

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

9 MARCH 2023

KENT AND MEDWAY SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2021-2022

Report from: Dr Lee-Anne Farach, Director of People, Children & Adults

Author: Jane Easton, Operational Safeguarding Lead – Adults
Victoria Widden, Kent and Medway Safeguarding Adults Board
Manager

Summary

This report introduces the Kent and Medway Safeguarding Adults Board's (KMSAB) Annual Report for April 2021–March 2022. 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 and safeguarding activity information.

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 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 newly developed 2022- 2025 strategic plan is available on the link below:
<https://kmsab.org.uk/p/about-kmsab-1/annual-report-and-strategic-plan>
 - Publish an Annual Report to detail 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 Review](#) in accordance with Section 44 of the Care Act 2014.
- 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 Chief Constable;
 - the local Healthwatch; and
 - the Chair of the Health and Wellbeing Board.
- 1.4 The supporting statutory guidance states that “it is expected that those organisations will fully consider the contents of the report and how they can improve their contributions to both safeguarding throughout their own organisation and to the joint work of the Board”. As such, this report presents the 2021 - 2022 Annual Report to the Committee. The report was presented to the Medway Health and Wellbeing Board in February 2023.
- 1.5 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”¹. The KMSAB sets the strategic direction for adult 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.

3. KMSAB Annual Report 2021 - 2022

- 3.1. The Annual Report details how the Board delivered against its strategic priorities of ‘prevention’, ‘awareness’ and ‘quality’ during 2021 – 2022. Some of the key achievements during the reporting period include:
- The Board commissioned a translation of its ‘Adult abuse and what to do about it’ leaflet into Ukrainian. This was completed and made available on the KMSAB website in April 2022. In addition, hard copies

¹ Care and Support Statutory Guidance. [Care and Support Statutory Guidance \(14.134\)](#)

of the leaflet were printed so that these could be shared with Ukrainian families.

- The Board continued to deliver its multiagency training programme. Between April 2021 – March 2022, 59 workshops were held, with 683 delegates participating. The training was closely aligned to the Board's priorities and learning from safeguarding adult reviews. Feedback from delegates presented a positive picture in relation to the quality of training, increase in knowledge and how learning is embedded into practice.
- As a result of feedback received from attendees and the training provider, the half-day workshop on self-neglect and hoarding was extended to a full day session, from September 2021. The expansion allowed the learning objectives to be covered in more depth, reflecting the complexities of the topic and the learning from Safeguarding Adults Reviews (SARs). Additional self-neglect and hoarding workshops were commissioned to meet demand.
- Quality assurance activity identified a need to produce guidance for professionals to help them prevent adults from going missing from health and care settings, and to ensure people who go missing are found safely and are supported on their return. To address this, members of the Practice Policies and Procedures Working Group developed a protocol document "[multi-agency response for adults missing from health and care settings](#)".
- Kent and Medway Safeguarding Adults Board members chose to align with the national safeguarding adults awareness week, established by the [Ann Craft Trust](#). The purpose of the week was to share messages with the public on how to recognise and report abuse and neglect, and to highlight the support and services available for those at risk or experiencing abuse. The national campaign reached over 79.4 million people through Twitter hashtags, with 59.5 thousand interactions and 47.4 thousand shares. By comparison, in 2020 the reach was 12.5 million and in 2019, 5.5 million. Locally, there were 3890 visits to the KMSAB webpages during the week, with 779 clicks to the 'report abuse page' and 510 visits to the 'useful resources for the public' page. Public facing events included attendance at coffee mornings and information stands at supermarkets and shopping centres.
- Public engagement activity continued throughout the year, for example, members of KMSAB and Business Unit hosted a stand at the Kent Police Open Day, where 14,000 members of the public were in attendance. The aim was to speak to members of the public, share safeguarding resources and raise awareness of how to recognise and respond to adult safeguarding concerns. Approximately 700 people visited the stand and engaged with the facilitators. When compared to the previous week's figures, there was a 35% (344 views to 465) increase in visits to KMSAB webpages in the week following the event.

- The Board Business Unit launched quarterly 'KMSAB open forum sessions', providing an opportunity for anyone with an interest in adult safeguarding to hear from people with a lived experience of safeguarding, and other subject matter experts. The following sessions were held in 2021-2022:
 - Safeguarding Adults Awareness – two sessions aimed at the charity and voluntary sector.
 - Sharing learning from Safeguarding Adults Reviews.
 - The Mental Capacity Act 2005.
- One of the themes identified in safeguarding adults reviews was the need to promote a person centred approach, making safeguarding personal. A dedicated page on the KMSAB website was developed to share the substantial amount of high-quality resources which had been produced by other leads, such as the Association of Directors of Adult Social Services, the Social Care Institute for Excellence, and the Local Government Association.
- During 2021-2022, Quality Assurance Working Group (QAWG) members continued to implement the quality assurance framework, which sets out the methods and tools used to measure effectiveness of partners' safeguarding activity. One of the quality assurance tools is the 'self-assessment framework' (SAF). All agencies represented on the Board are asked to complete an annual SAF, a series of questions to measure progress against key quality standards. The purpose is to enable them to evaluate the effectiveness of their internal safeguarding arrangements and identify and prioritise areas needing further development. The standards are informed by national good practice, learning from safeguarding adults reviews, any new legislation and guidance, policy and practice and feedback from service users and carers. In 2021 the number of agencies required to complete the SAF was increased, to include the 12 district/borough councils in Kent. North-East London NHS Foundation Trust and G4S (patient transfer services) were also asked to complete a return, as they were each involved in a safeguarding adults review, commissioned by the Board.

