Appendix A

Supporting our futures for Reading
Adult Social Care
& Wellbeing

Reading Annual Performance Report 2020/21

The 2020-21 Safeguarding Adults Collection (SAC) records details about safeguarding activity for adults aged 18 and over in England. It includes demographic information about the adults at risk and the details of the incidents that have been alleged and has been collected since 2015/16.

Section 1 - Safeguarding Activity

Concerns and Enquiries

Table 1 shows the Safeguarding activity within Reading over the previous 3 years in terms of Concerns raised, s42 Enquiries opened and the conversion rates over the same period.

There were 1589 Safeguarding Concerns received in 2020/21 which is a considerable increase since last year (up 629 over the previous year).

493 s42 Enquiries were opened this year, with a conversion rate from Concern to s42 Enquiry of 31% which is lower than both the national average (Approx. 37%) and the South East average (Approx. 39%) for 2019/20. This brings Reading more into line with other West Berkshire authorities and with other current comparator averages such as the South East ADASS Q4 benchmarking (Approx. 30%).

There were 435 individuals who had an s42 Enquiry opened during 2020/21 which is a decrease of 27 over the year. It shows that whilst Concerns have risen sharply this year the number of individuals starting a s42 Enquiry has decreased by a smaller proportion over the previous year.

Table 1 – Safeguarding Activity for the past 3 Years since 2018/19

Year	Safeguarding Concerns received	Safeguarding s42 Enquiries Started	Individuals who had Safeguarding s42 Enquiry Started	Conversion rate of Concern to s42 Enquiry
2018/19	1109	549	458	50%
2019/20	960	543	462	57%
2020/21	1589	493	435	31%

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Section 2 - Source of Safeguarding Concerns

As Figure 1 shows the largest percentage of safeguarding concerns for 2020/21 were referred from 'Health' staff (41.7%) and the 'Police' (21.7%). 'Social Care Staff' whilst still making up 18.5% of the total has fallen over the year.

The 'Social Care' category encompasses both local authority staff such as Social Workers and Care Managers as well as independent sector workers such as Residential / Nursing Care and Day Care staff. The 'Health' category relates to both Primary and Secondary Health staff as well as Mental Health workers.

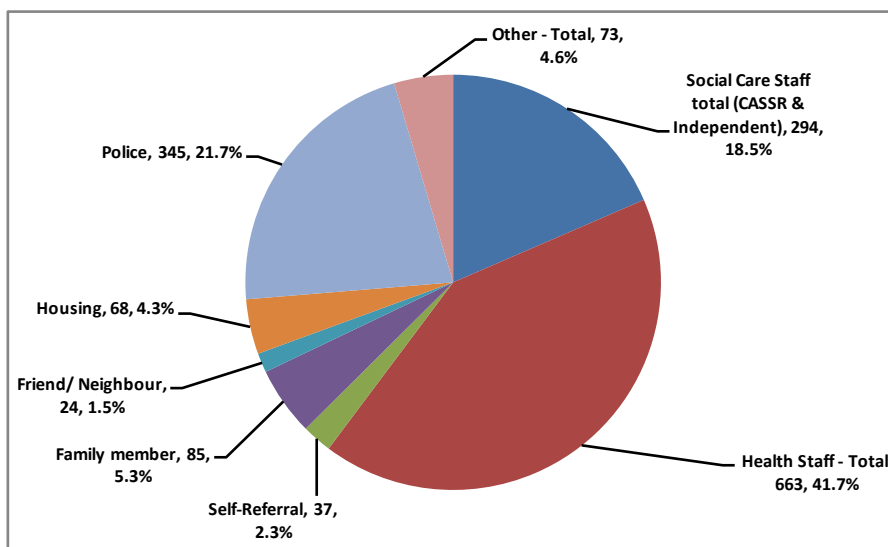**Figure 1 - Safeguarding Concerns by Referral Source - 2020/21**

Table 2 shows the breakdown of the number of safeguarding concerns by Referral Source over the past 2 years since 2019/20.

The biggest decrease as mentioned earlier can be found in 'Social Care' where whilst actual numbers coming in have only decreased over the year by 16, this proportionately now makes this group 18.5% of the overall total (down from 32.3% in 2019/20). Most of this decrease has been due to less referrals being made from 'Social Worker / Care Managers' where numbers have fallen from 84 to 49 which is a 5.7% fall overall.

The numbers of referrals coming in from 'Health Staff' have increased sharply from 287 to 663 since 2019/20. Proportionately it now makes up 41.7% of the overall total (up from 29.9% in 2019/20). The biggest rise in numbers has come in the 'Primary / Community Health' group where referrals have risen over the year by 13.9% when looking at the proportion overall.

'Other Sources of Referral' over the year have increased by 3.2% this year and now make up 35.2% of the overall total. As a proportion of those in this category by far the biggest rise has been in the 'Police' where the overall proportion has risen by 13% to now make up 21.7% of the overall total (up from 8.8%) which is due to a lot

of more inappropriate referrals being received during the Covid Pandemic over the last year.

Also due to the recent lockdown situation the numbers of referrals from out in the community have fallen by about 9% with the biggest drop being seen in those referrals from 'Family Members' (down 6.7%) since 2019/20.

