

# Kent and Medway Safeguarding Adults Annual Report 2024-2025 – Appendix One – Safeguarding Data

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## 1. Background to the data

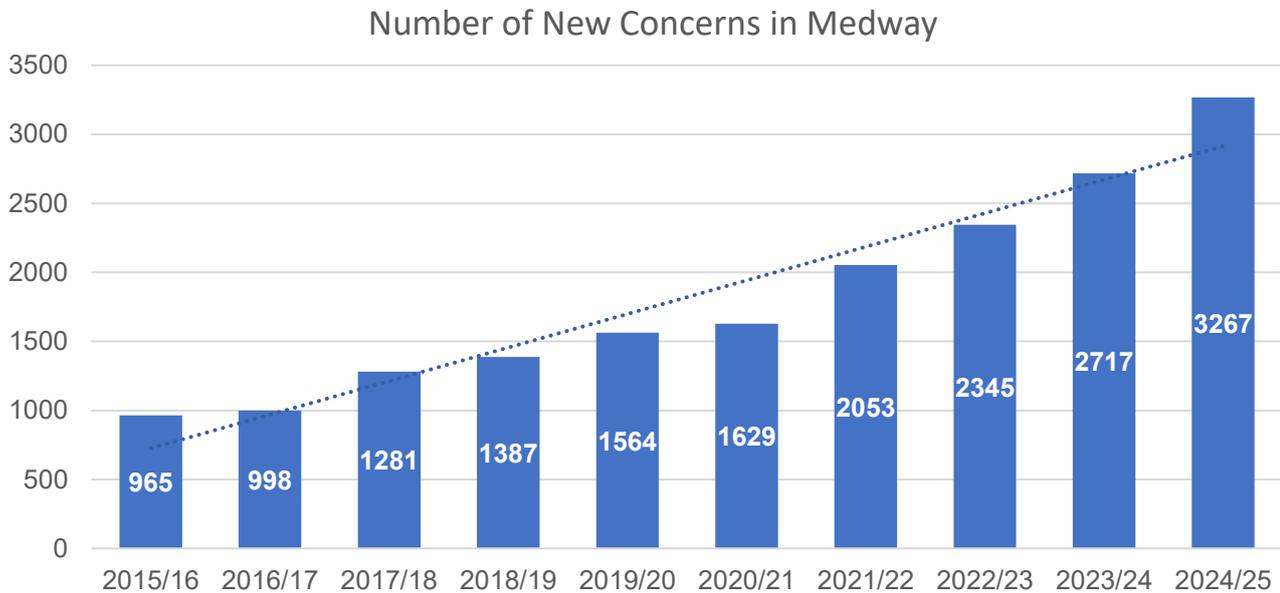
The data in this report is extracted from Medway’s electronic monitoring system – MOSAIC.

The data has been submitted to NHS Digital as part of the annual statutory return for safeguarding adults the SAC (Safeguarding Adults Collection).

