Hello, my name is Deborah Stuart Angus.

I am happy to introduce the annual report of the Kent and Medway Safeguarding Adults Board.

The report shows there is a lot of work going on in Kent and Medway to keep adults safe.

I want to say thank you to all the members of the Board and the organisations we work with. They all help to make Kent and Medway a safer place.
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Some hard words are in red.
They are in a word list on page 41.
Safeguarding is making sure that people are **safe** and do **not** get **treated badly**.

Safeguarding includes

- **stopping abuse** before it happens
- **helping** people who have had abuse to get help and **stay safe**
- making sure people are **involved** in **decisions** about their **life** and staying **safe**

**Adult safeguarding** is for people who need **care** or **support** to live their life and keep themselves **safe**. This can include

- **older** people
- people with a **disability**
- family **carers**
- people with a **mental illness**
There are lots of different kinds of abuse.

**physical abuse**

hurting someone’s body

**domestic abuse**

treating someone badly who is a partner or a family member

**sexual abuse**

attacking someone sexually or touching them when they do not want it or making them do something sexual they do not want

**psychological abuse**

making someone feel bad, sad, scared or confused. For example threatening someone or calling them names.

**financial abuse**

taking money or benefits that belong to someone
modern slavery
taking away someone’s freedom and forcing them to do work

discriminatory abuse
treating someone badly because of things like disability, race or sexuality

organisational abuse
treating people badly in a care home or hospital. For example Winterbourne View

neglect
not caring for someone properly, for example not giving them medicine or not helping them get dressed

self neglect
not looking after yourself properly, for example not washing or eating
reporting abuse

Call 999 if someone is in danger.

Call social services if you
• have had abuse
• think someone else has had abuse
• think you or someone else might be at risk

Medway social services
01634 334466
text 18001 01634 334466

Kent social services
03000 41 61 61
text 18001 03000 41 61 61

You can find out more about abuse and safeguarding on our websites
www.medway.gov.uk/abuse
www.kent.gov.uk/adultprotection
The Kent and Medway Safeguarding Adults Board is a group of different organisations. They help organisations in Kent and Medway work together to

- keep adults at risk safe
- help people stay well and happy
- stop abuse
- make sure people get their rights.

All the organisations that are part of the Board agree to work in the same way.
The **Board** has different **jobs**

- **decide** what is important to work on
- make a **plan** about **what** work to do and **how**
- make a **report** about what they do each **year**
- **check** that organisations are doing their job **properly**
- make sure organisations keep on getting **better** at keeping people **safe** and **happy**
- stop abuse before it starts
- make sure organisations **stick** to the same **good** ways of working
- check that **safeguarding** work is about the **person** and that it makes their life **better**
- do a **check** when things go **wrong** and find out how to do **better**.
The law says that every Safeguarding Adults Board in England and Wales should involve
- local police
- local Clinical Commissioning Group
- local council.

Other organisations get involved too. These are different depending where you are. In Kent and Medway these are the other organisations on the Board.

<table>
<thead>
<tr>
<th>Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocacy for All</td>
</tr>
<tr>
<td>Dartford and Gravesham NHS Trust</td>
</tr>
<tr>
<td>District and Borough Councils</td>
</tr>
<tr>
<td>East Kent Hospitals University NHS Foundation Trust</td>
</tr>
<tr>
<td>Her Majesty’s Prison Service</td>
</tr>
<tr>
<td>Kent and Medway NHS and Social Care Partnership Trust</td>
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<tr>
<td>Kent Autistic Trust</td>
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<td>Logo</td>
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<tr>
<td>---------------</td>
</tr>
<tr>
<td>Kent Community Health NHS Foundation Trust</td>
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<tr>
<td>Kent Fire and Rescue Service</td>
</tr>
<tr>
<td>Kent Integrated Care Alliance</td>
</tr>
<tr>
<td>Kent Surrey and Sussex Community Rehabilitation Company</td>
</tr>
<tr>
<td>Maidstone and Tunbridge Wells NHS Trust</td>
</tr>
<tr>
<td>Medway Community Healthcare</td>
</tr>
<tr>
<td>Medway NHS Foundation Trust</td>
</tr>
<tr>
<td>National Probation Service</td>
</tr>
<tr>
<td>NHS England</td>
</tr>
<tr>
<td>Rapport Housing and Care</td>
</tr>
<tr>
<td>SeAp Advocacy</td>
</tr>
<tr>
<td>South East Coast Ambulance Service NHS Foundation Trust</td>
</tr>
<tr>
<td>Virgin Care</td>
</tr>
</tbody>
</table>
how the Board is organised

The Board has a set of rules and guidelines about how it works and who does what job. This is called a constitution. The Board agreed the constitution in June 2016.

