annual report
April 2018 – March 2019
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 some of the work going on in Kent and Medway to keep adults safe. There is a lot more happening too.

This is thanks to all the members of the Board and the organisations we work with. Everyone works very hard.

I am proud to be Chair of the Kent and Medway Safeguarding Adults Board. I want to say thank you to everyone who helps 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 42.
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
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 does not work directly with adults at risk. It 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

- make a **plan** about what work to do and how
- make sure organisations keep on getting **better** at keeping people **safe** and happy
- check that **safeguarding** work is about the **person** and that it makes their life **better**
- **check** that organisations are doing their job **properly**
- make sure organisations **stick** to the same **good** ways of working
- do a **check** when things go **wrong** and find out how to do **better**.
- make a **report** about what they do each **year**
- **stop** abuse before it starts
- **decide** what is important to work on to help people keep safe
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>
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<tbody>
<tr>
<td>Advocacy for All</td>
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<tr>
<td>Dartford and Gravesham NHS Trust</td>
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<tr>
<td>District and Borough Councils</td>
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<tr>
<td>East Kent Hospitals University NHS Foundation Trust</td>
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<tr>
<td>Her Majesty’s Prison Service</td>
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<td>Kent and Medway NHS and Social Care Partnership Trust</td>
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<td>Kent Autistic Trust</td>
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<td><img src="image" alt="Kent Community Health NHS Foundation Trust" /></td>
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<tr>
<td><img src="image" alt="Kent Fire and Rescue Service" /></td>
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<tr>
<td><img src="image" alt="Kent Integrated Care Alliance" /></td>
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<tr>
<td><img src="image" alt="Kent Surrey and Sussex Community Rehabilitation Company" /></td>
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<tr>
<td><img src="image" alt="Maidstone and Tunbridge Wells NHS Trust" /></td>
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<tr>
<td><img src="image" alt="Medway Community Healthcare" /></td>
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<td><img src="image" alt="Medway NHS Foundation Trust" /></td>
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<tr>
<td><img src="image" alt="National Probation Service" /></td>
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<td><img src="image" alt="NHS England" /></td>
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<td><img src="image" alt="Rapport Housing and Care" /></td>
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<td><img src="image" alt="SeAp Advocacy" /></td>
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<tr>
<td><img src="image" alt="South East Coast Ambulance Service NHS Foundation Trust" /></td>
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<tr>
<td><img src="image" alt="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
working groups

- **Communications and Engagement Working Group**
  They work on telling people about safeguarding and helping people get involved

- **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.


- 9 of them had a Safeguarding Adults Review
- 7 of them did not need reviews

No reviews were finished in 2018-2019. This is because the Board is waiting for new guidelines about sharing information.

The reviews from last year 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 2018–2019

This part is about how we made our plans happen in 2018–2019.

stopping abuse before it happens

helping people know what abuse is

working together to get the best result
We want to

- make sure that organisations know what they have to do about safeguarding. Make sure they understand that safeguarding is about stopping abuse happening.
- make sure that organisations take responsibility for this work.
- let the public know about the Board and about safeguarding adults
- listen to adults at risk. Make sure safeguarding is about the person and what they want.

1. Asking people what they think of our plan.

We wrote a plan for 3 years. It said what we wanted to do and how. We made an easy read version of the plan and showed it to people.

We listened to what people said and gave some answers.
You said
Who is involved with the Board?

Answer
The Board’s rules say what organisations we work with.

You can see the list of organisations on page 10 of this report and on our website https://www.kent.gov.uk/about-the-council/partnerships/kent-and-medway-safeguarding-adults-board#

You said
Have all the organisations agreed with your vision statement? A vision statement says what you want things to be like.

Answer
Yes. Every year we look at our vision statement again and agree it.

You said
Social work staff change too often.

Answer
You need to make a complaint to your council.
You said
How will you make sure that all the organisations are doing good work?

Answer
- We have guidelines about how to check that work is good.
- We say how work could be better.
- Organisations answer questions about their work and this is checked by other people and by the Board.

You said
District Councils should be working with the Board.

Answer
They are.

You said
What training does the Board do?

Answer
We train organisations about how to run safeguarding enquiries. We have workshops after Safeguarding Adults Reviews to learn from them.
You said
Will you think about people’s race, religion, disability, sexuality and other things when you are keeping them safe?

