

## **Appendix E**

### **Reading Annual Performance Report 2017/18**

The 2017-18 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.

The Safeguarding Adults Collection (SAC) has been collected since 2015/16 and is an updated version of the Safeguarding Adults Return (SAR) which collected safeguarding data for the 2013/14 and 2014/15 reporting periods. Therefore it has some areas where there have been significant changes to the categories of data collected.

#### **Section 1 - Safeguarding Activity**

##### **Concerns and Enquiries**

As a result of the Care Act changes over recent years the terminology of some of the key data recorded in the Safeguarding Return in its various formats has changed. Safeguarding Alerts are now referred to as Concerns and Safeguarding Referrals are now known as Enquiries.

Another change made to the return was the mandatory requirement to collect information about 'Individuals involved in section 42 safeguarding enquiries' which replaced the collection of 'Individuals involved in safeguarding referrals'. Therefore data relating to 2015-16 onwards contained within this report relates specifically to s42 enquiries.

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

There were 1542 safeguarding concerns received in 2017/18. The number of Concerns has decreased considerably over the past year with a large decrease of 507 over the previous year (from 2049 in 2016-17). This is mainly due to local process changes under the guidance of a new Service Manager which demonstrates the work being carried out in the authority to highlight the importance of recording safeguarding incidents in a more accurate way. It is a change from recording every possible incident as a Concern. Coupled with this was the decrease in Concerns passed through from the Police and Ambulance Services which previously may have come through for further investigation. This follows a similar trend identified in other authorities within West Berkshire.

542 s42 Enquiries were opened during 2017/18, with a conversion rate from Concern to s42 Enquiry of 35% which is lower than the national average which had been around 40%. This also continues the downward trajectory of this indicator as compared to previous years which had seen conversion rates of around 50% in 2015/16. This continues to demonstrate a positive shift away from the Risk Averse outlook the authority had shown historically. It is likely however that this figure has reached its lowest point and may rise again next year bringing us more into line with other West Berkshire authorities.

There were 457 individuals who had an s42 Enquiry opened during 2017/18 which is an increase of 41 which is a 9.9% rise since 2016/17.

**Table 1 – Safeguarding Activity for the past 3 Years since 2015/16**

Year	Alerts / Concerns received	Safeguarding referrals / s42 Enquiries	Individuals who had Safeguarding Referral / s42 Enquiry	Conversion rate of Concern to s42 Enquiry
2015/16	1075	538	511	50%
2016/17	2049	481	416	23%
2017/18	1542	542	457	35%

## **Section 2 - Source of Safeguarding Enquiries**

As Figure 1 shows the largest percentage of safeguarding enquiries for 2017/18 were referred from both Social Care staff (39.5%) and also by Health staff (25.3%) with Family members also providing a larger than average proportion (14.4%). The Police and Housing have also each been responsible for referring 5.2% of all s42 enquiries over the past 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 Enquiries by Referral Source - 2017/18**

