

# Safeguarding Referrals – Q4 – 21/22



## **SCRUTINY ADVISORY BOARD – ADULTS**

**Meeting date: 24<sup>th</sup> June 2022**

**From: Sarah Joyce Service Manager Safeguarding Adults**

**And Bethan Hill- Gorst**

### **SAFEGUARDING ADULTS AT RISK OF ABUSE AND NEGLECT**

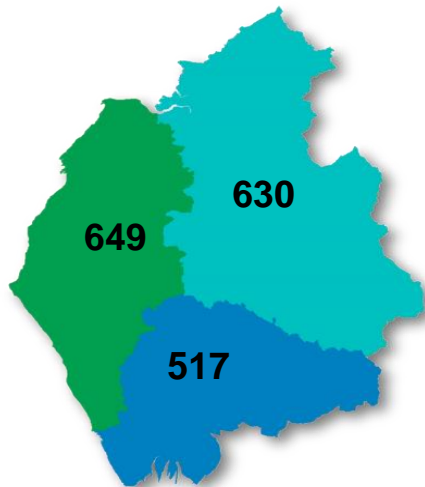
#### **1.0 PURPOSE OF REPORT**

- To provide an update and analysis of adult safeguarding activity for the Quarter 4 2021/2022.
- To brief Members on progress against the key areas of performance relating to Making Safeguarding Personal.
- To describe the actions planned to strengthen and consolidate improvements in Adult Safeguarding in Cumbria through Cumbria Safeguarding Adults Board.
- The report is intended to be in an accessible format allowing an overview of the Safeguarding pathway in Cumbria.