Will you think about what groups in the community need extra help to understand safeguarding?

Answer
Yes. We want to make sure safeguarding is about the person, including things like their race, religion, disability and sexuality.

We are making a plan for telling people from different groups in the community about safeguarding.

You said
Have you shown the plan to the Adult Social Care and Health Equality Group?

Answer
Yes.
2. Making the plan happen

Every year each **working group** makes their own **plan** saying what work they **need** to do.

**Medway Safeguarding Adults Executive Group** has a **plan** too. The **working groups** have to tell the **Business Group** how **well** they are doing with their plan.

They **rate** each part of the plan with **traffic light colours**

- **red** **big problems** with this part of the plan and the Board needs to help
- **amber** **some problems** with this part of the plan and the Board needs to check
- **green** no problems with this part of the plan
- **blue** this part of the plan is **finished**
3. Training

We trained staff on how to do safeguarding enquiries. We make sure the trainers have up to date information about safeguarding.

Each organisation has their own training too.

In 2018-2019 we trained 661 people.

4. Policies and guidelines

All of the Board’s policies and guidelines are on our website


This year we updated 4 documents. These are on the next pages.
• **Multi-agency Safeguarding Adults Policy Protocols and Practitioner Guidance for Kent and Medway**
  
  This is the Board’s *main guidelines* document.

  We got together a group from *different organisations* and *updated* the whole document. The group *asked* people what needed to *change* and *checked* the changes.

  We *changed* the *guidelines* to say more about making safeguarding *fit* each *person* better.

  People said that the *new guidelines* were *good*.

• **Kent and Medway Protocol for Dealing with Cases of Domestic Abuse to Safeguard Adults with Care and Support Needs**

  This is *guidelines* about how we deal with *domestic abuse* to *adults at risk*.

  We *check* and *update* it every year.
• Kent and Medway Protocols to Safeguard Adults at Risk of Sexual Exploitation, Modern Slavery and Human Trafficking
  This is guidelines for people working with adults who have been moved and forced to work or forced into prostitution.
  We check and update it every year.

• Kent and Medway Multi-Agency Policy and Procedures to Support People who Self-Neglect and Demonstrate Hoarding Behaviour
  This is guidelines about safeguarding people who do not look after themselves well.
  This was changed to include people who hoard. Hoarding is when you keep lots of things you do not need in your home. This can mean your home is very cluttered and you cannot live there properly.
5. Easy read leaflet

A local speaking up group called Shout Out helped us to make a new leaflet. The leaflet is called Abuse and what to do about it.

We showed the leaflet to lots of people during Safeguarding Adults Awareness Week.

You can see it on our website here


People said the new leaflet is good.

6. Safeguarding Adults Reviews

The working group updated the guidelines for doing a review.
7. What our partner organisations have done

**Tunbridge Wells Borough Council** is helping to pay for 2 new workers

- a worker at **Pembury Hospital**. This person will make sure that people’s homes are changed to make them safe when they leave hospital.
- a new worker at **Peabody Housing**. This person will work with people who hoard.

**Tonbridge and Malling Borough Council** are training taxi drivers about safeguarding. They have also got a group together to help homeless people find homes and get off the street.

**Kent Surrey and Sussex probation** have started a new way of working with people who do lots of crime. They work in a group of other organisations in the community to help people stop doing crime. It is working well. They also have a user council for people they support. This means people they work with can talk about issues and problems.
Medway Community Healthcare is using personal care plans for people who need them. This means that people get a say in their care and that care matches what they want and need. There is training to make sure this happens.

Medway Council is doing work to make safeguarding about the person. They have made this part of all their work.

Thanet District Council have a Safeguarding Forum. There is a safeguarding champion from each council department. The Council also have a Community Development Officer who goes out to local communities and works with the police and Safeguarding Officer.

Dover District Council is training local organisations about safeguarding. This includes training about suicide, dementia and bad loan companies.

East Kent Hospitals University NHS Foundation Trust has helped to set up a domestic violence service at William Harvey Hospital.
Canterbury City Council uses an assessment called Voices to get as much information from a person and their supporters as possible. This makes their work more about the person.

If someone needs an advocate they refer them to Advocacy for All or Young Lives Foundation.

