

# Kent and Medway Safeguarding Adults Board Annual Report 2022-2023

## Appendix Two – 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>Ashford Borough Council Website:</b> Has a dedicated page in respect of safeguarding which has a link signposting people to the KMSAB “Concerned About an Adult” information leaflet and it highlights that it is available in a number of languages; these leaflets in all languages available were placed in the Council’s Customer Contact Centre for Adults Safeguarding Awareness week, as part of the display. The leaflets remain available to the public.</p> <p><b>Concerned About an Adult Literature:</b> In addition to the above, we requested translated leaflets for additional languages spoken by our refugees (which were not available at the time); these have now been provided and form part of the “welcome” pack that is given on their arrival. These will also be provided at the training centre our refugees attend.</p>
Ashford Borough Council (ABC)	<p><b>Safeguarding Adults Awareness Week 2022:</b> Awareness was raised in a number of ways to both the public and internally, with staff. This included:</p> <ul style="list-style-type: none"> <li>• Three face-to-face events in the town centre; this was a joint event with the Police on the Monday (Exploitation), Tuesday (Vulnerable Adults) and Friday (Domestic Abuse).</li> <li>• A display within the Civic Centre Customer Contact Centre, with various literature and posters provided by KMSAB as well as some leaflets specific to cuckooing and domestic abuse.</li> <li>• Display in the window of the One You public health shop in Park Mall, Ashford Town Centre; this facility is a joint partnership between ABC, Kent Community Health Foundation Trust and KCC Public Health.</li> </ul>

	<ul style="list-style-type: none"> <li>• Daily information blogs on the staff Smart Hub (internal intranet) on that particular day's topic.</li> <li>• Sharing of information on social media. Not only were there posts on the main ABC site, there were also some on our sister Ashford Port Health site.</li> <li>• Leaflets for distribution were shared with the Council's Welfare Intervention Officers and Domestic Abuse Co-ordinator to share at clinics they held or attended. Leaflets were also shared with our Refugee Resettlement Team to make available at their learning facility.</li> </ul> <p>There is no known feedback from members of the public in respect of making referrals following this awareness week, however, the events were well received on the day by those that came to speak to us. Feedback from colleagues in respect of internal communication included: <i>"Thanks for this series, it has been really informative and will help me personally in recognising issues and possibly supporting others in the future"</i></p>
Ashford Borough Council	<p><b>Ensuring the Voice of the Adult is Heard:</b> We interact with all of our customers by listening and talking to them about any concerns they may have. This is done by various officers and teams across the organisation. Some examples include:</p> <ul style="list-style-type: none"> <li>• Community Safety Officer and Environmental Protection Officers: when carrying out visits or joint initiatives with other agencies, such as the Police.</li> <li>• Welfare Reform Intervention Officers: Work either independently or carry out joint visits with Social Services giving them an awareness of those most vulnerable.</li> <li>• Ashford Monitoring Centre (AMC) Lifeline: This service is mainly utilised by older, vulnerable adults, but can also be installed at a property where someone is experiencing a safeguarding issue (e.g. a domestic abuse case). All AMC operators receive ABC's level 2 Safeguarding Training and are therefore able to identify and raise any concerns they have for referral. A yearly questionnaire specific to the Lifeline service is sent to clients who are then able to return it either confidentially or with their personal details. It can also be an opportunity for them to disclose information separate to the Lifeline services, such as a safeguarding concern.</li> <li>• Engagement with residents in Independent Living Schemes: These include various events that residents and others from the local community can attend and enjoy, such as coffee mornings, all with the aim to tackle social isolation and loneliness. These also give residents the opportunity to raise any items of concern.</li> </ul> <p>Staff involved in all of the above will either signpost individuals to relevant support and services as appropriate, or make a referral via the Council's prescribed process.</p> <p>Safeguarding Concerns have also been raised by ABC Councillors which they have either reported directly (where there is an immediate concern of risk) or</p>

	called in to the Council's Designated Safeguarding Officer or relevant officer to report their concerns.
Canterbury City Council	<b>The Council's Newsletter:</b> "Tenants News and Views" has been used to promote keeping safe messages to over 5000 tenants in the district. During 2022/23 the newsletter contained items on how to spots the signs of cuckooing, fire safety, and how to identify scams.
Canterbury City Council	<b>Rough Sleepers Initiative - We just stopped by..." cards:</b> The Council's Rough Sleepers Initiative has produced "we just stopped by..." cards. These are left on tents and sleeping bags, where we are not able to make contact with the person sleeping rough, to give them a list of useful contact details including where to get medical help, access to free lunches, mental health outreach services, beddings etc.
Dartford & Gravesham NHS Trust	<b>National Safeguarding Adults Awareness Week:</b> Dartford & Gravesham NHS Trust (DGT) participated in safeguarding adults Awareness week 2022, the safeguarding team ran a number of workshops during the week which included self-neglect and hoarding, domestic abuse in a tech-society, exploitation and county lines. During safeguarding adults awareness week, the trust promoted the work of the KMSAB and the resources available by taking the 'talking tea trolley' to the wards and departments. This gave staff the opportunity to discuss the safeguarding adults agenda whilst having a biscuit and a cup of tea. KMSAB leaflets, posters and information were given to the staff at these sessions. The trust intranet shares the link to the KMSAB as well as the 'stop adult abuse' information leaflets in a variety of languages allowing engagement from all. Each workshop generated good discussions especially regarding self-neglect and hoarding.
Dartford & Gravesham NHS Trust	<b>#heretohelp- Safeguarding Guardian Badge:</b> As part of safeguarding adults week, the trust launched the #heretohelp- Safeguarding Guardian badge for use in all areas across the trust, promoting the message that safeguarding is everyone's business to other staff members, patients and visitors.
Dartford & Gravesham NHS Trust	<b>Involvement of the Individual and/or their Family and Friends in Safeguarding:</b> Family and friends are involved where appropriate in the safeguarding agenda, supporting their relatives through the process. The trust values the views of the patient, families and carers following safeguarding concerns raised in order to improve practice, this has included using examples of concerns raised in teaching sessions. The Trust has also supported a patient making a short film regarding their experience as a patient, this is available on the training platform for all staff to access. The trust has a patient experience lead who welcomes patient's views and experiences in order to support patient led change and feedback.
Dartford & Gravesham NHS Trust	<b>Safeguarding Training:</b> Safeguarding training is held as a 'Family Focused' face to face session encompassing the whole family approach. During the training the work of the KMSAB is explained. The session also covers professional curiosity and the importance of being professionally curious. The training looks and demonstrates how to make a safeguarding referral and the type of information that is required as well as definitions of abuse. On the whole,

	<p>information provided in the safeguarding referrals has improved. Staff attending the training are aware how to access safeguarding information on the trust intranet as well as the KMSAB, the criteria for making a referral and who to contact.</p>
Dartford Borough Council (DBC)	<p><b>Safeguarding and Mental Capacity Act Training:</b> Dartford Borough Council places a strong emphasis on ensuring staff are well-informed about Mental Capacity and its practical application, which has been integrated into the Level 2 training. Compliance levels are monitored and reported to the DBC Safeguarding Steering Group to ensure high adherence rates. To gauge the effectiveness of training, staff are provided with evaluation templates to reflect on the usefulness of their training and track knowledge progression from before to after the training. Regular intranet messages are posted to prompt and remind staff about supporting guidance documents and where to turn if they have safeguarding concerns or seek further information.</p> <p>The Safeguarding Steering Group staff recently underwent a retraining session for their Level 3 certification, while all Category B staff completed Level 2 training. Both courses were organised by an external provider.</p> <p>To ensure accurate records of completion rates, monthly monitoring of safeguarding level 1 training is conducted in collaboration with HR, allowing for the addition or removal of staff members as needed. Safeguarding training is an integral part of all new staff inductions and our ongoing staff review and appraisal process. Training adherence rates are consistently above 90%.</p>
Dartford Borough Council	<p><b>Elders' Forum:</b> Dartford hosts an Elders' Forum, which is a means of two-way communication with the elder community and provides information specifically relevant to this higher risk group.</p>
Dover District Council (DDC)	<p><b>National Safeguarding Adults Awareness Week:</b> During KMSAB safeguarding adults week, the community services team worked in collaboration with other departments and support agencies to deliver small events across the Dover District. We used these engagement events to promote the work of the Board and for all residents to voice their opinions on the work of the Board. Owing to the diversity within our communities, we are able to use the translated materials from the Board to remain inclusive in our engagement.</p>
Dover District Council (DDC)	<p><b>Wellbeing Roadshow:</b> We held a number of events during our wellbeing roadshow – 2022. The wellbeing roadshow was set up to help address mental health, social isolation and the impact of Covid-19 on individuals. There were 3 locations identified across the district, where residents were most likely to have experienced these issues. The main objective of the roadshow was to signpost individuals to support services, offer guidance around safeguarding matters using KMSAB literature, whilst raising awareness of charities and community groups in their area.</p>

Dover District Council (DDC)	<p><b>Safeguarding and Engagement Toolkit:</b> The safeguarding and engagement toolkit has been used on a number of occasions, by sharing the toolkit internally and with external partners, we have been able to communicate with residents whom we may never have interacted with face to face. DDC has an engagement platform called “Keep Me Posted” which is used to communicate safeguarding advice, notices and updates, this is complemented by our Instagram, Facebook and Twitter platforms.</p>
East Kent Hospitals University Foundation Trust (EKHUFT)	<p><b>Independent Safeguarding Consultant Review and All Age Safeguarding Deliverables Action Plan:</b> The key focus for 2022-2023 for the Trust was to address the recommendations as outlined in the Independent Safeguarding Consultant review which was undertaken in February 2022. This was achieved through the development and implementation of an All Age Safeguarding Deliverables (AASD) action plan. One of the main outputs from the AASD action plan was the development of the ‘all age safeguarding strategy’. The strategy outlined 5 key priorities for the Trust which were aligned to the Trust’s core values and were used to address and maintain compliance for the Care Act, Domestic abuse, Mental Capacity Act and Deprivation of Liberty Safeguards (MCA/DoLS) and Prevent.</p>
East Kent Hospitals University Foundation Trust (EKHUFT)	<p><b>Governance - Safeguarding Operational Group:</b> The Trust has strengthened its governance at operational level through the development of a Safeguarding Operational Group that was aligned to the Care Groups Governance, Patient Safety, Patient Experience and Complaints and this commenced in September 2022. All key aspects relating to patient experience are mitigated at this group and there is now a system in place where any complaints that have evidence of safeguarding concerns are overseen by the safeguarding team. The safeguarding team also attends the Patient Participation Group to update the group on any key developments relating to safeguarding.</p>
East Kent Hospitals University Foundation Trust (EKHUFT)	<p><b>New and Updated Safeguarding Policies and Information for Patients:</b>  The Trust was able to utilise existing safeguarding policies which were updated, and new policies were developed to reflect how and what staff are required to do to support patients. The safeguarding adults policy now includes details relating to section 9 of the Care Act, and carer assessments that patients can be referred to, a section on making safeguarding personal, as well as how patients and staff can be empowered to speak out about safeguarding. The new Mental Capacity Act (MCA) Deprivation of Liberty Safeguards (DoLS) policy, clinical restraint policy, missing persons policy, Prevent policy and the new domestic abuse policy all include key areas that will enable staff to strengthen professional curiosity. For example, the MCA/DoLS policy now has a section on the differences between functional and executive capacity and what staff are required to do in the event that a patient demonstrates functional capacity, however, how they may need to consider if they lack executive capacity. All policies now reflect the need to involve families and carers in safeguarding activities.</p> <p>A safeguarding leaflet to be provided to patients on admission is being developed and a new bedside leaflet that is given to patient on admission</p>

	<p>contains a section on safeguarding and how patients can contact the safeguarding team to raise concerns if they have any.</p> <p>There are now posters on advocacy and safeguarding and MCA and Mental Health Act, which all departments now have in place and staff can refer to this to support patients.</p>
East Kent Hospitals University Foundation Trust (EKHUFT)	<p><b>Governance and Joint Working:</b></p> <p>Safeguarding now attends the Patient Participation Group and reviews all patient experience surveys. A Patient Experience representative attends the Safeguarding Operational Group and provides updates on patient experience activities and agree how any gaps will be mitigated and areas for targeted work. For example, deaf patients and safeguarding, as a result of patients and relatives raising concerns for this to be addressed.</p> <p>There is now a new process to capture information relating to Think Family coordinated jointly with the Safeguarding Children team and an increase in capturing details where there is potential parental mental health and or domestic abuse.</p>
Folkestone and Hythe District Council (FHDC)	<p><b>Training/eLearning, including mandatory adult safeguarding eLearning:</b></p> <p>The new eLearning platform combining adult and child safeguarding went live in January 2023, and 376 members of staff have completed this so far. New Designated Safeguarding Officers (DOs) receive more detailed safeguarding training, and shadow an experienced DO to ensure full understanding of the role including how to refer adults to KCC.</p>
Folkestone and Hythe District Council (FHDC)	<p><b>External Awareness Raising Activity:</b> Externally our Community Safety Unit team attended several events at which they raised awareness of safeguarding and related issues and how to get advice and support on these – these included Folkestone Pride, the Air Show, Turnerstone Community Hub Launch, engagements with the Cadets, etc. as well as seasonal campaigns including Christmas and Halloween.</p>
Folkestone and Hythe District Council (FHDC)	<p><b>Proactive advertising about the safe spaces:</b> these are refuges for members of the public to access for any reason such as fleeing domestic abuse or crime, experiencing anxiety or other mental health issues, etc. The first of these spaces launched early 2023, with more to come over the coming year across the district. <a href="https://www.folkestone-hythe.gov.uk/community-safety/safe-space">https://www.folkestone-hythe.gov.uk/community-safety/safe-space</a></p>
Folkestone and Hythe District Council (FHDC)	<p><b>Economic and Financial Abuse Training</b> - Welfare, Revenue and Benefits and Customer Service teams have recently received training on Economic and Financial Abuse, allowing them to recognise warning signs of this type of abuse and to reflect on the ways in which they should handle cases where there is potential abuse, and adjust practice accordingly (e.g. where an individual in financial difficulty indicates that they do not have access to the household bank account, not simply asking to speak to the partner who controls the finances).</p>

