

Plymouth Safeguarding Adults Board - Data Set Quarter 3 2017/18

| Ref | Data Set | Data frequency | 2015/16 Outturn | 2016/17 Q1 | 2016/17 Q2 | 2016/17 Q3 | 2016/17 Q4 | 2017/18 Q1 | 2017/18 Q2 | 2017/18 Q3 | 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 | 778 | 852 | 934 | 1008 | 1066 | 1164 | 1061 | | Ref 1 - Safeguarding demand longer term continues to increase, however the number of safeguarding referrals in quarter three numbering 1,061 is a decrease on Quarter two (1,164). | |
| 1a | Concerns from OOH / Retained / Livewell | Quarterly | 829 | 223 | 220 | 246 | 173 | 114 | 155 | 130 | | | |
| 1b | Number of Safeguarding Referrals (Contact Centre) | Quarterly | 2,175 | 555 | 632 | 688 | 835 | 952 | 1009 | 931 | | Ref 2 - In quarter 2 74% of new safeguarding referrals did not progress onto a concern, this is a slight increase on qtr 2 when 73% did not become a concern. (So, that is 7 in 10 referrals from the contact centre did not progress to a concern). With an increasing number of referrals not progressing to a concern there has been a drop off in the numbers of concerns raised. In Q3 there were 369 concerns raised, compared to 512 in Q3 last year. | |
| 2 | Number of completed Safeguarding referrals (Contact Centre) | Quarterly | 2,275 | 554 | 636 | 645 | 767 | 991 | 1012 | 977 | | | |
| 2a | Number not proceeding to concern (Contact Centre) | Quarterly | 1,240 | 279 | 311 | 376 | 513 | 689 | 738 | 722 | | | |
| 2b | % of completed Safeguarding referrals (Contact Centre) not proceeding to Concern | Quarterly | 55% | 50% | 49% | 58% | 67% | 70% | 73% | 74% | | | |
| 3 | Number of new safeguarding enquiries started | Quarterly | 1,167 | 420 | 416 | 379 | 302 | 313 | 317 | 281 | | Ref 3 - In quarter 3 281 safeguarding enquiries were started, this less than quarter 1 and quarter 2 this year and considerably down on Q3 in 2016/17 (379) this continues to suggest a slowing down in concern and enquiry activity. | |
| 3a | % of referrals progressing to enquiry | Quarterly | % | 54% | 49% | 41% | 30% | 29% | 27% | 26% | | | |
| Safeguarding concerns | | | | | | | | | | | | | |
| 4 | Number of safeguarding concerns | Quarterly | 1,833 | 506 | 545 | 512 | 427 | 407 | 423 | 369 | | | |
| 4a | of which Individual | Quarterly | 1,747 | 499 | 530 | 498 | 397 | 404 | 412 | 369 | | | |
| 4b | of which care home | Quarterly | 86 | 7 | 14 | 14 | 6 | 3 | 11 | 0 | | Ref 5 - the main focus of safeguarding concerns remains in care homes and the alleged victims own home. In Qtr 3 29% of concerns related to incidents in a care home. The percentage of concerns alleged within the own home increase from 51% in Qtr 2 to 55% in Qtr 3. Of note is that the percentage of concerns from a care home were higher than the victim's home for the first time in Qtr 1, this appears to have been a one off. | |
| 5 | % of concerns from Care Home | Quarterly | 36% | 34% | 29% | 36% | 36% | 41% | 28% | 29% | | | |
| 6 | % of concerns from Community Service | Quarterly | 4% | 6% | 3% | 3% | 5% | 2% | 2% | 4% | | | |
| 7 | % of concerns from Hospital | Quarterly | 3% | 3% | 5% | 5% | 3% | 3% | 3% | 4% | | The average number of calendar days it takes to complete a concern increased slightly in Q3, averaging 12.4 days compared to 14.2 in Qtr 1 but an increase on Q2. | |
| 8 | % of concerns from own home | Quarterly | 52% | 55% | 55% | 44% | 47% | 39% | 51% | 55% | | | |
| 9 | % of concerns from other | Quarterly | 11% | 12% | 9% | 12% | 3% | 14% | 10% | 8% | | | |
| 10 | Average time taken to complete a safeguarding concern (calendar days) | Quarterly | 17.40 | 10.40 | 10.10 | 8.50 | 10.40 | 14.20 | 10.80 | 12.40 | | | |
| Safeguarding enquiries outcomes | | | | | | | | | | | | | |
| 11 | Average time taken to complete a safeguarding enquiry (days) | Quarterly | New method of capture | 71.60 | 69.70 | 87.00 | 84.70 | 111.30 | 98.9 | 88.8 | | | |
| 12 | ACTION TAKEN Risk Identified and action taken | Quarterly | New method of capture | 41% | 43% | 46% | 53% | 55% | 60% | 66% | | Ref 11 the average time taken for completion of a safeguarding enquiry fell for the second consecutive month, taking on average 88.8 days compared to 98.9 in Q2 and 111.30 in Q1. | |
| 13 | ACTION TAKEN Risk Assessment inconclusive and action taken | Quarterly | New method of capture | 13% | 12% | 9% | 12% | 13% | 8% | 11% | | | |