## 2. New Safeguarding Concerns and Enquiries

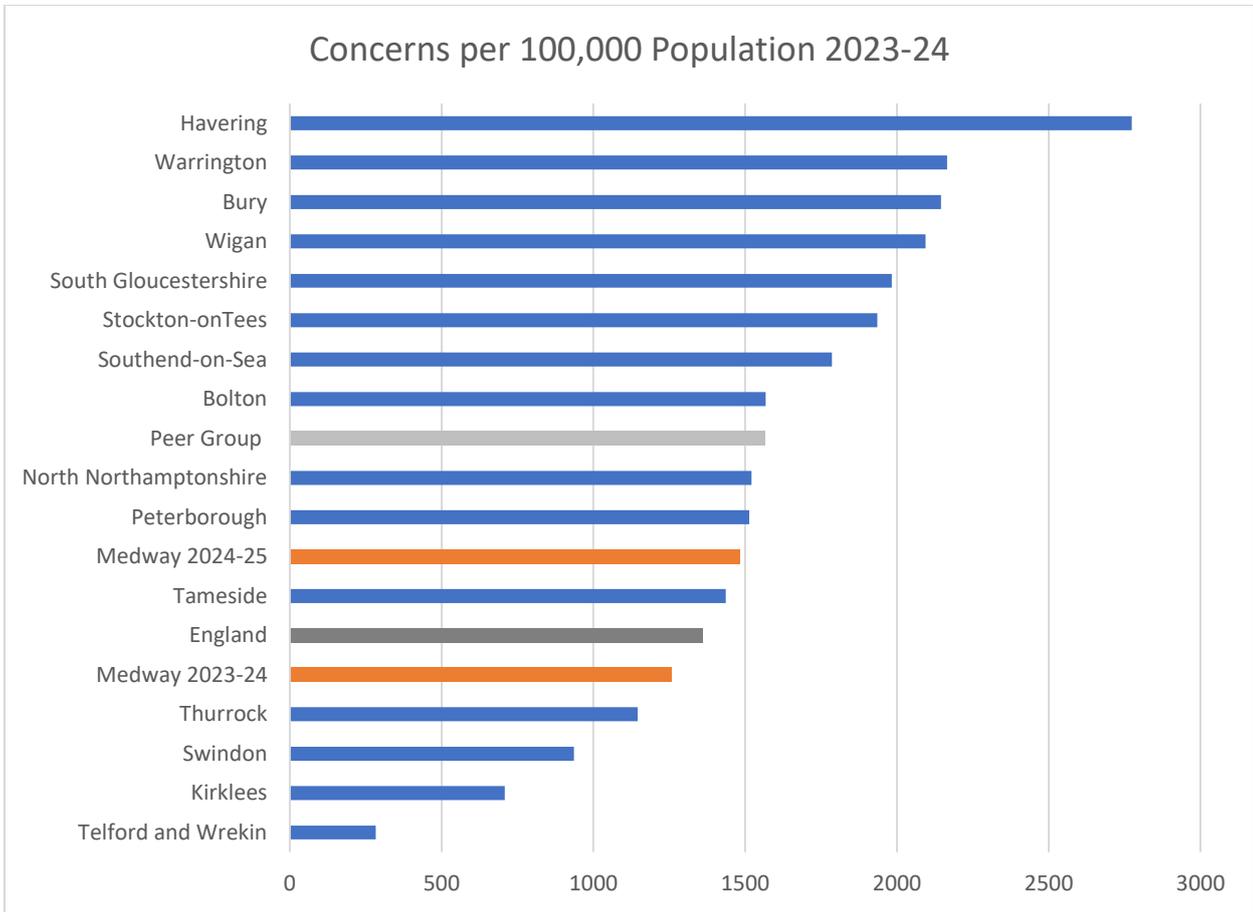
### 2.1 New Concerns

The following section looks at the number of new concerns and enquiries raised in 2024-25 and the demographics of individuals subject to a new safeguarding enquiry. The analysis covers annual trends and comparisons with other local authorities in Medway’s CIPFA <sup>1</sup>comparator group.



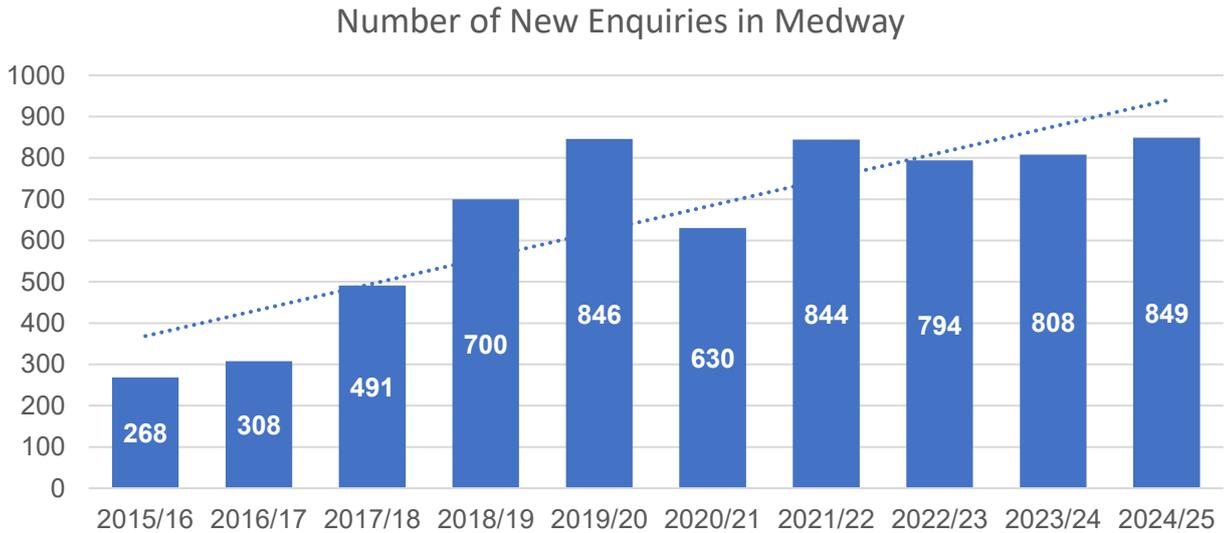
The number of safeguarding concerns raised in 2024-25 was 20.2% higher than in 2023/24 and has doubled over the last 5 years.

