East of England Ambulance Service NHS Trust

Monthly Safeguarding Report

Safeguarding Team

Report Period: March 2021

Date of Report: April 2021

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Summary

- Safeguarding referrals in March 2021 have increased to 2791, an annual increase of 23.53% and a 16.5% increase from the previous month. We are seeing the improved question sets help streamline the referral process and referrals will be sent to the most appropriate service.

- Trust referrals per 10,000 999 incidents increased to 432.36, an annual increase of 22.83% and an increase of 7.1% on the previous month.

- SPOC Case Entry Time increased at 10.53 minutes per referral.

- The total active amount of Serious Case reviews to date at the end of March has increased to 22,with 4 new cases and 2 closed. The team have worked on lowering this figure and closed inactive cases.

- Compliance for Safeguarding Supervision for managers within EEAST who hold a safeguarding portfolio has decreased to 0%. The Safeguarding team are at 63% The Team are working towards an amended list for people receiving supervision.

- 195 feedback email has been provided to staff on referrals during this month,

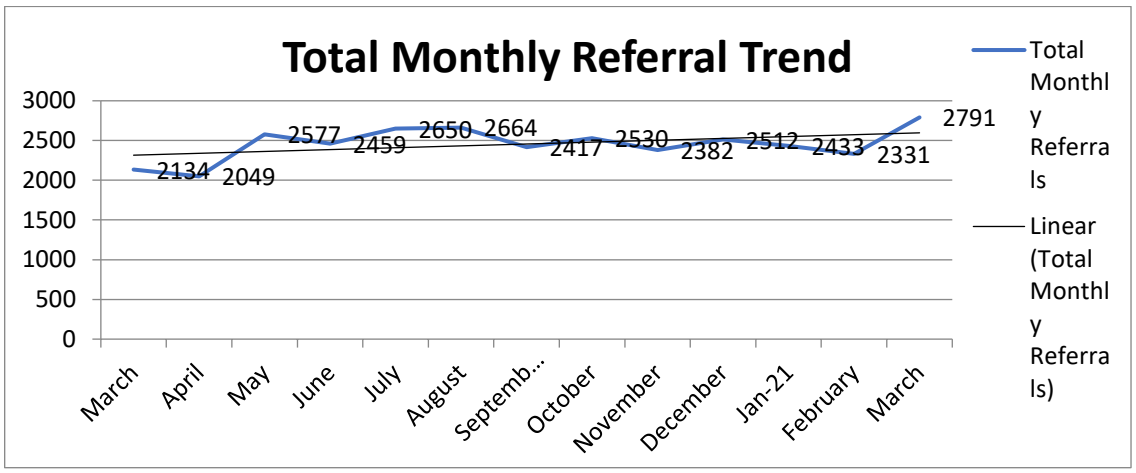
- Requests for information has increased to 82 in March2021.

- DATIX Safeguarding incidents decreased to 58. Patient Experiences logged in March increased to 10

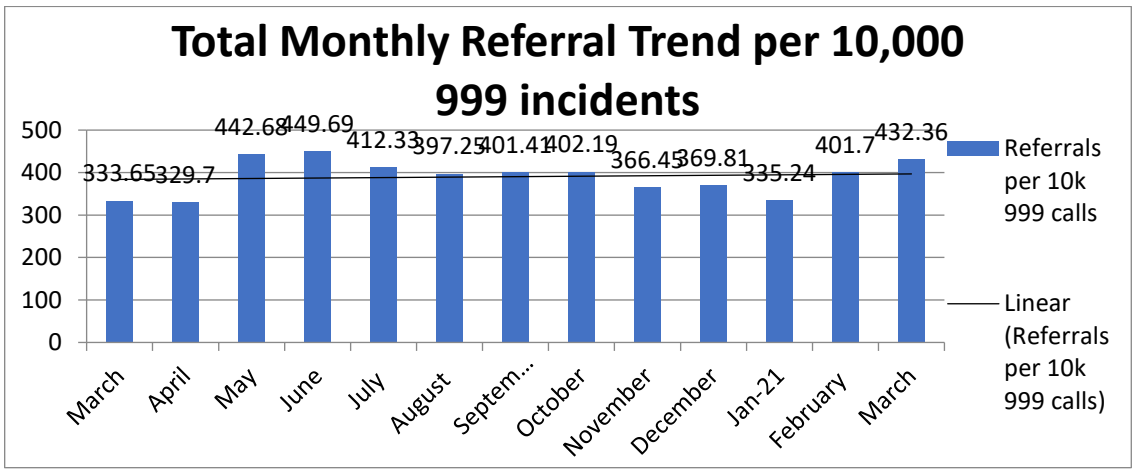
- People who have been frequently referred 3 or more times has increased to 26

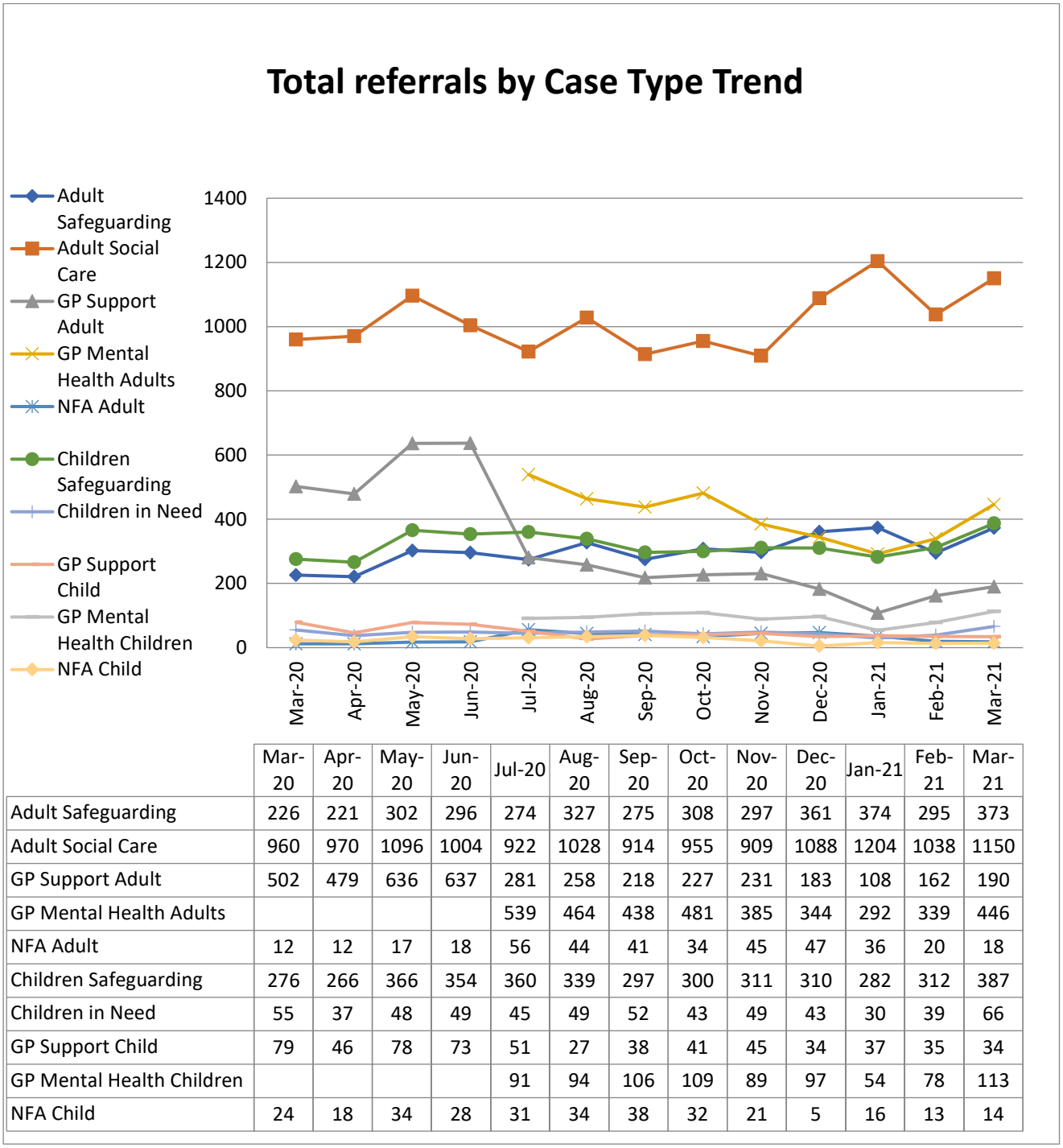
Overall Trust Safeguarding Statistics

- 2791 Social Care referrals were made as a Trust in March 2021. An annual increase of 23.53% and an increase of 16.5% on the previous month.



- Referrals per 10,000 999 calls in March 2021 were 432.36, an annual increase of 22.83% and a monthly increase of 7.1% on the previous month.



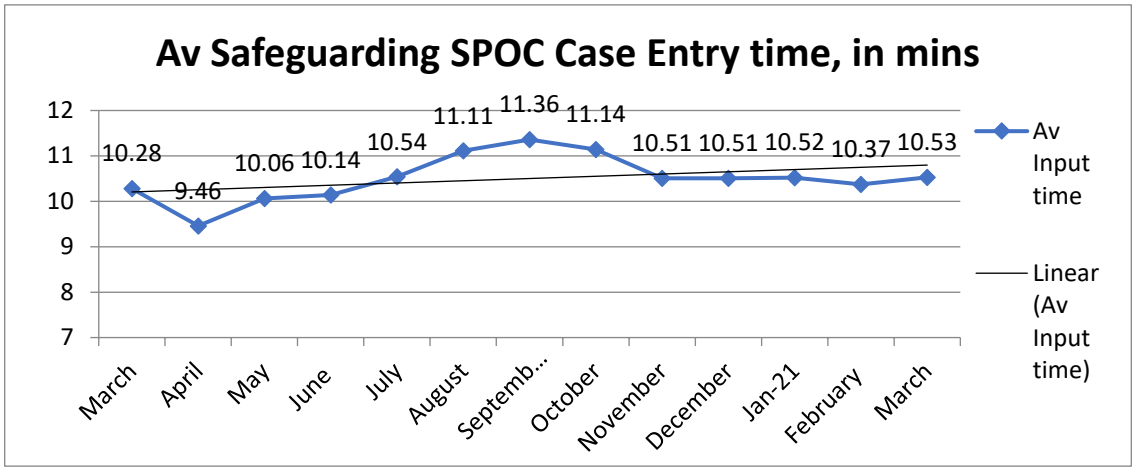


	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Adult Safeguarding	226	221	302	296	274	327	275	308	297	361	374	295	373
Adult Social Care	960	970	1096	1004	922	1028	914	955	909	1088	1204	1038	1150
GP Support Adult	502	479	636	637	281	258	218	227	231	183	108	162	190
GP Mental Health Adults					539	464	438	481	385	344	292	339	446
NFA Adult	12	12	17	18	56	44	41	34	45	47	36	20	18
Children Safeguarding	276	266	366	354	360	339	297	300	311	310	282	312	387
Children in Need	55	37	48	49	45	49	52	43	49	43	30	39	66
GP Support Child	79	46	78	73	51	27	38	41	45	34	37	35	34
GP Mental Health Children					91	94	106	109	89	97	54	78	113
NFA Child	24	18	34	28	31	34	38	32	21	5	16	13	14

