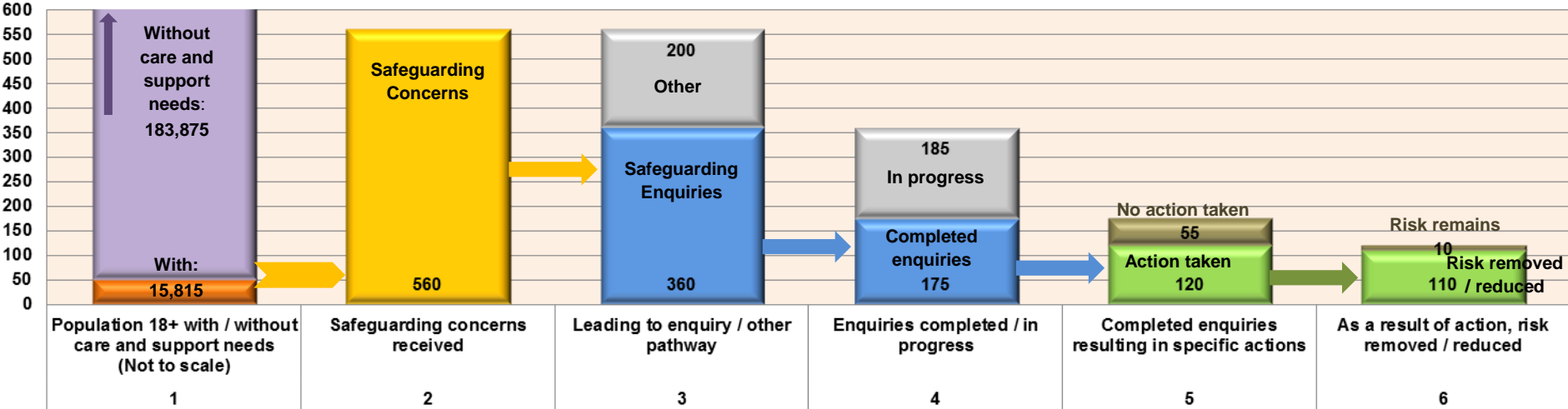


Chart 1 The safeguarding journey, from raising of safeguarding concern to outcome of safeguarding enquiry, 2015-16



Raising of safeguarding concerns

- In mid-2015 the adult population of WCC was about 199,690.
- Using the percentage of adults aged 18+ who say in national surveys that they are unable to manage at least one self-care activity, such as washing or dressing, on their own (about 8%) as a proxy measure, we estimate that in Westminster nearly 16,000 adults have care and support needs. This is more than five times the number of adults who receive on-going support from social services
- In 2015-16 Westminster received a total of 560 concerns about cases of potential or actual harm or abuse. This is equivalent to about three concerns for every 1,000 adults in the general population, or 35 for every 1,000 adults with care and support needs, or 199 for every 1,000 adults receiving on-going social care (2,810)
- The majority of concerns were raised by health and care professionals but about 18% were raised by people receiving support or their relatives or neighbours, and about 5% by the police.

Resulting safeguarding enquiry process

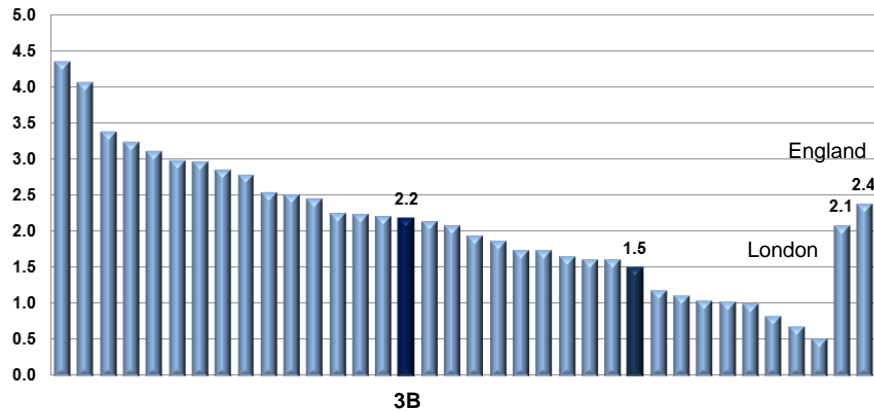
- Nearly two-thirds (360) of the concerns received were assessed as requiring follow-up under safeguarding procedures.
- This is because the people involved were assessed as: (a) experiencing, or being at risk of, harm or abuse; and (b) having care and support needs which prevented them from protecting themselves.
- These concerns became the subject of a safeguarding enquiry to establish *what the person wanted to happen in relation to the risk* and what needed to be done to achieve this
- Those concerns (200) not followed up as safeguarding enquiries were followed up in other ways, for example by referral to trading standards offices, domestic abuse support agencies, the police or the customer services team.

Outcome of enquiry process

- Safeguarding enquiries can take varying lengths of time to complete, depending on the issues and organisations involved. At 31 March 2016 just under half (175) of the enquiries that had been started since 1 April 2015 had been completed. The remainder were still in progress.
- Of the safeguarding enquiries which were completed in 2015-16, the majority (120, or 69%) resulted in specific actions being taken in relation to the risk, such as disciplinary action or removing staff from the situation
- The remaining cases (55) had not resulted in specific actions for a number of reasons, for example because the inquiry had found the risk to be unfounded, or because the adult did not wish any action to be taken
- Where specific actions had been taken, in the great majority of cases (110, or 92%) the risk of harm or abuse was judged by the social worker to have been removed or reduced as a result. In the remaining cases (10) the risk was judged to have remained, for example where the inquiry involved a family member and the adult was accepting of the risk.

