



Kingston Safeguarding Adults
Board

Kingston Safeguarding Adults Board

Annual Report 2023-2024



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

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1. Introduction by the Chair

I am pleased to introduce this, my second , annual report for Kingston Safeguarding Adults Board.

The year commenced with significant changes of senior leader personnel, with Superintendent Ian Cameron as the Police lead for the Kingston Safeguarding Adults Board, and Sam Morrison as Executive Director of Adult Social Care and Health . Together with Fergus Keegan, the Integrated Care Board Director leading for Kingston. This has enabled a refresh of the Executive group which had started in 2022/23.

A key area of work early in 2023-24 was to finalise the job role and recruit to the Business Manager for the Safeguarding Adults Board. This was vital as Adult Social Care had been supporting the SAB previously which placed increasing pressure on the service on top of its core business. Recruitment was successful and since October 2023, Daniel has been providing leadership and management of the SAB work. Daniel has already had an immensely positive impact on the progress of the SAB workplan, especially in strengthening the governance of safeguarding adults reviews.

During the year, I have felt privileged to hear more from practitioners and community groups. These conversations have given me good insight into the system as to what is working and what needs to be improved for safeguarding in Kingston. I am pleased that the whole SAB have committed to prioritising reaching out to communities as much as possible. The partnership of senior leaders in Kingston works well. However, there is no complacency, but a definite commitment to hear from communities and frontline workers to test the effectiveness of the system.

During the year, the SAB has undergone developments. I am proud that there has been a continued sharing of learning and thoughtful discussions about the safeguarding needs across Kingston at the SAB. There has been collaborative working to implement the Metropolitan Police 'Right Care, Right Person' model. This exemplified how, a decision by one partner was taken forward in partnership. This meant that any issues could be addressed quickly and effectively.

The SAB has heard about the continued progress of the Kingston Vulnerable Adults Multi Agency Arrangements (KVAMA). This group considers how to safeguard those who at high risk of harm. This is an area of which the Kingston partners should be proud. It is a credit to those leading and participating in this work. I hope to see the group's achievements growing over the next year.

Following the Sylvia SAR, the SAB has been seeking more opportunities to work with the Children's Safeguarding Partnership and Community Safety Partnership. A strategic interface group was launched in May 2023 to support Chairs of strategic partnerships to gain a shared understanding of transitional safeguarding and whole family issues. In February 2024, I took over chairing for a year. This will be an evolving group to support more formal implementation of joint working.





One of my own priorities was to work more closely with my counterparts across South West London. I have achieved this through participating in the SWL SAB Chairs and Managers group. For 2024-25, I will be chairing this group and promoting the sharing of learning opportunities across the region.

At the end of the reporting period the Royal Borough of Kingston Upon Thames and safeguarding partners took part in an ADASS 'Peer Review'. A Peer Review is not an inspection. It is a review carried out by leaders from other local authority areas that visit the Borough and undertake case file and data analysis, interviews and workshops. They also evaluate documentation sent to them and use all this information to form a view as to whether the system is working as it should. The subject matter of the review focused on 'Working With People' and 'Ensuring Safety'.

I appreciated taking part in the review and was delighted that there was a strong presence by the strategic partners.

The Peer Review provided some positive feedback such as strong partnership working and a strong refreshed SAB with good levels of engagement. It also put forward areas to strengthen to include, improving use of data and improve how the learning from Safeguarding Adult Reviews is disseminated and embedded.

For 2024-25, I will lead the SAB to strengthen its scrutiny of safeguarding data to more effectively inform the strategic direction of the Board. Additionally, I am committed to formalising the subgroup to hear the voice of communities. This will place the SAB in a good place to be able to identify three priorities for the refreshed strategic plan in 2025.

Nicola Brownjohn
Independent Chair
Kingston Safeguarding Adults Board



2. Welcome to Kingston

As of 21 March 2021, Kingston had 168,000 usual residents. Kingston had a higher proportion of residents between the ages of 40 and 49 when compared to both London and England. Overall, Kingston had an older population than London and a younger population than England.

Residents 65 years and over accounted for 14.5% (24,328) of Kingston's population. This was greater when compared to London (11.9%) but lower than the proportion for England (18.4%)

68.3% (114,831) of Kingston residents were of white ethnicity, which was the largest group. This proportion was roughly halfway in between the figures for London (53.8%) and England (81.0%). The next largest group was Asian, Asian British or Asian Welsh (17.8%, 29,938). Kingston had a smaller proportion of Black, Black British, Black Welsh, Caribbean or African residents (2.8%, 4,741) when compared to both London (13.5%) and England (4.2%).

The percentage of individuals who described themselves as having 'No religion' has increased across the country, with Kingston upon Thames following this trend and increasing by 8.6% to 34.3%. London increased by 6.1% to 27.1% and England increasing by 11.9% to 36.7%. The Buddhist, Christian and Jewish faiths have all shown a decrease at both local and regional level.

In 2021, (84.8%) of Kingston residents rated their general health as good or very good. This was significantly higher than London (81.9%) and England (81.7%), and is a similar situation to the previous census in 2011. 3.9% of Kingston residents consider their health to be 'bad' or 'very bad'

13.1% (21,990) Kingston residents have a disability as defined by the Equality Act (2010), which requires that a person has a physical or mental impairment, and that the impairment has a substantial and long-term adverse effect on their ability to carry out day-to-day activities

The top ten languages spoken in Kingston from largest to smallest are; English, Tamil, Korean, Arabic, Polish, Bulgarian, Portuguese, Spanish, Urdu, Italian.

Based on 2021 census data



3. Purpose of the Safeguarding Adults Board

The Care Act 2014 gave adult safeguarding in England its first legal footing. It told agencies that they had certain duties to protect adults with care and support needs. The Act also formally created Safeguarding Adults Boards (SABs).

SABs have statutory duties namely:

To publish an annual report.

The purpose of the annual report is to outline to the public the work of the SAB over the relevant financial year.



To publish a strategic plan.

This is to ensure the SAB and its partners are clear in what should be its focus over the coming year.



Where the criteria are met, to commission a Safeguarding Adult Review. This is a multi-agency review of a case with a focus on learning lessons.



The Care Act 2014 identified types of abuse; Physical abuse, Domestic abuse, Sexual abuse, Psychological or Emotional abuse, Financial or Material abuse, Modern slavery, Discriminatory abuse, Organisational or Institutional abuse, Neglect and acts of omission and Self-Neglect (Care and support statutory guidance).

The overarching purpose of the SAB is to seek assurance that safeguarding systems are working effectively. The board does not work with residents or members of the public directly, other than when undertaking a Safeguarding Adult Review. It is a partnership of senior leaders with a focus on oversight over systems and trends.

4. Principles of Adult Safeguarding

These principles are contained in the statutory guidance that amplifies how the Care Act 2014 is to be understood and implemented. Published by the Department of Health and Social Care, the principles apply to all safeguarding adult activity, including section 42 Enquiries and Safeguarding Adult Reviews.

Empowerment:

People being supported and encouraged to make their own decisions with informed consent.

Prevention:

It is better to take action before harm occurs.

Proportionality:

The least intrusive response appropriate to the risk presented.

Protection:

Support and representation for those in greatest need.

Partnership:

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Accountability:

Accountability and transparency in safeguarding practice

In 2022/23 the Kingston SAB recommitted to 9 shared principles and the SAB vision. This has been a focus for 2023-24.

KSAB Vision and Principles

Our Vision for individuals within the community of Kingston to be able to live a life free from abuse and neglect.