Average SPOC Case Entry Time

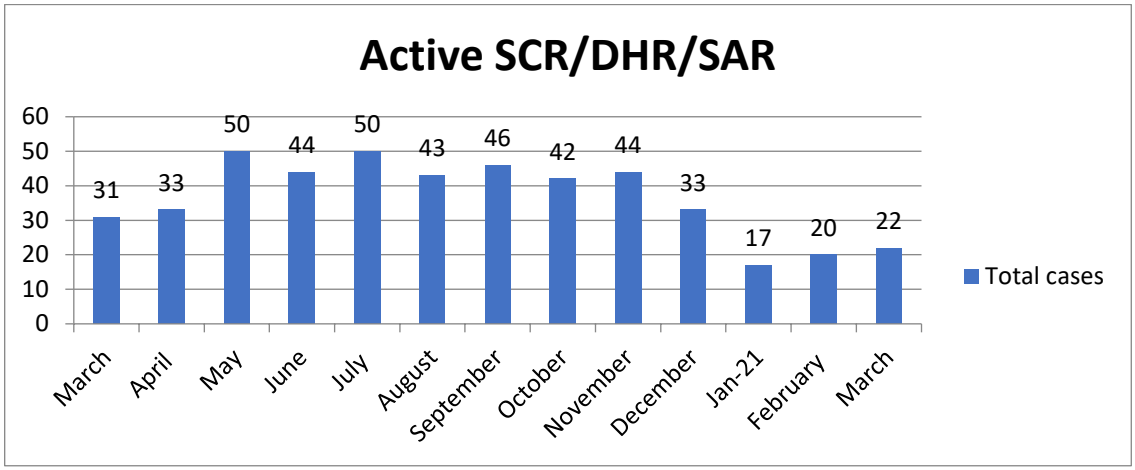
The SPOC Call Centre monitor call statistical information for all the services they provide. The Safeguarding Team requested the average call length of each Safeguarding referral call made by clinicians into the call centre.

SPOC have been able to provide the average time taken to log each referral from the start to finish time recorded on Adastra as a representation of the average time taken to complete each referral.



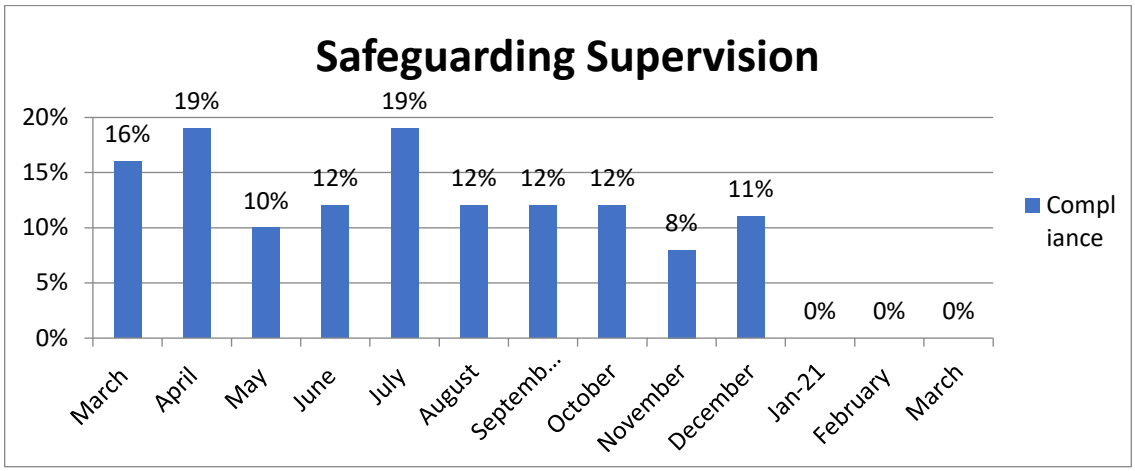
SCR/DHR/SAR's

The below represents the current amount of active Serious Case Reviews (SCR)/Domestic Homicide Reviews (DHR) and Serious Adults Reviews (SAR), either at stage of scoping or submitted Chronology, draft or submitted Independent Management Review or outstanding recommendations for completion, up to the end of this month. 4 new Case Review notifications were received in March 2021, with 2 cases being closed.



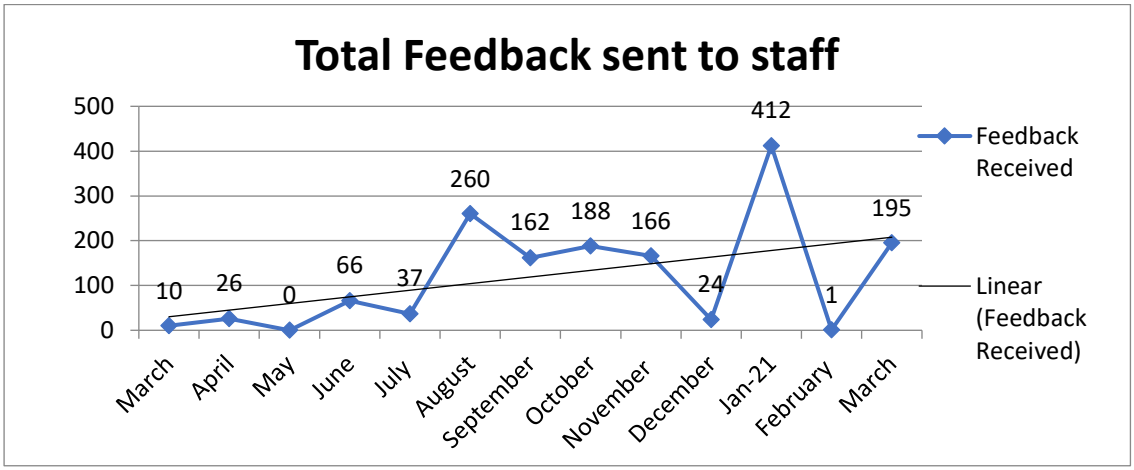
Safeguarding Supervision

The below represents the 0% of nominated Safeguarding Lead's, Trust Board, Managers and Area Clinical Leads who have had documented Safeguarding Supervision within the last 6 months. There are now 19 identified personnel which require Supervision by the Safeguarding Lead, Named Professional, Safeguarding specialist for Adults & Named Doctor for Safeguarding. This list will be revisited with amendments made in line with the new operations structure.



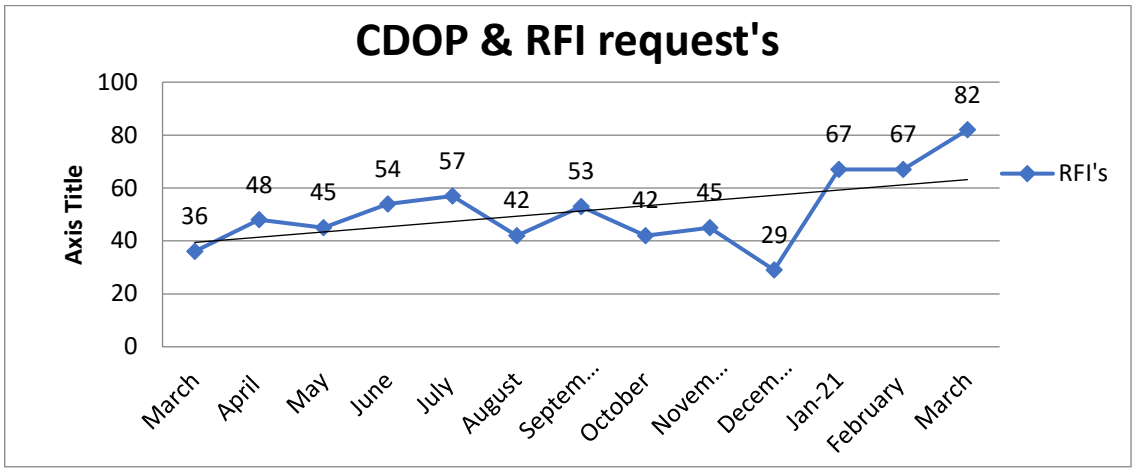
Overall Trust Feedback for all Safeguarding Referrals

In March 2021, 195 of 2791 feedback was sent out by the safeguarding team. This is due to capacity within the team and ongoing operational pressures.



RFI's and CDOP Requests

- The below represents the amount of information which was requested from the Safeguarding team from external organisations, excluding Serious Case/Adult or Domestic Homicide reviews.



Categories of Abuse

- The below details the total categories of abuse for all Safeguarding Adult & Child referrals, to show the reasoning for the Trust's Safeguarding concerns, followed by a breakdown per locality for last month.