Table 2 - Safeguarding Concerns by Referral Source over past 2 Years since 2019/20

	Referrals	2019/20	2020/21
Social Care Staff	**Social Care Staff total (CASSR & Independent)**	**310**	**294**
	Domiciliary Staff	81	75
	Residential/ Nursing Care Staff	68	86
	Day Care Staff	0	0
	Social Worker/ Care Manager	84	49
	Self-Directed Care Staff	0	1
	Other	77	83
Health Staff	**Health Staff - Total**	**287**	**663**
	Primary/ Community Health Staff	83	358
	Secondary Health Staff	159	226
	Mental Health Staff	45	79
Other sources of referral	**Other Sources of Referral - Total**	**363**	**559**
	Self-Referral	41	37
	Family member	115	85
	Friend/ Neighbour	22	24
	Other service user	0	0
	Care Quality Commission	3	4
	Housing	45	68
	Education/ Training/ Workplace Establishment	3	1
	Police	84	345
	Other	50	68
	Total	**960**	**1589**

## Section 3 - Individuals with Safeguarding Enquiries

Age Group and Gender

Table 3 displays the breakdown by age group for individuals who had a safeguarding enquiry started in the last 3 years. Most enquiries continue to relate to the 65 and over age group which accounted for 56% of enquiries in 2020/21 which is slightly lower than last year (was at 58% for 2019/20). Between the ages of 65 and 84 the older the individual becomes the more enquiries are raised. Overall most age groups have stayed consistent over the past year.

Table 3 – Age Group of Individuals with Safeguarding s42 Enquiries over past 3 Years since 2018/19

| Age band	2018-19	% of total	2019-20	% of total	2020-21	% of total
18-64	191	42%	194	42%	191	44%
65-74	66	14%	67	15%	68	16%
75-84	91	20%	99	21%	82	19%
85-94	93	20%	86	19%	76	17%
95+	17	4%	16	3%	18	4%
Age unknown	0	0%	0	0%	0	0%
Grand total	458		462		435	

In terms of the gender breakdown there are still more Females with enquiries than Males (52% compared to 48% for 2020/21) although the gap between the two has narrowed significantly over the past 3 years. This is shown in Figure 2 below *(See Table A in Appendix A1 for actual data).*

Figure 2 – Gender of Individuals with Safeguarding s42 Enquiries over past 3 Years since 2018/19
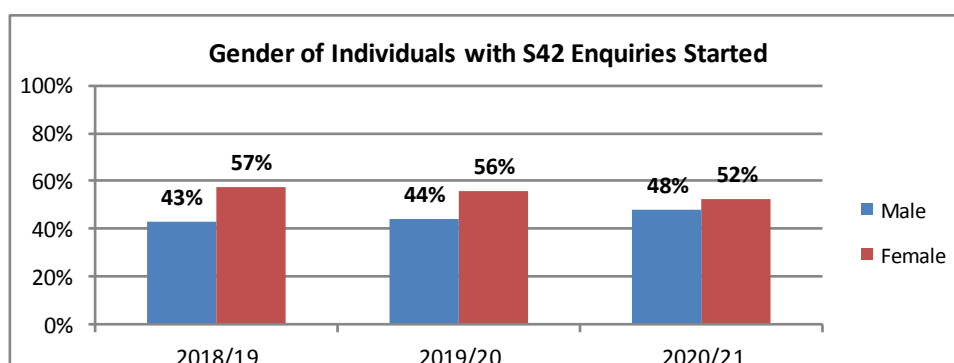
When looking at Age and Gender together for 2020/21 the number of Females with enquiries is larger and increases in comparison to Males in every age group over the age of 65. It is especially high comparatively in the 85-94 (Females – 22% and Males – 12.5%) and the 95+ age groups (Females – 6.6% and Males – 1.4%). For Males there is a larger proportion in the 18-64 group which makes up 53.8% of that total whereas the proportion is only 34.8% for the Females in that group. This is shown below in Figure 3 *(See Table B in Appendix A1 for actual data).*

Figure 3 – Age Group and Gender of Individuals with Safeguarding s42 Enquiries – 2020/21

Age group by Gender of individuals with S42 Enquiries Started - 2020/21
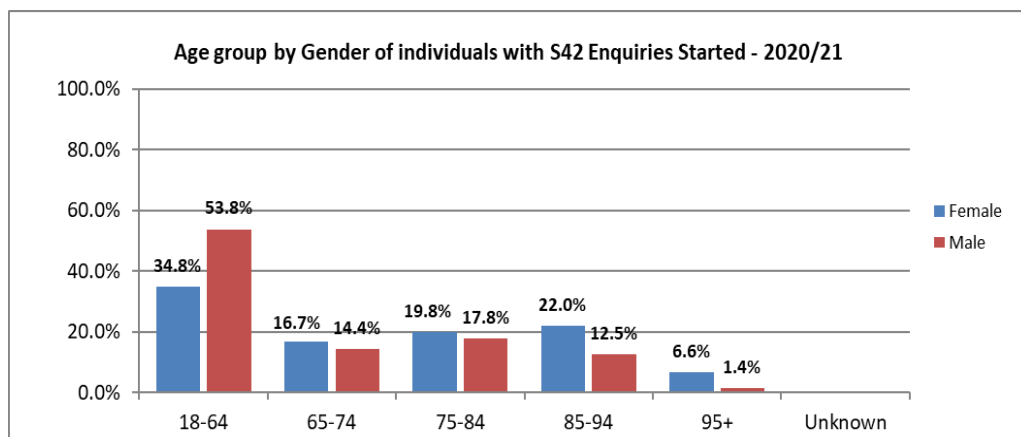
Ethnicity

