

Safeguarding Referrals – Q3 – 22/23



SCRUTINY ADVISORY BOARD – ADULTS

Meeting date: Friday 24th March 2023

From: Andrew Horrobin, Senior Manager Safeguarding Adults

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 3 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.

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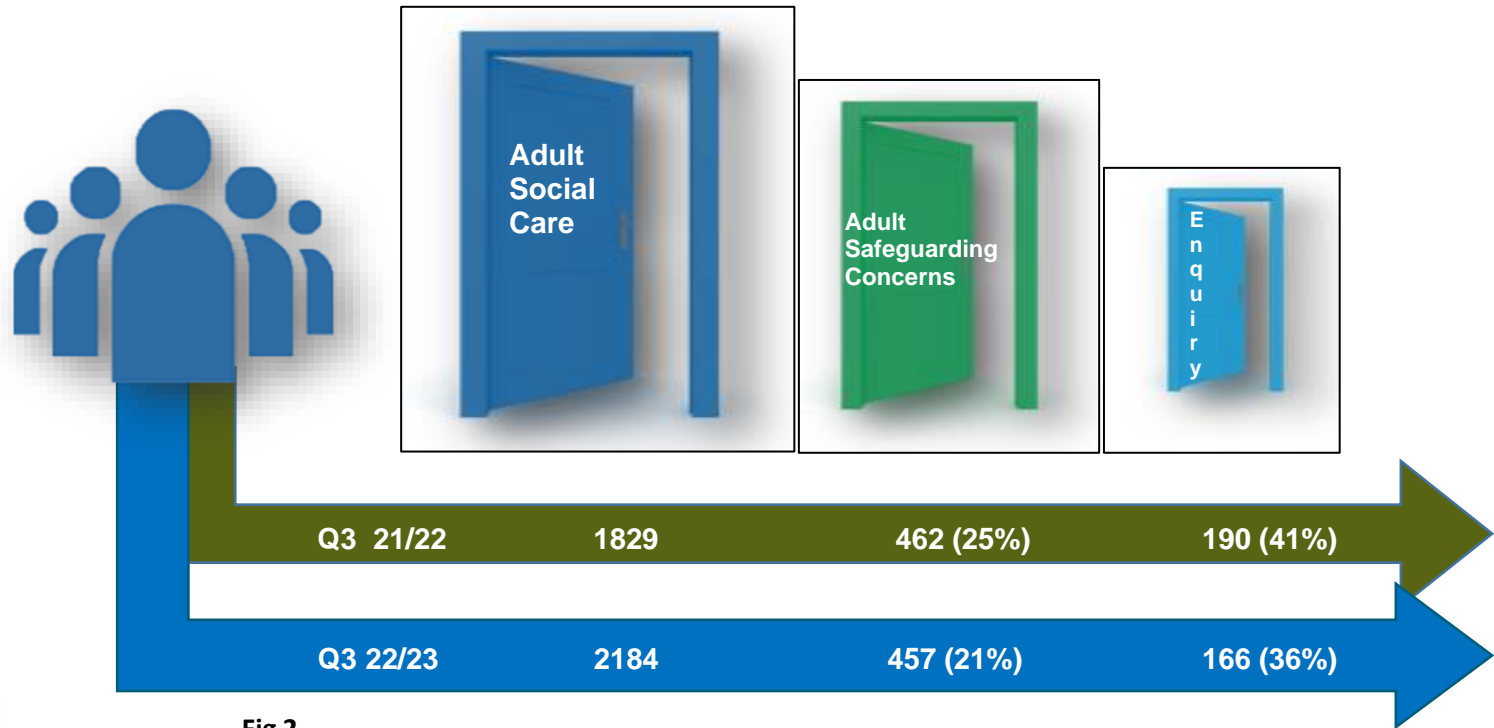
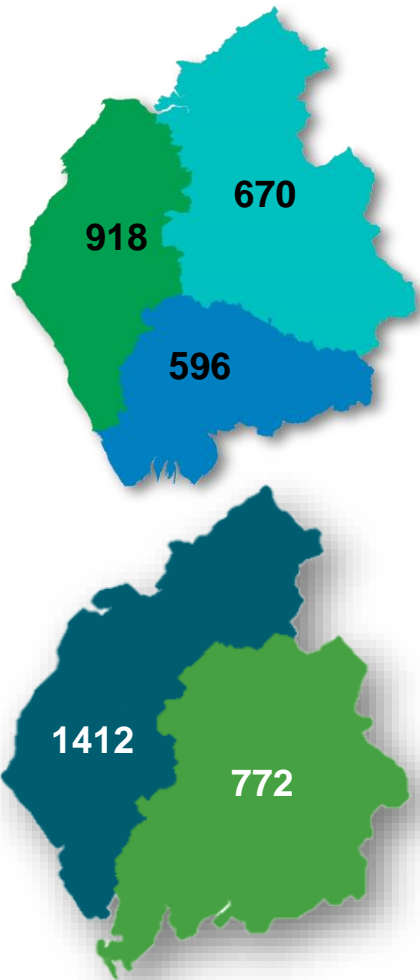


