Adult Social Care Dashboard

May 2019

Kent County Council
kent.gov.uk

Key to RAG (Red/ Amber/ Green) ratings applied to KPIs	
GREEN	Target has been achieved or exceeded
AMBER	Performance is behind target but within acceptable limits
RED	Performance is significantly behind target and is below an acceptable pre-defined minimum *

* In future, when annual business plan targets are set, we will also publish the minimum acceptable level of performance for each indicator which will cause the KPI to be assessed as red when performance falls below this threshold

Adult Social Care Indicators

The key Adult Social Care indicators are listed in summary form below, with more detail in the following pages. A subset of these indicators feed into the Quarterly Monitoring Report, for Cabinet. This is clearly labelled on the summary and in the detail.
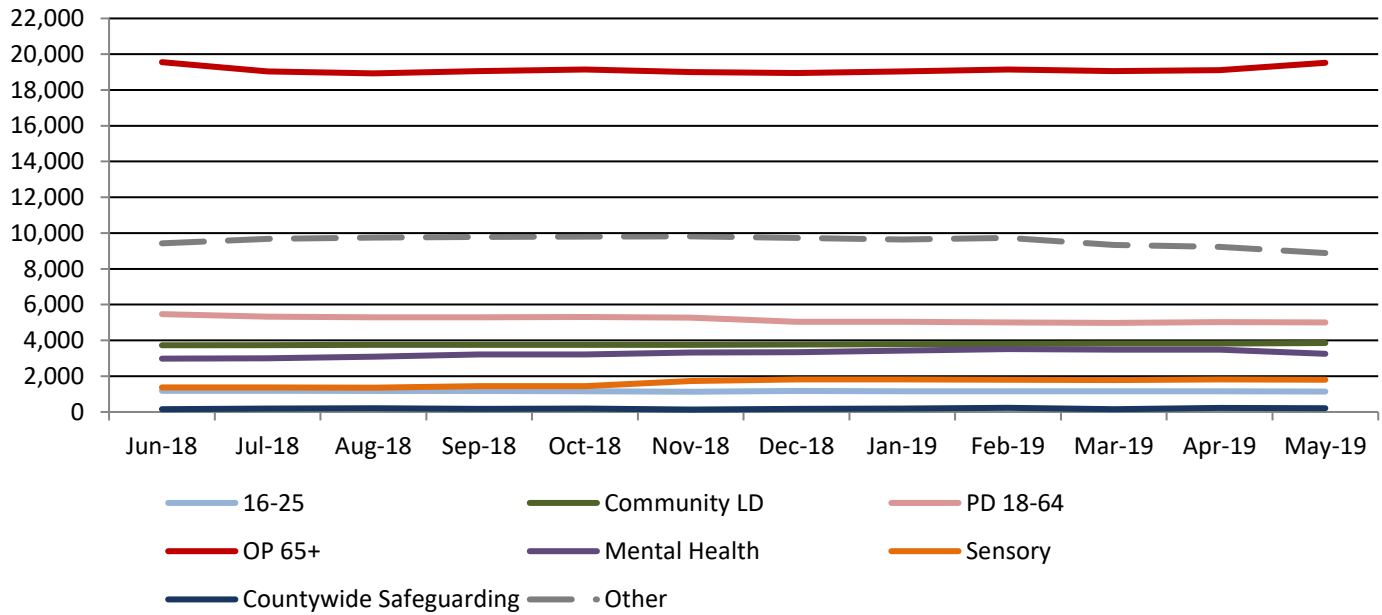
Some indicators are monthly indicators, some are annual, and this is clearly stated.

All information is as at the latest month wherever possible.

Indicator Description		DivMT Report	QPR	2017-18 Outturn	Current 2019-20 Target	Current Position	Data Period	RAG
1	Total number of people supported, by presenting need			37,958	N/A	37,749	Snapshot	N/A
2	Percentage of contacts resolved at source	Y	Y	75%	70%	76%	Month	GREEN
3	Referrals to Enablement	Y	Y	1,179	961	1,137	Month	GREEN
4	Clients still independent after enablement		Y	73%	60%	78%	Snapshot	GREEN
5	Delayed Transfers of Care - proportion that are social care		Y	19.8%	30%	27.7%	12M	GREEN
6	Total Delays per 100,000 population		Y		8.7	15.7	Month	RED
7	Admissions to permanent residential or nursing care for	Y	Y	152	150	139	Month	GREEN
8	Number of people aged 65+ in permanent residential care	Y	Y	2,129	2,003	2,158	Snapshot	AMBER
9	Number of people aged 65+ in permanent nursing care	Y	Y	1,095	1,075	1,117	Snapshot	AMBER
10	Number of people receiving homecare	Y	Y	4,219	4,290	4,300	Snapshot	AMBER
11	Number of people receiving direct payments	Y	Y	4,199	3,017	3,052	Snapshot	AMBER
12	Number of people with a learning disability in	Y	Y	1,069	1,056	1,065	Snapshot	AMBER
13	Number of people with a learning disability receiving a	Y	Y	3,105	N/A	3,110	Snapshot	AMBER
14	Number of people with Mental health needs in residential care	Y	Y	308	306	309	Snapshot	AMBER
15	Number of people with Mental health needs receiving a community service	Y	Y	523	N/A	513	Snapshot	GREEN
16.1	Number of Safeguarding concerns		Y	956	N/A	1,064	Month	N/A
16.2	Number of Safeguarding enquiries		Y	472	N/A	407		
16.3	Number of safeguarding consultations		Y	286	N/A	295		
16.4	Number of safeguarding closures		Y	642	N/A	505		
17	Number of DOLS applications		Y	468	472	464	Month	GREEN

1) Total Number of Supported People

					N/A
Cabinet Member	Clair Bell			**Director**	Penny Southern
Portfolio	Adult Social Care			**Division**	OPPD DCALDMH

Data Notes
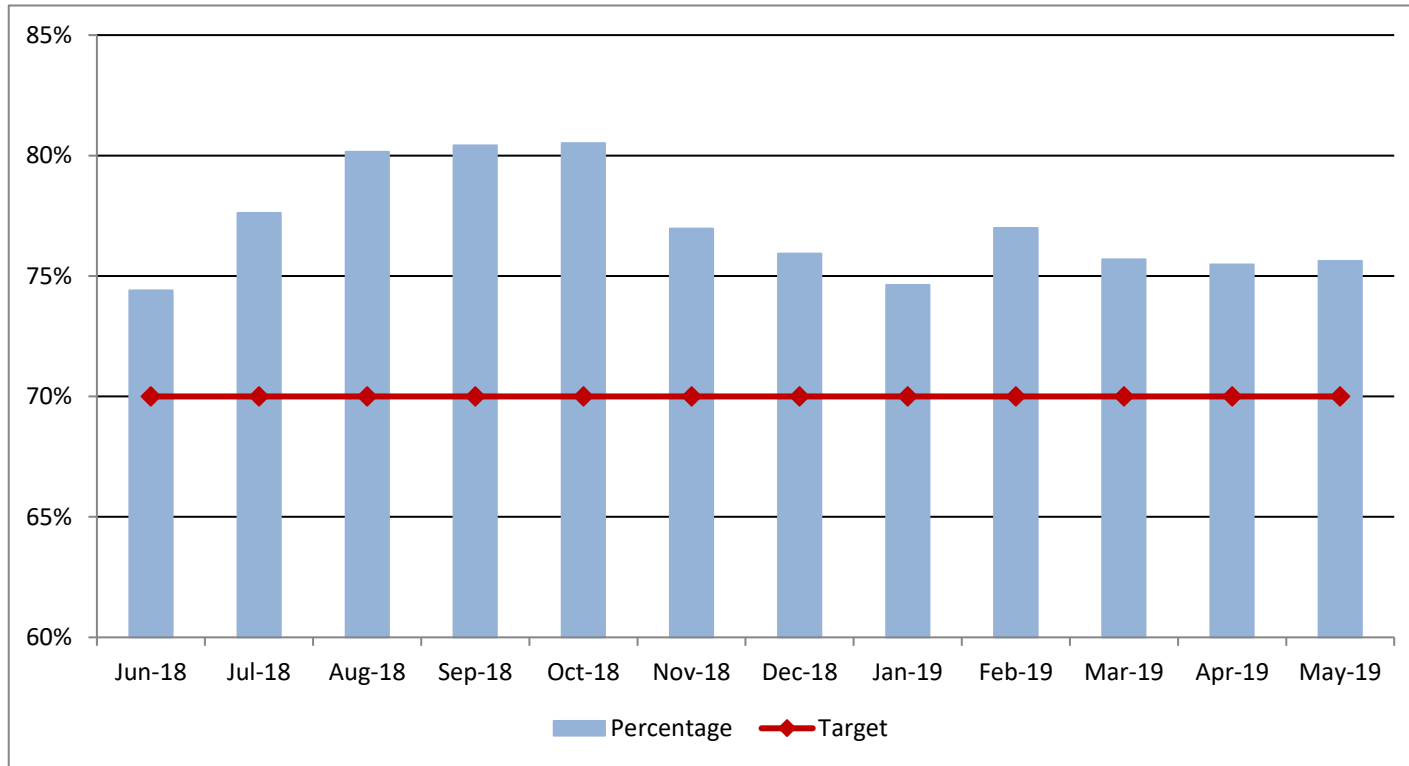
Data Source: County Caseload

Counts here are inclusive of all involvements, whether Key Worker or additional, and are of unique clients appearing on the relevant caseload. Where a client has an involvement with more than one business area, that client will be counted once against the business area and once in the total individual count; the total individual count is therefore likely to be lower than the sum of the individual areas.