Gravesham Borough Council (GBC)	<b>Safeguarding Training:</b> All staff and members are required to undertake Safeguarding Training. In addition to the Adult Safeguarding Level 1, Child Safeguarding Level 1, and Modern Slavery and Human Trafficking online training, the Lead Safeguarding Officer has developed a GBC-specific briefing and delivered face-to-face training to review the council's safeguarding policy and procedures,
Gravesham Borough Council	<b>Safeguarding Briefings:</b> There is a rolling programme of live (online) Teams Safeguarding Briefings for all staff to book into, which highlights the key areas from the Council's safeguarding policy and key KMSAB messages, such as Carers, Safeguarding Adults Reviews, Self-neglect process, etc. This session also goes through referral forms and talks through the importance of consent.
Gravesham Borough Council	<b>Gravesham Vulnerability Panel:</b> Gravesham Vulnerability Panel brings together a wide range of statutory and voluntary sector agency representatives each month. Agencies may each come into contact with a vulnerable adult whose complex needs or support requirements cannot be dealt with by that agency alone but requires specialist support from other service providers. The lead agency may refer the individual to the Panel, whereby information is shared on dealings partners may have had with the individual to provide clarity on the level of support already in place or gaps in support that is needed. Many cases have been very successfully resolved over several years and have included tailored support packages for individuals who have been homeless, have had drug and/or alcohol dependency issues, mental health conditions or that have been suspected of being victims of exploitation.
Gravesham Borough Council	<b>Awareness Raising:</b> The council has been involved in a lot of awareness raising and led on events around Modern Slavery and Domestic Abuse. The council chairs the multi-agency Gravesham Modern Slavery Working Group, and for Modern Slavery Awareness Day on 18th October 2022, our Communications Team produced a range of posters with helpline contact details to display in the Gateway at the civic centre, around the town and in flyers for partners to share.
HCRG Care Group (formerly Virgin Healthcare)	<b>Safeguarding Champions:</b> There are designated safeguarding champions trained at level 3, with a defined clear role description, within all our teams. Colleagues can contact a Safeguarding Champion both in and out of hours. Looking forward, we intend to extend this role further to include other colleague groups as such as non-clinical team colleagues to become a safeguarding link person, supporting the Safeguarding Champion role. This we feel, will encourage more colleagues to have a safeguarding awareness and be involved with safeguarding concepts and updates.
HCRG Care Group (formerly Virgin Healthcare)	<b>Safeguarding Supervision:</b> All colleagues are encouraged to reflect and participate in regular supervision sessions. Teams receive specific safeguarding supervision during their team meetings, and this is usually based upon a case that the team have had to deal with or a more complex patient where we feel that the learning is appropriate. The business unit continues to undertake monthly learning events chaired by the Director of North Kent. We also hold monthly complex care case reviews to improve our understanding of our patients needs and how we can improve support to them. This is a multi-disciplinary approach to our vulnerable and complex cases with various

	professionals attending to ensure referrals and processes are being followed and that the most vulnerable people are being cared for by the correct services.
HCRG Care Group (formerly Virgin Healthcare)	<b>Safeguarding Adults Awareness Week:</b> During our Safeguarding Awareness Week in November 2022, our theme was responding to contemporary safeguarding challenges such as county lines, domestic abuse, cyberbullying, and self-neglect. Leading up to the awareness week, we held a national workshop to discuss the importance of holding professional boundaries when working directly with service users. This included working through some practical scenarios regarding the challenges of social media and everyone's responsibilities and ensuring compliance with social media policies.
HCRG Care Group (formerly Virgin Healthcare)	<b>Safeguarding Information:</b> Across all our community bases and inpatient wards, there are visible safeguarding information boards to aid colleagues in their knowledge of who the leads are and how to escalate safeguarding concerns. There are also prompts for colleagues on categories of abuse and relevant contact numbers. These information boards also display the regular KMSAB newsletters, translated leaflets, alongside our own posters and leaflets.
HCRG Care Group (formerly Virgin Healthcare)	<b>Community Support:</b> Recognising the impact of the rising costs of living, including energy supply during winter, as an organisation, we invested in thermal fleece blankets for distribution to identified vulnerable housebound persons during our home visits. This was in addition to donations of a large number of new toys for a cross section of age groups as Christmas presents to local charities. In the height of summer, there were two major water supply burst pipes on the Isle of Sheppey, cutting the water supply off completely, and we ensured our vulnerable community patients within that locality received bottled water regularly and welfare checks.
HCRG Care Group (formerly Virgin Healthcare))	<b>Safeguarding Training:</b> We have a robust statutory and mandatory training matrix in place which includes safeguarding training. Service compliance is discussed at our Quality & Governance meeting each month and overseen by our Head of Operations. All colleagues must undertake safeguarding mandatory training as part of their induction process. Both the Safeguarding Lead and the Head of Quality & Patient Safety present key messages at the new colleague induction programme to ensure that all colleagues, regardless of position appointed, receive the same initial safeguarding awareness training.
Healthwatch	<b>Healthwatch Kent and Medway websites:</b> During the 2022-2023 period we have implemented a new section on our Healthwatch Kent and Healthwatch Medway websites under the safeguarding heading. The link leads to a page titled 'how to recognise abuse and neglect' which has made it much easier for members of the public to find and access safeguarding information. The page includes links to the Kent and Medway Safeguarding Adult Board site.

<p>HM Prison Service</p>	<p><b>Safeguarding within prisons:</b> All staff are trained during their initial training to identify self-neglect and abuse by others. These fall within the categories of self-harm, Mental healthcare, and victim support. Help to care for this cohort of men within the custodial setting is plentiful. We have monthly safeguarding meetings which cover those with acute Neurodiversity needs, learning disabilities/difficulties (LDD) and physical care needs. We track identification through to assessment and care package is put in place. Those then receiving care packages are discussed monthly. People vulnerable to exploitation and physical abuse by others are discussed at our monthly Safer Custody meeting, with victim support follow ups after every incident of violence. All our Prison Offender Managers are trained in safeguarding and identifying signs and offences which will make our adult prisoners more vulnerable to abuse by others.</p> <p>We have employed a neurodiversity lead to focus on the care given and to enhance the support in place for people with the most severe learning difficulty/disability (LDD) needs. We also have a LDD lead who is employed through our partner agency OXLEAS who will spend time listening to the voices of those who require extra care and bridge the gap between the prisoner and the staff by creating bespoke management plans.</p>
<p>Kent and Medway Integrated Care Board (ICB)</p>	<p><b>National Safeguarding Adults Awareness Week:</b> The KMSAB social media content plan was shared on NHS Kent and Medway social media channels during the national safeguarding adults awareness week. This saw a reach of 584 contacts on Facebook and 680 impressions on Twitter. The collaborative activity undertaken by board members to promote the week saw an increase in contacts to the KMSAB website. Information about safeguarding adults week was further shared on the NHS Kent and Medway website and was promoted internally to NHS Kent and Medway staff via blogs on the internal staff system. Leaflets and promotional materials were made available at each of the NHS Kent and Medway work-based sites and made available to all primary care practices via the sharing of the KMSAB toolkit via the Primary care bulletin and safeguarding lead forums. The new primary care practitioner commenced a data capture of safeguarding support contacts requested from primary care in December 2022. 27 contacts were received in the first quarter following safeguarding adults awareness week, evidencing support for safer outcomes for the population of Kent and Medway</p>
<p>Kent and Medway Integrated Care Board (ICB)</p>	<p><b>Dartford Elders Forum:</b> The NHS Kent and Medway safeguarding team also undertook a presentation at the Dartford Elders forum during Safeguarding adults’ awareness week and used this as an opportunity to promote the tricky friends video created by the Board. This resource was used to inform attendees about “spotting the signs”. Resources from the board were shared including 75 bags, 75 leaflets, 100 trolley tokens and 80 folded cards. Feedback from individuals was very positive, with people noting that they were not aware of safeguarding before the presentation and asking for additional resources that they could take to other groups and employers they attended. Representatives were able to link individuals with the boards toolkit where information can be accessed. The NHS Kent and Medway safeguarding team</p>

	also supported other health commissioned services in their promotion activity during the week.
Kent and Medway Integrated Care Board (ICB)	<b>Healthwatch Awards:</b> At the Healthwatch 2023 awards NHS Kent and Medway were awarded in the category of involving people in the commissioning and delivery of services category as well as in the category for listening to people's views
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	<p><b>Safeguarding Training:</b> Training compliments policy content for a systemic approach to education and awareness raising. KMPT safeguarding training is reflective of both the <a href="#">Adults</a> and <a href="#">Children's</a> Intercollegiate Documents. These statutory frameworks are followed with the inclusion of local learning from Safeguarding Adult Reviews (SAR), Child Serious Case and Rapid Reviews, and Domestic Homicide Reviews (DHR) to enable continued reflective learning and development to stimulate professional curiosity. Supplementary Domestic Abuse, Stalking and Harassment (DASH RIC) training, and Bite Size topical safeguarding session have been delivered to compliment the statutory training. Making Safeguarding Personal is embedded into policy and training, essentially as part of the promotion of openness, transparency and person-centred care.</p> <p>KMPT's safeguarding training compliance has been a significant achievement in the delivery of volume and quality to ensure KMPT staff are given the support and tools in identifying and responding to safeguarding concerns. Training is delivered in a variety of styles to stimulate discussion, and encourage professional curiosity. Training compliance has been achieved due to the commitment from the safeguarding team, support from leaders, monitoring and promotion from the learning and development team, and support from the IT team in providing the technology and equipment for virtual and face to face learning. Safeguarding training data is collected and monitored by the learning and development team for external team scrutiny and transparency in reporting.</p>
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	<b>Professional Curiosity:</b> KMPT front line staff continually demonstrate their commitment to safeguarding by providing patients with time and the forum to have the difficult discussions to identify abuse. This level of professional curiosity has supported patients to discuss abuse and ask for help. KMPT referral data is positive evidence of both this activity.
Kent County Council (KCC)	<b>Making Safeguarding Personal (MSP):</b> MSP is essential to ensure that the person we are supporting remains at the centre of the safeguarding process, and able to express their wishes and have their voices heard throughout. To further strengthen the feedback received from the adult at risk, starting in March 2023, Strategic Adult Safeguarding, working alongside operational colleagues initially in the Ashford Canterbury and Coastal area; are contacting selected individuals who have been through the safeguarding process and have previously provided consent to be contacted. These experiences, described by the person will provide valuable learning and will be shared with colleagues to contribute toward ongoing practice improvement. This work aims to continue into 2023/24 and will help to shape associated literature and

	guidance in relation to the safeguarding process and how this will impact the person at the centre of the support provided.
Kent County Council (KCC)	<b>Safeguarding Older People from Domestic Abuse:</b> as Domestic Abuse has increased over the last few years, accelerated previously by Covid, concerns have been especially highlighted by support services, around a lack of recognition of the impact of domestic abuse for older people, and the issues faced when trying to access suitable services. As part of Safeguarding Awareness Week in November 2022, KCC Strategic Safeguarding organised a workshop, in collaboration with Clarion, for frontline practitioners to highlight this disparity and to help colleagues to potentially challenge any unconscious bias they may have. This event was attended by over 140 multi-agency operational colleagues from Adult Social Care, Health (including GPs), Police, and Voluntary Organisations. Feedback was received from over 70 colleagues who attended the event, highlighting the positive impact the training will have on their future practice, <i>“really helping to identify potential domestic abuse where previously they may not have”</i> - again re-enforcing the importance of professional curiosity and recognition of the subtleties of coercive control.
Kent County Council (KCC)	<b>The Kent and Medway Suicide Prevention Programme:</b> The suicide prevention programme is in place and delivers outcomes in two ways; By funding services and projects which reduce the risk of suicide and self-harm and by providing system leadership, research and quality improvement projects. These services include Amparo, who provide suicide bereavement support, Release the Pressure, a free resource, offering support for anyone who needs it, 24hrs a day, 7 days a week.  Amparo worked with 129 bereaved families and individuals in 2022/23, and the feedback showed what a difference this service is making to people’s lives: <i>“I will forever be grateful for Amparo, and the incredible tireless work that they do”</i> . <i>“With the emotional support, I am learning to live alongside and around my grief day to day”</i> .
Kent County Council (KCC)	<b>Research project:</b> The Kent and Medway Suicide Prevention team worked with Kent Police to identify that 30% of all suicides in Kent and Medway between 2019 & 2021 were impacted by domestic abuse (either as victim, perpetrator or child growing up in an abusive family unit). This research influenced Government policy as it was cited by Sajid Javid, the previous Secretary of State for Health, in June 2022, when he announced that domestic abuse will be included in the National Suicide Prevention Plan for the first time. (Javid,S. (2022) ‘Health and Social Care Secretary of State speech on suicide prevention.’ The Kent and Medway Suicide Prevention team produced a <u>Domestic abuse and suicide briefing paper</u> . Their research has already led to many of the national organisations (including the Home Office and Dept of Health) to prioritise this issue for the first time. This paper highlights their research to provide frontline practitioners with the skills and knowledge to reduce the risk of suicide amongst people impacted by domestic abuse.

Kent County Council (KCC)	<p><b>The Kent and Medway Suicide and Self-Harm Prevention Annual Conference:</b> took place in December 2022, attended by 130 in person delegates plus an additional 100 delegates who joined virtually. This event was a great opportunity to raise awareness and share best practice in relation to suicide prevention. We can see from Safeguarding Adult Reviews and Domestic Homicide Reviews, sadly suicide remains a recognised concern and therefore this event and the overall work of the team provides an essential source of information. In 2022,</p>
Kent Community Health NHS Foundation Trust (KCHFT)	<p><b>Specialist Safeguarding Service:</b> The Trust has a dedicated specialist safeguarding service to support the organisation with meeting its safeguarding duties in line with national and local legislation and guidance, and to promote the key safeguarding principles. KCHFT staff can access a dedicated safeguarding consultation duty line for specialist support, advice and guidance, safeguarding supervision and training. The safeguarding team further supports staff with complex safeguarding cases, professional escalation and referrals into social care.</p>
Kent Community Health NHS Foundation Trust (KCHFT)	<p><b>National Safeguarding Adults Awareness Week:</b> As part of safeguarding adults awareness week, the safeguarding team joined up with the Integrated Care Board to set up a safeguarding stall at the ONE YOU shop in Ashford town centre. It was really heart-warming to see how the One You staff connect with the community, it was clear the support they provide is invaluable. It was such a warm and welcoming environment. The One You staff had created a window display so anyone walking by could see key contacts and signposting with ease. Many conversations were had with the One You staff and the members of public who dropped in. One person noted they had a shop board they could display some of the posters, another took some items to share with their church, and someone took away some domestic abuse sign posting for a peer they were worried about. It was really positive how the public were embracing safeguarding, thinking about themselves, others and what safeguarding meant to them.</p>
Kent Community Health NHS Foundation Trust (KCHFT)	<p><b>Safeguarding and Mental Capacity Link Workers:</b> The Trust has safeguarding and mental capacity link workers, whose role is to work at team/service level to make sure key safeguarding messages and person-centred safeguarding is embedded in practice. The link workers meeting provides opportunities to share examples of good practice and challenges, and surveys are used to determine the impact of the link workers in practice.</p>
Kent Community Health NHS Foundation Trust (KCHFT)	<p><b>Safeguarding Audit:</b> To seek assurance on how person-centred approach is embedded in the Trust, the safeguarding team conducted a short audit of all safeguarding adult referrals made by KCHFT staff between July and August 2022. The aim was to review if Making Safeguarding Personal (MSP) is evidenced within safeguarding referrals made, including consent to referral and the service users' views and wishes. There was a total of 56 records reviewed for this audit. The audit evidenced that the consent for referral was sought in 87.5% and rationale was provided if staff were unable to gain consent, 75% of referrals included MSP. Following the audit further awareness was raised about MSP, and that all questions are answered, via monthly safeguarding 'news brief' and processes and procedure safeguarding workshops.</p>

<p>Kent Community Health NHS Foundation Trust</p>	<p><b>Family and Carer Involvement:</b> The Trust’s work to ensure improved family carer involvement has continued in 2022/23. The Trust is a member of the Triangle of Care which is a national initiative; the KCHFT community hospital matrons, carer champions and participation managers presented the continuing work to identify, support and improved involvement for carers to the Carers Trust who oversee the Triangle of Care nationally. As a result, KCHFT were successful in achieving our first-year accreditation as members of the Triangle of Care scheme and still remain the first non-mental health service to join as members. The Trust embarked on our second year working with our community services to develop their development plans to improve family carer involvement. The Trust is in the process of recruiting community carer champions to support the implementation. In June 2022, KCHFT delivered a joint carers conference in partnership with Kent and Medway Partnership Trust (KMPT). The conference, held in Ashford, was attended by more than 80 family carers and representatives from our partner carers organisations across Kent, including IMAGO, Carers Support East Kent, Involve Kent, Crossroads Kent, with representation from Healthwatch, One You and Kent County Council. The event helped to raise awareness of carers and the challenges they face in their caring role and gave them the opportunity to talk first hand to carers organisations about their experiences.</p>
<p>Kent Fire and Rescue Service (KFRS)</p>	<p><b>Safeguarding Training:</b> In March 2022, we started our in-house face to face training delivery. Both the Level 3 and 4 and enhanced Level 2 courses have been created internally following National Fire Chiefs Council (NFCC) Train the Trainer course.</p> <p>Last financial year we trained 98% of those identified as requiring Level 3 / 4 safeguarding training. This Level 3 and 4 safeguarding training was delivered to all Corporate Management Board (CMB) and senior roles with strategic overview of safeguarding including our Chief Officer and Directors, Assistant Directors, heads of teams and all Designated Safeguarding Officers (currently 23 DSOs across the service). Last year, we trained 93% of those identified as requiring enhanced Level 2 training. Enhanced Level 2 training is aimed at front facing colleagues who, as part of their role, will case manage and may need to make onward referrals, record justification and decision making. For example, Building Safety Inspectors and Safe and Well Officers. We are now embarking on Level 2 training for firefighters which will run from May 2023-May 2024. This is in addition to the Level 1 training that they have all already completed. To date, 18 Station Leaders have been trained, with the remaining 27 booked to complete by summer 2023.</p>
<p>Kent Fire and Rescue Service (KFRS)</p>	<p><b>Raising awareness through recording and change of process:</b> We have updated our process of recording a safeguarding concern (which is through our control room). There is now a safeguarding referral form to be completed after a call is made to control.</p> <p>This form provides an account from the person spotting the concerns, reminds about consent and to record whether consent was given. It also captures the voice of the person. This not only provides better information for the Designated Safeguarding Officers (DSO) who will case manage and make onward referrals, it is also consistent with adult social care referrals and puts the customer in the centre. This ensures that making safeguarding personal</p>