<sup>1</sup> Cipfa (Chartered Institute of Public Finance and Accountancy) nearest neighbours- the 15 other councils with the most similar statistical characteristics in terms of social and economic features.



In 2023-24 Medway ranked 5<sup>th</sup> lowest out of the sixteen local authorities in the Peer Group for new concerns per 100,000 population. This was 8% below the figure seen nationally. The provisional 2024-25 figure for Medway is 1484, now above the 2023-24 national figure by 9%.

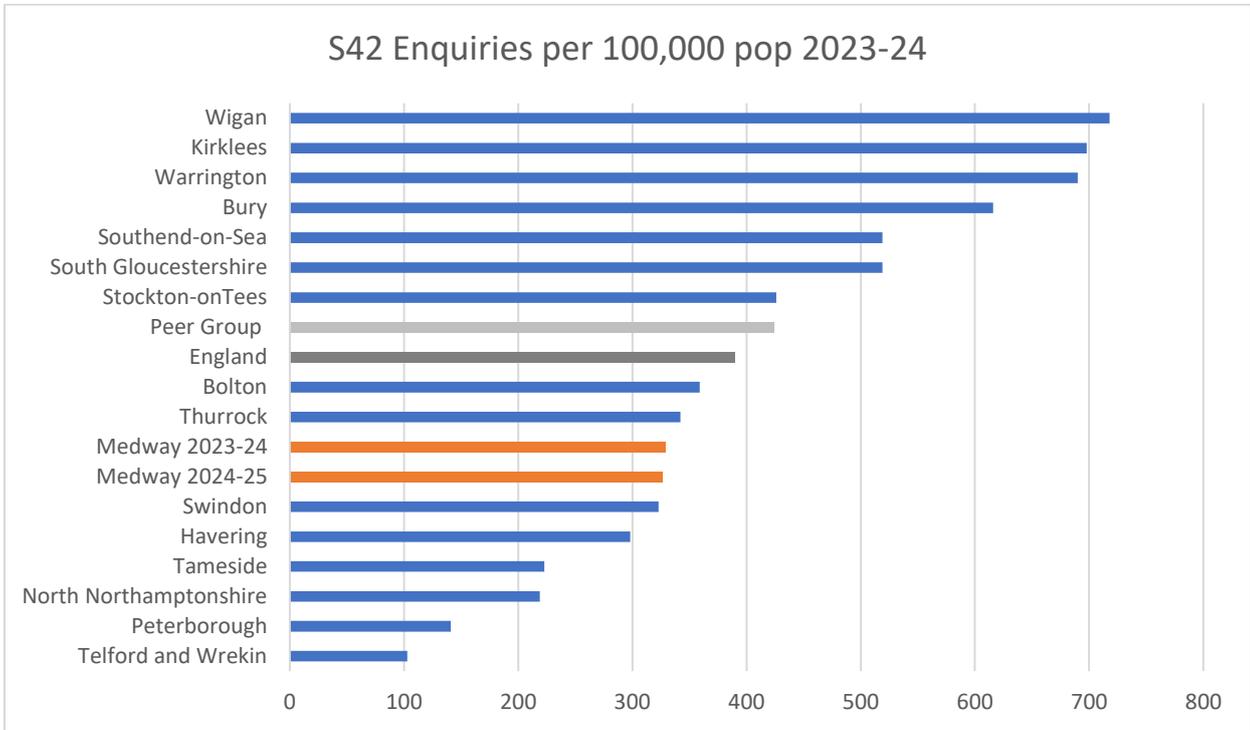
## 2.2 New Enquiries



There has been a 5.1% increase in the number of new safeguarding enquiries raised compared to 2023-24. At 849, it is now the peak over the last 10 years.

New Enquiries	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25
Section 42	262	281	408	627	727	501	724	704	715	718
Other	6	27	83	73	119	129	120	90	93	131
Total	268	308	491	700	846	630	844	794	808	849
% Section 42	97.8%	91.2%	83.1%	89.6%	85.8%	79.5%	85.8%	88.7%	88.5%	84.6%

The proportion of new enquiries that were Section 42 has decreased.



