

<b>Local Members Interest</b>
N/A

## **Safeguarding Overview & Scrutiny Committee - Monday 10 January 2022**

### **Adult Safeguarding Transformation Project**

#### **Recommendations**

I recommend that the committee

- a. Note the update on the Adult Safeguarding transformation including update on the Key Performance Indicators

#### **Report of Cllr Johnny McMahon, Cabinet Support Member for Public Health and Integrated Care**

#### **Summary**

##### **What is the Overview and Scrutiny Committee being asked to do and why?**

1. The overview and scrutiny committee are being asked to consider the update on the safeguarding transformation activity since the original report in September 2021

#### **Report**

##### **Background**

2. Staffordshire County Council has seen a year-on-year increase in the number of safeguarding concerns. As demonstrated by the table below this increase equates to an increase of 63% since 2017

Year	Safeguarding contacts
2017	10,925
2018	11,356
2019	14,769
2020	16,165

3. During this period the service has continued to operate with the same permanent resource levels; albeit in 2021 additional temporary resource has been seconded to the team to support some of the demand pressures

4. Ultimately the increase in demand had led to an increase in time taken to process referrals with a number of concerns being dealt with outside of our two-week timeframe.
5. It is important to note that even with the high demand levels we have experienced, all initial concerns are reviewed by the Staffordshire Adult Safeguarding Team (SAST) on the day they are received. They are all risk assessed and a decision made under section 42 of the care act by a qualified social worker (Advanced Practitioner). Working within the Multi-Agency Safeguarding Hub (MASH) enables SAST to continue to share information with relevant partner agencies and be effective in risk assessing adult safeguarding concerns.
6. We have also continued to respond to concerns assessed as high risk as a priority.
7. The processes, systems and paperwork have not been reviewed for 4 years and it became apparent that that review of the service was required to improve efficiencies and productivity of the team.

### Safeguarding Transformation Project Update

8. The Safeguarding transformation project is nearing completion and we have implemented many of the changes that were identified as necessary
9. **Process and System review:** The safeguarding contact has been embedded into practice and this has led to a decrease in number of concerns waiting and the time taken to respond.
10. The below charts show the improvement in closure rate since August 2021. These highlight that we have been able to close over 100% of new concerns which has allowed us to significantly reduce the numbers waiting for a protracted period of time.

Dates	Created			Closed				Closure Rate (Concerns Only)		
	Contacts (Total)	Concerns	Updates	Contacts & AS1 (Total)	Concerns	AS1's Closed	Updates	Total Closed	Difference	Closure Rate
23rd - 29th August	397	354	43	252	199	20	33	219	135	62%
30th August - 5th September	346	318	28	281	245	11	25	256	62	81%
6th - 12th September	415	373	42	369	306	14	49	320	53	86%
13th - 19th September	344	310	34	390	338	17	35	355	-45	115%
20th - 26th September	338	307	31	377	322	26	29	348	-41	113%
27th September - 3rd October	390	334	56	401	346	14	41	360	-26	108%
4th - 10th October	367	315	52	281	218	8	55	226	89	72%

Adult Safeguarding Closure Rate

Dates	Created			Closed				Closure Rate (Concerns Only)		
	Contacts (Total)	Concerns	Updates	Contacts & AS1 (Total)	Concerns	AS1's Closed	Updates	Total Closed	Difference	Closure Rate
8th - 14th November	308	272	36	508	455	16	37	471	-199	173%
15th - 21st November	329	299	30	452	414	8	30	422	-123	141%
22nd - 28th November	312	281	31	544	458	58	28	516	-235	184%
29th November - 5th December	256	236	20	364	296	49	19	345	-109	146%

11. The self-neglect process change has been implemented and so unnecessary delays in assessments have been reduced.
12. Our care management system, Care Director, now enables us to record safeguarding concerns against a care provider. This is assisting the Quality Assurance Team and safeguarding to proactively monitor care provider for patterns.
13. **Review of Resource Capacity:** Increased resource capacity has been agreed and SAST has increased its permanent safeguarding Advanced Practitioners by 3 and have been successful in recruiting to these posts and are awaiting clearances so they can commence in post.
14. **Ongoing Assurance of Quality and Performance:** To provide ongoing assurance and visibility of Safeguarding performance. We have developed clear Key Performance Indicators (KPIs) in line with the Staffordshire and Stoke on Trent Adult Safeguarding Partnership Board (SSASPB), national data and regional reports. These KPI's have been agreed and have been passed through to IT to be built, this is part of the Power BI work and so will be implemented in line with the prioritisation of this work.
15. In addition, we have developed a programme of Quality Audits to continue to evaluate and improve safeguarding practice.
16. **Next Steps:** The transformation changes are still expected to be fully embedded by March 2022.

### Link to Strategic Plan

17. Adult Social Care & Safeguarding as a service play an important part in contributing to the Health & Care Vision by:

**“Working in partnership to ensure that people who need support are able to maintain and maximise independence.”**

18. The key responsibilities of the DASS are:

- a. Leading commitment to outcomes for people at risk of harm;
- b. Developing the means to measure whether outcomes are realised so that practitioners and boards know how efficient they are;
- c. Services and procedures drive engagement with people and discuss with them the outcomes that they want at the beginning, middle and end of the process;
- d. Staff are competent in working with families and networks and have skills, knowledge and permission to use the full range of legal and social work interventions;
- e. Engage with local criminal and justice systems to make sure victims get the same access to justice as everyone else.
- f. Performance of safeguarding services is regularly checked and audited

### **Link to Other Overview and Scrutiny Activity**

N/A

### **Community Impact**

No Impact

### **List of Background Documents/Appendices:**

None.

### **Contact Details**

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