	<p>(MSP) is acted on each time a colleague is required to make a referral to our safeguarding team. Taking on board the learning from SARs highlighting the need for better MSP approach. It is possible to raise referrals 24/7 and we have increased the number of Designated Safeguarding Officers available out of hours to provide advice.</p>
Kent Police	<p><b>AWARE Risk Assessment:</b> Kent Police launched a new risk assessment process for highlighting concerns about adults at risk and children. This new risk assessment is based on the AWARE principles. Aware stands for Appearance, Words, Actions, Relationships and Environment. This new process encourages professional curiosity and ensures the right information is provided to partners for ongoing safeguarding and support for vulnerable people through the Central Referral Unit (CRU). It will also enable prioritisation of reviews for onward referrals to partners. In 2022 Kent Police referred over 2233 concerns around adults at risk of abuse or neglect to partner agencies.</p>
Kent Police	<p><b>VAWG Walk and Talk Events:</b> Kent Police has held a number of Violence Against Women and Girls (VAWG) “Walk and Talk” events across Kent and Medway. The purpose of a VAWG Walk and Talk is to identify locations of vulnerability and engage with the community in those locations to better understand how Kent Police and our partners can reduce highlighted risks. This is a multi-agency approach to understand how communities feel and what action can be taken to tackle local safety issues and alleviate those concerns. This is important to understand wider public perception of safety and what it means to them to tackle the issue of VAWG, reduce vulnerability and build resilience. The objective of this event is to both reassure the wider public and businesses operating in the area and to raise awareness on this subject. Kent Police carried out 14 Walk and Talk events across the year and 2 larger online events open to the public.</p>
Kent Police	<p><b>Hourglass IDVA Service:</b> The Office of the Police and Crime Commissioner launched a new older person independent domestic violence advisor (IDVA) scheme in Kent and Medway in association with Hourglass. Hourglass are a charity specialising in working with adults who are at risk of harm or abuse. They have a confidential 24/7 helpline which offers:</p> <ul style="list-style-type: none"> <li>• Support for any older person experiencing or at risk of abuse or exploitation.</li> <li>• Support if someone is unsure if abuse or exploitation is happening to them or someone else.</li> <li>• Support for anyone with concerns about an older person, e.g. family, friends, neighbours, paid carers or professionals, etc</li> <li>• Information and advice relating to safer ageing and prevention of abuse.</li> </ul> <p>More information can be found at <a href="https://wearehourglass.org">Hourglass (wearehourglass.org)</a></p>

Kent Police	<p><b>TrueCall Nuisance Call Blockers:</b> Kent Police made available 100 TrueCall nuisance call blocking devices to nominated members of the public. TrueCall devices screen numbers and block nuisance calls automatically, thus helping to protect people who are vulnerable to fraud. Partner agencies and police officers and staff can nominate members of the public most vulnerable to fraud. Those who meet the eligibility criteria will receive one of the TrueCall devices. The TrueCall devices are fully funded and provided by the Kent and Medway Fraud Panel working in Partnership with Trading Standards.</p>
Kent Police	<p><b>My Community Voice:</b> After its launch in 2022, the My Community Voice (MCV) messaging service has continued to grow. MCV is a two-way engagement tool set up by Kent Police for residents, businesses and community groups in Kent and Medway. MCV enables Kent Police to update users with news, alerts, appeals, engagement events and general policing activities. Members of the public can choose what information they receive from Police and how they receive it – whether that’s by email, text or voice mail. They can also share or reply to the messages they receive, enabling improved two-way communication, information sharing and problem-solving opportunities for the force. There are currently over 11000 users registered for alerts and messages. Messaging around anti-social behaviour, local crimes and fraud is regularly circulated.</p>
Maidstone and Tunbridge Wells NHS Trust (MTW)	<p><b>National Safeguarding Adults Awareness Week:</b> During safeguarding adults awareness week, the Trust sent out daily bulletins using the Ann Craft Trust resources and links to the KMSAB especially in relation to self-neglect and hoarding. The Trust’s Discharge Liaison Teams are keen to ensure that issues in relation to self-neglect and hoarding are recognised and dealt with for patients. These cases very often become complex discharges, with colleagues from the multi-agency setting involved to safeguard patients in these situations.</p>
Maidstone and Tunbridge Wells NHS Trust (MTW)	<p><b>Adult Safeguarding in Practice:</b> Trust staff demonstrate a good awareness of their duties in relation to safeguarding adults and will seek clarity on matters in relation to safeguarding adults from the Safeguarding Team. There is evidence that staff will pursue information and take action on behalf of adults who are at risk, in order to promote the safety and well-being of patients, family members, visitors and staff. Trust staff have also shown professional curiosity and concern for people who are not their patients, for example raising safeguarding concerns for family members who are at risk due to the patient being admitted.</p>
Maidstone and Tunbridge Wells NHS Trust (MTW)	<p><b>Safeguarding Adults at Risk Policy and Procedure:</b> The Safeguarding Adults at Risk Policy and procedure has been updated, emphasising the link to the KMSAB website and associated resources. It also includes ‘How to Guides’, giving links to the KMSAB associated documents in relation to the guides. The Guides include:-</p> <ul style="list-style-type: none"> <li>• How to make a safeguarding referral – hospital setting or MTW provider resource</li> <li>• How to make a safeguarding referral - community setting</li> <li>• How to guide: Self-neglect and hoarding</li> </ul>

	<ul style="list-style-type: none"> <li>• How to refer for carers’ support</li> <li>• How to refer adults who are requiring an assessment for care and support needs</li> <li>• How to signpost adults with an addiction (suspected or known) to alcohol or drugs to services</li> <li>• How to refer a case for Safeguarding Adults Reviews (SARs)</li> <li>• How to manage concerns raised about persons in a position of trust (PiPoT) processes</li> <li>• How to recognise and raise safeguarding concerns in relation to pressure ulcers</li> <li>• How to recognise and raise safeguarding concerns about domestic abuse pertaining to adults at risk</li> </ul> <p>It is hoped that this gives greater clarity to Trust staff about how to follow the KMSAB processes appropriately and also emphasises the fact that work in relation to safeguarding adults is completed in collaboration within the multi-agency setting.</p>
Maidstone Borough Council (MBC)	<p><b>Safeguarding Champions:</b> Maidstone Borough Council has a number of safeguarding champions across each department to be the first port of call for initial safeguarding concerns, before escalating to the Designated Safeguarding Officers for the Council. All safeguarding concerns are logged securely, and changes have been made to ensure we have a person-centred approach. Our internal form now asks ‘Is the individual aware a safeguarding has been raised?’.</p>
Maidstone Borough Council (MBC)	<p><b>Housing Journey Map:</b> Following feedback from residents, MBC has driven forward a journey map for those experiencing trauma, to help navigate the housing process and to be able to receive more support via the embedded links for a holistic approach. The journey mapping has been developed directly from feedback, through conversation with service users and victims to help understand what they needed at a particular moment in their life.</p>
Medway Community Healthcare (MCH)	<p><b>Audit of Safeguarding Referrals:</b> We undertook an audit of the quality of safeguarding referrals, which included questions around making safeguarding personal. Findings indicated that MCH staff are aware of the types of abuse associated with adults and are able to articulate this in safeguarding referrals. They are aware of the impact of care and support needs on an individual and how these can increase the risks to our patients, particularly if an individual is self-neglecting in a particular area of their life. Work remains in embedding the use of the pressure ulcer decision making tool when concerns relate to pressure damage and in evidencing that capacity has been assessed prior to making referrals in the best interest of our patients. Clinicians also need to feel more confident in having those, sometimes difficult, conversations around why they feel a referral is required and in discussing what the patient would like to happen in relation to a safeguarding referral being made (making safeguarding personal)</p>

Medway Community Healthcare (MCH)	<p><b>Safeguarding Training and Information.</b> We developed workshops compliant with the Intercollegiate Document at Level 3, targeting Mental Capacity Act practice and ‘difficult conversations in safeguarding’.</p> <p>We updated our intranet/ internet pages to facilitate easier access, access to KMSAB information and Easy Read documents.</p>
Medway Council	<p><b>Making Safeguarding Personal:</b> Adults who have been involved in the safeguarding system are offered the opportunity to provide feedback on their experience of this. At completion of the section 42 enquiry, the subject of the enquiry or their representative is asked to take part in feedback. Uptake for this remains low, so a ‘dip (random) sample’ audit was completed, this identified that no one had agreed to complete this. A learning session was held with the safeguarding staff to ensure they understood what this is and the importance of it. The plan is to dip sample this again next year.</p> <p>We have received feedback from those who use our services that evidences positive interactions with individuals, families, and partners.</p> <p>“having individuals make contact and listen has made a big difference”</p> <p>“I just wanted to say a big thank you for all of your efforts in the beginning of our nightmare! It is finally coming to an end and we have managed to get the issue resolved with the council. You were compassionate and understanding to our situation, that empathy really made a difference to us.”</p> <p>At the bi-annual divisional meeting those with lived experience have attended and told their story. Those with lived experience attend the bimonthly Equality, Diversity and Inclusion Network.</p>
Medway Council	<p><b>Safeguarding Training:</b> To support practice, considering findings from Safeguarding Adult Reviews, training has been delivered on ‘strengths based practice’ and ‘developing / use of professional curiosity.’</p>
Medway Foundation Trust	<p><b>National Safeguarding Adults Awareness Week:</b> During national safeguarding adults awareness week we undertook “trolley dashes” to the clinical areas promoting the work of the safeguarding team and the wider KMSAB. A promotional stand was also in place engaging with patients and family, promotion of KMSAB, discussion about safeguarding concerns, processes, promotion of carer’s assessments as well as guidance and signposting for care and support needs assessments.</p>
Medway Foundation Trust	<p><b>Safeguarding Information:</b> Patient ‘what to do if you have a concern’ leaflets are available in different languages on the intranet pages and the virtual noticeboard “Padlet”, for staff as required.</p>
Medway Foundation Trust	<p><b>Patient First Programme:</b> The Trust is currently working on a number of initiatives and during the past year has focussed on rolling out the Patient First programme. This is the Trust’s new strategy and is about developing a structure to enable staff to identify, develop and deliver necessary improvements to keep patients safe. True North describes what we should be continually striving towards, the things that we know will create high quality care and a better experience for our patients. Under our five strategic themes</p>

	will sit our True North objectives. Safeguarding is a part of the new strategy alongside patient safety and patient experience.
National Probation Services	<b>Awareness Raising:</b> Topics of relevance/interest are disseminated to staff via regional and local bulletins. For example, self-neglect and hoarding was part of the adult safeguarding week bulletin and guidance issued to staff in Autumn 2022. Other examples include the promotion of national safeguarding adults awareness week. Messaging included “the aim of the week is to create a time where we can all focus on safeguarding adults and raising awareness on how to spot the signs and report concerns. Everyone should be aware of the role they can play in helping to prevent abuse and this week is a chance to start a nationwide conversation about safeguarding, so that we can be better together.”
Sevenoaks District Council (SDC)	<b>Internal Steering Group of Designated Officers:</b> An Internal Steering Group of Designated Officers meet bi-monthly to support the safeguarding function for the organisation and disseminate learning. Each Council department is represented on the Group and raises safeguarding referrals and outcomes, alongside sharing good practice.
Sevenoaks District Council (SDC)	<b>Self-Neglect and Hoarding:</b> Understanding and responding to self-neglect remains an ongoing priority and there is recognition of the risk of self-neglect increasing. Our Hoarding Co-ordinator works in partnership with Peabody, funded through the Better Care Fund. They provide a holistic approach and refer onto other services if needed.
Sevenoaks District Council (SDC)	<b>Domestic Abuse and Violence Against Women &amp; Girls (VAWG)</b> Domestic Abuse and VAWG remains a continuing priority. Our Safeguarding Group works closely with the Community Safety Partnership in terms of learning and early prevention, to increase an understanding of adults who have care and support needs and are experiencing domestic abuse or coercion and control. Five training sessions for SDC staff and partner agencies took place in Nov/Dec 2022 on various aspects of Domestic Abuse and Violence Against Women & Girls.
Sevenoaks District Council (SDC)	<b>Homelessness:</b> A Homeless Risk Management group responds to concerns relating to a group of individuals who are homeless and have additional vulnerabilities relating to mental health and/or substance misuse. As part of this, a course was provided, tailored for Homelessness teams, regarding adverse childhood experiences.
Swale Borough Council	<b>Domestic Abuse Support Board:</b> 85% of our local Domestic Abuse (DA) Support Board is made up of survivors of DA, giving a voice to those who have the lived experience.
Swale Borough Council	<b>Professional Curiosity:</b> Within internal training “professional curiosity” is encouraged in all work areas, and the promotion of “ask one more question” reinforced. This has proved fruitful with a recent case. The worker suspected, from limited information, that the client was suffering controlling and coercive behaviours. With using their professional curiosity and engagement with the client it became very apparent that this was in fact happening. The client had not identified herself at the time as being subject to this. Given the time and

	ability to discuss the behaviours she realised that it was not appropriate. This resulted in support being put in place to take back control and for her to engage with appropriate support.
Swale Borough Council	<p><b>National Safeguarding Adults Awareness Week:</b> Swale BC, along with our partners, delivered a public event. This involved KCC wardens, Swale BC staff and Police Community Support Officers. Literature provided by KMSAB was used on the stand, along with other items around promoting safety. The event was conducted on a Friday at a local supermarket. During the event a lady approached staff with concerns for a neighbour. She was advised where she could report issues and get support, for which she was very thankful.</p> <p>Daily briefings of topic area were given and circulated via staff intranet. The KMSAB communication plan was provided to the communication team to utilise for Twitter, Facebook pages, member briefing along with staff briefings..</p>
Thanet District Council	<p><b>National Safeguarding Adults Awareness Week:</b> TDC led a week-long event around the Thanet District, to support professionals to share their knowledge and expertise with the community, as well as their professional networks, by delivering presentations on various safeguarding topics linked to their own organisations, related to the topics of the week. Followed by afternoon open drop in sessions for the public to come along and speak to agencies present about anything of concern. Safeguarding materials were given out to both professionals and the public which offered support and knowledge to members of the community and professionals. Delivered across Thanet and the Thanet surrounding villages. Objectives achieved:</p> <ul style="list-style-type: none"> <li>● Shared knowledge and expertise amongst professionals</li> <li>● Shared knowledge and expertise to offer support to local residents of Thanet</li> <li>● Made positive links with local residents and listened to their needs/ concerns and issues</li> <li>● Established, and encouraged, networking amongst professionals</li> <li>● Gave local residents the information to make informed choices and to raise esteem and confidence</li> <li>● Gave professionals information to encourage communities to be resilient- improve self esteem - make better choices and manage their mental health better.</li> </ul>
Thanet District Council	<p><b>Walk and Talk events (4 events):</b> Walk and Talk event across the district, taking place during the evening. Speaking to residents and visitors of Thanet about safety at night as well as giving information on professional services, including KMSAB, and support numbers. Surveys were taken on the events relating to how safe individuals feel. These were multi-agency events and included translators for our eastern European community. Staff were also available should any disclosure or concerns be made.</p>
Thanet District Council	<p><b>Community shield:</b> Thanet has over 50 safe spaces, as well as all buses (Stagecoach). Southeastern stations in Thanet are also in the process of being 'signed up' to our safe spaces scheme (Community Shield). Each organisation - shops, petrol garages, hairdressers, cafes, buses and trains are all given information on safe spaces, how to deal with vulnerable people in their</p>

	premises, as well as having information on safeguarding for both children and adults. More information on the community shield scheme is available <a href="#">here</a> .
Tonbridge and Malling Borough Council (TMBC)	<b>Rough Sleepers Task and Finish Group:</b> A Rough Sleepers Task and Finish Group has been established to identify rough sleeping in the borough and look at what actions/support can be offered to help individuals into accommodation and off the streets.
Tonbridge and Malling Borough Council	<b>Sharing Learning:</b> Published safeguarding adults reviews and information/newsletters are circulated to Safeguarding Designated Officers. Recommendations from SARs are discussed at the Safeguarding Officer Study Group.
Tonbridge and Malling Borough Council	<b>Awareness Raising:</b> Safeguarding information stands have been organised in Tonbridge during Safeguarding Adults Awareness Week. Safeguarding leaflets and information were available on the Community Safety stand at various community engagement events (Tonbridge and Malling Seniors Forum information and advice day) and events held in priority communities (Trench and East Malling). The KMSAB leaflet with information regarding adult abuse (in Ukrainian) is handed out to all new arrivals in the borough under the Housing for Ukrainians scheme.
Tonbridge and Malling Borough Council	<b>One You Health Team:</b> Action plans are in place to support vulnerable people and assist them engage with services. The 'One You' health team provide one to one support and group sessions for people struggling with physical and/or mental health issues. Appropriate referrals are made when safeguarding concerns are raised by individuals.
Tunbridge Wells Borough Council	<b>Safeguarding Training:</b> All new staff to TWBC continue to receive Safeguarding training as part of the mandatory induction training. From January 2023 this training was moved from online to classroom training and the training pack updated.
Tunbridge Wells Borough Council	<b>Modern Slavery Awareness Training:</b> Modern slavery awareness training was provided by Porchlight's modern slavery and human trafficking champion to the Housing Options Team in January 2023, to increase their understanding and raise awareness of the signs to look out for and to help them understand the National Referral Mechanism process.
Tunbridge Wells Borough Council	<b>Social Media:</b> The Council used its official Twitter account (@TWellsCouncil) to tweet to its 11,000 followers during Safeguarding adults awareness week, providing details of the KMSAB, how to make a referral if concerned about an adult at risk and video showing the signs to look out for with modern day slavery and how to report these concerns.