The number of new Section 42 enquiries per 100,000 in 2023-24 sees Medway ranked 7<sup>th</sup> lowest within the peer group at 329: 16% below the national figure. The provisional 2024-25 figure for Medway is lower at 326.

### 2.3 Demographics of Adults at Risk

This section looks at the demographics of individuals subject to a new safeguarding enquiry in 2024-25.

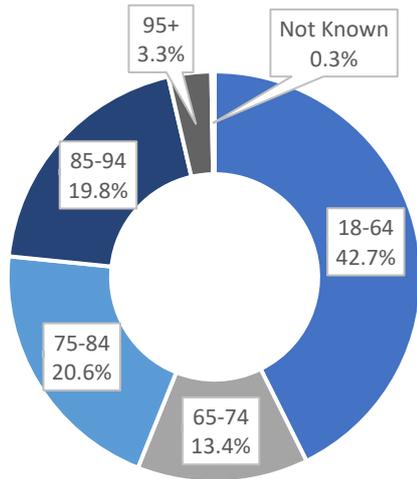
#### Gender

##### In 2024-25



There has been an increase in the proportion of males who were the subject of an enquiry compared to 2023-24 increasing from 41%. This year there were several unknown genders at 4%, matching last year.

■ 18-64 ■ 65-74 ■ 75-84 ■ 85-94 ■ 95+ ■ Not Known



43% of individuals subject of a new safeguarding enquiry were aged between 18-64 years. 57% were 65+ with the larger proportions of individuals within the 75-84 and 85-94 age groups jointly accounting for 40% of the total number of individuals.

### Ethnicity

Ethnicity	2020/21	2021/22	2022/23	2023/24	2024/25
White	86.4%	84.3%	83.8%	82.0%	83.9%
Mixed / Multiple	0.9%	1.0%	1.1%	1.0%	0.8%
Asian / Asian British	1.9%	1.7%	2.1%	2.3%	2.3%
Black / African / Caribbean / Black British	1.7%	1.5%	1.9%	1.6%	2.1%
Other Ethnic Group	0.9%	0.6%	1.0%	1.4%	0.6%
Refused	0.0%	0.3%	0.0%	0.1%	0.0%
Undeclared / Not Known	8.2%	10.5%	10.1%	11.6%	10.3%

The proportional split across ethnic groups for individuals subject to a new enquiry has seen those who are white decrease by 2.5 percentage points since 2020-21, offset by a 0.4 percentage point increase in non-white ethnic groups and a 2.1 percentage point increase in not known.

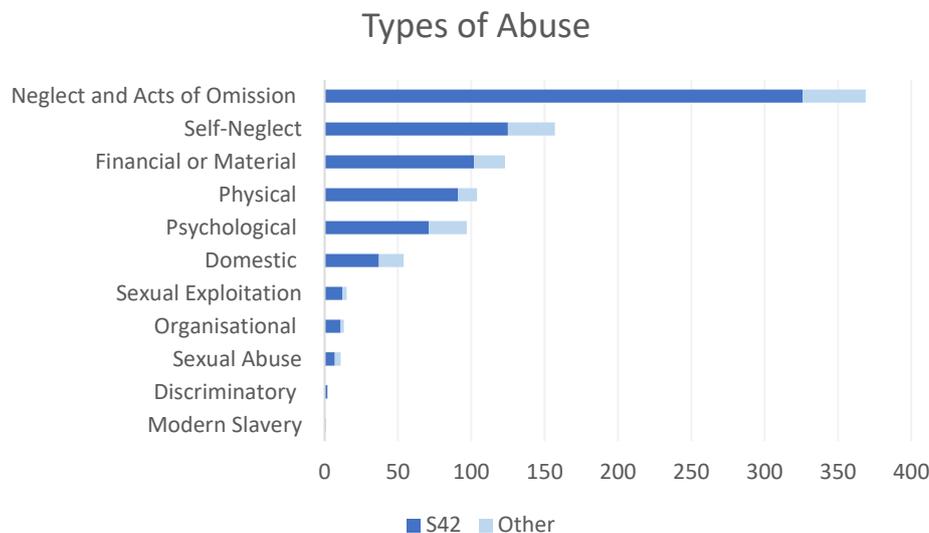
### Primary Support Reason

Primary Support Reason	2020/21	2021/22	2022/23	2023/24	2024/25
Physical Support	44.3%	45.3%	40.7%	44.3%	51.5%
Sensory Support	0.3%	1.0%	1.0%	1.0%	1.0%
Support with Memory & Cognition	2.9%	2.0%	1.7%	4.4%	6.0%
Learning Disability Support	8.2%	8.4%	7.5%	8.3%	7.3%
Mental Health Support	8.2%	7.2%	5.4%	8.9%	8.7%
Social Support	1.7%	2.6%	3.3%	12.6%	11.6%
No Support Reason	35.0%	33.5%	40.9%	20.6%	13.8%
Not Known	0.0%	0.0%	0.0%	0.0%	0.0%