| 14 | ACTION TAKEN No risk identified and action taken | Quarterly | New method of capture | 11% | 14% | 11% | 9% | 10% | 8% | 4% | | Ref 12-14 Action has been taken in 81% of completed enquiries in quarter 3, an increase on quarter 2 of 3% points (77%). | |
| 15 | NO ACTION TAKEN Risk Identified and no action taken | Quarterly | New method of capture | 5% | 5% | 3% | 5% | 3% | 2% | 2% | | | |
| 16 | NO ACTION TAKEN Risk Assessment inconclusive and no action taken | Quarterly | New method of capture | 7% | 3% | 4% | 6% | 2% | 2% | 1% | | Ref 15-18 19% of closed enquiries report that 'no action' has been taken (this a 4% point change on Qtr. 2), the majority were ceased at the request of the victim. NO ACTION being taken is on a decreasing trend. | |
| 17 | NO ACTION TAKEN No risk identified and no action taken | Quarterly | New method of capture | 8% | 10% | 7% | 7% | 7% | 6% | 6% | | | |
| 18 | NO ACTION TAKEN Enquiry ceased on request - no action taken | Quarterly | New method of capture | 15% | 14% | 19% | 9% | 11% | 13% | 10% | | Ref 24 - 27 The percentage of completed enquiries where risk has been identified (241 or 69%) is on a continuing upward trend. Of these Risk has been either removed or reduced in 87% of cases. This is a slight reduction on quarter 2 (93%) and will be monitored. | |
| 19 | Not entered | Quarterly | New method of capture | 1% | 0% | 0% | 0% | 0% | 0% | 0% | | | |
| 24 | Risk identified - Risk Remained | Quarterly | New method of capture | 2% | 4% | 5% | 6% | 7% | 5% | 9% | | | |
| 25 | Risk identified - Risk Reduced | Quarterly | New method of capture | 33% | 31% | 32% | 37% | 35% | 43% | 44% | | | |
| 26 | Risk identified - Risk Removed | Quarterly | New method of capture | 5% | 10% | 10% | 13% | 16% | 14% | 16% | | | |
| 27 | Risk identified - Not entered | Quarterly | New method of capture | 5% | 3% | 1% | 1% | 0% | 0% | 0% | | | |
| 37 | % of enquiries where the individual or individual's representative are asked what their desired outcomes were? | Quarterly | | 60% | 67% | 75% | 77% | 78% | 75% | 80% | 78% | | Ref 38 - No change in the percentage of individuals/ representatives whose outcomes were fully achieved (70%). Increase in the percentage who have stated that outcomes were partially achieved (24%), and a 1% point reduction in not achieved (7%). |
| 38 | For each enquiry, where the individual or individual's representative asked what their desired outcomes were, were these outcomes; | Quarterly | | | | | | | | | | | |
| | Fully Achieved | Quarterly | | 70% | 70% | 74% | 76% | 69% | 69% | 70% | 70% | | |
| | Partially Achieved | Quarterly | | 23% | 26% | 21% | 17% | 25% | 25% | 23% | 24% | | |
| | Not Achieved | Quarterly | | 8% | 4% | 5% | 7% | 6% | 6% | 7% | 6% | | |
| 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% | 3% (3) | 3% (3) | 3% (3) | 4% (4) | 1% (1) | 1% (1) | 3% (4) | n/a | CQC Ratings - Performance updated in January for quarter three - increase in the number and percentage of care homes who are CQC rated as outstanding (now 3% from 1% previous quarter). The number and percentage of care homes rated as good decreases to 70% from 78% at the end of quarter 2. | |
| 45 | Number of CQC providers with a CQC rating of good | Quarterly | 81% | 81% (75) | 81% (79) | 78% (75) | 76% (74) | 78% (76) | 78% (76) | 70% (68) | n/a | | |
| 46 | Number of CQC providers with a CQC rating of require improvement | Quarterly | 17% | 15% (14) | 15% (15) | 15% (14) | 16% (15) | 17% (17) | 17% (17) | 22% (21) | n/a | | |
| 47 | Number of CQC providers with a CQC rating of inadequate | Quarterly | 1% | 1% (1) | 0% (0) | 4% (4) | 4% (4) | 4% (4) | 4% (4) | 4% (4) | n/a | | |
| 48 | Domiciliary Care Block provider with a CQC rating of Good | Quarterly | - | 100% (6) | 100% (6) | 100% (7) | 100% (7) | 100% (6) | 100% (6) | 100% (7) | n/a | | |
| 49 | ASCOF 4A The proportion of people who use services who feel safe | Annual | 70% | 72% | | | Annual | | | n/a | Within Plymouth there are 8 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 2% Outstanding, 77% Good, 18% requires improvement and 2% Inadequate. | | |
| 50 | ASCOF 4B The proportion of people who use services who say that those services make them feel safe and secure | Annual | 93% | 93% | | | Annual | | | n/a | | | |