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Total Individual Count	**37,716**	**37,306**	**37,346**	**37,701**	**37,833**	**38,053**	**38,053**	**38,309**	**38,440**	**37,958**	**37,749**	**37,757**
16-25	*1,182*	*1,182*	*1,181*	*1,178*	*1,156*	*1,130*	*1,167*	*1,161*	*1,155*	*1,156*	*1,156*	*1,137*
Community LD	*3,731*	*3,732*	*3,758*	*3,758*	*3,759*	*3,755*	*3,762*	*3,791*	*3,799*	*3,818*	*3,818*	*3,855*
PD 18-64	*5,470*	*5,335*	*5,295*	*5,284*	*5,308*	*5,270*	*5,040*	*5,041*	*5,006*	*4,980*	*5,021*	*4,999*
OP 65+	*19,555*	*19,034*	*18,929*	*19,056*	*19,153*	*18,999*	*18,942*	*19,044*	*19,138*	*19,060*	*19,101*	*19,530*
Mental Health	*2,982*	*3,008*	*3,087*	*3,218*	*3,221*	*3,315*	*3,336*	*3,432*	*3,515*	*3,489*	*3,490*	*3,256*
Sensory	*1,368*	*1,376*	*1,358*	*1,446*	*1,443*	*1,739*	*1,812*	*1,817*	*1,794*	*1,789*	*1,820*	*1,797*
Countywide Safeguarding	*154*	*197*	*204*	*176*	*187*	*136*	*166*	*198*	*232*	*163*	*224*	*217*
Other	*9,420*	*9,683*	*9,744*	*9,780*	*9,797*	*9,818*	*9,738*	*9,633*	*9,734*	*9,329*	*9,235*	*8,885*

Commentary

The *Other* business area includes Headquarters-aligned teams, such as Client Financial Affairs, Carer locality, etc. There is a large number of people who have an additional worker involvement recorded against an "Other" team but no Key Worker involvement - these are likely to result from clients having referrals closed incorrectly.

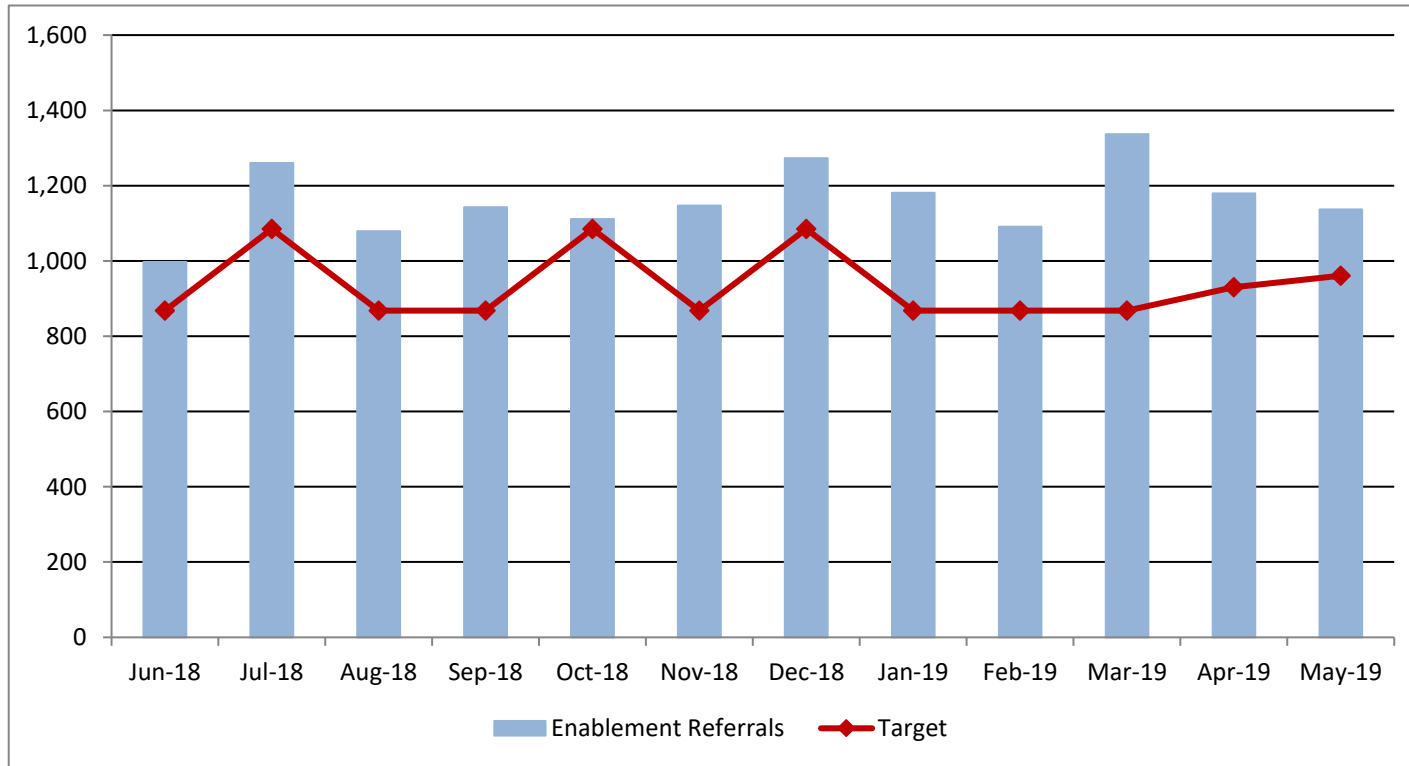| 2) Percentage of Contacts resolved at source		GREEN
Cabinet Member	Clair Bell	**Director** Janice Duff
Portfolio	Adult Social Care	**Division** Older People and Physical Disability

Data Notes
Data Source: OPPD DivMT Report

Quarterly Performance Report Indicator

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Target	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**
Percentage	74%	78%	80%	80%	81%	77%	76%	75%	77%	76%	75%	76%
RAG Rating	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**

Commentary
This is the percentage of people who's needs are met at the point of contacting Social Care through information, advice, guidance or small pieces of equipment. A key priority for Adult Social Care is to respond to more people's needs at the point of contact, through better information, advice and guidance, or provision of equipment where appropriate.

3) Referrals to Enablement

			GREEN
Cabinet Member	Clair Bell	**Director**	Janice Duff
Portfolio	Adult Social Care	**Division**	Older People and Physical Disability

Data Notes

Unit of Measure: Number of people who had a referral that led to an Enablement service

Data Source: Enablement Dashboard + Hilton

Quarterly Performance Report Indicator

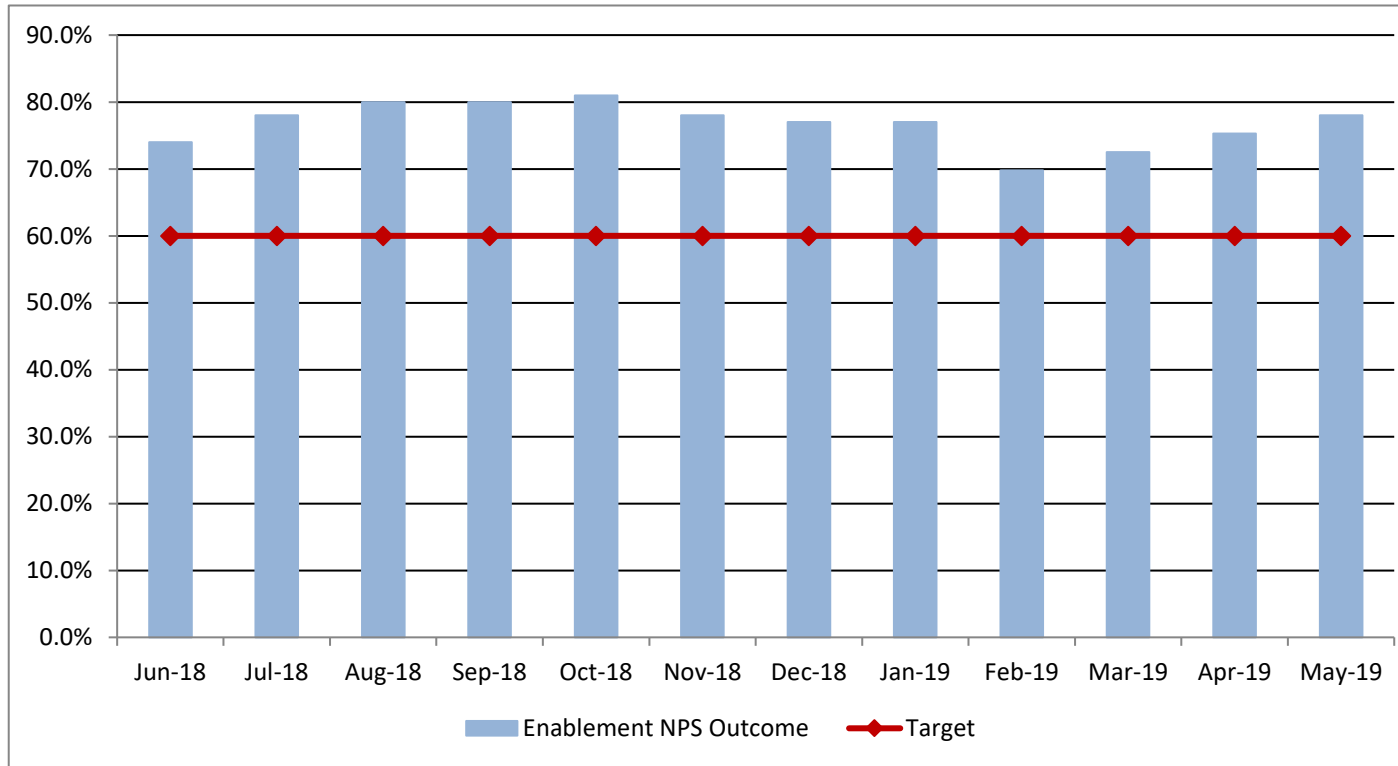|	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Target	**868**	**1,085**	**868**	**868**	**1,085**	**868**	**1,085**	**868**	**868**	**868**	**930**	**961**
Enablement Referrals	997	1,260	1,079	1,143	1,111	1,147	1,273	1,181	1,091	1,337	1,179	1,137
RAG Rating	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**

Commentary

This the number of referrals to our enablement service which is a specialist service to enable people to live independently and undertake daily tasks without support and is inclusive of referrals to Hilton. The overall picture of people being supported in the full range of enabling services is much more positive. A number of other schemes commissioned by KCC, the NHS and CCGs such as Home First and Hilton's Discharge to Assess are delivering intermediate care which is enabling people that would have ordinarily have gone through our KEAH service prior to these schemes existence.

