

Sheffield Safeguarding Adults Performance Data Report

Report to **Committee and Executive Board** – September 2023

This report includes data submitted to the Partnership from SCC Adult Care and Wellbeing, South Yorkshire Police (SYP), Sheffield Health and Social Care (SHSC), South Yorkshire Fire and Rescue (SYFR), Trading Standards, SCC Housing and Sheffield Carers Centre [external partner data has been excluded from this version of the report, which only includes Adult Care and Wellbeing data].

This report looks at the data for Quarter 1 (2023/24) April to June 2023, including in some cases, comparison with the previous quarters.

This report contains some benchmarking data, using regional data as well as the safeguarding adults collection annual return ([Safeguarding Adults, England, 2021-22 - NHS Digital](#)). Due to inconsistencies around how different local authorities report and analyse their data it is difficult to benchmark local authorities against each other and the SACs data does advise caution against it. For example, the point at which a case is counted as a “concern” may vary by local authority, and some report “other” enquiries as well as S42 whilst some only report S42. It is worth keeping this in mind when interpreting these figures and where possible, discrepancies in the data have been highlighted.

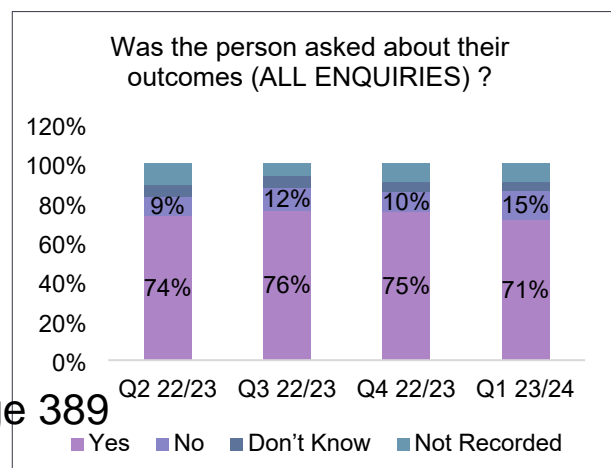
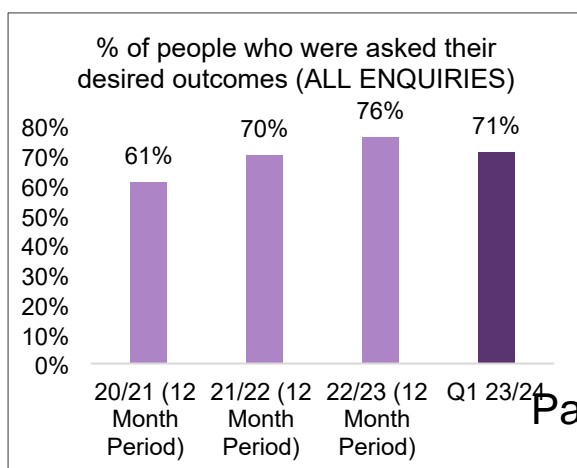
Data has been structured under the six principles of safeguarding:

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Empowerment and Making Safeguarding Personal (MSP)

Was the Person Asked their Desired Outcomes? (ASC Data)



Time Period	20/21 (12 Month Period)	21/22 (12 Month Period)	22/23 (12 Month Period)	Q2 22/23	Q3 22/23	Q4 22/23	Q1 23/24
% of people who were asked their desired outcomes	61%	70%	76%	74%	76%	75%	71%

* Against the target of 75%, based on the 12-month period 22/23.

Why is this measure important? This measure demonstrates Making Safeguarding Personal (MSP).

Commentary

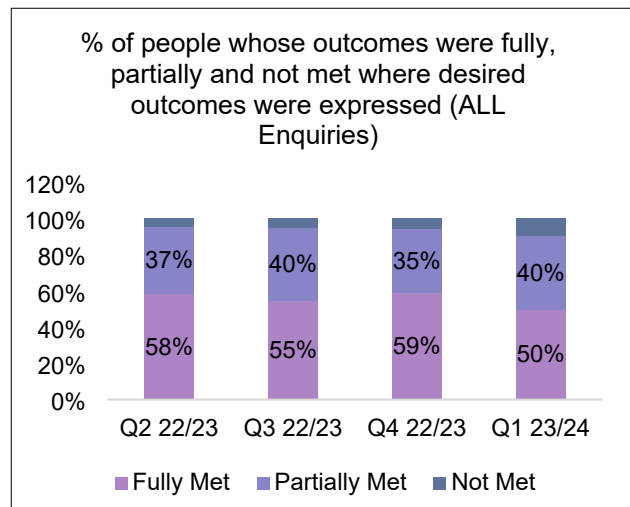
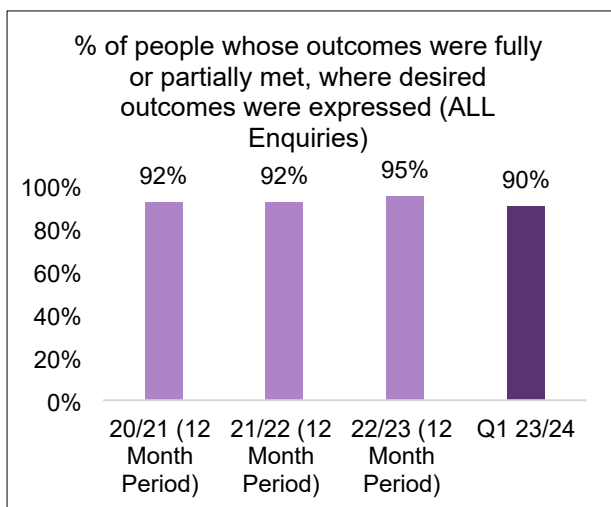
In Q1 of 23/24, 71% of people were asked their desired outcomes (All Enquiries). This is - 5% against the target of 76% based on the 12-month period 22/23.

