

# Kent and Medway Safeguarding Adults Board Annual Report 2023-2024

## Appendix 3– 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. Promoting Person Centred Safeguarding

Agency	Example
Ashford Borough Council (ABC)	<p><b>Weekly Update to Safeguarding Lead Officers (SLOs)</b></p> <p>It was identified that there were a number of updates and emails relating to adult safeguarding being sent to the Designated Safeguarding Officer, which contained information for cascading. These emails were being shared with the SLOs on an ad-hoc basis, which was increasing the correspondence in officers’ already overflowing email boxes leading to the potential to miss or overlook something important for action. Therefore, it was decided that this information would be collated into a weekly safeguarding update by our Specialist Management Support Officer and shared. Due to this being a better mechanism for cascading information it has been expanded in content.</p> <p>The success was evidenced by:</p> <ul style="list-style-type: none"> <li>• Positive feedback from our SLOs</li> <li>• The update has been expanded to include other content, such as information on and links to various newsletters (including KMSAB’s) and the various training available.</li> <li>• Details of localised policy and procedure are included, especially when there are changes, ensuring SLOs are aware of these.</li> <li>• The update advises on the publication of SARs.</li> </ul> <p><b>Community Events</b></p> <p>Throughout this period, we have raised awareness of adult safeguarding via the Eat Well, Spend Less Roadshows, Freshers Fair at Ashford College and Violence Against Women and Girls (VAWG) walk and talk events, with displays and safeguarding literature available to all those in attendance.</p> <p>The success was evidenced by:</p>

	<ul style="list-style-type: none"> <li>• Interest by the public</li> <li>• Positive feedback from agencies in attendance</li> <li>• Professionals visiting the events have also benefited from the information available</li> </ul>
Canterbury City Council	<p><b>Community Safety Unit – Awareness Training for nighttime economy staff</b></p> <p>Our Community Safety Unit (CSU) took proactive steps to enhance support and safeguarding for vulnerable adults by funding training for nighttime economy staff. During this training, staff learned about professional curiosity and how to identify signs and markers that indicate a customer may be at risk and in need of assistance. Additionally, they received information on healthy relationships. The training considered diversity for instance, covering awareness and support for the LGBTQIA+ community.</p> <p>So far, 36 venues have benefited from this training, and the CSU plans to expand its reach to daytime venues, including restaurants. The CSU maintained the “Best Bar None” accreditation. Nighttime venues seeking this accreditation must demonstrate evidence of safeguarding practices through policies, procedures, and recruitment. Zero-tolerance training is a crucial component. As a result, staff awareness has led to concrete safeguarding action: security Industry Authority door staff acted as a safeguarding checkpoint, ensuring the safety and comfort of a female patrons leaving with a male companion. In one case, staff noticed a potentially vulnerable young woman at risk and intervened appropriately, ensuring the male was kept company whilst staff organised a taxi for the female and informed the driver of the situation.</p> <p><b>Safeguarding Adults Awareness Week 2023</b></p> <p>Our CSU collaborated with the Police and Kent County Council wardens to set up a multi-agency stand in Canterbury’s high street. At this stand, they engaged with the public, providing information and guidance on safeguarding and informing them about recent events in the surrounding areas.</p> <p>Our dedicated safeguarding leads set up an information stall at the staff conference with the theme “It’s important we look out for yourself and others.” Information &amp; the team on the stall promoted ways to improve well-being for staff, volunteers and the people they support. Staff members had the opportunity to learn about mental health safeguards in the workplace and make a pledge to extend or refresh their safeguarding training – as a result staff have been undertaking training on different safeguarding subjects such as PREVENT and Domestic Abuse in addition to the mandatory requirements. Information from KMSAB and the Ann Craft Trust was also available for take aways.</p>
Dartford & Gravesham NHS Trust	<p><b>Learning from Safeguarding Referrals</b></p> <p>When reviewing themes for safeguarding referrals it was identified that there had been several referrals had been made where communication could be improved around such things as personal care. Following review of the concerns the following was identified as a training need which is now being delivered across the organisation in face-to-face training with the aim of</p> <ul style="list-style-type: none"> <li>• Staff being able to have an understanding of Adverse Childhood Experiences (ACES) and the impact these can have on an adult.</li> <li>• Staff understanding the impact of Trauma on a patient and to be able to work in a trauma informed way.</li> </ul> <p>Aim: - at the end of the training session staff to have an understanding why communication when delivering care and treatment is crucial in working in a trauma informed way. By delivering the training there has been fewer concerns raised.</p> <p>The Trust has also supported a patient making a short film regarding their experience as a patient within our care. The film is available on the training platform for all staff to access. This was supported by the Patient Experience Lead. The patient was able to explain how care</p>

	<p>and treatment was for them in hospital and how to support patients with autism. The film highlights how support can be better, and this sits alongside the face-to-face autism reality experience and other training.</p> <p>Aim; -</p> <ul style="list-style-type: none"> <li>• to promote acceptance, celebrate the differences and be more inclusive toward autistic individuals around us.</li> <li>• To increase staff knowledge so that reasonable adjustments can be put in place.</li> <li>• To provide guidance on when to inform the Learning Disability Nurse if additional support and resources are required.</li> </ul>
<p>Dartford Borough Council (DBC)</p>	<p><b>Learning from Safeguarding Adults Reviews</b></p> <p><u>What we did-</u> The Safeguarding Steering Group meets on a quarterly basis. During these meetings, key messages from the board are thoroughly deliberated upon, providing an avenue for action and discussion, especially concerning published SARs and domestic homicide reviews. For instance, in response to the SAR for "Ethan," a Dual Diagnosis guidance document was developed and endorsed. Likewise, following the SAR for "Charlie," DBC ensured staff were equipped with knowledge on self-neglect and hoarding by disseminating relevant guidance and quick guides from KMSAB.</p> <p><u>What was the impact/ benefit-</u> The benefit of discussing the Safeguarding Adults reviews allows discussions and input from professionals to ensure that we are continuously improving, and evidence action taken against learning. The benefit of raising awareness will ensure that we learn from errors. DBC remains dedicated in its commitment to continuous improvement, utilising various learning points to instigate change and enhance working practices.</p> <p><b>Communication and educating staff</b></p> <p><u>What we did-</u> Material provided by the board is disseminated across all DBC communication channels, such as the intranet, social media, and all-user emails. Internally, DBC utilises multiple communication platforms and maintains a dedicated safeguarding page on its website, referencing the Kent and Medway Safeguarding Adults board for promotion. Additionally, other key messages from the Kent and Medway Safeguarding Adults Board are integrated into briefing notes and shared internally, ensuring all staff members have access to the awareness messages. Promotion is extended through DBC's social media platforms to reach a wider audience. Regular updates and briefings on safeguarding are circulated to staff via the intranet, ensuring they are informed about the latest news, policies, procedures, and where to seek guidance on safeguarding issues. Updates from KMSAB are also regularly posted on the intranet to ensure information dissemination across the organisation.</p> <p><u>What was the impact/ benefit-</u> Consistently measuring impact of awareness remains a challenge, and DBC is actively seeking ways to assess their effectiveness moving forward. However, a complimentary email from the KCC Adult Community Team Manager praised the collaborative efforts of a DBC Housing Officer in relation to their involvement with a safeguarding case. This underscores the success of policy updates, training, and data sharing in enhancing staff awareness and competence.</p>
<p>Dover District Council (DDC)</p>	<p><b>Dementia Tags</b></p> <p>On the 22 March, 2024, Dementia Tags were rolled out across the Dover District. The Dementia tags are a new safeguarding tool being trialled in the Dover District to help support people living with dementia. Bright yellow safeguarding tags bearing the Alzheimer's Society forget-me-not symbol are being given to people living with dementia to carry with them when they are out on their own. Family members can input their details onto the tag's QR code so when scanned by a mobile phone, they can be contacted. This means if a person with dementia becomes confused or disorientated, the next of kin can be called immediately.</p> <p><b>Asylum Resettlement</b></p>

	<p>The Dover Asylum and Resettlement Team (DART) are currently welcoming Afghan families into the Dover District. The main focus for the Team has been to help the families integrate into the Community, with Adult Safeguarding being at the forefront of their work. A monthly newsletter is produced to provide the refugee/migrant community with all the support information they need. KMSAB Leaflets and other literature have been translated into different languages for our resettled families and have been distributed accordingly. Case examples provide evidence of the impact of this in safeguarding individuals.</p> <p>The DART team work with multiple agencies on a daily basis. Without doing so they would not be able to effectively carry out their roles. This includes Samphire, DWP, NHS, Clearvoice, just to name a few.</p>
<p>East Kent Hospitals University Foundation Trust (EKHUFT)</p>	<p><b>Guidance and Resources</b></p> <p>The Trust has sought the views of carers through the work of the patient experience team and developed resources for carers based on their feedback. The Safeguarding Adults team has contributed to the work of the Complaints team in responding to services users concerns in relation to adult safeguarding. From this activity new guidance has been put in place in relation to enhanced care observations, discharge and a customer service approach to communication with patients. We have involved family and friends in the development of patient information leaflets to support how inpatients feel safe and can get support in the hospital. As a Trust we have also consulted the Patient participation action group on the content of our website to ensure it has accessible information to support safeguarding adults. The Trust has links to all the KMSAB leaflets so these can be utilised by our patients and staff.</p> <p><b>Safeguarding Adults Awareness Week 2023</b></p> <p>During Safeguarding Adults awareness week, the Trust ran a social media campaign, we also ran drop-in sessions at the site hubs for staff to drop in. Members of the Safeguarding team walked the wards – handing out leaflets and freebies. They visited as many areas as possible on each site talking to as many staff as possible – asking them about their understanding of each of the themes. They also used this to raise the profile of the safeguarding team and discuss training. The Safeguarding team gave out awards for excellence in safeguarding practice. The Safeguarding team linked with other support services in the hospital like the Hospital Independent Domestic Violence Advisor (HIDVA), reachable moments, homeless team and substance misuse service. The Trust hosted a Safeguarding conference this was attended by members of our workforce and representatives from our multi agency partners.</p>
<p>Folkestone and Hythe District Council (FHDC)</p>	<p><b>Winter Well Event at Romney Marsh Community Hub</b></p> <p>FHDC, alongside the Romney Marsh Community Hub, ran a Winter Well event in February 2024, to provide support and advice to residents of the Marsh area. A wide range of partner agencies, including MIND, Chronic Obstructive Pulmonary Disease (COPD) nurses, KCC Wardens, etc. attended the event, alongside staff from FHDC teams including Welfare and Community Safety.</p> <p>As a result of this event, individuals received support with a range of issues, including some extremely sensitive matters, for instance one resident disclosed a domestic abuse situation, and another talked to professionals about a hoarding and self-neglect situation. These individuals, and others who attended the event, were given resources and advice. The event was so successful in engaging with residents that further ‘Seasonal Well’ events have been arranged at a range of locations across the district.</p> <p><b>Mobile Food Service/UKSPF Project</b></p> <p>FHDC, with funding from the UK Shared Prosperity Fund, has supported the development of a new mobile food service (launched in October 2023) and combined the district’s foodbank service and a pantry style social supermarket. This service is the first of its kind in the UK and</p>

	<p>allows residents who struggle to access static foodbank or pantry sites to more easily access the support available. In addition, other services (including a dedicated money advisor from Citizen’s Advice Bureau, and the council’s Welfare team) accompany the mobile vehicle to its various locations to provide further wrap around support. As part of the UKSPF funded project the council has also been able to run a Home Essentials Fund, providing white goods, boiler servicing/replacement, and small appliances such as air fryers.</p> <p>Following the launch of the mobile food service, a number of residents who were previously reliant on foodbanks have chosen instead to become members of the pantry service, providing them with more dignity and a sense of ownership as they have to contribute a small amount financially and get to choose the food and other products they then buy. Numbers using the service have increased steadily since it launched, and due to demand a fifth location opened a few months into the operation of the service.</p>
Gravesham Borough Council (GBC)	<p><b>Domestic Abuse Campaigns</b></p> <p>In November 2021, GBC became White Ribbon UK accredited and since then have been following up on completion of the action plan. That included implementing a Domestic Abuse policy for staff and creating a team of champions and ambassadors of the scheme. Since 2021, the community safety unit (CSU) is actively supporting the 16 days of Action Against Domestic Abuse that takes place on 25<sup>th</sup> Nov – 10<sup>th</sup> Dec. All materials are supplied by Kent Integrated Domestic Abuse Service and the CSU populates them by holding an intensive online campaign across all social media platforms through daily communications to the public and staff, distributing posters on notice boards, using the materials during the pop-up stands in Gravesend Town centre and sharing with the CSP network and partner agencies. Campaign does not stop after 16 days. Through GBC Comms team, CSU populates the materials that are themed with calendar events, on a monthly basis, i.e., international sports events or celebrations like St. Valentine’s Day, Pride or International Women’s Day, etc. throughout the whole year. The GBC Facebook page has outreach to over 10k followers and then CSU shares that to other community groups through Facebook Share.</p> <p>The CSU team organises a regular town centre engagement event where materials and gadgets on domestic abuse are widely distributed. During these engagements on average the team is being approached by 2-3 survivors who will share their experiences with the team and thank them for raising awareness. Crime data analysis reviewed through quarterly Community Safety Partnership Strategic Assessment for 2023-2024 showed:</p> <ul style="list-style-type: none"> <li>- In 2022-2023 Strategic Assessment, whilst virtually all areas had seen a reduction in domestic abuse, Gravesham had reported an increase - the greatest in Kent. As was described at the time, for several years there has been a very strong focus locally on campaigning and promotional work to encourage reporting not just by victims themselves but by third parties concerned that a family member, colleague, or friend may be being subjected to domestic abuse. Information and advice have continued to be distributed at all CSP community engagement events, messaging and signposting through social media platforms has been fully utilised, training events provided to key partner agency staff and the One Stop Shop promoted.</li> <li>- In the year ending 30 September 2023, Gravesham has recorded the second greatest decrease in domestic abuse and serious incidents of 12.3% compared to an average reduction countywide of 7.5%. The Borough’s rate of offences per 1,000 population remains the third highest in the county at 33.1 offences, still a meaningful improvement from 37.8 offences per 1,000 population recorded in the previous year. As more victims and others recognise certain behaviours as domestic abuse and are aware of the services and support available, they will hopefully continue to</li> </ul>