## 2. Strengthen System Assurance

Agency	Example
Ashford Borough Council	<p><b>Our organisation’s internal monitoring of quality of practice and resourcing:</b> There are a number of ways monitoring is achieved; this includes:</p> <ul style="list-style-type: none"> <li>• Six-monthly safeguarding update reports to senior Management Team, which include details of the number of referrals in the period since the previous report and type of referral (to highlight any trends); details on training that has taken place; anonymised summary of complex and high-risk cases; update on the number of Safeguarding Adults Reviews and Domestic Homicide Reviews; updates on thematic reviews and self-assessments; events, such as the Safeguarding Adults Awareness week; any update to the Safeguarding Policy.</li> <li>• Yearly Report to the Council’s Overview &amp; Scrutiny Committee: includes similar information to the above and is set out to cover the yearly update of the Council’s Safeguarding Policy; accountability &amp; governance arrangements; various actions taken (work of the Safeguarding Lead Officers, updates to other related policies, self-assessments, events such as National Safeguarding Week, multi-agency meetings); referral update; training update.</li> <li>• Safeguarding Lead Officers meeting: These are an opportunity for lead officers to share concerns and experiences in dealing with complex cases, and are also an opportunity to apply professional curiosity at a strategic level.</li> <li>• Multi-agency meetings: These include District Safeguarding meetings, Best Interest meetings, Vulnerabilities Panel, MARAC, Ashford Community Safety Partnership and Community Safety Unit. Not only are these an opportunity to discuss topics of concern they are also an opportunity to look at joint partnership initiatives and events.</li> <li>• Feedback from internal training, in particular the level 2 interactive training where feedback is sought from those in attendance.</li> </ul>
Canterbury City Council	<p><b>Designated Safeguarding Officers:</b> The council’s team of Designated Safeguarding Officers meet every month to review all records of concern submitted by staff to provide oversight and ensure responses are timely and appropriate. In some cases, additional safeguarding actions may be requested. Any themes or trends are fed into the Council’s wider safeguarding group. For instance; the high incidence of calls taken from people disclosing suicidal idealisation led to the council producing procedural notes for call centre staff to ensure they were consistent in taking safeguarding and supportive actions.</p>
Canterbury City Council	<p><b>Rough Sleeping Initiative – Street Diagnostic Tool:</b> The council’s rough sleeping initiative team use the Street Diagnostic Tool. This helps provide insight into where people have come from prior to homelessness and what agencies they were involved with, this has helped develop the interagency relationships needed to support them.</p>
Canterbury City Council	<p><b>Safeguarding Audits:</b> The council carries out safeguarding audits with its commissioned and third party agencies, who deliver services to adults at risk</p>

	or children. As a result, the council is assured that these agencies are compliant with their safeguarding duties.
Dartford & Gravesham NHS Trust	<b>Monthly Safeguarding Committee:</b> The Trust holds a monthly safeguarding committee meeting, which is attended by external agencies, in order to give assurances that the safeguarding agenda is being met. We report on referrals themes and outcomes, good practice and areas of improvement. This allows the safeguarding team to support areas and departments to share learning outcomes and to promote areas of good practice along with improvement to practice.
Dartford & Gravesham NHS Trust	<b>Making Safeguarding Personal:</b> Following safeguarding concerns raised, the patient, family and/ carers are encouraged to be involved with the process. It is the Trust's aim to be transparent in safeguarding processes and involvement is key. This allows for changes to processes and systems, allows for patients to tell 'their story' which is always impactful and instrumental in driving change. Patients' stories are used during the safeguarding training. The complaints department and patient advice and liaison service also support feedback and patient input following concerns raised.
Dartford & Gravesham NHS Trust	<b>Training and Awareness Raising:</b> Safeguarding processes are discussed during training, staff are made aware of the journey of the referral and accountability of the Trust, the local authority and partner agencies. They are also reminded of the Trust intranet safeguarding page and the links to the KMSAB website, where staff are directed to find further information regarding the safeguarding agenda, processes and useful links.
Dartford Borough Council (DBC)	<b>Multi-Agency Forums:</b> Dartford Borough Council demonstrates its commitment to partnership working through its multi-agency groups, comprised of professionals from various fields across its services. This approach facilitates information sharing and the identification of areas for improvement. Dartford has also adopted a Care Leavers policy as part of its initiatives.
Dartford Borough Council (DBC)	<b>Safeguarding Steering Group:</b> As part of its routine, the Safeguarding Steering Group dedicates a standard agenda item to discuss the quarterly referrals received, categorised by nature (e.g., adult, child, domestic abuse). This agenda item also includes a comparative analysis, presenting figures from previous quarters, facilitating the identification of significant increases in referrals or concerning trends. Dartford Council maintains a centralised recording system for all referral records, subject to review by the policy lead to ensure that referral outcomes have been pursued and are actively monitored. Additionally, the agenda consistently addresses staff training statistics.
Dartford Borough Council (DBC)	<b>Safeguarding Guidelines for External Providers:</b> DBC's 'safeguarding guidelines for external providers' builds due regard around safeguarding into contracts using a tiered approach, based on the level of contact the external provider will have with children and adults at risk, and the type of service being procured. Contract monitoring arrangements are in place where DBC reserves the right to check external providers' safeguarding arrangements at any time, on reasonable notice. External providers are also expected to regularly review and update their safeguarding policies to ensure they capture the most recent legislative and compliance requirements and up-to date guidance.

	The council also has a “contractor concern” process built into its main customer facing contract, as a first point of contact if safeguarding issues are encountered when the contractor is undertaking its operations in the community.
Dover District Council (DDC)	<b>Multi-Agency Meetings:</b> We attend: Bi-Weekly multi-agency risk assessment conference meetings, Bi-Weekly safeguarding 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.
Folkestone and Hythe District Council (FHDC)	<b>The Homes for Ukraine scheme:</b> The Homes for Ukraine scheme was set up in March 2022, following the outbreak of war in February 2022. It was recognised that additional resource would be needed to ensure that those entering the district from Ukraine were safeguarded, and a new role of Refugee Resettlement Coordinator was created to meet this need. This has ensured that information and messages on a range of subjects, from the KMSAB leaflet on how to protect yourself from abuse, to support with housing and benefits, could be shared with this group, so that they know where to go for help should they need it. The weekly newsletter providing a range of information to guests, hosts, and others is shared with over 750 individuals across the district.
Folkestone and Hythe District Council (FHDC)	<b>Residents at Napier Barracks and Adult Asylum hotels:</b> Residents at Napier Barracks and Adult Asylum hotels, as well as adults arriving from hotels outside of the district, require particular safeguarding support to ensure their welfare needs are met. FHDC work with other agencies (including Home Office) to safeguard asylum seekers through a multi-agency forum process.
Folkestone and Hythe District Council (FHDC)	<b>National Safeguarding Adults Awareness Week - Domestic Abuse in Tech Society</b> took place during National Safeguarding Adults week in November 2022. The virtual event focussed on how digital technologies are being used by perpetrators. The aims were to: think about the impact of gender stereotyping and misogyny; build an understanding of the ‘manosphere’ and incel ideology and culture; identify what incel extremism looks like; consider who may be vulnerable to indoctrination to incel extremism; share straight forward strategies and ideas that can counter and build resilience to misogynistic attitudes and beliefs.
Folkestone and Hythe District Council (FHDC)	<b>Asylum Webinar:</b> In January 2023 an Asylum webinar was held in order for the public to understand how temporary asylum accommodation in the district was being managed. This was to reassure the public in the F&H district area that all partner agencies were working together to address key concerns. The webinar enabled a fuller understanding of the roles and responsibilities of each partner agency in addressing this issue (including the Home Office, Migrant Help, Health agencies, Police, etc). This work is considered best practice both county wide and nationally. More information is available on this link: <a href="https://www.folkestone-hythe.gov.uk/community/asylum-accommodation-responses">https://www.folkestone-hythe.gov.uk/community/asylum-accommodation-responses</a>
Folkestone and Hythe District Council (FHDC)	<b>Designated Safeguarding Officers:</b> To ensure that the organisation can effectively deal with safeguarding concerns, a larger number of trained designated officers for safeguarding have been recruited across the

	<p>organisation, to ensure that a duty rota can be operated effectively to give daily coverage to deal with any safeguarding concerns that arise. The rota is updated on a fortnightly basis. This system also allows a greater knowledge of safeguarding across different teams within the council.</p>
Gravesham Borough Council	<p><b>The LIFT (Low Income Family Tracker) project:</b> The LIFT (Low Income Family Tracker) project is a partnership between Policy in Practice (PiP) and Gravesham Borough Council. This project has helped to deliver a reduction in the number of households in relative poverty from 2814 (44%) to 2,744 (42.7%). The project commenced in February 2021 with the then driver being to support vulnerable households within the borough proactively and financially through the COVID-19 pandemic. However, a further driver has since emerged in the shape of a cost of living crisis. Between March 2022 and July 2022 the number of households in Gravesham who were in fuel poverty increased by 16%; 205 households had fallen into food poverty and households in a cash shortfall had risen by 127%. The purpose of the project is to collate data held by the council and Universal Credit data to identify households in the borough that may have low affordability and/or high vulnerability to tailor council services to meet the needs of the residents. It is to ensure that those eligible for Housing Benefit and local Council Tax Reduction scheme are paid/credited with the correct sum in a timely manner. It also assists in the council proactively identifying and being able to financially support vulnerable households through interventions, without the need for them to make an application i.e., removing a barrier.</p>
HCRG Care Group (formerly Virgin Healthcare)	<p><b>Care Quality Commission (CQC) Assessment:</b> We continue to evidence our responsiveness in supporting the changing needs of our local health population. Our contributions were acknowledged within our July 2022 CQC inspection reports for our four registered sites, rating us 'good' as an adult community health provider across North Kent and Swale.</p>
HCRG Care Group (formerly Virgin Care)	<p><b>Safeguarding Governance and Audit Processes:</b> Safeguarding quarterly assurance reports are shared within the internal Quality &amp; Governance meeting, which in turn feeds into the HCRG Care Group National Safeguarding Subcommittee and National Clinical Governance Committee which informs the Executive Board. These assurance reports are provided to the Integrated Care Board, in line with reporting requirements set out by the NHS standard contract. HCRG Care Group also have a monthly Safeguarding subcommittee that discuss regional and local issues within the organisation, this in turn is fed back to the teams via our Quality &amp; Governance meeting.</p> <p>An annual safeguarding audit takes place within each team to ensure that our required standards are being maintained, action plans are used and monitored to address any identified gaps from these audits. This is monitored and supervised by the Safeguarding Lead with set remedial actions taken if required, to ensure completeness. The Quality &amp; Governance meeting ensures that the organisation examines all incidents related to safeguarding, promoting the welfare of the adult at risk, whilst also promoting learning opportunities.</p>

Healthwatch	<b>Review of feedback:</b> We undertake a monthly review of feedback received about partner organisations and share this with providers to inform and highlight issues within the health and social care system.
HM Prison Service	<b>Safeguarding and Safer Custody Meetings:</b> Our safeguarding meeting is our primary mechanism for identifying system issues and escalating risks. Our safeguarding meeting and safer custody meetings are well attended by our partners. This includes, psychology support, KSS ‘Blossoms’ support for personal care, psychiatric support, primary healthcare representatives and prison staff.
Kent and Medway Integrated Care Board (ICB)	<p><b>Safeguarding Training and Support for ‘Public Facing’ Staff:</b> Whilst the KMSAB Self-Assessment (SAF) feedback acknowledged that largely the role of the new ICB did not include operational services, the panel did offer key feedback for the ICB to consider strengthening support, training, and assurance for the small number of staff that do have front facing public roles, to enable the underpinning of knowledge from safeguarding learning. Evidence of improvements were provided in the final action plan in December 2022 including:</p> <ul style="list-style-type: none"> <li>• Bespoke training detailing responsibilities in line with KMSAB self-neglect policy and procedures including legal powers of intervention were provided for Continuing Health Care staff working with adults at risk. Further to this, ICB training was reviewed and updated for all ICB staff.</li> <li>• Safeguarding support and supervision provided for Continuing Health Care staff by attending complex case meetings.</li> <li>• Assurance that database systems used by specialist placement teams include prompts to document safeguarding concerns.</li> </ul>
Kent and Medway Integrated Care Board (ICB)	<b>Independent Audit:</b> During 2022- 2023 NHS Kent and Medway commissioned an independent audit from a specialist business assurance provider (TIAA) to review the controls and monitoring arrangements in place within the ICB to ensure that commissioning of safe services includes adequate provisions for safeguarding. The review commenced in January 2023 and feedback will be received for quarter 1 in 2023-2024.
Kent and Medway Integrated Care Board (ICB)	<p><b>Safeguarding Benchmarking Toolkit for Primary Care:</b> The ICB ensures that NHS Kent and Medway retain responsibility for supporting and monitoring the quality of safeguarding practice for Primary Care services across Kent and Medway. During 2022-2023 a safeguarding benchmarking toolkit was launched to support practices in undertaking self-assessment with safeguarding standards. This has enabled us to target support to practices where safeguarding is identified as an improvement action with CQC inspections, and therefore support improvement to safeguarding governance and performance in these practices.</p> <p>New internal monthly safeguarding operational meetings detail how the ICB is undertaking compliance and improvement work to inform onward reporting. The ICB also provides external assurance in the form of reporting quarterly on safeguarding standards to NHS England. Submissions have been made for each quarter during 2022 – 2023.</p>