The performance and quality subgroup have previously discussed reasons why someone may not be asked about their outcomes. One reason may be for example that if the person was in hospital when the concern was raised, they wouldn't always have chance to ask their outcomes, as they may have quickly been discharged.

It was discussed that to have the option in liquid logic to allow reasons to be recorded would help us to understand the reasons why someone may not be asked their outcomes. This is noted as a priority action for liquid logic upgrade.

Were the Persons Outcomes Met? (ASC Data)

S42 and Other Enquiries – Sheffield



Time Period	20/21 (12 Month Period)	21/22 (12 Month Period)	22/23 (12 Month Period)	Q2 22/23	Q3 22/23	Q4 22/23	Q1 23/24
% of people whose outcomes were fully or partially met	92%	92%	95%	95%	94%	94%	90%

* Against the target of 95%, based on the 12-month period 22/23.

Why is this measure important? If a large proportion of desired outcomes are not being met, this may indicate that the safeguarding process has not been person centred, or people are not being guided as to what is or what is not an achievable outcome.

Commentary

In Q1 of 23/24, of people who expressed their desired outcomes, in 90% of cases these outcomes were fully or partially met (All Enquiries). This is - 5% lower than the average over the last 12 month however remains very high. Over next quarter, work will be undertaken to understand reasons why outcomes were not met to inform improvement activity.

Satisfaction

The performance and quality subgroup discussed the appropriateness of this measure as well as the lack of clarity about exactly what part of the process we are asking that they are satisfied with. The group felt that a better measure is whether the persons desired outcomes were met, and whether the risk was removed. It was discussed that potentially a better question would be “do you feel safer?” rather than satisfied.

This was discussed at the Safeguarding Board in June, where it was agreed that a new measure, do you feel safer would be better. Therefore, the satisfaction measure has been removed and the new measure will be taken forward as part of the liquid logic upgrades.

Advocacy

Adult Care has a contractual arrangement with Advocacy Hub to provide advocacy. Advocacy is an important tool in relation to empowering Adults to make decisions and be able to express their views.

As part of our performance reporting going into 2023 – 2024, the % where advocacy was offered where an Adult wishes advocacy will also be measured. At September 2023 our data highlights that 100% people were offered advocacy.

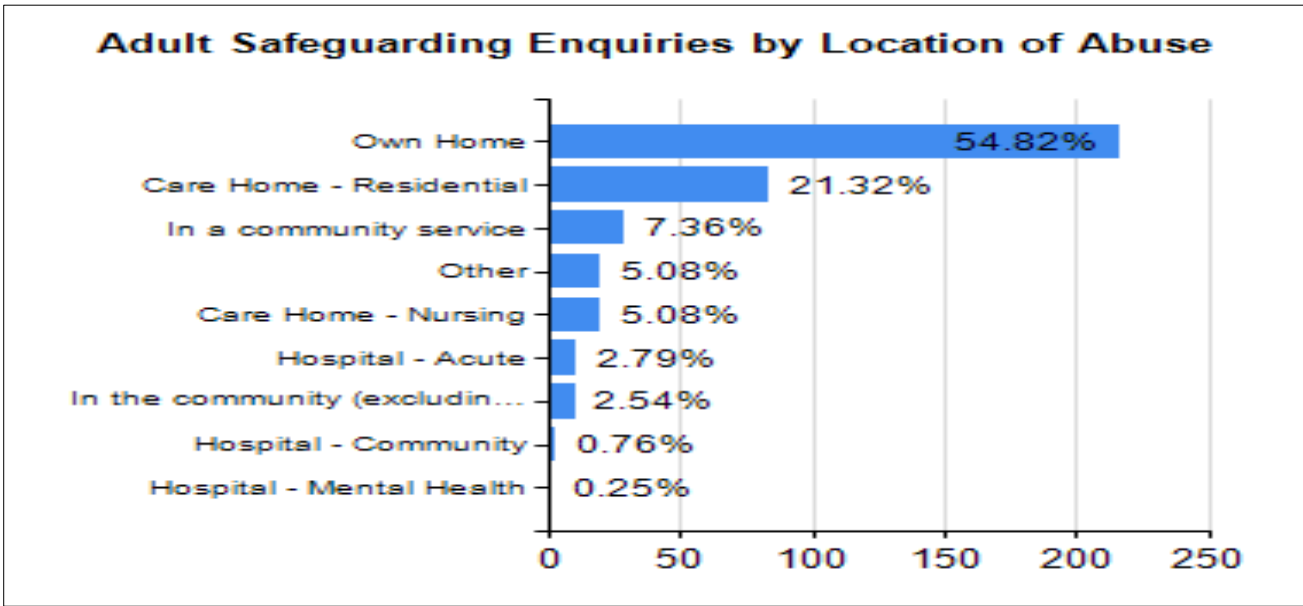
Prevention

Adult Safeguarding Enquiries by Location (ASC Data)