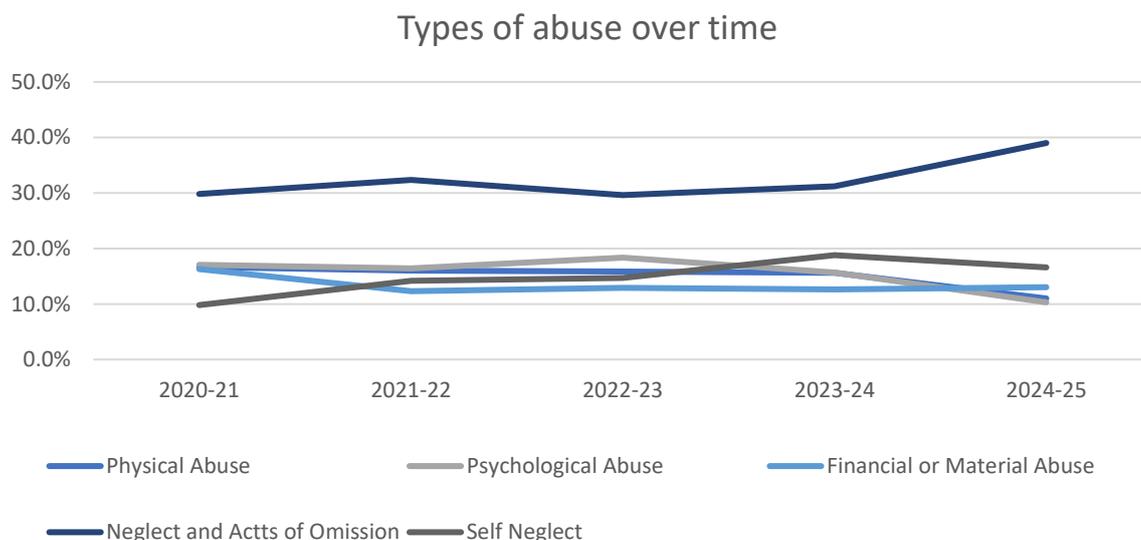
The most predominant primary support reason recorded in enquiries is physical support at 51.5%. The proportion without a support reason has decreased again this year.

### 3. Closed Enquires

#### 3.1 Types and Location of Abuse



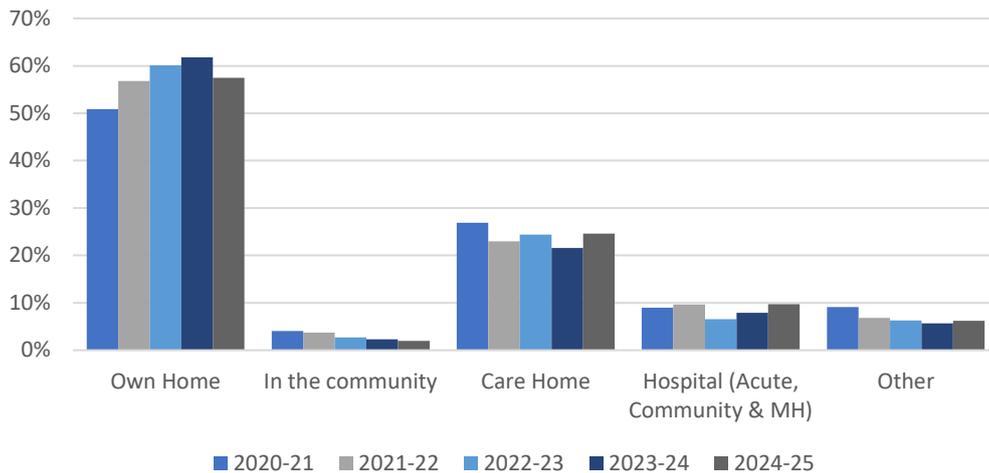
Neglect and acts of omission remains the most prevalent type of abuse recorded in 2024-25. At 39%, Medway is above the National 2023-24 proportion of 30.6% of risks.