Kingston SAB 9 Key Principles (developed by the Communications workstream)

We believe that safeguarding is everyone's business.

We commit to safeguarding and promoting the wellbeing of adults

We will act in partnership with other key agencies to take action without delay when abuse or neglect is suspected.

We know how to recognise and report safeguarding concerns and issues.

We believe that adults should be involved in all decisions affecting their lives with choice and control in how they live their lives.

We support adults, families and advocates to understand and engage in safeguarding processes and enquiries.

We will ensure that outcomes of safeguarding enquiries are meaningful to all adults and their families

We promote a culture where safeguarding is openly discussed, and training is encouraged.

We learn from reviewing our safeguarding practice and embed this into our systems



5. Strategic Priorities for 2023-2025

Adults at Risk are at the core of all prevention work undertaken by the Kingston Safeguarding Adults Board.

1

Improve the outcomes for those individuals who have experienced abuse or neglect by committing to the 9 key safeguarding principles for Kingston.

2

Use the learning from Safeguarding Adult Reviews to continually improve practice across Kingston

3



The SAB agenda items were linked to the priorities during 2023-24 to hold the SAB's commitment to achieve the priorities by 2025. In October 2023, The KSAB appointed a Business Manager of the SAB to support the partnership in working towards achieving its aims. The KSAB has refreshed the Communications and Training sub-group to agree a framework for learning and development sessions. It has begun community engagement sessions to raise awareness in relation to adult safeguarding. The board has ensured it tables appropriate agenda items to ensure oversight over high-risk areas. It is also planning future developmental work around self-neglect.

The board has been renewing its structure and processes around the consideration and management of Safeguarding Adult Reviews. The board has continued to hear updates and has considered referrals from the Drug and Alcohol Death Panel. Finally, the board is considering how to ensure it receives feedback from those with a lived experience of safeguarding.

The KSAB has continued to progress the learning and the actions of Safeguarding Adult Reviews, a summary of which is available within section 8 of the annual report.

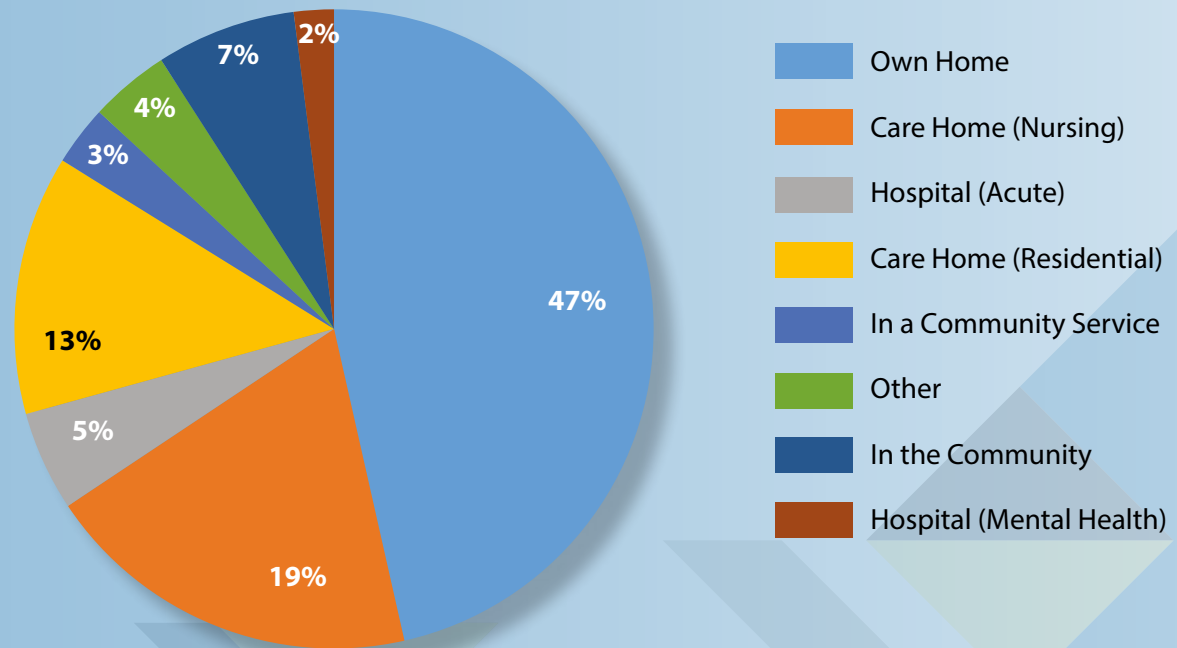
6. Overview of safeguarding data for 2023-24

Safeguarding Concerns Received
1295

Of which progressed to S.42 Enquiry
610

The table shows an increase in safeguarding concerns compared to the previous year from 946 in 22/23 to 1295 in 23/24.

This is to be expected as the KSAB has undertaken work to promote awareness of safeguarding across services and the community.



This table shows the location of abuse of safeguarding concerns raised. The data shows that the vast majority of concerns take place in people's own homes which is in-keeping with the national picture.

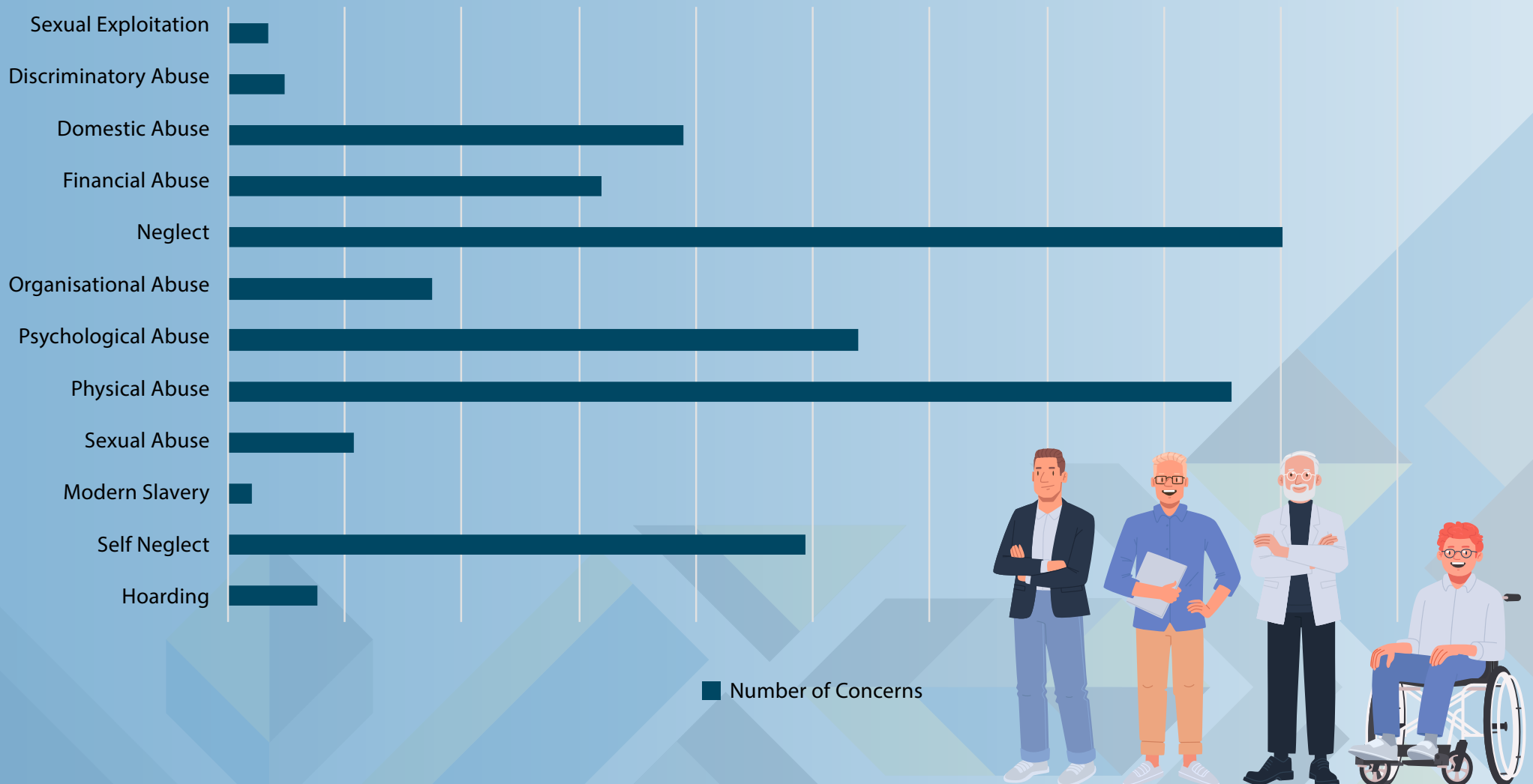
At the KSAB development day in February 2024, there was a focus on what the data is telling us about safeguarding in Kingston. The KSAB agreed to establish a performance and audit subgroup to support the SAB in gaining a better understanding of the data, and how to make any changes necessary to improve safeguarding adults.