Fig 2

SECTION ONE: Referrals

Fig 1 Illustrates the Location of Safeguarding Adults referrals within Q3 22/23

- 355 more safeguarding referrals received compared with Q3 21/22
- Breakdown of current individual district referrals – the highest levels of referral are consistently coming from Carlisle and Allerdale districts.
- Post LGR split the referrals would be approximately – Cumberland at 1412 (65%) and Westmorland and Furness at 772 (35%).

Fig 2 Illustrates the triage process and decision-making process for Safeguarding Adults referrals

- Similar volume of referrals from both Q2 2022 and Q3 2022.
- There is also a very similar volume of referrals progressing from concerns to a full enquiry.
- This conversion rate displays the consistent application of the Threshold Guidance Tools by the operational teams.

District	Number of Concerns
Allerdale	587
Carlisle	494
Copeland	331
Eden	176
South Lakeland	329
Barrow-in-Furness	267
Total Referrals	2184

Fig 1 Referrals by Location

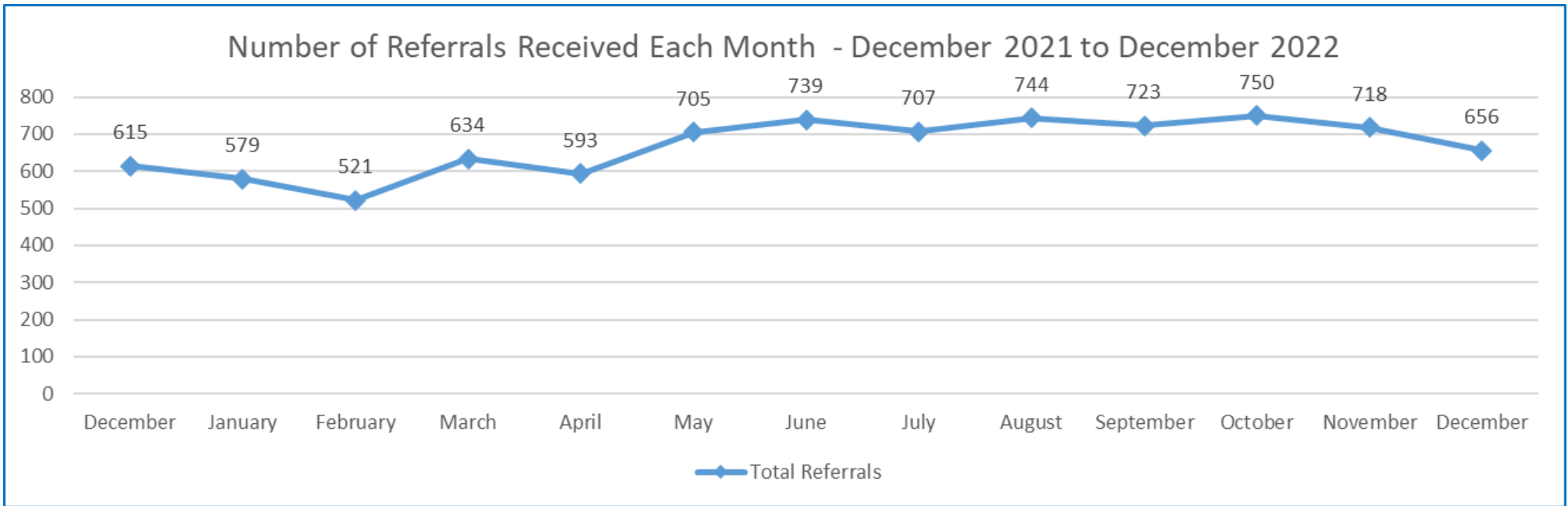


Fig 3 Above illustrates the overall pattern in monthly referrals in a 12-month period