	<p>report sooner than was previously the case and this downward trend should continue as a result.</p> <p><b>Gravesend Safe Space</b></p> <p>The Police Crime and Commissioner’s Office Safer Street Funding in late 2022 has allowed CSU to implement a project of Safe Space within Gravesend Town Centre. Thanks to the funding, the team were able to engage with local business and sign them up to this volunteer scheme, where business are offering a safe space for individuals in time of distress, whether it is street harassment, issue in the public transport, waiting for a taxi after a night out or seeking a refuge to contact emergency services. 22 business across Gravesham are proudly displaying Safe Space sticker. Staff in those premises were trained how to and how not to talk to the clients of Safe Space and what to do, with elements of By-Stander Effect training to keep them equipped in knowledge on how to de-escalate harm and offer support. Over 60 staff were trained and within weeks of starting the scheme, visits to the Safe Space locations included fleeing street harassment, stalking incident and a general help in a medical issue. All the premises are being considered a suitable candidate for the Safe Space Scheme and they can be found on <a href="#">Keeping Gravesham Safe</a> website. Safe Space is considered as on-going scheme and has potential to be borough-wide project.</p>
G4S	<p><b>Awareness Raising</b></p> <p>We use the messages and tools developed by the Board to raise awareness of adult safeguarding. The KMSAB newsletter is circulated among our bases, and any relevant learning outcomes are discussed during our monthly Clinical Governance and Safeguarding Committees.</p> <p>During Safeguarding Adults Awareness Week, we took several actions to highlight the importance of safeguarding. We organised Safeguarding workshops where we shared valuable information on adult safeguarding with attendees. These events provided an opportunity for people to learn about the subject and ask questions, fostering a better understanding of safeguarding practices.</p> <p><b>Person centred practice</b></p> <p>We understand the importance of involving family and friends in safeguarding. Our frontline teams are encouraged to involve any family members or individuals identified by the service user when making referrals or raising concerns. This ensures that the individual's support network is included in the safeguarding process, promoting a person-centred approach.</p>
<a href="#">HCRG Care Group</a>	<p><b>Working Collaboratively</b></p> <p>The Safeguarding Lead for HCRG Care Group is actively involved with family meetings, where there are safeguarding concerns and/or, other complexities that require either discharge planning from our community hospitals, or in the community where they may require, multi-disciplinary discussions to ensure the correct care and planning is implemented. This provides an opportunity to hear everyone’s voice and understand the shared points of view. The family are often acting as advocates for their relative; we also follow the correct guidance when an advocate is required by a patient to ensure the voice of the patient is heard. HCRG Care Group do host their own Multidisciplinary (MDT) forum, where staff can refer patients with complex needs that require a multi-agency approach. The meetings have representation from KCC, the patients GP and voluntary services, and is a good forum to discuss complex case management, and to look at different/other referral pathways to assist and safeguard patients in the community.</p> <p><b>Case Study</b></p> <p>HCRG Care Group, KCC and KMPT have worked jointly to support a patient in the community. They have held regular MDTs, and discussed and put together a care plan that supports the patient with their decision making whilst assisting the teams to have processes in place to</p>

	<p>manage some of the complexities. This has empowered the patient to make their own choices whilst teams work to support them in their lifestyle choices. This has proved to be a positive outcome for both the patient and the staff to work collaboratively, and supportive in an empowering way without any judgement or views, but in a way that follows processes and procedures, ensuring that what should be done can be done by all services involved.</p> <p><b>Safeguarding Adults Awareness Week 2023</b></p> <p>As part of safeguarding adults awareness week, all five HCRG Care Group sites within North Kent were visited by the Safeguarding Lead, who discussed ‘Professional Curiosity’ as part of the theme for the week. This has been an ongoing work project, promoting Professional Curiosity throughout the business unit, and making safeguarding personal has been discussed in team meetings with a ‘7-Minute Brief’ presentations also being given.</p> <p>The 7-Minute Brief has been presented and discussed on all the new starter’s induction sessions for the organisation. There were 66 new starters to HCRG Care Group from June 2023 that have received the safeguarding training with professional curiosity included. We also regularly discuss case studies with our safeguarding champions. This was greatly received by staff across the organisation, which has led to better outcomes for our patients with their safeguarding concerns. The safeguarding concerns that we now raise as an organisation have a better understanding of what our patients wishes are and how our teams can support our patients achieve the outcomes needed.</p>
Healthwatch	<p><b>Awareness Raising</b></p> <p>We have shared the training and guidance found in the KMSAB newsletter, an example of which is the Oasis Domestic Abuse Service and East Kent Domestic Abuse Forum “Skills to help people experiencing abuse”. This was used for training within Healthwatch and shared with our engagement providers.</p> <p>We created a new page to sit in our advice and information dropdown menu to help individuals understand the help available to carers. This page also contains a link to the KMSAB website page, support for carers. <a href="#">Are you a carer? Are you getting the help and support available?   Healthwatch Medway / Are you a carer? Are you getting the help and support available?   Healthwatch Kent</a> . As part of our refresh we also linked the definition of domestic abuse on our safeguarding page to a What is domestic abuse and how can I get support.</p>
HMP Elmley	<p><b>Case study</b></p> <p>Mr x resided at the prison for a short period. Mr x is well known to the prison having been here on previous occasions. Mr x’s presentation and behaviour was not what staff would normally expect to see from him. Due to only serving a 14-day recall there was very little time to have meaningful input from the mental health inreach team. Prison staff raised concerns to the in patients department who subsequently requested for the prison psychiatrist to see him. The psychiatrist had concerns that Mr x should be assessed for transfer to a psychiatric unit however due to the impending release date the usual process of referral from within a prison was not possible due to the lengthily timescales. Subsequently, the prison team and healthcare team collaborated to secure an Approved Mental Health Professional (AMHP) assessment for Mr x on the day of his release. He was accepted for admission to hospital by the AMHP team. They had brought secure transport with them however this unfortunately broke down outside of the prison. The prison was able to assist the team by providing the prison secure van and a driver to take Mr x to hospital, to ensure his admission and treatment was not delayed and his release was coordinated safely.</p>
HMP Maidstone	<p><b>Safeguarding meetings</b></p> <p>The weekly safety meeting discussing all the prisoners that are at risk, in a multi-disciplinary format, has provided joint up working, thus greatly improving the care that the individual</p>

	<p>receives. The Bi- Monthly safeguarding meetings are now inviting the prison agencies and staff that need to be in the meeting enabling a more meaningful meeting.</p> <p><b>Awareness raising</b> We have produced a lot of our own posters, leaflets, booklets, newsletters, and podcasts that come under safeguarding for both staff and the prisoners in our care.</p>
HMP Standford Hill	<p><b>Benefit of the KMSAB Self-Assessment Framework Peer Review Process</b> Hearing from professionals was very important to me, as this is the first time that the separate prisons had involvement with the SAF process, and it raised awareness of things like Advocacy services. I have then delivered a much better service by sharing the advocacy flowchart with my Safer Custody team and again on prisoner noticeboards.</p> <p><b>Assessment, Care in Custody and Teamwork (ACCT) Assessment, Care in Custody and Teamwork (ACCT) is the care planning process for prisoners identified as being at risk of suicide or self-harm.</b> Family and friends will be involved in the ACCT process now, if a prisoner is showing a high level of concern, and state that for example concerns with family members are a trigger, we are happy to invite the family member to the ACCT meeting and discuss the situation and help resolve it.</p>
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	<p><b>Safeguarding Adults Awareness Week 2023</b> In support of Safeguarding Adults Week 2023, our safeguarding team was out and about around our sites promoting the work of the adult safeguarding board and resources to patients, visitors and staff. To staff, we additionally delivered drop-in sessions, meet and greets and face to face consultation services. During this activity we also promoted the Kent Police continuous personal development (CPD) event as part of our partnership approach. The KMPT Safeguarding Adults Lead attended Tonbridge Library, joined by Kent County Council colleagues, to promote multi-agency safeguarding awareness and the work of the Board. The KMPT communication team supported to promote internally and externally via communications. The increased activity seen on the KMSAB webpages following this activity could be contributed to by this shared approach to engaging our communities and staff, working with our allied colleagues in promoting the work of the KMSAB during adult awareness week.</p> <p><b>Training and Development</b> Utilising the learning from KMSAB SARs and resources, KMPT have applied learning into practice with a multi-faceted approach, our training includes themes and learning for reflection, we delivered bite size training and supervision to teams that needed additional support, as identified within the SAR recommendations, and promoted the KMSAB tools and policies. An example of improvement through the promotion of learning can be seen in our staff's response to self-neglect cases, a common theme seen in safeguarding adult reviews. A 451% increase in identifying and responding to self-neglect with a multi-agency response can be seen with applying learning into practice. Each referral reflects KMPT responsiveness to a person at risk, and in need of additional support.</p>
Kent Community Health NHS Foundation Trust (KCHFT)	<p><b>Awareness Raising</b> In 2023/24 the Trust supported all key campaigns through staff and public engagements using the following methods: sharing messages via staff intranet, blogs, question and answer sessions for staff on various topics during safeguarding awareness week, use of the Trust social media platform (Facebook and Twitter), safeguarding link workers engaging with service users in practice, and safeguarding stalls at Trust conferences and public facing events. The Trust supported various safeguarding campaigns i.e. Safeguarding Adults Awareness Week (SAAW), 16 days of action against domestic abuse, carers awareness, alcohol awareness. The Trust promoted mental health awareness and suicide prevention and developed a guide for staff on the importance of mental health conversations specifically in services where this is not part of service assessments.</p>



	<p>As part of safeguarding awareness week, the safeguarding team facilitated a week programme of activities to engage patients, colleagues and the public to increase awareness of current topics through community stalls, visits to services and workshops on self-neglect, trauma informed care, focus on carers, secondary and vicarious trauma and a co-production with experts by experience. A number of local library and businesses were visited, and awareness of adult safeguarding was raised via leaflets, posters and contact details. Please note the pictures below are not to be shared outside of this report.</p> <p>In addition, a KCHFT representative attended a joint event to promote SAAW with KCC Strategic Safeguarding. In support of the SAAW and to highlight the impact on carers the KCHFT Chief Nursing Officer published a video on the trust intranet which was circulated to all staff via weekly communications bulletin.</p> <p><b>Triangle of Care</b></p> <p>KCHFT is in its third year as a member of the Triangle of Care (TOC) – a scheme that promotes a three-way partnership between the patient, carer and clinicians where carers are involved and supported. We have seen an increase in referrals for carer support in our community hospitals with Carers Support East Kent and Involve Kent making regular contact with our community hospital carer champions to work with carers to ensure they are aware of the support available. The community services have been working through their TOC self-assessments, action plans, and a QI project, through the Trust carers steering group, to promote carers survey – giving carers a voice. This is one of the main ways we collect carers' feedback which is vital to improve our services and the care patients receive. Caring without the right information and support can be difficult. It is important that staff recognise the contribution carers make and help them get the support they need. As a result, KCHFT has a carers pack which includes many resources for carers to help them get vital support for their caring role. The packs are available in both our hospital and community services and are given to carers when they contact our services</p>
<p>Kent Fire and Rescue Service (KFRS)</p>	<p><b>Safeguarding Adults Awareness Week 2023</b></p> <p>KFRS organised and promoted a series of webinars for Safeguarding Adults Awareness Week, Referencing the Ann Craft Trust suggested topics, KFRS safeguarding team delivered the following inputs:</p> <p>“What is my role in adult safeguarding?” - using anonymous polls for participants to share the areas of adult safeguarding they consider most challenging or require further information on.</p> <p>“Taking the Lead on Safeguarding” exploring the legislation and policy behind safeguarding, as well as ethical decision making and taking accountability.</p> <p>“Who Cares For The Carers? Secondary and Vicarious Trauma” - a focus on accumulative and secondary trauma and the care and support available for colleagues within KFRS.</p> <p>“Adopting a Trauma Informed approach to Safeguarding Adults” - An introduction to trauma informed practice.</p> <p>Promotion of KCC Prevent team training 25th November and encouragement for colleagues to attend.</p> <p>These sessions were promoted for all KFRS colleagues across the service, and sessions were repeated out of hours to support colleagues shift work. However, the majority of attending colleagues have a safeguarding aspect to their roles, so the desired outcome or raising safeguarding awareness for all colleagues was not fully realised. Next year we will use this learning to target specific teams/roles. The main benefit to improving safeguarding work through sharing these messages is that there is increased awareness of Adverse Childhood Experiences (ACEs) and trauma informed approaches for KFRS Designated Safeguarding Officers.</p>