3.2 Twelve safeguarding adults reviews (SARs) have been published since the last annual report. Further details of the reviews, learning from these, and actions taken by the Board, are set out in section three of the annual report. In summary, recommendations relate to:

- Identifying and responding to self-neglect and hoarding.
- Raising awareness of KMSAB policies and procedures.
- Working with individuals who are dependent on alcohol or substances.
- Suicide prevention.
- Legal literacy – in particular the application of the Mental Capacity Act and Mental Capacity Assessments for individuals who may have fluctuating capacity.

- Professional curiosity - the capacity and communication skill to explore and understand what is happening rather than making assumptions or accepting things at face value.
- Making Safeguarding Personal - professionals working with adults at risk to ensure that they are making a difference to their lives. Considering, with them, what matters to them so that the interventions are personal and meaningful.
- Agency collaboration/multiagency working - how agencies work together to support adults at risk with complex needs.
- Ensuring that organisations recognise the rights of carers to a carers assessment.
- Safe discharge from hospitals.

4. Health and Wellbeing Board

4.1 The report was presented to the Health and Wellbeing Board on 9 February 2023.

4.2 The minutes of the discussion are as set out below (paragraphs 4.2.1- 4.3.1).

4.2.1 The Independent Chair, Kent and Medway Safeguarding Adults Board introduced the annual report which detailed the multiagency delivery of priorities for the year.

4.2.2 The following was highlighted:

- This was an independent Board, and the report summarised all the work done in conjunction with partners over the last 12 months.
- In the last 12 months, 59 workshops had taken place which were attended by over 638 delegates.
- Since 2016 there had been a year-on-year increase of safeguarding adult reviews, and this was due to increased awareness of the reporting process by professionals as well as the public.
- There had been notable emerging trends in the area of self-neglect.
- There was increased concern regarding issues of crime experienced by vulnerable adults and those with learning disabilities as their experiences were being under reported and under recorded.

4.2.3 Members of the Board then raised a number of questions and comments which included:

4.2.4 The format of the action plan which was easy to read was welcomed and it was a document format that others could learn from.

4.2.5 The Board was commended for their response and efforts to the Ukraine Crisis.

4.2.6 **Raising Awareness** – reassurance was sought on the ability of the public to recognise and raise safeguarding issue and it was asked what was being

done to increase public awareness. The Independent Chair responded that everyone had a responsibility to raise safeguarding concerns. The increase in referrals evidenced increased awareness of what could be deemed as safeguarding. There was information on partners websites and the Boards' website on how to make contact but more work was needed on empowerment through awareness to increase people's confidence in reporting incidences and concerns. The voluntary agencies in Medway were instrumental in the work taking in promotion of awareness in the community.

- 4.2.7 The Assistant Director Adult Social Care added that there had been a 21% increase in the last year of SAR reporting with referrals received from a broad range of people which included partners, professionals, and the public. Progress continued to be made and this was encouraging.
- 4.2.8 **Placements in Medway** – a concern was raised on the strain on services due to placement of families in Medway. The Assistant Director Adult Social Care provided assurance that when someone was placed in Medway that had care support needs, the placing authority retained responsibility of the care support. In the event that a safeguarding concern was raised for that person, Medway had a statutory responsibility to investigate the concern.
- 4.2.9 **Model of Best Practice** – in response to a question on whether a model of best practice was followed that supported adults through the investigation process, the Independent Chair said that work needed to be done to bring together different Boards who all were focused on various aspects of the safeguarding process. Discussions needed to continue to take place on what could be done better to improve processes and experiences of residents. The Assistant Director Adult Social Care added that Adult Social Care was on a journey to improve integration through making safeguarding personal. Work was underway on a strength-based approach and getting partners working collaboratively.
- 4.2.10 **Exploitation** – it was asked if there was a stream of work in progress that the Community Safety Partnership service could support in tackling the increasing landscape of increased criminal gang operations that targeted vulnerable residents of Medway. The Independent Chair said that exploitation of vulnerable people was a national crisis. Increased assurance was sought by the public that action would be taken when they reported incidences. Increased training and awareness were needed by front line officers, in particular police officers on mental capacity of vulnerable people so as to prevent assumptions being made on people's capacity and understanding of situations. There was an opportunity in Medway for more joined up partnership working to tackle issues.
- 4.2.11 **Independent Chairs' Group** - in response to a question on whether there was an opportunity for independent Chairs in England and Wales to meet and share learning, Members were informed that meetings were held between Regional and National groups who met regularly to share practice. The National Body also challenged on National issues and National Institutions responses to safeguarding where appropriate.

4.2.12 **Public Confidence** – it was asked how to ensure that public trust was retained and to ensure that the important level of trust gained between Medway residents and partners continued to be maintained. The Independent Chair said that public confidence was an area in which Kent and Medway continued to perform well. In order to maintain this, it was important not to be complacent and to continually evaluate processes and maintain transparency.

4.3 **Decision**

4.3.1 The Board noted the report.

5. Risk management

5.1 While there are no specific risks identified, the KMSAB Annual Report 2021-22 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.

6. Financial implications

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

7. Legal implications

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

7.2 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.”

7.3 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.

8. Recommendation

8.1 The Health and Adult Social Care Overview and Scrutiny Committee is asked to note the Annual Report and the comments of the Health and Wellbeing Board.

Lead officer contact

Jane Easton, Operational Lead for Safeguarding - Adults, Medway Council.
jane.easton@medway.gov.uk

Victoria Widden, Kent and Medway Safeguarding Adults Board Manager
E-mail: Victoria.Widden@kent.gov.uk

Appendices

Appendix A - Kent and Medway Safeguarding Adults Board Annual Report 2021 – 2022, which includes the following appendices:

Appendix 1 - Annual Report 2021-2022 Data

Appendix 2 - Annual Report Partner Highlights

Background papers

None