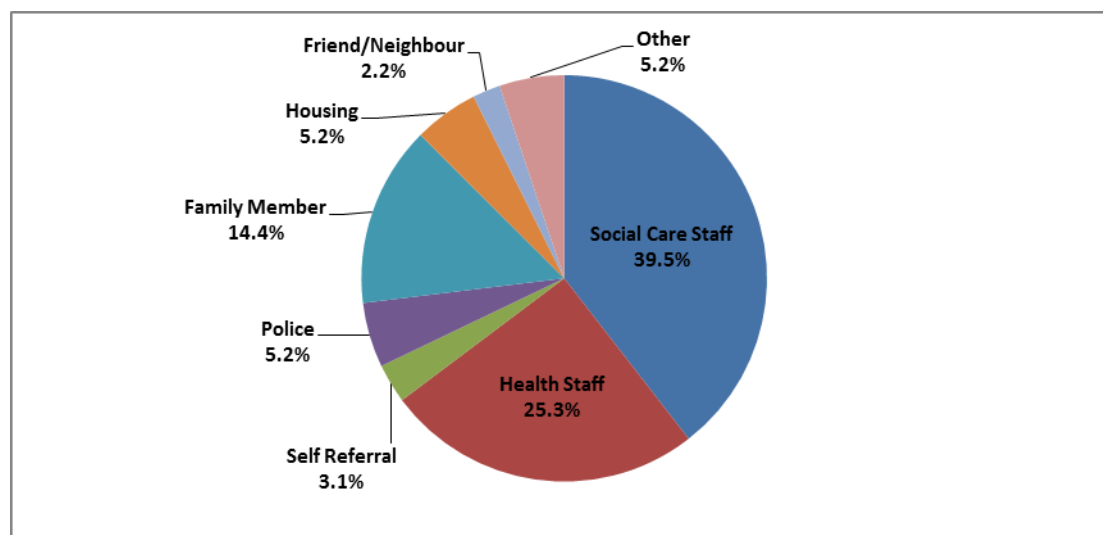


Table 2 shows the breakdown of the number of safeguarding enquiries by Referral Source over the past 3 years since 2015/16. It breaks the overarching categories of Social Care and Health staff down especially into more detailed groups where available, so a clearer picture can be provided of the numbers coming in from various areas.

For Social Care the actual numbers coming in have increased over the year by 67 which is a 45.6% rise. The biggest increase in numbers can be found for both Domiciliary and Residential / Nursing staff which have seen a 66.6% and 64.5% increase over the year respectively. Those referrals coming from Social Workers and Care Managers have also risen but not by as much (up 36.3%).

The numbers of referrals coming in from Health Staff have also increased from 123 to 137 referrals since 2016/17 (up 11.4%). This is mainly due to a 53.5% increase in those coming from Secondary Health staff (up 23 referrals over the year). Primary / Community Health (down 10.2%) and Mental Health staff (down 14.3%) have seen reductions however in referrals being made since 2016/17.

In terms of Other Sources of Referral there has been a slight drop in the last year (down 9.5%). There has been a noticeable increase in those coming in from Housing however which has more than doubled in number (up from 13 to 28 in the past year). We have also seen a large decrease for those coming via the Police (down from 46 to 28 during the year).

**Table 2 - Safeguarding s42 Enquiries by Referral Source over past 3 Years since 2015/16**

	Referrals	2015/16 (s42 only)	2016/17 (s42 only)	2017/18 (s42 only)
Social Care Staff	<b>Social Care Staff total (CASSR &amp; Independent)</b>	<b>180</b>	<b>147</b>	<b>214</b>
	Domiciliary Staff	34	36	60
	Residential/ Nursing Care Staff	48	31	51
	Day Care Staff	5	3	6
	Social Worker/ Care Manager	56	44	60
	Self-Directed Care Staff	2	3	7
	Other	35	30	30
Health Staff	<b>Health Staff - Total</b>	<b>144</b>	<b>123</b>	<b>137</b>
	Primary/ Community Health Staff	66	59	53
	Secondary Health Staff	47	43	66
	Mental Health Staff	31	21	18
Other sources of referral	<b>Other Sources of Referral - Total</b>	<b>214</b>	<b>211</b>	<b>191</b>
	Self-Referral	21	22	17
	Family member	89	83	78
	Friend/ Neighbour	9	8	12
	Other service user	1	0	3
	Care Quality Commission	2	4	1
	Housing	15	13	28
	Education/ Training/ Workplace Establishment	0	4	1
	Police	39	46	28
	Other	38	31	23
	<b>Total</b>	<b>538</b>	<b>481</b>	<b>542</b>

## **Section 3 - Individuals with Safeguarding Enquiries**

### **Age Group and Gender**

Tables 3, 4 and 5 display the breakdown by age group and gender for individuals who had a safeguarding enquiry in the last 3 years. The majority of enquiries continue to relate to the 65 and over age group which accounted for 58% of enquiries in 2017/18 which is down 4% over the year. Between the ages of 65 and 84 the older the individual becomes the more enquiries are raised. The 18-64 age cohorts has seen an increase of 4% proportionately since 2016/17 whereas there has been a 3% drop in the 85-94 age cohort. Other age groups have stayed fairly consistent over the past year.

