

# Safeguarding Referrals – Q2 – 22/23



<b>SCRUTINY ADVISORY BOARD – ADULTS</b>
<b>Meeting date: 7<sup>th</sup> January 2023</b>
<b>From: Andrew Horrobin, Senior Manager Safeguarding Adults</b>

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

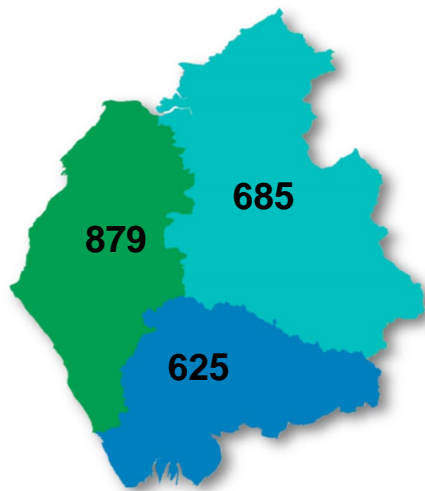
### **1.0 PURPOSE OF REPORT**

- To provide an update and analysis of adult safeguarding activity for the Quarter 2 2022/2023.
- 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.

Andrew Horrobin

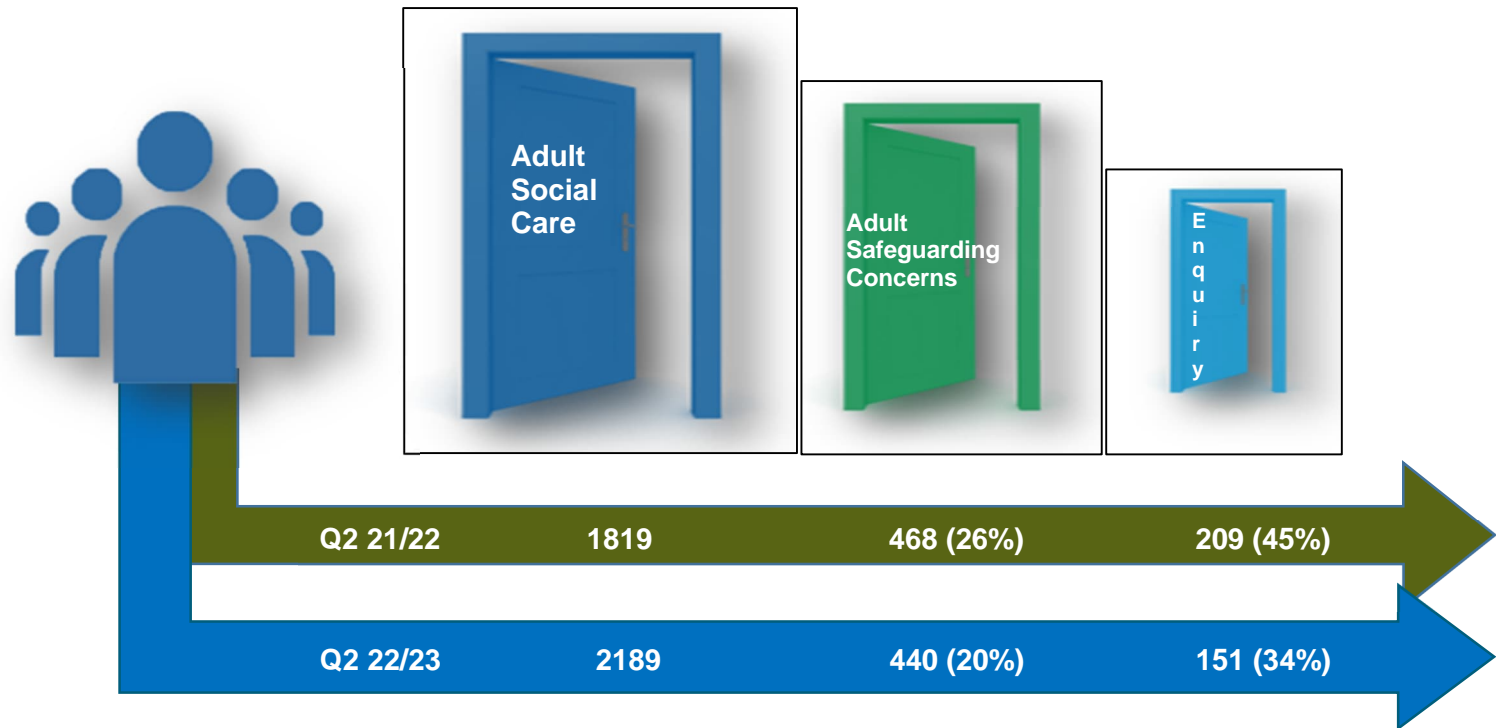
Senior Manager | Safeguarding Adults | Position of Trust Lead

