This includes the number of safeguarding concerns raised to the safeguarding team, the category of issue, referrals made and the outcome of these, and level of training compliance. This report also monitors any actions from internal/external audits and any appropriate actions linked to learning reviews. A recent internal safeguarding audit took place with a 'sound' assurance rating – second highest rating. All actions identified from this are now complete. We also actively participate in audits run by the Children's Partnership and Adults Board to improve our local response.
Tonbridge and Malling Borough Council	Work on safeguarding is regularly audited, with recommendations/actions for improvement highlighted and monitored. An internal Safeguarding Audit has just been completed.