<p>Maidstone and Tunbridge Wells NHS Trust (MTW)</p>	<p><b>Patient Led Approach</b>  A Making Safeguarding Personal (MSP) audit together with the introduction of Hospital Independent Domestic Violence Advocate (HIDVA) to evidence the Trust approach in implementing a patient-led approach to safeguarding, with the aim to promote respect, autonomy and foster a culture of dignity. Also, support lived experience awareness.</p> <p><u>Impact/Benefit:</u> 81% of concerns managed in a person-centred manner. Domestic Abuse victims/survivors were provided crucial support of domestic abuse within MTW services.</p> <p>This approach empowered adults at risk and families to actively participate in safeguarding decisions, promoting their safety and well-being. The HIDVA's support significantly aided a survivor in escaping domestic abuse, coordinating refuge placement, and initiating investigations into the perpetrator's criminal activities, ensuring the safety of the individual and potentially preventing further harm.</p> <p><b>Safeguarding Adults Awareness Week 2023</b>  During Safeguarding Awareness Week 2023, the Safeguarding Adults team, in collaboration with the communications team, released daily 7-minute briefing slides. These briefings highlighted what safeguarding adults means at MTW and emphasized that safeguarding is everyone's business.</p> <p><u>Impact/Benefits:</u> The daily briefing slides released during Safeguarding Awareness Week 2023 helped raise awareness and reinforced the message that safeguarding is a shared responsibility. Safeguarding allegations against hospital practice decreased by 38%. However, there was increase of 4% in recognition and reporting of community safeguarding.</p>
<p>Maidstone Borough Council (MBC)</p>	<p><b>Community Safety</b>  The Community Protection Team at MBC have been working closely with the nighttime economy (NTE) and partner agencies and have taken an intersectional approach to safeguarding to deliver the initiative Best Bar None. This is an accreditation for NTE venues in Maidstone to be rated based on their ability to keep people safe. This project has come from a direct result of public surveys and violence against women and girls (VAWG) walk and talks to determine the feelings of safety and wellbeing from women and girls. Building upon national campaigns such as Ask Angela and Ask Annie, this will hope to reduce harm caused by domestic abuse (DA) and VAWG and hospital admittance/A&amp;E attendance due to spiking.</p> <p>Several venues have taken up the accreditation and enhanced training which will work towards reducing the harm caused by domestic abuse in the highest ward in Maidstone: High Street Ward. While we recognise that reporting rates increasing may not always have negative connotations as it shows that awareness is raised, we have worked with Kent Police to have access to data which shows that in quarter 3 of 2022, DA crimes in High Street Ward were recorded at 116 while in quarter 3 of 2023 they were 112. These statistics form part of the Maidstone Safer Partnership Strategy. We are waiting for the 2024 data to reflect the positive interventions developed considering domestic abuse equates to 30% of all recorded crime in Maidstone.</p>
<p>Medway Community Healthcare (MCH)</p>	<p><b>Awareness Raising, Learning and Development</b>  Learning taken from SARs fed directly into our workshops which are developed at level 3 of the <a href="#">intercollegiate</a> document, discussion around the role and function of the KMSAB is included in all our workshops.</p> <p>Quarterly safeguarding links meetings are utilised to share learning and current themes, including the importance of engaging with friends, family and advocacy services throughout the safeguarding process (advocacy services are invited to attend all safeguarding links meeting as a standing agenda item)</p>

	<p>MCH safeguarding raised awareness of the KMSAB and reporting abuse by a floor walk at HQ and shared information leaflets (in other languages) and displayed posters provided by the KMSAB.</p>
<p>Medway Foundation Trust</p>	<p><b>Safeguarding Training</b>  We remapped all registered professionals that work with adult patients to undertake level 3 safeguarding adults training. In redesigning the training, we have made links to person-centred approaches and making safeguarding personal throughout. This has made an impact on the quality of safeguarding referrals made and the consent demonstrated throughout, this quality improvement is captured through our audit work.</p> <p><b>Safeguarding Adults Awareness Week 2023</b>  During Safeguarding Adults Awareness week, we held an awareness raising stand within the main entrance of the hospital for both staff and members of the public. This event saw members of staff and members of the public come and speak to the team to understand what their roles were and what safeguarding was about.</p>
<p>Sevenoaks District Council (SDC)</p>	<p><b>Awareness Raising</b>  We have used the information supplied by the Board to pass onto partners such as Voluntary Sector Forum, Community Safety Partnership, Local Strategic Partnership, and our internal Safeguarding Working Group and also put it in our Safeguarding newsletters. Some of the information, where relevant, is forwarded to our town and parish councillors. We have also used the communications provided for specific weeks such as safeguarding week through our social media platforms (X, Insta &amp; Facebook)</p> <p>Through the 16 days of action, we also showcased adult and children’s safeguarding with materials from both Boards. Information was displayed at our Blue Lights event and also our Domestic Abuse Conference. Whenever we hold a community safety event, KCC Community Wardens usually attend alongside Police and Housing Associations, and we will showcase adult and children safeguarding and have information there. We will promote adult safeguarding at key community events, as we know that the more information is shared, we can promote better awareness and hopefully help more people know what to do if they are worried about someone or if they need to access help or services.</p>
<p>SECamb</p>	<p><b>Example of multi-agency working</b></p> <p>SECamb’s Safeguarding Team became aware of a person (x) who was calling 999 with the sole purpose of being conveyed to hospital (without clinical need), to visit their partner who was an inpatient. The partner had been admitted a few days before the first call from x, having been found at home in a very poor and collapsed condition due to their unstable diabetes and abuse and neglect over a period of time.</p> <p>Multi-agency working involved meetings between SECamb, the hospital where the person was, the Police and social care. Plans were put in place; the person was kept safe in the hospital with their own security plans. SECamb placed a marker on the address and created a plan for clinicians to discuss any calls with the Safeguarding On Call line to determine if conveyance was necessary for clinical care and if so, whether x should be conveyed to a different hospital. SECamb and the hospital Safeguarding Team kept in regular contact with weekly meetings.</p> <p>SECamb played a significant part and worked well with other agencies to ensure the person’s safety.</p>
<p>Swale Borough Council</p>	<p><b>Co-occurring Conditions</b>  Swale Borough Council has engaged with Public health around Co-Occurring conditions and have now 2 Co-Occurring conditions Champions. They have worked with partners and</p>

	<p>agencies to raise awareness of the project and the relevant policies such as the Joint Working Protocol for Co-Occurring Conditions (<a href="http://kent.gov.uk">kent.gov.uk</a>) and used this in complex case work along with Kent and Medway multi-agency self-neglect and hoarding policy and procedures (<a href="http://kmsab.org.uk">kmsab.org.uk</a>).</p> <p>A project was set up and running looking to address those with complex needs / vulnerable adults, entrenched alcohol use, at risk of homelessness with complex needs. This project was set up to work with individuals in an intense and sustained way to effect change and reduce burden on emergency services. Addressing past traumas and ensuring that any outcomes are fulfilled where necessary, as many had been let down or had broken promises from agencies previously they have engaged with. We have had to challenge the use of language such as “it’s a lifestyle choice” and use the challenging professional differences, escalation policy where necessary. Despite the limited cohort at any one time, we continue to see results with individuals voice being heard as they are the heart of this work, homelessness prevention and service engagement improvements. Feedback has been positive from clients.</p> <p>Since inception of the project 18 clients have been engaged. Of the 18 people who have worked with the project 17 have engaged to be supported to access other services, 1 has not engaged.</p> <p>Substance misuse services: Of those who have engaged with the project 6 have engaged and 12 have not. A common demographic of the clients we see are elderly gentleman, most have a variety of physical and mental health conditions. The service being adaptable and flexible is a key to increasing these numbers.</p> <p>15 clients who have issues around their housing, 14 have supported to maintain their home or to be moved to permanent secure and suitable accommodation. 1 client who still has housing issues but in the process of being addressed with an impending move to supported accommodation.</p>
<p>Thanet District Council</p>	<p><b>Community Engagement</b></p> <ul style="list-style-type: none"> <li>• Annual Safety Bonanza - An outdoor event that aims to support local residents, both personally and in their community. Agencies in attendance include Thanet District Council, Kent Police, KFRS, Community Wardens, Oasis and other stakeholders.</li> <li>• Violence Against Women and Girls (VAWG) Walk and Talk events over the year, in the evening, speaking to individuals and seeking their advice on how we can support vulnerable people in the community.</li> <li>• Park Life events in October 2023 and April 2024, outdoor community hub for all members of the community to be able to access advice and support about such things as; mental health, sexual health, healthy relationships, exploitation, housing, benefit advice, carers advice, where to access support.</li> <li>• Gym watch is a Thanet District Council project that aims to keep Women and Girls safe while taking part in activities in particular Gyms. It offers advice to gyms and support around how to keep every member safe and things to consider when looking at female safety around the gym. It is also hoped that gyms will share information around safety with each other and any concerns they have while conducting their business. The initiative encourages staff working within the gym sector to identify people who are exhibiting signs of vulnerability and to feel confident to report these concerns to police or local authority (depending on the concern).</li> </ul>

<p>Tonbridge and Malling Borough Council (TMBC)</p>	<p><b>Supporting Individuals who are Rough Sleeping</b>  TMBC works with a complex care nurse to support those who are rough sleeping, providing one to one support for specific individuals. Mental health support / signposting is also offered. Evidence of the success of this includes the nurse arranging for a dental van to visit twice to Tonbridge and RBLI at Aylesford – this allowed rough sleepers to access free dental treatment. Up to 40 people received medical/dental treatment, advice and support, which otherwise would have gone untreated. The nurse also arranged for Hep C testing to take place – all attendees at the dental van were offered the testing.</p> <p><b>Adults at Risk Meeting</b>  The Council holds a monthly meeting to discuss adults at risk. These meetings provide an opportunity for multi-agency partners to discuss specific individual safeguarding concerns in detail and recommend actions to support people who are struggling. The meetings have enabled all agencies to refer any individuals who have been raised at the weekly community safety meeting who may require more intensive support, or action plans in place to ensure safeguarding. The success of this approach has been evidenced by more detailed information about an individual, longer term support plans in place and a greater number of agencies sharing information to ensure the best outcomes.</p>
<p>Tunbridge Wells Borough Council</p>	<p><b>Awareness Raising</b>  Messages from the KMSAB were shared through the Council’s All Staffer daily email including:</p> <ul style="list-style-type: none"> <li>• Professional curiosity – linking to the KMSAB webpage and sharing information on the SAR for Gordon Fields and Elizabeth Eastley</li> <li>• Carers Assessments – linking to how to request an assessment.</li> <li>• KMSAB open training session – including KFRS safe and well visits; Suicide Prevention, Carers: an anti-racist perspective.</li> </ul> <p>We raised awareness on social media of National Carers week, posting on X (formerly Twitter) with links to the KMSAB resources.</p> <p><u>Case study</u>  Long term and returning rough sleeper who had a private rented tenancy, but who had delusional thoughts about the property and refused to reside there. Client had worsening mental health and physical health, but declined to engage with support and offers of accommodation. Multi-agency approach and intensive work to support client, including with rough sleeper initiative mental health specialist to carry out assessment under Mental Health Act. Assessment resulted in an involuntarily section where mental health stabilised. Client agreed to remain as voluntary placement whilst options explored to secure suitable accommodation for client to be discharge to. Client currently remains in hospital as informal patient with nomination having been made to a sheltered accommodation flat.</p>

## 2. Strengthen System Assurance

Agency	Example
<p>Ashford Borough Council</p>	<p><b>Workshop between Ashford Borough Council and Adult Social Care</b>  A workshop took place on 13 November 2023 between Ashford Borough Council’s Housing Officers and Adult Social Care staff to consider how better they can work together and achieve stronger and successful outcomes for housing tenants, particularly those with complex and challenging needs.</p>