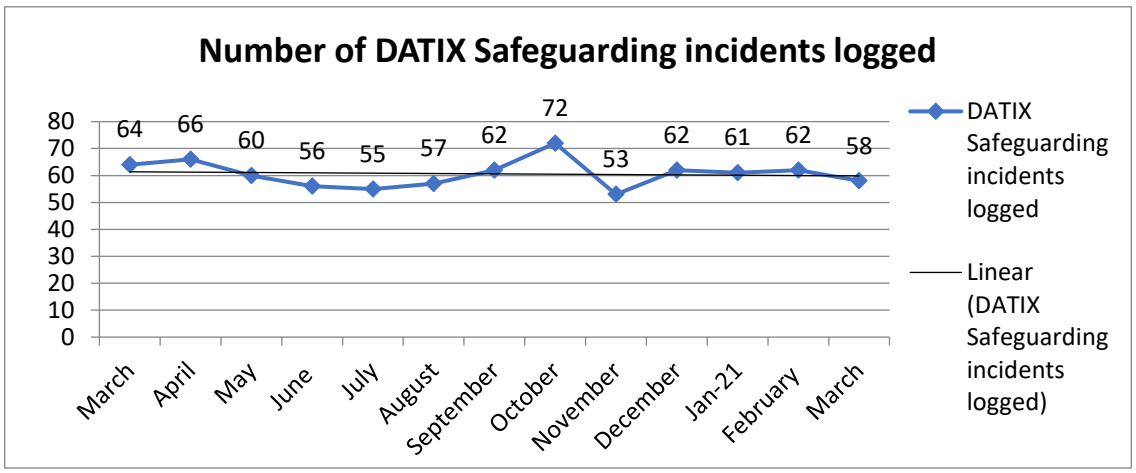
What is the suspected type of abuse?	October 2020		November 2020		December 20		January 2021		February 2021		March 2021	
	Child	Adult	Child	Adult	Child	Adult	Child	Adult	Child	Adult	Child	Adult
Adult conveyed - no care for children	3	0	0	0	3	0	0	0	1	0	2	0
Child Death	0	0	0	0	3	0	1	0	1	0	3	0
Child Exploitation	0	0	0	0	3	0	0	0	0	0	0	0
Child Sexual Exploitation	4	0	5	0	0	0	1	0	0	0	3	0
Concealed pregnancy	0	0	2	0	0	0	1	0	1	0	1	0
Discriminatory	-	-	-	-	-	-	0	0	0	0	0	0
Domestic Abuse/Violence	21	18	29	19	51	22	30	14	27	19	40	21
Emotional	22	0	15	0	20	0	9	0	14	0	22	0
Emotional/ Psychological	0	28	0	16	0	25	0	10	0	9	0	32
Fabricated or Induced Illness	1	0	0	0	1	0	0	0	0	0	0	0
Financial or Material	-	-	0	4	0	19	0	21	0	15	0	29
FGM	0	0	0	0	0	0	0	0	0	0	0	0
Forced Marriage	-	-	-	-	-	-	0	0	0	0	0	0
Human Trafficking	0	0	3	0	4	0	1	0	6	0	1	2
Institutional/Organisational	0	63	0	47	0	44	0	65	0	38	0	49
Modern Slavery	-	-	-	-	-	-	-	-	0	0	2	3
Neglect	-	-	-	-	-	-	-	-	54	0	81	0
Neglect by others	0	118	0	135	0	121	0	164	0	127	0	129
Neglect of home	11	51	9	43	13	69	16	63	8	73	14	77
No adult acting in the best interests of the child	13	0	18	0	20	0	13	0	10	0	14	0
Parent Taking Drugs and/or Alcohol	33	0	42	0	40	0	38	0	47	0	49	0
Parents – Overdose/ Suicidal/ Mental Health	94	0	119	0	109	0	95	0	118	0	128	0
Physical	13	17	13	13	14	16	10	21	17	13	19	26
Refusal of Medical Treatment for Child	1	0	2	0	3	0	6	0	4	0	1	0
Sexual	3	4	6	5	3	3	5	2	2	0	6	4
Sudden death of adult/ carer	1	0	3	0	3	0	1	0	2	0	1	0
Violent Extremism	0	0	0	1	0	0	0	1	-	1	0	1

Adult and Child Referrals by Sector

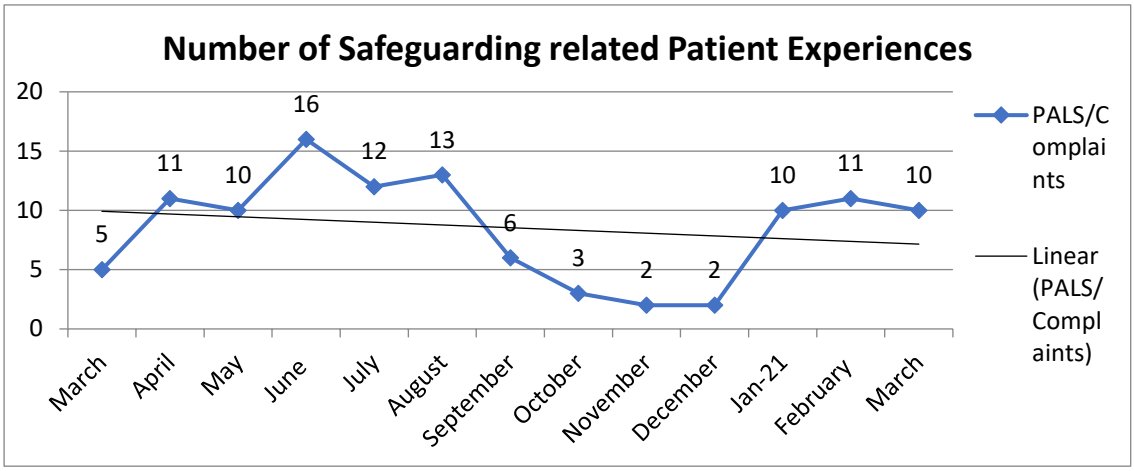
Suspected Type of Abuse	Beds			Herts			Cambs			Essex			Norfolk			Suffolk		
	Adult	Child	Beds Total	Adult	Child	Herts Total	Adult	Child	Cambs Total	Adult	Child	Essex Total	Adult	Child	Norfolk Total	Adult	Child	Suffolk Total
Adult conveyed - no care for children	0	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
Child Death	0	1	1	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0
Child Exploitation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Child Sexual Exploitation	0	0	0	0	0	0	0	1	1	0	1	1	0	0	0	0	1	1
Concealed Pregnancy	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Discriminatory	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Domestic Abuse	2	3	5	3	5	8	3	5	8	5	16	21	5	5	10	3	6	9
Emotional	0	3	3	0	1	1	0	2	2	0	10	10	0	0	0	0	6	6
Emotional/ Pyschological	3	0	3	7	0	7	4	0	4	9	0	9	6	0	6	3	0	3
Fabricated or Induced Illness	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Financial Or Material	3	0	3	4	0	4	5	0	5	6	0	6	6	0	6	5	0	5
Female Genital Mutilation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Forced Marriage	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Human Trafficking	1	0	1	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0
Institutional/Organisational	5	0	5	8	0	8	2	0	2	22	0	22	6	0	6	6	0	6
Modern Slavery	0	1	1	0	0	0	0	0	0	3	0	3	0	0	0	0	1	1
Neglect	0	7	7	0	14	14	0	13	13	0	20	20	0	16	16	0	11	11
Neglect By Others	8	0	8	13	0	13	19	0	19	59	0	59	17	0	17	13	0	13
Neglect Of Home	5	1	6	14	3	17	14	3	17	21	5	26	11	2	13	12	0	12
No adult acting in the best interests of the child	0	1	1	0	2	2	0	4	4	0	1	1	0	6	6	0	0	0
Parent Taking Drugs And/Or Alcohol	0	3	3	0	5	5	0	9	9	0	23	23	0	8	8	0	1	1
Parents - Overdose/ Suicidal/ Mental Health	0	10	10	0	23	23	0	15	15	0	47	47	0	21	21	0	11	11
Physical	1	1	2	4	2	6	2	3	5	11	10	21	8	2	10	0	1	1
Refusal Of Medical Treatment For Child	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Sexual	0	0	0	1	1	2	1	0	1	0	3	3	1	1	2	1	1	2
Sudden death of parent/ carer	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
Violent Extremism	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0
Total	28	32	60	54	57	111	51	56	107	137	139	276	60	62	122	43	40	83

Incidents

- 58 Safeguarding related DATIX incidents were logged in the month of March 2021. Previous month's figures have also been updated.

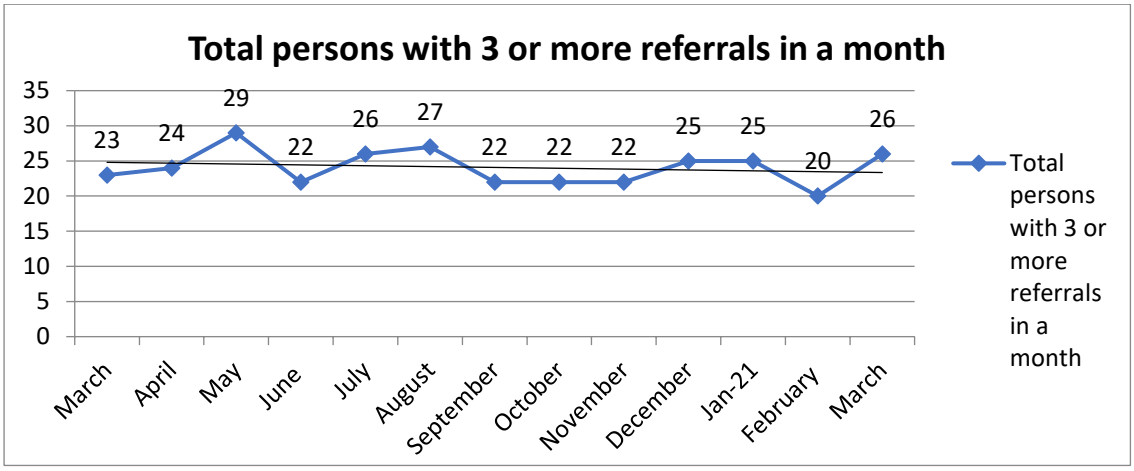


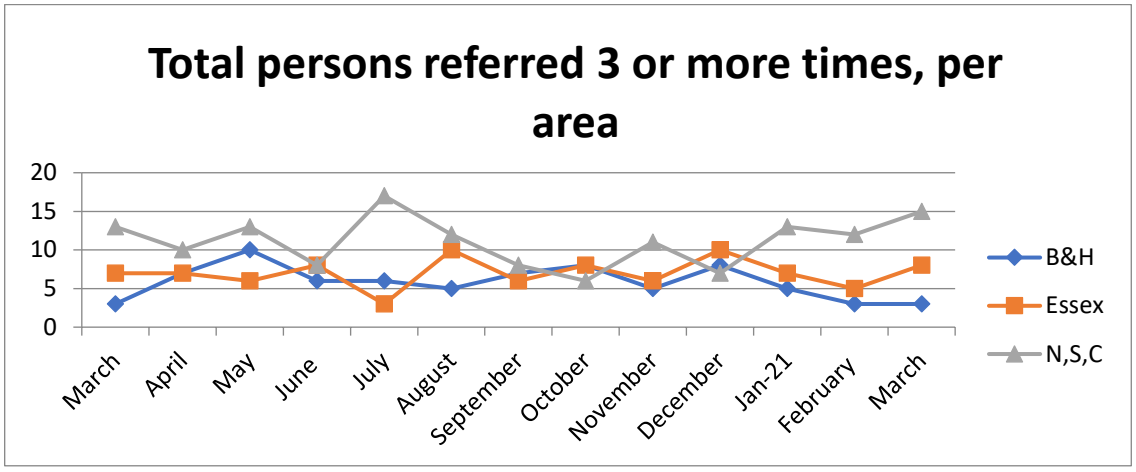
- 10 Patient Experience's had been logged where Safeguarding was highlighted as a concern. Previous month's figures have also been updated.