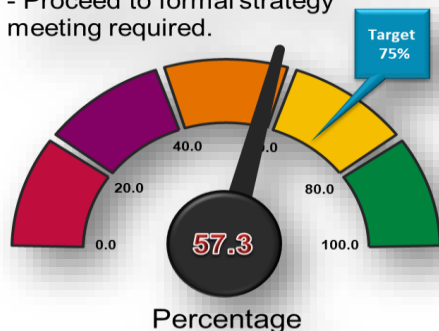
- In Q3 22/23 the average referral volume per month is reducing to below 700.
- The 12-month referral pattern continues to show a generally increased referral pattern overall.
- However in comparison Q3 2021 the average referral volume per month has increased on average from 630 to 730 in Q3 2022.
- The referral high points of Q2 appear to be reducing in volume.
- At the end of the reporting period, we note the referral volume reduced to 656.

RESPONSE TIMES: From referral contact to Triage Decision

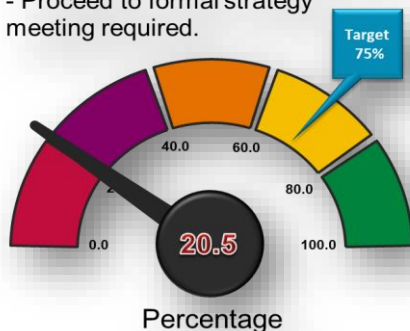
Q2: High Priority Cases: 42/42 100% in under 24 hours.

Medium Priority Cases: 410/432 94.14% in under 48 hours.

To Quarter 3 21/22 - 48 Hours
- Proceed to formal strategy meeting required.

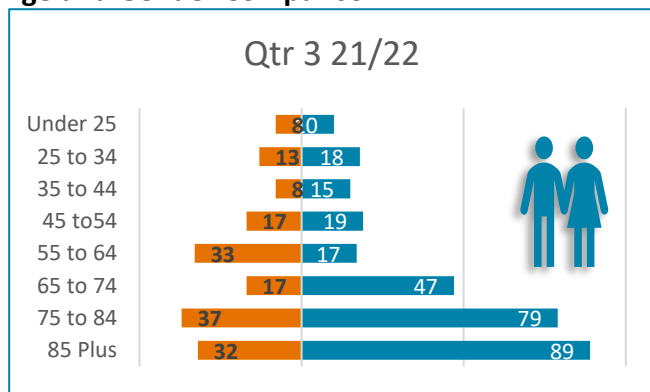


To Quarter 3 22/23 - 48 Hours
- Proceed to formal strategy meeting required.

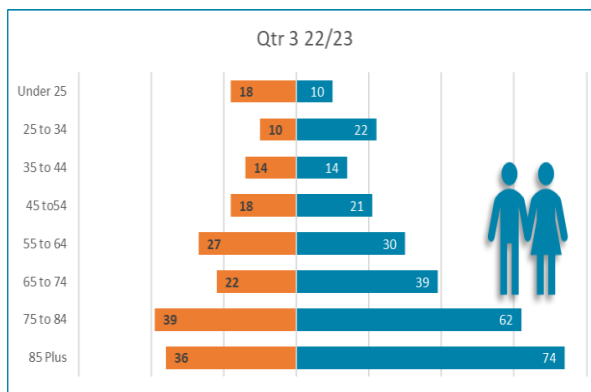


Average Open Active Cases Qtr. 3 21/22	Average Open Active Cases Qtr. 3 22/23
307	266