Assessing the proportions of enquires related to the five main types of abuse over the past five years shows that neglect and acts of omission have always made up the the highest proportion for types of abuse.

Both physical, psychological and financial abuse have seen a decline in proportions since 2020-21, with Phychological seeing little change until 2024-25. Self neglect has seen an increase of 91% over the same period.

## Location of risk



The most prevalent location of abuse in closed enquiries has been in the adult at risk’s own home. In 2024-25 57% took place in the adult at risk’s own home, decreasing from 62% in 2023-24

There has been some fluctuation in the proportions of safeguarding incidences in care homes over the last 5 years, averaging 24% of closed enquiries. At 25%, 2024-25 saw an increase of 3 percentage points.

## 4. Outcomes of Closed Enquiries

The following section looks at the outcomes of closed enquiries, covering the identification of risk and actions taken, then where risk was identified whether the risk remained or was reduced or removed. There are cases where risk will legitimately remain after a safeguarding enquiry has been completed e.g. an individual may want to maintain contact with a family member who was identified as a source of risk.

### 4.1 Identification of Risk

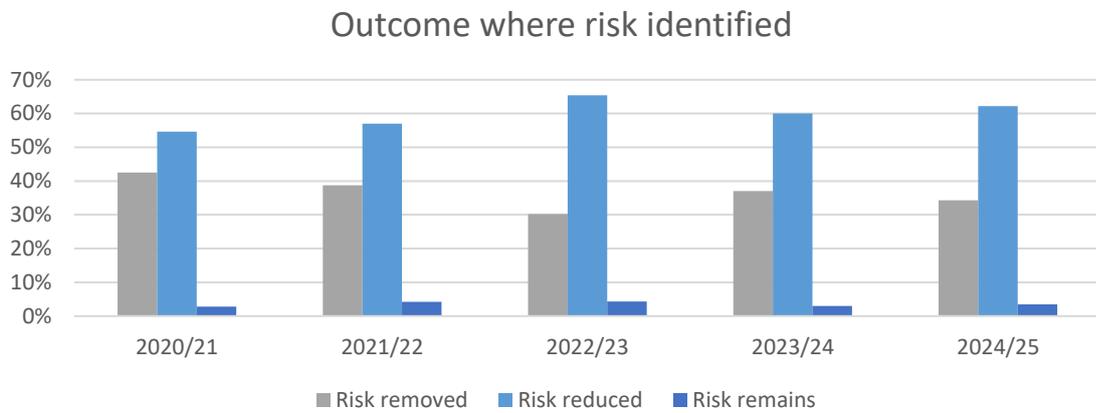
## Outcome of risk



In 2024-25 67% of all closed Enquiries had a risk identified (substantiated), 9 percentage points higher than in 2022-23. 19% had no risk identified, 6 percentage points lower than in 2023-24. 84% had an action taken, whether a risk was identified or not, compared to 74% in 2023-24.

69% of s42 Enquiries had a risk identified compared to 55% of non-statutory. 20% of non-statutory Enquiries were inconclusive compared to 9% of s42 Enquiries.

#### 4.2 Outcome



Where a risk was identified in a closed enquiry, 34% saw the risk removed, a decrease from 37% in 2023-24, and in 62% of cases the risk was reduced, an increase from 60%. In the remaining 4% of cases the risk remained.