The Board also has different groups to do different jobs. In December 2016 the Board had a meeting to talk about how the different groups work together.
Kent and Medway Safeguarding Adults Board

Their **job** is to

- **decide** on the **important** things to do
- work on making things **better** after the Safeguarding Adults Reviews

Business Group

Their **job** is to

- make the Board’s **plans** happen
- **tell** the **working groups** what things to **work** on
- **check** what the **working groups** have done

Medway Safeguarding Adults Executive Group

They are a group of **directors** from different **services** in Medway.

Their **job** is to

- **work together** to keep people **safe** in Medway
- make the Board’s **plans** happen
There are 5 working groups

- **Learning and Development Group**
  They work on training

- **Practice Policy and Procedures Working Group**
  They work on rules and guidelines about how people work

- **Quality Assurance Working Group**
  They check that organisations are working well to keep people safe

- **Risk Threats and Vulnerabilities Working Group**
  They work on plans to keep people safe from trafficking and gangs and radicalisation

- **Safeguarding Adults Reviews Working Group**
  They organise reviews when things go wrong and other checks
reviews when things go wrong

If an **adult** at risk **dies** or is **seriously hurt** the **Board** has to have a meeting and write a **report**. This is called a **Safeguarding Adults Review**.

The **review** is not to find out whose **fault** it was. The **review** tries to find out if people could have worked **together better** to keep the person **safe**.

A **review** happens if

- a person **dies** because of abuse
- a person has had **serious sexual abuse**
- a person has had abuse that caused a very **bad injury**
- a person has not been **looked after** properly and it changes how they **grow** and **develop**
- a **group** of people have been **hurt**
- the **abuse** happened in a **care home** or **hospital**
- the **police** find out about **staff** being **abusive**
- **organisations** did not work together to keep **people safe**
Workers let the Board know about any people’s cases that might need a review. The Board decides if they need to do a review.

The Board heard about 7 people in 2017-2018.
- 2 of them had full Safeguarding Adults Review
- 2 of them did not need reviews
- 3 of them did not need a review but were dealt with by NHS safeguarding

The Board finished 4 reviews in 2017-2018. The action plans for each review are nearly done.

These reviews showed that some things are very important in keeping people safe
- keeping good information
- having 1 person in charge of keeping someone safe
- sticking to the rules of the Mental Capacity Act
- working together
- asking questions about what is happening
- doing something about it
- knowing when to get involved if someone is not taking care of themselves
our work in 2017–2018

This part is about how we made our plans happen in 2017–2018.

working with the community

doing better when things go wrong

checking we are well organised

keeping our rules up to date

training
working with the community

what we planned

1. find a way to let people in the community have a say on the Board

2. use what people say to change the rules and guidelines of the Board and make our work better

3. let people know more about the work we do

4. make sure people in the community know how to spot and report abuse.
1. people in the community having a say

We started a group to think about how to get the public involved with the Board. It is called the Engagement and Communications Group.

The group will talk to other organisations like speaking up groups about how to get their members involved.

Kent and Medway is big and lots of people live there. It is hard to get them involved but it is important to us.

2. having a say about reviews

We involve families and carers in reviews when things go wrong. We tell them what the review has found out and we send them a letter.

We had some workshops to get better at doing reviews and families came to the workshops. Families talked about what their loved ones were like. This helped other people understand that reviews are personal and how to do them better.
When we do a review we used to call the person Mrs D or Mr C. Now we use a whole made up name like Violet Hughes. This is because families told us it feels more personal.

We are making an information leaflet about reviews. It will be in easy read too.

3. checking our information and forms

We use different information and forms to help people have a say in their own safeguarding. It explains what is happening and asks them what they want to happen.

We checked the information to make sure that it was easy to understand and questions were easy to answer.

We can give people easy read versions if they want them.
4. public awareness week

We had a safeguarding awareness week in October 2017. We called it Respect not Neglect. It went really well.

We had different events including

- information events in places like shopping centres and universities
- stories in the paper and on social media
- an information event about radicalisation
- workshops for staff
- a workshop about people looking after themselves properly
- information and advice about domestic abuse
- information stalls in public and visits to community groups
5. checking how organisations involve people

Every year each organisation has to test itself to see how well it is working to keep people safe.

The Board checks all the results and says what needs to get better.

In 2017 we put new questions in the test.