4) Clients still independent after Enablement — **GREEN**

Cabinet Member	Clair Bell	**Director**	Janice Duff
Portfolio	Adult Social Care	**Division**	Older People and Physical Disability

Data Notes

Unit of Measure: Percentage of people who received an Enablement service who had no public support at the end of their enablement service.

Data Source: Enablement Dashboard
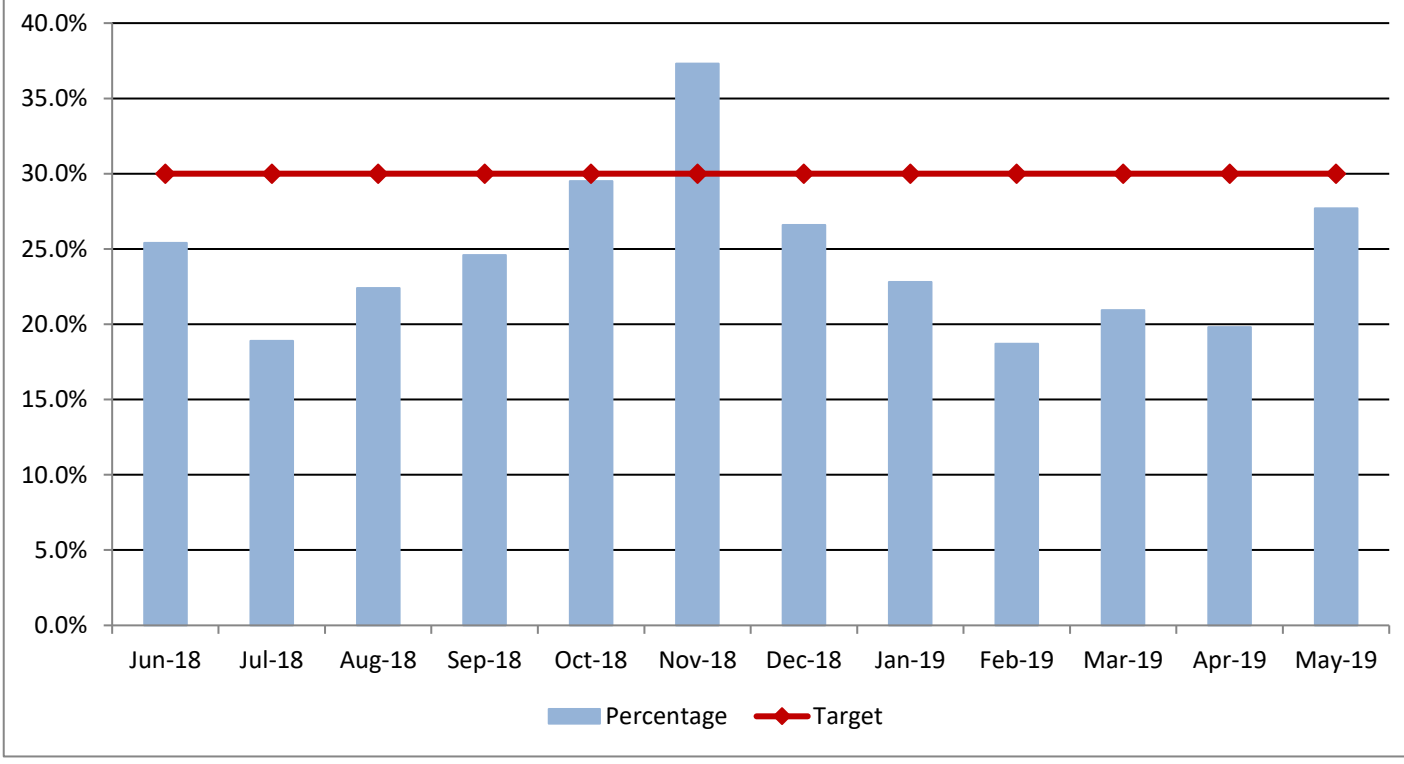
Quarterly Performance Report Indicator

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Target	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**
Enablement NPS Outcome	74.0%	78.0%	80.0%	80.0%	81.0%	78.0%	77.0%	77.0%	69.8%	72.5%	75.3%	78.0%
RAG Rating	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN

Commentary

Performance continues to be above target.

5) Delayed Transfers of Care - Social Care Responsibility — **GREEN**

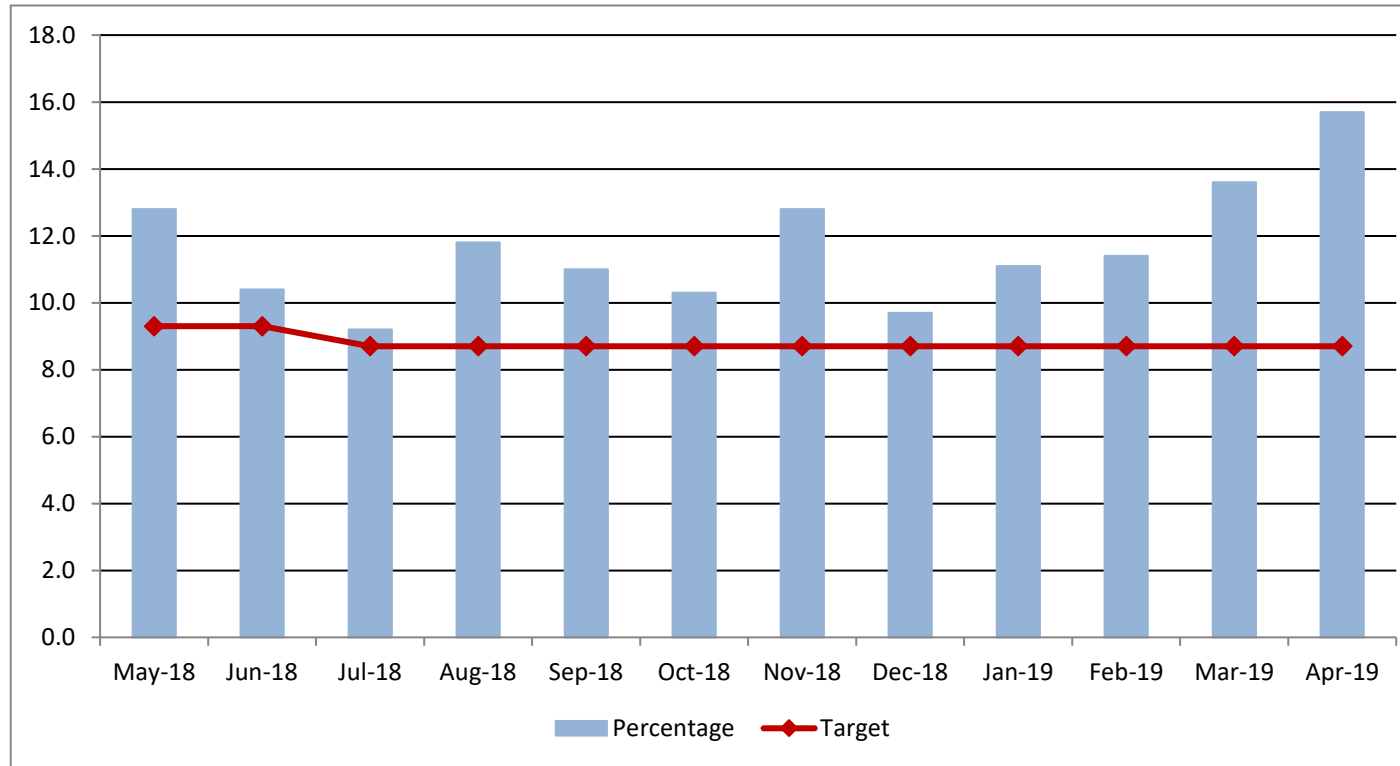| Cabinet Member	Clair Bell	Director	Janice Duff
Portfolio	Adult Social Care	Division	Older People and Physical Disability

Data Notes

This indicator represents the percentage of all delays attributable to Adult Social Care or Jointly with the NHS.

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Target	**30%**	**30%**	**30%**	**30%**	**30%**	**30%**	**30%**	**30%**	**30%**	**30%**	**30%**	**30%**
Percentage	25.4%	18.9%	22.4%	24.6%	29.5%	37.3%	26.6%	22.8%	18.7%	20.9%	19.8%	27.7%
RAG Rating	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**AMBER**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**

Commentary

This is the proportion of delays to discharge from hospital that are attributable to Adult Social Care or Jointly with the NHS. Delayed transfers can be affected by many factors, mainly client choice and health based reasons. Whilst there are ongoing pressures to find social care placements, these have been eased with support such as intermediate care and step down beds. Information relating to delayed transfers of care is collected from health on a monthly basis. As of May 2019, 27.7% of delays are attributable in whole or part to Adult Social Care. For Social Care delayed discharges, the three main reasons were: Awaiting Residential Home (422 bed days), Awaiting Domiciliary Care Package (225 bed days) and Awaiting Nursing Home (156 bed days).

