

Appendix 1 - The table below sets out examples of how ASCH met the Public Sector Equality Duty requirements through service delivery during 2018/19.

Objective: Safeguard vulnerable adults from harm

Examples of Evidence:

- In Older People and Physical Disability (OPPD) division a new Safeguarding operating model was implemented on 6.8.18, designed to be a more responsive and effective service. As a result, there was an improvement in Safeguarding Enquiries that are completed in under 90 days. In 2018/19 this was 1,749 closures, an average 145.8 per month. This contrasts with 1,018 90-day closures a year earlier, an average 84.8 per month. Due to the increase in timely closures individual Safeguarding needs across all protected characteristics are responded to more quickly. Timescales for case closures has also improved and is now taking place within 24-48 hours of enquiries concluding. This means that any outstanding actions or recommendations are addressed sooner. Another impact of the new Safeguarding operating model is an increase in the application of Making Safeguarding Personal principles and how individual's wishes inform the enquiry process.
- In March 2019 the Disabled Children and Young People's Service (DCYPS) applied to Court for a Forced Marriage Protection Order under the Forced Marriage (Civil Protection Act 2007). This was a complex piece of work as the Social Worker had to balance the families culture, ethnicity and wishes and feelings with the need to protect a Young Person, who lacks capacity, being married to a someone he had never met and was not able to give informed consent to marry. DCYPS are sharing the learning and expertise gained from this work by contributing to the planning and delivery of a 'Beyond the Margins' conference in June 2019. DCYPS staff now facilitate workshops on managing a Forced Marriage situation, where a Young Person lacks capacity to consent to marriage because of their Learning Disability.
- In Mental Health services the Kent Enablement Recovery Service (KERS) has continued to develop solutions to support vulnerable adults and safeguard them from harm. An example that illustrates this in practice is a 67-year old woman with a diagnosis of Bi-Polar Disorder who had fled her home due to domestic abuse from her husband of 30 years but continued to go back due to social isolation, risking further abuse. By applying the principles of Making Safeguarding Personal within the Safety Plan the reasons for the social isolation were addressed, resulting in a referral via KERS to a local church and local activities. Together with support to gain accommodation and further support in the community from the organisation Swale Action To End Domestic Abuse the woman was enabled to rebuild her life and has chosen not to return to her previous home.
- In Learning Disability services staff have been working on safeguarding people who have targeted by sexual offenders. An example is a woman who became drawn into a domestically abusive relationship. Social Workers, Police and Learning Disability Nurses supported her to understand what a good relationship is. By working with her she has built greater self-esteem and social networks and the confidence to pursue positive relationships and is starting to enjoy life again. Another example is a man with a learning disability

and dementia who had been living with his elderly mother for several decades. However, he had to go into 24-hour supported living following her becoming very unwell with the prognosis that she would die. However, she recovered and the Multi-Disciplinary Team worked to support him to go home, but the risks were too high and the environment was no longer able to meet his long-term needs. A best interest decision was made for him to move to a residential service which could meet both their needs and once again restore the relationship which was so important to them both and central to their welling. They are both doing well.

Objective: Improve life chances and outcomes of vulnerable adults through service developments and modernisation

Examamples of Evidence:

- Based on analysis carried out during 2017/18 a new service providing assessment and care and support planning for people with eligible needs in prison was developed during 2018/19. Memoranda of Understanding were produced across the Isle of Sheppey and East Sutton prisons reflecting commissioned services and commitments from KCC, NHS and Prison Governors to vulnerable prisoners. A clinic approach has been developed across the Isle of Sheppey prisons, providing access to Occupational Therapy and Social Work services. The self assessment form has been revised and simplified and is available within prison libraries and on-site GP services for improved access. Examples of care and support that have been arranged include help with washing and dressing and equipment for showering. Monthly Multi-Disciplinary Team meetings were introduced for release planning and housing-needs assessment, to reduce the risk of homelessness and plan for any on-going care and support needs. There were 11 prison assessments resulting in a service provision during 2017/18 and five in 2018/19, plus a range of advice and guidance from the team providing this service.
- The needs of ex-service personnel continued to be addressed during 2018/19. An example included a man admitted to a ward with severe depression after a suicide attempt. He had lost his job as special security and had run up rent debts of around £10,000. He was going to lose his family home and the thought of his family being made homeless had become too much. Through KERS he received support with benefits, housing and legal rights, plus a referral to Soldiers' and Sailors' Families Association (SAFFA) to explore additional support. The family were supported in securing a new home and linked to support networks in the community and SAFFA to help prevent a similar situation recurring.
- Parents with a learning disability are often discriminated against on the basis of their disability, as there is a societal bias that they would not make good parents. Learning Disability practitioners worked with a couple both with a learning disability who were expecting a baby. By working closely with the Children and Families team and Occupational Therapy, support was provided for the couple to learn the skills needed during pregnancy and after the birth. Six months after the birth the family were doing well and growing in confidence and skills, demonstrating positive outcomes when services work together.

