

From: Clair Bell, Cabinet Member for Adult Social Care and Public Health
Andrew Rabey, Chair of the Kent and Medway Safeguarding Adults Board

To: Kent Health and Wellbeing Board – 24 May 2022

Subject: **Kent and Medway Safeguarding Adults Board Annual Report April 2020 – March 2021**

Classification: Unrestricted

Past Pathway of report: Adult Social Care Cabinet Committee

Summary: This report introduces the Kent and Medway Safeguarding Adults Board's Annual Report for April 2020–March 2021. The Annual Report sets out the responsibilities and structure of the Board and details how the multi-agency partnership delivered against its priorities for the year. The report also provides information pertaining to Safeguarding Adults Reviews, funding arrangements and safeguarding activity information. The Annual Report was endorsed by the Kent and Medway Safeguarding Adults Board on 7 December 2021 and has been presented to Adult Social Care Cabinet Committee.

As the Annual report related to activity from April 2020 – March 2021 this cover report also includes more recent information for the Health and Wellbeing Board to be cited on.

Recommendation: The Kent Health and Wellbeing Board is asked to consider and endorse the Kent and Medway Safeguarding Adults Board Annual Report, 2020 – 2021, attached as appendix A.

1. Introduction

- 1.1 The Care Act 2014 made it a requirement for each local authority to establish a Safeguarding Adults Board (SAB). Kent County Council's duty is met through a joint Board with Medway Council; the Kent and Medway Safeguarding Adults Board (KMSAB).
- 1.2 The KMSAB does not provide frontline services, it has a strategic role which is "greater than the sum of the operational duties of the core partners"¹. The KMSAB sets the strategic direction for adult safeguarding in Kent and Medway and seeks assurance and provides challenge to ensure that adult safeguarding arrangements in Kent and Medway are in place, are effective and are person centred and outcome focused. The KMSAB membership works collaboratively to raise awareness of adult safeguarding and prevent abuse and neglect.

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

1.3 Under the Care Act 2014, the KMSAB has three core duties, it must:

- Publish a strategic plan to set out how it will meet its main objectives and what members will do to achieve this. The KMSAB Strategic Plan is available on the link below:
<https://kmsab.org.uk/p/about-kmsab-1/annual-report-and-strategic-plan-1>
- Publish an Annual Report detailing what the Board has done during the year to achieve its main objectives and implement its Strategic Plan, and what each member has done to implement the strategy, as well as detailing the findings of any Safeguarding Adults Reviews and subsequent actions.
- Conduct any [Safeguarding Adults Review](#) in accordance with Section 44 of the Care Act.

1.4 The Care Act 2014 states that, once the Annual Report is published, it must be submitted to:

- the Chief Executive (where one is in situ) and Leader of the Council;
- the local Police and Crime Commissioner and Chief Constable;
- the local Healthwatch; and
- the Chair of the Health and Wellbeing Board.

1.5 The supporting statutory guidance states that “it is expected that those organisations will fully consider the contents of the report and how they can improve their contributions to both safeguarding throughout their own organisation and to the joint work of the Board”. As such, this report presents the 2020 - 2021 Annual Report to Kent County Council’s Adult Social Care Cabinet Committee.

2. KMSAB Annual Report 2020 – 2021

2.1 The Annual Report details how the Board delivered against its strategic priorities of ‘prevention’, ‘awareness’ and ‘quality’ during 2020 – 2021. Some of the key achievements during the reporting period include:

- The Board’s Business Unit developed and promoted a Coronavirus advice section on its website, providing a central repository and to share relevant information, advice, support and guidance in relation to adult safeguarding and the COVID pandemic. Key messages were also shared through the Board’s newsletter.
- The Board’s multiagency training programme was adapted so it could be delivered through a video conferencing platform, rather than classroom based. For the seven-month timeframe from September 2020 to the end of March 2021 a total of 51 training workshops took place with 576 delegates participating. The training was closely aligned to the Board’s priorities and learning from safeguarding adult reviews. Feedback from delegates presented a positive picture in relation to the quality of training, increase in knowledge and how learning is embedded into practice.