	<p>The success was evidenced by:</p> <ul style="list-style-type: none"> <li>• Improved professional relationship</li> <li>• Proactive approach and myth busting about each others' roles</li> <li>• Improved legislative understanding</li> </ul> <p><b>Reinstatement of the Vulnerability Panel</b>  Under the new policing model, the multi-agency Police led Ashford Vulnerability Panel unfortunately ceased for a while. This was having a detrimental impact on those that needed support but did not meet the statutory thresholds. Therefore, ABC and Ashford Police worked together to reinstate this panel and it recommenced in January 2024 and meets on a monthly basis.</p> <p>The success was evidenced by:</p> <ul style="list-style-type: none"> <li>• A mechanism being in place for agencies to support those that don't meet the statutory threshold</li> <li>• Police and ABC act as Chair and Vice-Chair which strengthens partnership working further</li> <li>• Better outcomes for those that are supported through this process</li> </ul>
<p>Canterbury City Council</p>	<p><b>Community Safety Unit (CSU) Team – Working with Southeastern Rail</b>  Our Community Safety Unit (CSU) initiated engagement with Southeastern Rail to better support vulnerable adults at risk of completing suicide by working together. As a result, Southeastern Rail now shares valuable information with the CSU, enhancing their ability to provide better support for vulnerable individuals. Southeastern Rail are now attending joint meetings including the Canterbury Vulnerability Panel and Contextual Safeguarding meetings.</p> <p><b>Rough Sleepers Initiative (RSI) Team – Working in Partnership to Support out of area placements</b>  A collaborative project between the council, Forward Trust &amp; KCC is supporting the most vulnerable individuals who have multiple issues in addition to their homelessness when they move out of area. The Council's housing team identify and refer complex cases to Forward Trust providing the introductions and engagement which enables staff provide a holistic package of support provided through specialist staff, including a prescribing nurse and psychologist. This joint working has resulted in a continuity of care and ensures the individual is linked into services into the area in which they have moved. As a result, housing is sustained and the risks to that individual significantly reduced by this joined up approach.</p>
<p>Dartford &amp; Gravesham NHS Trust</p>	<p><b>Safeguarding Training</b>  Safeguarding training face to face has allowed the organisation to enhance the experience by using virtual Reality (VR) technology. The VR gives Trust staff the opportunity to have a richer understanding of the safeguarding agenda and the adversities people face. With a better understanding of reasons why they need to be professionally curious when situations 'does not feel right'. The session gives the opportunity to;</p> <ul style="list-style-type: none"> <li>• Look at other professional involvement- including clutter score ratings as used by Kent Fire and Rescue</li> <li>• The role of the vulnerability panels in the local area</li> <li>• The High Intensity User Steering group</li> <li>• The role of the Hospital Domestic Violence Advisor.</li> </ul> <p>The training has seen an increase in referrals to the safeguarding team, with the biggest referral rate from the Emergency Department.</p> <p><b>Safeguarding Hub</b></p>

	<p>The safeguarding hub is a multi-disciplinary team consisting of mental health nurses, learning disability nurse and enhanced care workers, Independent Domestic Violence Adviser, Safeguarding Nurse for the Emergency Department as well as children’s and maternity safeguarding teams. The Hub benefits from having qualified social worker as well as student nurses and social work students. The team also works closely with other specialisms such as the alcohol lead nurse and Dementia Lead Nurse.</p> <p>This has allowed for; -</p> <ul style="list-style-type: none"> <li>• Development of skills through the multidisciplinary team</li> <li>• Awareness of other organisations and the role they play in the safeguarding agenda and how they can be supportive with patient care.</li> <li>• Trust staff awareness of external resources.</li> <li>• Awareness raised by the Communications team in relation to the safeguarding agenda, themes and events.</li> </ul>
<p>Dartford Borough Council (DBC)</p>	<p><b>Safeguarding referral log (internal) update</b>  <u>What we did-</u> Learning guidance documents are available to all staff which reference relevant roles and responsibilities of members of the Safeguarding Steering Group, to contact as and when there is a safeguarding concern. Guidance literature is available to staff to support understanding the roles of the services have on the safety, health and wellbeing of those at risk of abuse and neglect. There has been a positive impact, since updating our internal safeguarding log we have included an option to consult with the safeguarding lead prior to the referral being made. Staff are doing so, so the group are assured that staff are following the correct procedures.</p> <p><u>What was the impact/ benefit-</u> Amending our internal log has had a positive impact by increasing transparency and allowing the Safeguarding Lead to provide an additional level of approval, ensuring that sending a referral is the appropriate action in each situation.</p> <p><b>Safeguarding referral quality feedback from KCC</b>  <u>What we did-</u> As part of the Safeguarding Steering Group, a standard agenda for safeguarding referrals is discussed. Recently, the local Team Manager for Safeguarding Adults has joined the group as an external representative. This addition provides a valuable contact for addressing and resolving day-to-day operational issues between DBC and the local Adult Social Services Teams.  <u>What was the impact/ benefit-</u> The KCC representative is a key contact for forwarding any concerns, such as when DBC has not received updates on the status of safeguarding referrals, and for discussing other referral-related issues. No issues have been identified by KCC, which provides reassurance.</p>
<p>Dover District Council (DDC)</p>	<p><b>Multi-Agency Meetings</b>  We attend bi-Weekly multi-agency risk assessment conference meetings, Bi-Weekly DCSM meetings, Bi-Weekly Vulnerability panel meetings and any ad-hoc safeguarding meetings. At these meetings partners come together to discuss vulnerable individuals, each partner undertaking their own responsibilities to safeguard them.</p> <p>The KMSAB Policy, Procedures and Practitioner Guidance alongside others have been shared with wider Partners, as well as the promotion of continuous professional development training offers through KMSAB. As each partner agency is responsible for their own Safeguarding mechanisms, we have been unable to ascertain how well these have been understood.</p>

<p>East Kent Hospital University Foundation Trust</p>	<p><b>Border Force and the Home Office Safeguarding team</b> In East Kent, we have frequent contact with the Border Force and the Home Office Safeguarding team due to the unique health and safeguarding needs of new arrivals at the ports. The Safeguarding team received a training session from the Home Office Safeguarding team to share learning and experience.</p>
<p>Folkestone and Hythe District Council (FHDC)</p>	<p><b>New FHDC Safeguarding and Health and Wellbeing Website Pages</b> The council’s website was given a complete overhaul in summer/autumn 2023, which enabled the council to meet the requirements of various safeguarding audits by adding a wide range of safeguarding information to the site, including links to a range of partner organisations, such as KCC’s social services teams, Mind, Safe Haven, etc, as well as links to KMSAB’s website. The website now contains information on Making Safeguarding Personal, advocacy services, carer stress and support, and the Mental Capacity Act, as well as case studies to help the public understand the types of issues which fall under the safeguarding umbrella.</p> <p>This helps to raise awareness of the roles of other partner organisations involved in safeguarding, the types of services that they offer, and how to make contact. This makes it easier for residents to find out where they can go for additional help or support.</p> <p><b>Growing networks and partnerships to improve multi-agency working</b> In November 2023 the F&amp;H Community Safety Unit (CSU) organised a networking event for partners, giving them a chance to meet and get to know one another and the work they do. Over 20 existing partners attended, including social services, KCC Wardens, Police, Border Force, the Rainbow Centre, Porchlight, and Shepherd House, as well as representatives from FHDC teams including Housing, Welfare and Environmental Health, and in addition agencies new to the network, such as Southeastern Railways and the Environment Agency also attended.</p> <p>Following this event, there has been an improvement in multi-agency working across the district. Partner agencies have told the Community Safety team that they are now able to liaise directly with other agencies, rather than going through the CSU to identify relevant support, which has enabled faster responses to concerns and ensured that those in need of support are able to access it more swiftly.</p>
<p>Gravesham Borough Council</p>	<p><b>Working Groups</b> GBC Community Safety Unit (CSU) have been chairing several working groups, the first being our Gravesham Vulnerability Panel where we invite numerous partner agencies including KCC, change Grow Live, NHS, Kent Police and prison and probation and charity sector. The panel discuss the most vulnerable residents, assess what support is in place and how the panel can ensure agencies are working together to ensure the best and most appropriate support is provided for that individual.</p> <p>The second multi-agency group the CSU chairs is the Modern Slavery Working Group (MSWG) The members of this group include representatives of GBC CSU Safeguarding team and NHS Safeguarding, Serious Crime Directorate, Migrant Help, Victim Support, Citizens Advice Bureau, Salvation Army, Gang Master and Labour Abuse Authority (GLAA), KCC Safeguarding Adults Team, Stop The Traffik Kent, Mountain Healthcare male outreach crisis team, GBC’s Homelessness and Rough Sleeping Partnership Manager and KCC Modern Slavery Co-ordinator. We have also had several guest speakers attend including from The Salvation Army guest speaker, The Home Office and Homelessness Team. Bi-monthly meetings cover topics on Modern Slavery and Human Trafficking (MSHT) intel and trends, issues around the national referral mechanism (NRM) and Home Office processes, agencies’ planned activity, trainings</p>



	<p>and conferences, and any awareness events that other partners could support. The MSWG also invites other agencies to the panel that can present new approaches, share their best practices and share struggles in day-to-day operations. Moreover, we invite different agencies and charities with services that would be beneficial to address vulnerabilities to attend the meeting to share with the panel what other support is available.</p> <p>The CSU’s Domestic Abuse and Safeguarding Officer co-chairs the North Kent Domestic Abuse Forum. This is a well-established multi-agency group with representatives from a wide range of both statutory and voluntary sector organisations working across Dartford and Gravesham. The Forum is now completing a mapping exercise of all services and developing a new action plan to address identified gaps in assistance available to victims and their families.</p> <ul style="list-style-type: none"> <li>• By facilitating and chairing these meetings it has improved GBC’s multi-agency working</li> <li>• Increased the sharing of knowledge and information</li> <li>• Improved relationships between ourselves and our partner agencies</li> <li>• This has ensured that Gravesham residents that require support are receiving it from all appropriate agencies</li> <li>• In the financial year 2023-2024, 22 referrals have been submitted to the GVP and discussed, and 14 cases were resolved with provisions in place, 8 are still on-going.</li> <li>• The MSWG has delivered action plans through the Community Safety Partnership (CSP) Strategy 2021-2024 but now continues as an on-going commitment to eradicate MSHT in the borough.</li> <li>• The MSWG has been recognised on several occasions and endorsed by KCC MSHT Co-Ordinator as a good practice meeting being the first, and now one of only two, that exists across Kent’s local authorities.</li> <li>• The MSWG has created a networking list of partner agencies and the way they can assist if a MSHT case will arise.</li> <li>• The MSWG has also heard directly from victims of MSHT to explain their experience of services that had assisted them and the NRM process which helped members of the Group have a better understanding of victims’ needs.</li> </ul> <p><b>Community Engagement</b></p> <p>GBC CSU have hosted various community engagement events and utilised social media platforms, distributing leaflets/online posters and talking to residents of Gravesham regarding the support available to them from our partner agencies.</p> <ul style="list-style-type: none"> <li>• We have raised awareness of the roles and responsibilities of other partner organisations</li> <li>• Provided information to Gravesend residents regarding support provided by other partner organisations</li> </ul>
G4S	<p><b>Multi-Agency Working</b></p> <p>To improve multi-agency working, we have established regular communication channels with the safeguarding lead of SECAMB, the area in which we operate. This collaboration ensures that we stay informed about any new forms or changes in working practices related to safeguarding. By sharing this information and aligning our processes, we are better equipped to work together effectively and provide seamless support to adults in need.</p>

<p>HCRG Care Group (formerly Virgin Healthcare)</p>	<p><b>Assurance Activity</b>  In April 2023, we adopted an innovative approach to raising and tracking all our safeguarding referrals. We now undertake regular audits to ensure that this process continues to work and is followed by all our staff. The safeguarding lead tracks all safeguarding concerns and ensures that all safeguarding and Deprivation of Liberty Safeguard (DOLs) applications are internally logged via the incident management reporting system, this process is then audited every 6 months to provide assurance that all referrals made have been logged and actioned. The outcome of these audits is discussed at the Quality &amp; Governance meetings which ensures that all learning is shared, and staff are aware of the procedure to follow. We also work with our KCC safeguarding team to identify both open and closed cases as well as the outcomes for these cases. If there is any identified harm, HCRG Care Group, North Kent, ensure that the Patient Safety Incident Response Framework process is implemented with a further enquiry into the case.</p> <p><b>How we Support our Safeguarding Concerns</b>  There has been positive and productive engagement between HCRG Care Group, North Kent staff and the relationships with KCC safeguarding teams. We can now confidently say that there is a responsive and timely outcome for both our internal and external safeguarding concerns and staff at HCRG Care Group are informed of the outcome of their raised concerns. This in turn helps the staff in their learning, providing them with the actions taken about their concerns and what may be needed to ensure the safety of their patients, which can then be shared with their colleagues. Over the previous 6 months, as an organisation, we have raised over 60 safeguarding concerns</p>
<p>Healthwatch</p>	<p><b>Case Example –</b>  We heard from an individual who, after using patient transport for many years, had been told that they were no longer eligible. As a result of this they had cancelled their appointments because they had no other way of getting there. We spoke to G4S, and it was discovered that following a change in criteria by the ICB the call handlers had not been applying the new criteria properly and had been missing some questions. This was rectified and the individual was able to arrange a new appointment with access to the transport they needed in place.</p>
<p>HMP Elmley</p>	<p><b>Understanding of neurodiverse men</b>  There is an increasing population within prison of men with neurodivergent needs. This has been difficult for prison staff as they do not have any specific training in this area. Working collaboratively with the prison healthcare provider a virtual reality experience van was hired for 2 sessions. The van was designed to give staff the experience of coming into a prison with neurodiverse needs, such as autism. It enabled staff to understand how sounds, smells, sight and touch is affected by neurodiverse issues. It had a huge impact in promoting understanding and empathy with these needs. Staff were able to verbalise how they would deal differently with someone known to have neurodiverse needs.</p>
<p>HMP Maidstone</p>	<p><b>Multi-Agency Working</b>  Working together with outside companies and prison’s agencies provided an in-depth awareness for different subjects. After meeting with the Kent Refugee group, we got more information and advice were easier to approach and support prisoners.</p> <p>There is a lot more connection between our Healthcare provider (OXLEAS) and the safeguarding team at HMP Maidstone (sharing of care plans, Health care inclusion in podcasts, technical advice on information for posters etc).</p>

