Plymouth Safeguarding Adults Board - Data Set Quarte r 42016/17

Ref	Data Set	Data frequency	2015/16 Outturn	2014/15 Q1	2014/15 Q2	2014/15 Q3	2014/15 Q4.	2015/16 Q1	2015/16 Q2	2015/16 Q3	2015/16 Q4	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	Trend	Performance Comment
Q1 does our safeguarding system protect people in a timely way and in keeping with their desired outcomes?																	
1	Total number of referrals	Quarterly	3,004	366	506	535	525	648	788	882	686	778	852	934	984		Ref 1 - Safeguarding demand continues to increase with the number of safeguarding referrals in 2016/17 numbering 3,548, this is an increase of 544 on 2015/16. Post Care Act implementation the demand on safeguarding has as predicted increased, in 2014/15 the number of referrals received was 1,932.
1a	Concerns from OOH / Retained / Livewell	Quarterly	829	140	162	231	194	226	210	192	201	223	220	246	168		
1b	Number of Safeguarding Referrals (Contact Centre)	Quarterly	2,175	226	344	304	331	422	578	690	485	555	632	688	816		Ref 2 - In 2016/17 56% of referrals did not progress to a concern, despite this the number of safeguarding concerns (Ref 4) and therefore enquiries (Ref 3) has increased.
2	Number of completed Safeguarding referrals (Contact Centre)	Quarterly	2,275	211	354	292	337	554	562	663	496	554	636	645	743		
2a	Number not proceeding to concern (Contact Centre)	Quarterly	1,240	47	93	89	115	279	267	422	272	279	311	376	498		Ref 3 - Increasing numbers of safeguarding enquiries started has continued in 2016/17, 1,507 enquiries were started last year, compared to 1,167 in 2015/16 (+340).
2b	% of completed Safeguarding referrals (Contact Centre) not proceeding to Concern	Quarterly	55%	22%	26%	30%	34%	50%	48%	64%	55%	50%	49%	58%	67%		Ref 3a - The percentage of new referrals that progressed onto a enquiry in 2016/17 is 43%, compared to 39% in 2015/16.
3	Number of new safeguarding enquiries started	Quarterly	1,167	138	137	136	148	238	297	310	322	420	416	379	292		
3a	% of referrals progressing to enquiry	Quarterly	39%	38%	27%	25%	28%	37%	38%	35%	47%	54%	49%	41%	30%		
Safeguarding concerns																	
4	Number of safeguarding concerns	Quarterly	1,833	474	422	433	419	460	509	449	415	506	545	512	403		Ref 4 - Safeguarding concerns increased for the year. In 2016/17 there have been 1,966 safeguarding concerns recorded, compared to 1,768 in 2015/16.
4a	of which Individual	Quarterly	1,747	Information not captured				423	492	433	399	499	530	498	397		
4b	of which care home	Quarterly	86	Information not captured				37	17	16	16	7	14	14	6		
5	% of concerns from Care Home	Quarterly	36%	34%	41%	40%	42%	33%	34%	39%	37%	34%	29%	36%	36%		
6	% of concerns from Community Service	Quarterly	4%	4%	2%	5%	1%	5%	5%	4%	3%	6%	3%	3%	5%		
7	% of concerns from Hospital	Quarterly	3%	3%	2%	3%	3%	2%	3%	4%	3%	3%	5%	5%	3%		
8	% of concerns from own home	Quarterly	52%	43%	45%	42%	47%	50%	54%	51%	54%	55%	55%	44%	47%		
9	% of concerns from other	Quarterly	11%	7%	11%	12%	11%	13%	10%	12%	10%	12%	9%	12%	3%		
10	Average time taken to complete a referral and concern (days)	Quarterly															
Safeguarding enquiries outcomes																	
11	Average time taken to complete a safeguarding enquiry (days)	Quarterly	New method of capture					40.50	34.90	43.50	61.00	71.60	69.70	87.00	84.70		
12	ACTION TAKEN Risk Identified and action taken	Quarterly	New method of capture									41%	43%	46%	53%		**Note** **Nationally the way in which outcomes to enquiries has been recorded has changed and we have adapted this change locally to fulfill our statutory obligation to conform with national return requirements.**
13	ACTION TAKEN Risk Assessment inconclusive and action taken	Quarterly	New method of capture									13%	12%	9%	12%		
14	ACTION TAKEN No risk identified and action taken	Quarterly	New method of capture									11%	14%	11%	9%		Ref 12-14 Action has been taken in 74% of completed enquiries in quarter four, an imcrease on quarter three (66%). For the whole year action has been taken in 68% of enquiries.