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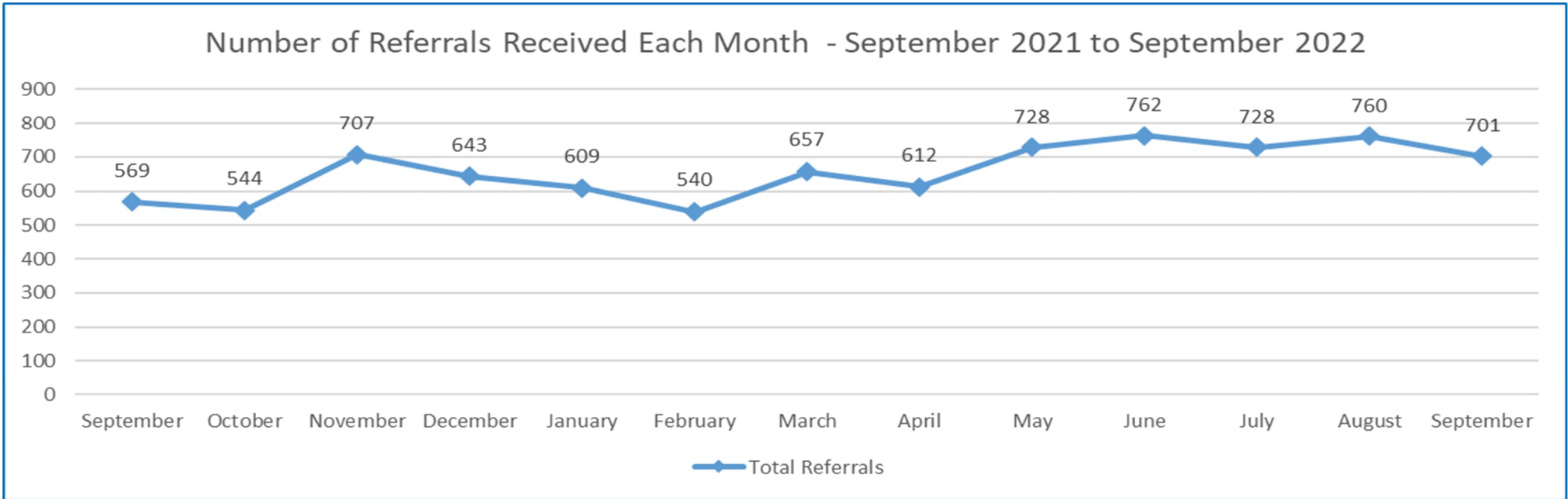
Referrals by Location

District	Number of Concerns
Allerdale	594
Carlisle	538
Copeland	285
Eden	147
South Lakeland	328
Barrow-in-Furness	297
Total Referrals	2189



## SECTION ONE: Referrals

- Fig 1 illustrates the Location of Safeguarding Adults referrals within Q2 22/23
- 400 more safeguarding referrals received compared with Q2 21/22
- Breakdown of current individual district referrals – the highest levels of referral are consistently coming from Carlisle and then Allerdale districts.
- Post LGR split the referrals would be approximately – Cumberland at 1417 (65%) and Westmorland and Furness at 772 (35%).
- Fig 2 Illustrates the triage process and decision making process for Safeguarding Adults referrals
- Similar rise in volume of referrals reported during Q1.
- There is a similar pattern of referrals not required to progress to full an enquiry as with the Q1 report.
- This higher referral rate and lower conversion ratio suggests inappropriate referrals being received.
- Impact of additional referral support to partners to be realised in next reporting QTR.



*Fig 3* Above illustrates the overall increase in monthly referrals.

- The 12 month referral pattern continues to show the increased referral pattern from across the system.
- In Q2 2022 the average referral volume per month has increased on average from 630 in 2021 to 730.
- The referral high points were June 762 and August 760.
- At the end of the report period in September we note the referral reduction to 701.

