# Reading Annual Performance Report 2015/16

## The 2015-16 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) is an updated version of the Safeguarding Adults Return (SAR) which collected safeguarding data for the 2013/14 and 2014/15 reporting periods so 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 the terminology of some of the key data recorded in the Safeguarding Return in its various formats has changed over the past year or so. Safeguarding Alerts are now being referred to as Concerns and Safeguarding Referrals are now known as Enquiries.

Another change made to the return as compared to last year is the mandatory requirement to collect information about ‘individuals involved in section 42 safeguarding enquiries’ which has replaced the collection of ‘individuals involved in safeguarding referrals’. Therefore any data relating to 2015-16 contained within this report relates to s42 enquiries.

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

There were1075 safeguarding concerns received in 2015/16. The number of concerns has increased over the past couple of years with a large increase of 373 over the previous year (from 702 in 2014-15) which demonstrates the work being carried out in the authority to highlight the importance of recording safeguarding incidents.

538 s42 enquiries were opened during 2015/16, with a conversion rate from concern to s42 enquiry of 50% which is still slightly higher than the national average of around 40%. This is however a decrease on previous years which had seen conversion rates of around 75%. This demonstrates a positive shift away from the Risk Averse outlook the authority had shown historically.

There were 511 individuals who had a s42 enquiry opened during 2015/16 which is an increase of 36 which is a 7.6% rise since 2014/15.

Table 1 – Safeguarding activity for the reporting period 2014-16

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Year | Alerts / Concerns received | Safeguarding referrals / s42 enquiries | Individuals who had safeguarding referral / s42 enquiry | Conversion rate of concern to s42 enquiry |
| 2013/14 | 654 | 491 | 410 | 75% |
| 2014/15 | 702 | 527 | 475 | 75% |
| 2015/16 | 1075 | 538 | 511 | 50% |

### Section 2 - Source of Safeguarding Enquiries

As Figure 1 shows the largest percentage of safeguarding enquiries for 2015/16 were referred from both Social Care staff (33%) and also by Health staff (27%) with Family members also providing a larger than average proportion (16%). The Police have also been responsible for referring 7% 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 - 2015/16**

Table 2 shows the breakdown of the number of safeguarding enquiries by Referral Source over the past 3 years since 2013/14. 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 remained consistent over the period at around 180-185 per year. The numbers coming in from domiciliary staff have risen by nearly 31% from 26 to 34 whereas the numbers have fallen by 17% from 58 to 48 for Residential / Nursing staff.

The numbers of referrals coming in from Health Staff have steadily risen over the period with a rise of over 24% from 116 to 144 referrals since 2014/15. This is made up of a 29.4% rise in those coming from Primary / Community Health staff (up from 51 to 66) and a 51.6% rise from Secondary Health staff (up from 31 to 47).

The numbers of Self Referrals have steadily decreased over time with a fall of 34% over the past year (from 32 to 21). There has been an increase however in the numbers of referrals coming from Family members (up 6%) and the numbers coming from the Police have more than doubled which shows the work being carried out in that area (up from 17 to 39 in the past year).

**Table 2 - Safeguarding Enquiries by Referral Source 2014-16**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Referrals | 2013/14 (All) | 2014/15 (All) | 2015/16 (s42 only) |
| Social Care Staff | **Social Care Staff total (CASSR & Independent)** | **185** | **185** | **180** |
| Domiciliary Staff | - | 26 | 34 |
| Residential/ Nursing Care Staff | - | 58 | 48 |
| Day Care Staff | - | 7 | 5 |
| Social Worker/ Care Manager | - | 60 | 56 |
| Self-Directed Care Staff | - | 3 | 2 |
| Other | - | 31 | 35 |
| Health Staff | **Health Staff - Total** | **108** | **116** | **144** |
| Primary/ Community Health Staff | - | 51 | 66 |
| Secondary Health Staff | - | 31 | 47 |
| Mental Health Staff | - | 34 | 31 |
| Other sources of referral | **Other Sources of Referral - Total** | **198** | **226** | **214** |
| Self-Referral | 50 | 32 | 21 |
| Family member | 73 | 84 | 89 |
| Friend/ Neighbour | 9 | 8 | 9 |
| Other service user | 3 | 3 | 1 |
| Care Quality Commission | 4 | 2 | 2 |
| Housing | 28 | 12 | 15 |
| Education/ Training/ Workplace Establishment | 2 | 2 | 0 |
| Police | 12 | 17 | 39 |
| Other | 17 | 66 | 38 |
|  | **Total** | **491** | **527** | **538** |