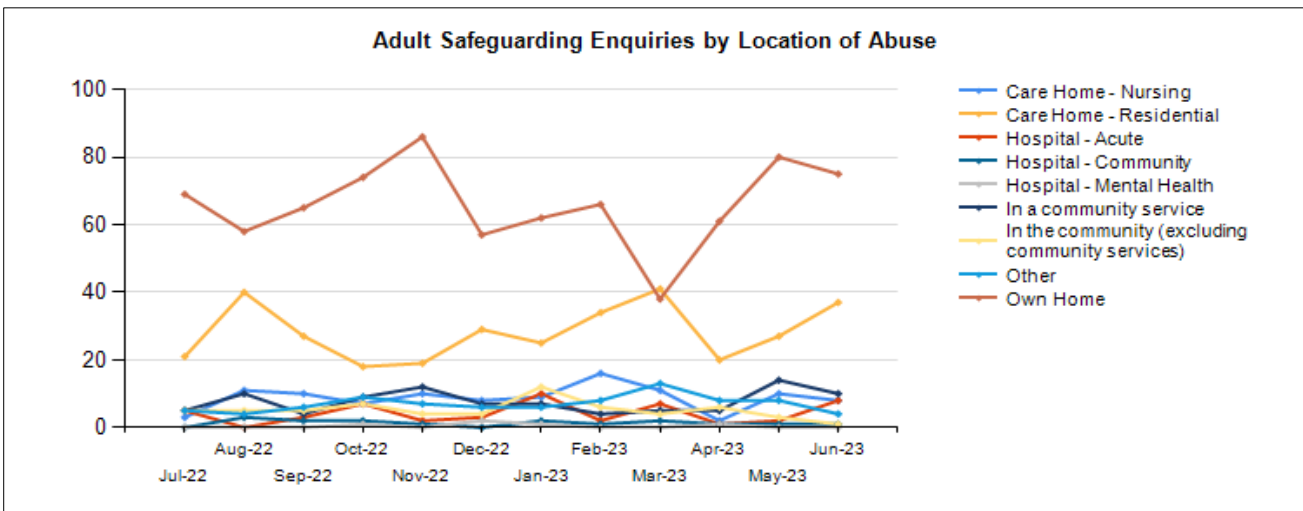
S42 Enquiries Only – Benchmarking Data

Annual Safeguarding Adults Collection (SAC) Return 2021-22. Top 3 Location of Abuse in S42 Enquiries Only (All England)	
Own Home	48%
Care Home - Residential	23%

S42 and Other Enquiries – Sheffield



April to June 2023



July 2022 to June 2023

Why is this measure important? This measure provides context for safeguarding enquiries and where abuse is most commonly taking place.

Commentary

The top 3 locations of abuse in safeguarding enquiries (S42 and other) Sheffield for Q1 23/24 was:

- Own home = 54.82%
- Care home residential = 21.32%
- In a community service = 7.36%

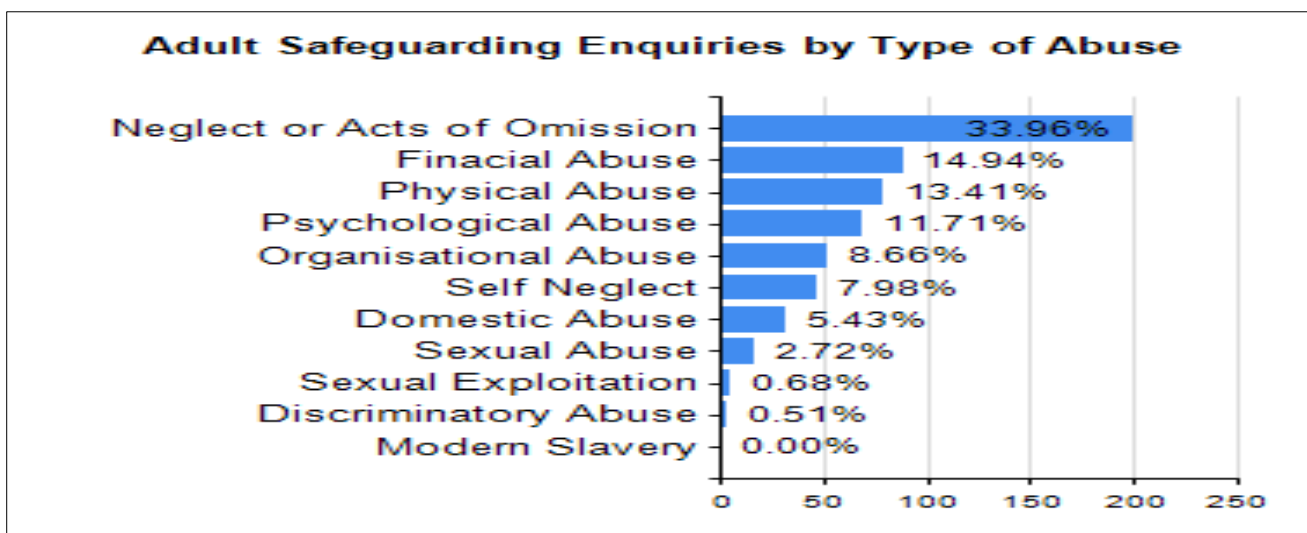
This is differing from the all England figure for 21/22 where the top 3 locations were own home, care home residential and care home nursing. **However, Sheffield figures include both S42 and Other enquiries.** At the performance and quality subgroup in May 2023, it was decided that we would look further into the trends regarding the abuse types, looking at source of risk, location of abuse and type of abuse, to get a better understanding of this data. This information is presented in a different report for discussion at the Performance and Quality Subgroup.