Types of abuse

This graph shows a breakdown of the most common types of abuse where concerns are raised. In keeping with other areas, Kingston's most frequent concern raised is Neglect. This is followed by Physical abuse, Psychological abuse, Domestic abuse and Self-Neglect. This will be a focus for the new performance and audit subgroup during 2024-25.

Number of Concerns



■ Number of Concerns

7. Safeguarding Adults Board Sub-Groups

SAFEGUARDING ADULTS BOARD (SAB): The Board is a partnership made up of statutory and non-statutory partners. The statutory partners are; The Metropolitan Police, South West London Integrated Care Board and the Adult Social Care, Royal Borough of Kingston-Upon-Thames. There are many non-statutory partners who provide a valuable contribution: London Fire Brigade, South West London and St Georges NHS Trust, Your Healthcare, Department for Work and Pensions, Healthwatch Kingston, Care Quality Commission, Achieving for Children, Kingston Hospital and Kingston Voluntary Action.

The Safeguarding Adults Board meets on a quarterly basis. The purpose of the SAB is to seek assurance that safeguarding systems are working effectively. Partners agree actions and the SAB will seek assurance that these have been undertaken. The board has a strategic plan to direct its focus.

There currently are three sub-groups that assist the SAB in carrying out its duties:

THE EXECUTIVE: The Executive has been reformed during the period that covers this annual report and is now a quarterly meeting of the Statutory Partners and the Independent Chair of the SAB. The meeting has a focus on governance and is a place where the partners can come together to make decisions on behalf of the SAB.

SAFEGUARDING ADULT REVIEW (SAR) Sub-group: The SAR sub-group is a multi-agency and multi-disciplinary group. Its focus is to consider new referrals for Safeguarding Adult Reviews (SARs) and will work towards initiating newly agreed SARs. The group will be presented with the facts of the case and then carefully consider the criteria laid out in S.44 of The Care Act 2014.

COMMUNICATIONS AND TRAINING Sub-group: The Communication and training sub-group is a multi-agency and multi-disciplinary group. It has a dual function, to consider the outward communication of the SAB and to develop a training programme, linked to the strategic plan. The group meets quarterly and is an important part of the SAB ensuring lessons are learned.

In February 2024, a development day was held for the SAB. Here it was agreed that there would be two additional subgroups developed in 2024-25: Performance and Audit, Community Voices.

8. SAB Activity April 23 – March 24

This section outlines board activity over the reporting period. This section also aims to evidence how the SAB is working towards achieving its strategic plan and how it seeks assurance that safeguarding systems are working effectively.

Kingston Safeguarding Adults Board

April 2023 Safeguarding Adults Board

Colleagues from Children's Services were present at the meeting to present and discuss progress made in relation to transitional safeguarding in Kingston. Partners debated the barriers and the enablers to developing practice in this area. A presentation on Vulnerable Adolescence Supported into Adulthood (VASA) panel. The panel was promoted to the Safeguarding Adults Board and partners discussed the link up arrangements between the VASA panel and adult services. A presentation followed re-promoting the Sylvia Safeguarding Adult Review and partners considered how the emerging new systems and practice may tackle some of the areas highlighted in the Sylvia SAR. Other items debated at this SAB included; safeguarding asylum seekers, progress being made in relation to SAR actions, adult safeguarding data and developing ways as to how the SAB can hear from people with a lived experience of safeguarding.

April 2023 Challenge Event

Following the SAB, the partnership undertook an audit called the Safeguarding Adult Partnership Audit Tool (SAPAT), this was a challenge event held for the SAB. The event was well attended by a number of SAB partners namely; the Integrated Care Board, Kingston Hospital, South West London and St Georges MH Trust, Housing, Adult Social Care, Your Health Care, London Fire Brigade and Healthwatch Kingston. Each agency had completed the audit tool prior to the session.

They were asked to identify:

- Their Top 3 achievements for 22-23 for the SAB and partnership
- Their top 3 challenges for 22-23 for the SAB and partnership
- How their organisation demonstrates learning from those with lived experience
- How their organisation demonstrates their commitment to the SAB through SAR learning.



The examples provided were discussed and considered by the partnership. The findings from the challenge event enabled the group to share their ideas and agree what should be taken forward as a SAB. The session enabled partners to reflect on the findings and consider next steps and areas to take forward:

- a) How is SAR learning embedded in practice?
- b) How do we gather the evidence to demonstrate this?
- c) How do we move together towards a learning culture, rather than training?
- d) How do we deliver our ideas for working with those with lived experience?

July 2023 Safeguarding Adult Board

Partners met to discuss actions relating to the most recent Safeguarding Adult Reviews 'JR' and 'Connie' and to hear from agencies about actions taken and how these have been embedded into practice. Suicide and hospital discharge were two key areas discussed in detail during the SAB with partners putting forward solutions to potential areas where there are weaknesses in the system. A presentation was received from the Drug and Alcohol Related Death (DARD) panel, discussing themes and trends in relation to findings from recent cases referred. Finally the Kingston SAB dedicated part of the meeting to governance and setting the workplan for the KSAB sub-groups.

October 2023 Safeguarding Adult Board

The SAB focussed on self-neglect as a category of abuse. In Kingston this had consistently been the third highest category of abuse. Partners heard that this area is increasing in terms of complexity and practitioners spend a great deal of time aiming to work with adults to manage the risks posed. The SAB agreed the need for early intervention and perhaps the need to revisit the SAB protocol to explore whether changes were needed to provide clearer guidance to support practitioners. The board focused on the impact of the cost of living crisis on housing and homelessness, with a safeguarding context. The board checked on activity for winter pressures in hospital and impact on safe discharges. The SAB continued to monitor the impact of the Right Care, Right Person model. The SAB also monitored and discussed the local safeguarding adult data.