80% of individuals involved in s42 enquiries for 2020/21 who identified themselves as of a 'White' ethnicity with the next biggest groups being those who identified themselves as 'Black or Black British' (8%) and 'Asian or Asian British' (ethnicity 6.7%). The 'White ethnicity' group has fallen this year by 2.5% (82.5% in 2019/20) whereas the 'Black British' and 'Asian or Asian British ethnicity' groups have risen by 1.1% and 2.2% respectively. This is shown in Figure 4 below.

Figure 4 – Ethnicity of Individuals involved in Started Safeguarding s42 Enquiries - 2020/21
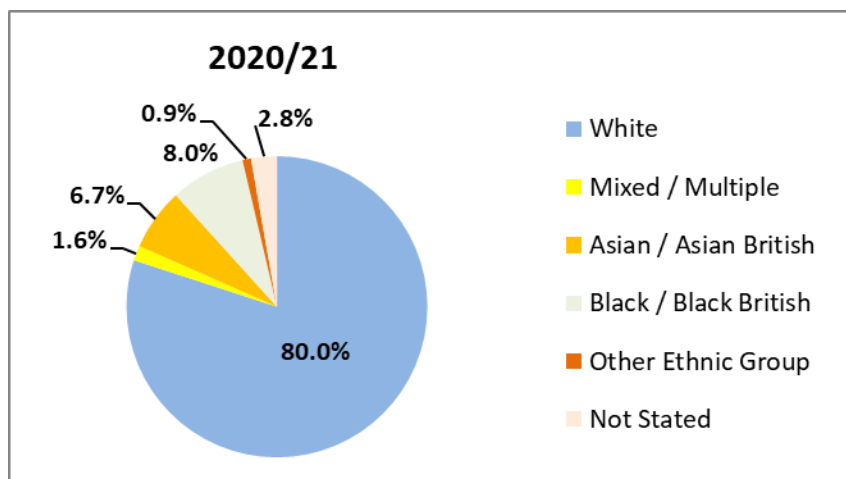

2020/21

Table 4 shows the ethnicity split for the whole population of Reading compared to England based on the ONS Census 2011 data along with the % of s42 Enquiries for 2019/20 compared to 2020/21. Any Enquiries where the ethnicity was not stated have been excluded from this data in order to be able to compare all the breakdowns accurately.

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Table 4 – Ethnicity of Reading Population / Safeguarding s42 Enquiries over 2 Years since 2019/20

Ethnic group	% of whole Reading population (ONS Census 2011 data) *	% of whole England population (ONS Census 2011 data) *	% of Safeguarding s42 Enquiries 2019/20	% of Safeguarding s42 Enquiries 2020/21
White	74.8%	85.6%	85.2%	82.3%
Mixed	3.9%	2.3%	2.2%	1.7%
Asian or Asian	12.6%	7.0%	4.7%	6.9%
Black or Black	7.7%	3.4%	7.2%	8.3%
Other Ethnic group	1.0%	1.7%	0.7%	0.9%

The numbers above suggest individuals with a 'White' ethnicity are more likely to be referred to safeguarding. Their proportions are much higher than for the whole Reading population although they are now lower than the England Population from the 2011 Census data.

It also especially shows that those individuals of an 'Asian or Asian British' ethnicity are less likely to be engaged in the process especially at a local level even though the proportion for this group has risen for this year and is more in line with the national census figure. Once again, the 'Black or Black British' ethnicity group is more comparable to the local picture and is higher than that at a national level.

Primary Support Reason

This is the classification that is helps understand the reasons why people need support from a Local Authority. Data collection at a national level uses these categories.

Figure 5 shows the breakdown of individuals who had a safeguarding enquiry started by Primary Support Reason (PSR). The largest number of individuals in 2020/21 had a PSR of 'Physical Support' (48.3%) which has seen a decrease in its proportion of 1.9% over the year.

The 'Learning Disability Support' one has fallen sharply this year by 5.6% (from 16.2% in 2019/20 to 10.6% in 2020/21) whereas the 'Mental Health Support' group has risen by 3.6% (up from 18% in 2019/20 to 21.6% in 2020/21.

For 2020/21 the number of those individuals with 'No Support Reason' has increased by 6.2% due to more robust and accurate recording within the authority. *(See Table C in Appendix A1 for actual data).*