Sarah Joyce

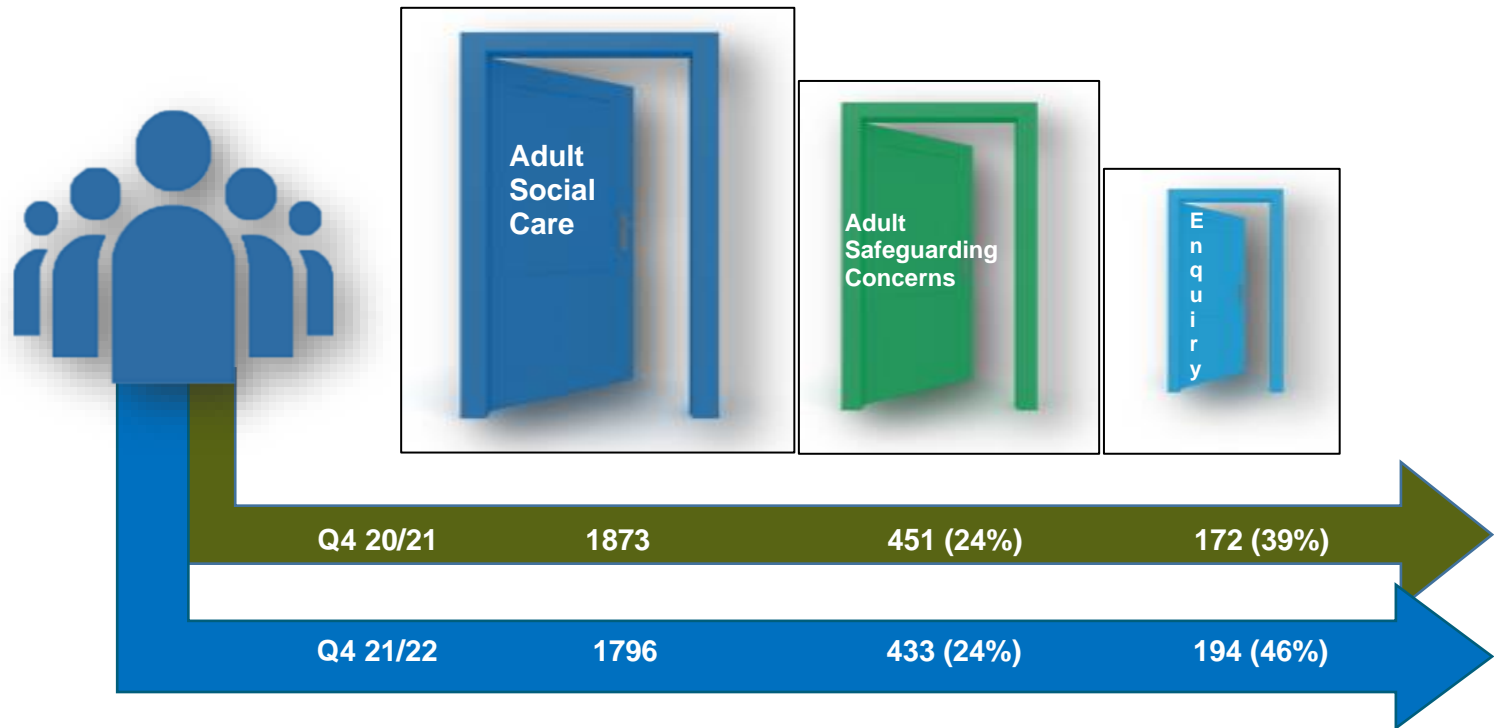
Service Manager | Safeguarding Adults |

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**Referrals by Location**

District	Number of Concerns
Allerdale	456
Carlisle	441
Copeland	236
Eden	151
South Lakeland	298
Barrow-in-Furness	214
Total Referrals	1796



## SECTION ONE: Referrals

Fig 1 illustrates the Location of Safeguarding Adults referrals within Q4 2021.

- Requested breakdown of individual district referrals.
- Under LGR the referrals volume split would be approximately – Cumberland at 1133 (63%) and Westmorland and Furness at 663 (37%).

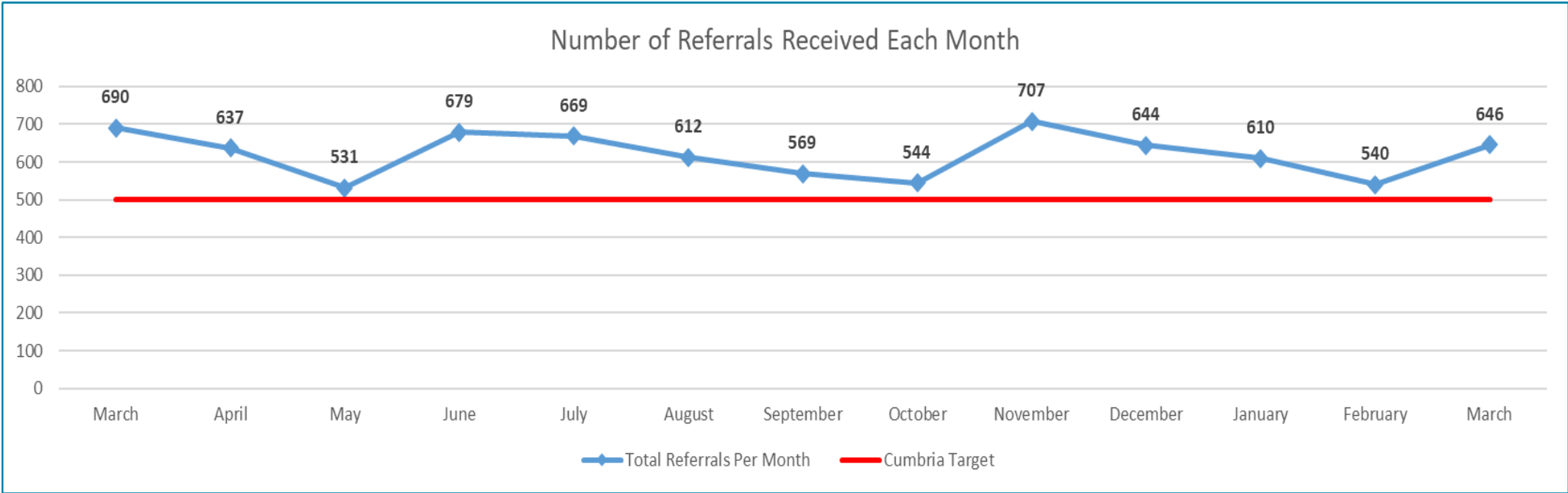
Fig 2 illustrates the triage process for Safeguarding Adults referrals.