6) Delayed Transfers of Care - Total Delays per 100,000 Population — RED

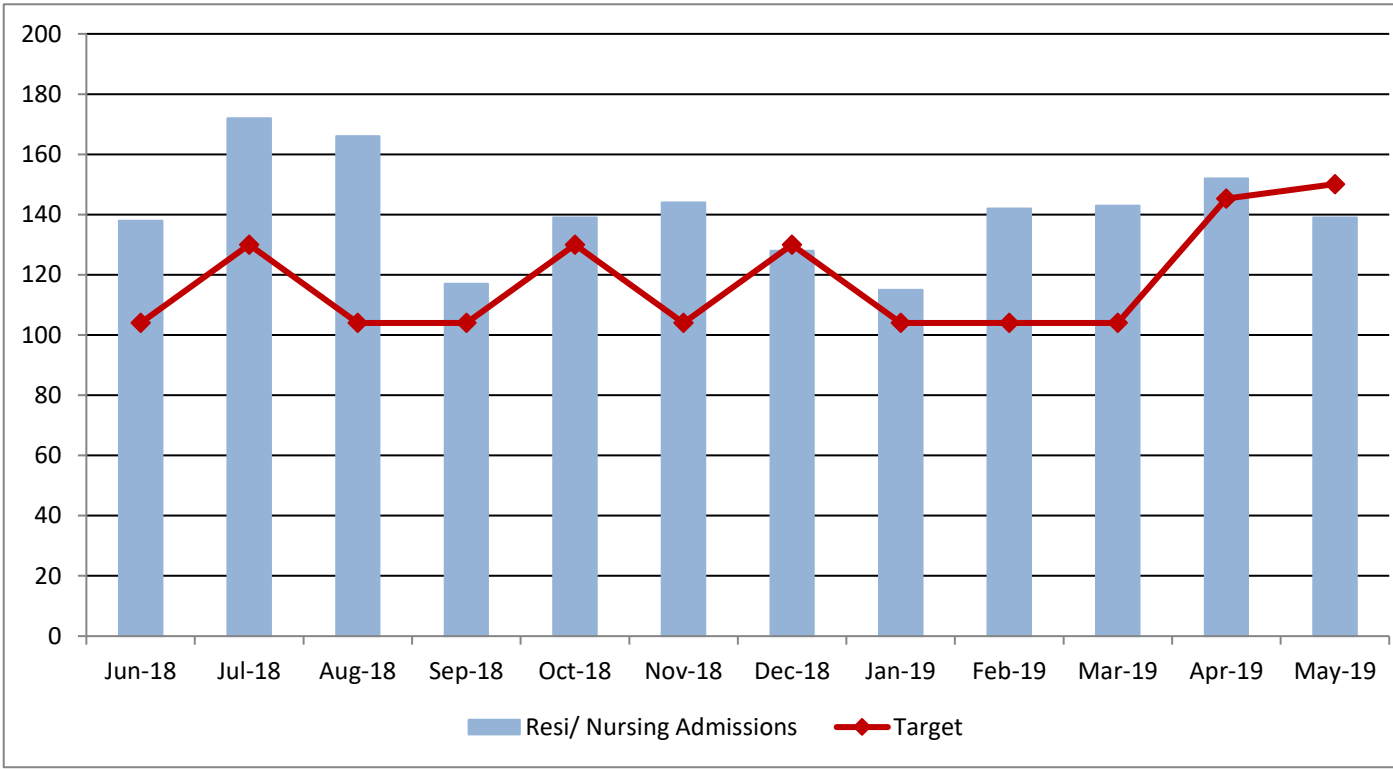| Cabinet Member	Clair Bell	Director	Janice Duff
Portfolio	Adult Social Care	Division	Older People and Physical Disability

Data Notes

Based on locally collected discharge data. Figures for the latest month do not include Adult MH delays as this data is submitted after publication on the 21st working day of the month.

	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
Target	**9.3**	**9.3**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**
Percentage	12.8	10.4	9.2	11.8	11.0	10.3	12.8	9.7	11.1	11.4	13.6	15.7
RAG Rating	RED	RED	AMBER	RED	RED	RED	RED	RED	RED	RED	RED	RED

Commentary

The ratio of patients with a delayed discharge (including all responsibilities for the delay) has been consistently above the target of 8.7 delayed discharges per 100,000 of population. The key pressure areas for Social Care Delays are within KMPT [44.4% of all Kent delays], Maidstone and Tunbridge Wells [25% of all Kent delays], Medway Foundation Trust [11% of all Kent delays].

7) Admissions to permanent residential or nursing care for people aged 65+

GREEN

Cabinet Member	Clair Bell	Director	Janice Duff
Portfolio	Adult Social Care	Division	Older People and Physical Disability

Data Notes

Unit of Measure: Older people placed into Permanent Residential and Nursing Care per month, provided a month in arrears to allow for late input.
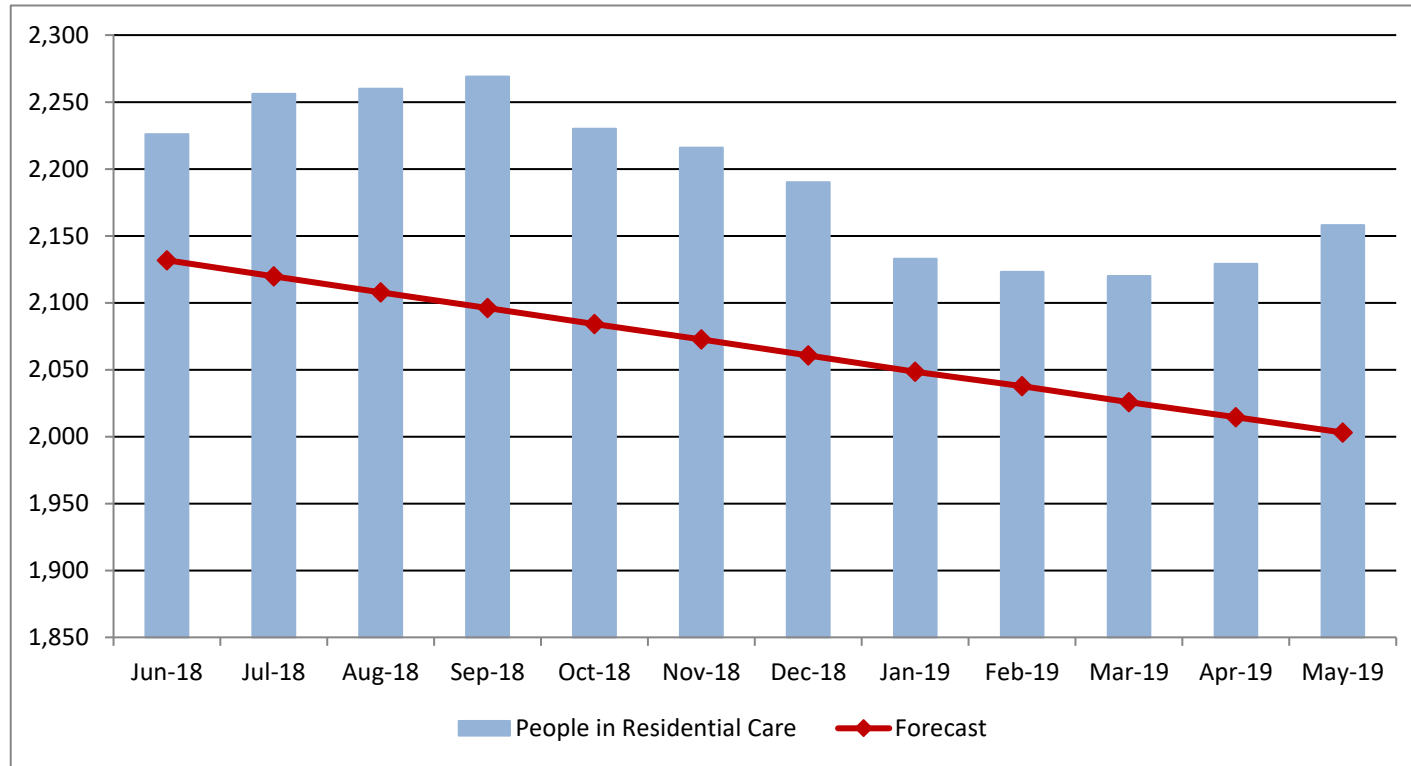
Data Source: OPPD SMT Report

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Target	**104**	**130**	**104**	**104**	**130**	**104**	**130**	**104**	**104**	**104**	**145**	**150**
Resi/ Nursing Admissions	138	172	166	117	139	144	128	115	142	143	152	139
RAG Rating	RED	RED	RED	RED	AMBER	RED	GREEN	RED	RED	RED	AMBER	GREEN

Commentary

This is the number of older people newly placed in a permanent residential/ nursing care home. Please note that figures for the most recent months include provisional placements agreed at panel that have started in the month but not yet been recorded on SWIFT. Reducing admissions to permanent residential or nursing care is a clear objective for the Directorate. Many admissions are linked to hospital discharges, specific circumstances or health conditions, breakdown in carer support, falls, incontinence and dementia. Admissions are examined to understand exactly why they have happened on a monthly basis. The objectives of the modernisation programme will be to ensure that the right services are in place to ensure that people can self manage with these conditions, and ensure that a falls prevention strategy and support is in place to reduce the need for admission. In the meantime, there are clear targets set for the teams which are monitored on a bi-weekly basis.

8) Number of people aged 65+ in permanent residential care (AS01) — AMBER

Cabinet Member	Clair Bell	**Director**	Janice Duff
Portfolio	Adult Social Care	**Division**	Older People and Physical Disability