- In response to the learning gained from ongoing Safeguarding Adults Reviews (SARs), the Practice, Policy and Procedures Working Group strengthened the "[Kent and Medway multi-agency resolving practitioner differences; escalation policy for referrals and adult safeguarding](#)" document to cover differences of opinion when agencies are referring clients between each other. It emphasised that, in situations where the escalation process is required, the agency making the original referral should maintain case oversight until resolution is agreed.
- It is a requirement of the Care and Support Statutory Guidance that all relevant Safeguarding Adults Board (SAB) partners must have policies and procedures, in line with those of Safeguarding Adults Boards, for responding to concerns against any person who works with adults, in either a paid or unpaid capacity, in positions of trust. Previously the Board's main policy document included a section on this, however due to changes in working practices and to offer more guidance for all agencies, the Board developed a stand-alone policy 'Managing Concerns around People in Positions of Trust (PiPoT)' to set out agencies' responsibilities.
- Kent and Medway Safeguarding Adults Board members chose to align with the national safeguarding adults awareness week, established by the [Ann Craft Trust](#). The purpose of the week was to share messages with the public on how to recognise and report abuse and neglect, and to highlight the support and services available for those at risk or experiencing abuse. Unlike previous years, the pandemic response meant that the Board was mainly reliant on social media, such as Twitter and Facebook, to raise awareness. A social media content plan, setting out the messages to be sent by partner agencies' communication teams, was developed and shared.
- The new Kent and Medway Safeguarding Adults Board website was launched as part of safeguarding adults awareness week. This significantly improved the accessibility and availability of Board information, as previously information was on different pages on Kent County Council's website, making it difficult for practitioners and members of the public to find. As at November 2021, the home page had been accessed 494,006 times.
- Two 'virtual' safeguarding adults awareness briefings, hosted by the then Independent Chair of the Board, Deborah Stuart Angus, were held in October 2020. The briefing sessions were aimed at non-partner organisations who work closely with their local communities (e.g. charities, faith organisations, advocacy, businesses). Again, the emphasis was on raising awareness about the types of abuse, channels for reporting concerns, and to encourage agencies, organisations and businesses to evaluate their internal processes to safeguard adults at risk. Case studies were used to generate discussion and to help embed the knowledge shared. The events attracted over 60 attendees and feedback received during and after the event was very positive.
- The Board's main leaflet, which explains how to recognise and report abuse, was translated into the 18 languages most commonly spoken across Kent and Medway, to help all communities raise awareness of the signs of abuse and how to report it. The leaflet is also available in easy read.

- 2.2 Eight safeguarding adults' reviews (SARs) have been published since the last annual report. Further details of the reviews, and learning from these, are set out in section three of the annual report, but in summary priority learning for partner agencies relates to:
- Legal literacy – in particular the application of the Mental Capacity Act and Mental Capacity Assessments for individuals who may have fluctuating capacity.
 - Professional curiosity - the capacity and communication skill to explore and understand what is happening rather than making assumptions or accepting things at face value.
 - Making Safeguarding Personal - professionals working with adults at risk to ensure that they are making a difference to their lives. Considering, with them, what matters to them so that the interventions are personal and meaningful.
 - Agency collaboration/multiagency working - how agencies work together to support adults at risk with complex needs.
- 2.3 In addition, the annual report contains examples of work being undertaken by the Board, and partner agencies, to address other recommendations arising from SARs, including:
- Exploring the reasons why people may not wish, or feel able to, engage with services.
 - Raising awareness of the escalation policy.
 - Exploring the barriers to the use of the Kent and Medway Multi-agency policy to support people that self-neglect or demonstrate hoarding behaviour.
 - Ensuring that organisations recognise the rights of carers to a carers assessment.
 - Safe discharge from hospitals.