RESPONSE TIMES: From referral contact to Triage Decision

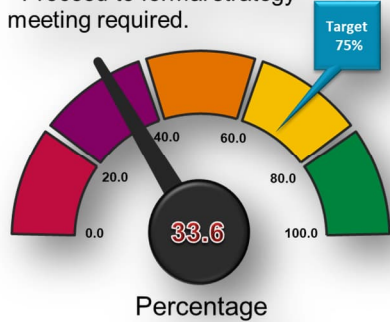
Q2: High Priority Cases: 57/57 100% in under 24 hours.

On average decision made in less than 16 hours.

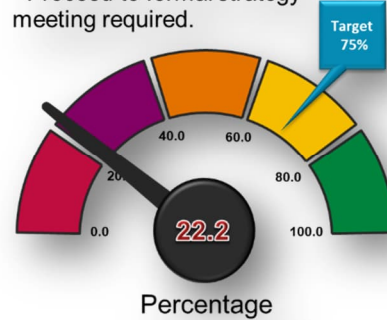
Medium Priority Cases: 567/588 96.43% in under 48 hours.

On average decision made in less than 19 hours.

To Quarter 2 21/22 - 48 Hours  
- Proceed to formal strategy meeting required.



To Quarter 2 22/23 - 48 Hours  
- Proceed to formal strategy meeting required.



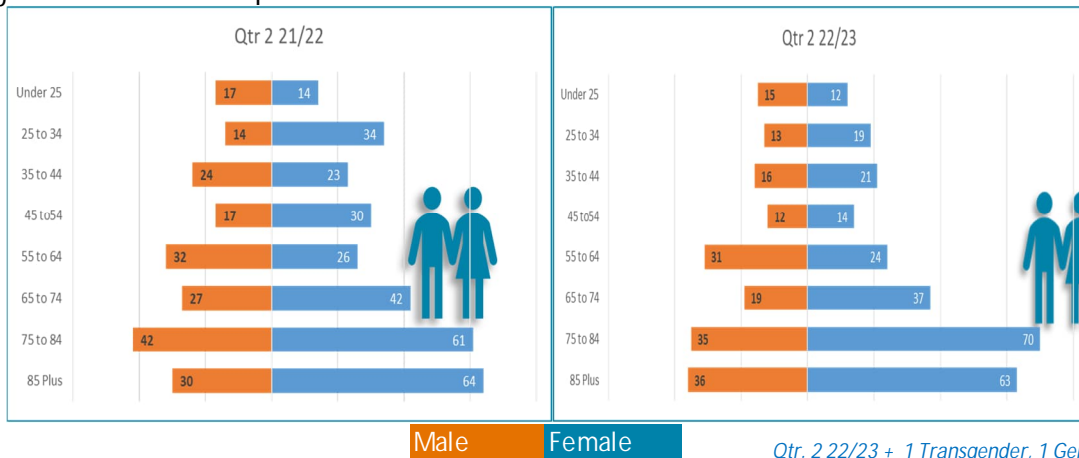
Average Open Active Cases  
Qtr. 2 21/22

326

Average Open Active Cases  
Qtr. 2 22/23

321

### Age and Gender Comparison



Qtr. 2 22/23 + 1 Transgender, 1 Gender Neutral and 1 Not Known

### SECTION TWO: Benchmarking

The increased volume of referrals continues to impact however we can demonstrate that;

- All referrals are prioritised at point of contact according to risk
- High priority cases account for around 10% of referrals.
- Triage of all cases occurs within 24 hrs.
- The triage decision decides if it is safeguarding concern.
- The 48hr decision decides whether a formal safeguarding enquiry is required or a proportionate response can mitigate and manage the risk presented.
- This is professional decision based upon the agreed multi-agency practice and guidance.

- Temporary additional staffing has provided capacity to review existing open cases.
- Q2 2022 has realised an improved picture of the total number of live enquires being completed and we see a reduction of around 60 cases in comparison with Q1 2022.

- Cumbria **Age and Gender** comparisons generally reflects the national gender bias.
- Females nationally are overrepresented as victims of Safeguarding Adults concerns
- Females over the age of 65 years continue to be more likely to be the subject of a safeguarding referral.