Age and Gender Comparison



Male Female



Qtr. 3 22/23 + 1 Transgender

SECTION TWO: Benchmarking

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

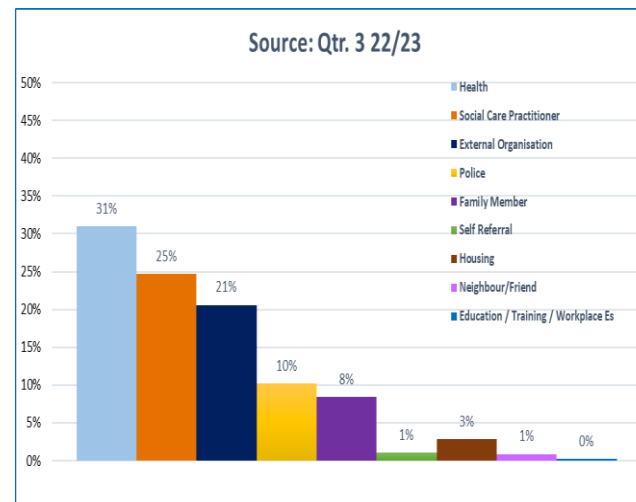
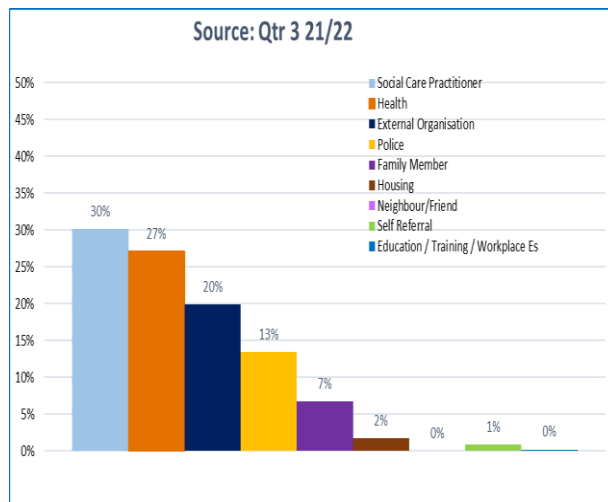
- All referrals are prioritised at point of contact according to risk.
- High priority cases account for around 10% of referrals.
- Triage of all cases occurs within 24 hrs.
- The 48hr decision decides whether a formal Strategy meeting is required or a more proportionate response will mitigate and manage the risk presented – this target will be reviewed in order to bring CCC in line with regional comparators who have targets between 5-10 days.

- Note the update position of the volume of active formal safeguarding enquires. Comparing Q3 2021 with 326 and Q3 2022 at 266 realises a positive reduction despite the increased referral volume.

- Cumbria **Age and Gender** comparisons reflect national gender bias trends
- 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 referrals.
- This is due to several demographic differences - females generally live to an older age and are potentially more likely to be receiving care and support at an older age, either in their home or within a caring environment.
- ONS national data also indicates that female domestic abuse victims account for 74% of all prosecutions.

Types of Abuse	Qtr 3 21/22	Qtr 3 22/23
Emotional and Psychological	34	45
Physical	43	40
Neglect and Acts of Omission	49	36
Financial	33	32
Self Neglect	12	16
Domestic Abuse	18	15
Sexual	0	14
Organisational	11	6
Discriminatory	0	0
Disability Hate Crimes	0	0
Modern Slavery	0	0
Sexual Exploitation	0	0

Location of Abuse	Qtr 3 21/22	Qtr 3 22/23
Own Home	84	72
In The Community	25	28
Care Home-Residential	19	23
Assorted Other Locations	6	16
Care Home-Nursing	11	5
Hospital Acute	9	3
Hospital-Mental Health	4	1
Community Service	0	1
Hospital-Community	4	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 /emotional/sexual abuse can be indicated.
- Noted is the rise in sexual abuse concerns reporting – a deep dive undertaken looked at the issue did not indicate any relationship between the referrals. The referrals indicate persons with mental health/ substance misuse and domestic abuse concerns
- The concerns are also located countywide.