#### 4.3 Making Safeguarding Personal

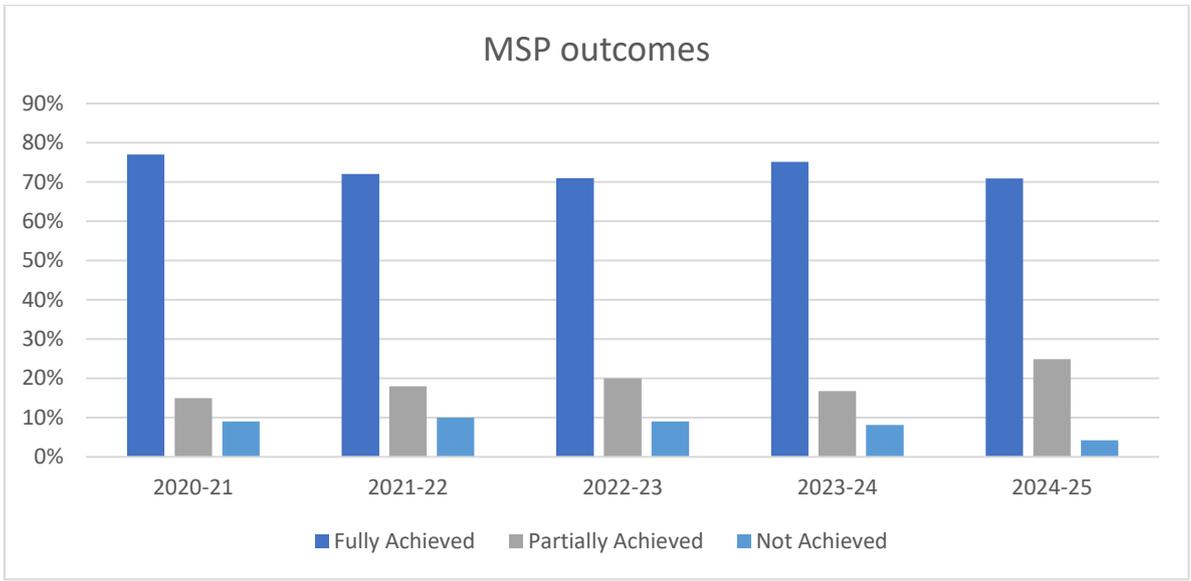
Making Safeguarding Personal aims to put the person and their desired outcomes at the centre of safeguarding enquiries so safeguarding becomes a process completed with the adult at risk as opposed to something done to them.

For any safeguarding enquiry, an individual or their representative is asked what their desired outcome of the investigation would be. There has been a decrease in the proportion of adult at risk being asked about their desired outcomes from 85.6% in 2023-24 to 77.5%. Of those asked 77.2% expressed a desired outcome up from 88.2% in 2023-24.

A reason for the decrease in those being asked about desired outcomes has not yet been identified but Medway is working on increasing this.

Of those who expressed a desired outcome in 2024-25:





Over the past five years, although the proportion fully achieved has declined, the proportion of those who expressed a desired outcome not seeing them achieved has fallen to just 4%.

## Executive Summary

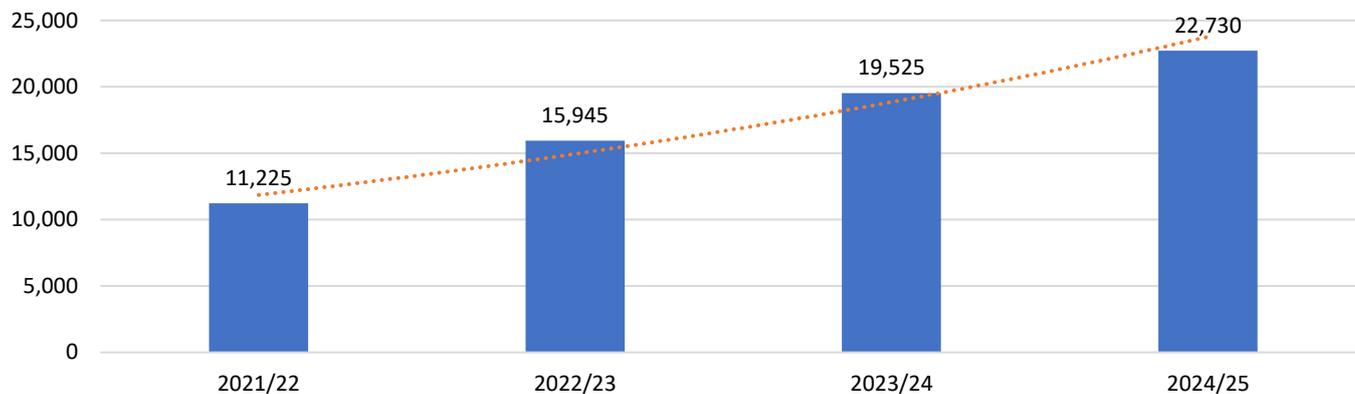
The Kent County Council Adult Social Care & Health (ASCH) Safeguarding Activity report for 2024/25 highlights significant growth in safeguarding activity, demographic trends, and evolving risk patterns:

