



# **Kent and Medway Safeguarding Adults Board**

**Strategic Plan 2019 - 2021**

## **Introduction**

It is Kent and Medway's top priority to keep adults at risk safe. In order to meet with the requirements of the Care Act 2014, all Safeguarding Adult Boards must have in place a safeguarding strategy that sets out the direction of travel, providing a clear map of its intentions. The Kent and Medway Safeguarding Strategy meets this requirement but goes further in its ambition.

In Kent and Medway we have already built a bonded, committed, and wide ranging multi-agency safeguarding partnership. It is only because of that partnership and its strength, that we can be successful in sharing our mutual safeguarding responsibilities. We will continuously work together to prevent abuse and neglect, create awareness and assure quality is our driver.

This sets out our strategy and our business plan, which clearly shows: our three priorities, what we must achieve, how we will achieve it, with whom and by when. This gives our strong partnership efforts true direction, and creates the opportunity to take our work to the next stage, together. Going forward, it will provide the opportunity to measure our achievements and analyse if we have any gaps, so that the Board can make an expedient and appropriate response.

I am proud to be part of Kent and Medway's journey and aim to continue to lead the Safeguarding Adults Board and its partners, to assure the delivery of this strategy, supporting our people and retaining my continuous motivation: that our residents and communities' have the right to live a life, free from abuse and neglect.

**Deborah Stuart-Angus**

**Independent Chair, Kent and Medway Safeguarding Adults Board**

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## **Vision**

This strategic plan sets out how the Kent and Medway Safeguarding Adults Board (KMSAB) will work towards achieving our vision of:

“The Kent and Medway Safeguarding Adults Board Partnership will all work together to ensure adults at risk of abuse or neglect are supported and empowered to live safely”

## **Mission**

To achieve the vision the Board is seeking assurance, through partnership working with agencies and local communities, to prioritise and deliver: prevention, awareness and quality of safeguarding.

## **Priorities**

### **Priority 1 - Prevention**

We will deliver a preventative approach in all that we do.

### **Priority 2 – Awareness**

We will improve awareness of adults at risk and safeguarding within, and across, our partner agencies and communities.

### **Priority 3 - Quality**

We will quality assure our work, learn from experience and consequently improve our practice.

## Priority 1 PREVENTION



"I want to feel and be safe in the community where I live"

Our priority is to deliver a preventative approach in all that we do. We will:

- assure that agencies are clear about their obligation to deliver safeguarding and that they are clear that this constitutes the prevention of abuse, crime, neglect and self-neglect.
- assure partnership accountability.
- raise public awareness of the work of the KMSAB and adult safeguarding.
- listen to the voice of the adult and make sure that safeguarding is personal wherever possible.



## Priority 2 AWARENESS



"I know what abuse is and where to get help"

Our priority is to improve awareness of adults at risk and safeguarding within, and across, our partner agencies and communities. We will:

- improve awareness across Kent and Medway.
- improve engagement with local communities.
- assess the effectiveness of the work we do, and review and share the learning.



### Priority 3

### QUALITY



“I am confident that professionals will work together and with me to achieve the best outcome for me”

Our priority is to quality assure our work, learn from experience and consequently improve practice. We will:

- ensure agencies are accountable for having competency and quality in practice.
- ask for feedback, learn from people's experiences and put learning into practice
- consider equality, diversity and human rights in all our work.
- define our quality parameters and measure performance accordingly.



## Our Business Plan for 2019 -2020

The Kent and Medway Safeguarding Adults Board (KMSAB) Annual Business Plan provides information on specific key aims, supporting actions and target timescales required to deliver the Board's priorities.