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Figure 5 – Primary Support Reason for Individuals with Safeguarding s42 Enquiry over past 3 years
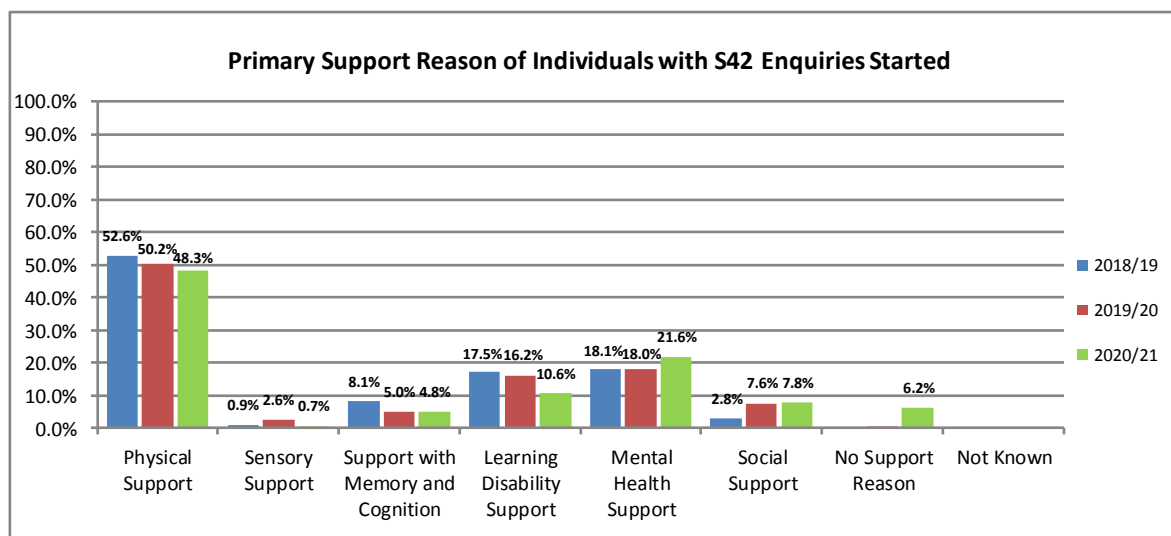
**Section 4 – Case details for Concluded s42 Enquiries**

Type of Alleged Abuse

Table 5 and Figure 6 show concluded enquiries by type of alleged abuse over the last three years. An additional 4 abuse types (*) were added in the 2015/16 return.

The most common types of abuse for 2020/21 were for 'Neglect and Acts of Omission' (37.0%), 'Financial or Material Abuse' (25.1%) and 'Physical Abuse' and 'Psychological Abuse' (both 18.6%). 'Self-Neglect' and 'Financial or Material Abuse' saw the largest proportionate increases (up 2.3% and 2.0% respectively) with 'Domestic Abuse' slightly rising also (up 1.1%).

Table 5 – Concluded Safeguarding s42 Enquiries by Type of Abuse over past 3 Years since 2018/19

Concluded enquiries	2018/19	%	2019/20	%	2020/21	%
Neglect and Acts of Omission	236	38.3%	202	37.6%	177	37.0%
Psychological Abuse	131	21.3%	97	18.1%	89	18.6%
Physical Abuse	126	20.5%	112	20.9%	89	18.6%
Financial or Material Abuse	139	22.6%	124	23.1%	120	25.1%
Self-Neglect *	78	12.7%	80	14.9%	82	17.2%
Organisational Abuse	48	7.8%	28	5.2%	22	4.6%
Domestic Abuse *	46	7.5%	39	7.3%	40	8.4%
Sexual Abuse	34	5.5%	24	4.5%	21	4.4%
Discriminatory Abuse	9	1.5%	3	0.6%	2	0.4%
Sexual Exploitation *	7	1.1%	6	1.1%	5	1.0%
Modern Slavery *	0	0%	1	0.2%	1	0.2%

Figure 6 – Type of Alleged Abuse over past 3 Years since 2018/19

Type of Abuse for Concluded S42 Enquiries
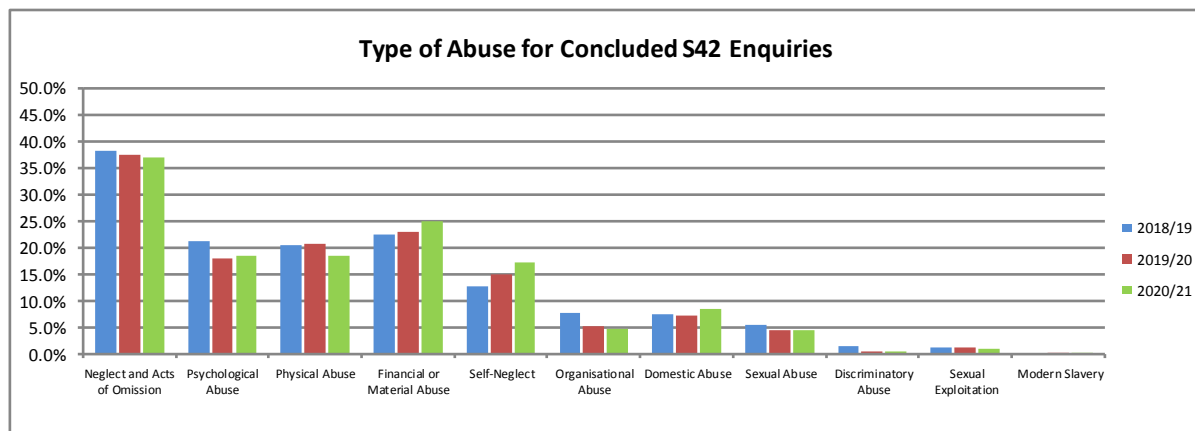
Location of Alleged Abuse

Table 6 shows concluded enquiries by location of alleged abuse over the last two years only.