Frequently Referred

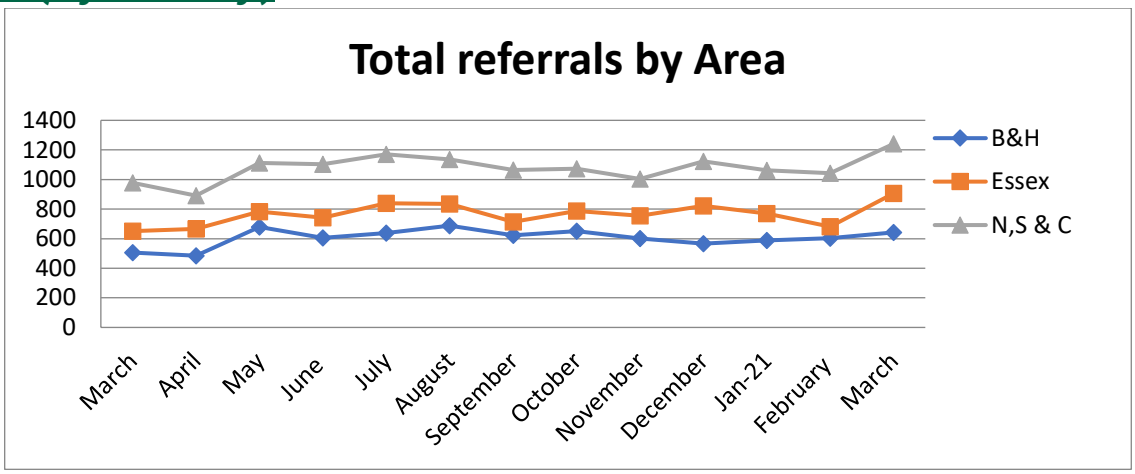
- The Safeguarding Team obtain a monthly report on how many patients are referred 3 or more times in a month, from the Adastra system.

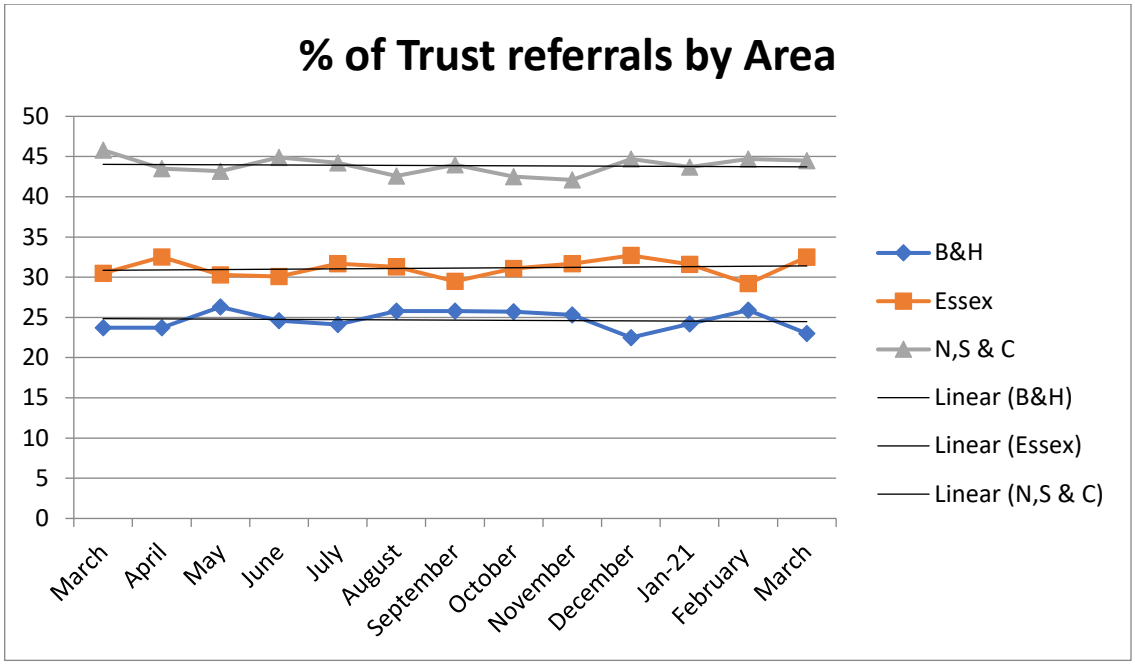




Area & STP Information

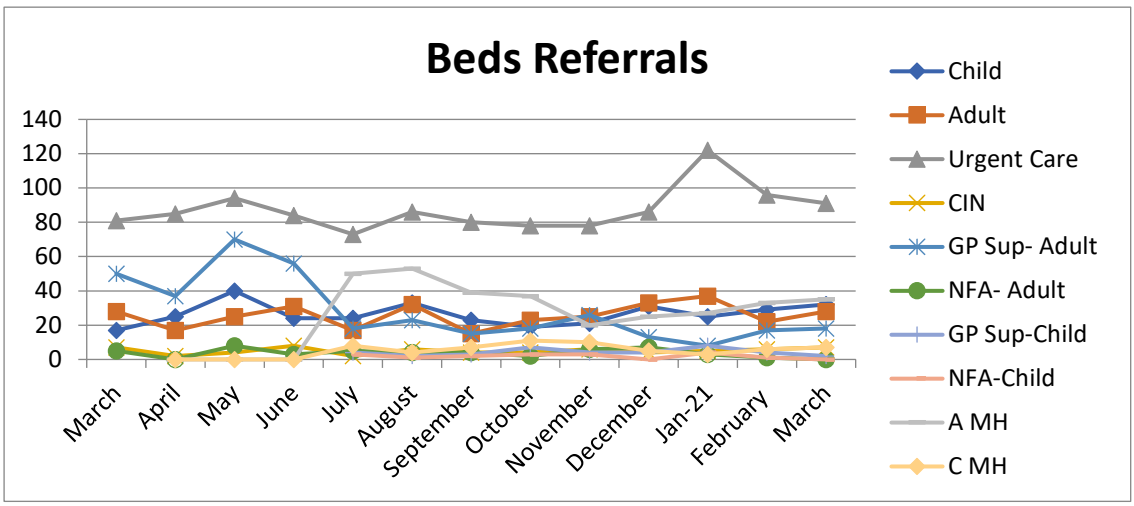
Area (by County)

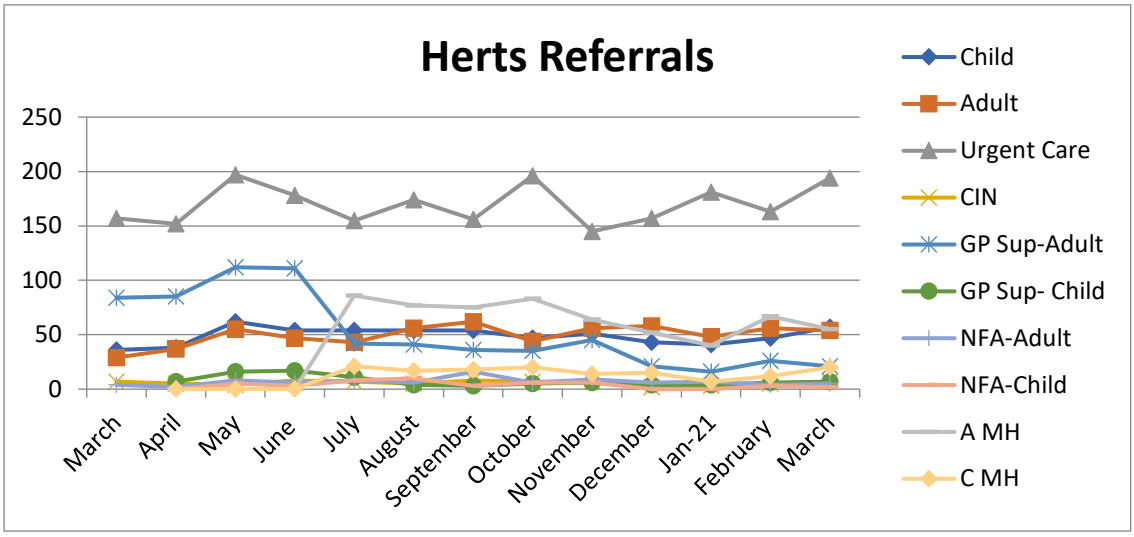


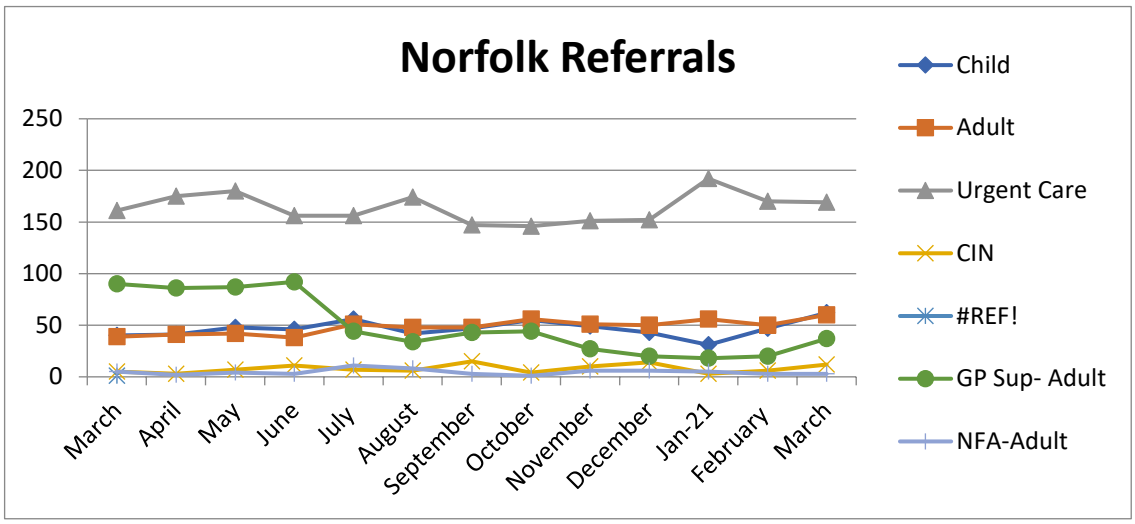


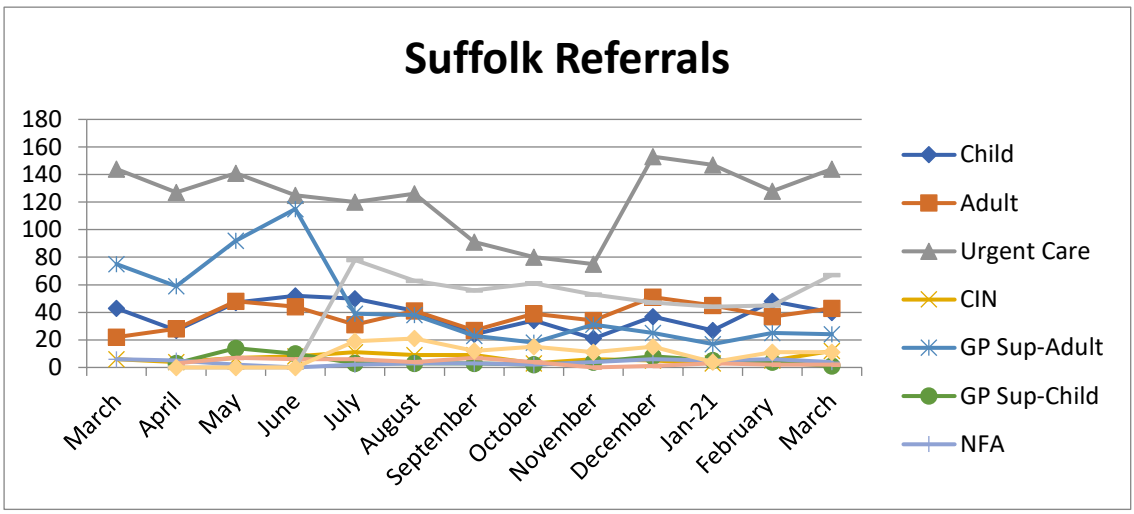
- The below table is a breakdown of referrals by area by Children & Adult, for information only.