**Table 3 – Age Group of Individuals with Safeguarding s42 Enquiries over past 3 Years since 2015/16**

Age band	2015-16	% of total	2016-17	% of total	2017-18	% of total
18-64	216	42%	160	38%	192	42%
65-74	66	13%	60	14%	65	14%
75-84	97	19%	83	20%	95	21%
85-94	108	21%	96	23%	90	20%
95+	21	4%	17	4%	15	3%
Age unknown	3	1%	0	0%	0	0%
Grand total	511		416		457	

In terms of the gender breakdown there are still more Females with enquiries than Males (58% compared to 42% for 2017/18). The gap however between the two has doubled over the last year i.e. it was 8% in 2016/17 whereas it is now 16% for the current year.

**Table 4 – Gender of Individuals with Safeguarding s42 Enquiries over past 3 Years since 2015/16**

Gender	2015-16	% of total	2016-17	% of total	2017-18	% of total
Male	208	41%	190	46%	192	42%
Female	303	59%	226	54%	265	58%
Total	511	100%	416	100%	457	100%

When looking at Age and Gender together for 2017/18 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 – 24.9% and Males – 12.5%) and the 95+ age groups (Females – 5.7% and Males – 0.0%). For Males there is a larger proportion in the 18-64 group which makes up 51.6% of that total whereas the proportion is only 35.1% for the Females in that group.

**Table 5 – Age Group and Gender of Individuals with Safeguarding s42 Enquiries - 2017/18**

Age group	Female	Female %	Male	Male %
18-64	93	35.1%	99	51.6%
65-74	36	13.6%	29	15.1%
75-84	55	20.8%	40	20.8%
85-94	66	24.9%	24	12.5%
95+	15	5.7%	0	0.0%
Unknown	0	0.0%	0	0.0%
Total	265	100.0%	192	100.0%
	<b>58%</b>		<b>42%</b>	

## Ethnicity

87.1% of individuals involved in s42 enquiries for 2017/18 were of a White ethnicity with the next biggest groups being Black or Black British (6.3%) and Asian or Asian British (5.1%). The White Group has fallen this year by 1.7% (88.8% in 2016/17) whereas the Mixed / Multiple and Black or Black British Groups have risen by 1.1% and 0.4% respectively. The Asian or Asian British and Other Ethnic Groups have remained at a similar proportion over the past year. This is shown in Figure 2 below.

**Figure 2 – Ethnicity of Individuals involved in Safeguarding s42 Enquiries - 2017/18**

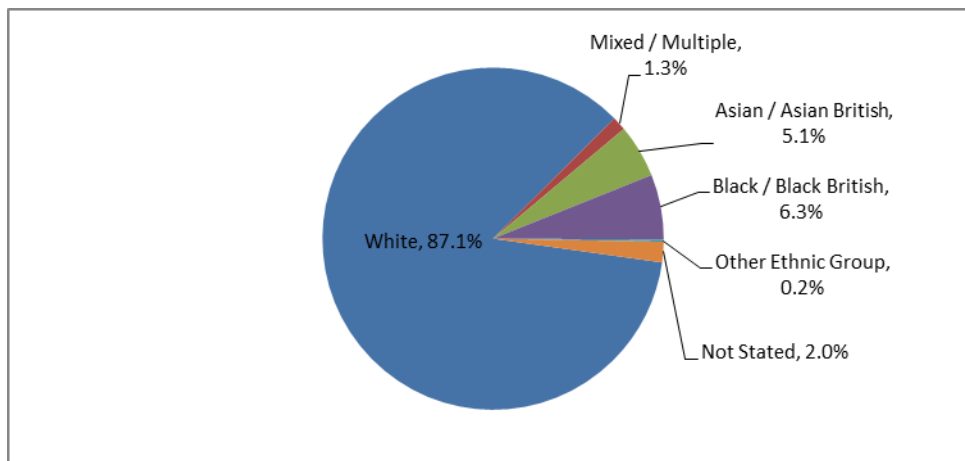


Table 6 shows the ethnicity split for the whole population of Reading compared to England based on the ONS Census 2011 data along with the % of s42 Enquiries for 2017/18 compared to 2016/17. Any Enquiries where the ethnicity was not stated have been excluded from this data in order to be able to compare all the breakdowns accurately.