November 2023 Safeguarding Adults Week

Volunteers from the partnership undertook a week of activities aiming to promote safeguarding adults to Kingston residents. The awareness raising campaign aimed to encourage people to make referrals were they have concerns that an adult with care and support needs that might be at risk of abuse or neglect. Promotional material was prepared and SAB members attended the following locations across the borough to engage with staff, volunteers and members of the public:

- Kingston Council Offices
- The Kings Centre, Chessington
- New Malden Library
- Kingston Town Centre Marketplace
- Hook Library

February 2024 Safeguarding Adult Board and Development Day

The Safeguarding Adult Board came together in February 2024 for a 'Development Day'. This encompassed a Safeguarding Adults Board followed by a day of planning the future direction. The SAB heard an update to the safeguarding data and were presented with an update from the Drug and Alcohol Related Deaths panel. The board also heard an important update in relation to the progress being made around transitional safeguarding. In terms of progress made against the current plan, partners agreed the structures of the SAB were now all either planned or in place and that the board had sufficient staffing. The work undertaken around 'Making Safeguarding Personal' was positive, resulting in improvements operationally. Areas identified as requiring further work were around continuing to shape the work of the partnership to ensure it can maximise its effectiveness. It also identified some emerging areas that required some additional focus such as homelessness, substance misuse and improving how information is disseminated. Partners also expressed a wish to build on the work around 'Making Safeguarding Personal' and have more formal arrangements around getting feedback from people with a lived experience of safeguarding. There were clear ambitions to improve partnership working between agencies and linking up more effectively with other strategic boards. The partnership heard a detailed breakdown of the 2021 census information to assist senior leaders with strategic planning around the current and future changes to the borough.



Kingston SAB Communications and Training Subgroup

June 2023 Communications and Training Sub-Group

Sub-Group members to discuss changes that should be made to the Safeguarding Adult Board website. They explored formats of the annual reports from other SABs and agreed a new 7-minute briefing in relation to exploitation. The group considered the training requests submitted and planned a learning session for professionals in relation to the Sylvia and Connie Safeguarding Adult Reviews.

September 2023 Communications and Training Sub-Group

The group met to plan Safeguarding Adults week activity and agree the content of the promotional material to be distributed to professionals and members of the public. The group also continued its work shaping the annual report as well as working towards engaging with local businesses and developing a 'Business Pledge'.

December 2023 Communications and Training Sub-Group

The group met to explore Modern Slavery material that had been released nationally and agree how this could be adapted for Kingston. The group also continued working on its engagement plan and agreeing the detail of what this should entail. Finally, the group began the process of planning the Kingston SAB Development Day.

March 2024 Communications and Training Sub-Group

In the final meeting of the year, the group discussed refreshing its membership and work plan next year, amending the terms of reference and ensuring representation from the voluntary sector. The changes agreed will be outlined in next year's annual report.

January 2024 SAB Presentation to Charities

In January the Business Manager of the Kingston SAB attended a meeting of local charities to talk about the statutory duties of the SAB and to talk about the boards most recent Safeguarding Adult Reviews.



Kingston SAB Executive Group

Following senior leadership personnel changes, the executive group was relaunched in February 2024.

▶ February 2024 Executive Group Meeting

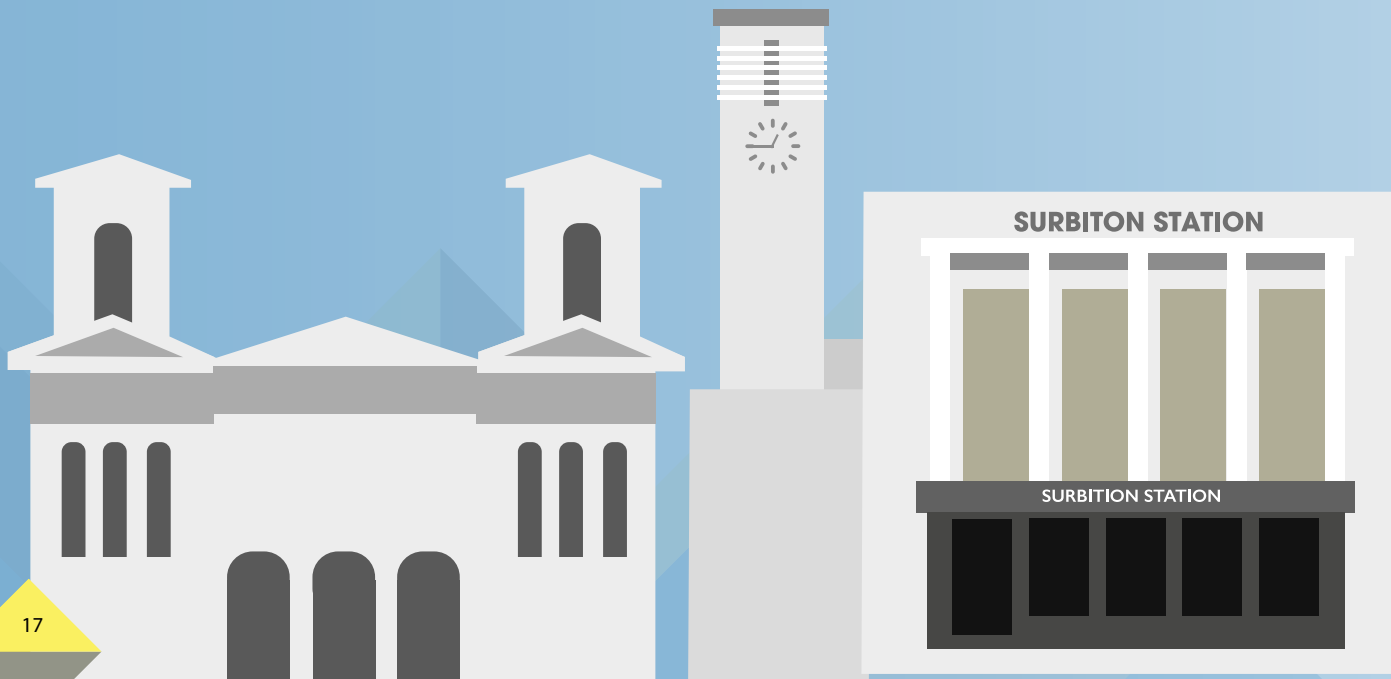
The Kingston SAB Executive had been re-formed and met in February to discuss the preparations for the upcoming Peer Review. The self-assessment and Peer Review plan were shared with the Independent Chair and statutory partners who provided challenge and feedback in relation to the information presented.

▶ March 2024 Executive Group Meeting

Following the meeting in February, the Executive met again to agree a terms of reference of the newly refreshed group. It agreed a complaints process, updated SAR process / policy document and met to sign-off of the Minnie SAR as well as to hear a summary of feedback from the Peer Review.

KSAB Safeguarding Adults Review subgroup

The subgroup underwent significant changes in the first quarter of 2023-24, due to a change in subgroup chairing arrangements. The refreshed group met four times between July 2023 and March 2024.



9. Safeguarding Adults Reviews

Kingston Safeguarding Adults Board has undertaken seven virtual learning and development sessions aimed at disseminating the learning from Safeguarding Adults Reviews to the wider partnership. The aim of these sessions is to ensure that professionals working in Kingston are aware of the learning arising from the Kingston Reviews and national reviews, and can apply this learning to their practice.

The SAR subgroup underwent significant changes early in 2023-24, resulting in a change of chairing arrangements. The refreshed subgroup met four times between July 2023- March 2024. The group considered five referrals for potential SARs. The subgroup concluded that four of the referrals did not meet the SAR criteria, but one did, involving domestic abuse, which will be taken forward as a SAR during 2024-25. The decisions were ratified by the Independent Chair of the KSAB.

Of the four referrals which did not meet the criteria for a SAR, the learning themes focused on:

- The challenges for agencies to maintain a balance between care and control when there are individuals with care and support needs due to substance misuse or mental health.
- Cuckooing, financial abuse and self-neglect.