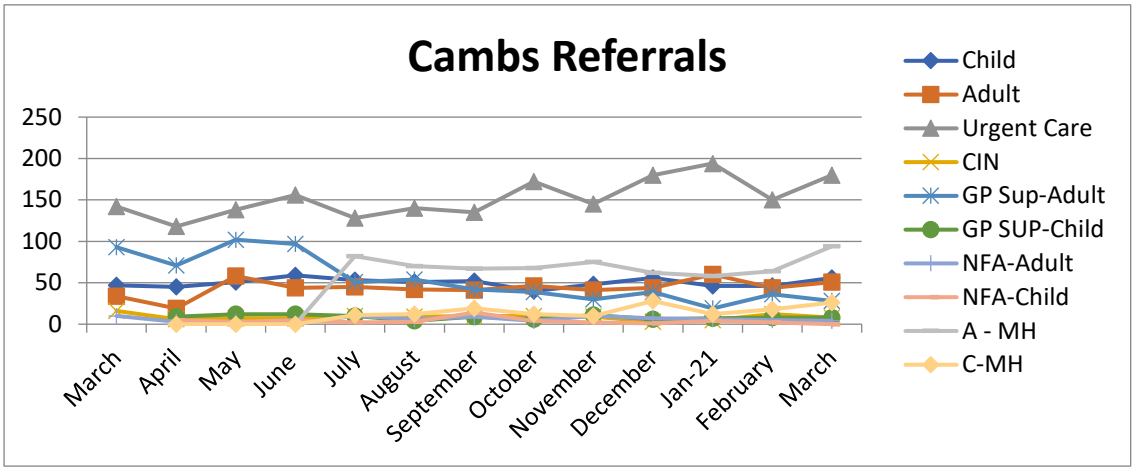
Month/Area Totals	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Beds	188	166	241	201	204	244	192	202	199	208	242	215	220
Herts	317	319	438	404	435	444	431	449	403	358	347	389	422
Cambs	342	276	373	381	402	391	398	401	381	426	411	385	455
Norfolk	340	359	381	363	409	395	411	415	384	348	352	347	438
Suffolk	296	256	358	360	359	349	255	258	239	348	300	311	348
Essex	651	666	782	741	840	834	714	787	754	821	769	681	906

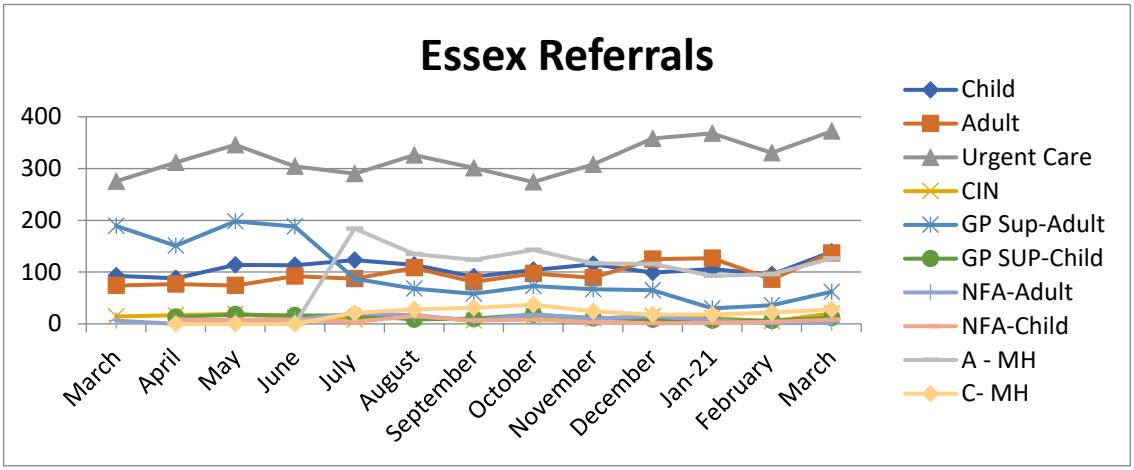

Beds Referrals
140
120
100
80
60
40
20
0
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Child
Adult
Urgent Care
CIN
GP Sup- Adult
NFA- Adult
GP Sup-Child
NFA-Child
A MH
C MH


Herts Referrals
250
200
150
100
50
0
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Child
Adult
Urgent Care
CIN
GP Sup-Adult
GP Sup- Child
NFA-Adult
NFA-Child
A MH
C MH

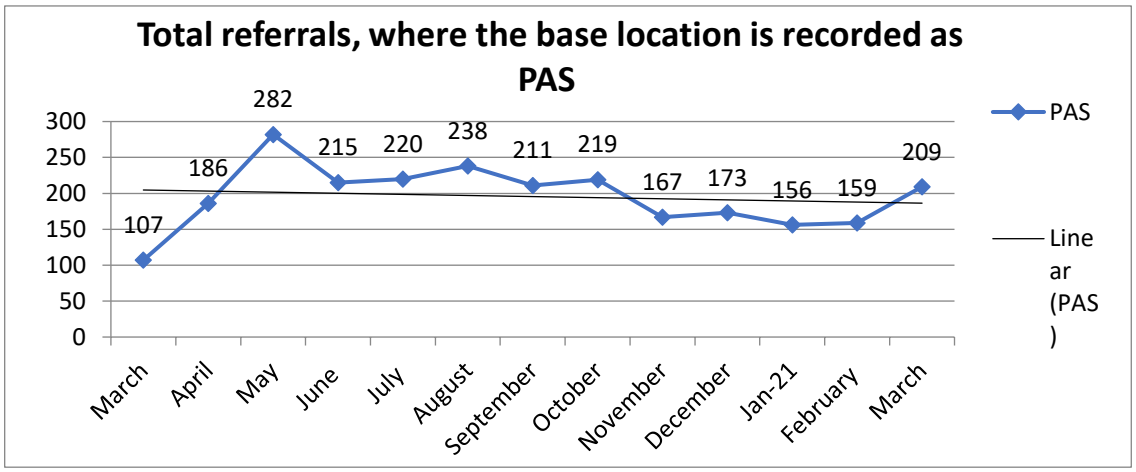

Norfolk Referrals
250
200
150
100
50
0
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Child
Adult
Urgent Care
CIN
#REF!
GP Sup- Adult
NFA-Adult


Suffolk Referrals
180
160
140
120
100
80
60
40
20
0
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Child
Adult
Urgent Care
CIN
GP Sup-Adult
GP Sup-Child
NFA

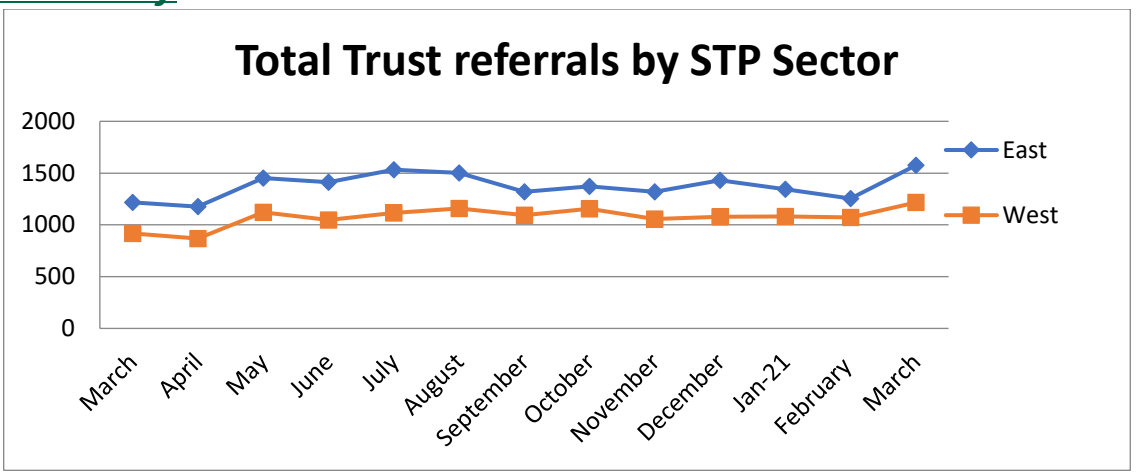

Cambs Referrals
250
200
150
100
50
0
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Child
Adult
Urgent Care
CIN
GP Sup-Adult
GP SUP-Child
NFA-Adult
NFA-Child
A - MH
C-MH

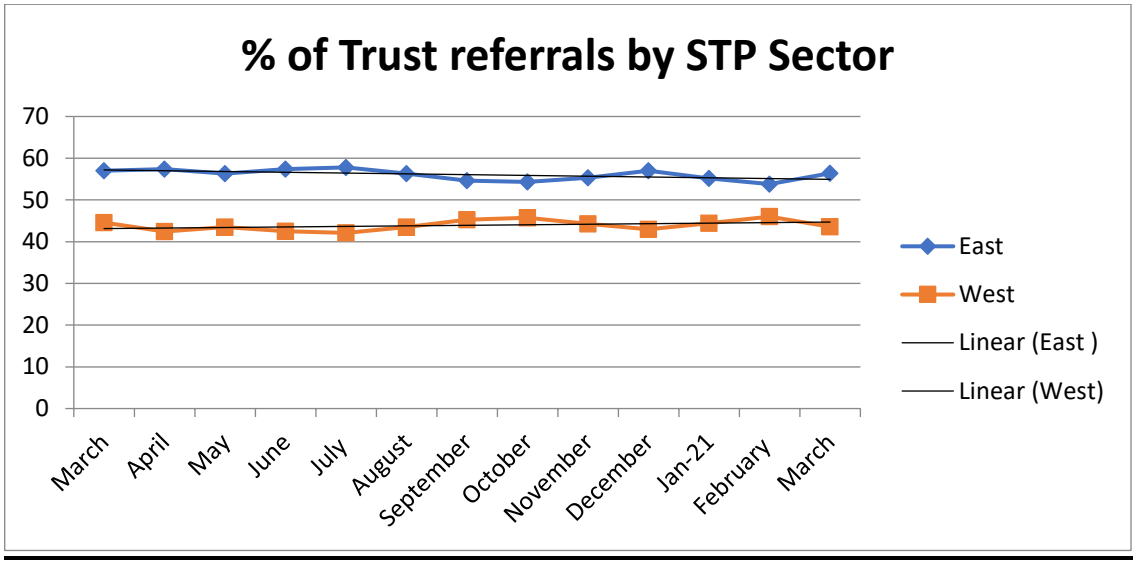

Essex Referrals
400
300
200
100
0
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Child
Adult
Urgent Care
CIN
GP Sup-Adult
GP SUP-Child
NFA-Adult
NFA-Child
A - MH
C- MH