Still by far the most common location where the alleged abuse took place for Reading residents has been the individuals 'Own Home' (71.8% in 2020/21) which has seen a 4.2% increase proportionately compared to last year. Those in 'Care Homes' have seen a fall by 2.2% overall (a fall of 4% in the 'Care Home – Residential' location but a rise of 1.8% in the 'Care Home – Nursing' location). Those in a 'Hospital' location have also fallen 1.3% over the year. For those 'In a Community Service' there has also been a 1.8% fall in the numbers.

Table 6 – Concluded S42 Enquiries by Abuse Location Type over past 2 Years since 2019/20

Location of abuse	2019-20	% of total	2020-21	% of total
Care Home - Nursing	25	4.7%	31	6.5%
Care Home - Residential	42	7.8%	18	3.8%
Own Home	363	67.6%	343	71.8%
Hospital - Acute	21	3.9%	15	3.1%
Hospital – Mental Health	18	3.4%	12	2.5%
Hospital - Community	2	0.4%	4	0.8%
In a Community Service	12	2.2%	2	0.4%
In Community (exc Comm Svs)	40	7.4%	38	7.9%
Other	14	2.6%	15	3.1%

Source of Risk

59% of concluded enquiries (up 1% on 2019/20) involved a source of risk 'Known to the Individual' whereas those that were 'Unknown to the Individual' only make up 6.0% (up 1% on 2019/20). The 'Service Provider' category which was formerly known as 'Social Care Support' refers to any individual or organisation paid, contracted or commissioned to provide social care. This makes up 35% of the total (down 2% on 2019/20). This is shown below in Figure 7.

Figure 7 – Concluded Enquiries by Source of Risk 2020/21
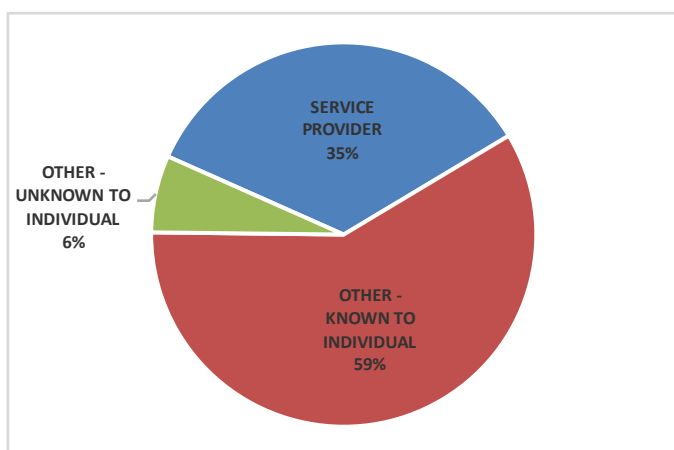
Action Taken and Result

Table 7 below shows concluded enquiries by action taken and the results for the last three years whereas Figure 8 compares the last 2 years directly in terms of the concluded enquiry outcomes.

In 2020/21 the data has changed significantly again due to the outcomes of concluded enquiries being looked at closely for the current year and the rise in inappropriate concerns. As a result, those with 'No Further Action' have increased back up to 20% of all concluded enquiries (was 15% of the total in 2019/20).

The risk was 'Reduced' or 'Removed' in 75% of concluded enquiries in 2019/20 whereas this has decreased to 71% of the total in 2020/21. Of those there was an 4% fall in those where a 'Risk Removed' outcome was recorded. There are occasions when we will have mitigated the risks as far as possible and that we remain engaged with the individual, however the risk has not been eradicated but they are still living in the community. We will continue to work in partnership with the individual and other agencies to manage these risks where was are able to.

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Table 7 – Concluded Enquiries by Action Taken and Result over past 3 Years since 2018/19

Result	2018-19	% of total	2019-20	% of total	2019-20	% of total
Action Under Safeguarding: Risk Removed	113	18%	137	25%	102	21%
Action Under Safeguarding: Risk Reduced	336	55%	266	50%	237	50%
Action Under Safeguarding: Risk Remains	43	7%	55	10%	44	9%
No Further Action Under Safeguarding	124	20%	79	15%	95	20%
Total Concluded Enquiries	616	100%	537	100%	478	100%