Types of Abuse (ASC data)

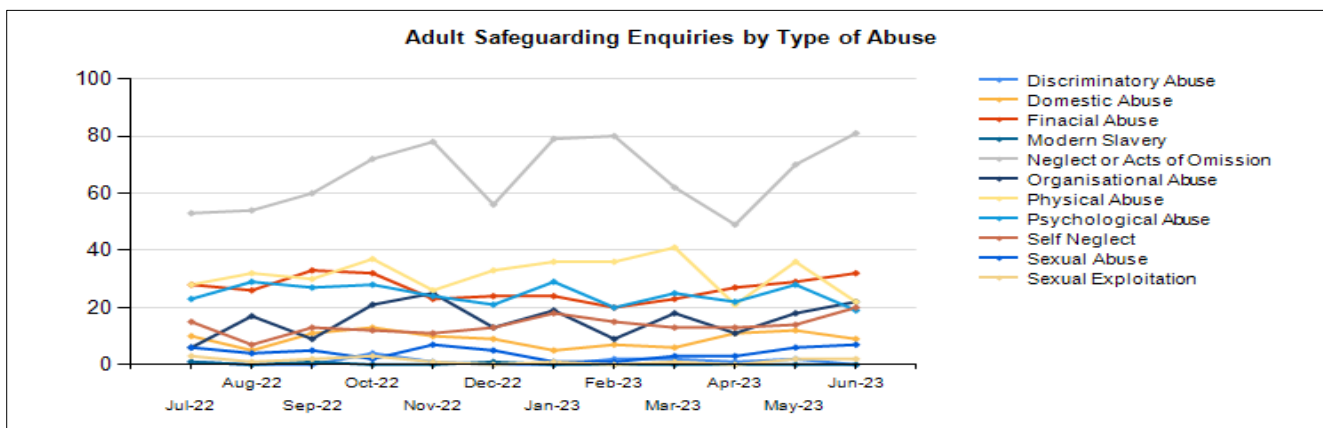
S42 Enquiries Only – Benchmarking Data

Type of Abuse	Annual Safeguarding Adults Collection (SAC) Return 2021-22. Top 4 types of abuse in S42 Enquiries only (All England)	Sheffield S42 and Other Enquiries Q4 22/23
Neglect	30.94%	33.96%
Physical Abuse	18.76%	13.41%
Psychological Abuse	13.60%	11.71%
Financial Abuse	12.57%	14.94%

S42 and Other Enquiries – Sheffield



April to June 2023



July 2022 to June 2023

Why is this measure important? This measure allows us to understand and monitor trends in the different types of abuse identified in Sheffield safeguarding enquiries and where we may need to raise awareness of different types of abuse.

Commentary

Similar to the 2021/22 Annual SAC return data for England, the top 4 abuse types for concluded safeguarding enquiries in Sheffield this quarter continue to be Neglect, Physical Abuse, Financial Abuse

and Psychological Abuse. This quarter Sheffield saw a slightly higher % of Neglect and Financial Abuse in Safeguarding Enquiries than the annual SAC return and a slightly lower % of Physical and Psychological Abuse.

At the performance and quality subgroup in May 2023, it was decided that we would look further into the trends in regard to the abuse types, looking at source of risk, location of abuse and type of abuse, in order to get a better understanding of this data. This information is presented in a different report for discussion at the Performance and Quality Subgroup.

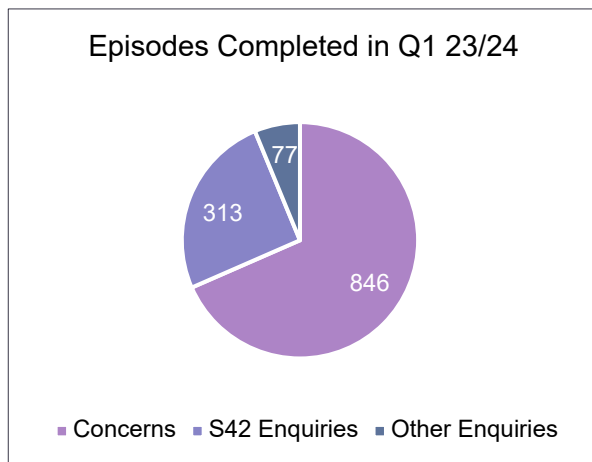
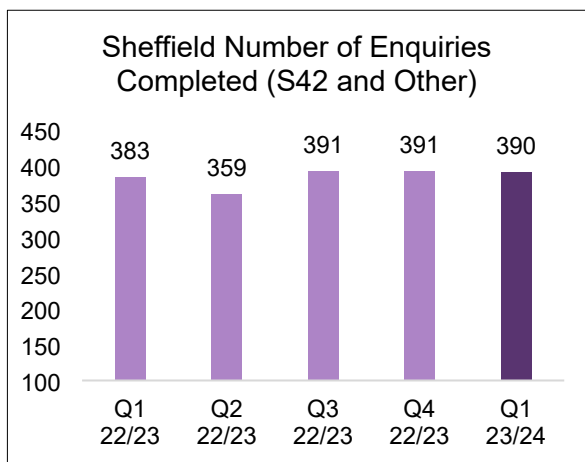
Proportionality

Safeguarding Episodes (ASC Data)

	Number of S42 Enquiries Completed in this Financial Year			
	Sheffield	Leeds*	Doncaster	Rotherham
No of S42 Enquiries Complete	313	748	171	89
Per 100,000 (18+)	70	117	70	42

* CIPFA nearest neighbour, local authority similar in regard to socioeconomic factors.

S42 and Other Enquiries – Sheffield



Why is this measure important? To understand the volume of safeguarding enquiries happening in Sheffield and how this compares with other local authorities.

Commentary

The majority of safeguarding concerns completed in Q4 were concern only (846). There were 313 S42 enquiries completed, and 77 “other” enquiries completed (390 enquiries in total).

When looking at other local authorities, Sheffield completed less S42 enquiries in the first quarter of 23/24 compared with Leeds. Number of S42 enquiries completed per 100,000 (18+) in Q1 is similar to rates seen in Doncaster and fewer than Leeds. When looking at rates per 100,000 (+18) Sheffield saw higher rates of S42 Enquiries than Rotherham.

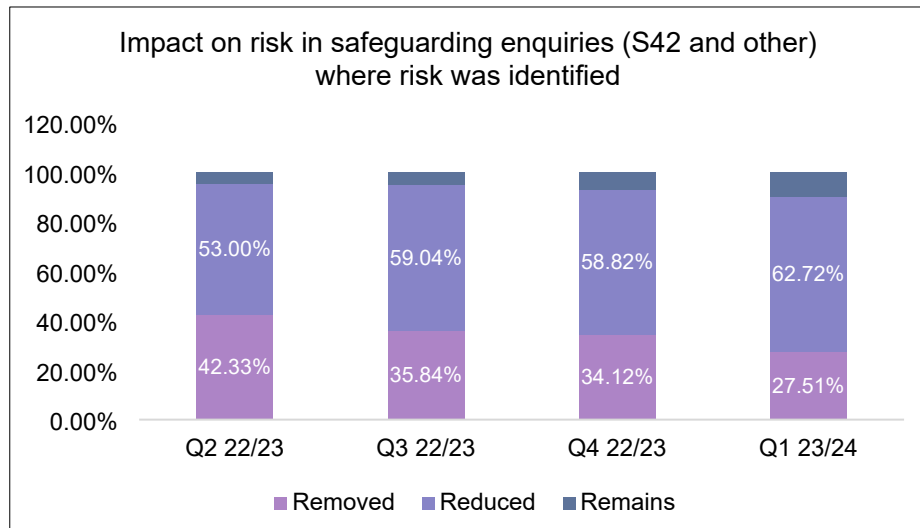
Impact on Risk (ASC Data)

S42 Enquiries Only – Benchmarking Data

	% of S42 Enquiries ONLY where risk was removed or reduced (where risk was identified)				
	Sheffield Q2 22/23	Sheffield Q3 22/23	Sheffield Q4 22/23	Sheffield Q1 23/24	All England (S42 Enquiries 21/22)
Risk Reduced or Removed	96%	95%	94%	92%	91%

S42 and Other Enquiries - Sheffield

Time Period	20/21 (12 Month Period)	21/22 (12 Month Period)	22/23 (12 Month Period)	Q2 22/23	Q3 22/23	Q4 22/23	Q1 23/24
% of enquiries (S42 and Other), where risk was identified, and it was reduced or removed.	73%	80%	93%	95%	95%	93%	90%



Why is this measure important? This measure establishes what happened to the risk being investigated (where the risk was identified) because of the action that was taken.

Commentary

In 91% of concluded **S42 safeguarding enquiries** during the quarter, where risk was identified, the reported outcome was that risk was reduced or removed. This is the same as the figure for All England in 21/22 (S42 Enquiries) which was 91%. However, over the last 4 quarters, the % of enquiries where the risk was removed has decreased, and the % of enquires where it was reduced has increased. The % where the risk remained has been between 5% and 10%.

The % of safeguarding enquiries where the risk was reduced or removed was 90%, this is - 5% against the target of 95% set in the Safeguarding plan.

Partnership and Accountability

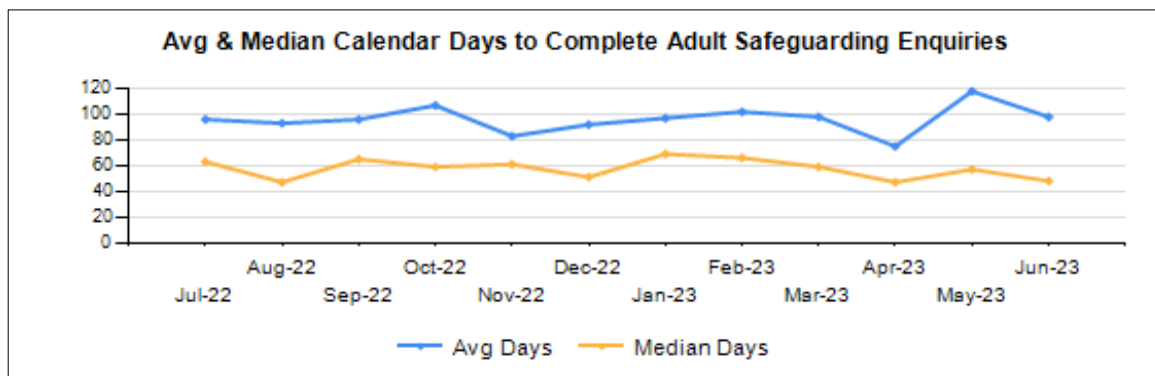
Average and Median Number of Calendar Days to Complete Adult Safeguarding Enquiries (ASC Data)

S42 Enquiries – Benchmarking Data

Average Calendar Days so far, in this Financial Year (Q1 23/24) to Complete S42 Enquiries.					
Local Authority	Sheffield	Leeds*	Doncaster	Barnsley	Rotherham
Average Calendar Days	95	74	37	58	91

* CIPFA nearest neighbour, local authority similar in regard to socioeconomic factors.

S42 and Other Enquiries – Sheffield Data



Why is this measure important? To ensure efforts are made to protect the person from neglect and abuse as quickly as possible and reduce risk.

Commentary

When compared with other local authorities in the region, Sheffield appears to take longer to complete S42 enquiries.

There are some cases where enquiries will be open for a long time, for example, where a court case is ongoing or where there are delays in others not coming back to ASC (this is being looked at as part of MASH).

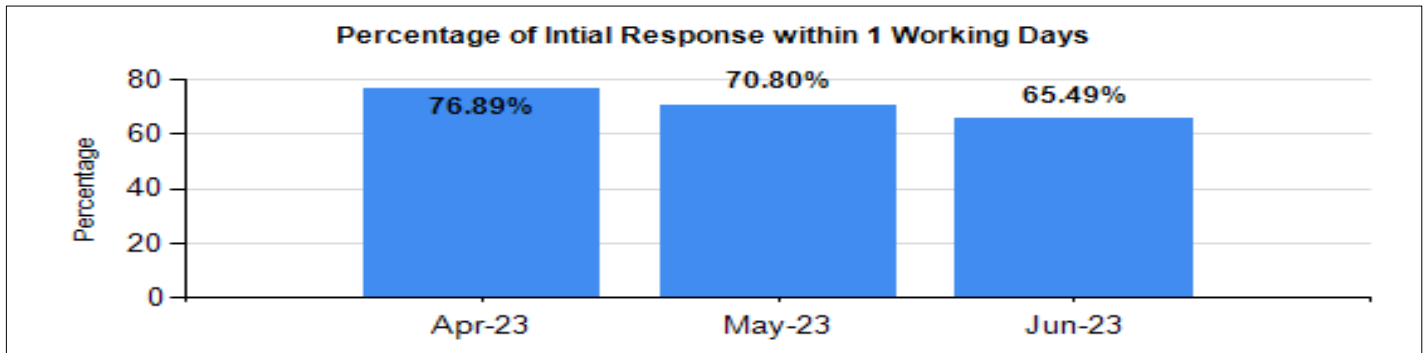
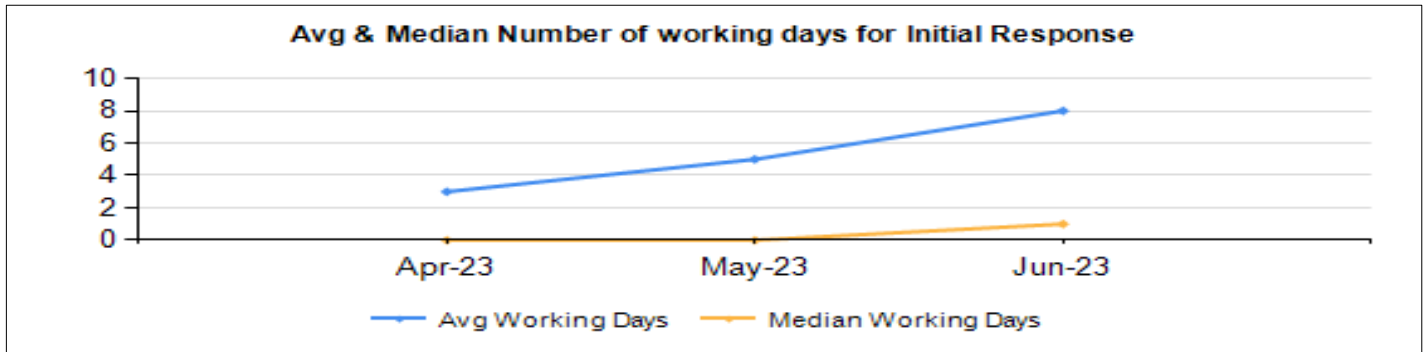
The median number of days continues to be much lower than the average and is potentially a truer reflection of the general length of enquiries in Sheffield as it is less impacted by outliers in the data.

Month	Average	Median
January	99	68
February	108	70
March	100	62
April	75	47

May	118	57
June	98	48

Although Enquiries may be taking longer when comparing to other local authorities, the risk is generally being reduced or removed. The median across the three months of Q1 23/24 was lower than across the three months of Q4 22/23. Although, May saw the highest average length of time to complete safeguarding enquiries, over the last 12 months with an average of 118 calendar days. Over the next quarter work will be undertaken to look at length of time to complete s42 enquiries and areas for further improvement.

Initial Response to Safeguarding Contacts Within 1 Working Day



Why is this measure important? This measure allows us to assess whether we are meeting the target of 24 hours when it comes to the initial assessment of the referral, so that risk is reduced and acted on as quickly as possible. This is the time between the contact being opened and it being closed or progressing to a "safeguarding episode". Measuring this response time was identified as an action in an internal safeguarding audit by Adult Care and Wellbeing in 2021 and is an ADASS Good Practice Standard.

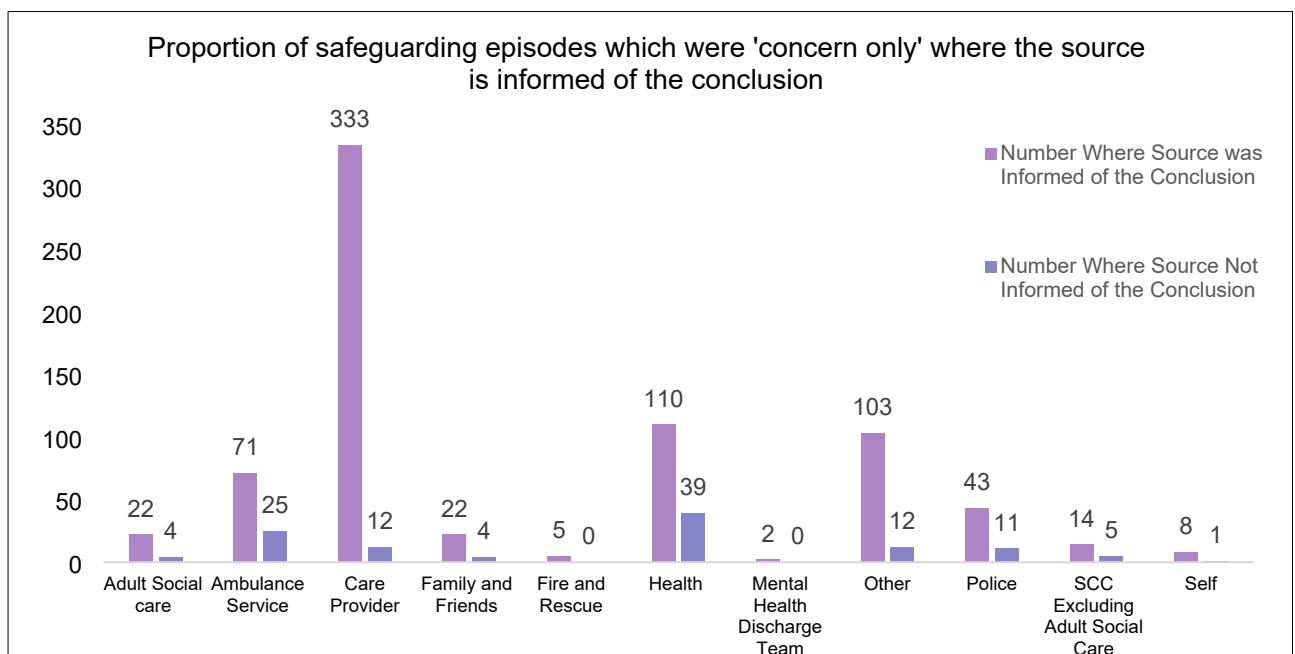
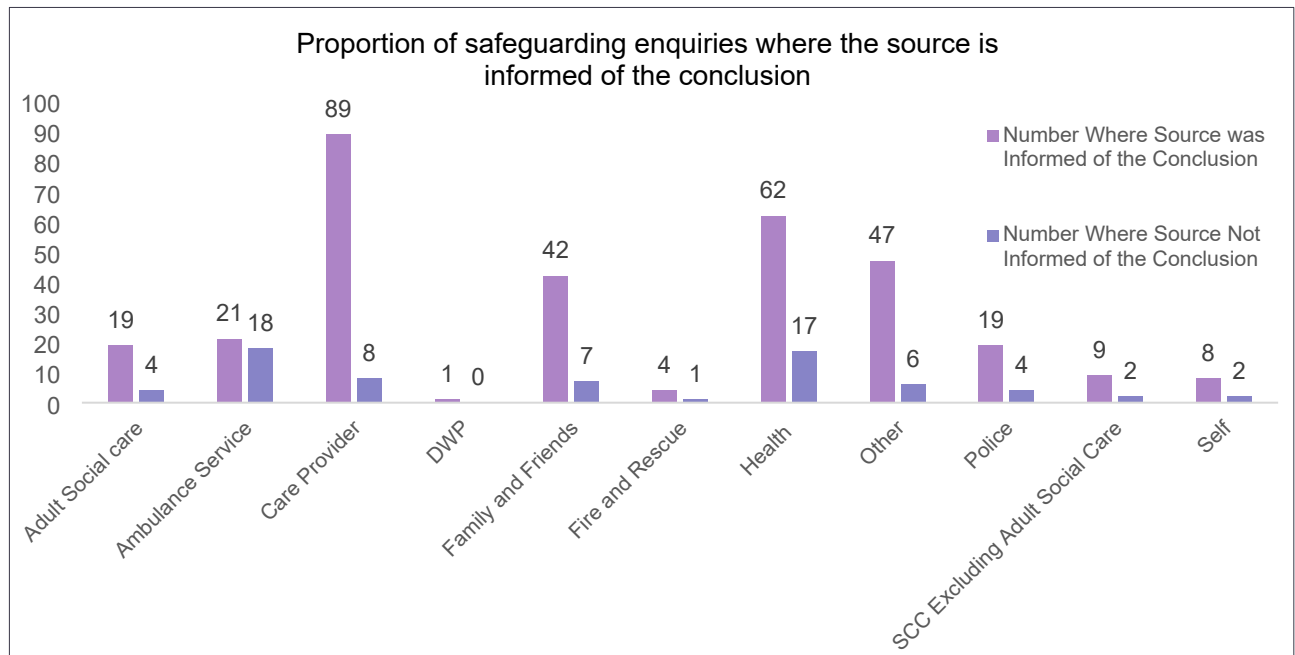
In April, 76.89% of initial responses were completed within 1 working day, 70.8% in May and 65.49% in June, therefore this figure has declined over the quarter.

The average number of days taken to complete initial response is higher than the median, suggesting that there are outliers bringing up the average figures. The median number of days was 0 in April and May, and 1 in June, whereas the averages were 3 in April, 5 in May and 8 in June. Its noted that this was undertaken alongside a 52% increase in referrals to Adult Care.

In April the Adult MASH went live, the intention of the new model was that the majority of safeguarding referrals should be made via MASH, and that MASH would complete the triage / initial response i.e., answer the questions 'is there suspected abuse or neglect?' and 'progress to safeguarding episode?', opening an episode if needed. As the model embeds further activity will be undertaken to continue to use the MASH as the central hub for safeguarding and triaging in 1 day.

Proportion of Safeguarding Enquiries and Concerns where the Source of the Referral is Informed of the Conclusion

	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Q2 22/23
Source Informed of Conclusion - Enquiries	82%	85%	81%	87%	82%
Source Informed of Conclusion - Concerns	74%	77%	74%	83%	87%



Why is this measure important? A recommendation from SAR Person D recommended “SASP review evidence that all agencies with safeguarding responsibilities receive appropriate feedback on their concerns and challenge circumstances where decisions may continue to leave the adult at risk.