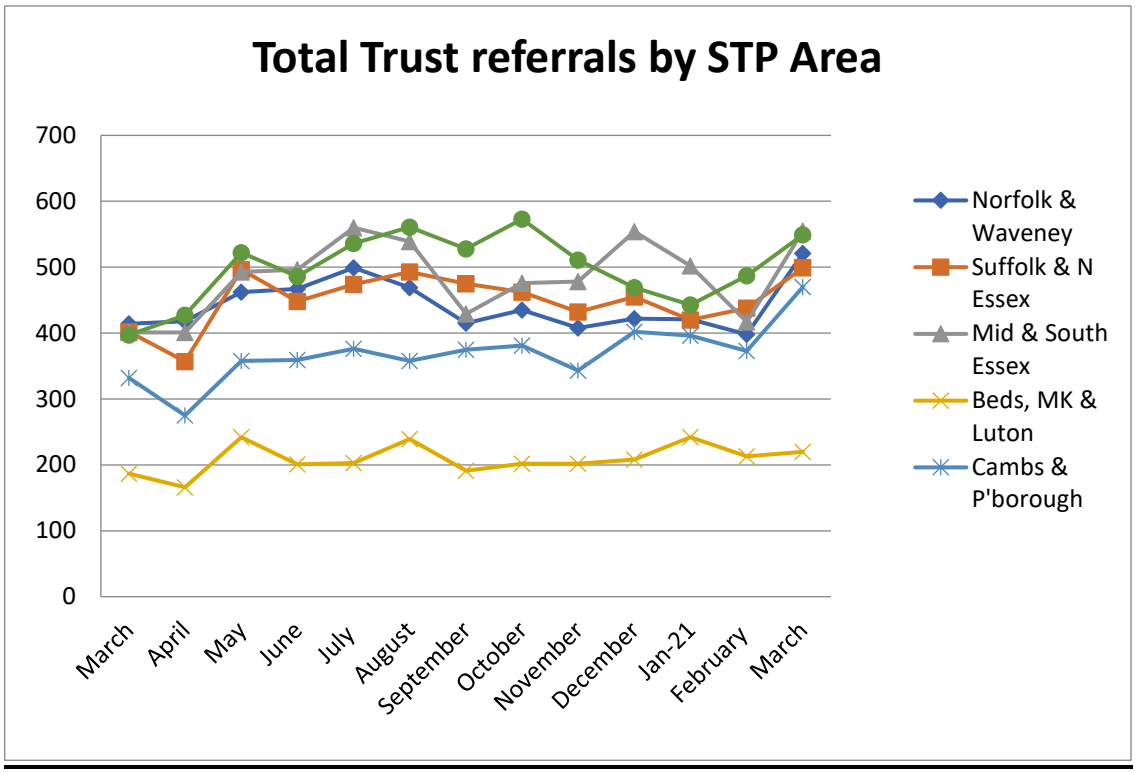
The Safeguarding team collate information on Private Ambulance Services, from the Base Station location provided on the referral. The accuracy of the information is subject to human error, due to inaccuracies with reporting referrer's base location.

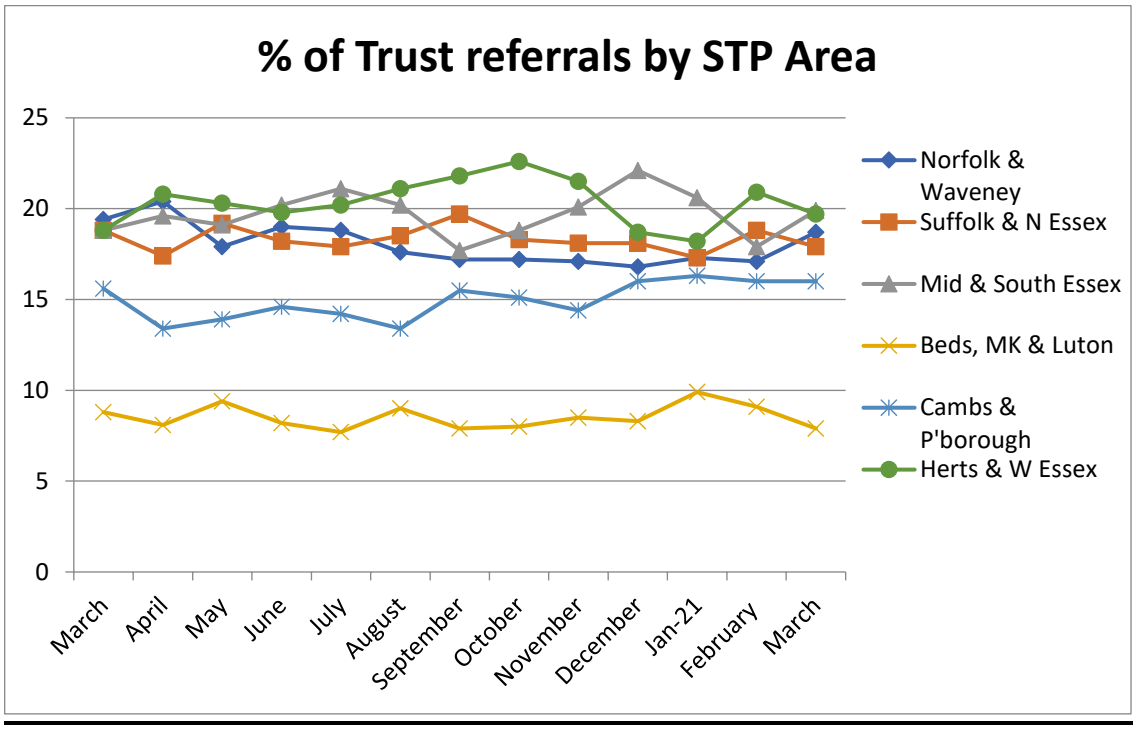


STP Locality



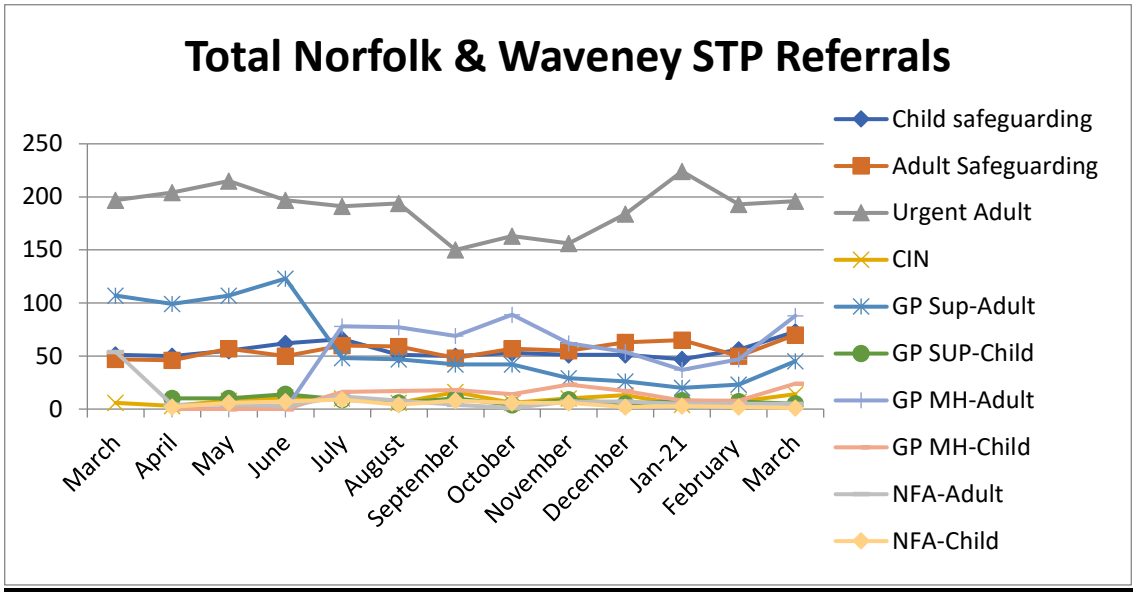



Total Trust referrals by STP Area
700
600
500
400
300
200
100
0
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Norfolk & Waveney
Suffolk & N Essex
Mid & South Essex
Beds, MK & Luton
Cambs & P'borough

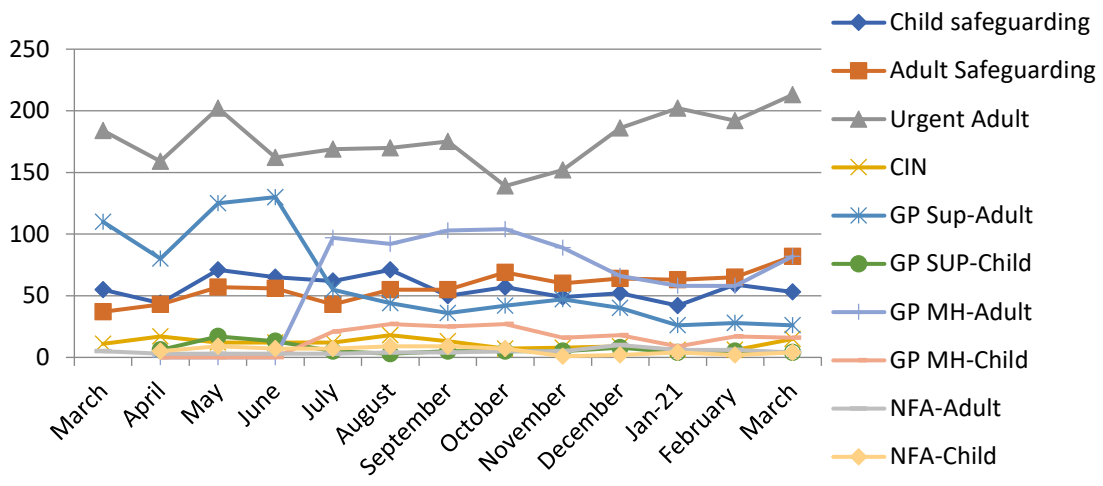

% of Trust referrals by STP Area
25
20
15
10
5
0
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Norfolk & Waveney
Suffolk & N Essex
Mid & South Essex
Beds, MK & Luton
Cambs & P'borough
Herts & W Essex

- The below table is a breakdown of referrals by STP area by Children & Adult.