**Table 6 – Ethnicity of Reading Population / Safeguarding s42 Enquiries over 2 Years since 2016/17**

Ethnic group	% of whole Reading population (ONS Census 2011 data)	% of whole England population (ONS Census 2011 data)	% of Safeguarding s42 Enquiries 2016/17	% of Safeguarding s42 Enquiries 2017/18
White	74.5%	85.6%	88.8%	87.1%
Mixed	3.7%	2.3%	0.2%	1.3%
Asian or Asian British	12.6%	7.0%	5.1%	5.1%
Black or Black British	7.3%	3.4%	5.9%	6.3%
Other Ethnic group	1.9%	1.7%	0.0%	0.2%

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 from the 2011 Census although are more comparable to the England Population from the 2011 Census data. It also especially shows that those individuals of an Asian or Asian British ethnicity are far less likely to be engaged in the process especially at a local level (12.6% in whole Reading population whereas those involved in a safeguarding enquiry is still only 5.1%). Once again the Black or Black British Ethnic Group is more comparable to the local picture but is higher than that at a national level.

### Primary Support Reason

Table 7 shows the breakdown of individuals who had a safeguarding enquiry by Primary Support Reason (PSR). The largest number of individuals in 2017/18 had a PSR of Physical Support (42.9%) which has seen a drop in its proportion of 7.8% over the year. Most Primary Support Reasons have seen a small proportionate drop or increase of approximately 1-2% over the last year, whereas the Support with Memory and Cognition one has almost doubled this year (from 8.4% in 2016/17 to 16.2% in 2017/18).

**Table 7 – Primary Support Reason for Individuals with a Safeguarding s42 Enquiry over past 3 years**

Primary support reason	2015/16	% of total	2016/17	% of total	2017/18	% of total
Physical Support	262	51.3%	211	50.7%	196	42.9%
Sensory Support	8	1.6%	1	0.2%	4	0.9%
Support with Memory and Cognition	44	8.6%	35	8.4%	74	16.2%
Learning Disability Support	84	16.4%	63	15.1%	79	17.3%
Mental Health Support	83	16.2%	83	20.0%	83	18.2%
Social Support	30	5.9%	23	5.5%	21	4.6%
Total	511	100%	416	100%	457	100%

## Section 4 – Case details for Concluded s42 Enquiries

### Type of Alleged Abuse

Table 8 shows concluded enquiries by type of alleged abuse over the last three years. An additional 4 abuse types (\*) were added to the 2015/16 return so there are only comparator figures since then.

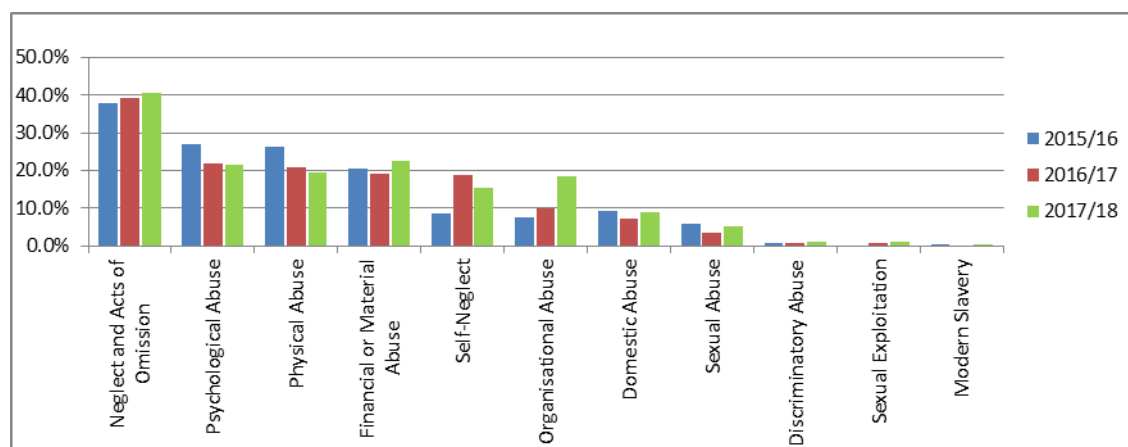
The most common types of abuse for 2017/18 were still for Neglect and Acts of Omission (40.5%), Financial or Material Abuse (22.6%) and Psychological Abuse (21.7%) with the former two types seeing increases since last year (1.2% and 3.5% respectively).

The main type of abuse that saw an increase since last year is for Organisational Abuse (up 8.5%). Self-Neglect was one of the newer abuse types added in 2015/16 and has also seen one of the few decreases over the year (down 3.4% to 15.5% of all concluded enquiries).