Progress in relation to the plan will be reviewed at each meeting of the KMSAB. A Red Amber Green (RAG) rating is used to assess progress in relation to each action. The following index indicates how the rating is decided:

<b>Blue</b>	Action Complete
<b>Green</b>	Action on track and progressing to plan, no problems that will impact on schedule. <b>No action required from KMSAB.</b>
<b>Amber</b>	Some problems and or delays with the action but expected to recover. <b>Highlighted to inform KMSAB, to be monitored and reviewed</b>
<b>Red</b>	Major problems and issues threatening the action, behind schedule and not expected to recover. <b>Requires intervention from KMSAB</b>

The Board will report against the delivery of the Business Plan in their Annual Report. Recommendations for improvement can always be made to:

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c/o KMSAB, 4th Floor, Invicta House, Maidstone, Kent, ME14 1XX  
Email c/o: [Victoria.widden@kent.gov.uk](mailto:Victoria.widden@kent.gov.uk)

For more information on the work of the Board please visit our [website](#)

**Priority 1 – Prevention**  
**We will deliver a preventative approach in all that we do.**

*"I want to feel and be safe in the community where I live"*

<b>Objective</b> What we plan to achieve	<b>Actions</b> How we will achieve it	<b>Lead</b> Officer/Group/Agency	<b>Measurement</b> How we measure success	<b>Timescale</b>	<b>RAG status and comments</b>	
<b>Objective 1</b> Assure that agencies are clear about their obligation to deliver safeguarding for adults at risk and that they realise that safeguarding constitutes the prevention of abuse, crime, neglect and self-neglect	A Safeguarding or Safer Custody Policy will be in place in all member organisations which is annually reviewed	All Executive Leads	Audit Quality Assurance Framework	June 2019		
	A delivery plan will be in place to ensure that safeguarding is prioritised	All Executive Leads	Audit Quality Assurance Framework	September 2019		
<b>Objective 2</b> Assure partnership accountability	Regularly hold partners to account	All Executive Leads, Independent Chair	Challenge and assurance at Board Meetings Quality Assurance Framework	Quarterly or as required		
	Deliver lessons learned from SARs	Independent Chair, Board Team and Executive Leads	Lessons Learned Events	As required and ongoing		
	Deliver high risk case audit reviews where it is agreed this is more appropriate	Independent Chair, Board Team and Executive Leads	High Risk Case Audits	As required and ongoing		



<b>Objective 3</b> Raise public awareness of KMSAB's work and safeguarding adults at risk, ensuring we make safeguarding personal by listening to a range of people in our communities who have accessed services	Produce good quality safeguarding information in a variety of formats with wide accessibility.	Task and Finish Group Board Team	A range of information is in place and the website is reviewed and updated	September 2019		
	Deliver information in public places.  Use equality profiles and intelligence to develop a communications plan, detailing target areas and to determine the best communication methods	Task and Finish Group Board Team	Progress is made to ensure information is available in public places such as GP Practices; Pharmacies; Hospitals and Community Centres  Safeguarding Awareness Week is deployed	June 2020  Annually		
	Finances are earmarked for the above	Board Team and Independent Chair	The budget is designed to incorporate delivery of some public information	March 2019		
	A safeguarding conference/workshop takes place	Task and Finish Group.  Board Team	An event takes place which is effective in raising awareness of abuse and neglect in Kent and Medway and reflects local response	April 2019		
	Effective and regular communications are set up with service	Task & Finish Group	KMSAB Plans have contributions from service users and their	September 2019		

	user groups and outcomes are fed into future planning		voice makes an impact on making safeguarding personal			
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**Priority two: Awareness - We will improve awareness of adults at risk and safeguarding within, and across, our partner agencies and communities.**

*"I know what abuse is and where to get help"*

<b>Objective</b> What we plan to achieve	<b>Actions</b> How we will achieve it	<b>Lead</b> Officer/Group/Agency	<b>Measurement</b> How we measure success	<b>Timescale</b>	<b>RAG status and comments</b>	
<b>Objective 1</b> We will improve awareness of abuse and neglect across Kent and Medway	We will respond appropriately to requests for Safeguarding Adults Reviews (SARs)	SAR Working Group and Independent Chair	The SAR Working Group remains a fixed entity, with appropriate multi agency representation, in accordance to its Terms of Reference	Ongoing		
	We will continue to devise and implement a comprehensive multi- agency training plan	Learning and Development Working Group	A multi-agency training plan will be in place and records will continue to reflect attendance	Ongoing and May 2019		
	We will communicate safeguarding information to partners so that they can disseminate information on the Board's behalf	Board Team Partner's Communication Team Leads	Easy Read safeguarding information will be available on all partner websites	September 2019		