	<p>Equalities department provided various podcasts to spread awareness on different subjects like stress, mental health, Autism, black history month. The prison has now recruited a Neurodiversity manager and they are doing work based around recognition of need and awareness.</p>										
<p>HMP Stanford Hill</p>	<p><b>Multi-Agency Working</b>  NHS OXLEAS has multidisciplinary meetings for clients with multiple or complex needs; they are also involved in the HMPPS safety intervention meetings (SIM) and Challenge, Support, and Intervention Plan (CSIP) meetings. NHS OXLEAS staff attend the Safety and safeguarding meeting, alongside <a href="#">PERs</a> the local safer Custody officers. There are also processes in place for patients who are self-neglecting / refusing food and fluids. NHS OXLEAS staff work closely with HMPPS and other agencies where there are concerns around patient neglect or safety.</p>										
<p>Kent and Medway NHS and Social Care Partnership Trust (KMPT)</p>	<p><b>Responding to Domestic Abuse</b>  Part of KMPT’s assurance activity has been to promote identifying and responding to domestic abuse to ensure that adults at risk have access to the right support to enable them to keep safe. This has been achieved with a multi-faceted approach utilising learning and resources developed from SARs and DHRs.</p> <p>The data represents adults in our community who at some point in time have needed help with a safeguarding response. The data also evidences the commitment to learning and continually developing our response and is a credit to KMPT’s front line staff who enable people at risk to speak up and seek help, therefore making safeguarding personal and responsive.</p> <div data-bbox="424 1010 1257 1507" data-label="Figure"> <table border="1"> <caption>Category of abuse total by year</caption> <thead> <tr> <th>Year</th> <th>Number of Cases</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>267</td> </tr> <tr> <td>2021/22</td> <td>329</td> </tr> <tr> <td>2022/23</td> <td>420</td> </tr> <tr> <td>2023/24</td> <td>691</td> </tr> </tbody> </table> </div> <p><b>Multi-Agency Working</b>  KMPT are fully committed to evolving, improving and working in partnership with partner agencies to safeguard adults at risk. An example of partnership working, and development can be seen within the local Multi Agency Risk Assessment Conferences (MARACs) framework. A total of 13 locality MARACs are run throughout Kent on a bi-weekly rotation, and weekly basis in Medway; in 2023/2024, 2873 cases were heard in the Kent and Medway MARACs. KMPT contributed to 100% of research requests as part of working together to safeguard adults at risk with a multiagency approach. Each response is our commitment to supporting other agencies along with KMPT to keep people safe from abuse. Kent Police MARAC Feedback to KMPT: KMPT MARAC information sharing is good with information proportionate.</p>	Year	Number of Cases	2020/21	267	2021/22	329	2022/23	420	2023/24	691
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<p>Kent Community Health NHS Foundation Trust</p>	<p><b>Multi-Agency Working</b></p> <p>KCHFT worked with other NHS trusts and providers, to provide innovative new roles in the community which meant we helped get people home from hospitals sooner. To support winter pressures clinical hubs were created. This meant hundreds of patients avoided a trip to Accident and Emergency (A&amp;E) thanks to a successful project which saw KCHFT consultants working with South East Coast Ambulance NHS Foundation Trust (SECAMB), East Kent Hospitals and Maidstone and Tunbridge Wells NHS Trust. The combined clinical teams set up virtual hubs to remotely monitor patients in ambulance queues, removing them from the 'stack' where possible to deliver more appropriate care, including referring people to GP and home treatment services. The West Kent Hub in Paddock Wood helped more than 500 patients avoid a trip to the emergency department. In Ashford, more than 800 patients, who would otherwise have been taken to A&amp;E, avoided the journey. The clinical hubs saw a 13 per cent drop in East Kent and a five per cent drop in West Kent of patients being taken to A&amp;E between September 2023 and January 2024. A new site was also launched to support the Queen Elizabeth the Queen Mother Hospital (QEQM) in Thanet.</p> <ul style="list-style-type: none"> <li>• KCHFT worked with Kent County Council (KCC) to introduce new roles in the community, designed to keep people safe and well at home. The introduction of Home First Support Workers, a team of people working across health and social care, provides support at home to people who have just been discharged from hospitals, or are at risk of being admitted to hospital. In March 2024, the team saw their 100th patient through the scheme and more jobs are being created to roll the programme out to other areas.</li> <li>• To further contribute to easing pressure on acute care wards, KCHFT teamed up with Kent County Council to set up 30 specialist rehabilitation beds at Westbrook House in Margate and West View Integrated Care Centre in Tenterden. These beds were for patients recovering from illness or injury, enabling them to return home sooner and with reduced reliance on social care. Nine out of 10 people who were treated on the wards were able to return home with reduced care needs. Almost half returned home with no external support at all.</li> <li>• Between November 2023 and January 2024, more than 3,800 people in Kent were placed on a consultant-led 'virtual ward' in their own home. Community clinicians were able to monitor and treat people with respiratory, cardiac and frailty-related conditions via the KCHFT Hospital at Home Team in West Kent, or the Frailty Home Treatment Service in East Kent. Through creative recruitment and partnership working the Trust supported to manage the worst of the winter pressures in Kent. The roles of the Home First support workers have made a huge difference in keeping people safe and well at home, as well as our virtual wards, which play an important role all the time. The Trust has learned which schemes work better than others and will continue to focus on year-round innovation to provide the best possible services for the people we care for.</li> </ul>
<p>Kent Fire and Rescue Service (KFRS)</p>	<p><b>Working with KCC to review KFRS adult safeguarding referrals under self-neglect policy and improve joint working to safeguard vulnerable adults.</b></p> <p>During 2023, KFRS safeguarding colleagues were recording repeat experiences of professional disagreement around the response to adult safeguarding referrals made with high-risk concerns under the KMSAB self-neglect and hoarding policy.</p> <p>Looking for a solution and to improve joint working, meetings were arranged with KCC Strategic Safeguarding colleagues to explore the concerns and differences. KCC colleagues suggested a dip-test audit of the 10 most recent referrals made under the protocols, and further meetings to review the results and raise further awareness.</p>

	<p>This piece of work has strengthened partnership working with KCC colleagues to safeguard vulnerable adults and fostered greater understanding of each agency's roles and responsibilities.</p> <p><b>KFRS have promoted attendance at KMSAB open sessions for all KFRS Designated Safeguarding Officers and delivered an open session on KFRS Safe and Well visits.</b> The purpose of this session was to draw on learning from SAR Phyliss and empower colleagues from partner agencies with understanding and awareness of KFRS fire safety visits and fire safety equipment, and how safeguarding and support plans can be used to ensure individuals at risk are supported to use equipment consistently and appropriately.</p> <p>Case example - KFRS was invited to attend a discharge planning meeting for a vulnerable adult who was assessed as lacking capacity to keep themselves safe from further fires. Hospital colleagues requested information about fire safety equipment and a request was fulfilled to deliver some equipment to the ward so that the customer could be encouraged to use them at home.</p>
Maidstone and Tunbridge Wells NHS Trust (MTW)	<p><b>Policy Updates</b></p> <p>During 2023-2024, MTW has significantly strengthened system assurance for adult safeguarding by enhancing Professional Boundaries and Person in Position of Trust (PiPoT) protocols.</p> <p><u>Impact/Benefit:</u> The impact of these efforts includes improved protection for individuals at risk of abuse and neglect, with immediate and effective responses to allegations. Patients are cared for in a safer environment, increased trust in the safeguarding system, and adherence to good practice by prioritising swift decision-making and robust protocols.</p> <p><b>Mental Capacity</b></p> <p>The Trust's initiative to produce educational videos on the Mental Capacity Act (2005)</p> <p><u>Impact/Benefit:</u> The project aimed to raise awareness among the public and MTW staff about the principles and application of the Mental Capacity Act 2005. The increase in awareness meant that 71% of authorised Deprivation of Liberty Safeguards (DoLS) applications were accompanied with MCA assessment. 100% of patients deprived of their liberty were able to challenge their deprivation of liberty in hospital.</p>
Maidstone Borough Council (MBC)	<p><b>Multi-Agency Working</b></p> <p>We are continually seeking ways in which to develop our working relationships with external organisations, allowing the best possible service to those within the borough. In 2023, we identified that many of our internal safeguarding records raised for adults included an action to refer to adult social services. Feedback we had from staff when seeking an outcome from these concerns for our internal log was that there were some challenges between MBC and KCC in regard to the best course of action for the individual/households in question.</p> <p>We completed an internal audit of cases where there was communication breakdown between services and recognised that without successful multi agency working, it would not be possible to effectively safeguard adults. With that in mind, in 2024, a draft service level agreement was developed and shared with both adult and</p>

children's services at KCC. With their agreement, the SLA was finalised, and a case recording tool created to begin Safeguarding Case Clinics between the two services.

The Case Clinics Pilot has begun with adult KCC services as a way to share information and advice and to prevent escalation for those vulnerable adults who we recognise to have housing and another additional need. We, as a service, have identified a gap in which professionals from KCC would benefit from more advice around the housing process and our housing staff would benefit from understanding more about care and support needs and the expectations of safeguarding from the statutory organisation. Rather than a SPOC from each agency, the meetings are designed to encourage professional learning, challenge and meaningful conversations which can result in onward action or simply professional development.

Learning from recommendations from SARs and DHRs, we hope that this project will continue to strengthen communication, prevent information from being lost in translation but also for each agency to be an advocate for the individual and to ensure their voice is heard and professionals are all working towards the same outcome.

There have been occasions where we feel that communication or the approach of partner agencies does require further challenge and staff now feel confident in recognising when professional escalation is required. MBC have followed the KMSAB Professional Challenge & Escalation Policy on several occasions which has led to positive outcomes and improved communication between organisations. The expectations regarding professional challenge procedure and the link to the KMSAB policy is now within our internal safeguarding policy for a standardised approach.

#### **MBC's community hub, Trinity**

MBC's community hub, Trinity continues to grow, and we actively seek ways in which we can support organisations to provide services from Trinity. Between March 2023-March 2024 we have established the following services within the building:

- Citizens Advice drop in
- One Stop Shop Domestic Abuse support
- Community larder for food and wellbeing
- Mental Health CBT counselling
- NHS midwifery for young parents, development checks and sexual health clinics
- Mind wellbeing sessions "Coping with Life"
- Free EUSS Support Services for EU Nationals
- IDVA 1:1 support from SATEDA (domestic abuse charity)
- Kent Police open sessions for feedback and violence against women and girls (VAWG) surveys
- Mobile NHS dentistry

Trinity also hosts community events and weekly sessions such as breakfast clubs, movie nights, Ukrainian support and community feedback session through our Community Protection Team. Working in this holistic way allows MBC to deliver interventions and also prioritise preventative measures to safeguard adults in a multi-agency way to build community links and resilience. We have noticed the change within the borough that Trinity has become a trusted place for members of the public to come and seek advice, support or simply for company to combat loneliness.