<p>Kent and Medway Integrated Care Board (ICB)</p>	<p><b>Participation in Steering Group Meetings:</b> NHS Kent and Medway has established and participated in specific groups such as the co-occurring conditions group and the Liberty Protection Safeguarding steering group to ensure experience and feedback for larger projects and national changes are listened to, and support for commissioned services is planned. For example, the work undertaken by NHS Kent and Medway as part of the co-occurring conditions subgroup has led to the upskilling of refuge staff, with a view to increasing access to safe accommodation for individuals living with co-occurring conditions.</p>
<p>Kent and Medway Integrated Care Board (ICB)</p>	<p><b>Escalation of Concerns Leading to Positive Change:</b> A case escalation example, supported by the NHS Kent and Medway safeguarding team, resulted in multi-agency conversations around availability of care needs assessments for adults at risk who are experiencing homelessness on release from prison. Linked learning from the escalation, including action around the Homelessness Reduction Act, was shared to services responsible for commissioning care within secured estates.</p>
<p>Kent and Medway Integrated Care Board (ICB)</p>	<p><b>Safeguarding Training for Primary Care Staff:</b> Further system wide annual safeguarding training for Primary Care staff was provided during June and July 2022 and saw over 1400 individuals attend. Feedback was received and this was very positive with one individual noting “Excellent Safeguarding Training session, the best in my 33 years of being a GP!”.</p>
<p>Kent and Medway NHS and Social Care Partnership Trust (KMPT)</p>	<p><b>Safeguarding Activity:</b> All safeguarding activity is captured on the DATIX system which reports activity to care group managers, service managers, the safeguarding team and directors, to ensure a measurable, transparent and responsive approach to safeguarding. This enables the identification of themes and trends and potential areas that need increased awareness for assurance and responsiveness. Safeguarding activity is reported via the Quality Digest ICB report, Patient Safety and Mortality Review Group and Trust-wide Safeguarding Group, which includes the Integrated Care Board, CQC, Police, Local Authority, and internal leads, for a shared and transparent safeguarding approach. Any areas of concerns are considered and resources and support, via bite-size team meetings, training and supervision, have been delivered. The learning and development team support with capturing staff training and resource feedback to enable learning, adaption, or continuation for a continuous learning approach.</p>
<p>Kent and Medway NHS and Social Care Partnership Trust (KMPT)</p>	<p><b>Roles and Responsibilities:</b> KMPT has Safeguarding Champions represented in each care group. Safeguarding Champions have access to bi-monthly Champion meetings in which themes and learning are discussed. In addition, other agencies are invited to share what they do and the latest developments. KMPT additionally hold a quarterly Trust-wide safeguarding meeting in which the ICB, Local Authority, CQC, Kent Police, and partner agencies are invited to listen, promote, share, and contribute to widening and improving communication, understanding of agencies, whilst supporting KMPT’s safeguarding agenda.</p>

<p>Kent County Council (KCC)</p>	<p><b>Carers Month - May 2022:</b> Activity during carers month included a series of ‘practice postcards’ and an interactive event for carers, led by the KCC Adult Practice Development Team, within Strategic Safeguarding and Quality Assurance. The event focussed on “carers perspectives on caring in the social care environment”, linking closely to the release of the <a href="#">Kent adults carers strategy 2022 to 2027</a>, a panel discussion was broadcast live on MS Teams to practitioners across the adult social care and health directorate. Four people who had undertaken (or were undertaking) a caring role came together with a Service Manager, Involve Carers and a Practice Development Officer, to talk about how it felt to be a carer, and how they interacted with the social care landscape. The discussion was followed by a question and answer session with members of the audience.</p>
<p>Kent County Council (KCC)</p>	<p><b>Registered Managers Conferences:</b> These events are for Providers from a wide range of settings, including care homes, supported living and domiciliary, with guest speakers. KCC Strategic Safeguarding attended a conference in September 2022, and held an information stall, enabling us to meet providers, signpost to relevant services, and provide guidance in relation to raising safeguarding concerns. We also raised awareness of the work of the Kent and Medway Safeguarding Adults Board, by using their promotional materials on the stall to initiate many conversations. One conversation focused on a concern about self-neglect, and we were able to promote the clutter rating as a useful tool to gauge the severity of a hoarding situation, and how to progress, depending on the outcome.</p> <p>In addition, Strategic Safeguarding held an information session at the event, giving a presentation on the findings from Safeguarding Adults Reviews and Domestic Homicide Reviews, looking at the published DHR in relation to Sylvie. The interaction with the providers and feedback received from the event was very positive, and identified a real understanding of the issues faced in relation to the impact on carers and the importance of understanding the legal framework around areas such as Lasting Power of Attorney (LPOA) etc.</p>
<p>Kent County Council (KCC)</p>	<p><b>Domestic Homicide Review (DHR) Lessons Identified Webinars.</b> The Kent Community Safety Partnership held five ‘Domestic Homicide Review (DHR) Lessons Identified Webinars’ over the last year. The webinars provided the opportunity to share the findings from the completed DHRs with frontline practitioners and professionals across the county, as well as highlighting where practices have changed, areas that could be improved and changes to government guidance.</p> <p>In 2022, due to the large number of DHRs that had recently been published, the move to virtual delivery during the pandemic, and the ability to record events meant the same content did not need to be delivered repeatedly across the county. Instead, five events covering four different themes (Children and Domestic Abuse, Suicide and Domestic Abuse, Carers and Cultural Competency) and seven DHRs (and two SARs) were delivered. Break out rooms and online polling tools were used to encourage interactivity, and guest speakers from elsewhere in the country could easily present during the event.</p>

	<p>An event involving bereaved family members was also held this year, which had an overwhelmingly positive response. The two Children and Domestic Abuse themed webinars were delivered jointly with the Kent Safeguarding Children Multi-Agency Partnership (KMSCP) and the Carers themed webinar was delivered with the Kent and Medway Safeguarding Adults Board (KMSAB) and included two SARs.</p> <p>The five webinars were delivered with over 600 people attending in total. Feedback was sought to help evaluate the effectiveness of the webinars and to shape future events. Overall, feedback was received from over 180 attendees who indicated the events were very well received, a selection of comments are below;</p> <ul style="list-style-type: none"> <li>• <i>‘I will reflect more on relationships of carers and the cared for. I will have more professional curiosity and consider language used during assessments. ‘</i></li> <li>• <i>‘Reinforces the need to listen to what is being said to you by a client. Sometimes it is the unsaid that speaks the most volume and can highlight the need for them needing more support.’ ‘I found the seminar completely engaging and well put together. The information provided and the space to reflect was suitable within the time allocated. Very well done!’</i></li> </ul>
<p>Kent County Council (KCC)</p>	<p><b>Kent Community Warden Service:</b> The Kent Community Warden Service continues to see our wardens trained as <a href="#">ESTHER</a> Improvement Coaches, who support the development of other staff across organisational and professional boundaries and create a culture of continuous improvement and sustainable development. Under the Esther model professionals ask “what is best for Esther?” to ensure person-centred care and builds on the strengths of our Community Wardens, highlighting their ability to adapt to community and the individual residents’ need(s).</p> <p>The work undertaken by the Community Wardens covers a wide range of situations and circumstances including many examples of social isolation, self-neglect and hoarding, substance dependency, dementia cafés and one case also included support for depression and improving mental health and wellbeing. Adult Social Care colleagues work closely with the Community Warden Service, who are a recognised trusted member of the communities they support.</p> <p>Example:  A Community Warden set up ‘Let’s Eat’ over a year ago for one of the communities they support, by gathering support from local businesses and the Parish Council who helped finance the project and the local college providing the services of their catering students. The project tackles social isolation and food poverty. The Christmas dinner event in 2022 saw around 40 residents attend to share food and conversation in the warmth. This event has fostered several new friendships during the time the project has been running, which is helping to alleviate social isolation and loneliness. At the Let’s Eat events, the Community Warden provides the opportunity for residents to talk with</p>

	<p>them on an individual basis – a surgery to raise concerns and issues. This has helped residents to find solutions to address multiple issues which may have otherwise continued. Due to its success this is now a monthly event which now runs alongside a ‘Let’s Chat’ coffee morning</p>
Kent County Council (KCC)	<p><b>Financial Abuse Toolkit:</b> In October 2022, KCC Financial Services team, in collaboration with Adult Strategic Safeguarding, reviewed and updated the <a href="#">Financial Abuse Toolkit</a> and shared this resource with the Kent and Medway Safeguarding Adults Board for multi-agency partners to use as appropriate. The toolkit aims to provide practitioners, and those working and supporting adults in social care and health, with the information they need to recognise, and report suspected cases of financial abuse. The toolkit highlights how effective partnership working between departments, such as Adult Social Care and Health, Internal Audit &amp; Counter Fraud, Trading Standards, Client Financial Services &amp; Safeguarding as well as external partners e.g. Kent Police, Care Quality Commission and NHS Counter Fraud Service, may create better outcomes for adults and offer more robust investigatory actions. Providing case examples that demonstrate how financial abuse safeguarding enquiries (Section 42 of the Care Act 2014) can be conducted effectively and links to additional useful resources.</p>
Kent Community Health NHS Foundation Trust	<p><b>KCHFT Learning Disability Team:</b> In 2022/23 the KCHFT Learning Disability Team has provided support to various residential/ care settings to improve the care being provided to clients with learning disabilities and to reduce the risk of poor care provision leading to potential safeguarding. Where safeguarding concerns have been raised in care settings for people with learning disabilities and CQC are involved or where care settings have struggled to maintain CQC standards, the KCHFT learning disability staff increased their presence within these settings, supported the training of staff who work in the settings, helping to improve quality of care and ensured the needs and voices of the clients are heard and met.</p>
Kent Community Health NHS Foundation Trust	<p><b>KCHFT Frequent Service User Service (FSU).</b> The KCHFT Frequent Service User Service (FSU) works with frequent users of the urgent care system, those attending accident and emergency departments in West Kent. The team works closely with safeguarding, and all the agencies involved in a patient’s care, to support and ensure safety and wellbeing. In 2022/23 the FSU team continued to provide a holistic and patient led model of care and support. The outcomes demonstrated that the support, provided by the FSU team, improved measures for anxiety, loneliness and isolation, perceived health and continued to demonstrate a reduction in urgent care use on average by 70-85%.</p>
Kent Community Health NHS Foundation Trust	<p><b>KCHFT Rough Sleepers Service:</b> In 2022/23 the work of the KCHFT Rough Sleepers Service continued, the service received 252 referrals from local authorities across Kent and Medway and provided a total of 790 treatment interventions. The primary function of the service is to provide easy access to health care to people who are homeless or rough sleeping across the county, with the aim of promoting self-management and support to re-engage with mainstream services. The service runs regular clinics held at dedicated venues across the districts, where clients can drop in to see the complex care nurse</p>

	<p>and can receive treatment, advice, support, and an onward referral if necessary. The team will also go to the client’s temporary address or to where they are rough sleeping. The focus is to support people managing long term conditions and referrals to Dentaid who provide a mobile dental service to homeless and rough sleeper service users identified by the KCHFT rough sleeper service in agreed localities. Multi agency working is key to the service delivery, offering holistic support alongside relevant agencies (substance misuse, housing, voluntary sector, police etc). The service users were asked ‘If you had not been seen today (by the KCHFT nurse) would you have gone elsewhere for health advice?’ out of 21 people who were asked, 18 responded to say they would not have sought help, 1 would have gone to the hospital, 1 to the chemist and 1 would have used the GP.</p>
<p>Kent Fire and Rescue Service (KFRS)</p>	<p><b>Roles and Responsibilities:</b> Over the past year we have invited different agencies to attend our Designated Safeguarding Officer team meetings to improve our understanding of their role and responsibilities. For example: Area Referral Management Team for KCC, Kent Police Modern Slavery Input and KCC Gypsy and Traveller Site Managers. It has been really worthwhile for us to understand more about other teams and by building good networks we have been able to work more collaboratively together.</p>
<p>Kent Fire and Rescue Service (KFRS)</p>	<p><b>Inspections and Audits:</b></p> <p><b>HMICFRS:</b> His Majesty's Inspectorate of Constabulary and Fire Rescue Services (HIMCFRS) carried out their inspection of KFRS from June-July 2022. The report was published in January 2023 and <a href="#">HMICFRS</a> graded the service:</p> <ul style="list-style-type: none"> <li>• ‘good’ at effectively keeping people safe and secure from fire and other risks;</li> <li>• ‘outstanding’ at efficiently keeping people safe and secure from fire and other risks; and</li> <li>• ‘good’ at looking after its people.</li> </ul> <p><a href="#">Safeguarding comments</a> were as follows: The service responds well to safeguarding concerns. Staff we interviewed told us about occasions when they had identified safeguarding problems and gave us specific examples. They told us they feel confident and trained to act appropriately and promptly. There is a safeguarding competency framework in place for all staff, who complete mandatory training. The service’s e-learning package has also been adopted by two other services. The service continues to learn from events, such as domestic homicide reviews, safeguarding adults reviews and serious case reviews. These are actioned and monitored through the service’s operational learning processes. Since our last inspection the service has also introduced a dedicated safeguarding team.</p> <p><b>KCC Audit.</b> In February 2023 Kent County Council carried out an internal audit of safeguarding at KFRS. Their report was published in March 2023, and they awarded the service as HIGH assurance, which is the highest mark achievable. This is a fantastic result and shows the progression of safeguarding within the service since the last audit in 2019.</p>

Kent Police	<b>Data:</b> In 2022 Kent Police investigated 4832 crimes involving adults at risk. Furthermore, Kent Police notified the Local Authority of 2233 safeguarding concerns involving adults at risk.
Kent Police	<b>Kent &amp; Medway Fraud Panel:</b> Working closely with partners, Kent Police has established and chairs the Kent and Medway Fraud Panel. The Fraud Panel has been formed to work collaboratively in investigating allegations of fraud, prosecution of offenders, recovery of criminal assets and the safeguarding of residents and victims.
Kent Police	<b>Domestic Abuse Hub:</b> The Domestic Abuse (DA) Hub went live in May 2022 and provides the public with a 'Rapid Video Response (RVR)' option for those reporting high risk non-immediate DA calls. By using technology to interact with victims at the earliest opportunity, the DA Hub identifies risks quicker, tasks fast time actions, coordinates the swift arrest of high harm perpetrators and makes immediate referrals to partners. During the first six months officers and staff within the DA Hub have spoken on video for over 1,510 hours and provided first response to 1,903 victims.
Kent Police	<b>Special Measures Advisor:</b> Recognising the need to support those vulnerable to harm and abuse to navigate the criminal justice process, Kent Police has introduced a new role for 12 months called the Special Measures Advisor. The main responsibility within the role is working across the force to improve the identification and update of special measures, to support vulnerable victims and witnesses when providing evidence.
Maidstone and Tunbridge Wells NHS Trust (MTW)	<b>Quality Assurance of Safeguarding Concern Referrals:</b> All Trust staff are able to raise safeguarding concerns both in relation to hospital related incidents and for community related incidents. All safeguarding concern forms are copied into the MTW safeguarding team and are reviewed. These reviews highlighted that a small percentage of safeguarding concern forms are not appropriate referrals for safeguarding and as a result direct feedback was given individually to staff. It became apparent that the safeguarding concern form was being used by Trust staff to refer for a care needs assessment under the Care Act (2014) or for a carers assessment under the same Act. As a direct response to this confusion the Safeguarding Team developed an 'Infographic' to inform staff about the different referral routes for their patients. This has also been sent out Trust wide via our Communications Team and can be used as a poster for staff to refer to.
Maidstone and Tunbridge Wells NHS Trust (MTW)	<b>The Mental Capacity Assessment re-audit:</b> The Mental Capacity Assessment re-audit in 2023 demonstrated an improvement in staff documenting their mental capacity assessments for our patients, however the Trust is keen to ensure that the compliance of documenting assessments of mental capacity is increased. As such, the Trust has developed an Action Plan to work to, to enable staff to improve their practice and increase their confidence and competency in relation to MCA. The Trust's MCA Clinical Nurse Specialist is working to ensure that this Action Plan is completed. Also, this specialist is delivering Level 3 MCA training and bespoke MCA/DOLS training where indicated and requested. It is hoped that this will enable staff to grow their confidence in applying the Mental Capacity Act (2005) into their practice.