**Table 8 – Concluded Safeguarding s42 Enquiries by Type of Abuse over past 3 Years since 2015/16**

Concluded enquiries	2015/16	%	2016/17	%	2017/18	%
Neglect and Acts of Omission	215	37.9%	187	39.3%	233	40.5%
Psychological Abuse	153	26.9%	104	21.8%	125	21.7%
Physical Abuse	149	26.2%	99	20.8%	113	19.6%
Financial or Material Abuse	117	20.6%	91	19.1%	130	22.6%
Self-Neglect *	49	8.6%	90	18.9%	89	15.5%
Organisational Abuse	43	7.6%	48	10.1%	107	18.6%
Domestic Abuse *	53	9.3%	35	7.4%	52	9.0%
Sexual Abuse	34	6.0%	17	3.6%	31	5.4%
Discriminatory Abuse	5	0.9%	4	0.8%	6	1.0%
Sexual Exploitation *	0	0.0%	4	0.8%	7	1.2%
Modern Slavery *	1	0.2%	0	0.0%	1	0.2%

**Figure 3 – Type of Alleged Abuse over past 3 Years since 2015/16**



### Location of Alleged Abuse

Table 9 shows concluded enquiries by location of alleged abuse over the last two years only. This is because in 2016/17 the 5 overarching location types were split up to provide a more detailed picture so there are only comparator figures for this level of breakdown since then.

As shown below; as with previous years, still by far the most common location where the alleged abuse took place for Reading clients has been the individuals own home (66% in 2017/18) although this has seen a 1.9% decrease proportionately as compared to last year. The only other abuse location which has seen a significant proportionate change is for Mental Health Hospitals which saw a 2.4% increase (up to 4.3%).

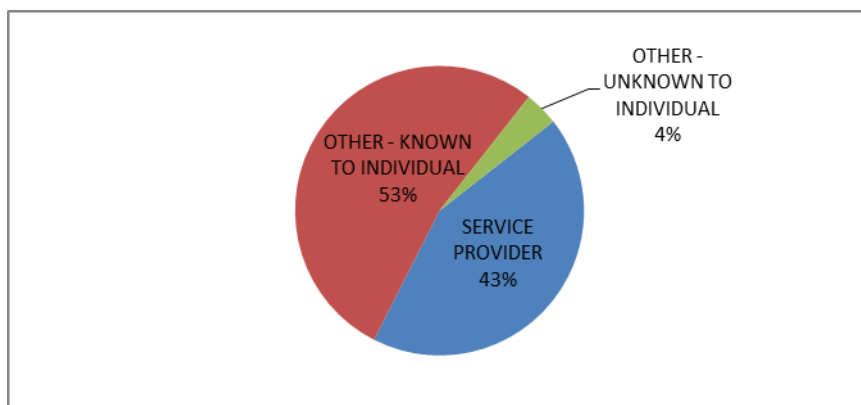
**Table 9 – Concluded S42 Enquiries by Abuse Location Type over past 2 Years since 2016/17**

Location of abuse	2016-17	% of total	2017-18	% of total
Care Home - Nursing	36	7.6%	42	7.3%
Care Home - Residential	52	10.9%	63	10.9%
Own Home	323	67.9%	380	66.0%
Hospital - Acute	26	5.5%	31	5.4%
Hospital – Mental Health	9	1.9%	25	4.3%
Hospital - Community	5	1.1%	3	0.5%
In a Community Service	3	0.6%	5	0.9%
In Community (exc Comm Svs)	34	7.1%	40	6.9%
Other	13	2.7%	21	3.6%

### Source of Risk

The majority of concluded enquiries involved a source of risk ‘Known to the Individual’ although this proportion is 5% down on last year (currently 53%) whereas those that were ‘Unknown to the Individual’ only make up 4% (was 5% in 2015/16). 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 now makes up 43% of the total (up 7% on 2016/17). This is shown below in Figure 4.

**Figure 4 – Concluded Enquiries by Source of Risk 2017/18**



**Action Taken and Result**

Table 10 below shows concluded enquiries by action taken and the results for the last three years.