Given the identified need for those who have multiple care and support needs from an internal audit of safeguarding concerns and current cases, a complex nurse and

	<p>psychiatric staff employed at Trinity to allow for mental and physical health support under one roof. We have considered those individuals who have a multitude of barriers and have changed the way in which we work to allow us as an organisation to find more innovative ways to engage those who have previously lost out on adequate support. The responsibility does not sit with the individual, but with us as a service to work with other agencies and ensure needs are met in a way that benefits the individual. With an array of services and multi-agency working, we feel we can effectively safeguard and promote positive wellbeing in all residents.</p>
Medway Community Healthcare	<p><b>Multi-agency working</b></p> <ul style="list-style-type: none"> <li>• Worked closely with the MCH Integrated Discharge Team and Medway Foundation Trust to support around Mental Capacity Act Assessments when the decision relates to discharge destination and to update the discharge process to include the consideration of ongoing safeguarding concerns.</li> <li>• MCH initiate multi-agency self-neglect meeting using the KMSAB quick guide</li> <li>• MCH clinicians engage and participate in core groups for Medway multi-agency risk assessment conference (MARAC) and have been active members on the MARAC steering group and Task and Finish Groups in the development of the new MARAC Model for Kent and Medway</li> <li>• We invite speakers from other agencies to our safeguarding links meeting to raise awareness of their services and roles of other organisations</li> </ul>
Medway Foundation Trust	<p><b>Multi-agency working</b></p> <p>Multi-agency working is a vital part of the hospital safeguarding team function, participating in information sharing and risk managing very complex individuals. Case example - As a result of one of these panels, information was shared following staff concerns that there were reasons for concern but not what the concern was. A patient would attend with a mental ill health presentation but would leave before assessment on each occasion, on sharing this information at panel it was quickly identified that he had been known to several agencies as he had been a victim of cuckooing on 3 previous occasions. The police believed that the frequent presentations were an indicator of this risk having reoccurred and were able to arrange for the Police Community Support Officers (PCSO) team to visit him. He had become a victim again, likely due to his mental health and substance misuse. He has since been safeguarded.</p>
Sevenoaks District Council (SDC)	<p><b>Multi-Agency Working</b></p> <p>We have a great multi-agency partnership approach across the Council departments and have embedded safeguarding in those roles. As we circulate information to our partnerships, including the Community Safety Partnership, Local Strategic Partnership and Voluntary Sector Forum, we have had agencies ask us to deliver training for them, which has strengthened partnership working, support and joint working when making referrals.</p> <p>For example, we attended the County-wide Prevent session at the end of February and we have hosted two events 'What is Domestic Abuse' and 'Effects on Children and Families', which have been co-delivered by SDC and DAVSS (West Kent charity supporting men and women experiencing domestic abuse).</p>
SECAmb	<p><b>Safeguarding Concerns</b></p> <p>Adult Social Care in KCC and Medway are working with SECAmb colleagues regarding their vulnerable persons alerts to assist understanding of where an alert may meet criteria for Section 42 and therefore a Safeguarding Concern. The agency</p>

	<p>representatives have met over Autumn and Winter 2023 -24 and plan to continue to meet and review arrangements around safeguarding using feedback from the LA.</p> <p>Since November 2023 SECamb have agreed to add references to the level of the vulnerable person alerts they send, “highlighting a L2 or L3 Request for Assessment of Care Need or a L4 Safeguarding concern.”</p> <p>In addition, KCC ASC and Medway ASC are creating a threshold document for KMSAB partners highlighting what may constitute a Section 42 referral and what issue may require internal agency actions.</p> <p>Currently Medway KCC and SECamb are mitigating risk with the actions outlined above. There is evidence indicating improvement in the timeliness of responses by Medway and KCC following the introduction of the above processes, but some risks continue when SECamb alerts levels are not badged correctly, and work continues to address this issue. Ultimately, the shared goal would be for Safeguarding Concerns to be sent to the Local authority on the appropriate ASC concern form following the acceptance of the Threshold document as a guide for SECamb safeguarding practitioners.</p>
<p>Swale Borough Council</p>	<p><b>One Swale Road Shows</b></p> <p>Swale have run One Swale Road Shows over the last year which were targeted to allow members of the Public to access support and advice around the Cost of Living along with other services. This was also a great opportunity for partners to network with agencies they would not normally have contact with on a regular basis.</p> <ul style="list-style-type: none"> <li>•Jan 2024 4 events with 187 public engaged 23 partner agencies supported and attended the event</li> <li>•Feb 2024 4 events with 241 public engaged 25 partner agencies supported and attended the event</li> <li>•March 2024 4 events with 122 public engaged 22 partner agencies supported and attended the event</li> </ul> <p><b>Hidden Harm</b></p> <p>In October 2023 Swale ran an event around Hidden Harm within the Domestic Abuse arena. This was attended by over 70 professionals from around 12 different agencies along with specialist support services including Sign Health. During the event attendees were given a case scenario and groups had to discuss and explain what each of their agency could offer in way of support and keeping the family safe. This enabled the sharing of agency responsibilities and remit to be discussed along with sharing of information amongst the agencies in attendance. The event had such positive feedback that it was requested that a further event was held, and this is being planned for later in 2024.</p>
<p>Thanet District Council</p>	<p><b>Safeguarding Training for Housing Teams and Landlords</b></p> <p>Safeguarding training was delivered to over 60 landlords to support the Housing teams within the council, this in turn has a positive impact upon residents within Thanet by providing increased knowledge and support around the district to prominent people.</p> <p><b>Multi Agency Working</b></p> <ul style="list-style-type: none"> <li>• Thanet District Council safeguarding team attend the daily policy briefing and discuss vulnerable individuals who have caused concern over the last 24hrs.</li> <li>• Thanet District Council attend and participate in the Thanet District Vulnerability Panel hosted by Police and attended by agencies including mental health, SECAMB, Housing, Forward Trust and RISE (rough sleeping team), referring people into the panel, feedback to meetings and offering support to other agencies on cases they have referred into the panel.</li> </ul>



	<ul style="list-style-type: none"> <li>Multi-agency work in our organisation has begun to further extend to healthcare services, this has improved the support we are able to provide to residents by extending our network to outside agencies.</li> </ul>
Tonbridge and Malling Borough Council	<p><b>Rough Sleepers Task and Finish Group</b></p> <p>A Rough Sleepers Task and Finish Group has been established to identify people rough sleeping in the borough and look at what actions/support can be offered to help individuals into accommodation and off the streets. Evidence of the success of this approach includes increased intelligence of rough sleeper numbers in the borough, increased confidence in the work and delivery of support that is provided by our contractors, including assurances that they are fully trained with an excellent knowledge of safeguarding practice and procedures.</p> <p><b>A Welfare Reform Group</b></p> <p>A Welfare Reform Group, chaired by the council, meets on a quarterly basis. Partners include church groups, voluntary and community sector groups, debt advice groups and mental health support groups. The group has focussed on support offered to people struggling, particularly with cost-of-living pressures, mental health issues, access to digital support and signposting to local support agencies. Evidence of the success of this group has been greater awareness and knowledge of the issues and pressures faced by residents in the borough. This has then allowed us to target resources, including Household Support Funding to agencies providing frontline support to those in need e.g. grants to food banks, grants to support charities offering mental health support and grants to support charities offering help to victims of domestic abuse.</p>
Tunbridge Wells Borough Council	<p><b>Specialist Drug and Alcohol Tenancy Sustainment Worker</b></p> <p>During 2023-24 a specialist drug and alcohol tenancy sustainment worker from Change Grow Live (through the Supplemental Substance Misuse Treatment &amp; Recovery Housing Support Grant) has been embedded within the Council's Housing Options Team to provide additional support to clients engaged with or willing to engage with substance misuse support and who are at risk of losing their homes.</p> <p><b>Multi Agency Working</b></p> <p>Multi-agency working can be seen across several areas of the Authority through regular attendance at multi-agency risk assessment conferences, MAPPAs, Rough Sleeper meetings, Vulnerability Panels and through the West Kent Domestic Abuse forum and conference.</p>

### 3. Embed Improvement and Shape Future Practice

Agency	Example
Ashford Borough Council (ABC)	<p>Increased awareness of suicide prevention</p> <p>We have raised awareness around suicide prevention following on from SARs where suicide had occurred, as well as information gained at the KMSAB information session on suicide prevention. It was felt it was important to give officers a better understand of this and access to the training available. We have therefore promoted training around this e.g. Mid Kent Mind and Zero Suicide Alliance, as wells as sharing details of the services of Amparo with Safeguarding Lead Officers and Human Resources.</p> <p>The success was evidenced by:</p>

	<ul style="list-style-type: none"> <li>• Officers are able to gain a greater understanding of suicide prevention</li> <li>• Officers' awareness of what support is available for tenants and clients affected by a loss by suicide</li> <li>• A specific support mechanism for staff (Amparo) should they have had involvement with someone who has died by suicide.</li> </ul> <p><b>Continued Improvement of our Internal Safeguarding Training Offer</b></p> <p>Ashford Borough Council is constantly refreshing the content of this training, this is based on emerging themes from SARs, as well as Domestic Homicide Reviews. The delivery of the face-to-face (level 2) training now includes housing officers who are able to provide good, anonymised examples of real-life events experienced as a part of their role, giving more context to this work. A section on a Trauma Informed Approach has also been added to the level 1 training.</p> <p>The success was evidenced by:</p> <ul style="list-style-type: none"> <li>• Positive feedback from those in attendance</li> <li>• Appreciation of the examples of real cases (anonymised)</li> <li>• Confidence in our officers to make appropriate referrals and if it is felt an escalation is needed they are able to raise this with the Designated Safeguarding Officer.</li> </ul>
Canterbury City Council	<p><b>Corporate – Improvements as a Result of Data Analysis</b></p> <p>Our newly implemented QES reporting concerns system allows us to analyse safeguarding records of concern raised by staff. Data showed improvements were needed in two areas in particular; increase % of staff following the corporate procedure and consulting a Designated Safeguarding Officer when they had a concern and seeking and recording views and wishes of the individual. Work was undertaken to raise awareness in these two areas and as a result there has been an 18% increase in staff consulting with a Designated Safeguarding Officer and a 22% increase in staff understanding the person's wishes and feelings. The new system is smarter and simpler to use, and we have seen other benefits including a 33% increase in staff gaining consent before completing the referral.</p> <p>To support the roll out and usage of the system a new case officer for safeguarding was appointed which is enabling the council to make full use of the system and make changes to improve its functionality along the way.</p> <p><b>Community Safety Unit (CSU) Team – Multiagency Neurodivergence Training</b></p> <p>At the CSU's annual multiagency event there was a focus on those vulnerable to radicalisation. Recognising that neurodiverse individuals may be at greater risk; the CSU aimed to upskill staff and promote person centred safeguarding. The Community Safety Unit commissioned neurodivergence training to a range of agencies including Kent police, the universities, Southeastern railway and street pastors. The goal was to better inform street-level support, understand escalation triggers, and prevent marginalisation. The training has reached 99 individuals. Of these, 54 attended virtual classrooms, and 45 utilized online modules. Attendees unanimously agreed that the training enhanced their knowledge and awareness.</p>
Dartford & Gravesham NHS Trust	<p><b>Safeguarding Data</b></p> <p>Safeguarding data, concerns and outcomes are used as part of the support that is offered to the Divisions (Medical &amp; Surgical). Weekly meetings are held to discuss concerns, safeguarding referrals and learning from safeguarding.</p> <p>This has included; -</p> <ul style="list-style-type: none"> <li>• Identifying when changes to practice are required.</li> </ul>

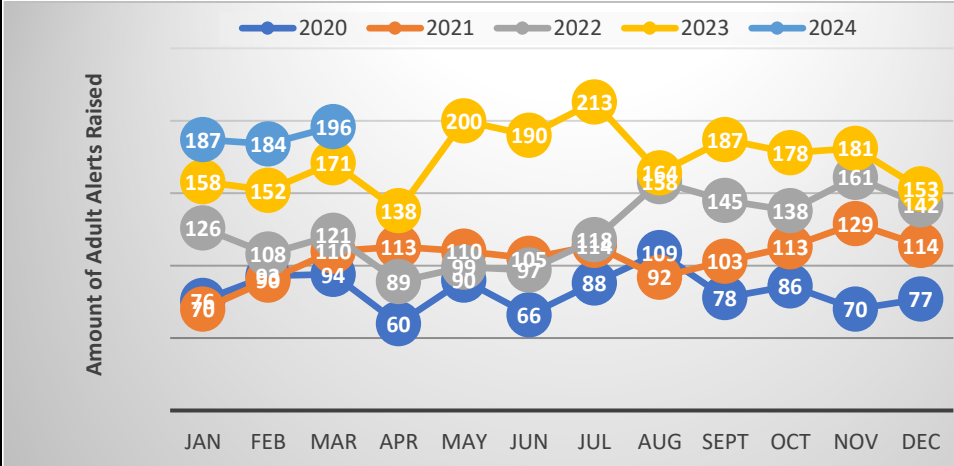
	<ul style="list-style-type: none"> <li>• staff have been supported with safeguarding report writing, action plans and learning outcomes with the aim of making specific, measurable, achievable, relevant, and time-bound (SMART) recommendations to improve practice.</li> </ul> <p><b>Family Focused Training</b></p> <p>Staff attending the Family Focused training have an opportunity to use Virtual Reality (VR) headsets, experiencing the view of an unborn child where domestic abuse is a feature. The scenario follows mum who is miss-using drugs and alcohol, evidence of self-harm, self- neglect and abusive relationships. The Health Independent Domestic Violence Advocate and Mental Health Lead Nurse support the training.</p> <p>This has enhanced learning by; -</p> <ul style="list-style-type: none"> <li>• Prompting staff in becoming professionally curious and asking potentially difficult questions such as 'do you feel safe at home'</li> <li>• How Adverse Childhood Experiences and Trauma can affect adults in later life in both their physical health and mental health and possibly their ability to keep themselves and others safe. The training has sessions from the Hospital Independent Domestic Violence Advocate (HIDVA) and Mental Health Lead nurse. This adds richness and context to the session something that staff may not encounter in everyday life.</li> <li>• How to make a safeguarding referral and a referral to the HIDVA service.</li> <li>• Awareness of clutter scores</li> <li>• Awareness of self-neglect and the 'tool kit'</li> </ul>
Dartford Borough Council	<p><b><u>Safeguarding Adult Review</u></b></p> <p><u>What we did</u>- In relation to the SAR "Jean 2018," DBC is in the process of adopting a trauma-informed approach. Ambassadors are awaiting the commencement of the training program, and the trauma Informed bulletin has been uploaded to the Safeguarding section of the intranet for all staff to access. Support documents will be developed to aid staff once training commences.</p> <p><u>What was the impact/ benefit</u>- To enhance knowledge and skills, the Safeguarding Champion, safeguarding policy lead, and Safeguarding Children and Adult lead underwent training for safeguarding leads. Additionally, trauma-informed training has been completed by the Safeguarding Champion and leads, along with private fostering training. The impact has yet to be measured, however this is an extremely positive step towards becoming trauma-informed and allows the Safeguarding Leads to gain further in-depth knowledge before rolling out to all staff.</p> <p><b>Safeguarding referrals</b></p> <p><u>What we did</u> -During a safeguarding steering group meeting, it was noted that there had been a rise in safeguarding referrals over a particular quarter. The data indicated the necessity for close monitoring to identify any emerging trends. The safeguarding referral figures decreased within the next quarter with no identified patterns or themes.</p> <p><u>What was the impact/ benefit</u>- The consistent discussions and close monitoring of referrals provide an opportunity to ensure thorough insight. This process reinforced the high level of quality education, and the confidence staff have in making a safeguarding referral.</p>
Dover District Council	<p><b>Internal Safeguarding Referral Form and Dashboard</b></p> <p>We have refreshed our reporting processes to ensure greater compliance and governance. Safeguarding forms are submitted by staff on our internal pages, and this automatically populates a SharePoint list. Within this list it details who made the record and which Designated Safeguarding Officers have been involved. All safeguarding referrals are recorded on this including the relevant outcome i.e. child referral, adult referral, police intervention etc. Only when an outcome is known is the case closed.</p>