- Whilst the quarterly total of contacts received is 77 less than the comparable period last year. The total contacts received in the 2/22 period is in fact 17% greater at (7375) than 20/20 and 35% greater than that of 19/20.

Progression rates have increased from 41% in Q3 to Q4 46% - see also 3-year comparison to show increase.

Fig 3 below illustrates the overall increase in monthly referrals.

- The indicative base line figure of 500 referrals per month provides a basic reference point for the volume of referrals. This figure continues to be exceeded and demonstrates the increased number of referrals from across the system and since November 2021 has averaged at around 630 per month.



To Quarter 4 20/21 - 48 Hours  
- Decision to Proceed Under  
Safeguarding

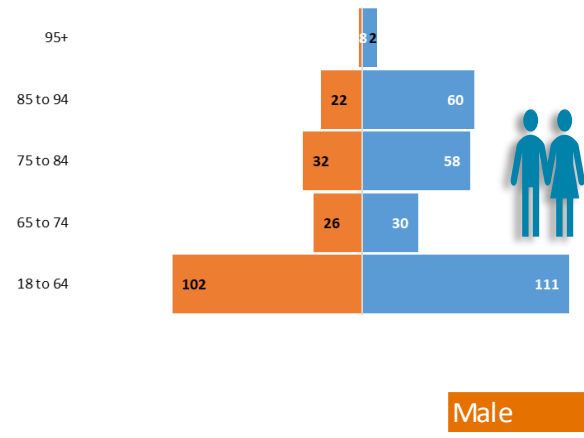


To Quarter 4 21/22 - 48 Hours  
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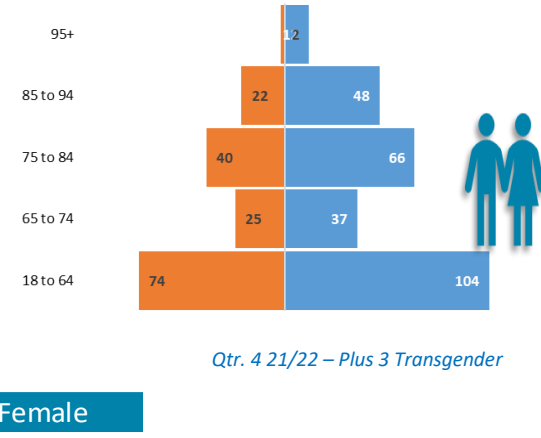


Average Open Active Cases Qtr. 4 20/21	Average Open Active Cases Qtr. 4 21/22
259	395

Qtr 4 20/21



Qtr 4 21/22

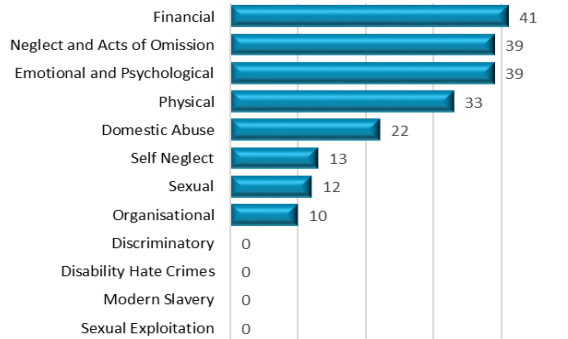


### Age and Gender Comparison

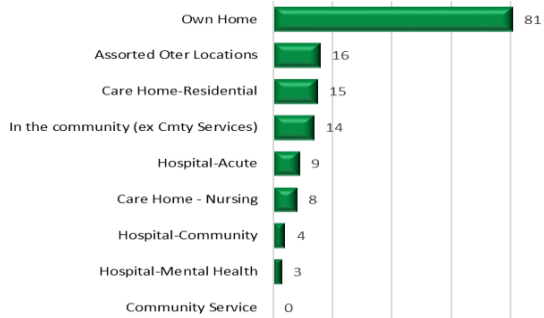
### SECTION TWO: Benchmarking

- Interesting (although low) that the % is broadly similar for the same period. It would suggest despite the increased volume the teams have been working consistently.
- The team continue to focus on responding to referrals which are prioritised as High risk and those which are Medium risk but with no immediate safety plan in place. High risk concerns are allocated within 24 hours in order for information gathering to commence immediately.
- The steady influx of referral rates seen in figure 3. have a direct correlation on the service's ability to meet the 48 hour response time target. We anticipate the necessity to review this 48 hour target which is not a national measure of performance.
- The rise in referrals has meant the number of open active enquiries has risen by 52% from the previous Q4 21/22 period reporting and an 8% increase on Q3 21/22.
- Females continue to represent an average of 61% of the persons at risk.