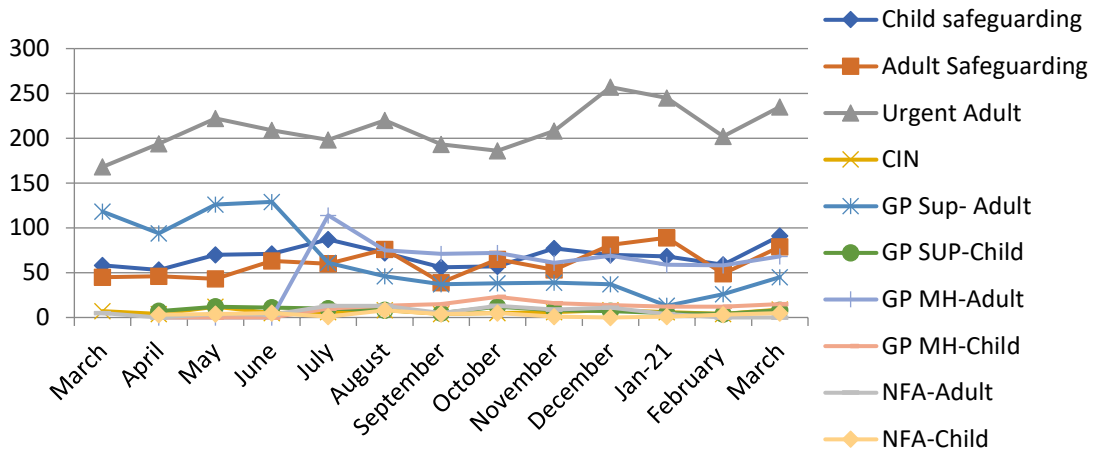
	Month/Area Totals	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
EAST	Norfolk & Waveney	414	418	462	467	499	469	415	435	408	422	421	398	521
	Suffolk & North Essex	402	357	496	448	474	493	475	462	432	455	420	438	499
	Mid & South Essex	401	401	493	496	560	539	429	476	478	554	502	417	555
WEST	MK, Beds & Luton	187	166	242	201	203	239	191	202	202	208	242	213	220
	Cambs & P 'Borough	332	275	358	359	376	358	375	381	343	402	396	373	447
	Herts & West Essex	397	427	522	486	536	561	528	573	511	469	443	487	549