15	NO ACTION TAKEN Risk Identified and no action taken	Quarterly	New method of capture									5%	5%	3%	5%		
16	NO ACTION TAKEN Risk Assessment inconclusive and no action taken	Quarterly	New method of capture									7%	3%	4%	6%		Ref 15-18 32% of closed enquiries 'no action' has been taken, the majority (69) were ceased at the request of the victim.
17	NO ACTION TAKEN No risk identified and no action taken	Quarterly	New method of capture									8%	10%	7%	7%		
18	NO ACTION TAKEN Enquiry ceased on request - no action taken	Quarterly	New method of capture									15%	14%	19%	9%		Ref 25-26 In quarter four the majority of enquiries have resulted in risk having been removed (21%) or reduced (65%). This is a very slight increase on quarter three.
19	Not entered	Quarterly	New method of capture									1%	0%	0%	0%		
20	No risk identified - Risk Remained	Quarterly	New method of capture									5%	5%	8%	5%		
21	No risk identified - Risk Reduced	Quarterly	New method of capture									24%	22%	27%	28%		
22	No risk identified - Risk Removed	Quarterly	New method of capture									4%	9%	8%	8%		
23	No risk identified - Not entered	Quarterly	New method of capture									21%	16%	9%	2%		
24	Risk identified - Risk Remained	Quarterly	New method of capture									2%	4%	5%	6%		
25	Risk identified - Risk Reduced	Quarterly	New method of capture									33%	31%	32%	37%		
26	Risk identified - Risk Removed	Quarterly	New method of capture									5%	10%	10%	13%		
27	Risk identified - Not entered	Quarterly	New method of capture									5%	3%	1%	1%		
37	% of enquiries where the individual or individual's representative are asked what their desired outcomes were?	Quarterly	60%	Information not captured						51%	69%	67%	75%	77%	78%		Ref 38 - Decrease in the percentage of individuals/ representatives whose outcomes were fully achieved (69%). Increase in the percentage who have stated that outcomes were partially achieved (25%), and a reduction in not achieved (6%).
38	For each enquiry, where the individual or individual's representative asked what their desired outcomes were, were these outcomes;	Quarterly		Information not captured													
	Fully Achieved	Quarterly	70%	Information not captured						70%	70%	70%	74%	76%	69%		
	Partially Achieved	Quarterly	23%	Information not captured						22%	23%	26%	21%	17%	25%		
	Not Achieved	Quarterly	8%	Information not captured						8%	7%	4%	5%	7%	6%		
Q2 Is the workforce fit for purpose?																	
39	Number of Complaints received	Quarterly	0	Information not yet captured													
40	Number of Compliments received	Quarterly	0	Information not yet captured													
41	Number of professionals trained in safeguarding awareness	Quarterly	2220	545	584	748	671	482	568	631	539	411	473	239	Not available		
42	Percentage of professionals who find safeguarding training useful	Quarterly		Information not yet captured													
43	Number of Domestic Homicide Reviews	Quarterly	2	0	0	0	0	0	0	2	2	2	2	2	Not available		
Q3 Are we satisfied with the quality of care for any adult at risk?																	
44	Number of CQC providers with a CQC rating of outstanding	Quarterly	1%	Information not captured							1%	3% (3)	3% (3)	3% (3)	4% (4)	n/a	CQC Ratings - Performance updated in March for quarter four - increase in the number and percentage of care homes who are CQC rated as outstanding (now 4% from 3%). Inadequate unchanged.
45	Number of CQC providers with a CQC rating of good	Quarterly	81%	Information not captured							81%	81% (75)	81% (79)	78% (75)	76% (74)	n/a	
46	Number of CQC providers with a CQC rating of require improvement	Quarterly	17%	Information not captured							17%	15% (14)	15% (15)	15% (14)	16% (15)	n/a	
47	Number of CQC providers with a CQC rating of inadequate	Quarterly	1%	Information not captured							1%	1% (1)	0% (0)	4% (4)	4% (4)	n/a	
48	Domiciliary Care Block provider with a CQC rating of Good	Quarterly	-	Information not captured							-	100% (6)	100% (6)	100% (7)	100% (7)	n/a	Within Plymouth there are 9 domiciliary care providers, 7 of which have been subject to an inspection. 100% of these have a rating of 'Good'. The England averages for Dom Care providers are 1% Oustanding, 79% Good, 19% requires improvement and 1% Inadequate.
49	ASCOF 4A The proportion of people who use services who feel safe	Annual	70%	68%				70%				Annual Survey				n/a	
50	ASCOF 4B The proportion of people who use services who say that those services make them feel safe and secure	Annual	94%	93%				94%				Annual Survey				n/a	