<b>Objective 2</b> We will improve our engagement with our local communities	We will develop a community engagement plan	Board Team, Task and Finish Group	An engagement plan will exist, which will denote a realistic step by step plan, targeting communities where risk is highest, first. An implementation plan will exist as to how and when engagement will occur and in what format, based on intelligence and equality profiles.	September 2019		
	We will publicise Safeguarding Awareness Week and continue to attend and create associated local events	Board Team Task and Finish Group	Easy Read information will be available at local events	Annually		
<b>Objective 3</b> We will assess the effectiveness of the work we do, and review and share learning	We will invite external challenge and scrutiny	Independent Chair, Board Team and Executive Leads	A Peer Review will measure the effectiveness of the Board  We will produce an annual report with appropriate circulation	May 2019  Annually		
	We will disseminate learning outcomes from SARs as soon as is appropriate, in relation to case and	SAR Working Group, Board Team	An audit trail will exist to demonstrate that learning outcomes have been circulated to partners	Annually and ongoing		

	family sensitivity		Partners will be able to respond appropriately to challenge regarding the embedding of learning within their organisations and their practices			
	We will hold a 'Lessons Learned' workshop to disseminate the learning outcomes from SARs	SAR Working Group, Board Team	Annual Workshops will be in place, which could work as part of a safeguarding awareness conference style event.	Following the completion of a SAR		

**Priority three: Quality - We will quality assure our work, learn from experience and consequently improve practice**

"I am confident that professionals will work together and with me to achieve the best outcome for me"

<b>Objective</b> What we plan to achieve	<b>Actions</b> How we will achieve it	<b>Lead</b> Officer/Group/Agency	<b>Measurement</b> How we measure success	<b>Timescale</b>	<b>RAG status and comments</b>	
<b>Objective 1</b> We will ensure agencies are accountable for having competency and quality in practice	We will continuously develop, improve and review our multi-agency policies and procedures	Practice, Policy and Procedures (PPP) Working Group	Policy, Procedure and Practice will be modern, continuously updated and reflect learning from local and national SARs	Ongoing		
	Where and when required, we will make practice recommendations following a SAR and	Board Team, SAR Working Group, PPP Working Group, Multi-Agency Case Audit	Practitioners will be aware of learning from SARs and Multi Agency Case Audits	Ongoing		

	or a Multi-Agency Case Audit, as part of the learning outcomes	Group members, Quality Assurance Working Group (QAWG) and Independent Chair				
	We will hold an internal challenge event to encourage discussion, transparency and innovation	Board Team, SAR Working Group, PPP Working Group, Multi-Agency Case Audit Group members, QAWG and Independent Chair	Board Members will be open to challenge from each other and an internal challenge event will take place	May 2019		
<b>Objective 2</b> We will ask for feedback, learn from people's experiences and put learning into practice.	We will work with the outcomes from the Task & Finish Group to hear the service user voice and feed this into awareness workshops and policies, procedures and practice	Task and Finish Group, PPP Working Group, QAWG	Policies, procedures and practice will reflect and benefit from feedback from service user experience and an audit trail will exist to demonstrate the dissemination of this information and its impact on planning	September 2019		
<b>Objective 3</b> We will define our quality parameters and measure our performance accordingly	We will develop standards to define our mutual commitment to quality	QAWG	Quality Standards will be in place	January 2020		
	We will define ways to measure the Board's performance	QAWG	A Quality Assurance framework will be in place	January 2020		
	We will set up a Board Risk Register	QAWG Board Team	A Board Risk Register will be in place	May 2019		

Annual Development Objectives						
Objective What we plan to achieve	Actions How we will achieve it	Lead Officer/Group/Agency	Measurement How we measure success	Timescale	RAG status and comments	
Objective 1	We will continuously review our progress against this strategy and uphold and update our Board Constitution	Independent Chair, KMSAB Members and Partners, Board Team	This strategy will form part of every Board meeting and will be RAG rated for progress			
Objective 2	We will embed any necessary learning from Reviews, Challenges, Audits and SARs into our policies, procedures and practice	PPP Working Group SAR Working Group	The Multi-Agency Policy and Procedures will be continuously updated and lessons learned will be disseminated			
Objective 3	We will assure quality in all that we do	Quality Assurance Working Group	We will hold an annual assessment of partner's compliance and development via the Self Assessment Framework			