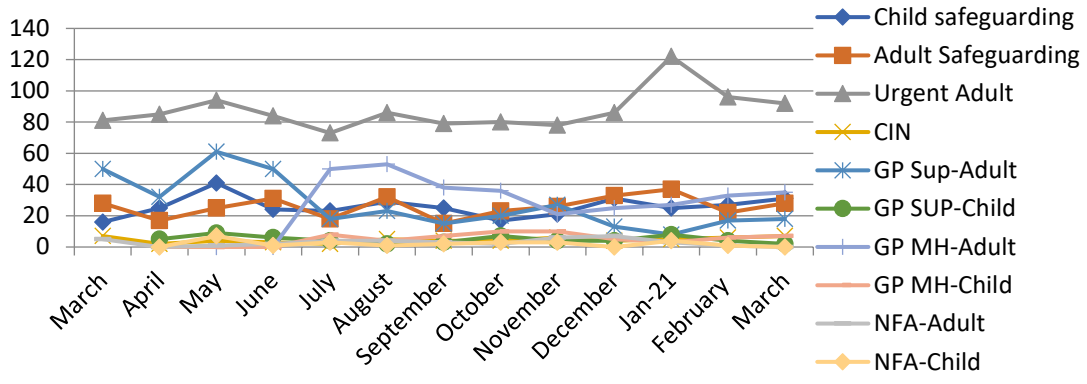
Total Suffolk & N Essex STP Referrals

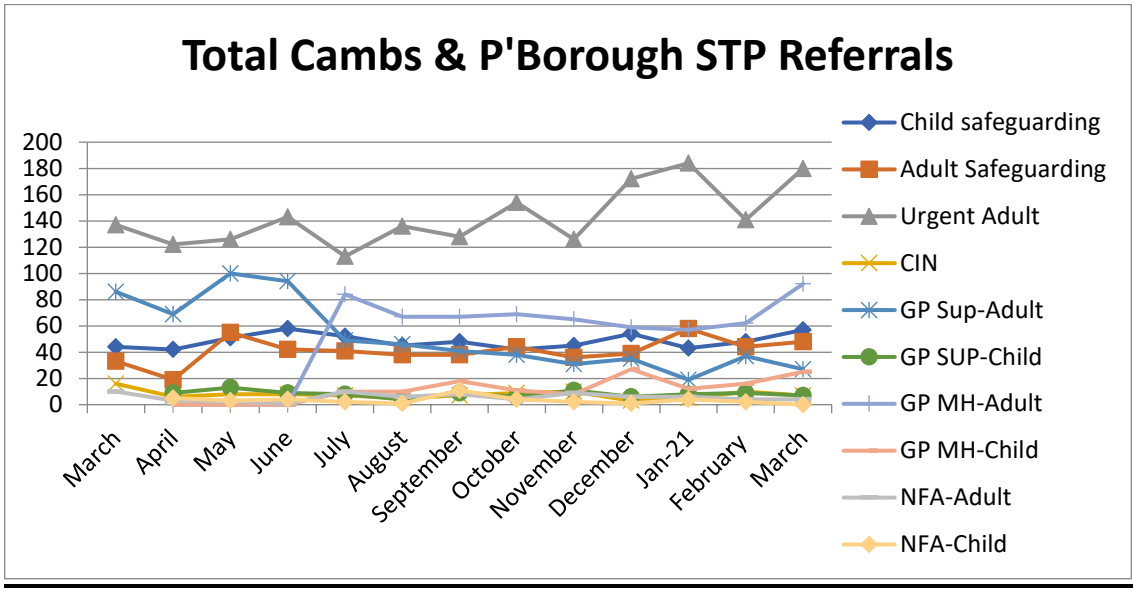


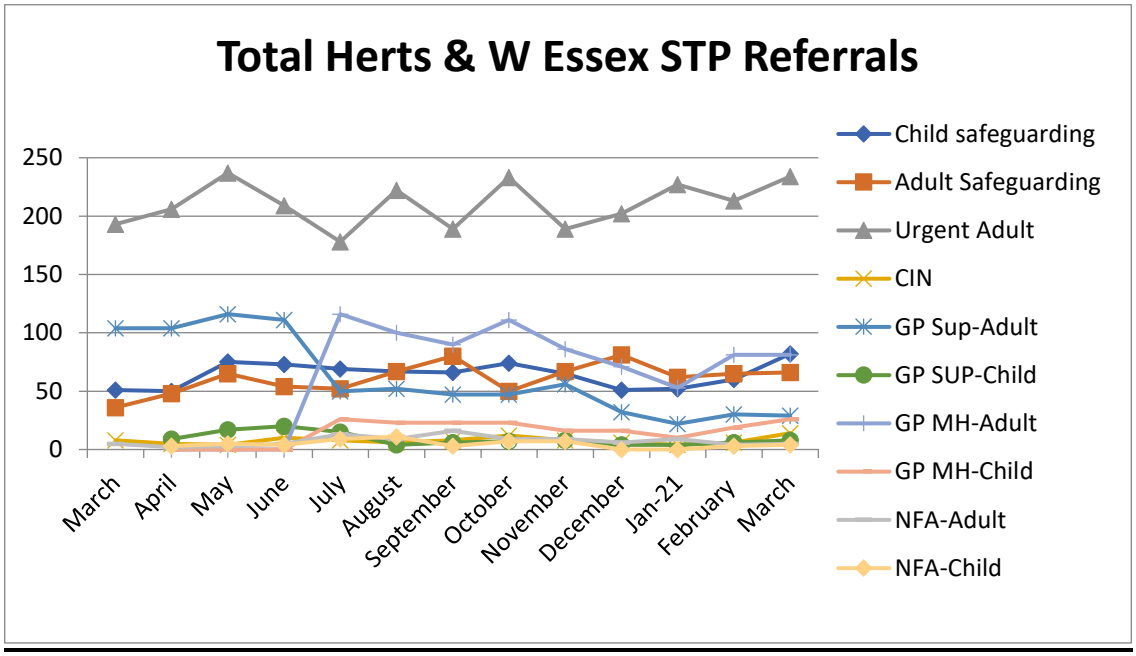
Total Mid & South Essex STP Referrals



Total MK, Beds & Luton STP Referrals

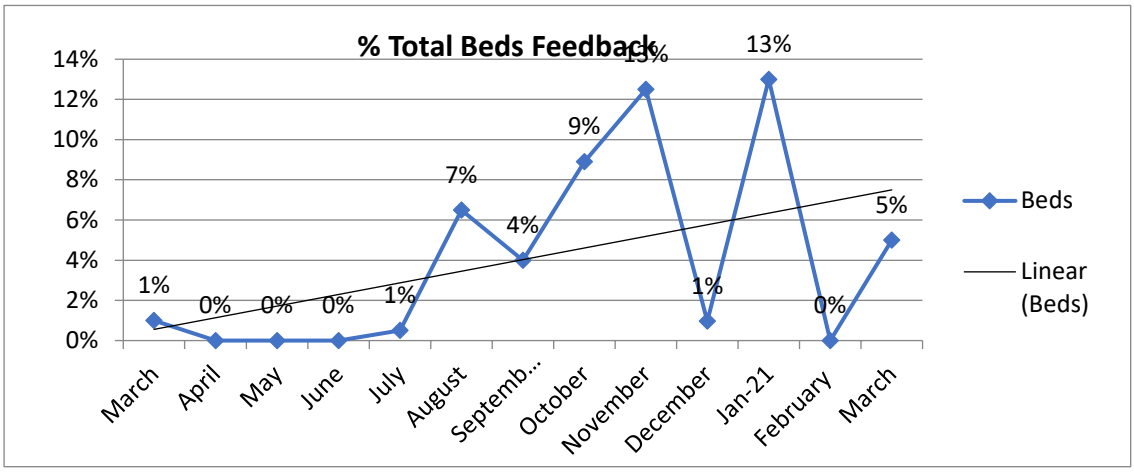


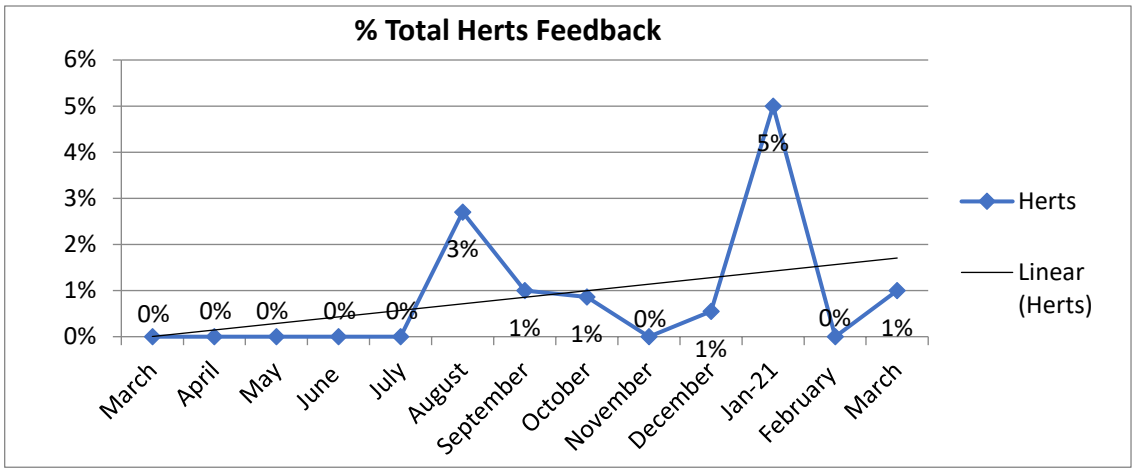


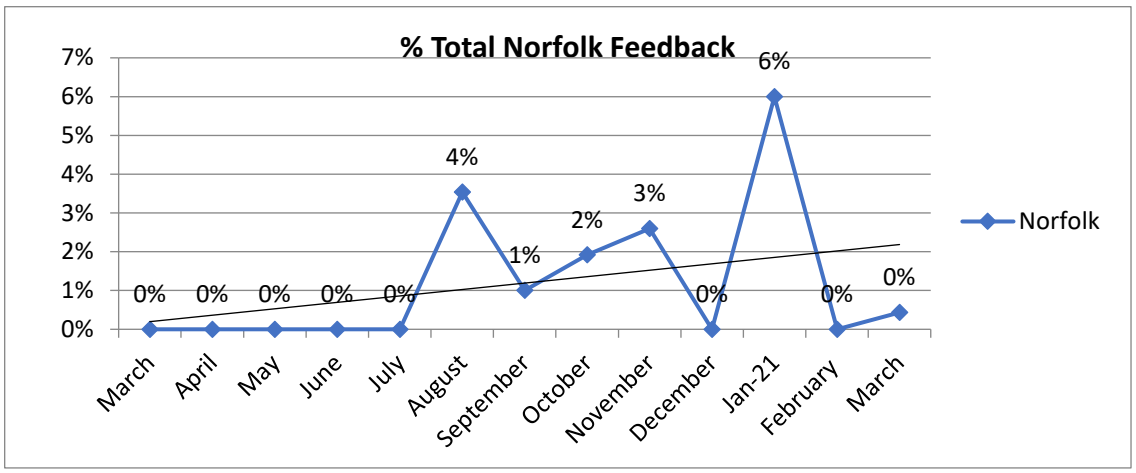


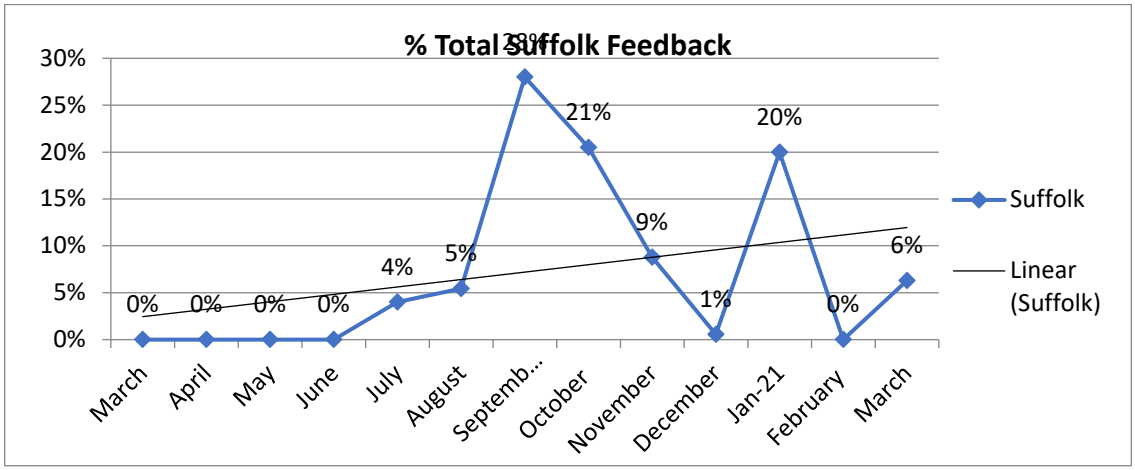
Feedback

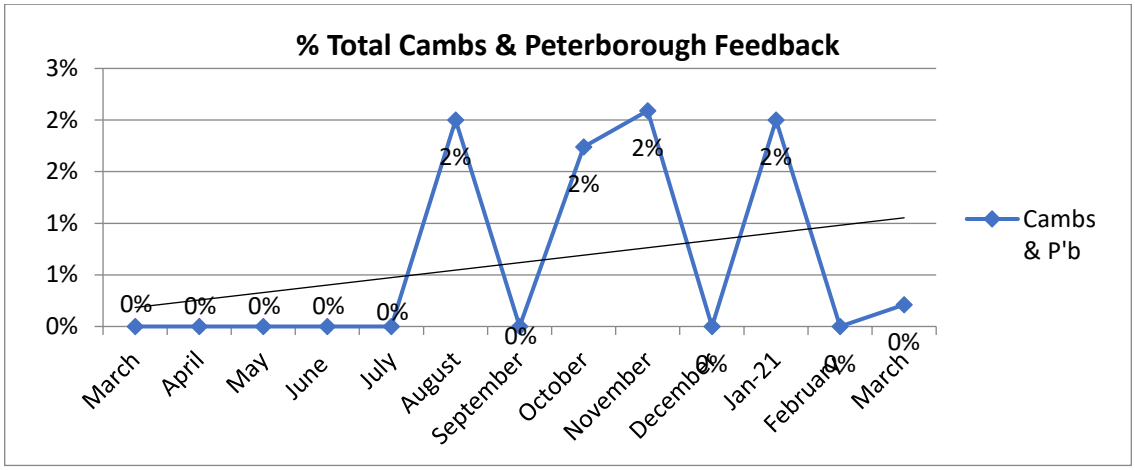
- The below represents the amount of feedback sent out to staff/volunteers in Sector area from both GP and LA's.

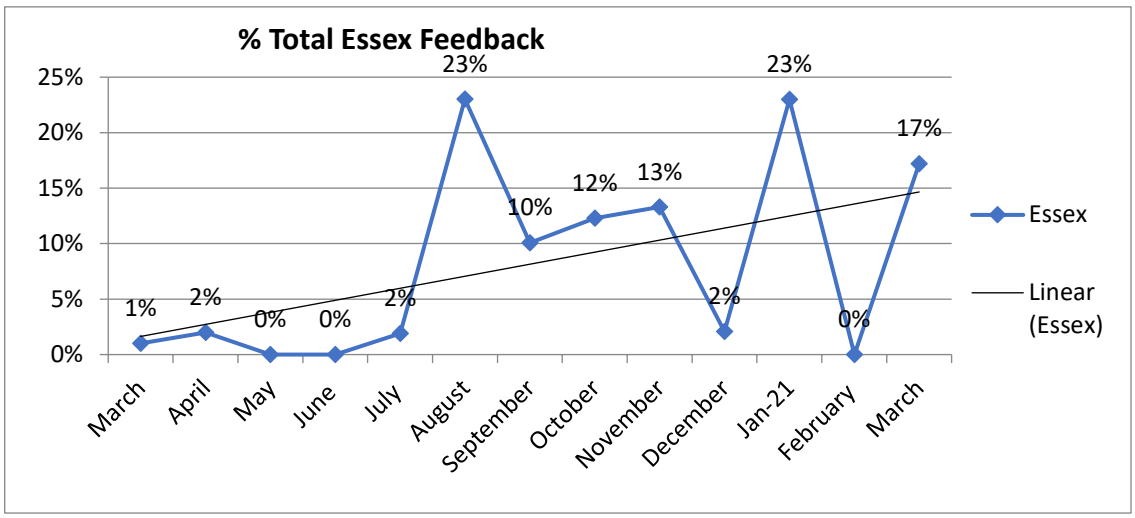

% Total Beds Feedback
14%
12%
10%
8%
6%
4%
2%
0%
1%
0%
0%
0%
1%
7%
4%
9%
13%
1%
13%
0%
5%
March
April
May
June
July
August
Septemb...
October
November
December
Jan-21
February
March
Beds
Linear (Beds)

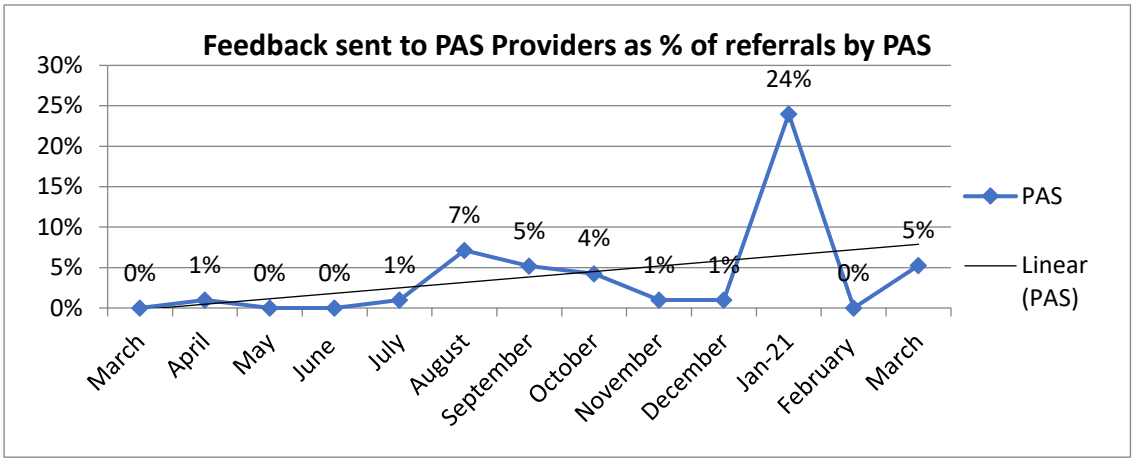

% Total Herts Feedback
6%
5%
4%
3%
2%
1%
0%
0%
0%
0%
0%
0%
3%
1%
1%
0%
1%
5%
0%
1%
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Herts
Linear (Herts)


% Total Norfolk Feedback
7%
6%
5%
4%
3%
2%
1%
0%
0%
0%
0%
0%
0%
4%
1%
2%
3%
0%
6%
0%
0%
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Norfolk


% Total Suffolk Feedback
30%
25%
20%
15%
10%
5%
0%
0%
0%
0%
0%
4%
5%
28%
21%
9%
1%
20%
0%
6%
March
April
May
June
July
August
Septemb...
October
November
December
Jan-21
February
March
Suffolk
Linear (Suffolk)


% Total Cambs & Peterborough Feedback
3%
2%
2%
1%
1%
0%
0%
0%
0%
0%
0%
2%
0%
2%
2%
0%
2%
0%
0%
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Cambs & P'b


% Total Essex Feedback
25%
20%
15%
10%
5%
0%
1%
2%
0%
0%
2%
23%
10%
12%
13%
2%
23%
0%
17%
March
April
May
June
July
August
September
October
November
December
Jan-21
February
March
Essex
Linear (Essex)



Author: Angela Jones
Date: April 2021