Kent Police has a group called the Central Referral Unit. This group deals with any calls about children or adults at risk. Kent police also have a worker in charge of adults who are missing. This person works with other organisations to stop adults with dementia going missing.
helping people know what abuse is

We want to
- help more people know about abuse all across Kent and Medway
- work better with local communities
- check our work is good and share what we do well

1. Safeguarding Adults Awareness Week

It was on 8 to 12 October 2018.

The main topic for this week was Isolation and Exploitation.

We had information days about
- mate crime
- hoarding and not looking after yourself properly
- scams
- domestic abuse
- modern slavery
- human trafficking
We had **information stalls** and went to places like **libraries** and **day centres**. We gave people **cake** and asked them to **promise** to make a **change** in their own **community**.

We talked about **safeguarding** on **social media** and in the **newspaper**.

We had **workshops** and **events** for staff. We had a **conference** about **isolation** and **exploitation** for people who work with adults at risk.

We did **sessions** about **scamming** at **banks**

We did **training** about **computer crime** and **domestic abuse**.

We had a **conference** about asking the **right questions** if you think something is wrong.

We had **good feedback** about the **events** and **training** we did.
2. Communications and Engagement Working Group

This is a new working group that works on telling people about safeguarding and helping people get involved.

The group had their first planning meeting in April 2019. They agreed to

- make a monthly newsletter and send it around
- work with groups from different religions and other organisations like Healthwatch
- have a big plan for communication and check how well they are involving people
- tell Kent County Council about what the Board does
- go to events and meetings to talk about safeguarding

3. Business Development and Engagement Officer

This is a new job. This person will help the working group do their work.
4. Leaflet about Safeguarding Adults Reviews

We made a new leaflet for families and friends and carers. It talks about reviews when something goes wrong and says what to expect.

7. What our partner organisations have done

Kent Fire and Rescue Service has a new group to find out what people know and think about safety. This means that their events and campaigns are about the right things.

Kent and Medway NHS Partnership Trust have a team of volunteers to support their patients. They do things like gardening and befriending. They have training about safeguarding and know what to do if they are worried. The Trust also did training for staff about how to stop radicalisation.

Medway Council had some events during Safeguarding Adults Awareness Week. They had a conference about isolation and abuse and over 100 people came.
Virgin Care said that a big problem was bed sores for people who do not look after themselves well. They now make care plans together with patients. This has helped them take care of themselves and stopped bed sores getting worse.

Virgin Care also has lots of ways that patients can tell them what they think. Last year they had stands in hospitals during Safeguarding Adults Awareness Week.

Ashford Borough Council have got money to start up a homeless day service to give homeless people support. They also have a Domestic Abuse Coordinator. They run a drop-in at a children’s centre every week.

Dartford Borough Council trains taxi drivers about child abuse and radicalisation. Taxi drivers need to have this training to get a licence.

The Prison Service have done work to make sure that prisoners are kept safer.

Thanet District Council has special weeks where they spend time in the streets where people are most at risk and might need help.
We want to

- make sure organisations take responsibility for doing good work
- ask people what they think of the work we all do and learn from this
- say what good work is so that we can check things well

1. New way of checking our work

One of the Board’s main jobs is to check that organisations are doing safeguarding work well. This means we have to tell them if they need to get better.

We have a Quality Assurance Working Group who check organisations’ work. They set up a new way of doing this. It is on the next page.
We use different ways to check safeguarding work.

- a list of questions that each organisation has to answer about their work.

They rate each bit of their work using red, amber and green.
The questions showed that all the organisations were doing well.

The Board decided to do a big test every 2 years and do a short test every year.

In 2019 the questions will be about

* Does your organisation do safeguarding work that is about the person?
* Does your organisation work to stop exploitation? This is things like gangs and modern slavery.
* Does your organisation tell people about the Board and new ways of working?
* How does your organisation do reviews when things go wrong?
* How fast does your organisation help when someone reports abuse?

- a report from each organisation every year.
- feedback from adults at risk and people who use safeguarding services.
2. Choosing people to run reviews when things go wrong

The **Safeguarding Adults Review Working Group** checked how we **choose** people to run **reviews**. They looked at **job descriptions** and **contracts**.

We chose **5 new people** to run reviews.