The figures for Action Taken in all categories has stayed fairly consistent with those cases where the risk was removed seeing a slight decrease again this year (down 1% on 2016/17 to a level of 8%). Those with a risk reduced have seen a 1% rise in the year up to 30% of the total. Those with no further action have fallen by 1% only to a level of 55% which is still high. This figure is expected to fall in 2018/19 when more robust recording practices coupled with the use of newer forms will take effect.

**Table 10 – Concluded Enquiries by Action Taken and Result over past 3 Years since 2015/16**

Result	2015-16	% of total	2016-17	% of total	2017-18	% of total
Action Under Safeguarding: Risk Removed	54	10%	41	9%	45	8%
Action Under Safeguarding: Risk Reduced	214	38%	139	29%	173	30%
Action Under Safeguarding: Risk Remains	58	10%	31	7%	43	7%
No Further Action Under Safeguarding	242	42%	265	56%	315	55%
<b>Total Concluded Enquiries</b>	<b>568</b>	<b>100%</b>	<b>476</b>	<b>100%</b>	<b>576</b>	<b>100%</b>

Figure 5 shows concluded enquiries by result for 2017/18. No further action was taken under safeguarding in 55% of cases, while the risk was reduced or removed in 38% of cases which is at the same level as for 2016/17.

**Figure 5 – Concluded Enquiries by Result, 2017/18**

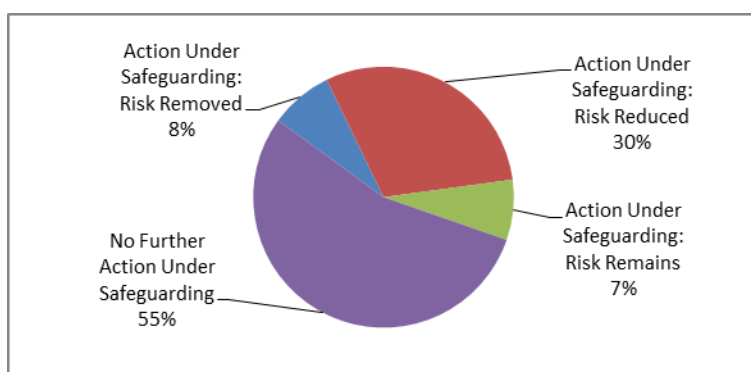




Figure 6 shows a breakdown of the results of action taken for concluded enquiries by source of risk for 2017/18.

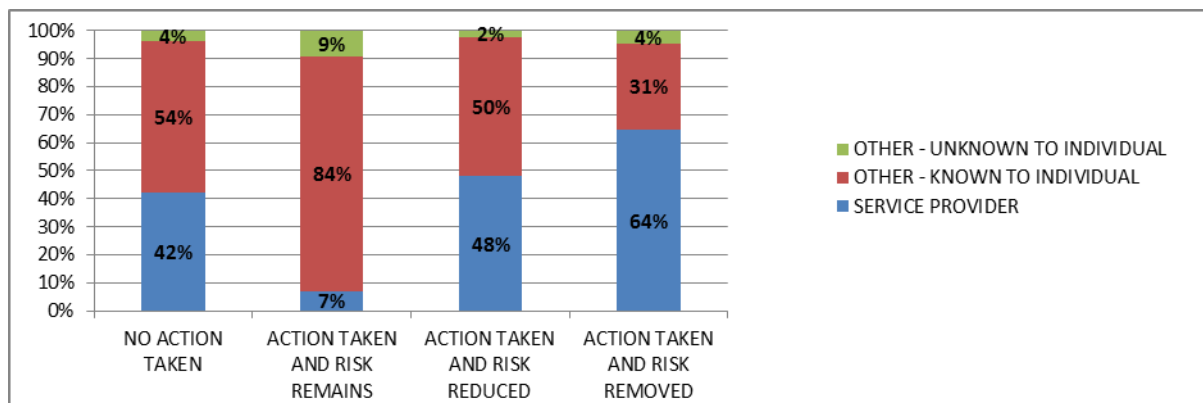
For the majority of cases where action was taken and the risk remained the main source of risk was 'Other - Known to Individual' (84% of alleged perpetrators were known to the individual). In 2016/17 this source of risk made up 94% of the total.