In these cases, the SAR subgroup reviewed the information provided and were satisfied that agencies had worked together well to safeguard the individuals and reduce the risks they faced.

Two Safeguarding Adult Reviews were commenced in 2023-24:

- ‘Minnie’ – this will be completed in 2024-25 after significant delays in getting it started due to unforeseen complications in finding a reviewer.
- ‘David’. This will be completed in 2024-25 and the SAB will make a decision as to whether to publish the full report. An independent reviewer was commissioned who undertook an analysis of information provided by agencies and facilitated a practitioner event in October 2023. The findings from the event will inform the final report for the SAR.

The KSAB is committed to promoting practitioner events for SARs, which can enable reflection on understanding why agencies make the decisions they do for people with care and support needs who are at risk of abuse or neglect. This helps to provide a ‘window on the system’ and for the KSAB to scrutinise the safeguarding arrangements.

Update on SARs published in 2022-23 and featured in 2022-23 Annual report

SAR Connie (published in 2022)

Connie was a 92-year-old woman who was discharged to a care home following a hospital admission for an inoperable fracture which meant that she could no longer live independently. During Connie's stay at the care home, her mental health needs and pain relief were not effectively managed. There was a lack of communication with her family regarding her care and a safeguarding incident. Connie was subsequently moved to another home where she died of unrelated issues.

In July 2023 the Kingston SAB received a full update regarding the actions taken to reflect the recommendations made in the Connie SAR.

- Undertaken specific work around promoting the need to consider feedback from families and those with a lived experience of safeguarding. The HealthWatch Making Safeguarding Personal project has continued during 2023-24. For 2024-25, there will be the creation of a community voices group, led by Health Watch to promote the continued commitment of the SAB to hear from those who are receiving services within the safeguarding system.
- The SAB partners have committed to ensuring that the Safeguarding principles are embedded into the operational work of their organisation.
- There are sound oversight processes in relation to S.42 Enquiries and the board seeks assurance around this through data, audit and feedback.
- The SAB has sought assurance that organisations have adequate training in place to ensure that staff are able to undertake their roles effectively.
- The board has sought assurance that discharges from hospital are safe. Kingston hospital reported that they hold a monthly Mental Health Operational Group, which focuses on early identification of patients with mental health concerns. The group is made up of many different hospital professionals including Ward Matrons and Safeguarding Lead, there is a specific slot in these meetings to discuss any concerns on the wards. Through this group it has seen improvements/increase in staffing, with more mental health nurses, closer links between the liaison team and ward staff, better communication and sharing of information. As a result of increased staffing within the liaison team, more referrals have been accepted and advice is given to wards where there are concerns regarding a patient's mental health.
- Undertaken specific learning events to promote the learning from this SAR. RBK ASC Commissioning have refreshed the Joint Intelligence Group which has now been renamed The Care Governance Board (CGB). The purpose of the CGB is to have a collective responsibility to oversee and manage overall quality and risk across the whole care provider market in Kingston. The Commissioning Quality Assurance Team complete regular visits to care homes and nursing homes and these are completed jointly with safeguarding and ICB/health professionals when required.
- The Kingston Vulnerable Adults Multi-Agency (KVAMA) panel, was developed from learning in a previous Kingston SAR. From the Connie SAR a risk assessment has been incorporated within the KVAMA referral. This risk assessment has also been used to re-develop the stand-alone risk assessment that is used within ASC Social Work practice. There have been regular updates on the work of KVAMA during 2023-24.
- Kingston Hospital has a Quality and Improvement Project which is working on the discharge process (D2A), discharge summaries and nurse transfer letters to ensure that all information is shared on discharge.

SAR John (unpublished)

In 2022, a decision was made by the SAB not to publish the John SAR in full on the public website due to sensitivities related to the death.

John was a young man who took his own life whilst at university. He was known to have significant mental health and substance misuse issues. The SAR identified several areas for learning for local services, for the Kingston SAB and areas for learning at a national level. The report identified issues and risks when a person such as John presented to multiple agencies and where these agencies communication systems did not sometimes link up, as well as some agencies having differing criteria of scoring and monitoring risk.

As a result of the John SAR, Kingston Safeguarding Adult Board has;

- Undertaken a series of promotional events highlighting to different groups the learning of the SAR with a specific focus on the risks to LGBT+ community.
- Supported the development of the new Kingston Suicide Prevention Strategy led by Public Health. This has been launched across the borough including to Kingston University.
- Oversaw the development of the Kingston Adults Vulnerable Adult Management Arrangements (KVAMA) to enable multi-agency discussion and oversight over high risk cases.
- Undertaken specific learning events to promote the learning from this SAR.

SAR Ella (executive summary published in 2022)

Ella died in her early 20's from heart failure. Safeguarding adult concerns had been expressed by several organisations relating to potential fabricated or induced illness. The concerns related to Ella, supported by her mother, accessing multiple NHS and private health services regarding health conditions that could not be substantiated.. The KSAB commissioned the Social Care Institute for Excellence (SCIE) to undertake the review.

As a result of the SAR, Kingston Safeguarding Adult Board has;

- Supported the ongoing development of national guidance for adults around FII.
- The Independent Chair and Designated Safeguarding Adults Nurse have presented the learning from this Review to national bodies representing health workers across England.
- The Independent Chair has escalated the need for national guidance to the National Network of Safeguarding Adults Board Chairs.
- The SAB has sought assurance from health partners that there a clear processes in place to guidance against individuals seeking inappropriate medication from a number of sources.
- A number of learning and development sessions were undertaken to promote the learning from this review.

SAR Sylvia (published February 2023)

Sylvia tragically died in 2021 aged 19 of a suspected drug overdose. Kingston Safeguarding Adult Board agreed to undertake a joint Safeguarding Adult Review with Croydon and Bromley Safeguarding Adult Boards. Sylvia was a 19-year-old British Sri Lankan woman who was known for her smile, charm, love of dancing, and artistic expression.

Sylvia had long term multiple issues relating to her mental health, substance misuse and exploitation. Towards the end of her life, she had been detained under the Mental Health Act. However, she frequently tried to leave the hospital. She went missing whilst on escorted ground leave. She was found deceased some days later.

As a result of this SAR, Kingston in conjunction with Croydon and Bromley Safeguarding Adults Boards has:

- Engaged in an ongoing programme of work to develop new ways of working within Council departments to ensure young people transitioning into young adults are better supported from the child-centred support to adult services.
- National concerns have been escalated by the Independent Chairs in relation to placements and gaps in legislation and guidance.
- Ensured that there are multi-agency forums where risks and concerns can be shared, considered and escalated.
- Ensured that there are plans in place to highlight to safeguarding adult practitioners and safeguarding children practitioners to ensure that each are aware of the legislation and guidance used in relation to working with both young people and young adults.
- Sought assurance through work undertaken in conjunction with Healthwatch, that the voice of the person and their family is better considered within assessments.
- Planned assurance work around missing person processes and that practitioners within partner agencies are offered training in relation to how to apply the Mental Capacity Act.



10. Strategic Partner Contributions

Adult Social Care: This year has been a busy and productive one for Adult Social Care (ASC) in Kingston, which has strengthened the leadership impact of Adult Social Care to the board. A new Chief Executive, Sarah Ireland was appointed as well as new Executive Director of Adult Social Care and Health, Sam Morrison. Sam represents Adult Social Care at the Safeguarding Adults Board as one of the three statutory partners outlined within The Care Act 2014. Senior Leadership across Adult Social Care has played a key and visible role in driving a greater performance led focus as well as further develop the working of the SAR sub group.