3. Checking our training

The **Learning and Development Working Group** checked how we run **training**. They **checked** that we include

- what the **law** says about **safeguarding**
- what we **learn** from **reviews** when things go wrong.

We **asked** people who do the **training** if they think it is **good** and **helpful** for their work.

The **working group** decided to **update** the **training**. This started in February 2019.
4. Checking action plans after a review happens

There is an action plan after every review to make sure that organisations work better. The Safeguarding Adults Review Working Group have meetings to check that people are sticking to the plans.

5. What our partner organisations have done

Kent and Medway NHS and Social Care Partnership Trust have 2 safeguarding meetings a month. Managers and staff from lots of different departments go to the meeting. This means they share information well.

Kent Surrey and Sussex Community Rehabilitation Company is doing research about probation. They are finding out how probation services work with families in Kent, the UK and other countries. They also have a plan for women. Women end up in prison for different reasons to men. They are less likely to be violent. Part of the plan is training staff to work with women in a way that understands and helps them better.
Medway Council has rules about how fast they help when someone reports abuse. They have 2 days to decide whether to do a full enquiry. They have 3 months to finish the enquiry. Every month Medway Council checks they are sticking to these rules.

Virgin Care check they are using the Mental Capacity Act properly to help people make decisions. They do this 4 times a year.

Kent and Medway NHS Clinical Commissioning Groups have given the safeguarding questions to GP surgeries. This is so they can check their own safeguarding work. Not all GP surgeries are using this properly yet. There have been a lot of Safeguarding Adult Reviews in Kent and Medway. The clinical commissioning groups now work together to make sure they are involved in the reviews properly.

Canterbury City Council are doing small reviews as well as full reviews when things go wrong. This is to see if people could work better to stop even small things going wrong.
The **Prison Service** has local **rules** about how **good** their work should be.

There are **inspections** to make sure they **stick** to the **rules**.

**Kent Community Health NHS Foundation Trust** found out that **staff** did **not** always keep **notes** about doing **mental capacity assessments**. They have started using a **new way** of keeping **notes** about this.

The **Trust** also has **meetings** with all its **staff** who work in **safeguarding**. They check that staff are **happy** and **talk** about **good** ways of working.

**Maidstone and Tunbridge Wells NHS Trust** asks patients to come to some of their **Board meetings**.

This is a chance for **patients** to **tell** about their **experiences**.
In 2018-2019 it cost 261 thousand pounds to run the Board. This paid for

- the Chair and the Manager of the Board, the Business Development and Engagement Officer and other staff
- 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.

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Kent County Council</td>
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<tr>
<td>NHS Kent and Medway</td>
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<td>Kent Police</td>
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<td>Medway Council</td>
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<td>Kent Fire and Rescue</td>
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<td><strong>word list</strong></td>
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<td>--------------------</td>
<td>---------------------------------------------------------------------------------------</td>
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<tr>
<td><strong>adult at risk</strong></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>
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<tr>
<td><strong>Clinical Commissioning Group</strong></td>
<td>a group of doctors and healthcare workers who decide how to spend money on local health services.</td>
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<tr>
<td><strong>computer crime</strong></td>
<td>crime that you do using a computer. This can include stealing people’s information.</td>
</tr>
<tr>
<td><strong>constitution</strong></td>
<td>the main rules of an organisation or group.</td>
</tr>
<tr>
<td><strong>coordinator</strong></td>
<td>someone who organises something like a meeting or some information.</td>
</tr>
<tr>
<td><strong>director</strong></td>
<td>the person or people in charge of an organisation or board.</td>
</tr>
<tr>
<td><strong>enquiry</strong></td>
<td>get information about something that has happened.</td>
</tr>
</tbody>
</table>
exploitation  treating someone badly to get money or something else from their work or situation

hoarding  keeping lots of things you do not need in your home

human trafficking  kidnapping people and moving them to another place against their will.

injury  when a part of your body is hurt

isolation  being alone without other people

Mental Capacity Act  a law that says what to do if someone cannot make a decision for themselves.

modern slavery  taking away someone’s freedom and forcing them to do work

organisation  a company or service. Organisations that are part of the Safeguarding Adults Board are companies or charities that work with adults at risk.

prostitution  having sex for money
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.

vision statement: a document saying what we want things to be like

vulnerability: something that makes someone vulnerable or puts them at risk of harm.