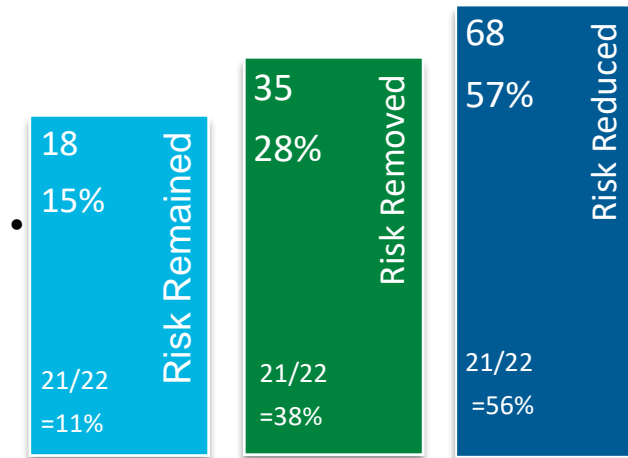
Location of Abuse:

- 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 referral sources.
- 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.
- No significant change evident.

RISK MANAGEMENT

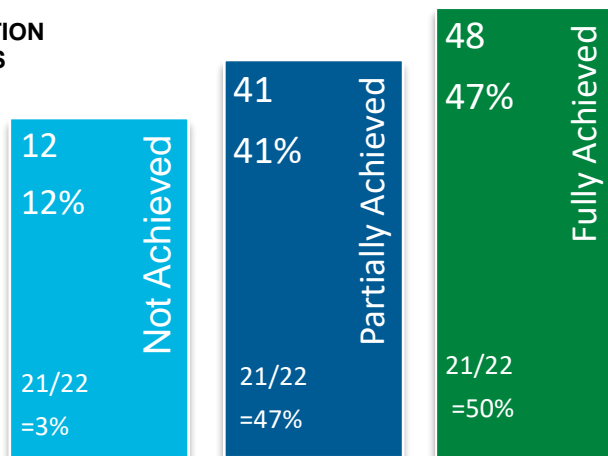


MAKING SAFEGUARDING PERSONAL



% Asked
 22/23 Q3 = 100%
 21/22 Q3 = 100%
 Cumbria is consistently the top outlier when comparing with the North West.

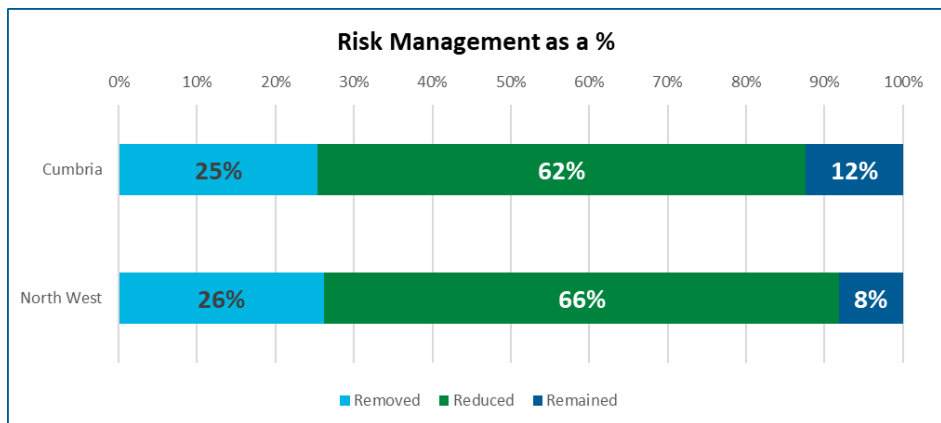
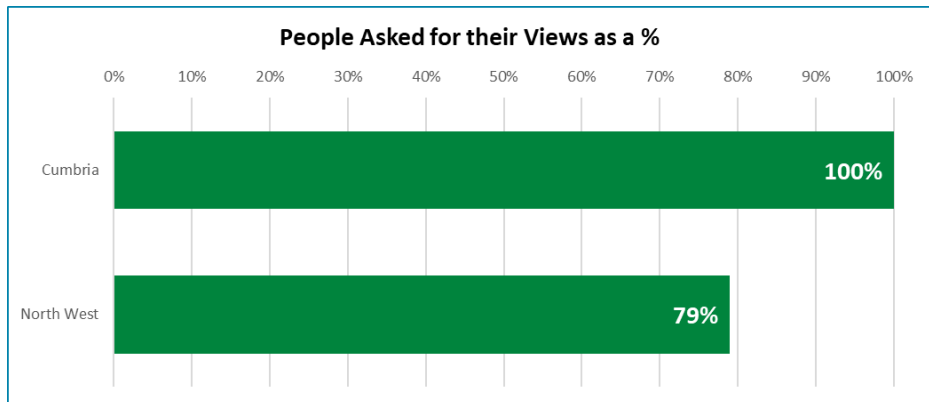
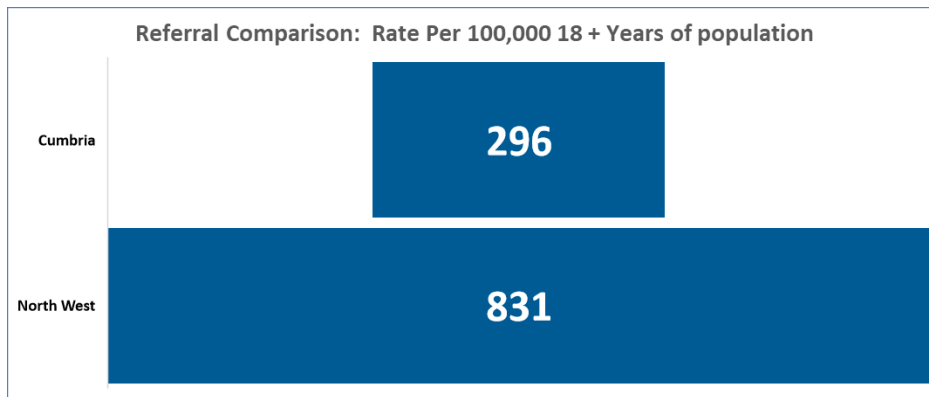
SATISFACTION OUTCOMES