Figure 8 – Concluded Enquiries by Result, 2019/20 and 2020/21

Appendix A
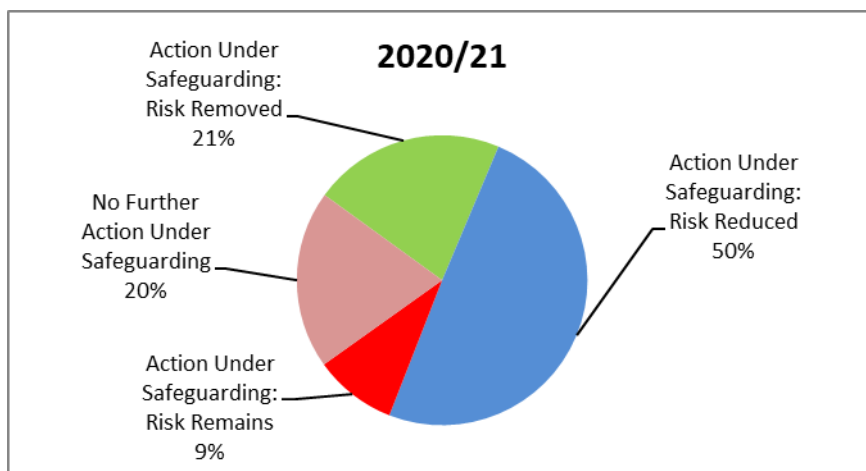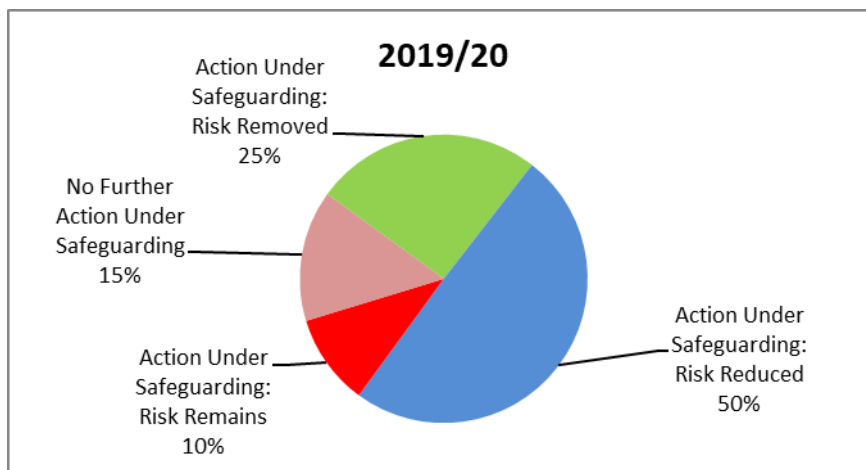
Section 5 - Mental Capacity

Figure 9 shows the breakdown of mental capacity for concluded enquiries over the past 2 years since 2019/20 and shows if they lacked capacity at the time of the enquiry.

The data shows that over this year those that lacked capacity has decreased by 8%. Over the past 2 years those concluded enquiries where the Mental Capacity was not fully identified have been reduced to zero as work has been completed to ensure capacity is always considered during the enquiry process.

Figure 9 – Concluded S42 Enquiries by Mental Capacity over past 2 Years since 2019/20

2019/20

- Yes 37%
- No 63%
- Don't Know


2020/21

- Yes 29%
- No 71%
- Don't Know
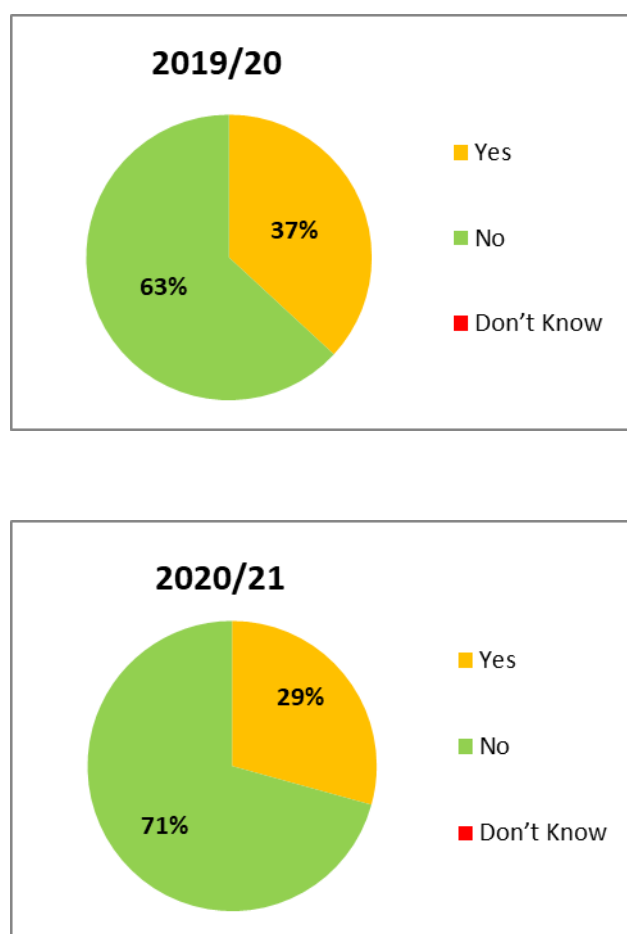
Of those 140 concluded enquiries where the person involved was identified as lacking capacity during 2020/21 there has been a 3.3% drop in those supported by an advocate, family or friend than in the previous years (down to 87.1%). Table 8 and Figure 10 show how the numbers and proportion had risen last year but had fallen again down to a slightly higher level than was seen in 2018/19.