### Types of Abuse



### Location of Abuse



Types of Abuse	Qtr 4 20/21	Qtr 4 21/22
Financial	43	41
Neglect and Acts of Omission	52	39
Emotional and Psychological	53	39
Physical	50	33
Domestic Abuse	7	22
Self Neglect	15	13
Sexual	14	12
Organisational	5	10
Discriminatory	1	0
Disability Hate Crimes	0	0
Modern Slavery	0	0
Sexual Exploitation	0	0

Location of Abuse	Qtr 4 20/21	Qtr 4 21/22
Own Home	112	81
Assorted Oter Locations	3	16
Care Home-Residential	27	15
In the community (ex Cmty Services)	25	14
Hospital-Acute	11	9
Care Home - Nursing	6	8
Hospital-Community	0	4
Hospital-Mental Health	4	3
Community Service	0	0

## SECTION THREE – Concerns by Location/Type and Source of referrals.

### Types of Abuse:

- Slight change in patterns of identified abuse.
- Of note, abuse type is open to some interpretation by the referrer e.g physical/emotional/domestic abuse and neglect act of omission/ organisational.
- Upon undertaking the enquiry work more than one abuse type may also become evident.
- Concerns of neglect and acts of omission continue to be the highest reported abuse type with emotional and psychological exceeding physical in 21/22. No significant change here.

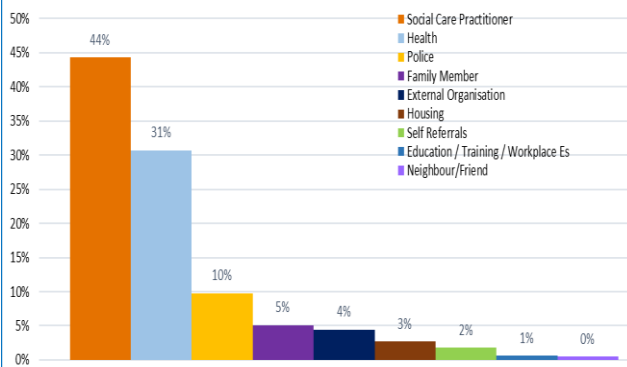
### Location of Abuse:

- The Location of abuse is consistently a person's own home.

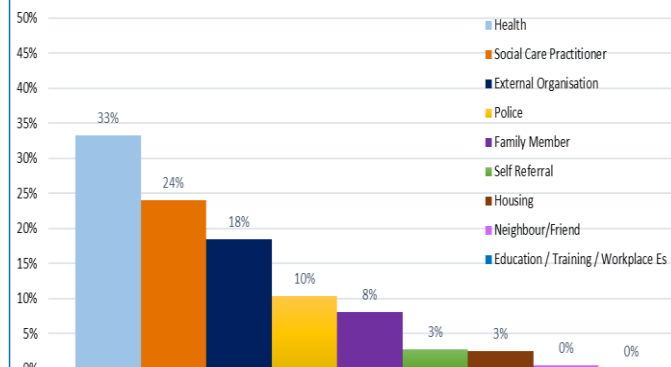
### Source of Contacts:

- Matched graph colours between the two years, but see position swaps e.g. source Health and SW – what is of interest is the pickup of other sources so there is no steep drop off after second top source like last year.
- The lowest source of reporting continues to be from the community – neighbour/friend.
- Police referrals evidence a like for like pattern of reporting.
- The Multi-Agency Safeguarding Threshold tool continues to be an effective tool for internal and external partners to refer SA concerns and the tool has been promoted through National SA week and the CSAB bulletins. This is important to try to ensure we receive the right referrals.