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 remain 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.

Comparison with North West Performance Group (ADASS) to Quarter 3 22/23



North West Comparators are available for Quarter 3 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 3 period October to December 2022.

- CSAB continued the delivery of the programme of activity in collaboration with Safer Cumbria and CSCP to support improving professional curiosity as an identified learning theme across all types of reviews. This included publication of [A Quick Guide to...Professional Curiosity](#) and [Practitioner Guidance](#). A series of 4 Professional Curiosity Practitioner Forums were attended by a total of **343** staff.
- CSAB commenced 3 SARs during the reporting period which included convening multi-agency Review Panels and Practitioner Learning Events for practitioners involved in each of the cases. It is expected these will be published during Quarter 4 reporting period.
- Regular communications continue with monthly newsletters for [October](#) and [December](#) published to raise awareness of local and national safeguarding issues. There was no newsletter in December due to National Safeguarding Adults Week.
- CSAB continued to publish Quick Guides to support practitioners in front line practice. During the reporting period CSAB published; [A Quick Guide to... recording for practitioners](#), [A Quick Guide to...County Lines](#), [A Quick Guide to...Advance Decisions to Refuse Treatment](#) and [A Quick Guide to Preventing Radicalisation](#).
- CSAB partners and stakeholders continued to inform the development of the 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.
- CSAB established a Task & Finish Group to focus on issues relating to exploitation and transitional safeguarding in Cumbria following the publication of the [Kate SAR](#). The group will make proposals for improvements to CSAB and CSCP in due course.
- CSAB supported National Safeguarding Adults Week 21st – 27th November 2022 with a programme of activity including lunch and learn session and daily briefings linked to the national themes to the **4500+ CSAB news subscribers**. Further details in the 'round up' report.



NSAW 2022 CSAB
comms round up.doc

- In December 2022, CSAB issued posters and leaflets to **608** businesses, community groups and places to which the public have access designed to raise awareness of safeguarding and how to report concerns.
- In collaboration with Victim Support Cumbria CSAB delivered **5 days training to 258** staff across the partnership in relation to Domestic Abuse of Older Adults. The feedback was positive, *“really helpful, understanding the barriers that older people may face in reporting domestic abuse”*.
- In October 2022 CSAB published their [Annual Report 2021/22](#) period highlighting the activity and achievements of the partnership.
- CSAB published a [Hoarding Framework & Toolkit](#) alongside a [Clutter Image Rating Tool](#) to support practitioners with hoarding behaviours.