Maidstone and Tunbridge Wells NHS Trust (MTW)	<p><b>Trusts Safeguarding Team:</b> The Trust’s Safeguarding Team has grown in the past year; in that we now have a senior nurse covering the Mental Capacity agenda. This nurse also deputises for the Named Nurse for Safeguarding Adults in an absence, and this has proven to be a positive course of action. However, of note, the Matron cohort have a strong attitude towards getting safeguarding right and are very much of the view that safeguarding is everyone’s business. They are able to spread this attitude out within the Trust and are good allies to the safeguarding agenda.</p>
Maidstone and Tunbridge Wells NHS Trust (MTW)	<p><b>Safeguarding Learning and Improvement Panel:</b> The Trust’s Safeguarding Learning and Improvement Panel is a sub panel to the Trust’s main Serious Investigations (SI) Panel. This panel is chaired by the Deputy Chief Nurse for Quality &amp; Experience, with the Named Nurse for Safeguarding Adults, and Designated Nurse representation from the ICB. The purpose of this panel is to review Safeguarding Investigation Reports and the ensuing learning and action plans emanating from these investigations. As part of that review, we check with the presenters of the investigation their understanding of the nature of adult safeguarding and check that the investigation has answered all of the concerns that have been raised. The panel then decides whether or not the allegation of abuse is upheld, partially upheld, insufficient evidence, no further action under safeguarding, or not upheld.</p>
Maidstone Borough Council (MBC)	<p><b>Multi-Agency Meetings:</b> We hold or attend a large number of multi-agency meetings to ensure individuals/families are safeguarded and have the relevant support. Some of these meetings include:</p> <ul style="list-style-type: none"> <li>• Multi-Disciplinary Team (MDTs) led by NHS</li> <li>• Community Safety and Vulnerable Person’s Group</li> <li>• Domestic Abuse Forum</li> <li>• multi-agency risk assessment conference (domestic abuse)</li> <li>• Multi-agency public protection arrangements (MAPPA)</li> <li>• Homeless Prevention Forum</li> </ul>
Maidstone Borough Council (MBC)	<p><b>Trauma informed Practice:</b> In 2022 we hosted the first trauma-informed event titled ‘Reframe for Resilience’, alongside colleagues at KCC, which saw 48 attendees from a wide-range of organisations across Kent. The event is being repeated in July 2023, following its success.</p>
Medway Council	<p><b>Multi-disciplinary Team Meeting (MDT):</b> A monthly joint multi-disciplinary team meeting (MDT) has been developed between adult social care and drug and alcohol services. During the meeting, safeguarding cases are identified by both Turning Point and Adult Social Care. Case discussions are held in the MDT and joint care plans for individuals are discussed and agreed. This has enabled robust joint visits, when necessary, identification of those individuals where there are barriers to engagement and benefit from face to face interactions, it has prevented delay and duplication and provided a forum in which all discussions are recorded and monitored. The Principal Social Worker, in the weekly adult social care update has shared a reflection on multiagency working and shared this link.</p>

	<a href="https://www.scie.org.uk/integrated-care/research-practice/activities/multidisciplinary-teams">https://www.scie.org.uk/integrated-care/research-practice/activities/multidisciplinary-teams</a>
Medway Council	<p><b>Performance Data:</b> Team Managers and Senior Social Workers use Power BI (data system) to monitor activity performance. This feeds into a safeguarding dashboard which is scrutinised by senior managers. Further oversight is provided through our Quality Assurance &amp; Improvement Board, chaired by the Director. If any issues are identified, action plans are agreed to address these, for example, audit activity, learning sessions. This forms part of our internal assurance process.</p> <p>Safeguarding case audits have been completed quarterly in the last year. The audit cycle is month 1 audit, month 2 analysis, month 3 learning.</p> <p>The principal Social Worker and Operational Safeguarding Lead have been working on a new Quality Assurance Framework, that is due to be finalised in 2023.</p>
Medway Council	<p><b>High-Risk Panel:</b> The internal High-Risk Panel continues to support practitioners working with individuals we find difficult to engage, make what appear to be unwise decisions and live with a high level of risk. This supports practitioners and ensures senior management are aware of these individuals.</p> <p>Work continues on the operational guidance for staff where individuals do not engage and how MOSAIC (internal computer system) can be used to ensure that there is management oversight where interventions are closed due to non-engagement.</p>
Medway Council	<p><b>Multi-agency Collaboration:</b> Collaborative partnership working has continued. From an exercise previously completed, to identify the different multi agency panels across Medway, Adult Social Care now has a presence on every panel, including, Multi-agency risk assessment conference (for high risk domestic abuse), Blue Light (for individuals with drug and/or alcohol dependency), Integrated Locality Review and Vulnerability panels. These also serve as a mechanism to share the role and remit of adult social care with partner agencies and those who use services.</p>
Medway Foundation Trust	<p><b>Governance Arrangements:</b> The Trust has strengthened its internal governance and assurance processes over the past year. There is visibility of safeguarding from 'Ward to Board'. We have provided Board level training to the executive and non-executive members of the Board. Highlighting the key themes and issues for safeguarding our patients.</p>
Medway Foundation Trust	<p><b>Multi-agency Collaboration:</b> In the past year we have re-established safeguarding management meetings, with the ICB designate and social care representatives, for 6 weekly reviews of open safeguarding cases. It is an opportunity to discuss and challenge outcomes. This allows for more effective and timely outcomes and learning to be identified.</p> <p>The Trust works in conjunction with Oasis domestic abuse charity, IMCA Libra service, DoLS office, IMAGO, Forward Trust, Integrated Discharge Team and social care to provide safe discharge for patients.</p>

National Probation Service	<b>Common Assessment Tool:</b> The Probation Service uses a common assessment tool to assess risk and need. This is called OASys and an assessment is expected to be completed in all probation managed cases. Included in the OASys is an assessment of vulnerability of a person on probation. There is also a mechanism to flag such cases on our national case management system.
National Probation Service	<b>Multi-agency Collaboration:</b> The Probation Service is not an accommodation provider but works in partnership with Local Housing Authorities and Social Services Departments to try and meet accommodation needs.
Sevenoaks District Council (SDC)	<b>Safeguarding Reporting System:</b> A new Safeguarding Reporting System is in place and came into effect from Dec 2022. The QES systems means that all referrals are in one place and staff manage them directly.
Swale Borough Council	<b>KMSAB Resolving Professional Differences, Escalation Policy:</b> The newly revised Resolving Professional Differences Policy has been embedded within local practice and this is included in the safeguarding policy. This has been used in several cases to progress actions where necessary.
Swale Borough Council	<b>Swale Vulnerability Panel:</b> This panel continues to run smoothly and continue to have good partnership buy in.
Thanet District Council	<b>Multi Agency Hub:</b> Thanet District Council has a multi-agency hub, which includes: Thanet District Council, Kent Police, multi-agency task force, Department of Work and Pensions, Kent Fire and Rescue Service, Social Care, and more agencies which hot desk from the environment. This group of people sit within the main council offices. Information is shared to allow an immediate action to take place and/or a plan to be put in place for safeguarding concerns raised.
Tonbridge and Malling Borough Council	<b>Certificated Courses for Taxi Drivers:</b> Certificated courses for taxi drivers take place - this includes the completion of a safeguarding test.
Tonbridge and Malling Borough Council	<b>Weekly Community Safety Meetings.</b> Weekly Community Safety meetings take place, with Police and partner agencies, to share concerns. Safeguarding, hoarding, exploitation and vulnerable adults are standing items on the agenda.
Tonbridge and Malling Borough Council	<b>Vulnerable Persons Board:</b> A monthly Vulnerable Persons Board (which is linked to the Community Safety Partnership with Borough Council reps attending), ensures that we're sharing information in relation to vulnerable people.
Tunbridge Wells Borough Council	<b>Quality Assurance:</b> Work commenced in 2022-23, led by the Strategic and Operational Safeguarding Leads, to help identify system issues and increase assurance that the Council has effective safeguarding arrangements in place. A review is being undertaken in relation to posts within the organisation and ensuring posts have a safeguarding level clearly defined and that appropriate training is targeted to staff at these levels. Work is also ongoing to review the Council's standard contracts templates and procurement process, to ensure

	<p>that there is greater reference to safeguarding responsibilities of persons contracted by the Council to deliver services. This work commenced in 2022-23 but is ongoing and will be concluded in 2023-24.</p>
<p>Tunbridge Wells Borough Council</p>	<p><b>Multi-Agency Working:</b> There are several examples of the Council leading on, and being a key stakeholder in, multi-agency work to effectively support the safeguarding of vulnerable adults, which are also examples of how agencies increase their understanding or the roles and responsibilities of partner organisations.</p> <ul style="list-style-type: none"> <li>• <b>Rough Sleeper meetings</b> – the Housing Options Team leads 3-weekly rough sleeper meetings, focusing on multi-agency partnership work to support individuals identified as rough sleeping. Individual rough sleepers are discussed, and appropriate actions taken by partners to safeguard the welfare of individuals and supporting them away from the street. Agencies in attendance include Change Grow Live, Kent Police, Porchlight, Lookahead, NHS, Bridge Trust, Probation, Mosaic Centre.</li> <li>• <b>Domestic Abuse Forum</b> – The Community Protection teams across West Kent hold Quarterly Domestic Abuse Forums with representation from the West Kent district councils, Kent Police, KCC, Lookahead, Dad United, Domestic Abuse Volunteer Support Services, Family Matters, NHS, Protection Action Stalking, Clarion, Sanctuary Housing, West Kent YMCA, West Kent Housing Association, Victim Support. The forum focuses on multi-agency partnership working in the area of domestic abuse and achievements against the West Kent Action Plan, which has been updated for 2023-24 to have 4 key priorities: <ul style="list-style-type: none"> <li>○ Provide support for survivors of domestic abuse</li> <li>○ Support for children and young people</li> <li>○ Support and sanction for perpetrators</li> <li>○ Education, promotion and prevention</li> </ul> </li> <li>• <b>Tunbridge Wells Vulnerability Board</b> - The Vulnerability Board is a multi-agency practitioners’ group that enables and encourages partnership working to protect vulnerable people from crime and anti-social behaviour in the borough of Tunbridge Wells. The purpose of this forum is to provide a framework for partners from a variety of agencies and organisations to ensure that services are offered that are aimed at prevention and intervention towards victims and, where necessary, perpetrators. Membership includes, TWBC, Kent Police, KCC, Lookahead, NHS, Change Grow Live, Community Mental Health team, Domestic Abuse Volunteer Support Services and local housing providers.</li> </ul>

### 3. Embed Improvement and Shape Future Practice

Agency	Example
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Ashford Borough Council	<p><b>Professional Curiosity and Supervision:</b> Ashford Borough Council’s generic 1:1 (supervision) form has been adapted to enable staff involved with safeguarding to discuss how they have dealt with specific complex cases/cases of concern with their line manager. There is also an information sheet on the staff SmartHub (Intranet) on supervision specific to safeguarding which suggests areas for discussion. In addition to this some staff, for example the Welfare Intervention Officers, have received specific external supervision sessions. The Council’s safeguarding section of the SmartHub includes an information sheet “Professional Curiosity and Disguised Compliance”. There are a number of forums where professional curiosity can be applied and where practice can be reflected upon; these include the Safeguarding Lead Officers’ meetings and the multi-agency vulnerabilities panel.</p>
Ashford Borough Council	<p><b>Safeguarding Adult Reviews (SARs):</b> Each published SAR is shared with Safeguarding Lead Officers and are discussed as a standing agenda item at this group’s meetings. Discussions include lessons learned, especially those that relate to the work carried out by our authority, for dissemination to team members as applicable. The Level 2 Safeguarding Training may also be updated if relevant. A copy of each SAR report is held on a shared MS Teams Group for Safeguarding Lead Officers. There is also an information sheet on SARs, which has a link to the specific KMSAB webpage, on the Council’s Safeguarding section of the SmartHub (intranet) that is available to all staff.</p>
Ashford Borough Council	<p><b>Promoting good practice:</b> This includes:</p> <ul style="list-style-type: none"> <li>• A regular weekly safeguarding update email to the Safeguarding Lead Officers’ Group to disseminate as appropriate. These include information from the KMSAB, external training and seminars, procedures such as that for SARs, links to external newsletters and bulletins, updates to external policies &amp; procedures (e.g. KMSAB’s).</li> <li>• Events such as Adults Safeguarding Awareness Week.</li> <li>• Sharing relevant safeguarding information received from the Kent Community Safety Team, KMSAB and others with partner agencies, as appropriate (for example the Ashford Community Safety Partnership).</li> <li>• Staff Smart Hub: This has a specific safeguarding section which includes information such as a link to the Council’s Safeguarding Policy; reporting and recording procedures; details of the DSO, lead officers and support; referral forms; information on a number of safeguarding related elements such as The Care Act, Mental Capacity Act, DHRs, Adolescent to Parent Violence &amp; Abuse, the Council’s Modern Slavery &amp; Human Trafficking Statement, mate crime and much more.</li> <li>• Close partnership working: Ashford is very good at working in partnership with other agencies whether it be in respect of day-to-day specific issues or larger joint initiatives, as well as through a number of multi-agency meetings. Two examples of this are: <ul style="list-style-type: none"> <li>▪ Farrow Court Independent Living Scheme: Ashford Borough Council is trialling an initiative at Farrow Court in conjunction with the NHS to provide a community health hub and to prevent people attending the hospital when community services could meet their needs. This is also</li> </ul> </li> </ul>

	<p>an opportunity to pick up any safeguarding concerns prior to them escalating.</p> <ul style="list-style-type: none"> <li>▪ The Safer Streets Project: This is in partnership with the Police and part of which forms work in respect of the Violence Against Women &amp; Girls agenda. The project has included various environmental improvements in the town centre; educational sessions in schools around healthy relationships; delivery of Active Bystander training to a large number of frontline staff operating within the town centre; defining a number of safe spaces; various equipment and merchandise (such as personal alarms and devices to prevent drink spiking); additional CCTV; a Safer Streets App, specifically in relation to Ashford Town Centre and the Night-time Economy, with information to allow people to make an informed decision about their route across the town centre and which includes a SOS button.</li> </ul>
<p>Ashford Borough Council (ABC)</p>	<p><b>Safeguarding Training:</b> All staff are required to complete a 'level 1' e-learning module on safeguarding as part of their induction and then on a rolling programme. This is also now mandatory to elected members (Councillors).</p> <p>Relevant customer facing staff (including housing officers and welfare officers) as well as managers have to complete the level 2 training.</p> <p>Although covered in the main safeguarding training, there is also specific e-learning training in respect of Prevent and Modern Slavery &amp; Human Trafficking on the Council's training portal.</p> <p>Safeguarding Lead Officers and key staff also have access to, and attend, external training, webinars and seminars.</p> <p><b>Level 2, Safeguarding Training Feedback:</b> Overall feedback on this course, delivered by ABC's training officer, Designated Safeguarding Officer and/or Safeguarding Lead Officers (Adults and Children) has been really positive. Comments on this specific training have included:</p> <ul style="list-style-type: none"> <li>• <i>"It was helpful for this to be set in an ABC/local government type context and to hear about and learn from the experience of colleagues."</i></li> <li>• <i>"Always valuable to have a safeguarding update and you always pick up something new."</i></li> <li>• <i>"Really informative and really helpful. Able to ask questions as they came up and really great course. Hard subject matter but delivered really well, all speakers were really knowledgeable and course was well delivered."</i></li> </ul>
<p>Canterbury City Council</p>	<p><b>Learning from Safeguarding Adults Reviews (Self Neglect):</b> Recent SARs have highlighted the lack of awareness and use of the KMSAB procedures for those who self-neglect and demonstrate hoarding behaviours. As a result the council's safeguarding lead has attended a number of front line staff team meetings to give a briefing on self-neglect, using the newly revised procedures. As a result, awareness has been raised and teams are more confident in carrying out risk assessments and taking a multi-agency approach.</p>