Data Notes

Unit of Measure: End of month snapshot of the number of people aged 65+ in permanent residential care
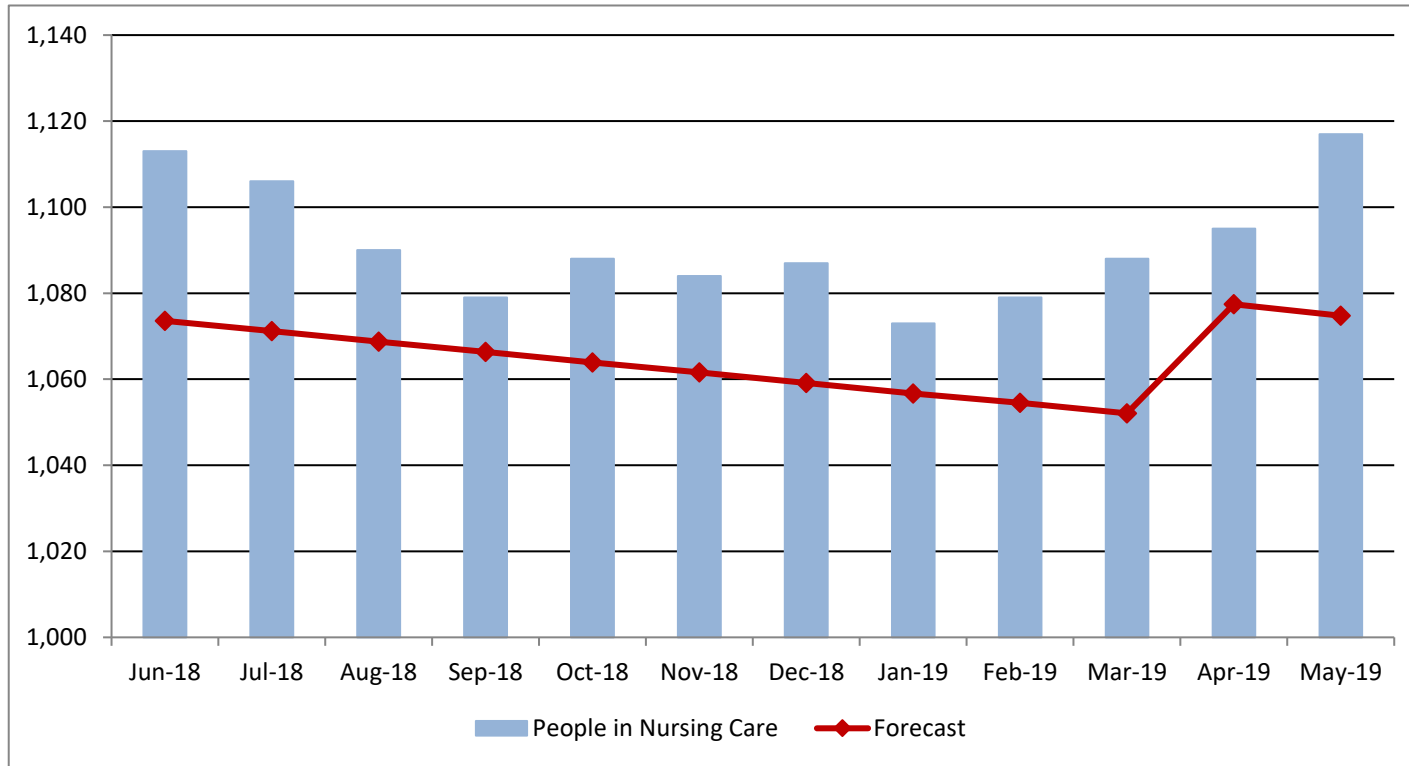
Data Source: OPPD SMT Report

Quarterly Performance Report Indicator

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Forecast	**2,132**	**2,120**	**2,108**	**2,096**	**2,084**	**2,073**	**2,061**	**2,049**	**2,038**	**2,026**	**2,015**	**2,003**
People in Residential Care	2,226	2,256	2,260	2,269	2,230	2,216	2,190	2,133	2,123	2,120	2,129	2,158
RAG Rating	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER

Commentary

This is the number of people in permanent residential care at the end of the month. The number of people aged 65+ in permanent residential care has declined by 68 people in the past 12 months (3.1% decrease). Currently there are 155 more clients than the 2019 May target. There is an end of year target of 1,890 people or fewer to be in permanent residential care by 31st March 2020.

9) Number of people aged 65+ in permanent nursing care (AS02) **AMBER**

Cabinet Member	Clair Bell	**Director**	Janice Duff
Portfolio	Adult Social Care	**Division**	Older People and Physical Disability

Data Notes

Unit of Measure: End of month snapshot of the number of people aged 65+ in permanent nursing care

Data Source: OPPD SMT Report
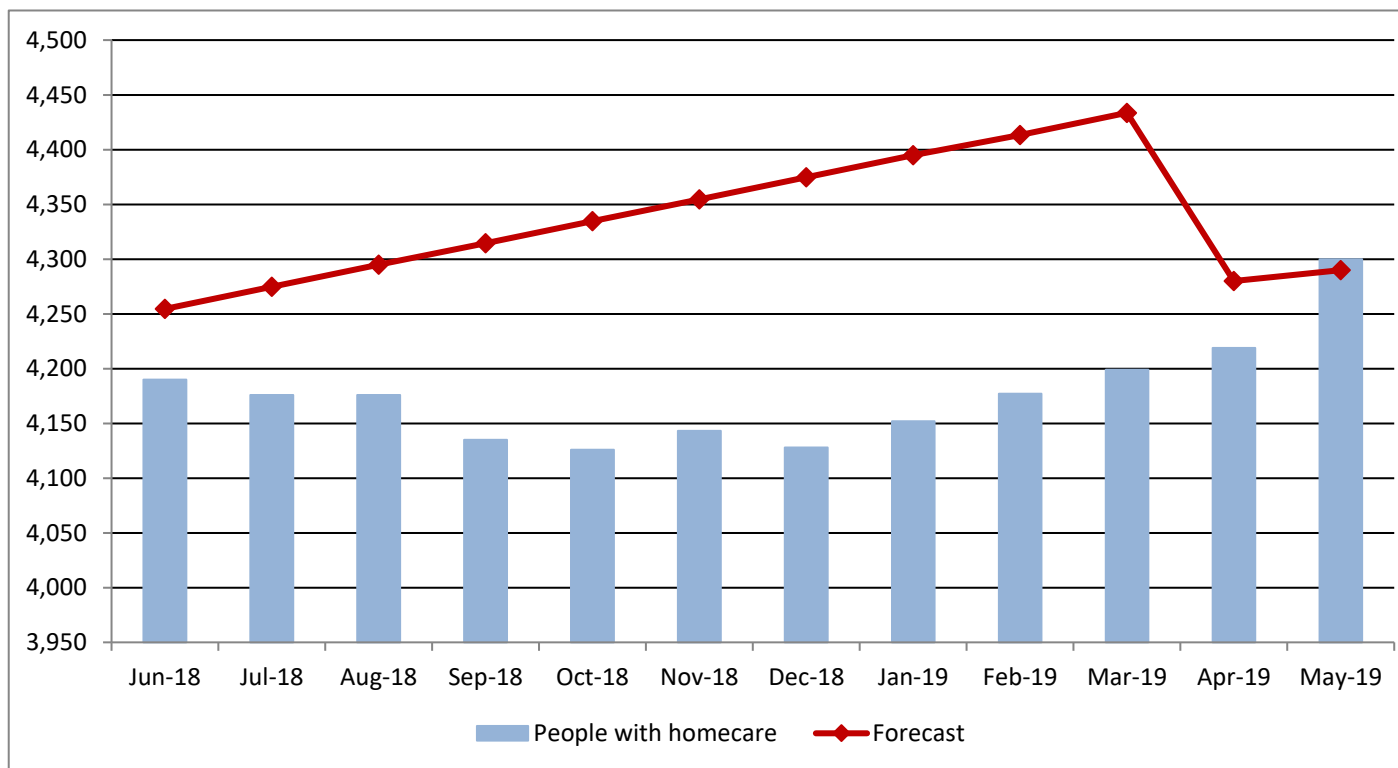
Quarterly Performance Report Indicator

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Forecast	**1,074**	**1,071**	**1,069**	**1,066**	**1,064**	**1,062**	**1,059**	**1,057**	**1,055**	**1,052**	**1,077**	**1,075**
People in Nursing Care	1,113	1,106	1,090	1,079	1,088	1,084	1,087	1,073	1,079	1,088	1,095	1,117
RAG Rating	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER

Commentary

This is the number of people in permanent nursing care at the end of the month. The number of people aged 65+ in permanent Nursing Care has declined by 4 people in the past 12 months (0.4% decrease). Currently there are 42 more clients than the 2019 May target. There is a target of 1,049 people or fewer in Nursing care by 31 March 2020.

10) Number of people receiving homecare (AS03)

				AMBER
Cabinet Member	Clair Bell	**Director**	Janice Duff
Portfolio	Adult Social Care	**Division**	Older People and Physical Disability

Data Notes

Unit of Measure: End of month snapshot of the number of people receiving homecare

Data Source: OPPD SMT Report

Quarterly Performance Report Indicator

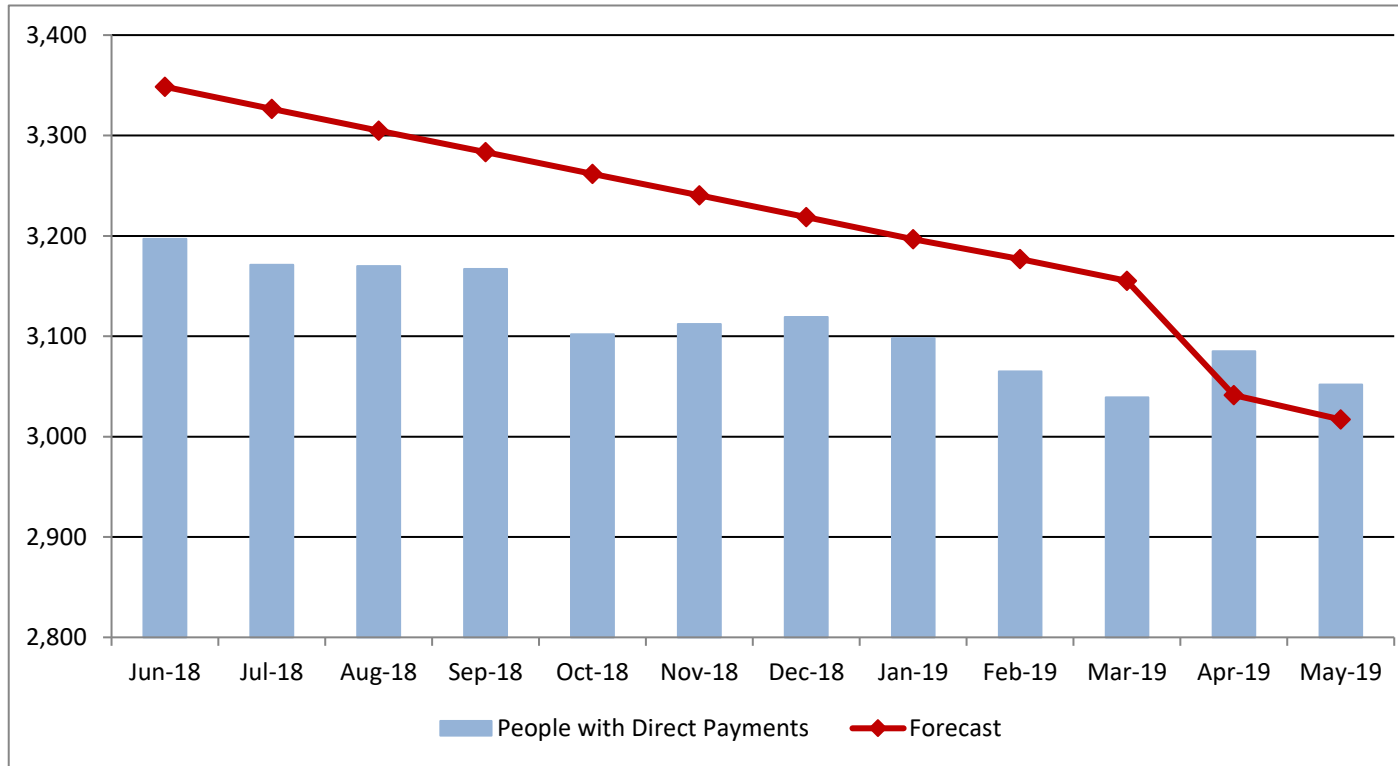|	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Forecast	**4,255**	**4,275**	**4,295**	**4,315**	**4,335**	**4,354**	**4,375**	**4,395**	**4,413**	**4,434**	**4,280**	**4,290**
People with homecare	4,190	4,176	4,176	4,135	4,126	4,143	4,128	4,152	4,177	4,199	4,219	4,300
RAG Rating	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**AMBER**