	<p>The case records details which officer updates the case including date/time stamp. Designated Safeguarding Officers will contact each staff member who has made a safeguarding referral to clarify any information and to advise on the best course of action to be taken. It is the duty of the Lead Safeguarding Officer to follow up to ensure the appropriate action was taken by the staff member and to offer guidance and support.</p> <p>The dashboard identifies how many cases are received and include information relevant to help inform us of gaps. This includes data on vulnerable persons, perpetrators known, child or adult and how many cases remain open/closed. This was introduced in the summer and annual reports will be produced each financial year end.</p> <p>As part of the referral form being completed the referrer is asked the question “What would the individual like the outcome of the referral to be?.” This is an example of DDC ensuring that the “Making Safeguarding Personal (MSP) is embedded into the organisation’s safeguarding practices. The referrer remains in contact with the individual or advocate to ensure receive the support they need; they may also refer the individual to the Advocacy People service to ensure the individual is advocated for.</p> <p><b>Internal SAR process</b></p> <p>As a result of the Self-assessment framework feedback, two new documents have been created to help guide DDC Staff on how to raise a referral for a Safeguarding Adults Review. These are: Standard Operating Procedures document and Stages of the SAR Process document. These documents have been added to the Staff Hub (internal) and shared with all departments via email and printed versions.</p> <p>All Designated Safeguarding Officers are encouraged to undertake the training offers from the KMSAB, to upskill and improve their knowledge.</p> <p>The Lead Safeguarding Officer reviews all SAR and DHR cases published, looking at best practices and looking at ways to implement within the day-to-day safeguarding function. These cases are distributed to the DSO’s and Community Safety partners to help improve their own safeguarding practices.</p> <p>It is hard to obtain quantifiable data in regards to safeguarding, but we work closely with partners to recognise trends or emerging themes. Safeguarding (including: Children, Young People and Adults) is one of the key Priorities the Dover District Community Safety Partnership Executive has identified in it 4-year plan, this is supported by an action plan to support the coordinated approach being undertaken as a collective, with the sharing of good practices.</p>
<p>East Kent Hospitals University Foundation Trust (EKHUFT)</p>	<p><b>Learning from Safeguarding Adults Reviews (SARs)</b></p> <ul style="list-style-type: none"> <li>• The staff zone was used to share learning from completed SARs across Kent, it was also used to share SAR ‘Elizabeth Eastley’, video for staff learning.</li> <li>• Think Family Safeguarding Champions have been recruited across the Trust. They have additional training throughout the year, they are being supported to identify safeguarding projects for their area to make safeguarding improvements. This team of champions work throughout the trust working to embed a safeguarding culture with support and supervision from the safeguarding team. They are also able to feedback any operational challenges to delivering safeguarding in particular areas across the trust geography.</li> </ul> <p><b>Maternity Safeguarding</b></p>

	<ul style="list-style-type: none"> <li>Maternity safeguarding has been an area of development following on from the external reviews in this area. The named midwife for safeguarding has worked closely with the adult safeguarding team to improve the understanding of adult safeguarding in a maternity context, this is supported in the trust Think Family duty system. The Trust has considered co-occurring conditions for families accessing maternity care through the work of the complex maternity cases task and finish group. This group has included representation from perinatal mental health, community teams, learning disability and autism leads, children’s safeguarding, adult safeguarding and the lead for mental capacity and Deprivation of Liberty Safeguards. The work of the group has included reviewing resources to support families with learning disabilities and autism to assess the implementation of their use in the Trust. The use of inclusive language in maternity resources for families and staff has been explored and modifications made.</li> </ul>
Folkestone and Hythe District Council (FHDC)	<p><b>Training as a Learning from SARs and Audits to Embed Improvement</b></p> <p>FHDC has delivered a wide range of training for staff and members, which incorporates findings from SARs and other safeguarding reviews. Additional emphasis has been placed on the Mental Capacity Act (MCA) and understanding capacity, as well as the use of advocacy services. Additional information on the MCA has also been added to the staff intranet, as this is a recognised gap in knowledge following previous safeguarding audits.</p> <p>Feedback was received from designated safeguarding officers (DOs) which indicated that there was some uncertainty around the thresholds for making a safeguarding referral. To address this, specific training was delivered to the DO team which included scenarios to enable discussions about when referrals should be made, and the DO team reported feeling more confident about making referrals following this training.</p> <p><b>Use of Data to Inform Future Planning in Relation to Adult Safeguarding - ASB hotspot work</b></p> <p>FHDC has led on a community initiative to address anti-social behaviour (ASB). Data on number of ASB complaints and noise nuisance complaints was looked at and routine work to address these complaints led to the discovery of a wider range of issues in the neighbourhood, including hoarding and other anti-social behaviour. A multi-agency operation (Op Chinook) was created, involving FHDC Community Safety and Enforcement teams, Kent Police, KCC Wardens, and Housing Associations, alongside local residents. The work also included door knocks in the hotspot area to ask residents about concerns.</p> <p>This engagement work resulted in the creation of a community garden and the provision of a skip to help residents remove waste from the area. Furthermore, as a result of this operation, hidden issues for individuals in the area, and the wider community, were picked up and addressed, and this multi-agency operation has been repeated in a number of other ASB hotspot locations, and remains ongoing.</p>
Gravesham Borough Council	<p><b>Associate Trainer Programme</b></p> <p>The Lead Safeguarding Officer completed the Associate Trainer Programme with Kent Safeguarding Children Multi-Agency Partnership and then went on to deliver a specific Policies and Procedures training package online to staff across GBC.</p> <ul style="list-style-type: none"> <li>This received positive feedback from those that attended the session</li> <li>It included training on safeguarding adults as well as children.</li> </ul> <p><b>Further Training</b></p> <p>Both Safeguarding and Prevent training are now required to be completed as mandatory by all Council staff and Members.</p>

G4S	<p><b>Learning from a Safeguarding Adults Review</b></p> <p>Throughout 2023-2024, our organisation has been dedicated to elevating our practices and fostering continuous improvement in safeguarding. An exemplary instance of this commitment can be seen in the aftermath of a SAR review involving G4S. Following the review, a key insight emerged regarding the necessity of streamlined communication with external entities like SECAMB. In response, proactive measures were swiftly implemented, with our clinical lead establishing regular dialogue with SECAMB's safeguarding lead. This ongoing collaboration ensures that G4S staff adhere to best practices, fostering a culture of shared learning and enhanced safeguarding protocols.</p> <p><b>Safeguarding Adults Training Workshops and Learning Sessions</b></p> <p>Furthermore, to address identified learning needs in 2023-2024, we organised a series of tailored safeguarding adults training workshops and learning sessions. These workshops were designed to address specific gaps in knowledge and skills identified through internal reviews and feedback mechanisms. The delivery of these training programs was met with positive feedback, with participants expressing a heightened sense of confidence and proficiency in applying safeguarding principles in their roles. By proactively responding to learning needs and continuously refining our practices, we remain steadfast in our commitment to embedding improvement and shaping the future landscape of safeguarding within our organisation.</p>
HCRG Care Group (formerly Virgin Healthcare)	<p><b>Learning from SARs</b></p> <p>To further support our 'No Access' policy, and standard operating procedure for patients that do not attend their clinic appointments or are not seen on a community visit, we now send a text message 3 days ahead and then the day before the appointment. A total of two text messages are sent to all patients with mobile phone numbers to alert them of their upcoming appointment. This policy ensures that we follow up any patients who haven't attended or are not available at a home visit when expected to be, to ensure that they are not having any difficulties or require additional intervention. We would also send a letter to the patient's GPs to make them aware of the outcome.</p> <p><b>How we support Self Neglect and Hoarding cases</b></p> <p>The KMSAB self-neglect and hoarding policy has been circulated throughout all our services/teams and has been an invaluable tool for the staff to use as we do have frequent occurrences, within the patients we visit, around self-neglect and hoarding. In particular, the hoarding score has highlighted to our staff within the teams to use this tool to help identify risk to patients making staff more aware of the procedures and policy to follow to support our patients that self-neglect or are hoarding. This enables the understanding of patients making their own choices and respecting and working with patients own wishes. We continue to raise safeguarding concerns in line with the Care Act 2014 and policy and procedures that are in place.</p>
Healthwatch	<p><b>Sharing Feedback</b></p> <p>Reports are shared by Healthwatch Kent and Healthwatch Medway with different stakeholders each month to highlight what is and isn't working in health and social care. We share information with KMSAB directly, to feed into areas being looked at, such as the data we provided focussing on accommodation, and on suicide and crisis teams, and also indirectly through wider meetings we host or attend, such as the Local Mental Health Network.</p> <p>Feedback we hear from individuals where they are 'slipping between the cracks' is picked up and escalated to highlight where services can work together better to support individuals. Most recently we highlighted the difficulty an individual had obtaining the mental health support they needed due their substance misuse. This case has been raised with the services involved and taken to the local mental health network</p>

	<p>where organisations are being challenged to find solutions to prevent substance misuse being a barrier to getting mental health support which is needed.</p>
HMP Elmley	<p><b>Early days in Custody Risk Minimisation</b></p> <p>It is well known that prisoners are at their most vulnerable in the first few days of coming into prison and the risk of self-inflicted deaths are significantly higher during this time. Within the prison there is a process called 'bus to bed' which aims to increase the support offered to those who are new to custody, from the minute they arrive. The project has been running for around 6 months. To quality assure this process a senior manager conducted a review of the process, walking through it from start to finish and speaking to the people involved. To improve continuity of care, this walkthrough and review was expanded to include not just the first night in prison but the first several days. The review found that whilst there were a lot of good practices, there was much room for improvement. Off of the back of this the senior leader developing an action plan for improvement. To feed in to this a forum was held and prisoners who had come into prison for the first time over the past month were invited to share their experiences and views on coming into custody for the first time and the bus to bed, induction and first 72 hours, which is the time people are most vulnerable. From this a task force was developed including key stakeholders in the process to further develop and implement the action plan. Whilst still currently in progress, it is hoped that this will vastly improve the safety and care for those coming into custody and during their first few days.</p>
HMP Maidstone	<p><b>Quality Assurance Checks</b></p> <p>We complete Quality assurance checks on various processes that keep people safe within a prison setting one being PEEP (prisoner emergency evacuation plan). Arising from a monthly Night inspection by a member of the senior leadership team, it was noted that not all the night staff on the units new how many prisoners on their unit had been on a PEEP as they did not always get left the PEEP folder. From this a new process was put in place where the relevant team placed a copy of the PEEP Role board listing all prisoners at Maidstone on a PEEP and why are they on one in the individual specific folder for each member of allocated residential night staff, thus ensuring the safety of both the prisoner on a PEEP and the staff that may have to evacuate the wing.</p> <p>We produce monthly stats on our population covering Languages, nationality/age and faith this information has highlighted in some of or smaller nationalities they are spread throughout the prison segregating them from other countrymen so no one to talk to in their own language. Wing managers and supervisors are requested to interview those affected and see if they are ok on a unit on their own or would prefer a move to a wing where someone of the same nationality is.</p> <p>Social care and OXLEAS were involved when a visually impaired prisoner was resident in our establishment, also Kent association for blind people was involved. Taking on board his limited English a spider phone was used for translation and easier communication between the two parties, thus ensuring that on his return to Country X he at least could use a cane and had some training in coping.</p>
HMP Standford Hill	<p><b>Care Assessment</b></p> <p>Through raised awareness of the care assessment we have been able to support a prisoner who neglected their personal hygiene – by sign posting this prisoner we have been able to support them with an partnership agency called Blossoms, the Prisoner is low IQ, has mental health needs and is disabled, so Blossoms meet with him regularly and support him, doing their best to embed it as a learnt behaviour and encourage him to follow simple hygiene process both whilst under our care, and when released into the community albeit at supported lodgings.</p>
Kent and Medway NHS and	<p><b>Learning from Reviews</b></p>