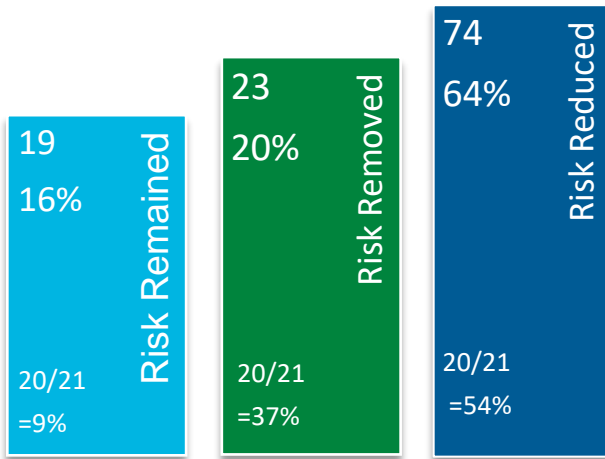
Source: Qtr 4 20/21



Source: Qtr. 4 21/22



## RISK MANAGEMENT

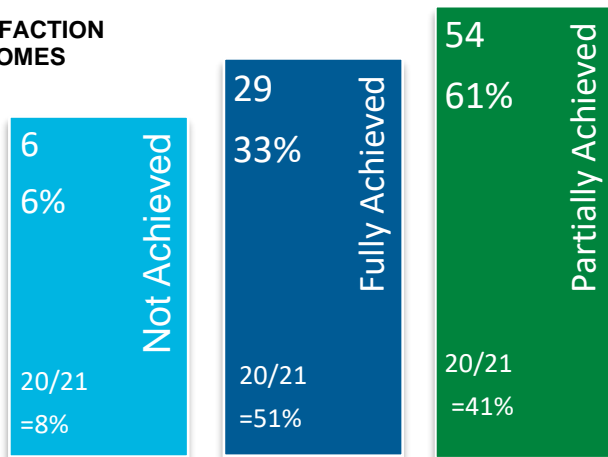


## MAKING SAFEGUARDING PERSONAL



% Asked  
 20/21 Q4 = 100%  
 21/22 Q4 = 100%  
 Cumbria is consistently the top outlier when comparing with the North West.

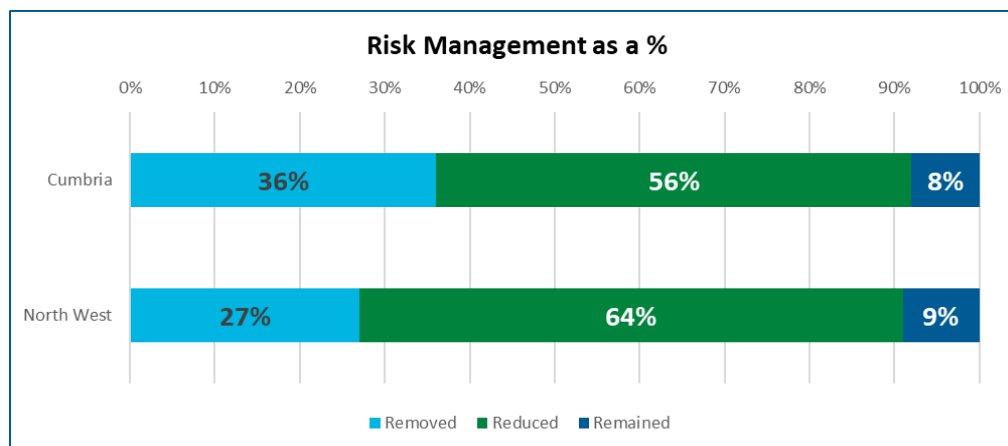
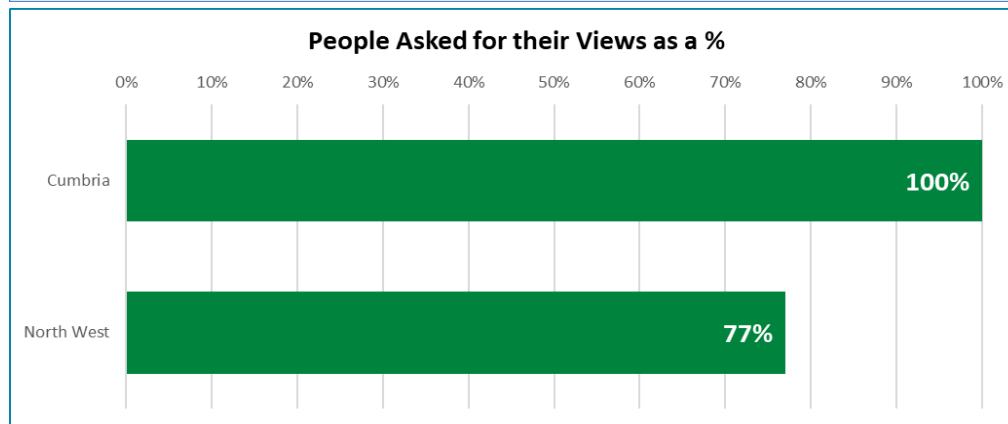
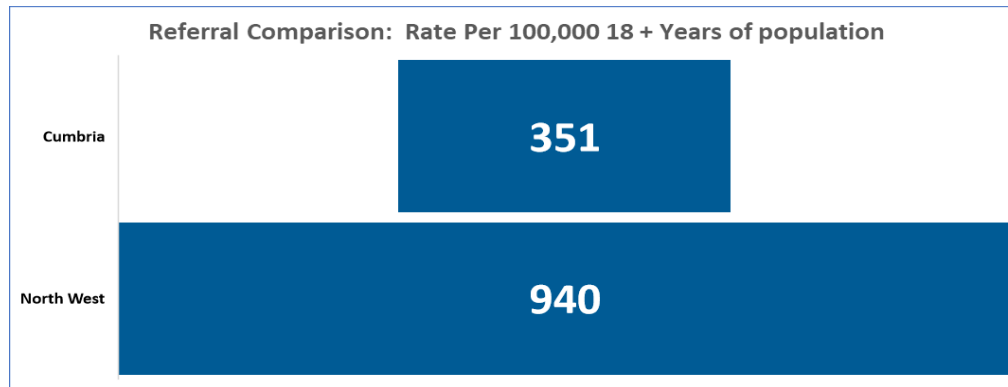
## SATISFACTION OUTCOMES



