

Making Safeguarding Personal (MSP) Pilot

End of Year Report

April 2021 – March 2022

Making Safeguarding Personal Pilot

Our 2021-22 Safeguarding prioritised work area was:

Continue to deliver the Kingston Making Safeguarding Personal pilot (Year 2)

AIM: Gather personal experience of safeguarding to inform service developments and support positive personal outcomes.

Background

Making Safeguarding Personal in its simplest form means putting the person at the centre of everything we do during a safeguarding enquiry from the very beginning to the very end.

This work is supported by the London Association of Directors of Adult Social Services (LondonADASS) and the Local Government Association (LGA).

The Making Safeguarding Personal Project in Kingston aims to develop an outcomes focus to our safeguarding work, and a range of responses to support people to improve or resolve their circumstances.

It is about engaging with people throughout the safeguarding process about the outcomes they want and then working with them to ascertain the extent to which these outcomes were realised at the end.

Making Safeguarding Personal seeks to achieve:

- A personalised approach that enables safeguarding to be done with, not to, people.
- It focuses on achieving meaningful improvement to people's circumstances rather than just an 'investigation' and 'conclusion'.
- An approach that utilises Social Worker's skills rather than just 'putting people through a process'.
- An approach that enables practitioners, families, teams, and the Kingston Safeguarding Adults Board (KSAB) to know what difference has been made.

The Royal Borough of Kingston upon Thames (RBK) is keen to learn about individual's experiences so that they can improve the service they provide to Safeguard Adults at Risk. RBK asked Healthwatch Kingston (HWK) to collect independent feedback from people who have been through the adult safeguarding process.

Making Safeguarding Personal Pilot

The information gathered by HWK will be shared with Adult Social Care at the Royal Borough of Kingston upon Thames and the Kingston Safeguarding Adults Board to help improve the safeguarding service. It will also be used to complete the Making Safeguarding Personal quarterly return to the Local Government Association. Answers given will not include names and are kept secure and confidential by Healthwatch Kingston who will use the data to produce a report of the project.

The story so far...

This project initially started with adults at risk with Learning Disabilities. It was then extended to the Mental Health Social Care Team. It was hoped that by expanding the remit of the work, safeguarding social workers would be able to refer more adults at risk to HWK to gain more insight to the Kingston adult safeguarding provision.

In July 2021 an RBK Senior Practitioner (Adult Safeguarding) confirmed that the Making Safeguarding Personal (MSP) pilot would now be extended to all Adult Social Care Teams within Kingston. RBK have engaged a Senior Social Worker (Adult Safeguarding), for a year, to help with this roll-out.

HWK made sure that the survey was available as an online link (using Survey Monkey) and updated all documents to make feedback more accessible. The IT department at RBK agreed to include the MSP process on their internal IT system. This would act as a final check before a safeguarding case can be closed. The link to the survey was made available on the RBK/Safeguarding Adult Board website pages, as well as on our HWK website. This has resulted in additional requests to complete the survey, but with support from HWK over the phone.

From January 2022 monthly meetings were set up between HWK and RBK. The aim was to monitor any disparity in the number of Adults at Risk (or their trusted representative) who had consented to be contacted by HWK and the number of referrals HWK were receiving directly from social workers. RBK have agreed to send us a report confirming the number of adults at risk who have consented to HWK contacting them to give their feedback, on a monthly basis.

In our monthly meeting with RBK on Tuesday 29th March 2022 we took them through the new Safeguarding area on our HWK website. HWK created a specific area for the MSP, plus information on each page about how to report a safeguarding issue in the London borough of Kingston Upon Thames.

Making Safeguarding Personal Pilot

We demonstrated Survey Monkey analytics to RBK and they were happy with it's reporting potential. It was agreed that we would also enter results obtained by post or by phone into Survey Monkey and provide an example report for RBK to take to the next Safeguarding Adults Managers (SAM) meeting at the end of June. Then subsequently for the next Kingston Safeguarding Adult Board (KSAB) meeting at the end of July 2022.

RBK have also provided more information regarding helpful Kingston Safeguarding documents including Adult Safeguarding – helping adults at risk, and information about the Kingston Safeguarding Adults Board. These will also be hosted in our information and advice section on the [HWK website](#).

HWK and RBK are delighted with how far this project has come and look forward to it's success going forward.

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