We asked

- if organisations have **good easy information** about safeguarding
- if they **ask** what people **think** of their work
- what people **say** about their work and what they **do** to make things **better**
- how organisations **help** people to go to **safeguarding** meetings
- how organisations can **prove** they **listen** to adults at **risk**
what we will do next

1. We will make a **plan** to

   - find a way to **communicate better** with **community groups** and **speaking up groups**. We will **use** what they **say** to **plan** our work

   - give **information** about **safeguarding** to other **organisations**. They will give it out to people they know

   - keep people **aware** of **safeguarding** and what the **Board** do **all** through the **year**

2. We will **plan** our next **safeguarding awareness** week for **2018**.
If an adult at risk dies or is badly harmed, the Safeguarding Adults Board asks for a meeting and a report. The report says what happened and what we need to do better. This is called a Safeguarding Adult Review.

Writing and sharing the review should mean that everyone learns to do better.

1. **tell** all the organisations what happened when something goes wrong. This is so that everyone can learn from what happened.

2. make things **work better** for people who are at risk of harm.

3. make a clear **plan** for sharing what we find out in reviews and how we can all do better.
what we did

1. telling people about reviews

We worked on a **document** about **communication**. It says how we **share information** about the **reviews** and how we give **families** a **say**.

2. learning from reviews

There were **4 Safeguarding Adult Reviews** in **Kent** in **2017-2018**. The Board looked at all the **reports** and **2 other ones from outside Kent** as well.

All the **members of the Board** talked to their **organisations** about what we need to do **better**. We use the **information** in our **training** and **guidelines** too.

The **Chair of the Safeguarding Adults Board tells** all the **organisations** about a **new review** before it is **public**.
3. workshops

In March 2018 we had 3 big workshops. 460 people were involved. The workshops were about the main things that had gone wrong with safeguarding, for example people not looking after themselves properly.

The workshops were a chance for staff to learn more. The workshops were good.

4. action plans

When the Board have read a review all the different organisations have to say how they will make things better.

This all goes into a big plan for each review. The Board checks how the plan is going 4 times a year.
5. going to other types of reviews

A member of the Safeguarding Adults Board goes to 2 other types of review

- **Domestic Homicide Review**
  This is a review after someone is killed by a partner or family member.

- **Safeguarding Children Review**
  This is a review after a child is killed or badly hurt.

This helps the different Boards to learn from each other and work together.

We have also been working with the Learning Disabilities Mortality Review. This is about people with learning disabilities who die earlier than they should.

6. making sure our reviews are good

We have been working on a way of checking that our Safeguarding Adult Reviews are as good as possible. At each stage we check that the review includes all the things it needs to.

We have also got better at finding the right people to run Safeguarding Adult Reviews.
what we will do next

1. We will look at the results of all the different types of reviews. If the same things go wrong for adults and children then we can work together to get better at keeping people safe.

2. We will do more work with the Learning Disabilities Mortality Review.

3. We will find new ways to help organisations learn how to do better.

4. We will go to the Case Review Group for the Medway Safeguarding Children Board.

5. We will work with other Boards in England and Wales to find out what they are learning as well.
what we planned

1. work to make sure people trust and respect the Safeguarding Adults Board

2. make sure all the Board members and working group members know their job well

3. work well with other boards.
what we did

1. changing how the Board is organised

In July 2017 we had a meeting and talked about

- what the Board’s job is
- how the Board is organised.

We decided to change it. Now the Board’s Business Group is in charge of all the working groups. This means that the main Board can stick to planning.

2. board members

The people who come to the Board should be the ones who are in charge of safeguarding in their organisations. This is so that they know what is happening in their organisation and can get things done.

We made sure that all the right people from each organisation are coming to the Board and the working groups.
3. our job description

We checked the documents that say what the Board is and what it does. We also agreed what different jobs the Board and working group members do.


4. working with other Boards

The Safeguarding Adults Board works with other Boards like

- Kent Safeguarding Children Boards
- Medway Safeguarding Children Board
- Community Safety Partnerships

We work in the same working groups and we look at each other’s reports.
5. plan for 2018-2021

We wrote a 3 year plan saying what the Board will do and when.

All the working groups must have a plan for each year saying what they will do to make the big plan happen. The Business Group checks how the working groups are doing.

what we will do next

1. We will ask people what they think of our 3 year plan.

2. We will stick to the plans that the working groups have made for each year.

3. We will ask another Board to check how well we are working. This will happen by Spring 2019.

4. We will think about making a handbook for Board members.
keeping our rules up to date

what we planned in 2017-2018

1. make sure everyone who works with an adult at risk knows what to do if there is abuse

what we did

1. updating the rules

We checked our rules about how we work and made sure they were up to date. We checked that they

- stick to new laws
- include things we have learnt from our workshops

You can see the new documents on our website

2. writing new rules

We decided to write a new set of rules for 2018. We asked people working with adults at risk

- what they think of our rules now
- what could be better

what we will do next

1. We will make sure our rules stick to the law about keeping people’s information safe.

2. Carry on keeping our rules and ways of working up to date.

3. Finish writing our new rules.
training

what we planned in 2017-2018

1. everyone will get the right training to get better at their jobs

2. we will keep our training up to date. We will include what we learn from Safeguarding Adult Reviews

what we did

1. new training

The Board organises training for council and health service workers about doing safeguarding reviews.