Table 8 – Concluded S42 Enquiries by Mental Capacity over past 3 Years since 2018/19

Lacking Capacity to make Decisions?	2018-19	2019-20	2020-21
Yes	195	198	140
Of which: how many supported by an Advocate?	168	179	122
Of which: % supported by an Advocate?	86.2%	90.4%	87.1%

Figure 10 – Concluded S42 Enquiries by Mental Capacity over past 3 Years since 2018/19
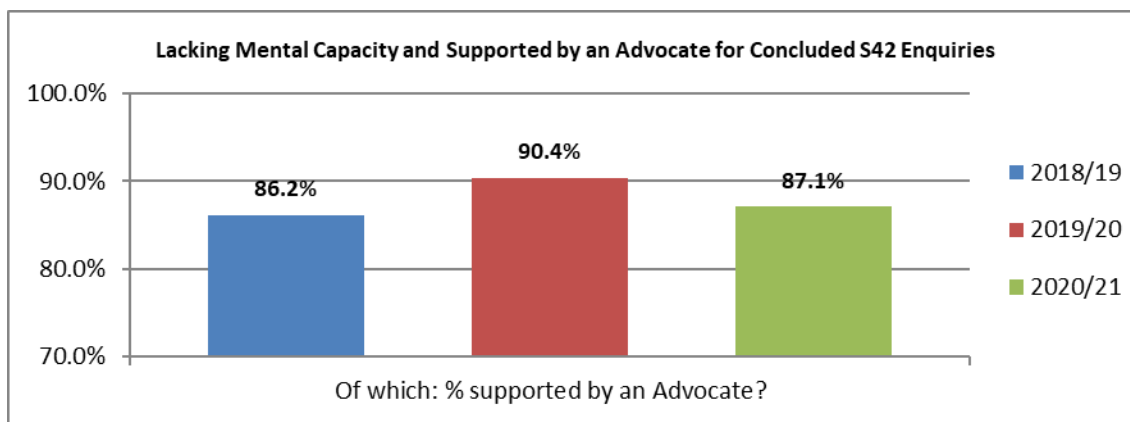
Section 6 - Making Safeguarding Personal

As at year end, 84% of all service users for whom there was a concluded case were asked about the outcomes they desired (either directly or through a representative) although 10% of those did not express an opinion on what they wanted their outcome to be (in 2019/20 this figure was 86% of which 10% did not express what they wanted their outcomes to be when asked). This is shown below in Figure 11.

Figure 11 – Concluded Enquiries by Expression of Outcome over past 3 Years since 2018/19
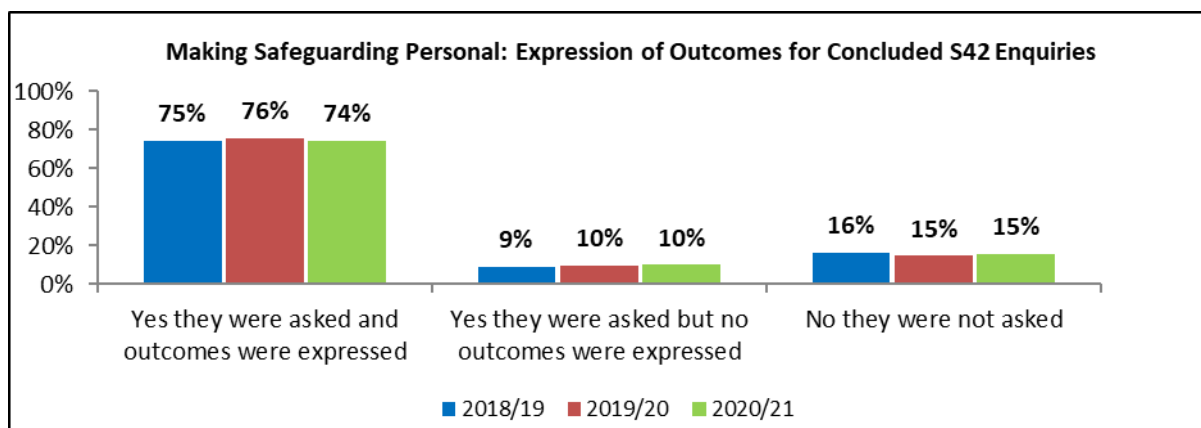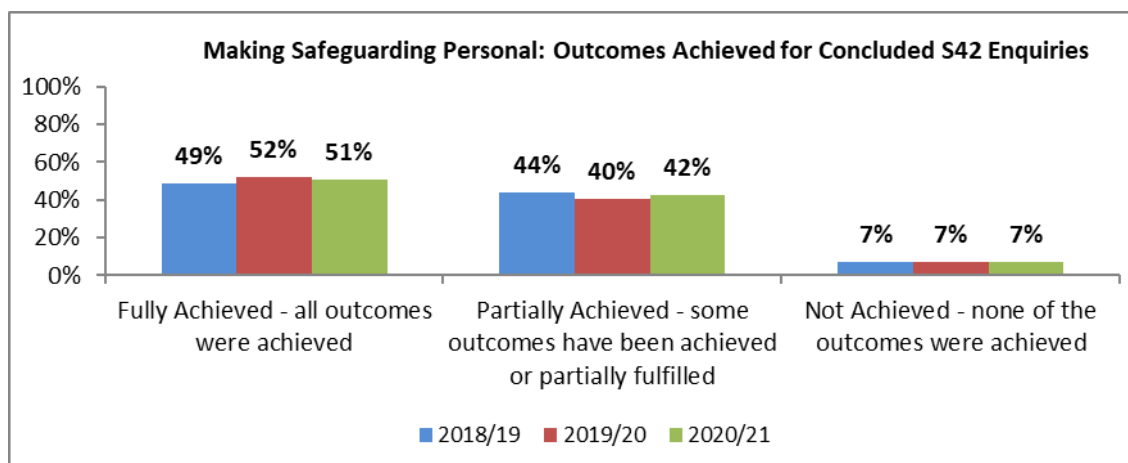

Figure 12 – Concluded Enquiries by Expressed Outcomes Achieved over past 3 Years since 2018/19

Of those who were asked and expressed a desired outcome, there has been a slight decrease of 1% (from 52% in 2019/20 to 51% in 2020/21) for those who were able to achieve those outcomes fully, as a result of intervention by safeguarding workers.