Types of Abuse	Qtr 2 21/22	Qtr 2 22/23
Financial	39	51
Neglect and Acts of Omission	41	48
Physical	39	54
Emotional and Psychological	34	63
Domestic Abuse	19	34
Self Neglect	12	14
Sexual	17	13
Organisational	19	7
Discriminatory	2	0
Disability Hate Crimes	0	0
Modern Slavery	0	0
Sexual Exploitation	0	0

Location of Abuse	Qtr 2 21/22	Qtr 2 22/23
Own Home	107	116
In The Community	33	26
Care Home-Residential	14	18
Assorted Other Locations	5	15
Care Home-Nursing	5	14
Hospital Acute	12	5
Hospital-Mental Health	2	2
Hospital-Community	1	2
Community Service	0	0

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

#### Types of Abuse:

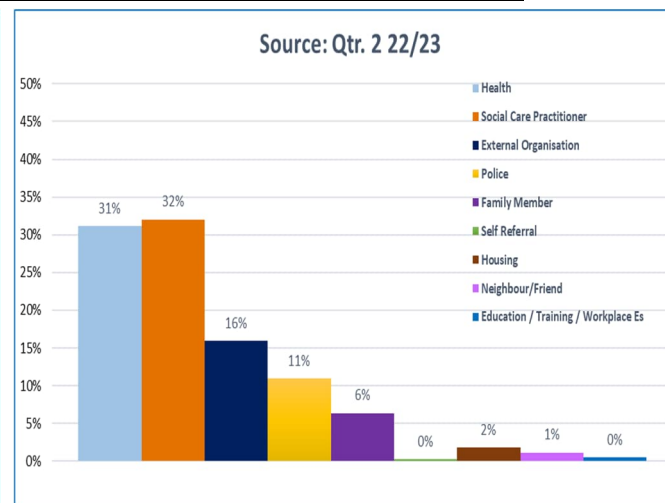
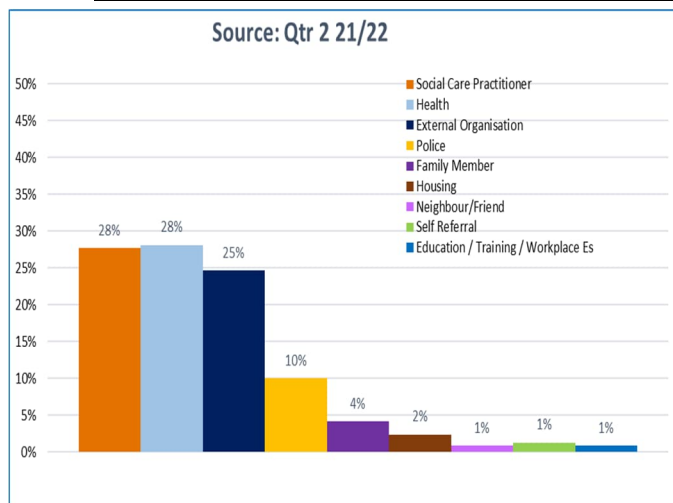
- It is important to note that abuse type is open to some interpretation by the referrer e.g. such as in domestic abuse concerns where physical or emotional abuse can be indicated.
- Additionally acts of omission or organisational abuse or neglect can be noted where the referral information provided is unclear and requires further enquiry.
- For reference multiple abuse types can be made at the referral point such as in domestic as in the above.

#### Location of Abuse:

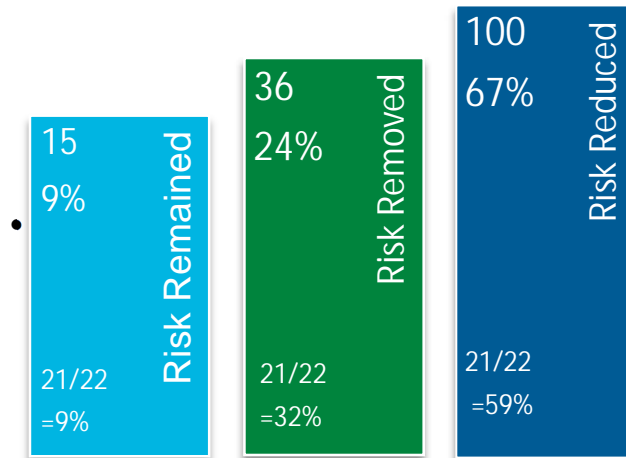
- A person own home is the most common location of abuse or neglect.
- This is consistent with regional and national reporting.

#### Source of Contacts:

- The source of referral shows a desired wide spread of referrals.
- The source of referrals from partners remains consistent.
- External organisational grouping represents – Partner or Voluntary Agencies, Provider services, Financial and Banking, CQC, and an assortment of sources in smaller numbers.