For those where action was taken and the risk was reduced there is an equal proportion between 'Service Provider' and 'Other - Known to Individual' (48% and 50% respectively) whereas in 2016/17 this split was more like 35% to 60% respectively.

In cases where action was taken and the risk has been removed a larger proportion are from the 'Service Provider' group (64%) which is a shift from 2016/17 when this was only 44% of the total and was equally as likely to be via a known individual at that time.

Where No Action was taken the largest proportion (54%) was attributed to people known to the individual so probably relates to family members for example where an enquiry was raised but not substantiated. The breakdown of this outcome is almost identical to last year.

**Figure 6 – Concluded Enquiries by Result of Action Taken and Source of Risk 2017/18**

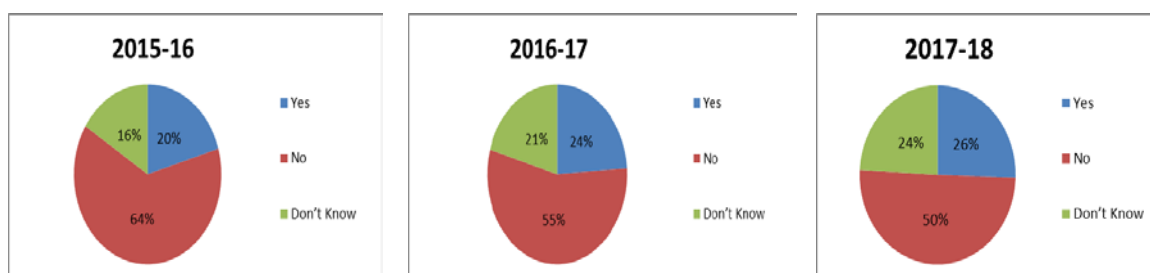


## **Section 5 - Mental Capacity**

Figure 7 shows the breakdown of mental capacity for concluded enquiries over the past 3 years since 2015/16 and shows if they lacked capacity at the time of the enquiry.

The data basically shows that over time those that lacked capacity has increased slowly year on year with a 2% increase since 2016/17. Those who do not lack capacity however have decreased at a higher rate, so for 2017/18 only 50% now did not lack capacity whereas in 2016/17 it was at 55%.

**Figure 7 – Concluded S42 Enquiries by Mental Capacity over past 3 Years since 2015/16**

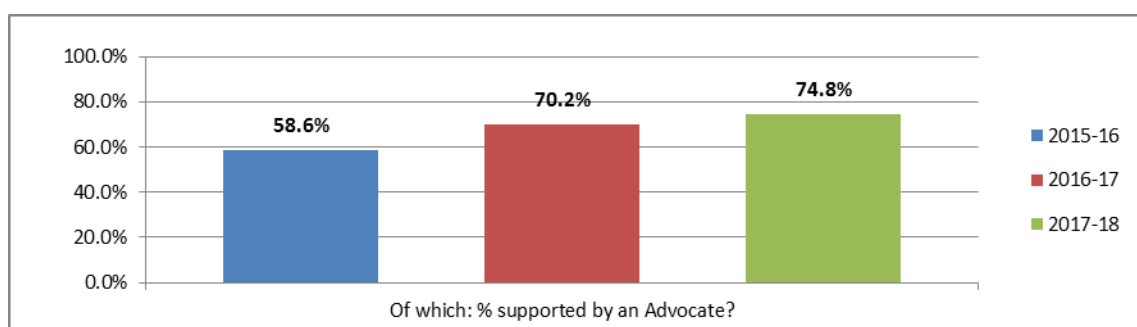


Of those 147 concluded enquiries where the person involved was identified as lacking capacity during 2017/18 a larger proportion are being supported by an advocate, family or friend than in the previous years (up 4.6% to 74.8% for the current year). Table 11 and Figure 8 show how the numbers and proportion have continued to rise over the previous 3 years due to a focus on this area locally.