3. Recent Activity

- 3.1 The KMSAB Annual Report for the period covering April 2021 – March 2022 will be drafted once performance data and updates from partner agencies are available and have been submitted, in summer 2022. However, the Health and Wellbeing Board is asked to note the following recent activity:

3.1.1 Training

- 3.1.1.1 Following a successful tender process, DCCi has been commissioned to provide the Board's 2022 -2023 training offer. Training will continue to be delivered by virtual, online sessions. The Board will offer five stand-alone one-day workshops covering:
- Adult Legal Literacy
 - Collaborative Working, including section 42 enquiries
 - Domestic Abuse
 - Types of Adult Exploitation
 - Self-Neglect and Hoarding

3.1.1.2 In addition, four quarterly half-day multi-agency learning events for Safeguarding Adults Reviews will be arranged, designed for a wider range of practitioners, to build awareness of best practice and share this across organisations. The first of these sessions will consider complexity around making capacity decisions, using local SAR findings to inform discussions.

3.1.1.3 The KMSAB training documentation, including the training brochure, course flyers and the training calendar is available on the KMSAB website: <https://www.kmsab.org.uk/p/professionals/kmsab-training>

3.1.2 Safeguarding Adults Reviews (SAR)

3.1.2.1 Subsequent to those listed in the annual report, the following Safeguarding Adults Reviews have been published:

- [Douglas](#)
- [James](#)
- [Mark](#)

3.1.2.2 Health and Wellbeing Board members are asked to review the reports and note the learning. Safeguarding Adults Review working group members continue to monitor and progress the SAR action plans and provide updates to the KMSAB.

3.1.3 Practice, Policies and Procedures

3.1.3.1 In accordance with the policy update schedule, the Practice, Policies and Procedures Working Group is currently updating the following documents:

- Multi-Agency Safeguarding Adults Policy, Procedures and Practitioner Guidance for Kent and Medway;
- Multi-Agency Protocol for Dealing with Cases of Domestic Abuse to Safeguard Adults with Care and Support Needs; and
- Policy and Procedures to support people that self-neglect or demonstrate hoarding behaviour.

3.1.3.2 Additionally, in response to identified gaps and learning from SARs, members developed the following:

- [Multi-agency Response for Adults Missing from Health and Care Settings](#)
- [Self-neglect and hoarding - a quick guide to identifying and responding to self-neglect and hoarding](#)

3.1.4 Communication and Engagement

3.1.4.1 The Board's communication and engagement working group continues to implement the Board's communication and engagement strategy. In addition, in response to the arrival of Ukrainian refugees, the Board's main leaflet "How to protect yourself from abuse - a guide for the public" has been translated to Ukrainian. It is available [here](#).

3.1.4.2 As part of the communication and engagement strategy, the Independent Chair of the Board hosts quarterly briefing sessions. The next briefing is scheduled for 24 May 2022. More information will be available in the Board's newsletter. To sign up to the newsletter, please email KMSAB@kent.gov.uk. Previous versions are available [here](#).

4. KMSAB Strategic Plan 2022 – 2025

4.1 In accordance with the requirements of the Care Act 2014, the KMSAB has drafted a new strategic plan for 2022 – 2025. The identified priorities are:

- Promoting person centred safeguarding (putting Adults at the centre of our work)
- Strengthening system assurance (ensuring that organisations are working well together to support Adults)
- Embedding improvement and shaping future practice (helping the organisations we work with to keep getting better)

4.2 The consultation period for the strategic plan is scheduled for 26 April to 22 June 2022. To facilitate consultation discussions, members of the business unit have developed a 'guided discussion document' which can be used at meetings to seek feedback on the plan. All consultation materials are available via the following link, [Let's talk Kent](#). KHWB members are asked to engage in the consultation.

5. Conclusions

5.1 During 2020-2021, KMSAB and our partner agencies have built on the good work from the previous year. The Board has continued with its scrutiny and challenge role and continues to share vital messaging on how to recognise and respond to adult safeguarding concerns.

6. Recommendation

6.1 Recommendation: The Kent Health and Wellbeing Board is asked to consider and endorse the Kent and Medway Safeguarding Adults Board Annual Report, 2020 – 2021, attached as appendix A.

7. Background Documents

None

8. Report Author

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