## RISK MANAGEMENT

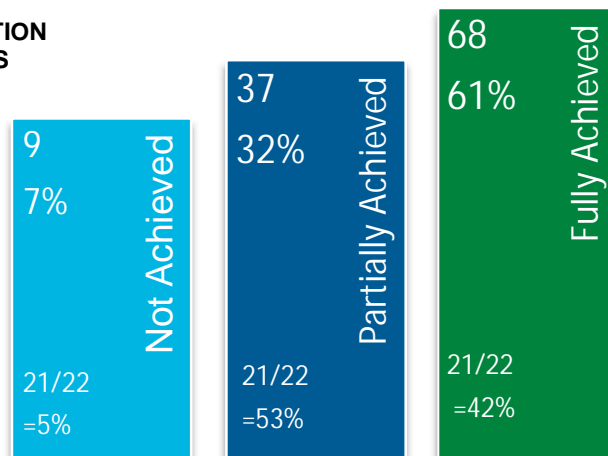


## MAKING SAFEGUARDING PERSONAL



% Asked  
 22/23 Q2 = 100%  
 21/22 Q2 = 100%  
 Cumbria is consistently the top outlier when comparing with the North West.

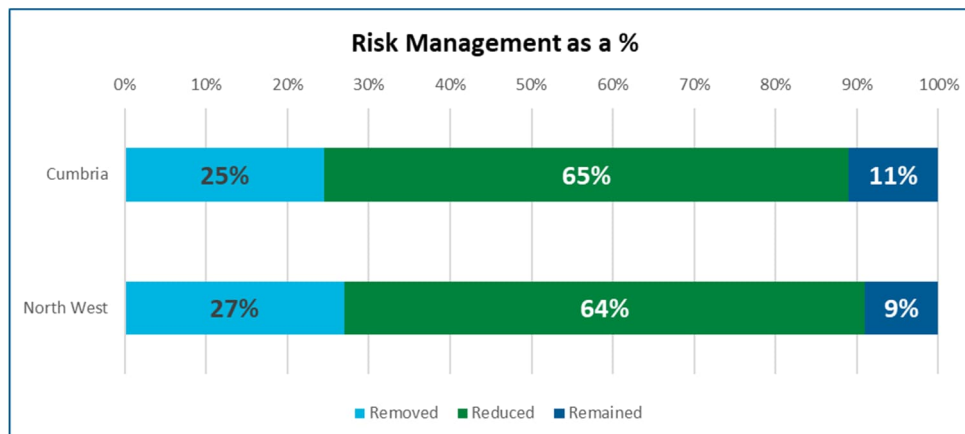
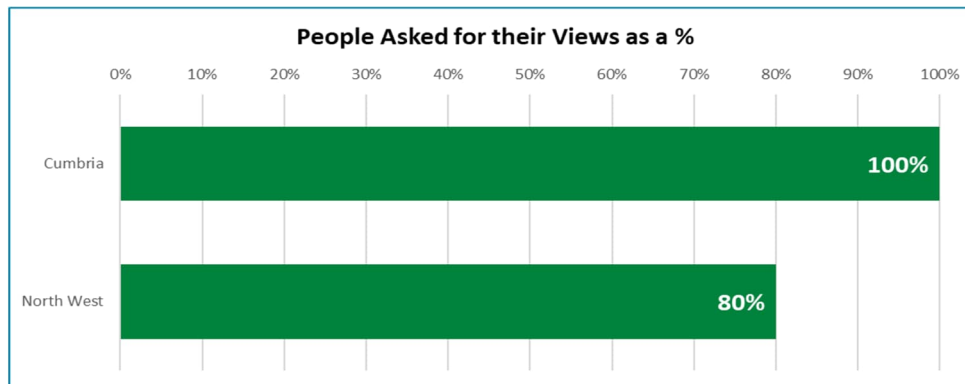
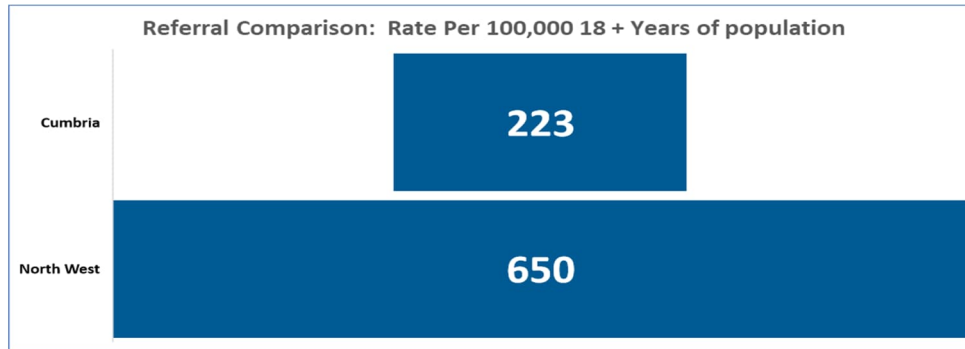
## SATISFACTION OUTCOMES