Commentary

This is the total number of people receiving homecare which has been increasing steadily over the last 12 months (2.6% increase), with an additional 110 people in receipt of Homecare. Homecare is largely delivered to people over the age of 65, with 3,305 people aged 65+ receiving services at the end of May and 995 people aged 18-64 in receipt of a homecare service.

The average hours per older person per week remains below the 2019-20 target of 10 hours or less per person at 9.9 average hours per person. The average hours per Physically Disabled adult aged 18-64 per week remains below the 2019-20 target of 11 hours or less per person at 10 average hours per person.

11) Number of people receiving direct payments		**AMBER**
Cabinet Member	Clair Bell	**Director** Janice Duff/ Richard Smith
Portfolio	Adult Social Care	**Division** OPPD / DCLDMH

Data Notes

Unit of Measure: End of month snapshot of the number of people receiving direct payments

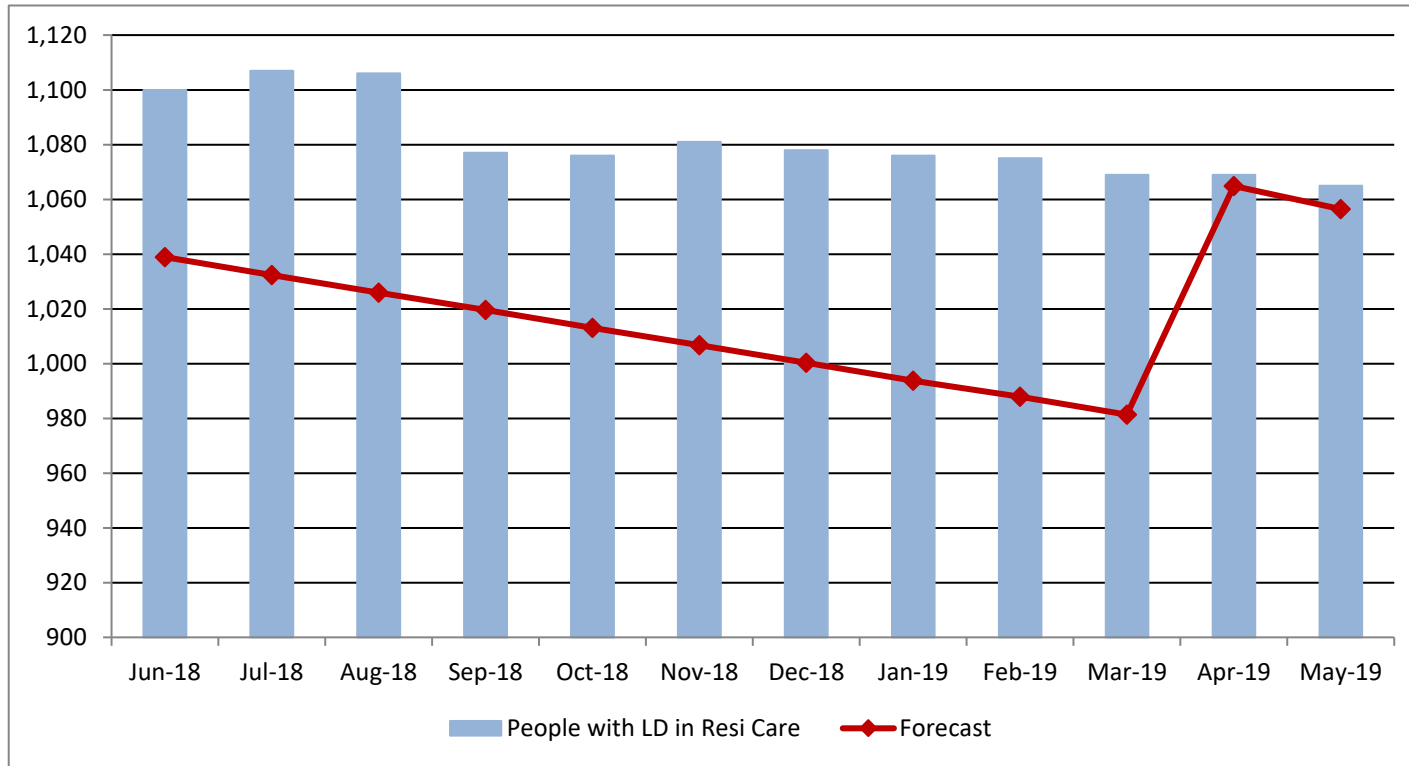Data Source: OPPD/LDMH SMT Report

Quarterly Performance Report Indicator

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Forecast	**3,348**	**3,327**	**3,305**	**3,284**	**3,262**	**3,241**	**3,219**	**3,197**	**3,177**	**3,155**	**3,041**	**3,017**
People with Direct Payments	3,197	3,171	3,170	3,167	3,102	3,112	3,119	3,098	3,065	3,039	3,085	3,052
RAG Rating	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**GREEN**	**AMBER**	**AMBER**

Commentary

This the total number of people who have a direct payment and purchase their own care.

Direct payments has been declining across all function throughout 2018-19. However, for April and May 2019 LD has seen an increase of 45 additional LD clients in receipt of a direct payment which has pushed this indicator into Amber.

12) Number of people with a learning disability in residential/nursing care (AS04) — AMBER

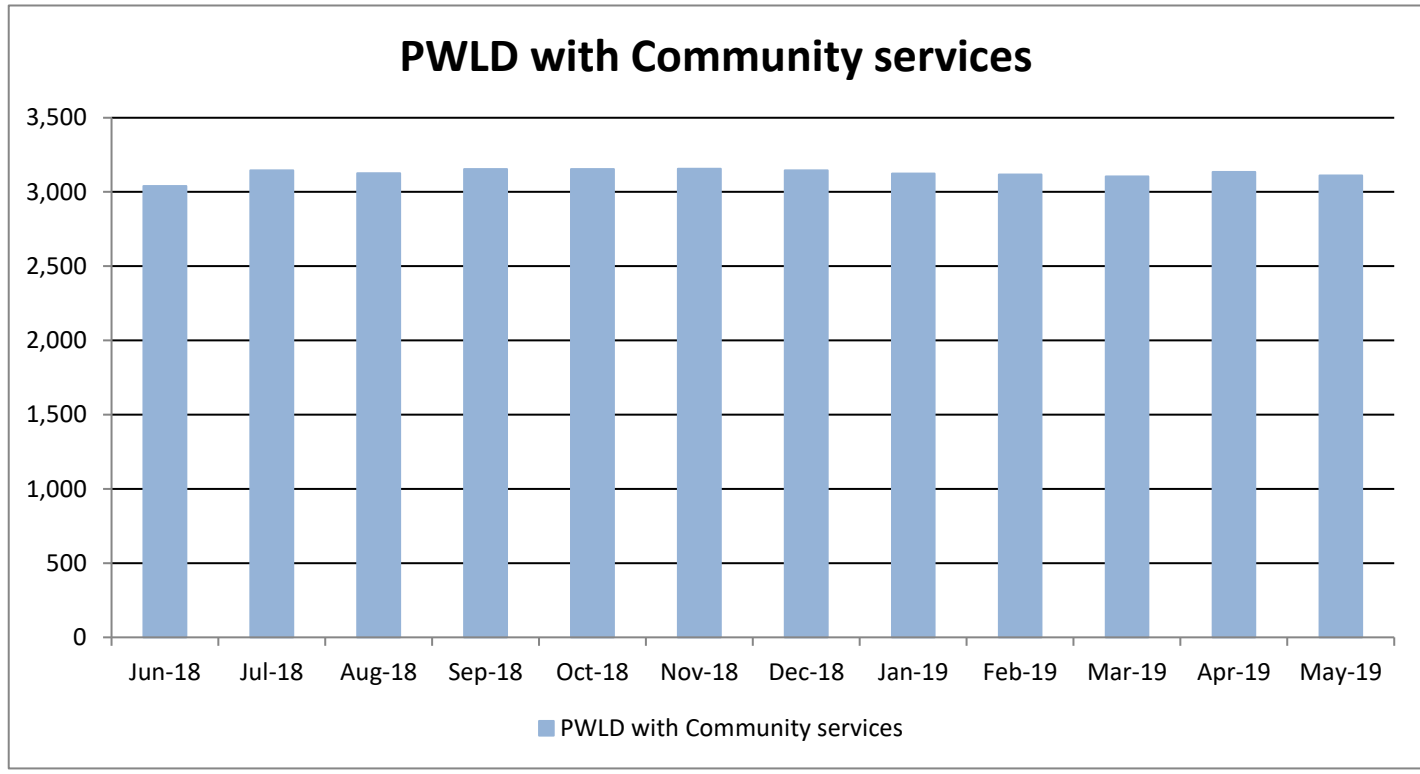| Cabinet Member	Clair Bell	Director	Richard Smith
Portfolio	Adult Social Care	Division	Learning Disability

Data Notes

Unit of Measure: Number of people with a learning disability in permanent residential or nursing care as at month end.