ASC took part in a Peer Review during March 2024 which focussed on 'Working With People' and 'Ensuring Safety themes of the CQC inspection regime for Adult Social Care in Local Authorities'. The format of a Peer Review was for a small team of colleagues from across London boroughs identified by ADASS to review themes connected to the areas of focus, which included adult safeguarding. The feedback from the Peer Review was positive and provided assurance that our standard of practice is good and the systems we have in place are effective. The feedback will be taken forward to ensure we continue building on our current areas of strength as well as developing areas where we hope to improve in the coming year.

Adult Social Care continues contributing to the work of the SAB to include the strategic priorities. We have done this by engaging and contributing to Board meetings, sub-groups, Safeguarding Adult Reviews (SARs) and by undertaking actions associated with these. We have facilitated sessions aimed at raising awareness in relation to safeguarding adults within the third sector and have developed plans to expand this area for the coming year. We have also engaged with residents about safeguarding adults in shared spaces across the borough during Safeguarding Adults Week in November 2023.

We continue to support and monitor our social care providers, using the Provider Forum and Care Governance Board as a means of highlighting and promoting the work of the Board. This is an area that is constantly evolving as we engage with new providers and provide ongoing support to existing. We are in the process of developing new systems to improve how we highlight learning from SARs to all front line staff in care homes and care agencies whilst seeking assurance from providers that their staff are well trained and supervised.

ASC is the lead agency for safeguarding adults, highlighted in The Care Act 2014. ASC practitioners screen all concerns raised by professionals and members of the public in Kingston and lead on Section 42 Safeguarding Adult Enquiries. Our hardworking Access Team undertakes these challenging tasks, gathering information from and working with operational colleagues from across the Kingston safeguarding partnership to assess risk, provide information and advice and fulfil our statutory duties relating to safeguarding practice. In January 2024 we refreshed and relaunched our local arrangements to remind and refresh all of their roles and responsibilities in safeguarding practice.



ASC gathers safeguarding data on behalf of the partnership and regularly presents this at the SAB to ensure the SAB is data led. This year has seen safeguarding concerns increase significantly compared to last year. However, the number of Concerns that progressed onto a full Enquiry has only seen a marginal increase. This highlights that providers and professionals are regularly raising concerns, which is positive and shows understanding and engagement with adult safeguarding processes. Abuse or Neglect is most likely to occur in people's own homes and Neglect continues to be the main type of abuse that people experience in Kingston. Where the neglect is a result of care provided by social care providers, we are strengthening our oversight and quality assurance mechanisms to ensure that we receive a good service from commissioned providers. This work will continue over the coming years to ensure that Kingston residents receive value for money and a good standard of care. Where neglect occurs from informal carers we are working to promote carers assessment to ensure informal carers are well supported by RBK. Self-Neglect continues to be an area of challenge with staff working with ever increasing complexity. Working with people who self-neglect is an area for development not only in ASC but for the partnership as a whole.

In ASC we have recognised that we need to refine the data we capture on behalf of the partnership, so that we can better understand our changing communities. With the agreement of the SAB, we are altering the way we gather data in order to better understand where we may need to target our efforts in raising awareness and ensuring safeguarding adults remains everyone's business. We can report these changes in next year's annual report. With a changing borough and ensuring that the services we provide meets the needs of residents, this is a key area of focus for ASC over the coming year.

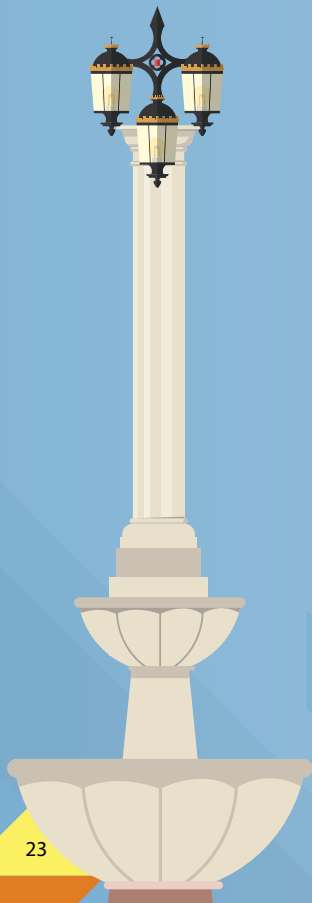
ASC remains committed to working closely with our communities. We have developed a communication plan to improve how we communicate with hard to reach groups. We work closely with our Healthwatch partners who contact residents that have been supported through safeguarding processes, in order to hear from them how they found the experience. We use the findings of this work to improve our services and ensure that the person's wishes and feelings are at the centre of what we do. ASC are working with the board to improve how we gather views of people with a lived experience and how we can use this feedback to make changes to improve systems.

We continue to support the work of Kingston Safeguarding Adult Board sub-groups and will engage in the newly refreshed groups and workstreams in order to ensure that learning from SARs is highlighted, changes are made and are embedded. We are developing the Principal Social Worker role to help us realise our ambition to provide the best support we can to our workforce so that they can be sighted on the latest themes, trends and stated cases to drive forward our practice.

ASC continues to house the Kingston Vulnerable Adult Multi-Agency Management Arrangements (KVAMA). This meeting was developed as part of a Safeguarding Adult Review (SAR) action where 'high-risk' vulnerable adults are discussed and risk management plans are developed; evidencing our commitment to strong multi-agency partnership working.

Following the Sylvia SAR, ASC continues to engage in the development of Transitional Safeguarding processes in Kingston, to ensure that young adults are better supported and do not fall through the gaps. We will continue our commitment to developing this work over the coming months with our statutory partners.

Finally, Kingston Council are developing a new website which will be launched late 2024 / early 2025. This will simplify our online referral process in ASC and direct residents to where they need to go to ask for support. Again, we will report on these changes within next year's annual report.



Police

The South West BCU have robust systems in place to ensure quality of care, around adult vulnerability, including a triage system within the Multi Agency Safeguarding Hub. Force wide 'Vulnerability' training was rolled in 2022-23 and continues with all new recruits and ongoing refresher training to front-line staff. This training supports our officers to take a trauma informed approach to dealing with vulnerability and assist officers to identify vulnerable adults in the community. The force ensures a focus on vulnerability and that Protecting the vulnerable is front and centre of our force response. In addition, we are providing bespoke training sessions to our force control room call takers to ensure they can recognise and respond to vulnerability at the first point of contact and get it right. All our leadership courses for newly promoted Sergeants and Inspectors also includes an input on the strands of vulnerability which includes vulnerable adults.

Domestic Abuse and Serious Sexual Assault

The SW BCU Domestic abuse investigation teams have been working tirelessly across the BCU to reduce the level of domestic violence, this has been achieved in conjunction with partner's agencies, supporting victims and providing specialist advice and safeguarding whilst targeting offenders. The SW Serious Sexual Assault investigation teams (RASSO) continue to improve how they operate, following the best practice and methodology borne out of the Soteria Bluestone research nationally. At the end of the financial year 2023-2024, the RASSO teams improved their performance significantly from previous years.