## 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 57% of enquiries in 2015/16. Between the ages of 65 and 94 the older the individual becomes the more enquiries are raised. The 18-64 age cohort has seen a fall of 9% proportionately since 2013/14 whereas the other age groups have stayed fairly consistent over the past year.

Table 3 – Age group of individuals with safeguarding enquiries, 2014-16

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Age band | 2013/14 | *% of total* | 2014/15 | *% of total* | 2015/16 | *% of total* |
| 18-64 | 210 | 51% | 197 | 41% | 216 | 42% |
| 65-74 | 38 | 9% | 55 | 12% | 66 | 13% |
| 75-84 | 75 | 18% | 103 | 22% | 97 | 19% |
| 85-94 | 78 | 19% | 106 | 22% | 108 | 21% |
| 95+ | 9 | 2% | 10 | 2% | 21 | 4% |
| Age unknown | 0 | 0% | 4 | 1% | 3 | 1% |
| Grand total | 410 |  | 475 |  | 511 |  |

In terms of the gender breakdown there are more Females with enquiries than Males (59% compared to 41% for 2015/16) and the gap between the two is getting larger year on year i.e. it was 10% in 2013/14 and rose to 12% in 2014/15. By 2015/16 this gap had risen to 18%.

Table 4 – Gender of individuals with safeguarding enquiries, 2014-16

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Gender | 2013/14 | *% of total* | 2014/15 | % of total | 2015/16 | % of total |
| Male | 183 | 45% | 209 | 44% | 208 | 41% |
| Female | 227 | 55% | 266 | 56% | 303 | 59% |
| Total | 410 | 100% | 475 | 100% | 511 | 100% |

When looking at the two categories together for 2015/16 the number of females with enquiries is larger in almost every age group but is especially high comparatively in the 85-94 one (Females - 26.7% and Males - 13%). For Males the figures peak in the 75-84 age group and then fall whereas for Females the peak is at the 95+ stage where it then drops.

Table 5 – Age group and gender of individuals with safeguarding enquiries, 2015/16

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Age group | Female | Female % | Male | Male % |
| 18-64 | 119 | 39.3% | 97 | 46.6% |
| 65-74 | 34 | 11.2% | 32 | 15.4% |
| 75-84 | 48 | 15.8% | 49 | 23.6% |
| 85-94 | 81 | 26.7% | 27 | 13.0% |
| 95+ | 18 | 5.9% | 3 | 1.4% |
| Unknown | 3 | 1.0% | 0 | 0.0% |
| Total | 303 | 100.0% | 208 | 100.0% |
|  | **59%** |  | **41%** |  |

### Ethnicity

83% of individuals involved in s42 enquiries for 2015/16 were of a White ethnicity with the next biggest groups being Black or Black British (6%) and Asian or Asian British (5%).

**Figure 2 – Ethnicity of individuals involved in enquiries for 2015/16**

Table 6 shows the ethnicity split for the whole population of Reading based on the ONS Census 2011 data. Any Enquiries where ethnicity was not obtained/stated have been excluded from this table.

Table 6 – Ethnicity of Reading population and safeguarding enquiries

|  |  |  |
| --- | --- | --- |
| **Ethnic group** | **Percentage of whole population** | **Percentage of safeguarding enquiries** |
| White | 75.0% | 87.0% |
| Mixed | 4.0% | 1.0% |
| Asian or Asian British | 13.0% | 5.5% |
| Black or Black British | 7.0% | 6.0% |
| Other ethnic group | 1.0% | 0.5% |

***Source: ONS 2011 Census data***

The numbers suggest individuals with a White ethnicity are more likely to be referred to safeguarding and the proportion is much higher than for the whole population. It also shows that those individuals of an Asian or Asian British ethnicity are far less likely to be engaged in the process (13% in whole population whereas those involved in a safeguarding enquiry is only 5.5%).

### Primary support reason

Table 7 shows a breakdown of individuals who had a safeguarding enquiry by Primary Support Reason (PSR). The majority of individuals in 2015/16 had a PSR of Physical Support (51%), which also represents a 10% increase on the 2014/15 figure (was at 41%). There was also a decrease in enquires where the individual has a PSR of Support with memory and cognition (from 18% to 9% proportionately).

Table 7 – Primary support reason for individuals with a safeguarding enquiry

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Primary support reason | 2014/15 | % of total | 2015/16 | % of total |
| Physical support | 193 | 41% | 262 | 51% |
| Sensory support | 13 | 3% | 8 | 2% |
| Support with memory and cognition | 84 | 18% | 44 | 9% |
| Learning disability support | 83 | 17% | 84 | 16% |
| Mental health support | 70 | 15% | 83 | 16% |
| Social support | 28 | 6% | 30 | 6% |
| No support reason | 4 | 1% | 0 | 0% |
| Not known | 0 | 0% | 0 | 0% |
| Total | 475 | 100% | 511 | 100% |

## Section 4 – Case details for concluded 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 no comparator figures for those, although 103 have been recorded this year in those categories (12.3% proportionately of the total).

The most common types of abuse for 2015/16 were for Neglect and Acts of Omission (26.3%), Psychological Abuse (18.7%) and Physical Abuse (18.2%).

The numbers with a Physical Abuse type however have dropped by 25 since last year (down 14%) and there has been a similar drop in those recorded as being of a financial nature also (down 12%).

Table 8 – Concluded enquiries by type of abuse

|  |  |  |  |
| --- | --- | --- | --- |
| **Concluded enquiries** | **2013/14** | **2014/15** | **2015/16** |
| Physical Abuse | 134 | 174 | 149 |
| Sexual Abuse | 24 | 29 | 34 |
| Psychological Abuse | 133 | 153 | 153 |
| Financial or Material Abuse | 141 | 138 | 117 |
| Neglect and Acts of Omission | 144 | 214 | 215 |
| Discriminatory Abuse | 4 | 3 | 5 |
| Organisational Abuse | 12 | 38 | 43 |
| Domestic Abuse | - | - | 53 |
| Sexual Exploitation | - | - | 0 |
| Modern Slavery | - | - | 1 |
| Self-Neglect | - | - | 49 |

Figure 3 – Type of abuse 2015/16

### Location of alleged abuse

As shown in Table 9, as with previous years by far the most common location where the alleged abuse took place for Reading clients has been the individuals own home (62% in 2015/16) which has shown a 5% rise (up by 63 individuals) proportionately as compared to last year.

Table 9 – Location of abuse 2015-16

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Location of abuse** | 2013/14 | % of total | 2014/15 | % of total | 2015/16 | % of total |
| Care home | 78 | 17% | 112 | 21% | 100 | 17% |
| Hospital | 23 | 5% | 51 | 9% | 56 | 9% |
| Own home | 292 | 65% | 307 | 57% | 370 | 62% |
| Community service | 8 | 2% | 14 | 3% | 7 | 1% |
| Other | 50 | 11% | 56 | 10% | 60 | 10% |

Figure 4 shows the breakdown of location of alleged abuse by source of risk. Where the alleged abuse took place in the persons own home, for the majority of cases (65%), the source of risk was an individual known to the adult at risk. This group was also the most common for those taking place in a Hospital and in other locations. For those taking place in a Community Service or a Care Home the biggest source of risk was from Social Care Support staff.

Figure 4 – Concluded enquiries by location of alleged abuse and source of risk for 2015/16

### Source of risk

The majority of concluded enquiries involved a source of risk known to the individual (57%) whereas those that are unknown to the individual only make up 10%. The Social Care Support category refers to any individual or organisation paid, contracted or commissioned to provide social care. This is shown below in Figure 5.

Figure 5 – Concluded enquiries by source of risk 2015/16

### Action taken and result

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

The figures for those cases where the risk was reduced or removed saw a rise between 2013/14 and 2014/15 and then a fall between 2014/15 and the current year. Those with a risk remaining have stayed fairly consistent over the period. Those with no further action decreased between the first 2 periods but have risen again over the last year (from 21% to 43% proportionately).

Table 10 – Concluded enquiries by result 2014-16

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Result** | 2013/14 | % of total | 2014/15 | % of total | 2015/16 | % of total |
| Action Under Safeguarding: Risk Removed | 29 | 6% | 75 | 15% | 54 | 10% |
| Action Under Safeguarding: Risk Reduced | 146 | 32% | 284 | 55% | 214 | 38% |
| Action Under Safeguarding: Risk Remains | 34 | 8% | 48 | 9% | 58 | 10% |
| No Further Action Under Safeguarding | 242 | 54% | 106 | 21% | 242 | 43% |
| **Total Concluded Enquiries** | 451 | 100% | 513 | 100% | 568 | 100% |

Figure 6 shows concluded enquiries by result for 2015/16. No action was taken under safeguarding in 43% of cases, while the risk was reduced or removed in 47% of cases.

Figure 6 – Concluded enquiries by result, 2015/16

Figure 7 shows a breakdown of the results of action taken for concluded enquiries by source of risk for 2015/16. For the majority of cases where action was taken and the risk was reduced or remained the main source of risk was other individuals known to that individual. This is especially noticeable in cases where the risk remains (88% of alleged perpetrators were known to the individual).

Cases where the risk was removed show a higher proportion in the Social Care Support group demonstrating maybe those cases where alleged abuse has taken place in a person’s own home by paid staff contracted or commissioned to provide social care.

Where no action was taken the largest proportion (51%) was attributed to people known to the individual so probably relates to family members for example where an enquiry was raised but not substantiated.

Figure 7 – Concluded enquiries by result of action taken and source of risk 2015/16

### Outcomes for the person at risk

Figure 8 shows the Outcomes for the person at risk for concluded enquiries for 2015/16.

The most common outcomes for concluded enquiries by far were an increase in monitoring (26%), No further Action (22%) and Community Care Assessment & Services (13%). As the chart below includes concluded enquiries which were not substantiated or inconclusive this would explain some of the No further action outcomes for the person at risk.

**Figure 8 - Outcomes for person at risk, 2015/16**

## Section 5 - Mental capacity

Figure 9 shows the breakdown of mental capacity for concluded enquiries. In 20% of cases the individual was found to lack capacity. 68 of the 116 individuals (59%) assessed as lacking capacity were supported by an advocate, family or friend.

Figure 9 – Does the individual lack capacity – 2015/16?

Figure 10 shows a breakdown of individuals lacking mental capacity of the person at risk by age group. The figure shows the likelihood of the person lacking capacity increases with age, with people aged 75+ being most likely to lack capacity. Those 95+ had a figure of 29% for those lacking capacity which was marginally larger than the 2 younger age groups.

**Figure 10 – Mental capacity by age group of person at risk, 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. Local Authorities are not currently statutorily required to report on MSP but as members of the West Berkshire Safeguarding Adults Board; Reading has chosen to monitor performance in this area over the past 6 months or so.

As at year end, 46% of all clients for whom there was a concluded case were asked about the outcomes they desired (either directly or through a representative).

**Figure 11 – Concluded enquiries by expression of outcome, 2015/16**

**Figure 12 – Concluded enquiries by expressed outcomes achieved, 2015/16**

Of those who were asked and expressed a desired outcome, 45% were able to achieve those outcomes fully, with a further 49% partially achieved. Only 6% did not achieve their outcomes.