## SECTION 4: Impact and outcomes

- These proportions continue to evidence the work in removing and reducing risk. The comparison over three years demonstrates the average for these two elements remains at an average of 82% leaving an average of 8% where the risk has not been able to be removed or remains at the choice of the adult at risk.
- Removal of all risk is always desirable; however, this is not always achievable.
- Risk management will always be led by both the individuals' or their representatives' views and wishes and by the multi-agency Safeguarding Action Plan that seeks to remove those identified risks and mitigate.
- During Q4 100% of enquires saw the MSP questionnaire being completed, this is despite the increased referral pressures.
- Satisfaction – swap between fully and partially when comparing per quarter, however, 21/22 saw an increase to 95% in the fully or partially elements over the 87% of 20/21 and 19/20.
- We continue to see more enquires realising fully and partially achieved satisfaction outcomes from those persons affected by abuse or harm.

## Comparison with North West Performance Group (ADASS) to Quarter 3 21/22



### North West Comparators are available for Quarter 3 21/22.

*Quarter 4 21/22 are not available at the time of reporting.*

*This is last quarters results for your information.*

#### Referral Rates:

Our rate per 100,000 appears at roughly 33% to the overall rate for NWPL. The caveat to this data is that each local authority may have different pathways on how to respond and record each safeguarding referral. Within Cumbria we have an effective and consistent triage process which allows us to determine which referrals require a safeguarding response and which may actually require a different response such as additional community response. This reflects the safeguarding principals with the Care Act itself.

#### People Asked for the Views:

Our regional partners are now beginning to improve on their MSP. Cumbria's continues to show its effectiveness in ensuring the voice of the person is captured during the enquiry all enquires.

#### Risk Management:

Cumbria in comparison with the North West region is reporting a higher proportion of risk removed which is a strong position to hold.