However, a further 42% in 2020/21 (up 2% since 2019/20) managed to partially achieve their stated outcomes meaning 7% did not achieve their outcomes during the year which was on a par with the figures in both of the last 2 years. This is shown above in Figure 12.

Appendix A1

Table A – Gender of Individuals with Safeguarding s42 Enquiries over past 3 Years since 2018/19

Gender	2018-19	% of total	2019-20	% of total	2020-21	% of total
Male	196	43%	204	44%	208	48%
Female	262	57%	258	56%	227	52%
Total	458	100%	462	100%	435	100%

Table B – Age Group and Gender of Individuals with Safeguarding s42 Enquiries - 2020/21

Age group	Female	Female %	Male	Male %
18-64	79	34.8%	112	53.8%
65-74	38	16.7%	30	14.4%
75-84	45	19.8%	37	17.8%
85-94	50	22.0%	26	12.5%
95+	15	6.6%	3	1.4%
Unknown	0	0.0%	0	0.0%
Total	227	100.0%	208	100.0%
	52%		**48%**	

Table C – Primary Support Reason for Individuals with a Safeguarding s42 Enquiry over past 3 Years since 2018/19

Primary support reason	2018/19	% of total	2019/20	% of total	2020/21	% of total
Physical Support	241	52.6%	232	50.2%	210	48.3%
Sensory Support	4	0.9%	12	2.6%	3	0.7%
Support with Memory and Cognition	37	8.1%	23	5.0%	21	4.8%
Learning Disability Support	80	17.5%	75	16.2%	46	10.6%
Mental Health Support	83	18.1%	83	18.0%	94	21.6%
Social Support	13	2.8%	35	7.6%	34	7.8%
No Support Reason	0	0%	2	0.4%	27	6.2%
Total	458	100%	462	100%	435	100%

Performance Data Commentary

The adult safeguarding duties under the Care Act 2014 apply to an adult, aged 18 or over, who:

- has needs for care and support (whether or not the local authority is meeting any of those needs and is experiencing, or at risk of, abuse or neglect; **and**
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

An adult safeguarding concern is a concern about an adult who has or appears to have care and support needs and is referred to Adult Social Care in order to determine what action would be taken through a robust screening process of the details taking into consideration the individual whom the concern refers to.

An enquiry is any action that is taken (or instigated) by a local authority, under Section 42 of the Care Act 2014, in response to indications of abuse or neglect in relation to an adult with care and support needs who is at risk and is unable to protect themselves because of those needs.

Reading Borough Council;

Has seen a 65.5% increase in the number of safeguarding concerns (1589) in 2020/21 when compared with 2019/20 (960). This has been a challenging year with COVID and as a result of this there has been an increase in the number of safeguarding concerns from professionals within the community.

The levels of safeguarding concerns do not necessarily progress to a section 42 enquiry as you will note from the information provided and we are working closely with partner agencies to address the numbers of safeguarding concerns which are not appropriate for the service.

The Safeguarding Team have been through an extensive improvement programme with our recording system and as a result of this we are confident that our reporting mechanism for all safeguarding concerns are robust, the consequence of this has been an increase in the numbers. The improved system has now been embedded within the service.

- In 2020/21 31% of safeguarding concerns (493) led to a section 42 enquiry – this has reduced compared with 2019/20 data. This data is comparable with the our colleagues across West Berkshire.
- In 2020/21 56% (244) of section 42 enquiries reported relate to older people over 65 years – this has shown a slight decrease compared with 2019/20 data.
- More women were the subject of a safeguarding enquiry than males as in previous years; however, however the gap has narrowed to only 4%.

- 80% of section 42 enquires were for individuals whose ethnicity is White. There has been an increase to 20% in section 42 enquires for individuals whose ethnicity is Mixed, Asian, Black or Other. This continues to be the focus of work for all partners in view of the demographic makeup of Reading.
- When all section 42 enquiries concluded, the individual's ethnicity was known.
- As in previous years the most common type of abuse for concluded section 42 enquires were for Neglect and Acts of Omission. This was followed by Financial or Material abuse, Physical abuse and Psychological abuse
- For most section 42 enquiries the primary support reason was physical support.
- As in previous years, the most common locations where the alleged abuse took place were a person's own home and a care home.
- 84% of service users were asked about the outcomes they desired as part of the Making Safeguarding Personal agenda and engagement of the service user throughout the whole process. This is similar to the previous year.

The Making Safeguarding Personal (MSP) agenda remains a high priority for Reading Borough Council. The benefits of the MSP agenda enable individuals to be involved with decision making and determine the outcomes they wish to achieve.

Examples of these are empowering people receiving personal care to be confident in speaking out when they believe that the quality of the care is not acceptable. This has reduced the level of risk and offered individuals, professionals and their care provider to work together to ensure the quality of the care improves.

We continue to strive to ensure everyone has a voice and therefore we will be working alongside carers and their families to be the voice of the person at the centre of a section 42 enquiry when they are unable to articulate the outcomes for themselves.