In May 2017 we started doing new training for all organisations. The training is about

- what everyone’s job is when there is a review
- how to find out what has happened
- how to work together to make decisions.
2. training more people

In 2016-2017 412 people came to our training.

In 2017-2018 this went up to 761 people.

We did more training that just lasted 1 day. This made it easier for people to come.

3. feedback about training

The Learning and Development Working Group found different ways to get feedback about the new training.

They get feedback from people who do the training and from their managers.

They get feedback from people who watch the training to see how good it is.

They also ask the trainers the training went.
4. keeping training up to date

The Board talks to all the organisations who work with adults at risk. They ask them about

- new ways of working
- new things they have learned

The working group tells the trainers about anything important so they can include it in their training.

5. working with other working groups

The training working group works with all the other Board groups. Other groups can ask for new training if there is anything staff need to get better at.

what we will do next

1. Make sure the Learning and Development Working Group keeps the training up to date.

2. Use feedback to make the training better.
In 2017-2018 it cost 223 thousand pounds to run the Board. This paid for:

- wages for the Chair and the Coordinator and the Administration Officer
- meetings and training
- people who run the Safeguarding Adults Reviews

Money for the Kent and Medway Safeguarding Adults Board comes from 5 different organisations. They all pay different amounts.
These are our main plans for the next year.

1. stop abuse before it happens
   - make sure organisations know they have to stop abuse happening in the first place
   - make sure everyone takes responsibility together
   - tell the public about safeguarding and the Board
   - listen to adults at risk when we help them. Make sure their voice is heard.

2. make sure everyone knows about safeguarding
   - tell more people in Kent and Medway about safeguarding
   - work more with local communities
   - check that we are doing our job well and share what we learn.
3. work as well as we can

- make sure organisations know it is their job to check they work well
- ask people if we are doing a good job and make changes to be better
- say what good work is so we can check if we are doing it.

You can see our plan on the website.


It says more about how we will make our plans happen.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>action plan</td>
<td>a list of things people agree to do.</td>
</tr>
<tr>
<td>administration</td>
<td>dealing with paperwork for meetings and organisations.</td>
</tr>
<tr>
<td>adult at risk</td>
<td>an adult who needs support or care in their everyday life. This could be because of a disability or learning difficulty or a mental health problem or because they are old.</td>
</tr>
<tr>
<td>case review group</td>
<td>a group of people looking at what happened when something goes wrong.</td>
</tr>
<tr>
<td>Clinical Commissioning Group</td>
<td>a group of doctors and healthcare workers who decide how to spend money on local health services.</td>
</tr>
<tr>
<td>Community Safety Partnership</td>
<td>a group made up of agencies like the police, council and health services. They work together to keep their communities safe.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
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<td>-----------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>constitution</td>
<td>the main rules of an organisation or group.</td>
</tr>
<tr>
<td>coordinator</td>
<td>someone who organises something like a meeting or some information.</td>
</tr>
<tr>
<td>director</td>
<td>the person or people in charge of an organisation or board.</td>
</tr>
<tr>
<td>Domestic Homicide Review</td>
<td>a review that happens if someone is killed by their partner or a family member</td>
</tr>
<tr>
<td>injury</td>
<td>when a part of your body is hurt</td>
</tr>
<tr>
<td>Learning Disabilities Mortality Review</td>
<td>a big survey and report about people with learning disabilities who died sooner than they should have.</td>
</tr>
<tr>
<td>Mental Capacity Act</td>
<td>a law that says what to do if someone cannot make a decision for themselves.</td>
</tr>
<tr>
<td>NHS</td>
<td>National Health Service</td>
</tr>
<tr>
<td>organisation</td>
<td>a company or service. Organisations that are part of the Safeguarding Adults Board are companies or charities that work with adults at risk.</td>
</tr>
</tbody>
</table>

42
| **radicalisation** | convincing someone or bullying them to think and do dangerous things. This is usually because of people’s political views. It can lead to terrorism or fighting in wars. |
| **trafficking** | buying and selling things that are against the law. People trafficking is when you kidnap and sell people to do work for no money. |
| **vulnerability** | something that makes someone vulnerable or puts them at risk of harm. |
Call 999 if someone is in danger.

Call social services if you
- have had abuse
- think someone else has had abuse
- think you or someone else might be at risk

Medway social services
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text 18001 01634 334466
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