## Update from Cumbria Safeguarding Adults Board (CSAB) June 2022

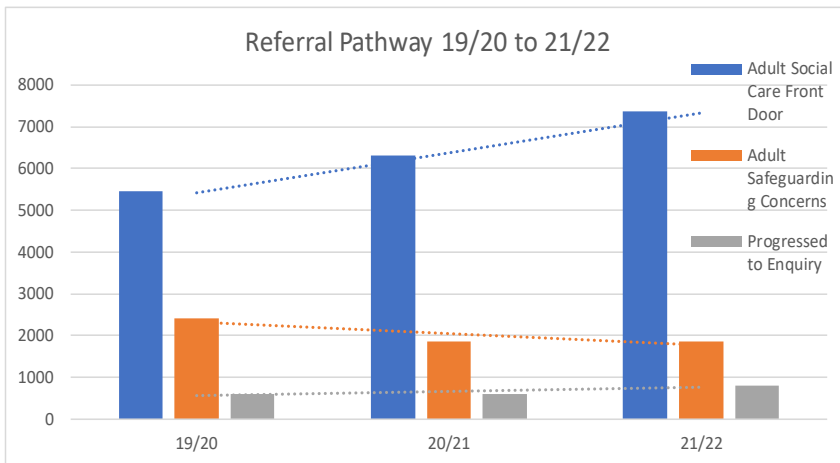
### *Key highlights during the Quarter 4 period January – March 2022;*

- CSAB launched new [Complaints Policy](#) for the Safeguarding Adults Board.
- CSAB have introduced a new resource tool, A Quick Guide to... which is intended to support staff and practitioners. Following the introduction of the new tool CSAB have published [A Quick Guide to... Making a Safeguarding Referral](#). This was followed by [A Quick Guide to... Financial Abuse](#), further to an increase locally and nationally in financial abuse and scams.
- CSAB recruited a new Independent Chair for the Board, who is expected to start mid-June 2022.
- A Panel was convened for the Safeguarding Adult Review (SAR) [Pauline & George](#) which was recently published supported by a [Learning Briefing](#).
- The Communication & Engagement (C&E) sub-group launched a new animation, [Tricky Friends](#). The short, animated video is aimed at all individuals, groups and organisations who support people with learning disabilities and autism, to raise awareness of issues like **exploitation, county lines, cuckooing**. It will help people to understand what good friendships are, when they might be harmful, and what they can do.
- A Task & Finish Group was established by the SAB with the brief to develop a proposal which could support improving professional curiosity. A programme of activity will be delivered during 2022 in collaboration with Safer Cumbria and CSCP acknowledging this is a theme identified across all reviews.
- The Safeguarding Adults Board received a “story to the board” shared by a Safeguarding Team Manager, evidencing Making Safeguarding Personal and excellent multi-agency collaboration to support an individual at the end of their life.
- The Safeguarding Adult Review (SAR) sub-group received a SAR referral following a fire fatality which whilst it didn't meet the criteria for a s44 review identified actions for the partnership to increase awareness of the fire risks associated with the use of emollients. This included the publication of a [5-minute briefing](#) in collaboration with Cumbria Fire and Rescue Service.
- The Learning & Development (L&D) sub-group have developed an audit tool to seek assurance from the partnership in relation to organisational MCA policy, arrangements and training compliance.
- The Performance & Quality Assurance Group (P&QA) received a presentation from Cumbria Police in respect of the Mental Health Street Triage Pilot and the positive impact the multi-agency approach is having for those adults in mental health crisis and also the multi-agency services involved.
- The P&QA sub-group received a comprehensive assurance report from HMP Haverigg regarding internal safeguarding reporting arrangements for prisoners including those with care and support needs.
- CSAB received the final report and recommendations following an independent Peer Review of the Board structures, systems and processes. This will inform future direction, strategic planning and continuous improvement of the SAB.
- CSAB continue to receive update and assurance in respect of the system pressures, risk mitigation and safeguarding arrangements alongside the system wide changes concerned with ICS and LGR.
- In line with the role and function of the SAB to seek assurance the Board received assurance from;
  - ✓ Recovery Steps Cumbria in relation to new structures and safeguarding
  - ✓ University Hospitals of Morecambe Bay Trust following CQC inspection
  - ✓ Commissioners following the publication of NICE guideline; Safeguarding in Care Homes
- North and South Cumbria Clinical Commissioning Groups presented highlights from their 2020/21 LeDeR Annual Reports to the SAB following reviews concerning the death of individuals with a learning disability in Cumbria.