**Table 11 – Concluded S42 Enquiries by Mental Capacity over past 3 Years since 2015/16**

Lacking Capacity to make Decisions?	2015-16	2016-17	2017-18
Yes	116	114	147
<i>Of which: how many supported by an Advocate?</i>	68	80	110
<i>Of which: % supported by an Advocate?</i>	58.6%	70.2%	74.8%

**Figure 8 – Concluded S42 Enquiries by Mental Capacity over past 3 Years since 2015/16**

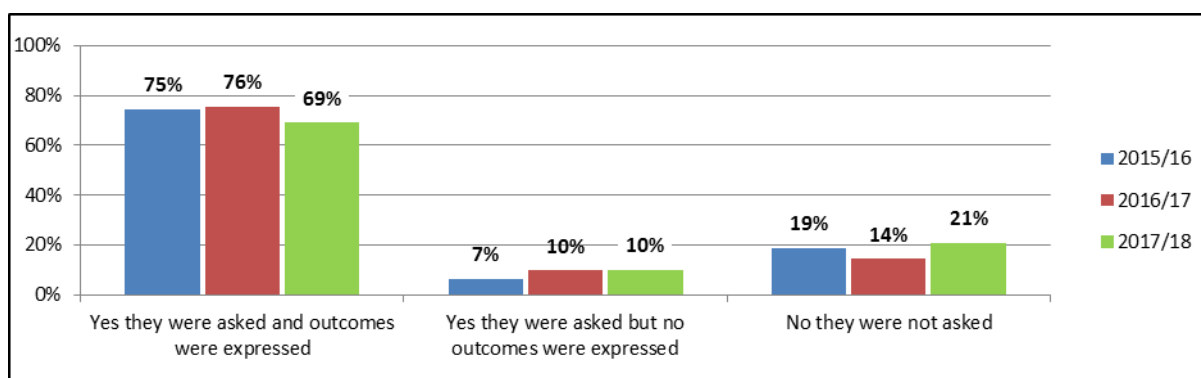


## **Section 6 - Making Safeguarding Personal**

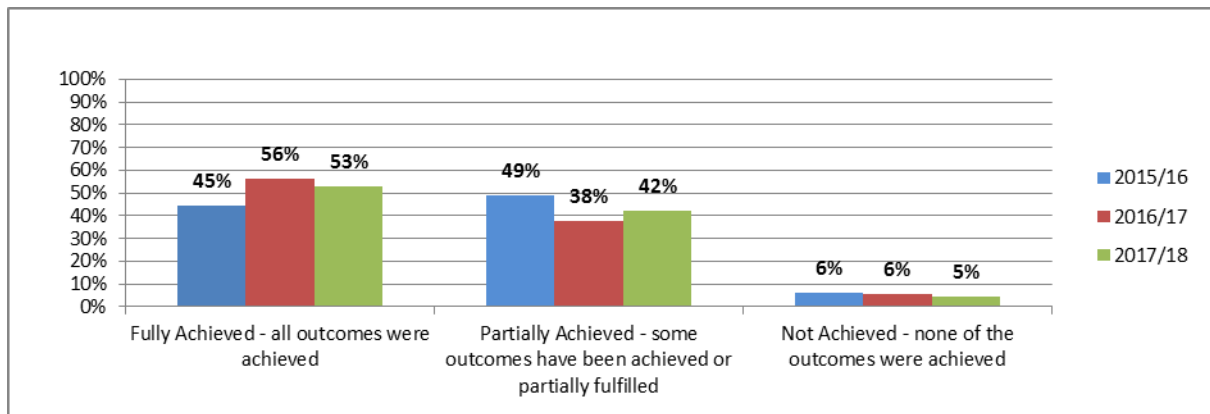
Making Safeguarding Personal (MSP) was a national led initiative to improve the experiences and outcomes for adults involved in a safeguarding enquiry. This initiative was adopted by the Government and can be found within the Care Act 2014.

As at year end, 79% of all clients 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 2016/17 this figure was 86% of which 10% did not express what they wanted their outcomes to be). This is shown below in Figure 9.

**Figure 9 – Concluded Enquiries by Expression of Outcome over past 3 Years since 2015/16**



**Figure 10 – Concluded Enquiries by Expressed Outcomes Achieved over past 3 Years since 2015/16**



Of those who were asked and expressed a desired outcome, there has been a drop of 3% (from 56% in 2016/17 to 53% in 2017/18) for those who were able to achieve those outcomes fully, as a result of intervention by safeguarding workers.

A further 42% in 2017/18 managed to partially achieve their stated outcomes meaning only 5% did not achieve their outcomes during the previous year which is a 1% improvement. This is shown above in Figure 10.