- Roll out of the ESTHER programme was enhanced during 2018/19, increasing the number of ambassadors from 400 to over 1000 and coaches from 54 to 70. The ESTHER approach is person centred focussing on what is important to the individual, with the professionals working as one to address the issues facing the individual. The Kent ESTHER care philosophy was acknowledged by the Care Quality Commission in September 2018 as an indicator of quality in service delivery and was used by Strategic Commissioning as a criterion in procurement and contract re-letting activity during 2018. An e-learning module on the ESTHER care philosophy was made available at nil cost to care providers in March 2019, to increase access and awareness, as part of the programme to upskill care workers in application of this person-centred care philosophy.
- Following the success of the Equality and Human Rights development day in 2017, a similar event was provided for 150 staff on 31.10.18. Workshops were available for staff to develop their practice in a diverse range of subjects including detention of black males, modern slavery in practice, making transition work for young disabled people and the values underpinning our work with partner agencies. Central to the theme for the day and the workshops was promoting understanding of a person-centred approach tailored to the individual, so they can achieve the things that matter most to them. The event and workshops were very well received by staff. The evaluation exercise resulted in an overall satisfaction of 4.42 out of 5.

Objective: Ensure the quality and range of services are improved through increasing engagement with service users and carers

Examples of Evidence:

- Following the review of the Older Person's Core Offer during 2017, the Care Navigation service was developed during 2018/19, to improve access across all client groups and protected characteristics. The service was renamed Community Navigation, in response to feedback through the engagement activity with members of the public. Work was also undertaken with providers to define the role of a Community Navigator, understand how the service would work and determine beneficiaries. Engagement with the Patient and Public Advisory Group resulted in the language used being clarified and processes made simpler to help people find the support they need. The service specification was developed to reflect feedback including not making everything about care ie that community assets and networks are important to how people want to lead their lives.
- During Dementia Action Week 21st to 27th May 2018, KCC worked with the Kent Dementia Action Alliance (DAA) to highlight the condition through activities including information events, fun days and sports taster sessions. As a result there was excellent awareness raising about dementia, 200 new dementia friends were created and membership of the Dementia Friendly Communities increased by 10. Some of these were chain shops and restaurants such as The Co-op and Bills, potentially extending the reach even further and increasing the possibilities for new sponsors for the Kent DAA Awards ceremony on 11th October 2019.

- During Safeguarding Awareness Week 8th to 12th October 2018 the KCC Adult Safeguarding Unit (ASU) worked with the Kent and Medway Safeguarding Adults Board (KMSAB) and across multi-agencies to develop and deliver a range of inclusive activities to address 'Connection not Isolation'. KCC staff and members of the public were invited to make a pledge to connect with someone who may be isolated in their community. The events involved working alongside colleagues from the Community Safety Unit, Sensory Services and Unison. ASU joined colleagues from Maidstone Borough Council in the Mall, Maidstone High Street, to raise awareness of Adult Safeguarding with local residents. The pledge campaign generated 200 pledges and continues to be publicised. As part of the awareness raising activities the Central Referral Unit (CRU) raised and donated £300.00 to the charity Silverline and have received a thank you letter for their support in tackling social isolation and loneliness amongst older people.
- During September 2018 stakeholder events were held within in-house services for people with a learning disability, to engage with clients and carers to help shape future services. This was the first event like this, enabling team members, families, carers, and people we support (who also have their own forums) to influence and shape the future of Inspiring Lives Services. The responses were collated into key themes and actions and a "you said we did" document is in progress to reflect and account for the resulting changes. Based on the positive feedback received on this approach, this activity will take place on an annual basis across all client groups for in-house services from 2019.