## SECTION 4: Impact and outcomes

- The management of risk is the pivotal task when undertaking safeguarding enquiries.
- The removal of all risk is always desirable; this is not always achievable. Each safeguarding enquiry however will always be guided by a discrete multi-agency Safeguarding Action Plan that seeks to remove those identified risks and mitigate where removal may not be wholly possible
- The proportion of risk removed and risk reduced continues to demonstrate an effective measure of the actions in place to help support the safety of person affected. These plans are developed in conjunction with the person and or their representative.
- Making Safeguarding Personal (MSP) is always key to understanding how we undertake Safeguarding Adults enquires. It means that we will always try to fully involve the person affected by the concern as much as possible throughout the enquiry.
- In Cumbria we ask that adults/ or their advocates help us to complete the Making Safeguarding Personal feedback questionnaire to inform us as to how effective we were at listening to the wishes of the person and ensuring they are involved in the enquiry itself.
- We always measure satisfaction outcomes to ensure that enquiries remains focussed on the persons' wellbeing and ensure it takes account of people's wishes.
- We recognise that adults sometimes have complex interpersonal relationships may be ambivalent, unclear or unrealistic about their personal circumstances
- On note is that we continue to see more enquires realising fully and partially achieved satisfaction outcomes from those persons affected and a small reduction where satisfaction outcomes have not been realised.
- In all areas we see a shift to more positive outcomes for people.

## Comparison with North West Performance Group (ADASS) to Quarter 2 22/23



### North West Comparators are available for Quarter 2 22/23

#### Referral Rates:

Our rate per 100,000 appears at roughly 33% to the overall rate for NWPL as per last quarter.

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 comparable proportion of risk removed.



## **Update from Cumbria Safeguarding Adults Board (CSAB)**

### ***Key highlights during the Quarter 2 period July – September 2022;***

- CSAB delivered a virtual lunch and learn session to disseminate learning from the [Pauline & George](#) SAR published in May 2022 supported by a [Learning Briefing](#). The session was attended by 33 staff across the partnership with positive feedback received.
- The Learning & Development sub-group continued to develop the dedicated area on the [“learning zone” for Mental Capacity Act](#) information and resources including publishing [A Quick Guide to... the MCA](#).
- CSAB commenced a programme of activity in collaboration with Safer Cumbria and CSCP to support improving professional curiosity as an identified learning theme across all types of review. This included publication of [A Quick Guide to...Professional Curiosity](#) and [Practitioner Guidance](#). 2 Professional Curiosity Practitioner Forums were also delivered during this period attended by a total of 198 staff. Further sessions to be delivered during Quarter 3.
- Following the CSAB Development Session in May 2022, statutory partners accepted the themes and priorities to inform the SAB objectives for inclusion in a new 5-year Strategic Plan and Business Plan. This will be published during Quarter 3.
- A virtual lunch a learn session was delivered by Daphne Franks who shared her family’s experience of Predatory Marriage and the story of her mother Joan who had dementia and was a victim. The feedback from the session was excellent with 53 practitioners in attendance. Plans continue for this to be rolled out wider with GPs across Cumbria.
- CSAB commissioned and commenced 3 SARs during the reporting period. The final SAR reports will be presented to an extraordinary SAB in January 2023. This included commissioning the same independent reviewer from the Pauline & George SAR to conduct a SAR for ‘Sarah’ as some of the themes and learning are expected to be similar ensuring a proportionate approach and we draw on learning already identified.
- CSAB also commissioned a joint SAR and DHR ‘Jessica’, in collaboration with West Community Safety Partnership with shared Terms of Reference and processes. This will avoid duplication and pressures on partners contributing to the review. The review will produce 2 reports to ensure learning from the SAR can be shared in a timely way.
- Regular communications continue with monthly newsletters for [July](#), [August](#) and [September](#) being published to raise awareness of local and national safeguarding issues.
- [A Quick Guide to...Domestic Abuse](#) was published to raise awareness of the issues, support available and how to report concerns. This was done in collaboration with Cumbria
- CSAB partners and stakeholders continued to inform the development of an Options Appraisal in relation to the future arrangements for the SAB following Local Government Reforms. It was widely accepted that one SAB with a Pan Cumbria approach was the preferred model