<p>Social Care Partnership Trust (KMPT)</p>	<p>KMPT apply statutory review learning into practice with a multi-faceted approach, we include learning from reviews within our mandatory training, signpost to KMSAB resources and provide bite size training and supervision specific to an area of need. Raising the profile of adults at risk enables care and discharge plans by staff responsive to noticing and enquiring about concerns as part of making safeguarding personal. An example of this collective improvement through the promotion of learning from SARs whilst utilising KMSAB resources can be seen in our overall safeguarding referral activity, which requires consent, and peoples trust to share their risks and vulnerabilities.</p>  <p><b>Training</b></p> <p>In response to identified learning needs stemming from internal learning and external statutory reviews KMPT promoted and delivered additional bespoke training to enable staff to reflect, visit &amp; revisit, and consider practice that can be utilised to enable adults at risk to be safeguarded as part of safe care delivery.</p> <p>The following bespoke training was delivered to KMPT staff lead by the KMPT Patient Safety Team</p> <ul style="list-style-type: none"> <li>• April 2024: Falling Through the Cracks: Preventing Unsafe Discharge</li> <li>• November 2023: Improving Care for Autism Patients and those with Learning Disabilities.</li> <li>• October 2023: Domestic Abuse &amp; Stalking with guest presenters from Kent Police and actress Sam Beckinsdale</li> <li>• February 2024: Co-Occurring Conditions Navigating the Labyrinth: Joint learning delivered by KMPT with guest speakers from Public Health, the Kenward Trust, Change Grow Live.</li> <li>• July 2023: The Physical Side of Mental Health, Do you know your patient?</li> </ul>
<p>Kent Community Health NHS Foundation Trust (KCHFT)</p>	<p><b>National Recognition</b></p> <p>The Trust has been recognised by NHS England Cancer Experience of Care Improvement Collaborative, for Improving cancer care for people with learning disabilities following work undertaken by practitioners from the Trust learning disability service. They facilitated cancer awareness training for staff at local care homes where people with learning disabilities are looked after (the area has high incidences of late cancer diagnosis).</p> <p><b>Feedback from Staff</b></p> <p>To drive improvement and innovation the Trust safeguarding service introduced a QR code to receive feedback from staff following safeguarding service interventions during site-based visits. The feedback helps to measure the effectiveness and impact of the</p>



	<p>support provided to KCHFT staff. Feedback to date included “The visit highlighted areas for discussion, focus” “I got better understanding about this topic” “Yes, it has been made much clearer as to why and when we need it” “To be more aware of MCA in general and what to do before raising a safeguarding and DoLS and when to apply for it” “Actually, I was little afraid about safeguarding and this session improved my confidence” “It has allowed me confidence to “challenge” ideas to find the best possible plan for service users”.</p>
Kent Fire and Rescue Service (KFRS)	<p><b>Additional Safeguarding Training in Response to Need:</b>  Since September 2023 a new approach to offer easily accessible and meaningful safeguarding training to operational colleagues via bitesize safeguarding videos has been included in mandatory training. Average completion rate is 78% to date. As the content is designed each month, there is flexibility to include topics of relevance to learning from SARs (sometimes at report writing stage before publication), Domestic Homicide Reviews and child safeguarding developments. The ongoing themes include the Four Rs of safeguarding: Recognise, Respond, Report and Record.</p>
Maidstone and Tunbridge Wells NHS Trust (MTW)	<p><b>Policy Review</b>  To respond to recommendations into David Fuller Public inquiries, MTW reviewed the Safeguarding Adults Policy to include guidelines on safeguarding the deceased. MTW also ran sessions with doctors to enhance their ability to identify and act on safeguarding concerns for both living and deceased individuals.</p> <p><u>Impact/Benefits:</u> These sessions enhance doctors' ability to identify and act upon safeguarding concerns involving both living and deceased individuals. These updates ensure staff are aware of their responsibilities and correct procedures, with separate workshop sessions for frailty team doctors to heighten professional curiosity.</p> <p><b>Co-occurring Conditions</b>  A significant SAR learning event focused on co-occurring conditions was coordinated by the safeguarding adult’s team, centred on learning from 'Terry'. This event aimed to disseminate crucial insights and promote best practices among MTW staff and partner organisations.</p> <p><u>Impact/Benefits:</u> Feedback from attendees indicated a significant increase in understanding of co-occurring conditions and their impact on safeguarding practices. Participants appreciated the comprehensive overview and practical insights provided, which enhanced their ability to handle safeguarding concerns effectively.</p>
Maidstone Borough Council	<p><b>Data Analysis</b>  Using internal data from safeguarding concerns logged, we were able to see an increase in calls taken from those who are experiencing suicidal ideation. A deep dive of this data and an audit using the Huume and Locata system allowed us to determine that there has been a significant increase in deaths by suicide and a skills gap analysis that was developed showed a lack of confidence in some staff in identifying and responding to conversations of suicide and self-harm.</p> <p>From this data and information, we developed an action plan that included enhanced training outside of the standard safeguarding training as well as a focus on staff wellbeing from vicarious trauma and compassion fatigue. As our front facing building, Trinity deals with the highest number of complex cases, staff wellbeing and enhanced training was included within the buildings risk assessment. Data was shared with all heads of service and in December 2023 it was agreed that our Corporate Leadership Team would have more of a strategic overview of our internal safeguarding projects and procedures.</p>

	<p><b>Trauma Informed</b></p> <p>Our commitment to being trauma informed as an organisation has strengthened in 2024 and being a trauma informed organisation is set out in many of our policies, procedures and strategies including our Homelessness and Rough Sleeping Strategy 2024-2029. It was recognised from current practice, SARs and DHRs reviewed by Champions and recommendations that enhanced training was required to support this trauma informed approach and support or aim to reduce harm and encourage person centred safeguarding. In 2024, we made it mandatory for all our front-line housing staff to receive training in being trauma aware which most are now or are in the process of. We are looking to roll this out to our customer services teams and eventually, across the organisation to achieve systemic change.</p>
Medway Community Healthcare (MCH)	<p><b>Quality Assurance Visits</b></p> <p>Safeguarding Team complete quality assurance visits to services to discuss Safeguarding and the wider quality agenda, including regularly support visits to specific service following an increase in safeguarding referrals made.</p> <p><b>Transition</b></p> <p>The MCH Transition Safeguarding Advisor has linked in with external organisations and the Integrated Care Board to further develop awareness and process around safeguarding in transition years.</p>
Medway Foundation Trust	<p><b>Safeguarding Training</b></p> <p>Safeguarding training is used to share specific MFT related cases to make this more relevant to staff. Whilst all learning is shared, to discuss cases that staff identify with is more meaningful and creates better engagement, in particular SAR Rivers. As a result of sharing the learning we have seen our safeguarding consultations increase throughout the year with peaks after training.</p>
Sevenoaks District Council (SDC)	<p><b>Data Analysis</b></p> <p>The new system came into place in Dec 2022, and we have used this to be able to gather intel on the reports and look at what cases are being referred. We have used this data for example in our Domestic Abuse training and also around mental health in men and set up 2 x mental health support groups for men.</p> <p><b>Training</b></p> <p>We deliver training every 3 months internally and have added in learning from last year as well as from the Self-Assessment Framework that we did end of last year. Also through evaluations on the training we have delivered more bespoke training on Domestic Abuse and we will also be doing something on Prevent as well.</p>
SECAmb	<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Mandatory Mental Capacity Act (MCA) e-learning rolled out during 2022/23 for all staff in a patient contact role.</li> <li>• MCA training repeated during 2024/25.</li> <li>• L3 Safeguarding training for all registrants has a focus on MCA.</li> <li>• Current L3 training compliance as of 01/03/2024 is at 82%.</li> </ul>
Swale Borough Council	<p><b>Domestic Abuse Housing Alliance (DAHA) Accreditation</b></p> <p>Swale is currently undergoing DAHA accreditation and as a result of this we have recruited from within our own staff 5 Volunteer Domestic Abuse Advocates. They have received enhanced domestic abuse training for this role.</p> <p>During this process of accreditation and highlights from SARS / DHRs we have identified areas of learning that required enhancement and set out to address this. These sessions have included:</p> <ul style="list-style-type: none"> <li>• AVA Project - Trauma Informed Practice – a course for frontline professionals</li> </ul>

	<ul style="list-style-type: none"> <li>• Clarion - Domestic Abuse Awareness Training Level 2</li> <li>• Clarion –Domestic Abuse, Stalking and Honour Based Violence (DASH) Training</li> <li>• DAVE – Male Domestic Abuse Service Input to staff</li> <li>• SATEDA - Economic Abuse and Awareness</li> <li>• KCC Prevent and DA Extremism</li> <li>• Karma Nirvana - Building confidence to challenge Honour-based abuse and Forced Marriage.</li> <li>• Hourglass – Specialist service input</li> <li>• Protection against stalking – Stalking Training</li> <li>• Fresh Visions – Trauma informed</li> <li>• Interventions Alliance – perpetrator programme input</li> <li>• Sign Health - Specialist service input</li> </ul> <p>Some of these sessions have been open to Partner agencies</p>
<p>Thanet District Council (TDC)</p>	<p><b>Strategic Assessment</b>  Thanet District Council as the host for the Thanet Community Safety Partnership, carries out a strategic assessment each year.</p> <ul style="list-style-type: none"> <li>• This strategic assessment looks at hospital admissions, fires, police data, social services data (adult and child), domestic abuse data, PREVENT data, TDC data, Department of Work and Pensions data.</li> <li>• From the outcomes of this strategic assessment we look at our practices and how we can adapt to help reduce any concerns raised in the data. The community safety team then adjusted the Community Safety plan accordingly.</li> <li>• As a local authority we carry out case reviews that are complex anti-social behaviour cases, where 9/10 times there are safeguarding issues. We look at (with Kent police, social housing, ICB) how the case was handled, what extra could have been done and what plan there is for the future.</li> <li>• The Safeguarding forum looks at safeguarding processes and how they can be improved, this is done in various ways; internal reviews, partnership reviews and looking at DHRs, SARs and information that comes through from KMSAB and KSCMP, as a standard on the agenda item for the forum.</li> <li>• All events we carry out involve partners - which is ever expanding!</li> </ul>
<p>Tonbridge and Malling Borough Council</p>	<p><b>Safeguarding Training for Council Members</b>  In person safeguarding training was provided to Council Members by an external trainer in November 2023. The training included the statutory safeguarding responsibilities for councils as well as detailed information about the Care Act, Mental Capacity Act, the role of SAB’s as well as how to recognise and respond to safeguarding concerns. Evidence of the success of this event, included raising awareness of the Council’s statutory responsibility in relation to safeguarding, along with the designated Member Safeguarding Champion, gaining support for a dedicated Safeguarding Officer. This will be a new post created to support safeguarding work at TMBC with recruitment taking place August 2024.</p> <p><b>Suicide Awareness Training</b>  Over the last year, TMBC staff have reported more incidents of poor mental health from residents, which has unfortunately resulted in threats/discussion of suicide. To enable staff to deal with these conversations in an understanding, empathetic way and to give them the confidence to signpost to appropriate support or take urgent action (if required) Suicide Awareness Training was provided to key frontline staff. Evidence of the success of this event includes feedback from staff to say they are now more confident to have difficult conversations, know how to ask questions, provide support</p>

	<p>and advice, making referrals as necessary. Two sessions were held, to allow more staff to attend and both were fully booked.</p>
<p>Tunbridge Wells</p>	<p><b>Suicide Prevention Guidance</b>  Suicide Prevention Guidance has been written and approved by the Council's Management Board and rolled out to all staff to provide advice and information on what to do when dealing with customers in mental health crisis and where there are suicide concerns.</p> <p><b>Safeguarding system</b>  A new cloud-based Safeguarding concerns reporting and monitoring management system has been introduced, provided by QES. This was trialled by the housing service from February to April 2024 and now being rolled out across the authority for all staff. This places greater responsibilities of staff to log safeguarding concerns and monitor outcomes, with oversight of the monitoring by the Designated Safeguarding leads.</p> <p><b>Training</b>  An annual corporate safeguarding budget of £10,000 was approved by Management Board to fund safeguarding training to staff. A new Level 1 Safeguarding e-learning module has been created and rolled out for all new starter and existing staff as mandatory training. Frontline staff from service areas including housing, community safety, environment health, customer services, attended suicide awareness training deliver by Mid-Kent Mind.</p> <p><b>Safeguarding Champions</b>  The Council's Management Board approved the creation of Safeguarding Champions to assist in promoting awareness of good safeguarding practices in their department and to be a source of advice and support to assist colleagues in responding to any safeguarding concerns. Volunteers are currently being sought and during 2024-25 Safeguarding Champions will be in place across the authority with quarterly Safeguarding Champion group meetings held.</p>