

Kent and Medway Multi Agency Policy, Protocols and Guidance Amendments for Publication 31st January 2010

The dates at the beginning of the documents have been updated.

Page 3 Forward: **Kent Fire and Rescue** will be added to agencies committed to working within the policy, protocols and guidance

The signature pages have been updated.

Sections in Red have been Added or Altered.

Policy section: 3.2

Who is included under the heading 'vulnerable adult'?

Second paragraph (addition to include issues identified as a result of the Pilkington Case)

This could include people with learning disabilities, mental health problems, older people and people with a physical disability or impairment. **It is important to include people whose condition and subsequent vulnerability fluctuates. It may include an individual who may be vulnerable as a consequence of their role as a carer in relation to any of the above. It may also include victims of domestic abuse, hate crime and anti social abuse behaviour.** The persons' need for additional support to protect themselves may be increased when complicated by additional factors, such as, physical frailty or chronic illness, sensory impairment, challenging behaviour, drug or alcohol problems, social or emotional problems, poverty or homelessness.

Policy 4.13 Hate Crime (New)

What constitutes hate crime?

Hate crime is any offence against a person or property that is motivated by the offender's hatred of people who are seen as being different. You can be a victim of hate crime because of your race, religion, disability, age, sexuality or gender.

Why report hate crime?

You can:

- Help police investigate an incident which may contribute to an arrest and/or prosecution
- Help police to understand patterns of behaviour
- Provide a true picture of what is happening within your community
- Help to prevent these types of crimes happening to yourself in the future or to someone else

Reporting an Incident

You can report any type of hate crime, however small the incident, including criminal damage, assault, verbal abuse and harassment.

Choose from the following methods to report your concerns:

- Call the Kent Racial Incident reporting line on freephone **0800 138 1624**
- Call the Kent Homophobic and Transphobic Incident Reporting Line on freephone **0800 328 9162**
- Call Kent Police on **01622 690690** – there are specially trained officers in your area that you can speak to in confidence
- Visit www.report-it.org.uk – this is the website of True Vision

Disability Hate Crime

True Vision has launched a new [reporting form](#) for those targetted as a result of their physical disability, sensory impairment, learning disability or mental health needs. Hate crimes and incidents can be against the person or property.

Disability Hate Crime hurts. By reporting it you can help yourself or another and may help prevent it from happening to someone else.

An easy read version is available in print on request

Protocol section 3 Lead Responsibility

However the ultimate responsibility for decision making in adult protection cases remains with the Locality, Head of Service for Kent, [the Assistant Director for Adult Social Care for Medway](#) and the Head of Safeguarding for the Kent and Medway Partnership Trust

Protocol Section 4.7.1



Whether the situation / **Incident** as described is appropriate to be addressed under the adult protection protocols see policy sections 3 & 4.

The vulnerable adult's needs and the appropriateness of interventions should be assessed in light of the situation / incident that has led to contact with any statutory agency or voluntary sector service. These may include: Housing, KCC Community Wardens, Medway Council Community Safety Officers, Environmental health or Trading Standards. Situations or Incidents may include domestic abuse, hate crime or anti-social behaviour. Some people are not normally eligible for an assessment and possible community care services because despite mild disability, age or illness they have previously been able to manage without help. They may for example be accessing Supporting People provision. If they have been subjected to abuse their ability to deal with this and carry on with their normal lives might be reduced. In addition the seriousness or extent of abuse and its effect on the vulnerable adult may not be clear initially.

The social services agency will consider the circumstances which have led to the contact being made and may liaise with a more appropriate service e.g. victim support, domestic abuse services, housing agencies or even a refuge. Kent police offer support to victims of domestic abuse, hate crime and anti social behaviour. There are also specialist officers working in the public protection units who work closely with partner agencies in investigating allegations of abuse of vulnerable people.

Guidance Section 30 Independent Safeguarding Authority

The ISA Referral Guidance and referral form are now available at: [ISA Referral Form and Guidance](#)

Useful addresses (this is to be added at the beginning of the useful addresses section)

For safeguarding referrals to Kent Adult Social Services
Phone contact centre number 08458 247100 and the staff answering the phone will transfer you to the Kent Contact and Assessment Centre (KCAS) who will take the details of the referral.

OR

You can Fax through an AP1 to KCAS using this fax number 01732 221709--this will convert the fax into an e-mail and it can be passed to the correct team within KASS. You may confirm that you have sent the faxed safeguarding referral using the following e-mail address:

contact.assessment.service@kent.gov.uk

For safeguarding referrals to Medway Council Adult Social Care
Phone 01634 334466 a referral will be taken. You may also fax through your referral on 01634
333188. You may e-mail your referral on access&info@medway.gov.uk.

Following the transfer of the CSCI and Health Care Commission responsibilities to the Care
Quality Commission the local office in Maidstone has now closed.
The Care Quality Commission contact details have been amended as below:

Care Quality Commission

CQC South East, Citygate, Gallowgate; Newcastle upon Tyne, NE1 4PA

Email: enquiries.southeast@cqc.org.uk

Tel: **03000 616161**.

Fax: **03000 61 61 71**