



Appendix 1

Number of referrals made

	2017/18	2018/19	2019/2020	2020/21	2021/22	2022/23
Adult referrals	18 (45%)	66 (71.7%)	65 (74%)	66 (71.7%)	116 (84.6%)	102 (82.92)
Child referrals	22 (55%)	26 (28.3%)	19 (22.6%)	26 (28.3%)	21 (15.3%)	21 (17.07)
Total	40	92	84	92	137	123

Reason for referral

	2017/18	2018/19	2019/2020	2020/21	2021/22	2022/23
Neglect	16 (40%)	21 (22.8%)	15 (17.8%)	29 (31.5%)	29 (21.2%)	25 (30.75%)
Self-Neglect	7 (17.5%)	25 (27.2%)	31 (36.9%)	21 (22.8%)	60 (43.8%)	51 (41.46%)
Domestic Abuse	7 (17.5%)	10 (10.9%)	17 (20.2%)	20 (21.7%)	13 (9.49%)	8 (6.5%)
Emotional Abuse	0 (0%)	11 (11.9%)	4 (4.8%)	10 (10.9%)	9 (6.57%)	15 (18.45%)
Financial	2 (5%)	15 (16.3%)	10 (12%)	8 (8.7%)	12 (8.76%)	19 (15.44%)
Physical	6 (15%)	9 (9.8%)	6 (7.1%)	0 (0%)	7 (5.11%)	2 (2.46%)
Institutional	0 (0%)	0 (0%)	1 (1.2%)	3 (3.3%)	3 (2.19%)	0
Discrimination	1 (2.5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0
Sexual Abuse	1 (2.5%)	1 (1.1%)	0 (0%)	1 (1.1%)	2 (1.46%)	2 (2.46%)

Cuckooing	N/a	N/a	N/a	N/a	2 (1.46%)	1 (1.23%)
Total	40	92	84	92	137	123

Outcome of referrals

Outcome	2018/19	2019/20	2020/21	2021/22	2022/23
Local Authority safeguarding team confirmed that they were satisfied with the actions being undertaken internally by the Group	7 -7.70%	5 -6.75%	10 14.70%	16 11.67%	15 (18.45%)
Referral accepted by Local Authority safeguarding team who are working with the subject directly	47 - 51.60%	29 -39.20%	24 35.30%	41 29.92%	28 (34.44%)
No further action taken by Local Authority safeguarding team due to information being supplied by a 3 rd party (usually another tenant contacting Progress Connect) or no consent gained for the referral or did not meet referral criteria	33 36.30%	40 (54.05%)	32 47.00%	38 27.7%	38 (46.74%)
Total	87	74	66	95	81

Referrals by department

Department	Referrals
Community Safety	14 (11.38%)
Independent Living	11 (8.94%)
Community Involvement	1 (0.81%)
Income Collection	1 (0.81%)
Contact Centre	1 (0.81%)
Neighbourhoods	17 (13.82%)
Progress Lifeline	23 (18.69%)
Progress Connect	31 (25.2%)
Property Services	3 (2.43%)
Reside With Progress (Supported Living)	21 (17.7%)
Total	123