A comparison with London and England 2015-16

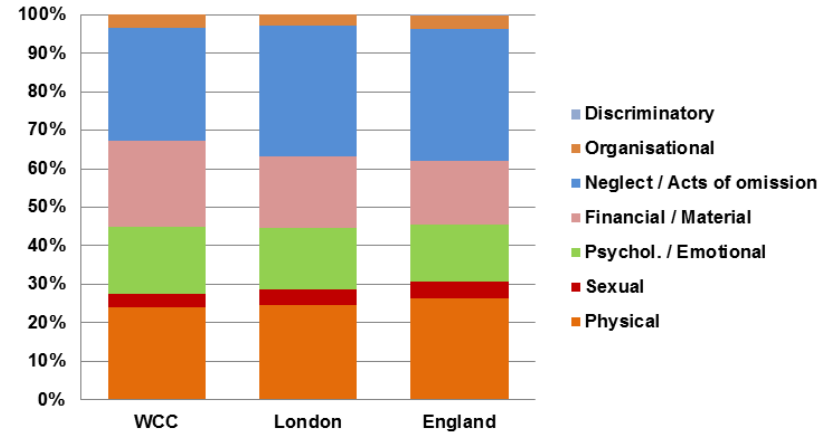
Chart 2 Number of individuals involved in safeguarding enquiries started in 2015-16, per 1,000 population aged 18+ - all London boroughs



*WCC=300 individuals; London=13,805; England=103,800.

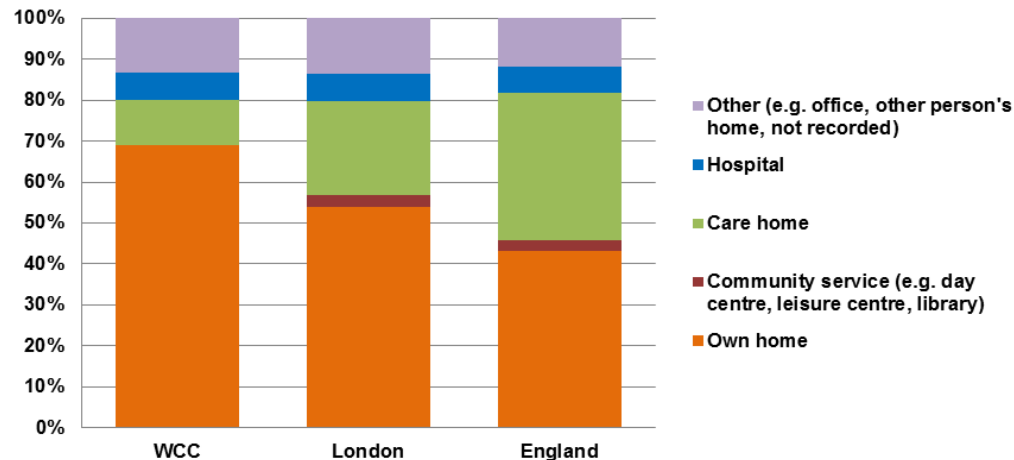
The number of safeguarding enquiries started per head of population varied considerably across London with WCC below the London average.

Chart 4 Types of abuse alleged



The frequency with which different types of abuse were reported was similar across the country but in WCC proportionately fewer enquiries involved instances of neglect. These cases nearly always involved care providers.

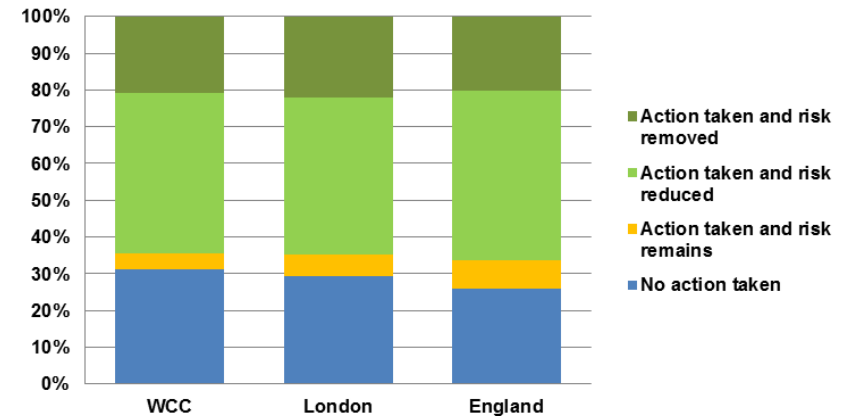
Chart 3 Where the alleged harm or abuse occurred



*Based on the number of enquiries completed in 2015-16, regardless of when they started. WCC=225; London=13,045; England=108,910

Compared with London as a whole and especially England, a higher percentage of enquires in WCC related to abuse in people's own homes. About half of these involved care professionals and about half relatives, neighbours or strangers.

Chart 5 Whether, following action, the risk of abuse had been removed or reduced



In some cases safeguarding inquiries are unable to confirm the occurrence of abuse or identify a source of risk and do not require specific actions. But where they did do in nine out of ten cases the risk of abuse was reduced or removed. Where the risk remained this was with the agreement of the adult at risk.