This approach provides an enhanced understanding of the lived experience of victim-survivors experiences of rape and sexual assault, establishing 5 pillars defining what "good" policing practice looks like, which emphasises:

a suspect-focused investigation

1

the disruption of and challenging of repeat offenders

2

embedding a systematic procedural justice to victim engagement during the investigative process

3

an enhanced, specialised officer learning and development programme, sensitive to officer wellbeing joined up seamlessly with the challenges of rape and serious sexual offences (RASSO) complaints in force as well as academic evidence drawn from a variety of disciplines

4

using data-led, performance-savvy monitoring and evaluation of new investigative strategies and justice outcomes, to improve understanding of RASSO reporting and outcomes

5



This year has seen the launch of the LEPH link (Law Enforcement and Public Health Link). This is accessible to each officer via their PDA, it is designed to support front line officers with access to the public health information they need at the click of a button. During interactions it provides a bespoke Public Health resource to assist police officers to raise awareness, motivate and signpost people to help them to improve their health and wellbeing covering a wide range of issues.

Operation Vigilant is the MPS's response to violence against women and girls within the evening and night-time economy. As well as the traditional high visibility policing, preventative action has been taken with specially trained officers deployed within key areas to identify predatory behaviour, with early intervention.

Key Activities:

Right Care Right Person

The MPS / SW BCU are following national best practice and implementing Right Care Right Person (RCRP). This will reduce longer term demand by ensuring the public are directed to the right agency at the first point of contact. The changes made to the assessment and triage process from November 2023 onwards, have resulted in a reduction in officer deployment to non-police incidents, freeing up Police resources to focus on higher risk situations.

This will continue over the next year where we look to roll out a consistent version of RCRP nationally. We are currently awaiting a national partnership agreement at government level which will agree the threshold of risk for calls for service which police need to attend.

Throughout this implementation we have maintained close working relationships with our partner agencies including our mental health trusts, hospitals, and social care to ensure that we will only withdraw from some of these calls for service when they are ready and equipped to step in to support the individuals involved.

Communication and engagement

We continue to work closely with the multi-agency partnerships and have shared learning and training over the last year in relation to the growing concerns of children and young people in the transitional period involved in serious youth violence. Our multi agency exploitation hub has attended partnership CPD days to deliver inputs on exploitation and this offer continues to be extended to support the understanding and identification of exploitation.

Challenges:

We continue to face challenges alongside partners in achieving the best joint working possible, however, there is a willingness to do this as it is accepted that no one agency can act alone. We have revisited our interview suites across the force and made significant adaptations being cognisant of recommendations made from a trauma informed and neurodiversity perspective.



We are running daily triage meetings discussing all adult at risk cases. This is proving to be highly effective in assessing risk and improving investigation standards but also is providing an excellent platform for learning.

Other issues faced in 2023-2024:

- Potential demand exceeding available resources, particularly specialist resources.
- Understanding that adult at risk investigations are often complex and potentially increasing due to a number of socio-economic factors, such as more elderly people living in the community being cared for by family or friends or people who have “befriended” the adult at risk posing risk of intended or unintended abuse and/or neglect

Integrated Care Board (ICB)

Throughout the year the ICB Safeguarding Adults Designated Lead, and the named GP for Adult Safeguarding take many calls and queries from GPs regarding all types of safeguarding concerns with their patients. Every effort is made to give responsive and supportive advice and to ensure there is a ‘making safeguarding personal’ approach.

The Designated Safeguarding Adults Lead also supports the ICB Continuing Health Care (CHC) team with any safeguarding concerns. The CHC team commission health care and support to people with complex health needs within the Borough of Kingston as well as people who live in other areas of London and across the country.

The ICB worked with the KSAB and partners during safeguarding adults’ week to engage the public at different venues across Kingston, to garner their views on what is adult safeguarding, promote safeguarding adults messages and inform the public how they can report safeguarding issues where they might be concerned about a Kingston resident.

The ICB Designated Safeguarding Adults Leads run and chair the SW London safeguarding leads forum. This forum is open to all health and social care safeguarding adults leads from all areas including private and voluntary sector services. The forum’s purpose is to foster joint working, share positive and innovative practice and to address any issues that may be arising locally.

The ICB covers the whole of SW London. Each borough within the South-West area has its own Designated Safeguarding Lead. Across the area, all work together to share national, regional and local information / learning and practice. This is to ensure that health colleagues from Kingston can benefit from the learning coming from work in the surrounding boroughs and vice versa.

The ICB Safeguarding Adult Lead has been directly involved in all the Safeguarding Adult Reviews and is a key contributor to the SAB and its sub-groups. More recently, the ICB Safeguarding Adults Lead has taken up the role of chair of the communications subgroup.

The Kingston and Richmond Named Safeguarding GP facilitates quarterly safeguarding training forums online for the local safeguarding GPs in Kingston and Richmond. These are supported by the adult and child designated safeguarding leads. These forums are well attended and presentations in 23/24 included: Learning from SARs, Multi-Agency Risk Assessment Conferences (MARAC), the IRIS Programme (Specialist Domestic Violence programme for Primary Care) and Learning Disability updates from the LeDeR programme (learning from the lives and deaths of people with learning disabilities and autistic people).

The ICB safeguarding adults policy contains within it the key points from the 9 principles and the safeguarding adults designates work across the ICB as a whole to support promote and monitor that these principles are being adhered to via attendance at quality meetings, support with quality and contract meetings and providing input into contract documentation for services to ensure the correct information on safeguarding adults responsibilities of the service are within these documents.

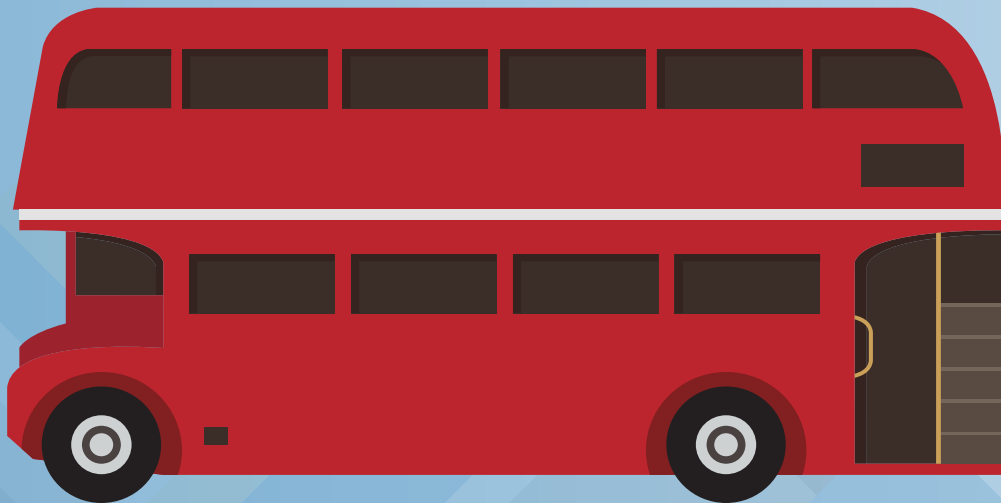
The ICB does not under normal circumstances refer cases for potential SARs however they do support provider services and CHC teams to refer cases when there has been a serious incident where there is a safeguarding element.

The ICB Safeguarding Adults Designated Lead has supported the SAR process over the past year by being an active of the SAR subgroup. They have also authored and been the Reviewer of a recent SAR which is approaching its final staged and will be reported on in next year's annual report.

Further to this the ICB Safeguarding Adults Lead has presented learning from SARs to the Kingston and Richmond GP forum as well as presenting to the SW London Safeguarding Adults Leads forum and has supported the board chair to present the "Ella" SAR to the Safeguarding Adults National Network.

Evidence of promotion of the above SARs has been via presentations at local GP forums for Kingston and Richmond, presentation to the care governance board, presentation to the KSAB, presentation to the Kingston Suicide prevention team, presentation to the SW London Safeguarding Adults Leads Forum and the Safeguarding Adults National Network.