Commentary

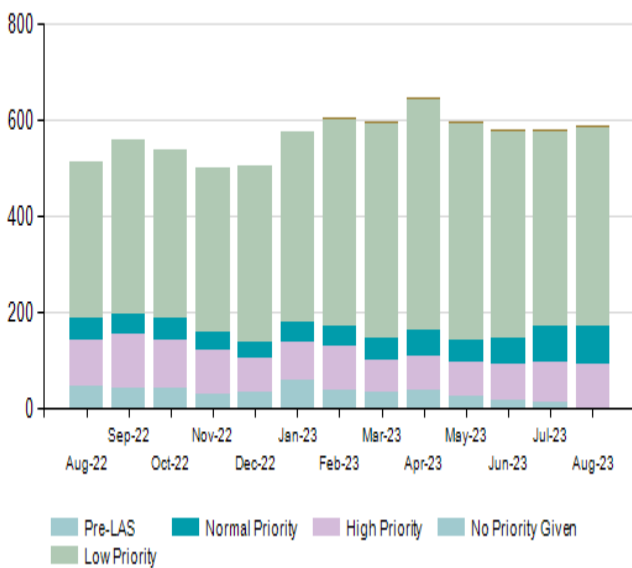
Overall % where source informed of conclusion in concerns the highest it has been over the last 5 quarters (87%). When looking at the figure by organisation, there are some organisations where the % is higher than others.

Unusually, this quarter, the % referrers informed of the outcome was higher for concerns this quarter than enquiries, this was requested by partners be undertaken as a priority.

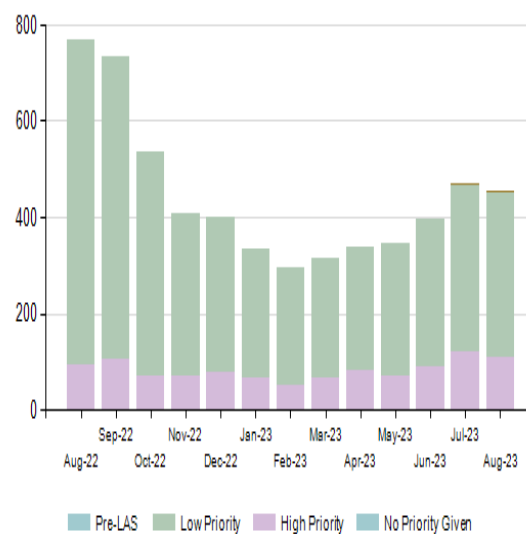
The high number of referrals into first contact, makes providing feedback difficult. It is aimed that the introduction of an Adult MASH will go some way towards improving the feedback loop to referrers therefore, this measure will be included in MASH metrics to measure progress and look for areas of improvement.

Accessibility of Services: DoLS waiting lists

New Assessments Awaiting Allocation per month



Renewal Assessments Awaiting Allocation per month



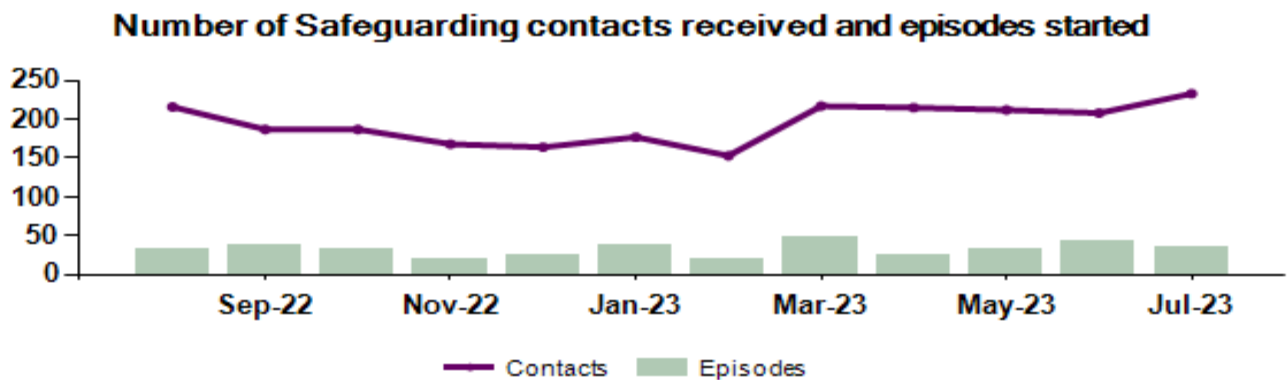
Why is this measure important? Following the Department of Health and social care decision in April 2023 to not proceed with the anticipated liberty protection safeguards, it is clear that local authorities will still have to continue authorising DOLs within the current legal framework of the Mental Capacity Act for the immediate short/ medium term.

Commentary

The last 6 months has seen a plateau in performance. The waiting list at the end of December was 505 for new referrals compared with 529 at the end of July 22. By the end of July 2023 this was at 578.

The waiting list for renewals, has in the last 3 months increased from its lowest in February 23 294 (below target of 334) to 468 at the end of July 2023. A risk has been added to the risk register regards the availability of social workers to meet DoLS demand in Sheffield, with a risk mitigation of review of resource required alongside dedicated recruitment campaign. See section 1.10.3 for actions being taken to mitigate these risks.

Accessibility of Services: Safeguarding Contacts Received



Why is this measure important? We need to be assured that safeguarding is being managed effectively and efficiently.

Commentary

Since the commencement of the Adult MASH, the screening process has been further streamlined to ensure it is more effective. Approximately 400 referrals are being received per week for new and known customers where potential safeguarding concerns have been identified. These are now being triaged within one working day of receipt. This is a significant shift from the previous process which typically saw around 200 referrals being held on a waiting list (and therefore not being screened within one working day). The screening tray is now cleared each day.

While the number of referrals has risen the waiting times has plateau for further enquiries and the tray is well managed by the MASH manager to ensure the most urgent work is allocated as priority.

While this is not reflected in the current measure of response in 24 hours it is linked to the improvement in providing feedback to referrers. There is ongoing improvement activity to look at response time scales according to risk including resources available.