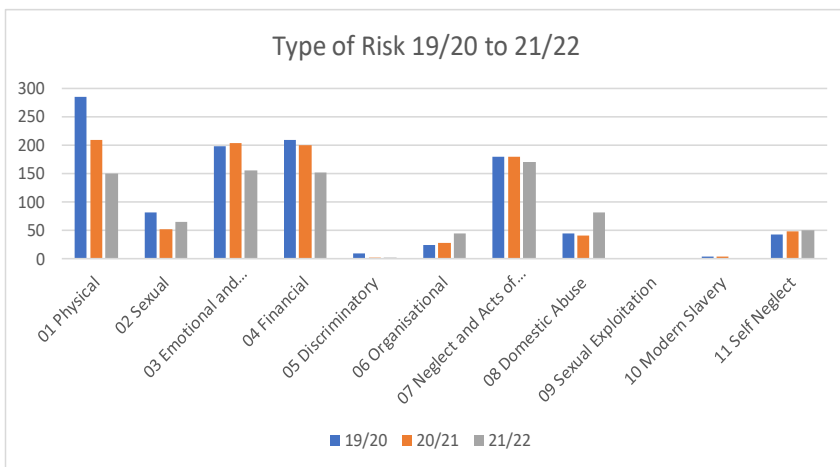
# Cumbria Adult Safeguarding: Comparison Over Three Years:

April 2019 to March 2022



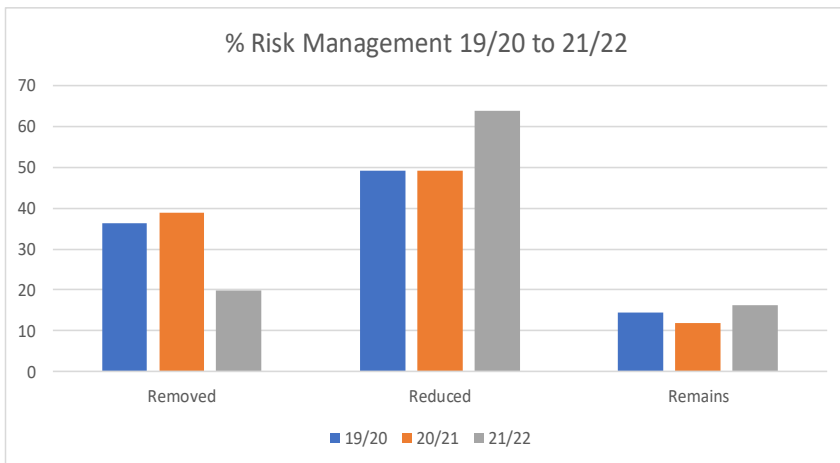
The referral pathway shows an ongoing increase in the number of contacts raised where the reason was thought to be Adult Safeguarding.

The effect of the triage team is seen as the number of contacts passed to safeguarding is dropping, and of those received in the period a greater amount progress to enquiry.

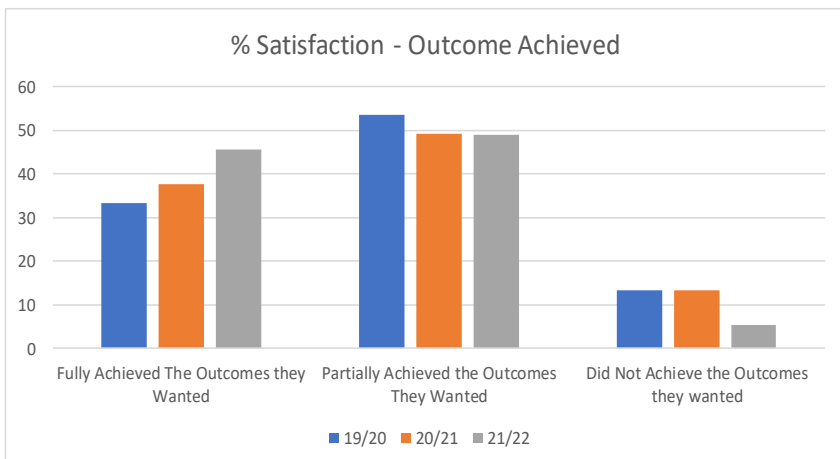


Below show patterns of change over the last three years.

Type of Risk



Risk Management



And MSP Satisfaction levels