Data Source: LD DivMT Report

Quarterly Performance Report Indicator

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Forecast	**1,039**	**1,032**	**1,026**	**1,020**	**1,013**	**1,007**	**1,000**	**994**	**988**	**981**	**1,065**	**1,056**
People with LD in Resi Care	1,100	1,107	1,106	1,077	1,076	1,081	1,078	1,076	1,075	1,069	1,069	1,065
RAG Rating	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER

Commentary

This is the number of people with a learning disability in permanent residential or nursing care. It is a clear objective of the Directorate to ensure that as many people with a learning disability live as independently as possible. All residential placements have now been examined as a part of *Your Life, Your Home* to ensure that where possible, there will be a choice available for people to be supported through supported accommodation, shared lives and other innovative support packages which enable people to maintain their independence. These figures are amalgamated from both SWIFT (adult client system) and LPS (Lifespan Pathway Service system for 16-25 but only for those aged 18-25). Current performance is 0.8% above target and therefore rated as amber.

13) Number of people with a learning disability receiving a community service — AMBER

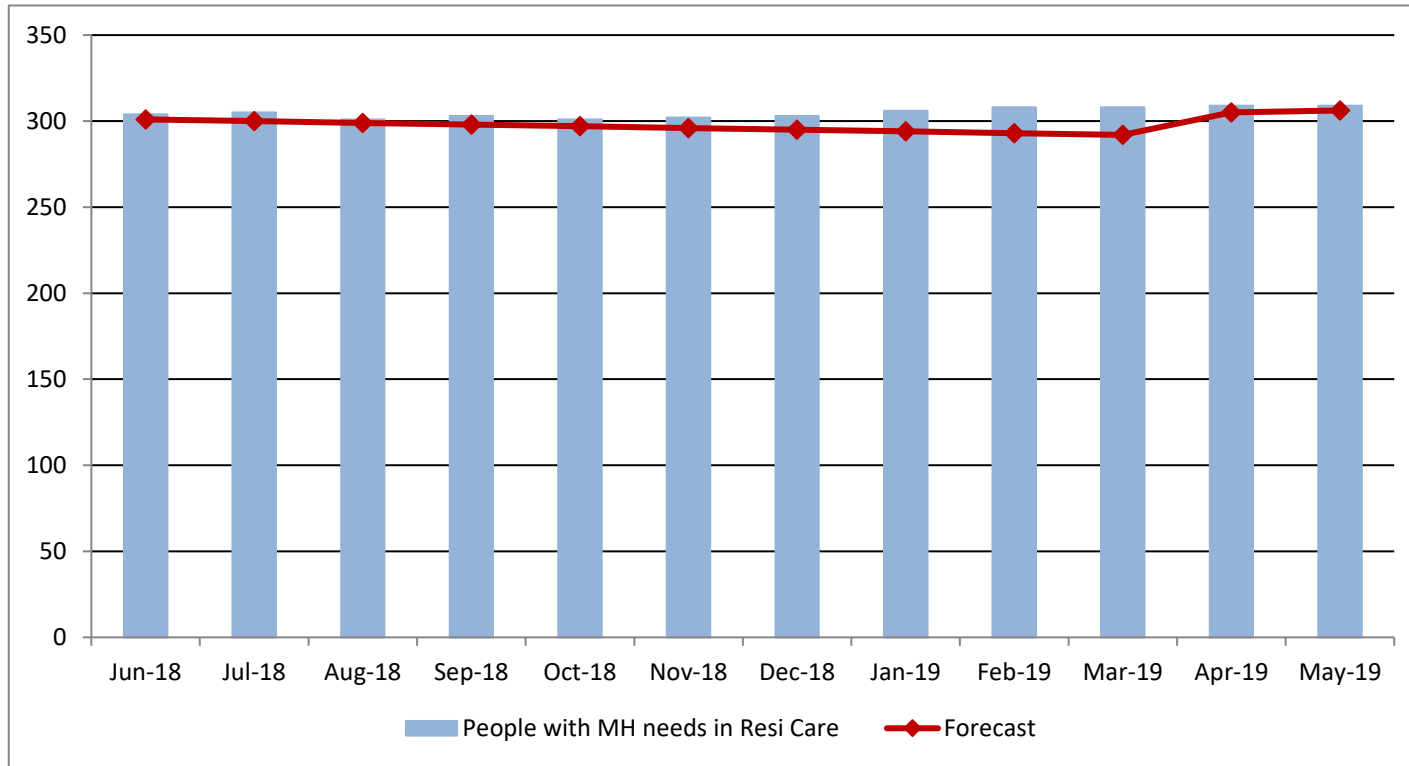| Cabinet Member	Clair Bell	Director	Richard Smith
Portfolio	Adult Social Care	Division	Learning Disability

PWLD with Community services

Data Notes

Unit of Measure: Number of people with a learning disability receiving a non-residential service

Data Source: LD DivMT Report

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Forecast	**3,027**	**3,033**	**3,039**	**3,045**	**3,051**	**3,057**	**3,063**	**3,069**	**3,075**	**3,081**	**3,087**	**3,093**
PWLD with Community services	3,039	3,146	3,127	3,155	3,155	3,156	3,146	3,123	3,117	3,105	3,135	3,110
RAG Rating	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER

Commentary

This is the number of people with a learning disability that are supported in the community. The net number of people with a learning disability receiving a community service (i.e. any LD clients in receipt of a support package not including residential services) remains stable and is gradually increasing (2.3% over the last 12 months), with the success of Your Life Your Home contributing to this increase. These figures are amalgamated from both SWIFT (adult client system) and LPS (Lifespan Pathway Service system for 16-25 but only for those aged 18-25). Current performance is 0.5% above target and therefore rated as amber.

14) Number of people with mental health needs in residential/nursing care (AS04) — AMBER

Cabinet Member	Clair Bell	Director	Richard Smith
Portfolio	Adult Social Care	Division	Mental Health

Data Notes

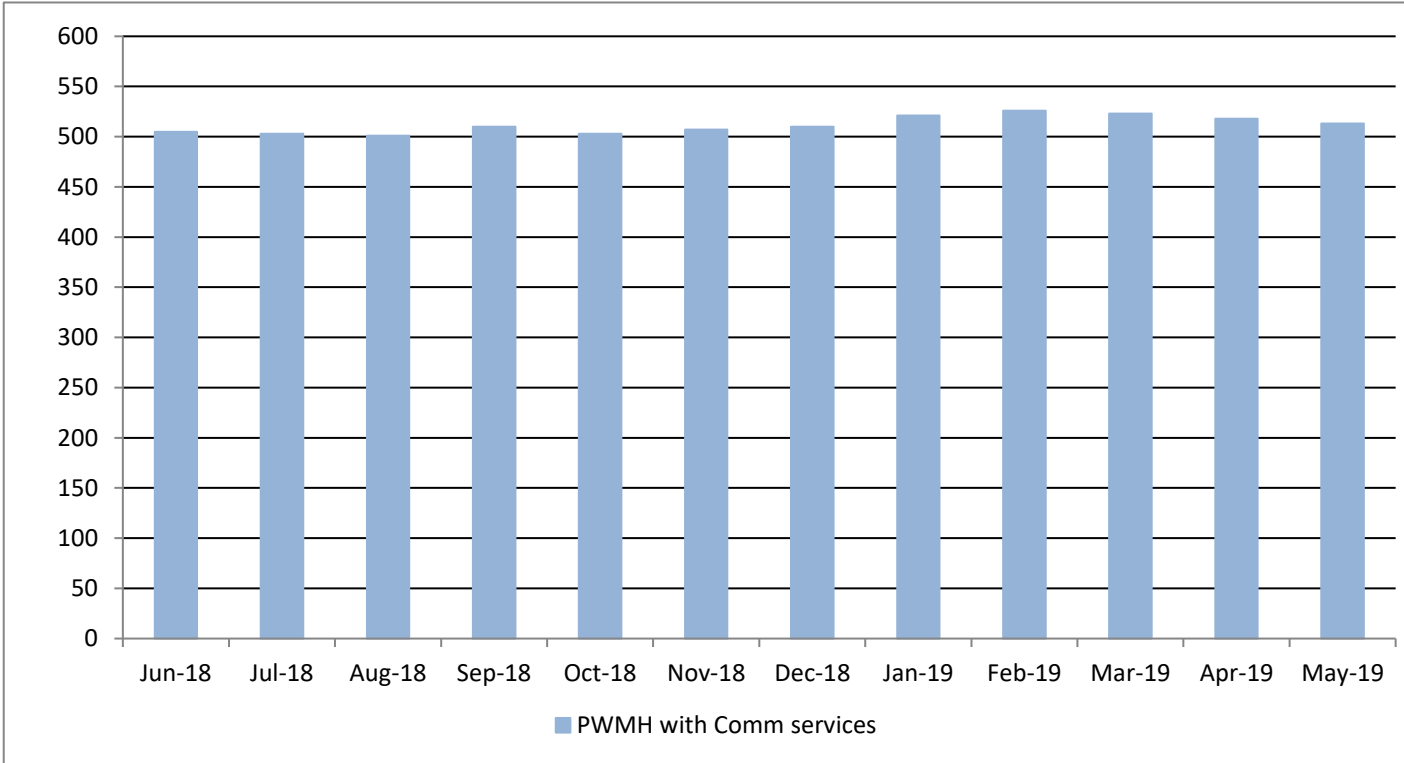Unit of Measure: Number of people with mental health needs in permanent residential or nursing care as at month end.

Data Source: MH DivMT Report

Quarterly Performance Report Indicator

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Forecast	**301**	**300**	**299**	**298**	**297**	**296**	**295**	**294**	**293**	**292**	**305**	**306**
People with MH needs in Resi	304	305	301	303	301	302	303	306	308	308	309	309
RAG Rating	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER

Commentary

This is the number of people with mental health needs in permanent residential or nursing care. It is a clear objective of the Directorate to ensure that as many people with mental health needs live as independently as possible. Current performance is 0.9% above target and is therefore rated as amber.

15) Number of people with mental health needs receiving a community service — GREEN

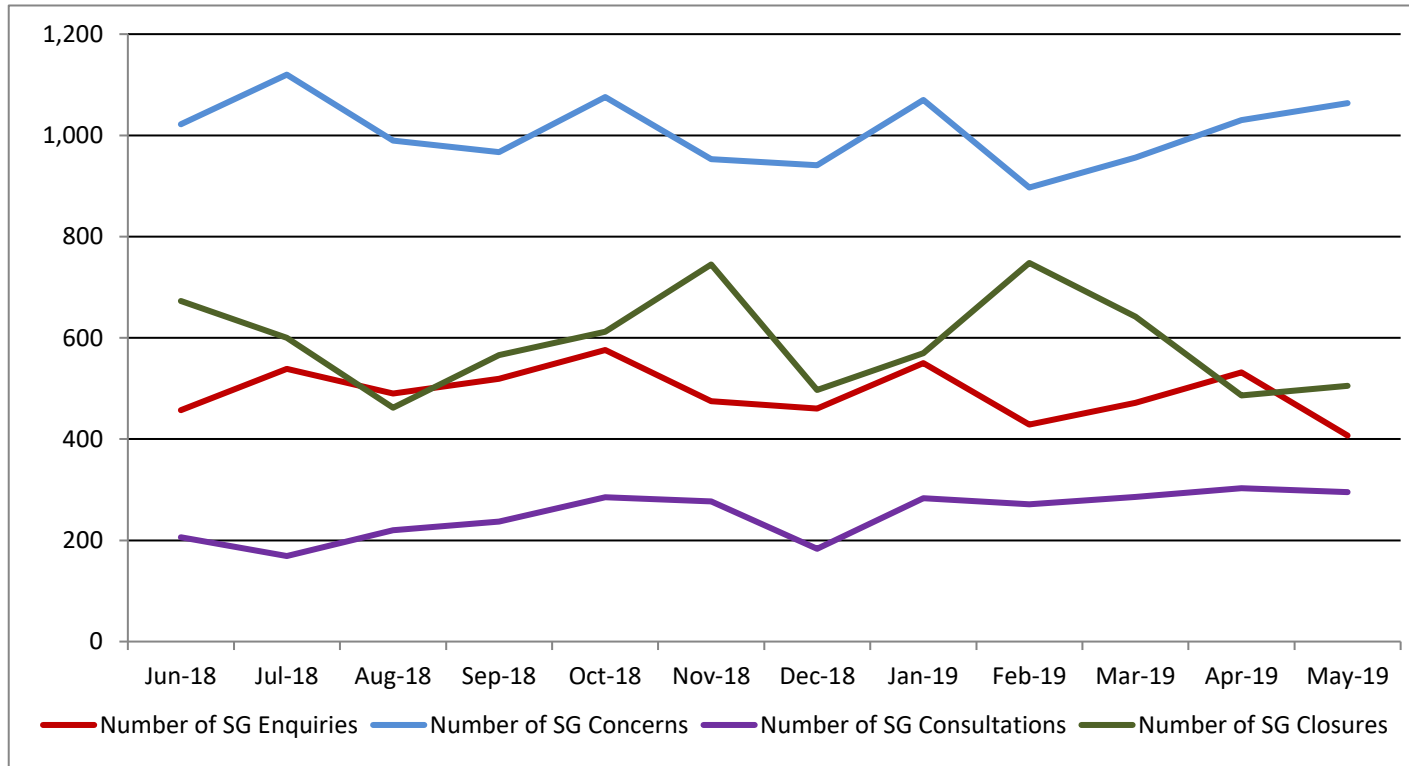| Cabinet Member	Clair Bell	Director	Richard Smith
Portfolio	Adult Social Care	Division	Mental Health

Data Notes

Unit of Measure: Number of people with mental health needs receiving a non-residential service

Data Source: MH DivMT Report

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Forecast	494	497	500	503	506	509	512	515	518	521	524	527
PWMH with Comm services	505	503	501	510	503	507	510	521	526	523	518	513
RAG Rating	AMBER	AMBER	AMBER	AMBER	GREEN	GREEN	GREEN	AMBER	AMBER	AMBER	GREEN	GREEN

Commentary

This is the number of people with mental health needs that are supported in the community. The net number of people receiving a community service (i.e. any MH clients in receipt of a support package not including residential services) remains stable.

16) Safeguarding Indicators			N/A	
Cabinet Member	Clair Bell	**Director**	Janice Duff/ Richard Smith	
Portfolio	Adult Social Care	**Division**	OPPD DCALDMH	

Data Notes

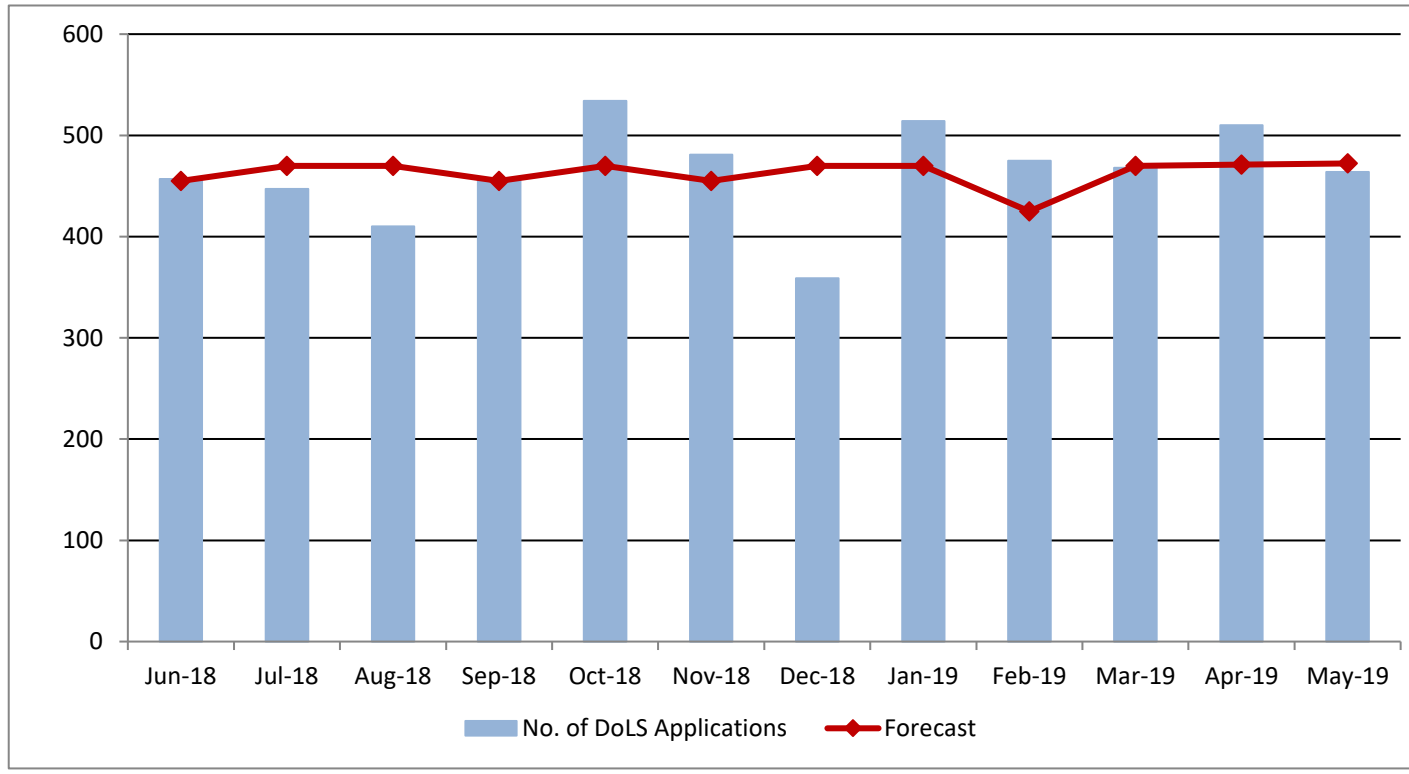Unit of Measure: Number of Safeguarding Concerns, Enquiries, Consultations and closed cases in the calendar month.

Data Source: Safeguarding Report

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Number of SG Concerns	1,022	1,120	990	967	1,076	953	941	1,070	897	956	1,030	1,064
Number of SG Enquiries	457	539	490	519	576	475	460	550	429	472	532	407
Number of SG Consultations	206	169	220	237	285	277	183	283	271	286	303	295
Number of SG Closures	673	600	462	566	612	745	497	570	748	642	486	505

Commentary

The number of Safeguarding Concerns for the latest month is 5.6% above the average for the last 12 months. However, the number of Safeguarding Enquiries is 17.3% below the average for the last 12 months. Safeguarding Consultations is currently 17.4% above the average for the last 12 months. Safeguarding closures throughout the year have been boosted by dedicated efforts to resolve open cases prior to the new safeguarding operational model implemented in August 2018.

17) Number of DoLS applications		GREEN
Cabinet Member	Clair Bell	**Director** Janice Duff/ Richard Smith
Portfolio	Adult Social Care	**Division** OPPD DCALDMH

Data Notes

Number of Contacts received in the calendar month with a contact reason type of *DoLS - Assessment Request*

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Forecast	**455**	**470**	**470**	**455**	**470**	**455**	**470**	**470**	**425**	**470**	**471**	**472**
No. of DoLS Applications	457	447	410	458	534	481	359	514	475	468	510	464
RAG Rating	AMBER	GREEN	GREEN	AMBER	RED	AMBER	GREEN	AMBER	RED	GREEN	AMBER	GREEN

Commentary

The number of requested DoLS applications has remained fairly stable, averaging 465 over the past 12 months.