Canterbury City Council	<p><b>Learning from Safeguarding Adults Reviews (Safe-discharge):</b> Canterbury City Council has been a lead agency reviewing hospital discharge protocols to ensure that housing is included as a key partner in after care plans. To meet the needs of rough sleepers being discharged from hospital the council has worked with the Integrated Care Board to successfully secure ongoing funding for a multi-disciplinary team who can provide an enhanced level of care to those clients, following a successful pilot. Combining both housing &amp; clinical expertise will continue to improve outcomes for the most vulnerable people sleeping rough.</p>
Canterbury City Council	<p><b>Safeguarding Adults Training:</b> The council has commissioned the Ann Craft Trust to carry out Level 2 and Level 3 adult safeguarding training which was delivered to 56 front line staff. In addition, we also included key agencies whom we commission, in the council’s core safeguarding training offer. The following organisations have attended safeguarding training with us in the last year: Kent Refugee Action Network, Espressions Art, Canterbury Housing Advice Centre, Rising Sun Domestic Abuse Service, Canterbury Welcomes Refugees.</p> <p>Opportunities to increase learning in addition to core adult safeguarding training have been maximised this year, including:</p> <ul style="list-style-type: none"> <li>• Attendance at KMSAB Open session on Alcohol Dependency &amp; Adult Safeguarding</li> <li>• Attendance at KMSAB training Self Neglect &amp; Hoarding Awareness</li> <li>• KMSAB SAR Learning Event</li> <li>• Promotion of the SCIE Mental Capacity Act online course</li> </ul> <p>Key learning points and resources are shared throughout the Council via the Safeguarding Key Contacts Group.</p>
Dartford & Gravesham NHS Trust	<p><b>Safeguarding Adults Training:</b> All staff have a level of safeguarding training depending on role and responsibility in line with the Intercollegiate Document. Levels one, two and three are delivered via e-learning, the Family Focused training is delivered as a whole day face to face training. Compliance with training is monitored via the training platform with staff being made aware of the training requirements and when their compliancy is due to expire. Training compliance is also monitored as part of the appraisal process.</p> <p>Training compliance for level 1 at the time of writing stands at 96%, Level 2 95%</p>
Dartford & Gravesham NHS Trust	<p><b>Sharing Learning from Safeguarding Adults Reviews:</b> Learning from SARs is shared via internal meetings. All published SARs are made available to read on the trust intranet and are shared during the safeguarding training</p>
Dartford Borough Council	<p><b>Learning from Safeguarding Adults Reviews (Carers):</b> Recent SARs have highlighted the need for carers to be signposted to carers’ assessments and support where appropriate. As a result, we actively encourage our staff to use the “Think Family approach” and our safeguarding policy has recently been updated to include this information.</p>
Dover District Council	<p><b>Sharing Learning from Safeguarding Adults Reviews:</b> 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.</p>

	<p>These cases are distributed to the Dedicated Safeguarding Officers 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 its four 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>
Dover District Council	<p><b>Multi-agency working:</b> Safeguarding cases are always discussed with a designated safeguarding officer before escalation to a safeguarding referral. This ensures that cases are managed and perhaps dealt with via different agencies. Talking about situations often reduces the risk and allows further opportunity for support to be referred to. If in doubt social services are always contacted, even if it is for information purposes only.</p> <p>DDC work with other partners, if it is felt necessary, before making a safeguarding referral. For example, Kent Police and mental health teams. This is often via email, or via the District Vulnerability Panel, chaired by Kent Police.</p>
East Kent Hospitals University Foundation Trust (EKHUFT)	<p><b>Safeguarding Adults Training:</b> The safeguarding adult workforce development programme, from August 2022-March 2023, focused on enabling the staff to develop further skills and knowledge and competencies in safeguarding leadership. This was achieved through undertaking a skills analysis using the domains from the Intercollegiate Document (<a href="#">ICD</a>) to identify gaps in competencies to ensure that roles and responsibilities were aligned to this and that the team could demonstrate progression in this.</p> <p>The Trust also developed safeguarding competencies for all staff which will be rolled out in 2023 and have updated safeguarding training to reflect learning from the safeguarding reviews and section 42s.</p>
East Kent Hospitals University Foundation Trust (EKHUFT)	<p><b>East Kent Homelessness Pathway Pilot:</b> The Trust was involved in a pilot relating to people who were homeless, and the outcome of this was completed which indicated that there was much need to continue this project, as such it was extended by the ICB. The safeguarding team worked closely on this project with the Homelessness Adult Safeguarding Practitioner, providing support on the interface between homelessness and safeguarding. A short video about the homeless pathway project is available <a href="#">here</a>.</p>
Folkestone and Hythe District Council (FHDC)	<p><b>Ensuring the voice of the person (or their representative) who has been involved in our safeguarding system is heard in respect of their safeguarding experience:</b></p> <ul style="list-style-type: none"> <li>• Following KMSAB feedback on how to make safeguarding personal, FHDC have looked into their practice in order to embed this approach further into safeguarding activity, including putting additional information on the intranet.</li> <li>• Internal safeguarding procedures have been updated to ensure questions about Making Safeguarding Personal are now included in the safeguarding form staff use, and the Designated Officer group have</li> </ul>

	<p>been made aware that staff referring a concern to them need to have completed this section. Additionally, the new online safeguarding system also includes questions about the individual's wishes.</p> <ul style="list-style-type: none"> <li>• In handling safeguarding concerns - allowing opportunity for individuals to properly express feelings and views around how they have been treated/ what has occurred.</li> </ul>
Gravesham Borough Council	<p><b>Improvement activity following SAF – Focus on consent:</b> It was highlighted in last year's KMSAB self-assessment framework audit (SAF) that we needed to be more thorough in establishing consent within safeguarding referrals. This has been built into the internal safeguarding alert form, officers are required to confirm if the individual has confirmed they consent to a referral being made or not. If not, the Safeguarding Lead or Community Safety Manager contacts the individual to talk through support options and ensure they are happy to consent. The need to gain consent is also highlighted in the safeguarding briefing delivered to officers.</p>
Gravesham Borough Council	<p><b>'Safeguarding Pledge':</b> The council's Safeguarding Policy details the council's 'Safeguarding Pledge' ensuring all staff are aware that the safeguarding of children and vulnerable adults is everyone's responsibility. The policy details clear instruction of the reporting of concerns and key points of contact within the council.</p>
Gravesham Borough Council	<p><b>A Multi-Disciplinary Approach to Homelessness:</b> A number of SARs have highlighted the issues of homelessness and self-neglect. Over the past 18 months, the council has proactively been working with a number of partners across the borough to provide an all year-round Homelessness Shelter service to the homeless in the borough. This has not just been about providing shelter but has also included the provision of advice and support from professionals. Gravesham is working in partnership with North Kent Mind, Change Grow Live, Gravesham Sanctuary, Methodist Church, HM Prisons, Probation, Community police, Look Ahead, Eastgate counselling services and Serveco to manage and deliver a multi-disciplinary approach to homelessness within the Borough.</p> <p>Provision of services to the homeless is a priority for GBC. In the past year a number of changes have been made to the team to ensure it is providing the best support it can to those who need it. A Rough Sleeping Partnership Manager has been appointed to coordinate the work of the council and its partners; a Housing Resettlement Officer works with those in temporary accommodation to help them find a route to a permanent home, and a Prison Navigator to ensure a release from prison does not result in homelessness. The Rough Sleeping Partnership has enabled rough sleepers to have a voice and has built trust within this community.</p>
HCRG Care Group (formerly Virgin Healthcare))	<p><b>Safeguarding Serious Incidents:</b> All Serious Incidents are monitored by the Senior Leadership Team via the Quality &amp; Governance meeting. Common themes and trends are discussed each month for wider learning to occur and improve practice.</p>
HCRG Care Group (formerly Virgin Healthcare)	<p><b>NHS Friends and Family Test:</b> Like all NHS providers, we ask people who use our services to feed back to us on their experience using the NHS Friends and Family Test. In 2022-23, 1462 people rated our services in North Kent and 97.13% said they had a positive experience of our service.</p>

Healthwatch	<b>Analysing feedback:</b> General feedback heard by Healthwatch is analysed and any relevant themes arising are shared with KMSAB.
Kent and Medway Integrated Care Board (ICB)	<b>Safeguarding Spotlight Survey:</b> In April 2022, the NHS Kent and Medway Safeguarding team undertook a staff safeguarding spotlight survey. This provided us with feedback from staff on their experiences and areas for progress. Over 90 % of respondents stated that they were confident on how to contact our safeguarding team. As a team we were able to utilise the opportunity of the newly formed organisation to re-launch our team and ensure our contact details were available on the new KAM (internal) system and then promote our team further as part of the activity we undertook during safeguarding adults' awareness week.
Kent and Medway Integrated Care Board (ICB)	<b>Safeguarding Adults Training:</b> Kent and Medway CCG had, in 2020 – 2021, revised its availability of adult safeguarding training due to the Covid 19 pandemic. During 2022 -23 it was recognised that the NHS Kent and Medway safeguarding team needed to prioritise a review of training delivery to ensure that, as a newly established ICB, NHS Kent and Medway could be assured that its workforce is knowledgeable and confident in the application of their safeguarding adult roles and responsibilities. Following the establishment of the new organisation, a training needs analysis was undertaken to ensure that all employees were mapped according to the Adult Safeguarding: Roles and Competencies for Health Care Staff. New face to face modules for level 1 and 2 training were designed. <ul style="list-style-type: none"> <li>• All staff working in the ICB can access safeguarding adults training according to the mapped training need.</li> <li>• At end of year 2022/23 82.81% of staff had received the new version of level 1 safeguarding adults training. 100 % of ICB staff were trained at level 2, 84.75% of staff had received prevent training.</li> <li>• The new level 2 training is due for delivery in July 2023.</li> </ul>
Kent and Medway Integrated Care Board (ICB)	<b>Sharing Learning from SARs:</b> The team support the culture of learning as it embeds in the new ICB; the team have worked to ensure that there is a clear process in place to share learning from SARs to primary care services across Kent and Medway. This is undertaken by ensuring that learning from reviews is shared via: <ul style="list-style-type: none"> <li>• Regular GP bulletins</li> <li>• Reflective synopsis of case learning at monthly safeguarding lead forums</li> <li>• Reflective presentations for involved practices.</li> </ul> NHS Kent and Medway has further shared learning from SARs / reviews via: <ul style="list-style-type: none"> <li>• NHSE regional safeguarding meetings to enable wider regional and national themes to be reflected upon and learning shared beyond, and by, Kent and Medway.</li> <li>• To commissioning and contract teams to influence changes in processes and pathways. (An example of this has been project plans such as youth worker projects, Hospital Independent Domestic Violence Advisors and Homelessness pilots as well as ensuring that</li> </ul>

	<p>linked worked around strategy and policy improvement is shared with relevant ICB teams, for example learning from review around Section 117 responsibilities being effectively shared with Mental health commissioners to influence programmes of work.</p>
Kent and Medway Integrated Care Board (ICB)	<p><b>Primary Care Quality Matrix:</b> NHS Kent and Medway also introduced a new Kent and Medway Primary care quality matrix during 2022-23 which included the safeguarding bench marking toolkit. The quality matrix provides guidance for primary care to measure compliance against national standards and supports system wide improvement.</p>
Kent and Medway Integrated Care Board (ICB)	<p><b>Care Home Standards Document:</b> During 2022-23 NHS Kent and Medway has continued to work on a care home standard document with NHS safeguarding colleagues across Surrey and Sussex. This work aims to explore good practice across the region and use this to develop a tool that can support equitable and measurable assurance for good safeguarding standards across the region. This work is being supported by the NHSE regional team to ensure that the good practice identified can be shared.</p>
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	<p><b>Making Safeguarding Personal:</b> KMPT utilise the KMPT ‘Make Safeguarding Personal’ leaflet to enable safeguarding discussions both proactively and in response to abuse. This leaflet is accessible as hard copies or via a download. These leaflets explain what safeguarding is and what making safeguarding personal looks like. KMSAB’s posters ‘noticing is not nosiness’ are distributed and visible in public and staff areas to stimulate awareness and enable discussion. Making Safeguarding Personal is embedded into safeguarding adults training and policy. The voice of the adult is discussed during consultations and training to ensure a person centred approach and consideration of risks and next steps. Care plans developed by practitioners with patients is a core function of KMPT care, this ensures a partnership approach in the recovery of mental ill health. The KMPT safeguarding team ‘spot check’ referral activity to ensure the voice of the patient is evident, and where necessary target intervention to ensure this is consistently applied as appropriate.</p>
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	<p><b>Health Independent Domestic Violence and Abuse Advocate/Advisor (HIDVA):</b> In 2021, the KMPT safeguarding team successfully secured funding from the Office of the Police and Crime Commissioner (PCC) to fund a dedicated Health Independent Domestic Violence and Abuse Advocate/Advisor (HIDVA) role within the Trust. The PCC funding is until March 2025. Patients accessing KMPT services require specialist mental health intervention that cannot be supported in primary care. This means that the people exposed to domestic violence and abuse have combined vulnerabilities which increase both the risks and challenges in accessing the right support. Thanks to the support from the PCC fund and the appointment of the HIDVA role, we have been able to support people to reduce some of those challenges, by listening, responding and advocating. Some of the patients supported by the KMPT HIDVA have identified as having a disability, being from ethnic minority groups, being from the LBGTQ+ community, being non-binary, male</p>

	and female. Importantly the KMPT HIDVA has enabled accessibility of support to people in our communities.
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	<b>Safeguarding as Everyone’s Responsibility:</b> KMPT adhere to one of the most important principles of safeguarding, that it is everyone’s responsibility. Health care staff frequently work with people in their moments of greatest need and can witness health and social inequalities which have a direct impact on the lives of people they care for. The Adult Safeguarding: Roles and Competencies for Health Care Staff intercollegiate document (2018) has been designed to guide professionals and the teams they work with to identify the competencies they need in order to support individuals to receive personalised and culturally sensitive safeguarding. It sets out minimum training requirements along with education and training principles. KMPT are held to account by the ICB, the Safeguarding Children Partnerships, NHS England, Care Quality Commission and KMSAB via reporting mechanisms, such as KPI (key performance Indicators), inspections, and Section 11 and self-assessment framework returns. The KMPT executive board also ensures KMPT are compliant with safeguarding statutory functions and has a workforce committed and confident to prevent harm and responds to abuse.
Kent County Council (KCC)	<b>Strategic Safeguarding Team Talks:</b> Strategic Safeguarding met with over 50 teams, within KCC, during 2022/23. The team talks were given to various operational teams within Adult Social Care and the wider authority, such as Adult Safeguarding teams, Childrens Social Work services, Kent Registrars, Customer Care and Complaints and the Kent Enablement and Recovery Service, among many others. These talks were to provide an oversight of the work undertaken within Strategic Safeguarding and the Kent and Medway Safeguarding Adults Board. They raised awareness of the Safeguarding Adult Review (SAR) and Domestic Homicide Review (DHR) processes, and the themes highlighted within published reviews and provided useful resources to use within practice. A feedback form was produced by Strategic Safeguarding to measure the impact the Team Talks had on practitioners’ and their practice. The feedback received so far highlighted that staff now had a much greater awareness of the work of the Kent and Medway Safeguarding Adults Board, creating links with the Board and understanding the importance of reflection within team meetings to sharing the lessons learnt from SARs and DHRs; by using tools such as the reflective briefings produced for operational learning by Strategic Safeguarding, to help continually improve practice.
Kent County Council (KCC)	<b>Reflective Briefings:</b> in 2022/23, learning from a selection of reviews published by the Kent and Medway Safeguarding Adults Board (KMSAB) and the Kent Community Safety Partnership (KCSP), have been shared with operational colleagues in the form of reflective briefings, produced by KCC Adult Strategic Safeguarding. Themes identified within the reviews, are highlighted and additional useful guidance, research and relevant policies are also included. These briefings provide essential learning in an accessible and meaningful way for colleagues within Adult Social Care, and form part of the continual improvement in practice, focusing on key areas such as self-neglect,