Checking on the embedding of learning is a more complex process, on a practical level evidence was sought from care homes and medicines management on changes made to practice in respect of a recent SAR being undertaken by the ICB nearing its final stages. Again, this will be reported on next year.



11. SAB Member Contributions

Department for Work and Pensions

We continue to listen/learn from our customers through focus groups, feedback, letters, journal messages insight, outreach etc. We are a learning department looking at ways to improve the services we deliver.

DWP can highlight through the IT systems where customers need additional support. This enables more time to be allocated and additional support to be offered. Through insight, CENSUS, place-base approach and work coach feedback we are able to commission specific focused training for customers across all communities.

Although DWP has no statutory duty of care, we lead and believe safeguarding is everybody's responsibility. We continue to build capability around signposting to professionals/organisations to support our most vulnerable customers.

We continue to share and use free training sought and shared through partner organisations to further build knowledge, confidence and understanding of subject areas falling under the safeguarding umbrella.

We pride ourselves on our joined-up partnership/multi-agency approach to supporting our most vulnerable customers.

We have 38 Advanced Customer Support Senior Leaders (ACSSL) across the country who support all benefits lines looking at improvements, lessons learnt, prevention and capability building.

We have built capability around how to identify and refer to safeguarding teams. We have (locally) designed an easy to access map to enable colleagues across London and Essex to access and respond quickly.

DWP has guidance in place for colleagues to follow when referring to a SAB. DWP also have the Advances Customer Support Senior Leaders (ACSSL'S) available to support with referrals. We have also held training events where LA's safeguarding teams have walked through what a good referral looks like.

DWP support and release all appropriate information when request is received for a SAR.





Your Healthcare

Your Healthcare is a direct provider of both health and social care, and, as such, adult safeguarding is an integral part of our service provision. By developing positive relationships with service users, their family and carers, our staff are well placed to identify potential safeguards. Our staff training programme equips practitioners to identify and respond to concerns. This includes early intervention through multi-agency working, and quality concern processes, as well as, escalation through reporting safeguards.

Your Healthcare is a long-standing member of the Safeguarding Adult Partnership Boards (SABs) in both Kingston and Richmond and, as such, we are committed members of sub groups and working groups which report into those Boards. The nine key safeguarding principles are embedded across the organisation, from our staff contracts of employment to our governance structures and individual or group supervision.

In 2023, Your Healthcare implemented the new NHS patient safety model. Patient Safety is the avoidance of unintended or unexpected harm to people during the provision of healthcare. Such incidents have the potential to meet the threshold of neglect as defined in the Care Act. This model takes a system learning approach which feeds into the adult safeguarding objectives around embedding learning into practice to reduce risk.

Following on from safeguards, we have the additional learning from Safeguarding Adult Reviews (SARs). As one of the organisations involved in a SAR, the learning is evidenced directly from the action plan. Where we receive SAR reports not related to our services, we review these in order to take and share learning from the findings.

Learning is primarily shared through training, 7-minute learning briefs and/or staff guidance, but implications to practice can be varied. Examples of this include: a review of the 'Was Not Brought' Policy to consider disguised compliance risk factors and where service users reliant on others to support them may miss appointments. Also, Your Healthcare has joined the Vulnerable Adolescents Support into Adulthood (VASA) Panel and reviewed its guidance to staff around identifying and responding to risk of suicide.

Your Healthcare is committed to working with partners in promoting the work of the Safeguarding Partnership Board and to continued development of safeguarding in practice.



Kingston Hospital

Throughout the year of 2023/24, The Kingston Hospital has worked alongside the Safeguarding Adult Board and its organisations to ensure the local residents have access to safeguarding advice and services. Our Adult Safeguarding team meet regularly with Kingston Social Services to ensure the services are aligned, and to highlight any concerns in either organisation. We monitor types of abuse in the local populace to see where resources can be focused.

We have an active attendance with several Board sub-groups including the SAR (Safeguarding Adult Review) Subgroup, which review potential cases for review, and ongoing reviews requiring action. A SAR that the hospital has been involved in was the Connie SAR and learning from this was fed into the hospital deconditioning work via a presentation to one of their workshops, to highlight how deconditioning, as well as social isolation can impact on a patient's mental health.

Making Safeguarding Personal is a core proponent of Adult Safeguarding, and ensuring the individual is inducted into the process early is key to good outcomes. Our Adult Safeguarding team have increased our visits to the wards to facilitate early interaction of the safeguarding process with patients, and to get their views and wishes on potential outcomes. We will be continuing work on Making Safeguarding Personal in the hospital linking it with the Healthwatch summary when released. This will include close monitoring of staff engaging the individual in the process via an audit, and reviewing different communication that can be presented around the hospital.

We recognise that the Mental Capacity Act 2005 plays an important role in safeguarding. The safeguarding team provides training throughout the year and also monitors closely patients who are being deprived of their liberty. Our referrals for Urgent DoLS (Deprivation of Liberty Safeguards) have risen dramatically this year and will hopefully continue to rise in the coming 12 months.

This year we have welcomed the Named Doctor of Safeguarding Adults into our team to ensure we have a multidisciplinary approach to safeguarding within the hospital. We look forward to joint work in the coming year. We are also looking ahead to a merger with HRCH (Hounslow and Richmond Community Trust), which will combine the safeguarding teams from both sites to ensure a seamless transition between care from the acute to community. We welcome the expertise of the community team going forward.



12. The next 12 months

Next year will be the final year of the current strategic plan. The SAB will focus on activity to achieve the final ambitions of the strategic plan and identify the priorities for 2025 and beyond.

A particular focus will be to complete the establishment of the two new subgroups for the SAB which were agreed at the development day in February 2024.

The Performance and Audit Sub-group will have a clear focus on analysing the Kingston safeguarding data and undertake audits to explore areas highlighted by the data.

Healthwatch will lead on a Sub-group with the responsibility to ensure that the SAB is informed by people with a lived experience of safeguarding.

The Kingston Safeguarding Adult Board are in the final stages of completing two current Safeguarding Adult Reviews. Information concerning these reviews as well as progress being made in relation to actions will be outlined in next year's annual report.

There is also an ambition to work close with the Safeguarding Children Partnership. Progress made in relation to this will be reported on in next year's annual report.



13. Budget for the next 12 months (2024-2025)

Expenditure Type:	Expenditure Amount (Forecast)
Safeguarding Adult Reviews	£12,000
Learning and Development	£3,000
Independent Website Development	£2,000
Catering, Promotional Materials	£1,000
MSP Project	£7,000
Contingency For Additional SAR	£5,000
Total:	£30,000
Income:	
ICB	£25,000
MOPAC	£5,000
Total:	£30,000



14. How To Report Abuse in Kingston

If you are a member of the public and are concerned about a Kingston resident, please call the Safeguarding Access Team to discuss your concerns Monday to Friday during office hours on 020 8547 5005.

If you have an urgent concern where you believe someone may be at imminent risk of harm please call 101 or 999 in an emergency. If you would rather email your concerns please see the non-professionals referral by [clicking here](#).

If you are a professional or in a paid role supporting people and you wish to raise a safeguarding concern, you will be asked to complete a safeguarding referral form. Please ensure that you include as much information as possible to ensure that the concern you raise can be screened appropriately. Please ensure you include your contact details so that the team can contact you to discuss the information you have put forward. Please also consider your responsibility to report the matter to the Police. A link to the professionals referral form can be found by [clicking here](#).





Kingston Safeguarding Adults
Board

Thank you
for reading



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES