Adult Social Care Dashboard

September 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.
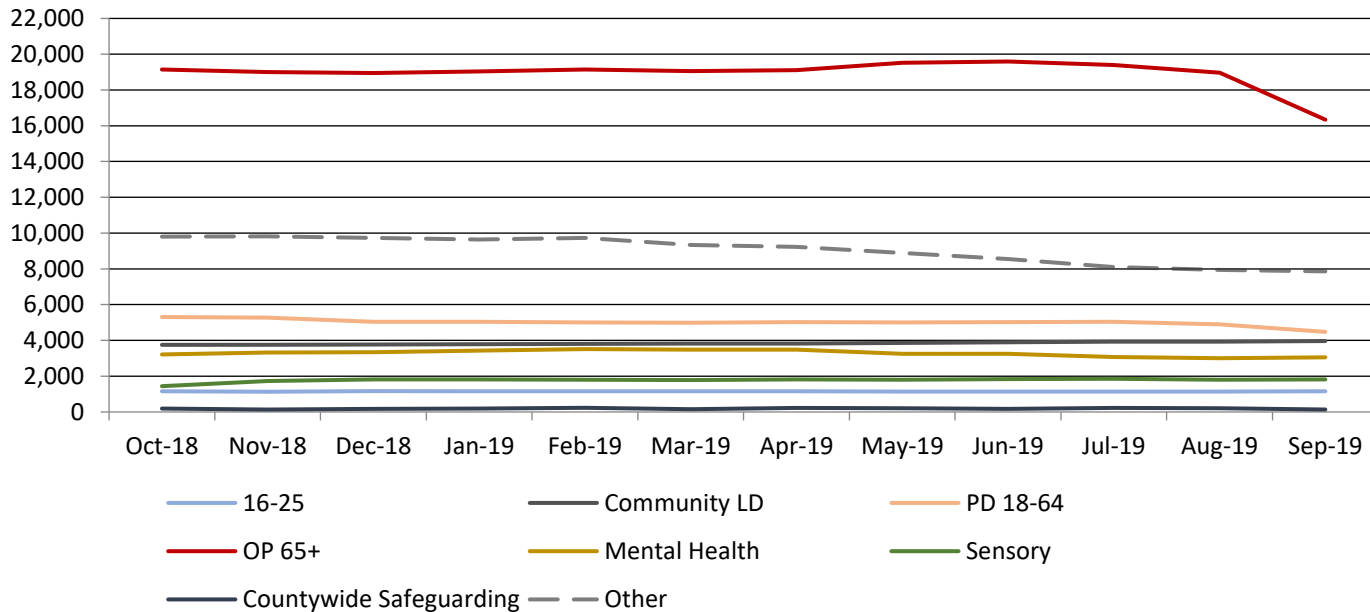
Some indicators are monthly indicators, some are annual, and this is clearly stated.

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	33,838	Snapshot	N/A
2	Percentage of contacts resolved at source	Y	Y	76%	70%	80%	Month	GREEN
3	Referrals to Enablement	Y	Y	1,074	961	1,198	Month	GREEN
4	Clients still independent after enablement		Y	73%	60%	81%	Snapshot	GREEN
5	Delayed Transfers of Care - proportion that are social care		Y	23.8%	30%	24.5%	12M	GREEN
6	Total Delays per 100,000 population		Y		8.7	13.7	Month	RED
7	Admissions to permanent residential or nursing care for	Y	Y	156	145	121	Month	GREEN
8	Number of people aged 65+ in permanent residential care	Y	Y	2,141	1,958	2,134	Snapshot	AMBER
9	Number of people aged 65+ in permanent nursing care	Y	Y	1,114	1,064	1,121	Snapshot	AMBER
10	Number of people receiving homecare	Y	Y	4,271	4,330	4,351	Snapshot	AMBER
11	Number of people receiving direct payments	Y	Y	4,162	2,921	2,959	Snapshot	AMBER
12	Number of people with a learning disability in	Y	Y	1,077	1,023	1,042	Snapshot	AMBER
13	Number of people with a learning disability receiving a	Y	Y	3,101	N/A	3,068	Snapshot	GREEN
14	Number of people with Mental health needs in residential care	Y	Y	307	311	307	Snapshot	GREEN
15	Number of people with Mental health needs receiving a community service	Y	Y	518	N/A	517	Snapshot	GREEN
16.1	Number of Safeguarding concerns		Y	959	N/A	1,052	Month	
16.2	Number of Safeguarding enquiries		Y	483	N/A	426		N/A
16.3	Number of safeguarding consultations		Y	282	N/A	269		
16.4	Number of safeguarding closures		Y	629	N/A	448		
17	Number of DOLS applications		Y	469	477	559	Month	RED

1) Total Number of Supported People	N/A

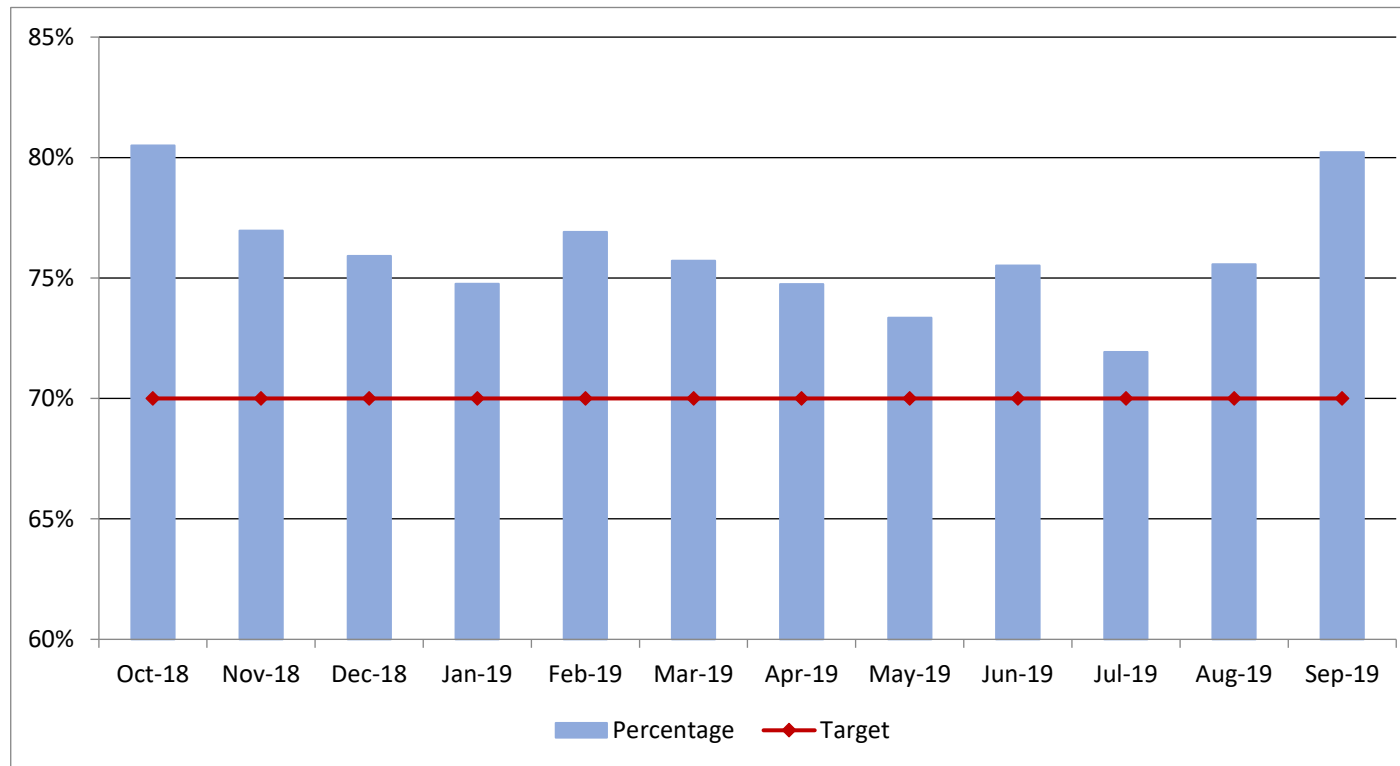| Cabinet Member	Clair Bell	Director	Penny Southern
Portfolio	Adult Social Care	Division	OPPD & DCALDMH

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.

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Total Individual Count	**37,833**	**38,053**	**38,053**	**38,309**	**38,440**	**37,958**	**37,749**	**37,757**	**37,595**	**37,009**	**36,723**	**33,838**
16-25	*1,156*	*1,130*	*1,167*	*1,161*	*1,155*	*1,156*	*1,156*	*1,137*	*1,144*	*1,148*	*1,142*	*1,152*
Community LD	*3,759*	*3,755*	*3,762*	*3,791*	*3,799*	*3,818*	*3,818*	*3,855*	*3,893*	*3,927*	*3,936*	*3,964*
PD 18-64	*5,308*	*5,270*	*5,040*	*5,041*	*5,006*	*4,980*	*5,021*	*4,999*	*5,027*	*5,047*	*4,892*	*4,478*
OP 65+	*19,153*	*18,999*	*18,942*	*19,044*	*19,138*	*19,060*	*19,101*	*19,530*	*19,593*	*19,403*	*18,969*	*16,340*
Mental Health	*3,221*	*3,315*	*3,336*	*3,432*	*3,515*	*3,489*	*3,490*	*3,256*	*3,260*	*3,068*	*3,006*	*3,054*
Sensory	*1,443*	*1,739*	*1,812*	*1,817*	*1,794*	*1,789*	*1,820*	*1,797*	*1,840*	*1,856*	*1,793*	*1,826*
Countywide Safeguarding	*187*	*136*	*166*	*198*	*232*	*163*	*224*	*217*	*171*	*228*	*216*	*144*
Other	*9,797*	*9,818*	*9,738*	*9,633*	*9,734*	*9,329*	*9,235*	*8,885*	*8,552*	*8,103*	*7,941*	*7,861*

Commentary

The *Other* business area includes Headquarters-aligned teams, such as Client Financial Affairs, Carer locality, etc. MOSAIC went live on 16 October 2019; prior to go-live data cleansing was undertaken resulting in a number of client records being reviewed and subsequently closed where appropriate.

2) Percentage of Contacts resolved at source

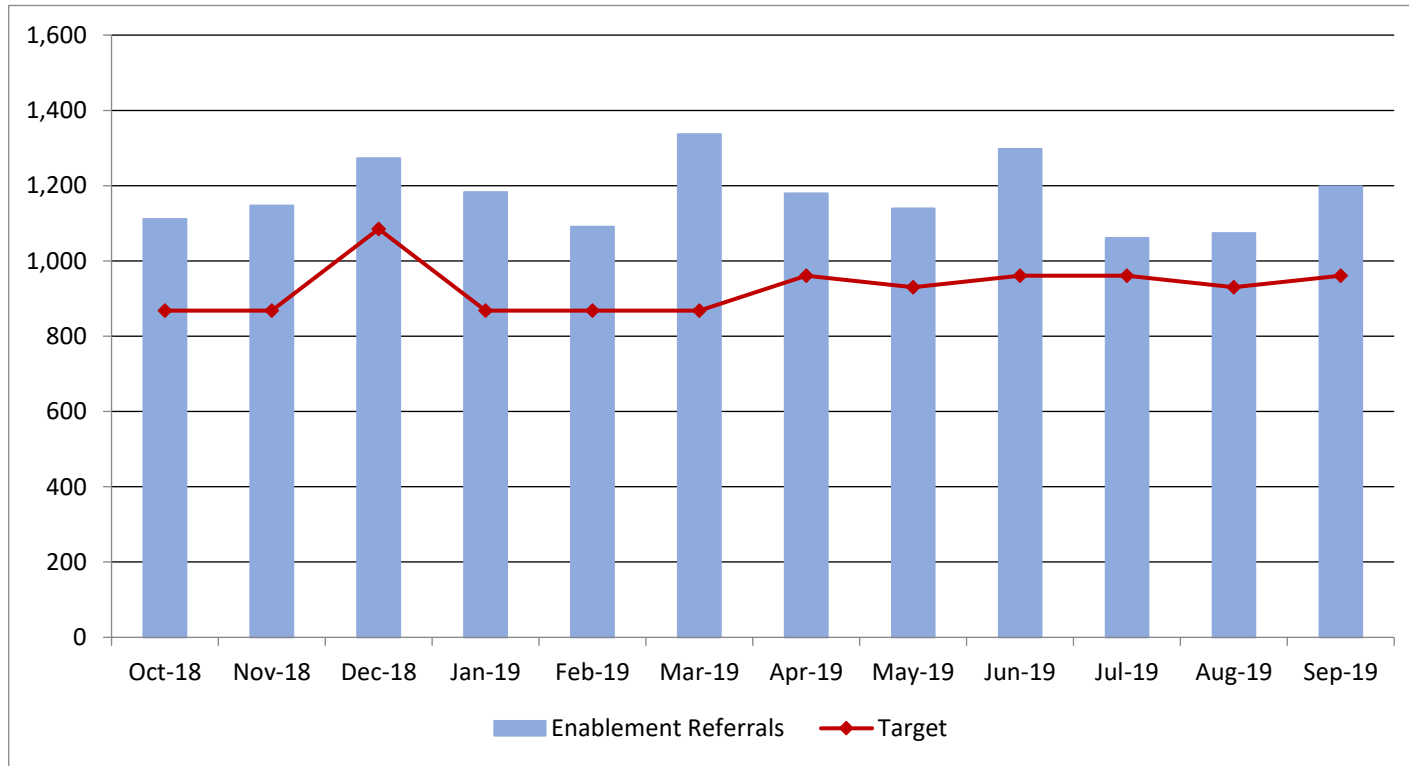|			GREEN
Cabinet Member	Clair Bell	**Director**	Janice Duff
Portfolio	Adult Social Care	**Division**	Older People and Physical Disability

Data Notes
Data Source: OPPD DivMT Report

Quarterly Performance Report Indicator

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Target	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**	**70%**
Percentage	80%	77%	76%	75%	77%	76%	75%	73%	76%	72%	76%	80%
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. The significant majority (80%) of people contacting the Council with a query relating to adult social care had their needs met at their first point of contact against the target of 70%.

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

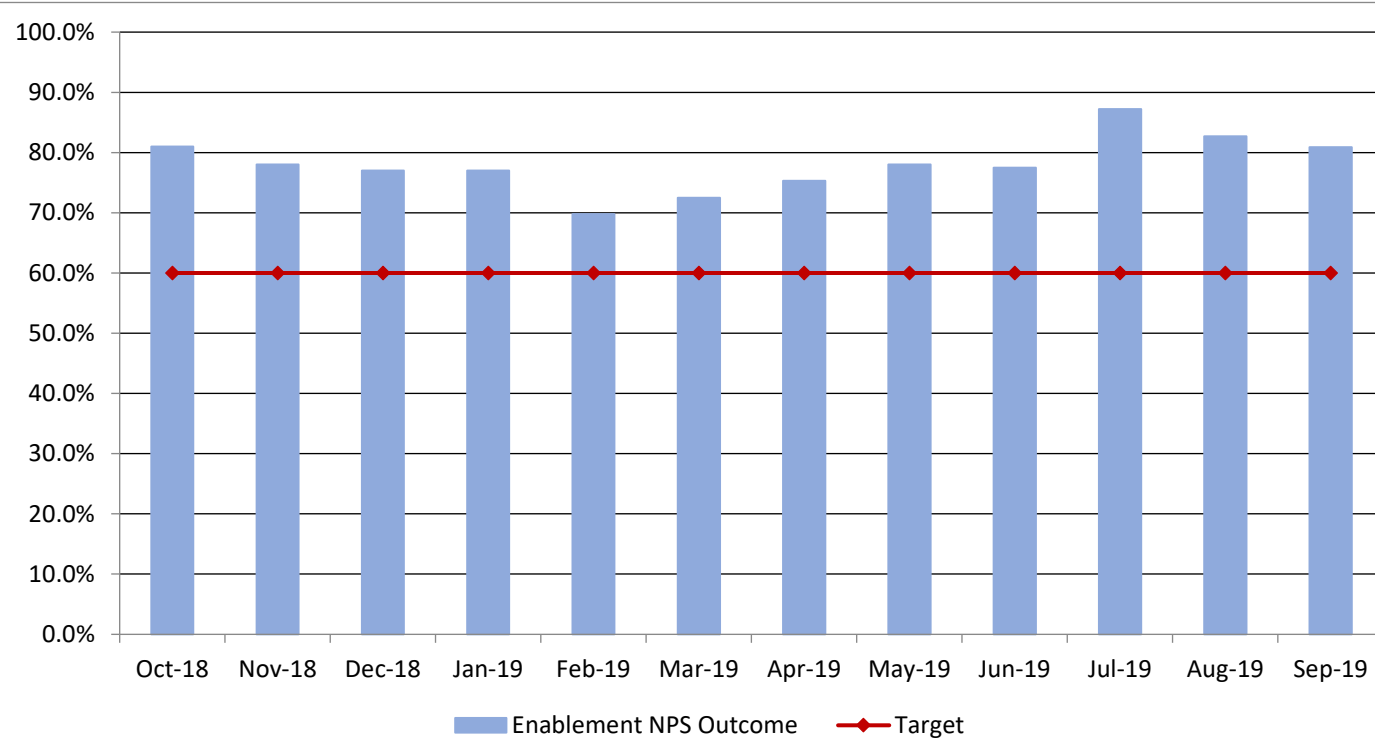**Quarterly Performance Report Indicator**

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Target	**868**	**868**	**1,085**	**868**	**868**	**868**	**961**	**930**	**961**	**961**	**930**	**961**
Enablement Referrals	1,111	1,147	1,273	1,183	1,091	1,337	1,179	1,139	1,298	1,061	1,074	1,198
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. KCC's inhouse Kent Enablement at Home Service (KEaH) is supplemented by an external provider which provides additional capacity. For quarter 2, 36.6% of all referrals during the quarter were made to this external provider.

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 were able to continue to live at home at the end of their enablement service.

Data Source: Enablement Dashboard
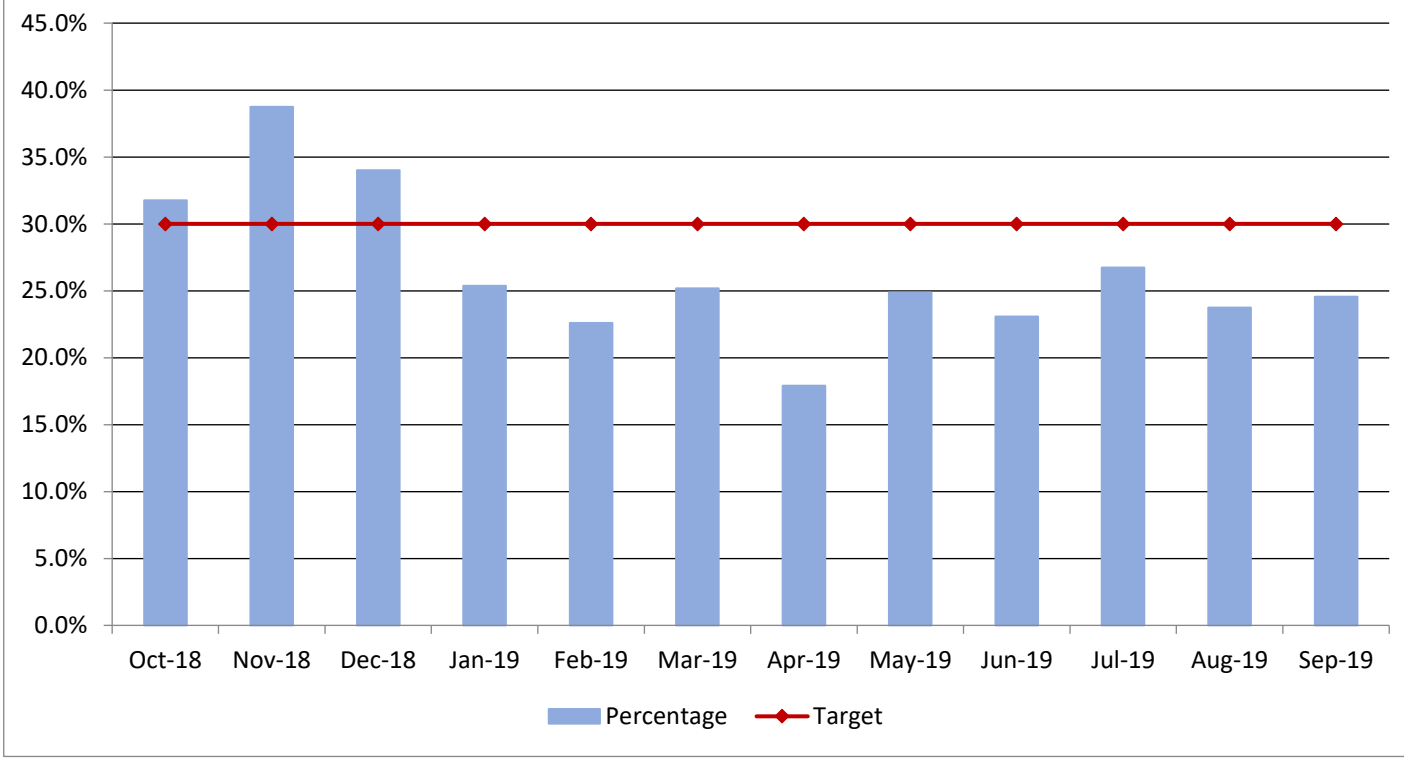
Quarterly Performance Report Indicator

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Target	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**	**60%**
Enablement NPS Outcome	81.0%	78.0%	77.0%	77.0%	69.8%	72.5%	75.3%	78.0%	77.5%	87.2%	82.7%	80.9%
RAG Rating	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN

Commentary

The percentage of clients still independent after enablement remains ahead of target at 80%. The introduction of Occupational Therapists within KEaH has resulted in more people needing either a smaller package of care or no care, following their completion of enablement.

5) Delayed Transfers of Care - Social Care Responsibility

GREEN

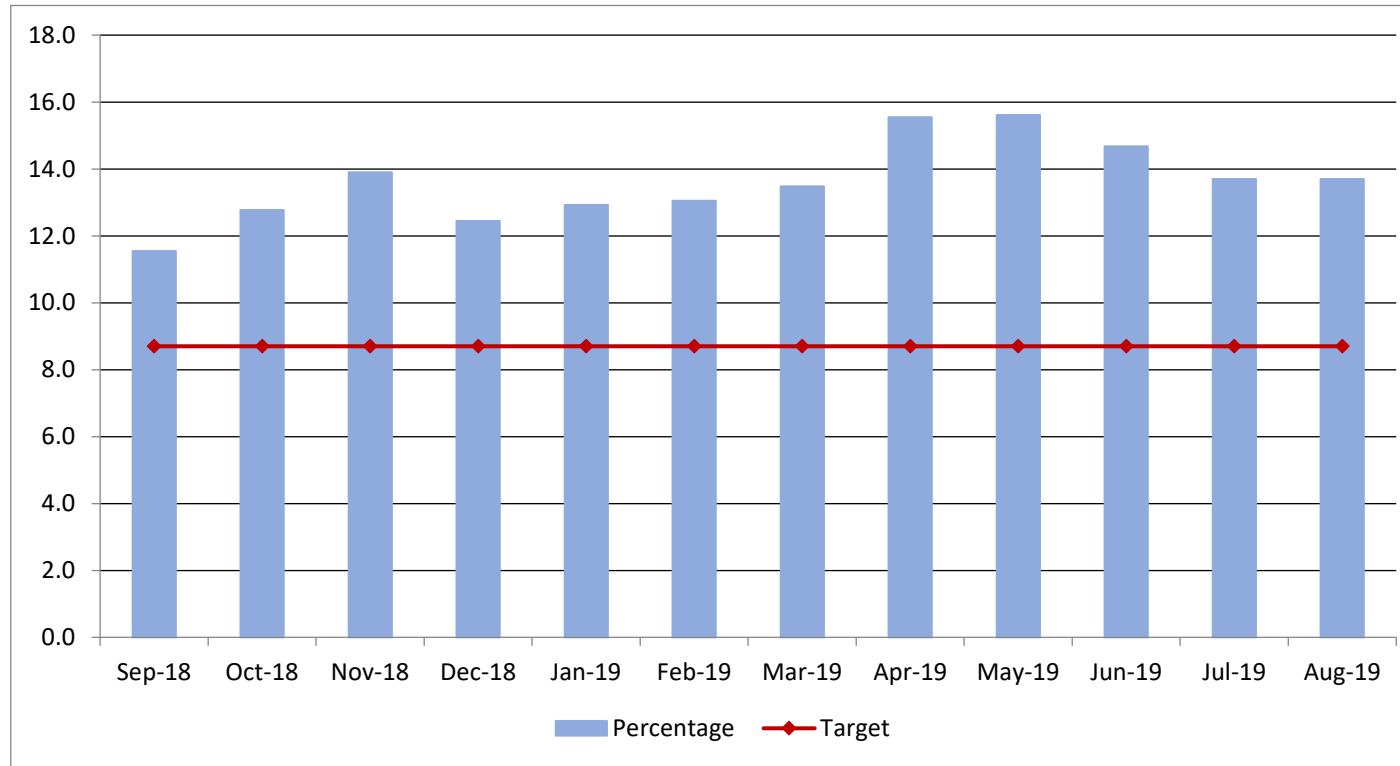| Cabinet Member	Clair Bell	Director	Janice Duff
Portfolio	Adult Social Care	Division	Older People and Physical Disability

Data Notes

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

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Target	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
Percentage	31.8%	38.7%	34.0%	25.4%	22.6%	25.2%	17.9%	24.9%	23.1%	26.7%	23.8%	24.5%
RAG Rating	AMBER	AMBER	AMBER	GREEN	GREEN	GREEN	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 August 2019, 24.5% 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 (489 bed days), Awaiting Nursing Home (266 bed days), and completion of assessment (252 bed days).

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

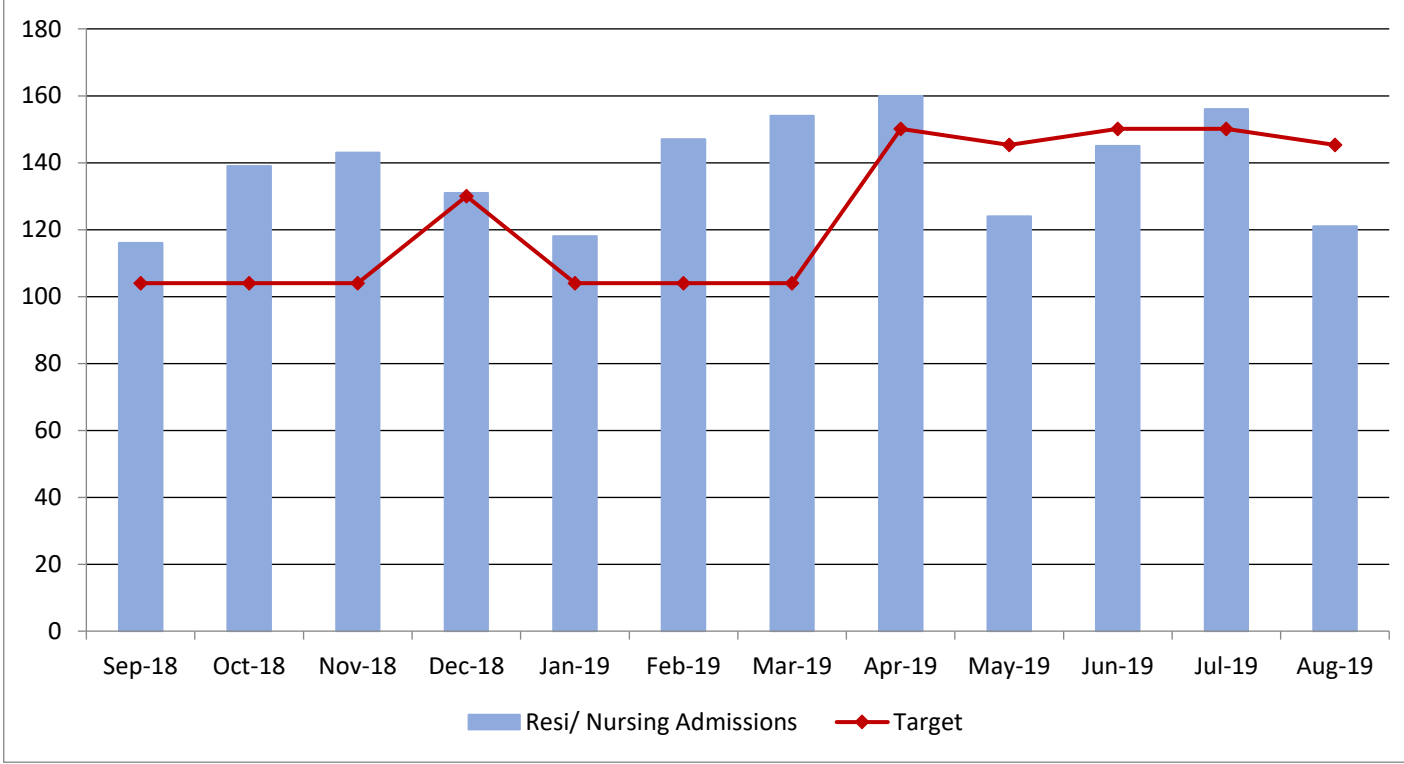| Cabinet Member	Clair Bell	Director	Janice Duff
Portfolio	Adult Social Care	Division	Older People and Physical Disability

Data Notes

Based on nationally published NHS data which is available a month in arrears.

	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19
Target	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**	**8.7**
Percentage	11.5	12.8	13.9	12.4	12.9	13.0	13.5	15.5	15.6	14.7	13.7	13.7
RAG Rating	**RED**	**RED**	**RED**	**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 KCHFT [30% of all Kent delays], Maidstone and Tunbridge Wells [23% of all Kent delays], KMPT [16% of all Kent delays] and Medway Foundation Trust [8% 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.
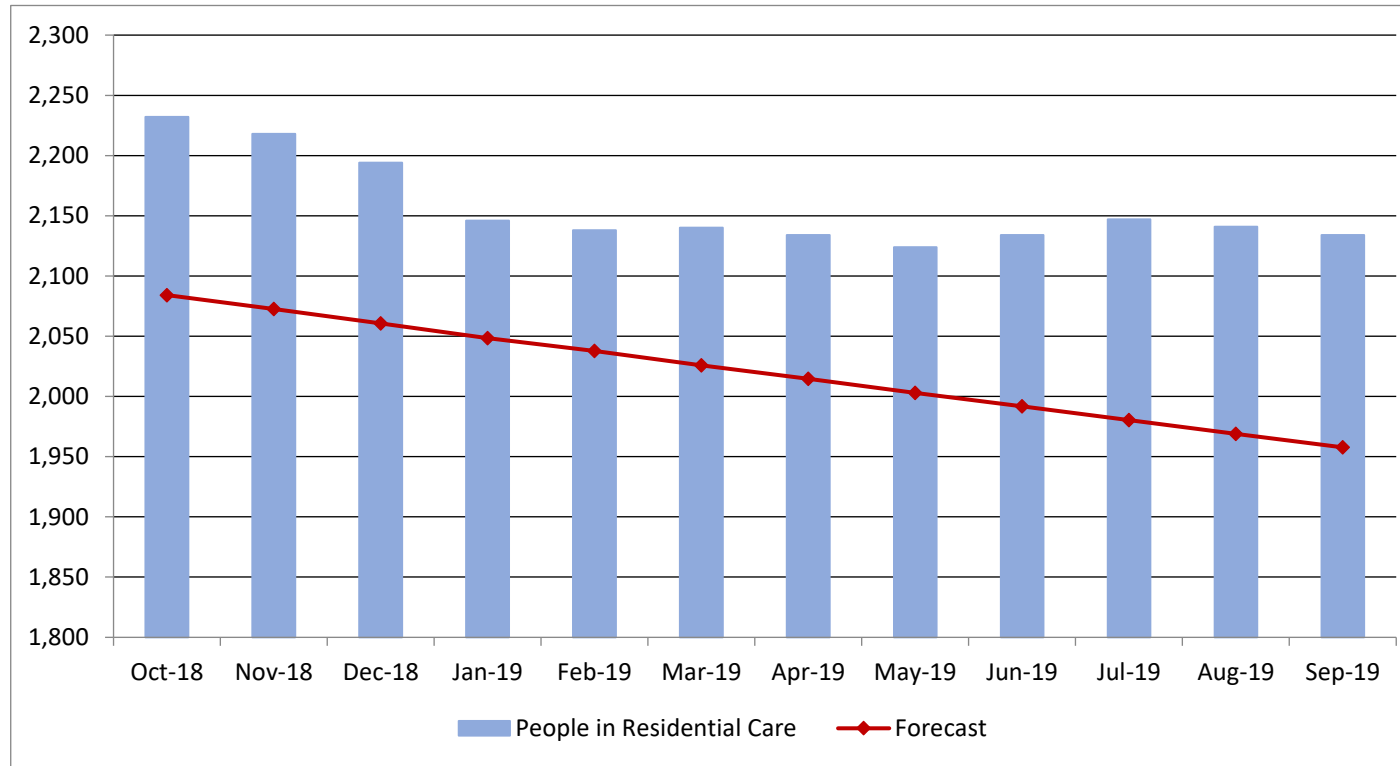
Data Source: OPPD SMT Report

	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19
Target	**104**	**104**	**104**	**130**	**104**	**104**	**104**	**150**	**145**	**150**	**150**	**145**
Resi/ Nursing Admissions	116	139	143	131	118	147	154	160	124	145	156	121
RAG Rating	RED	RED	RED	AMBER	RED	RED	RED	AMBER	GREEN	GREEN	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, as demonstrated by the increasing proportion of people supported in their own homes. Although residential placements have decreased by 4.4% over the past 12 months, Nursing placements have increased by 3% during the same period suggesting that placements are being used to support people with increasingly complex needs. 85 of the August admissions were to residential placements while 36 were to Nursing.

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
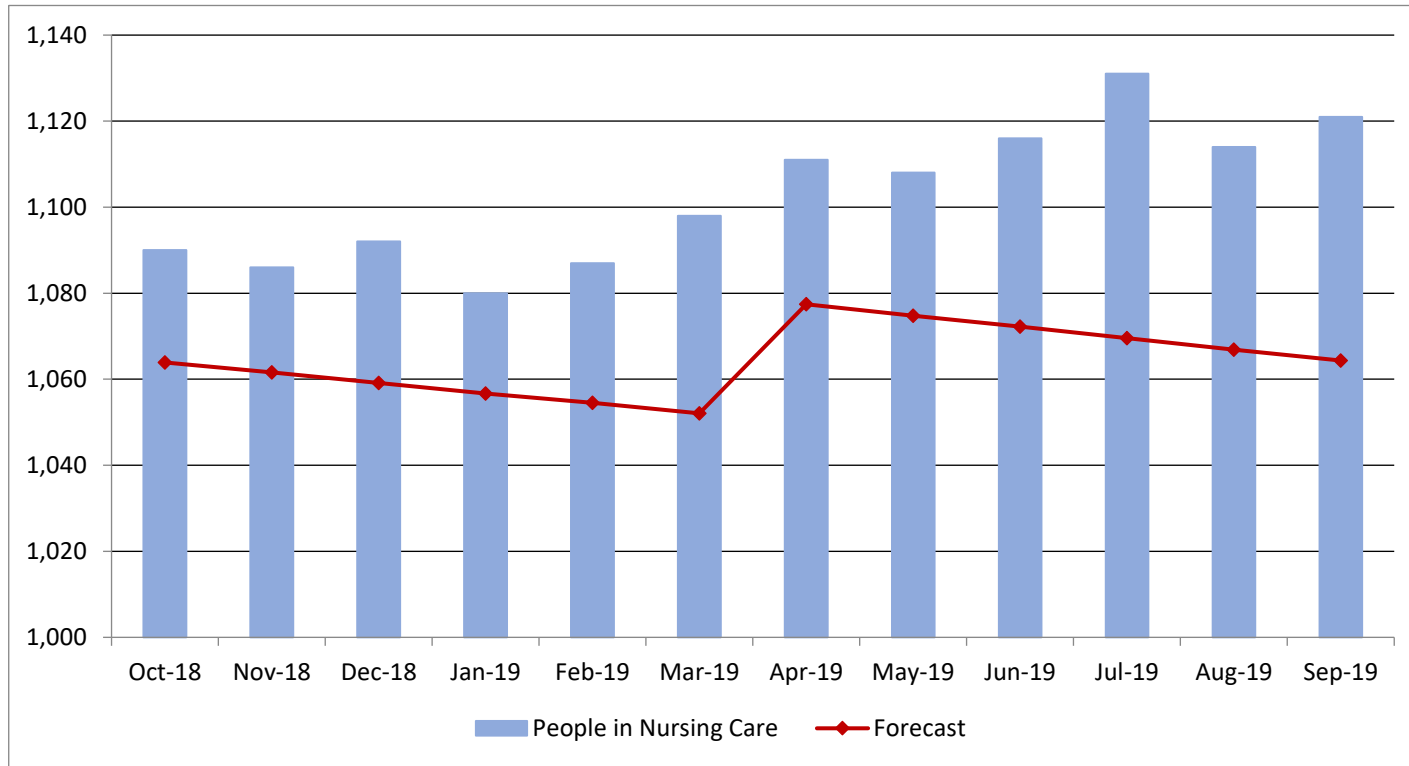
Data Source: OPPD SMT Report

Quarterly Performance Report Indicator

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Forecast	**2,084**	**2,073**	**2,061**	**2,049**	**2,038**	**2,026**	**2,015**	**2,003**	**1,992**	**1,980**	**1,969**	**1,958**
People in Residential Care	2,232	2,218	2,194	2,146	2,138	2,140	2,134	2,124	2,134	2,147	2,141	2,134
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 98 people in the past 12 months (4.4% decrease). Currently there are 176 more clients than the 2019 September target. There is an end of year target of 1,890 people or fewer to be in permanent residential care by 31st March 2020 and is based on previous years trend analysis. However this rate of reduction has not been observed during this financial year.

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
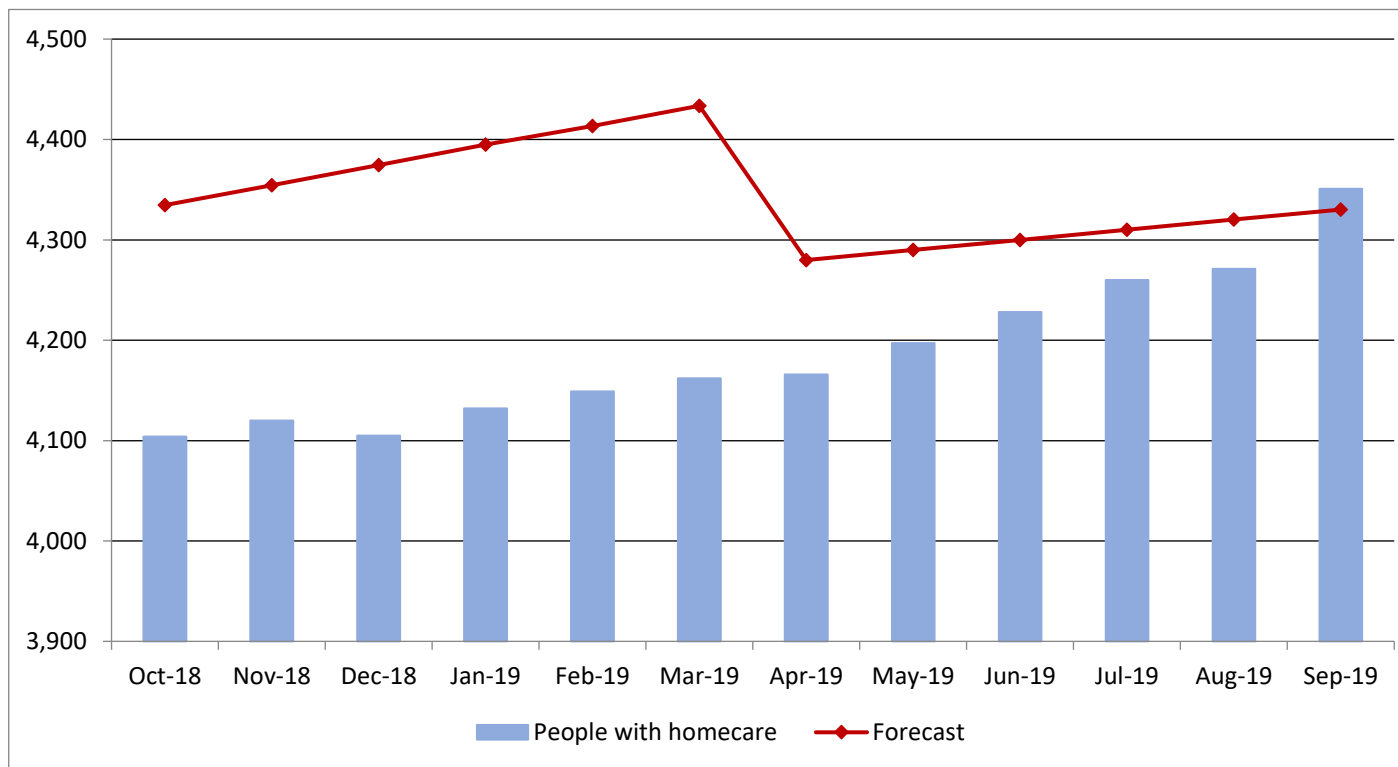
Quarterly Performance Report Indicator

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Forecast	**1,064**	**1,062**	**1,059**	**1,057**	**1,055**	**1,052**	**1,077**	**1,075**	**1,072**	**1,070**	**1,067**	**1,064**
People in Nursing Care	1,090	1,086	1,092	1,080	1,087	1,098	1,111	1,108	1,116	1,131	1,114	1,121
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 31 people in the past 12 months (2.8% decrease). Currently there are 57 more clients than the 2019 September target. There is a target of 1,049 people or fewer in Nursing care by 31 March 2020 based on trend analysis of 0.6 less placements per week, however this rate of reduction has not been observed during this financial year.

10) Number of people receiving homecare (AS03)

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AMBER

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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

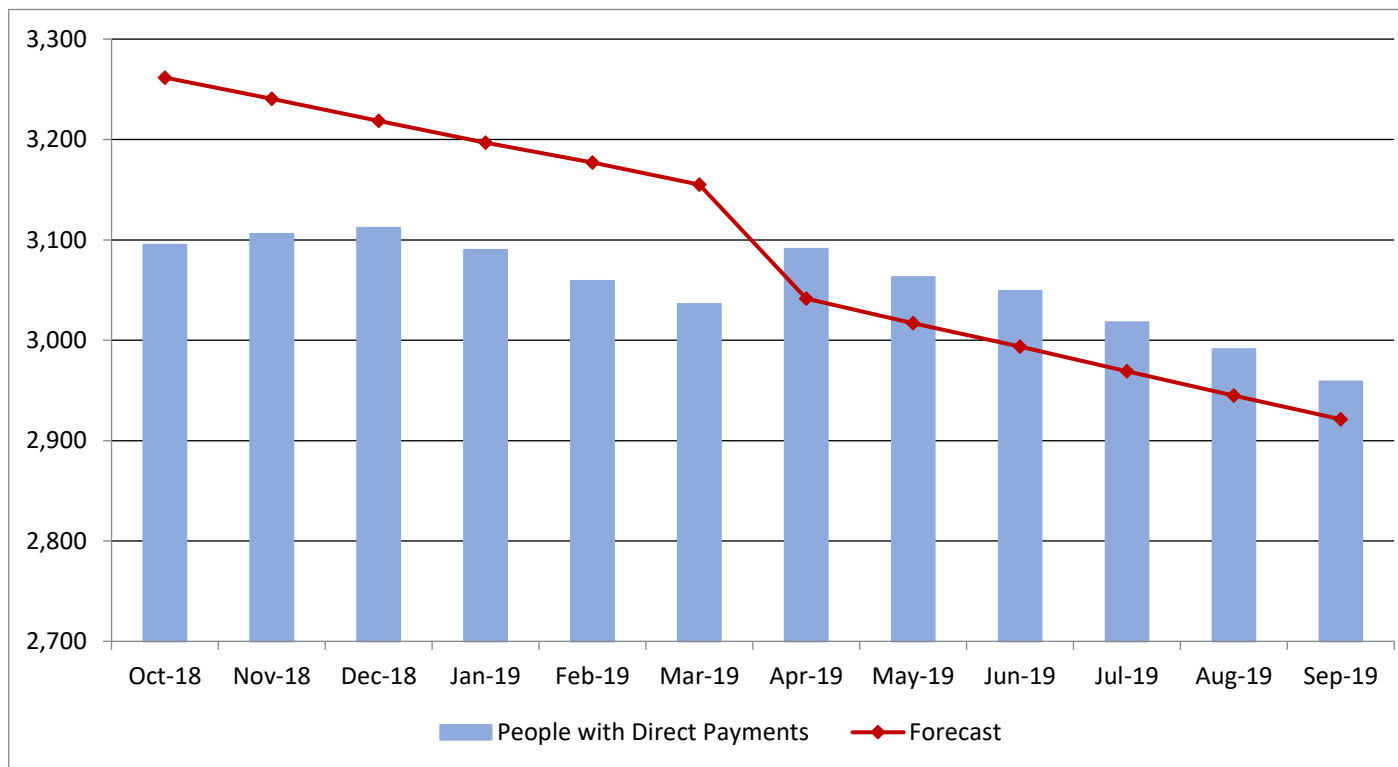|	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Forecast	**4,335**	**4,354**	**4,375**	**4,395**	**4,413**	**4,434**	**4,280**	**4,290**	**4,300**	**4,310**	**4,320**	**4,330**
People with homecare	4,104	4,120	4,105	4,132	4,149	4,162	4,166	4,197	4,228	4,260	4,271	4,351
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 (6% increase), with an additional 247 people in receipt of Homecare. Homecare is largely delivered to people over the age of 65, with 3,626 people aged 65+ receiving services at the end of September and 725 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 10.2 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

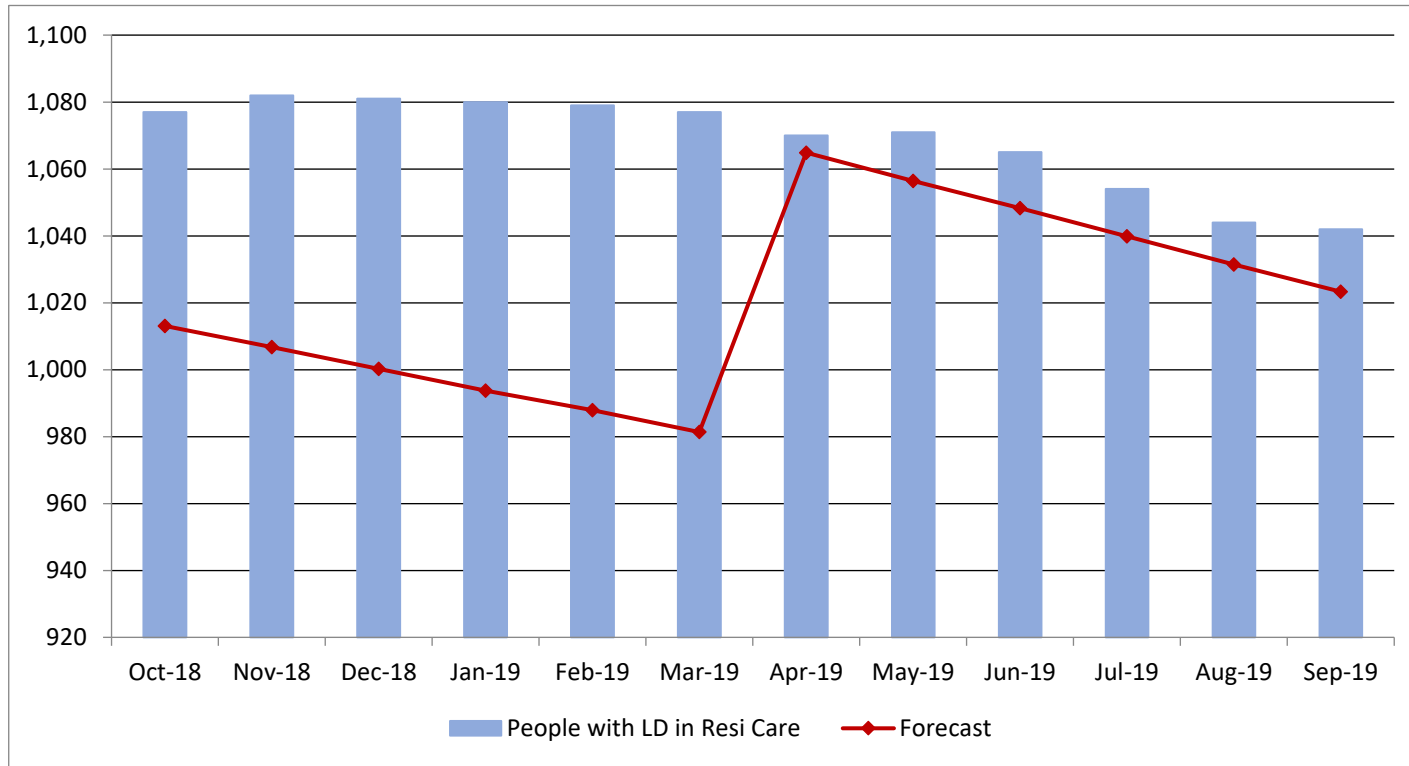|	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Forecast	**3,262**	**3,241**	**3,219**	**3,197**	**3,177**	**3,155**	**3,041**	**3,017**	**2,994**	**2,969**	**2,945**	**2,921**
People with Direct Payments	3,095	3,106	3,112	3,090	3,059	3,036	3,091	3,063	3,049	3,018	2,991	2,959
RAG Rating	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER

Commentary

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

Direct payments have been declining throughout 2018-19, with an overall drop of 4% in the past 12 months (equivalent to 136 fewer recipients). This reduction has been observed across all our client cohorts and analysis is being undertaken to ascertain what services clients receive (if any) after they cease receiving direct payments. For over 65 clients, initial analysis identifies that a significant proportion have changed to having homecare service arranged by the Council. However, no similar patterns have been observed in the other cohorts but research continues and will be used to inform future projects aimed at increasing Direct Payments.

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.
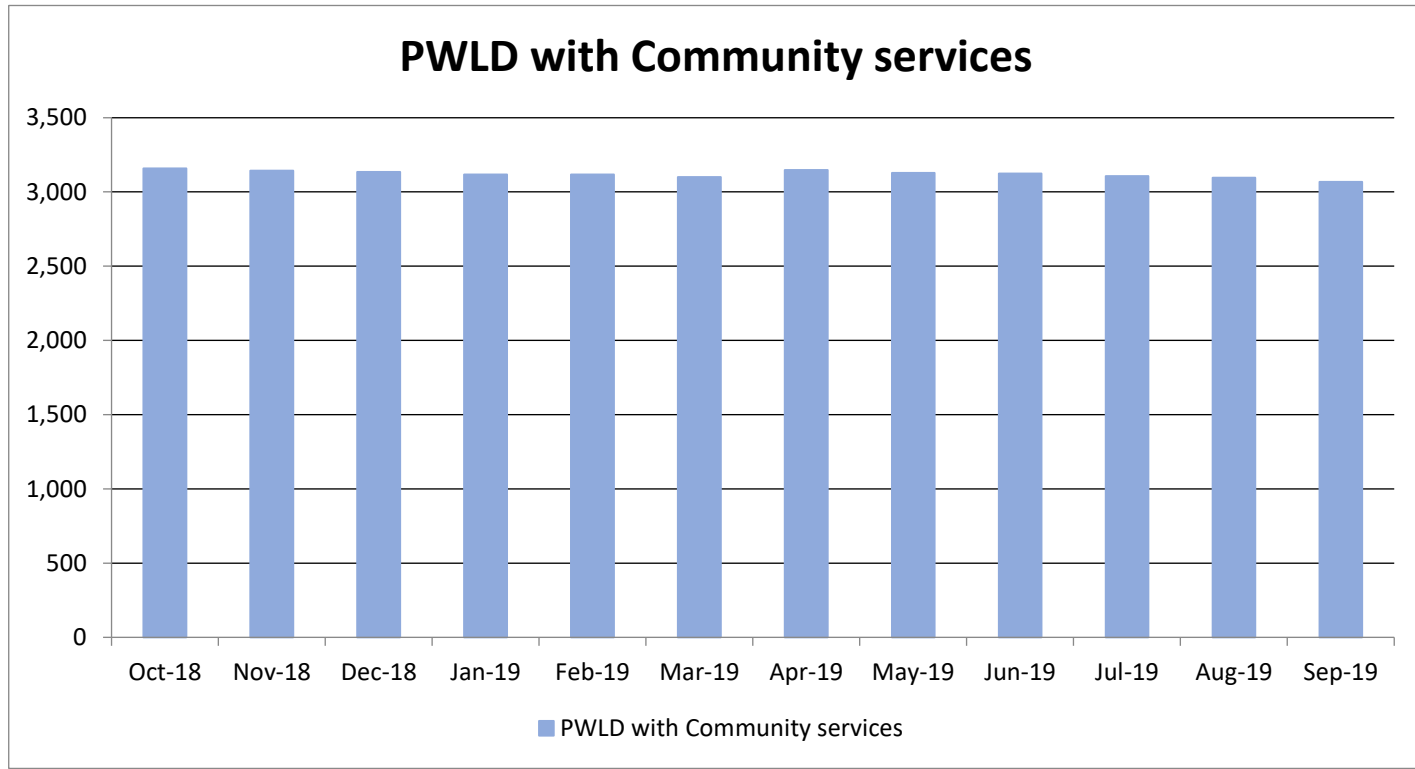
Data Source: LD DivMT Report

Quarterly Performance Report Indicator

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Forecast	**1,013**	**1,007**	**1,000**	**994**	**988**	**981**	**1,065**	**1,056**	**1,048**	**1,040**	**1,031**	**1,023**
People with LD in Resi Care	1,077	1,082	1,081	1,080	1,079	1,077	1,070	1,071	1,065	1,054	1,044	1,042
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. 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). Numbers of clients receiving residential and nursing care has reduced over the last four months after a review undertaken of clients receiving residential care within the 16-25 service. Current performance is 1.8% above target and therefore rated as amber.

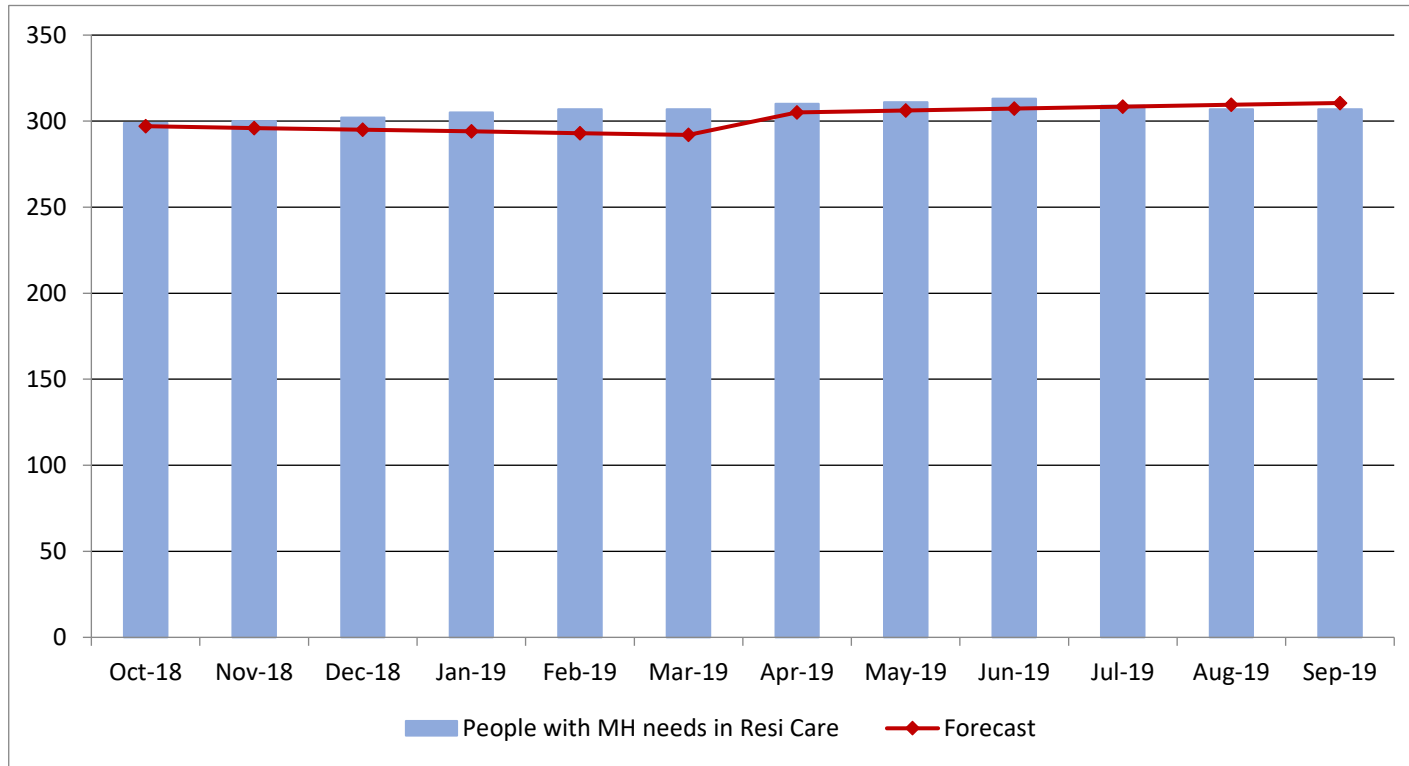| 13) Number of people with a learning disability receiving a community service		GREEN
Cabinet Member	Clair Bell	**Director** Richard Smith
Portfolio	Adult Social Care	**Division** Learning Disability

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

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-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	3,159	3,144	3,134	3,118	3,118	3,101	3,147	3,129	3,125	3,107	3,096	3,068
RAG Rating	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	GREEN

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 0.8% below target and therefore rated as green.

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

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

Data Notes

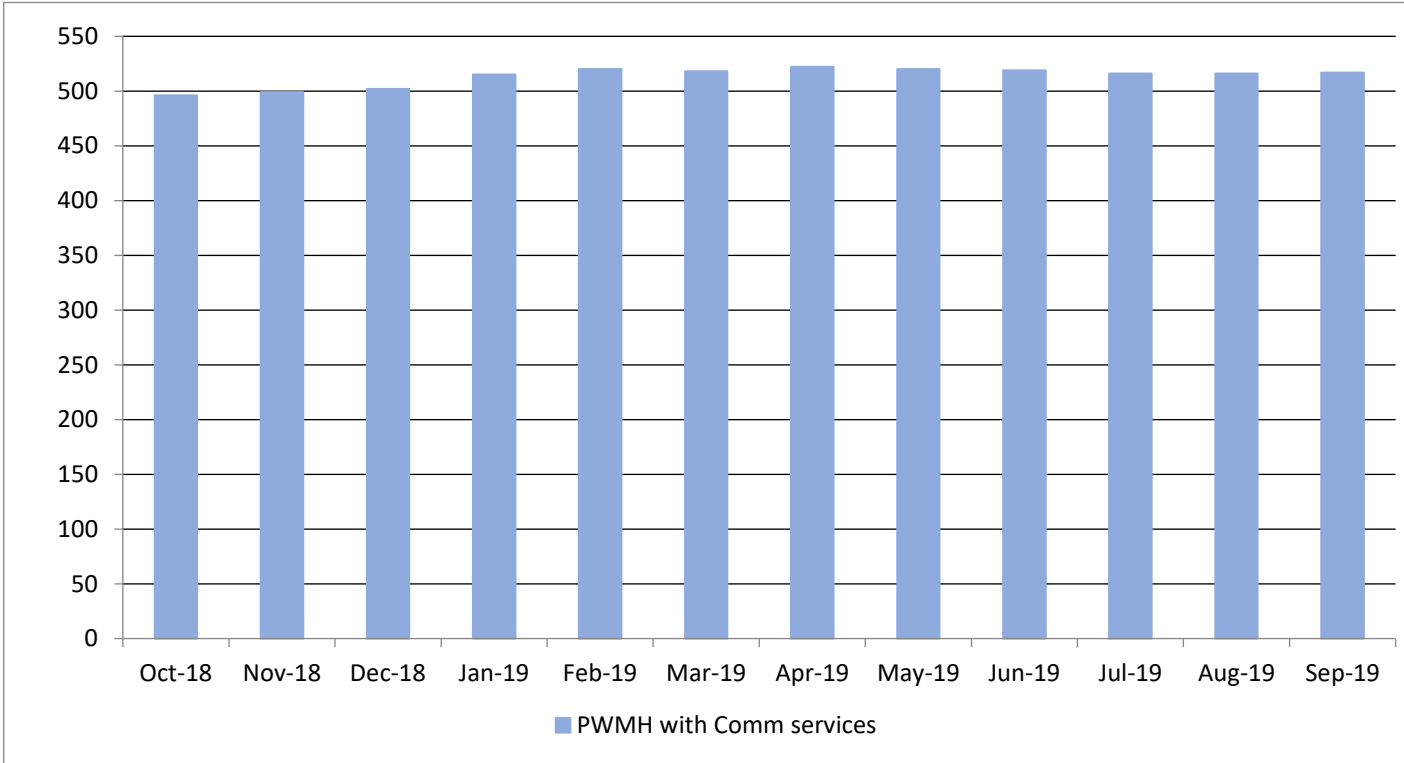Unit of Measure: Number of people with mental health needs in permanent residential or nursing care as at month end.

Data Source: MH DivMT Report

Quarterly Performance Report Indicator

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Forecast	**297**	**296**	**295**	**294**	**293**	**292**	**305**	**306**	**307**	**308**	**309**	**311**
People with MH needs in Resi	299	300	302	305	307	307	310	311	313	309	307	307
RAG Rating	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	GREEN	GREEN

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 1.1% below forecast and is therefore rated as green.

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

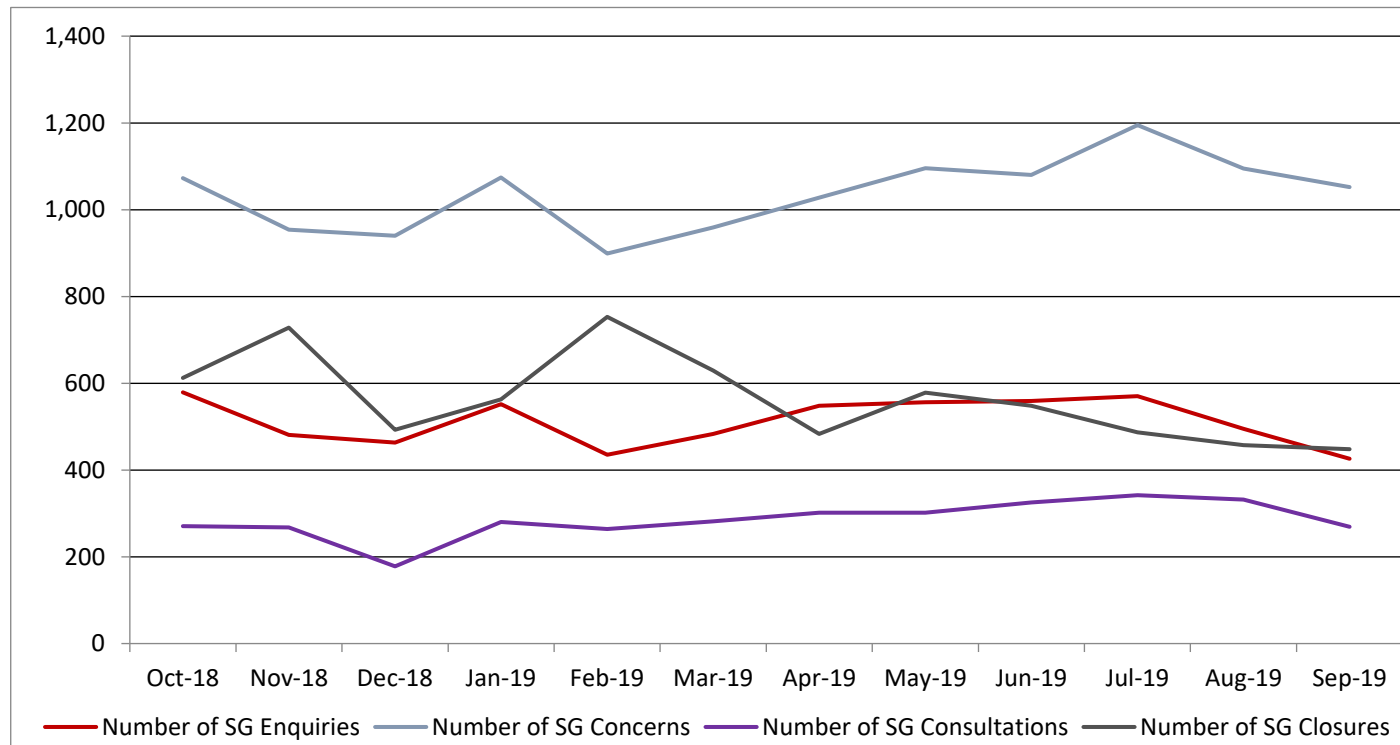| Cabinet Member	Clair Bell	Director	Richard Smith
Portfolio	Adult Social Care	Division	Mental Health

Data Notes

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

Data Source: MH DivMT Report

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Forecast	**506**	**509**	**512**	**515**	**518**	**521**	**524**	**527**	**530**	**533**	**536**	**539**
PWMH with Comm services	496	499	502	515	520	518	522	520	519	516	516	517
RAG Rating	GREEN	GREEN	GREEN	GREEN	AMBER	GREEN	GREEN	GREEN	GREEN	GREEN	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.

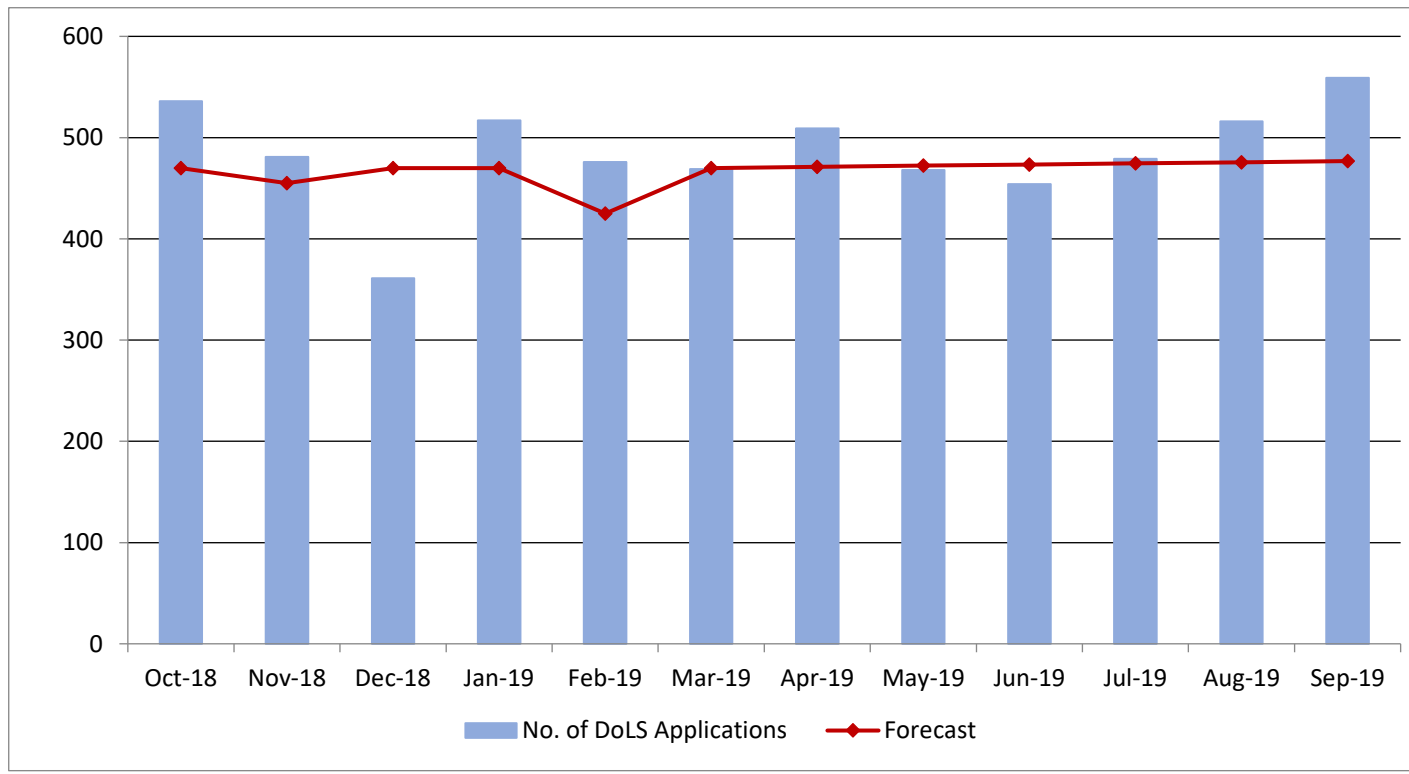| 16) Safeguarding Indicators		N/A	
Cabinet Member	Clair Bell	Director	Janice Duff/ Richard Smith
Portfolio	Adult Social Care	Division	OPPD DCALDMH

Data Notes

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

Data Source: Safeguarding Report

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Number of SG Concerns	1,073	954	940	1,074	899	959	1,028	1,096	1,080	1,195	1,095	1,052
Number of SG Enquiries	579	481	463	552	435	483	548	556	559	570	495	426
Number of SG Consultations	271	268	178	280	264	282	302	302	325	342	332	269
Number of SG Closures	612	728	493	563	753	629	483	578	548	487	457	448

Commentary

The number of Safeguarding Concerns for the latest month is 1.4% above the average for the last 12 months. However, the number of Safeguarding Enquiries is 16.8% below the average for the last 12 months. With more Safeguarding Concerns resulting in fewer Enquiries, the conversion rate for 2019-20 Q2 has fallen to 45%, significantly below the previous there quarters. The above trends would suggest that consultations are being increasingly used to better assess which concerns should proceed to an enquiry.

17) Number of DoLS applications

			RED
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*

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Forecast	**470**	**455**	**470**	**470**	**425**	**470**	**471**	**472**	**473**	**475**	**476**	**477**
No. of DoLS Applications	536	481	361	517	476	469	509	468	454	479	516	559
RAG Rating	**RED**	**AMBER**	**GREEN**	**RED**	**RED**	**GREEN**	**AMBER**	**GREEN**	**GREEN**	**AMBER**	**AMBER**	**RED**

Commentary

The number of requested DoLS applications has increased over the past three months, with August and September above the 12-month average of 485. The apparent recent is attributed to a heightened awareness of DoLS among providers, particularly in the run-up to the Liberty Protection Safeguards legislation taking effect from October 2020. The DoLS backlog has been significantly reduced from 2314 to 1603 following a targeted review of all applications received between April 2018 and March 2019 which has allowed for more effective resource planning and prioritisation of applications.