	<p>impact on carers, professional curiosity, the necessity of person-centred care and support, and the importance of cultural competence.</p> <p>In order to continually measure the impact these briefings have on frontline practice, Strategic Safeguarding created feedback forms for all briefings, providing a voice for practitioners, to highlight what difference the information shared has made in their day-to-day work and suggestions to help us to shape future briefings.</p>
Kent County Council (KCC)	<p><b>Quality Assurance Framework:</b> To further quality assure the practice undertaken in Kent, KCC launched their own Quality Assurance Framework in December 2022, to ensure that we are consistent in the standard of practice we’re delivering, and it complements and coordinates with our Practice Framework (launched In June 2022). Together, these frameworks form the basis of our journey to become the best we can be in Adult Social Care practice.</p> <p>Our quality assurance activities will help us to have a much better understanding of how things are going in practice and what support is needed, which will be especially important following the move to our future ways of working. The quality assurance measures include undertaking quarterly Practice Audits within Adult Social Care. These audits began in January 2023 and will evolve going forward, in-line with feedback from colleagues. The Practice Audits are approached in a supportive manner and viewed as an enabler to develop the learning culture that we want to achieve within Adult Social Care. The audit findings across the county will be analysed by managers, and reports will subsequently be written for the Quality Assurance Governance Board.</p> <p>The recently created <b>Quality Assurance Governance Board</b> will be held every 3 months. It met for the first time in January 2023. The purpose of the Board is to analyse and evaluate the effectiveness of performance and quality assurance mechanisms in place across Adult Social Care, which will subsequently inform service delivery, strategic planning and commissioning. The Corporate Director for Adult Social Care will act as Chair and a person with lived experience will be co-chair. Other members of the group will include the Director of Operations, the Senior Responsible Officer for Self-Directed Support, the Senior Responsible Officer for Social Care Reform, the Assistant Director for Strategic Safeguarding, Practice, Policy and Quality Assurance, the Principal Social Worker and People with lived experiences.</p>
Kent County Council (KCC)	<p><b>Your guide to adult social care in Kent 2022:</b> The annual “<u>Your guide to adult social care in Kent 2022</u>” for the public, and people that draw on care and support, includes a section regarding safeguarding but this is a key message throughout. It is a practical guide to getting support and there is signposting to support organisations.</p>
Kent County Council (KCC)	<p><b>Engagement Roadshow:</b> In 2022, the team delivered a public in-person engagement roadshow, held in community locations across the county such as libraries, community hubs, hospitals and public buildings etc. This enabled face to face conversations and awareness raising amongst people that would</p>

	<p>not normally have the opportunity to hear about social care and understand where they can find the information they may need.</p> <p><b>Kent Care Summit:</b> At the 2022 Kent Care Summit around 300 delegates came together from a number of key stakeholder groups including providers and the public to discuss and explore key topics and challenges facing the care sector. The Social Care Futures principles were used as a basis for discussion and the commissioning intentions were co-produced from April 2022 as a result. These focused on person-centred commissioning and refer to the Making a Difference Every Day vision which highlights living a full and safe life (<a href="#">Kent Commissioning Intentions</a>).</p>
Kent County Council (KCC)	<p><b>Self-Neglect Workflow:</b> New KCC internal system changes are also being implemented, with the creation of a “self-neglect workflow” in January 2023. This workflow has been built into the adult social care electronic database (Mosaic) and can be used at any point during adult social care intervention with the person, providing a dedicated space to clearly record all information and actions taken in relation to self-neglect. This will provide much greater oversight of anyone who may be self-neglecting, the support provided to them. A briefing and guidance for this new workflow was sent to operational colleagues in February 2023, and highlighted further within internal communications in March 2023. Feedback will be sought from operational colleagues, on the use of the new workflow at the end of the first quarter for 2023/24.</p>
Kent Community Health NHS Foundation Trust (KCHFT)	<p><b>Safeguarding Adults Training:</b> KCHFT continue to deliver a safeguarding training programme in line with the adult, children and looked after children (LAC) safeguarding intercollegiate documents for all staff groups in level 1,2,3,4 and Board level target audience. The training is delivered using a blended approach of both e-learning and instructor led topic specific workshops for level 2 and 3 staff groups using virtual platforms. The workshops include safeguarding processes and procedures, domestic abuse, self-neglect, learning from safeguarding adult reviews (SARs), domestic homicide reviews (DHRs) and local safeguarding children practice reviews (LSCPRs), exploitation and mental capacity act practical application, all highlighting the importance of person- centred care. Staff receive mandatory safeguarding training updates every 3 years and have access to webinars using national network platforms, KMSAB multiagency training and KMSAB learning from SARs sessions. All training is evaluated, the feedback received is used to update the training and training facilitators are peer-reviewed. The impact of training is evident through reviewing the safeguarding referrals, calls into KCHFT safeguarding consultation line, annual safeguarding audit, patient safety incidents and clinical practice. The activity comparison shows staff recognition of key safeguarding concerns and action taken.</p>

Kent Community Health NHS Foundation Trust (KCHFT)	<b>Quality Assurance of Referrals:</b> To drive the importance of good quality safeguarding referrals to the local authority, the safeguarding team has introduced a process to monitor the quality of safeguarding referrals. All safeguarding referrals raised by KCHFT staff are scored against 5 set criteria for good referrals; a point is given for each met criteria resulting in 5 points being marked against a good quality referral or 1 for poor referral. Short feedback is then provided to the referrer, including positive aspects and areas on how to improve future referrals.
Kent Community Health NHS Foundation Trust (KCHFT)	<b>Safeguarding Data:</b> In 2022/23 KCHFT staff sought support for 1043 concerns, showing recognition to support people at risk and indicating the complexity of the need for people at risk in the community. This is 12.5% higher compared to 2021/22 and 70% higher than 2020/21. The increase has been further seen in concerns about neglect (increase by 28%), people with care and support needs (increase by 29%), domestic abuse (increase by 38%) and mental health (increase by 16%).
Kent Community Health NHS Foundation Trust (KCHFT)	<b>Mental Capacity Act Awareness Week:</b> The Trust continued to strengthen the application of mental capacity act (MCA) in practice and held an MCA Awareness week 24 – 28 October 2022, which included sharing of key MCA messages with staff and patients to highlight lasting power of attorney, what capacity is, and awareness of deprivation of liberty safeguards (DoLS). A resource pack was created and shared with safeguarding and MCA link workers in practice areas and the trust community hospitals and further support tools were created; such as an MCA crib sheet to support completion of MCA assessment and DoLS care plan.
Kent Fire and Rescue Service (KFRS)	<b>Safeguarding Adults Training:</b> At a national and regional level, KFRS has created e-learning modules for both child and adult safeguarding. These have now been adapted by 3 other fire services. We have also written level 3 and 4 training and shared this with 5 other services around the UK for their safeguarding leads to adapt and deliver the training to their colleagues. We trained another safeguarding manager from Bedfordshire in November 2022 and are proud to be supporting others in creating bespoke safeguarding training for fire services.
Kent Police	<b>Victim Needs Assessment:</b> To ensure Kent Police meets its requirements under the Victim’s code 2021, and in order to better support victims of crime and to ensure their wishes and needs are considered, Kent Police has introduced a Victims Needs Assessment. This assessment takes place for every victim engaged with. It records issues such as safeguarding and any support needs such as use of an intermediary or communication requirements.

Kent Police	<p><b>Making Kent Safer Plan:</b> In 2022 the Office of the Police and Crime Commissioner launched the 2022 – 2025 “Making Kent Safer” Plan. The plan can be found <a href="https://kent-pcc.gov.uk">here</a> (kent-pcc.gov.uk). The plan clearly states that the Police and Crime Commissioner will set priorities for the Chief Constable, these include working with residents, communities, and businesses to prevent crime and anti-social behaviour, tackle violence against women and girls and protect people from exploitation and abuse. The Police and Crime Commissioner also states that he will hold all agencies to account for the delivery of an effective and efficient criminal justice system, will work in partnership with the police and others to prevent crime and anti-social behaviour and commission services for victims that are needs-led.</p>
Kent Police	<p><b>Statutory Reviews Lessons Learned Newsletter:</b> Kent Police continues to play a key role in carrying out Safeguarding Adults Reviews and to ensure multiagency learning is in place. SARs are shared and stored centrally on the Crime Academy SharePoint Pages. The Protecting Vulnerable People Governance and Scrutiny team track the resulting recommendations from both the independent report and the internal independent management report (IMR). However, to assist in learning, the Serious Case Review Team produce a newsletter looking at themes from SARs and include key learning from the IMR writers. This then complements the completed SAR learning when it is circulated.</p>
Maidstone and Tunbridge Wells NHS Trust (MTW)	<p><b>Learning from Safeguarding Adults Reviews:</b> Safeguarding Adults Reviews are shared at the Safeguarding Adults Committee in report format with all of the actions from each SAR noted. Even when an action is not specifically for MTW to complete the Trust will consider the impact of each recommendation in relation to MTW’s practice, so that Senior Teams and individuals are sighted on this. Leaders within the Discharge Liaison Team have attended SAR workshops and are keen to promote the use of the KMSAB Self Neglect policy and procedure. Where concerns arise in relation to safeguarding issues for patients who are being discharged, they will liaise within the multi-agency to seek out remedies for patients and will escalate to the Safeguarding Team where support is needed.</p>
Maidstone and Tunbridge Wells NHS Trust (MTW)	<p><b>Safeguarding Adults Training:</b> All staff who work for the Trust receive safeguarding adults training in line with the updated Adult Safeguarding: Roles and Competencies for Health Care Staff (Intercollegiate Document) published by the Royal College of Nursing, first edition 2018 and updated June 2022.</p> <p>March 2023 compliance for: -  Level 1 Safeguarding Adults Training is at 95.5%  Level 2 Safeguarding Adults Training is at 92.2%  Level 3 Safeguarding Adults Training is at 78.4%</p> <p>Level 2 Mental Capacity Act (MCA) Training is at 70.0% - This was put back to zero compliance in March 2022 after a redesign of training.  Level 3 MCA Training is at 73.2% - This was put back to zero compliance in March 2022 after a redesign of training.</p>

	<p>The Trust decided in March 2022 to re-start the Level 3 Training Offer after the training was reviewed and compliance target audiences were reset. This meant that we ‘zeroed’ both Safeguarding Adults Level 3 and MCA Level 3 training from that date. We advertised out that ALL registered practitioners who are patient facing needed to receive both Level 3 Safeguarding Adults and Level 3 MCA Training. The Trust compliance target is set at 85% and within the last 13 months the compliance has risen from 0% to Safeguarding Adults Level 3 78.4% and MCA Level 3 73.2%, this remains on an upward trajectory.</p>
Maidstone Borough Council	<p><b>Safeguarding Champions and Supervision:</b> We have specialist staff members who are expert in safeguarding and support, who work alongside our wider staffing teams and Safeguarding Champions to ensure a robust response across the organisation. We have regular safeguarding champions meetings. Also, through the dissemination of safeguarding we look to review our own processes and support mechanisms to make sure they are adequate. We have recently implemented as a standard safeguarding item on all one to one’s meetings for those staff in front facing support roles within Housing. This ensures any concerns or worries, are escalated, and reported through the best channels and the staff have the opportunity to seek support, give opinions and advice in difficult and challenging cases. We also seek to review trends and the biggest concerns within MBC via the Power BI dashboard (data dashboard).</p>
Maidstone Borough Council	<p><b>Clinical Supervision:</b> Often through this front facing work, we work with very complex individuals and wider households – we ensure our staff team are well trained and have emotional resilience to deal with these complex cases. The team all have access to clinical supervision which was introduced in late 2022 and helps them work through challenges and difficulties. Any concerns which are discussed in the meetings – are raised via normal management processes.</p>
Maidstone Borough Council	<p><b>Self-Neglect and Hoarding:</b> Through our hospital discharge programme, we have contracts in place to support those who are hoarding/self-neglect to prevent a hospital admission. We work alongside Mid Kent Mind to provide weekly counselling support (between 6-18 weeks dependant on the circumstances) with support to provide some cleaning and/or clearance works. This is provided free of charge to residents. This helps reduce unnecessary pressures on the NHS by repeat admissions or GP appointments. Cases are subject to an initial home assessment and acceptance from clients. It can also lead to other avenues of support by statutory and/or voluntary agencies. Mid Kent Mind have a good success rate for engagement.</p>
Medway Community Healthcare (MCH)	<p><b>Safeguarding Adults Training:</b> All MCH staff are required to attend Safeguarding Training commensurate with their role, overall compliance is currently at 92%</p>
Medway Council	<p><b>Safeguarding Peer Review:</b> A safeguarding peer review was undertaken in February 2022, and the report was published in June 2022. The peer review considered the following areas:</p> <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Quality of Practice</li> <li>• Structure and Resources</li> </ul>

	<ul style="list-style-type: none"> <li>• Performance</li> <li>• Partnerships</li> </ul> <p>The findings were welcomed, with many positives alongside challenges to consider. As a result, an action plan was written to support improvement. One of the significant recommendations was to consider the structure of our safeguarding teams. Work has begun to create one safeguarding hub to ensure consistency of practice throughout the customer journey.</p>
Medway Council	<b>Safeguarding Adults Training:</b> We continued to offer bespoke training on the role of the Enquiry Officer and the role of Designated Senior Officer in 2022/23. Feedback from the training has been positive.
Medway Council	<b>Learning from Safeguarding Adults Reviews (SARs):</b> Learning from SARs has been shared with staff in the safeguarding hubs and with managers at the monthly safeguarding hub meeting. To increase the reach to the whole adult social care (ASC) workforce, a monthly Principal Social Worker (PSW) and safeguarding bulletin has been developed. Specific actions from SARs are monitored at the monthly SAR/Domestic Homicide Review action meeting, this is chaired by the Assistant Director for ASC and attended by the Head of Service, Operations Managers, PSW and Safeguarding Lead. The Operations Managers manage the locality and specialist teams and can share relevant information with those teams.
Medway Foundation Trust	<b>Safeguarding Adults Training:</b> We have resumed face to face training for level 2 and 3 during the past year to put a specific emphasis on local learning and awareness, roles and responsibilities of staff in the Trust and ensuring that Making Safeguarding Personal is emphasised.
Medway Foundation Trust	<b>Making Safeguarding Personal and Audit Activity:</b> The safeguarding recommendation form information is added to the patient electronic records; this specifically includes the patient's wishes. A safeguarding audit of the quality and compliance with all fields of a safeguarding referral is undertaken including patient consent.
National Probation Service	<b>Feedback from Persons on Probation:</b> Through the review period, the Probation Service has been developing ways of ensuring service users' voices are heard. Latterly this has led to the development of an initiative to better engage and collaborate with People on Probation. Although not specifically a forum for adult safeguarding issues, feedback around lived experiences of Persons on Probation including prison leavers is gathered via this route.
Sevenoaks District Council (SDC)	<b>Safeguarding Policy:</b> The Safeguarding Policy was updated in January 2022 and added in extra policies following guidance from the KMSAB. This was formally approved through our committee process and has a review process in place.
Sevenoaks District Council (SDC)	<b>Warm Spaces Initiative:</b> SDC launched our Warm Spaces initiative as part of the cost of living response, enabling a number of community spaces, where people can find warmth and access to services. We are now considering evolving these as Safe Spaces.

Swale Borough Council	<b>Learning from Safeguarding Adults Reviews (SARs):</b> Safeguarding Adults Review outcomes and relevant recommended practice change are reported in the Senior Management Team Quarterly report. Recommendations for localised practice are included within annual reviews of safeguarding policy and procedures. The recommendations are tracked and managed to ensure that SARs are not just a paper exercise.
Swale Borough Council	<b>Self-Neglect:</b> We have devised and launched an internal self-neglect procedure which is linked in with our safeguarding policy.
Thanet District Council (TDC)	<b>Community Services Manager:</b> The Community Services Manager attends county and national conferences, organised by KCC, KMSAB and the Local Government Association. Learning from these are then disseminated to the rest of the organisation for organisational improvement. The dissemination happens via TDC safeguarding forum and then down to the teams via the safeguarding champions.
Tonbridge and Malling Borough Council	<b>Learning from Safeguarding Adults Reviews (SARs):</b> Safeguarding Adults Reviews and Domestic Homicide Reviews are standing items at the quarterly internal safeguarding meeting, to raise awareness and understanding of the issues with staff.