- Safeguarding Concerns:
  - 22,730 concerns were raised for 14,632 individuals, a 16% increase in concerns and 11% increase in individuals compared to 2023/24.
  - Kent remains above the national rate for safeguarding concerns per 100,000 adults (Kent: 1,771 vs England: 1,379).
  - Regionally, Kent's position is unchanged, while East Sussex moved to first place.
- Demographics – Concerns:
  - Gender split: 58% female, 42% male, consistent with national figures.
  - Older age groups dominate; slight increase in 85–94 cohort and decrease in 95+.
  - Ethnicity distribution stable: White ethnicity 79%, “Not known/refused” 16%.
  - Physical Support (38%) and No Support Reason (31%) remain top categories; Mental Health (4%) and Sensory Support (-4%) show notable changes.
- Conversion Rates:
  - Conversion rate from concern to enquiry remains at 36%, above national average (30%).
  - 8,120 enquiries were commenced, a 15% increase when compared to 2023/24.
  - Kent remains above the national rate for safeguarding enquiries per 100,000 adults (Kent: 566 vs England: 399).
  - Regionally, Kent's position has remained unchanged.
- Demographics – Enquiries:
  - Gender split unchanged (57% female, 43% male).
  - Decrease in 85–94 age group (-3%); slight increases in younger cohorts, 18-64 (1%) and 65-74 (1%).
  - Ethnicity: White 81% (-2%), “Not known/refused” increased to 13% (1%).
- Enquiries Concluded:
  - 8,498 enquiries closed, a 36% increase from last year.
  - Neglect and acts of omission (25%) overtook Physical Abuse (23%) as the most reported risk type.
  - Own home remains the most common location of abuse (42%).
  - Outcomes: 30% risks removed, 58% reduced, 12% remained.

## 5. Safeguarding Concerns

During financial year 2024/25, Kent County Council’s Adult Social Care (KCC) received a total of 22,730 safeguarding concerns for 14,632 distinct individuals. When compared to the previous financial year, we have seen a 16% increase in the number of concerns and an 11% increase in the number of people they are linked to.

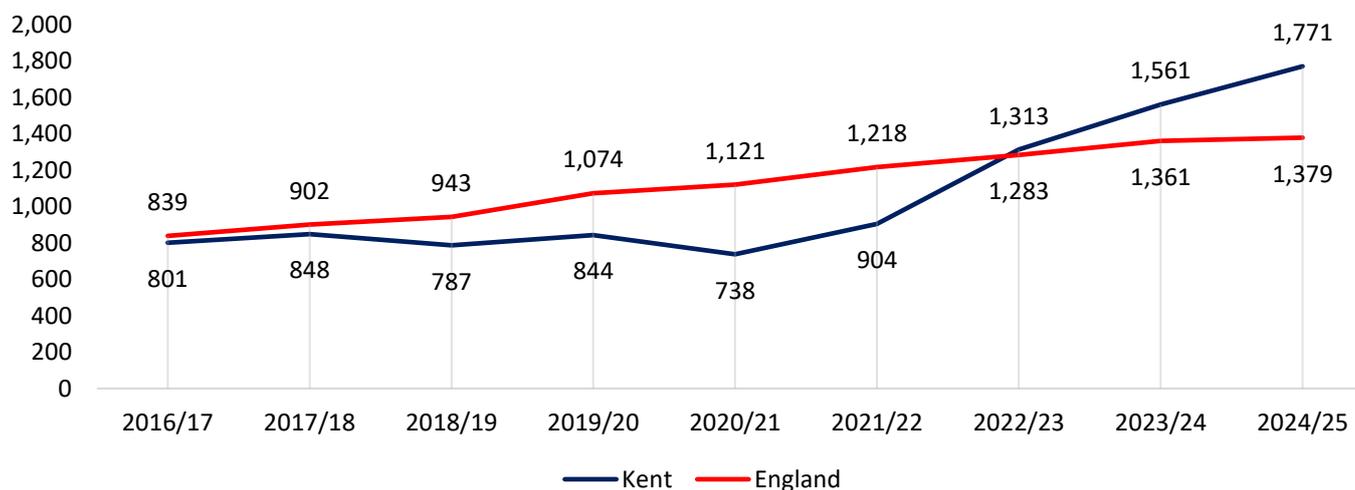
Figure 1: Number of Safeguarding Concerns Received by Kent County Council per financial year.



At a national level, the number of safeguarding concerns (640,240) increased by 4% when compared to reported figure for 2023/24 (615,530).

The published figures from the National Safeguarding Adults Collection (SAC)<sup>2</sup>, show that for the third consecutive year, Kent has continued to be above the National rate for safeguarding concerns per 100,000 adults.

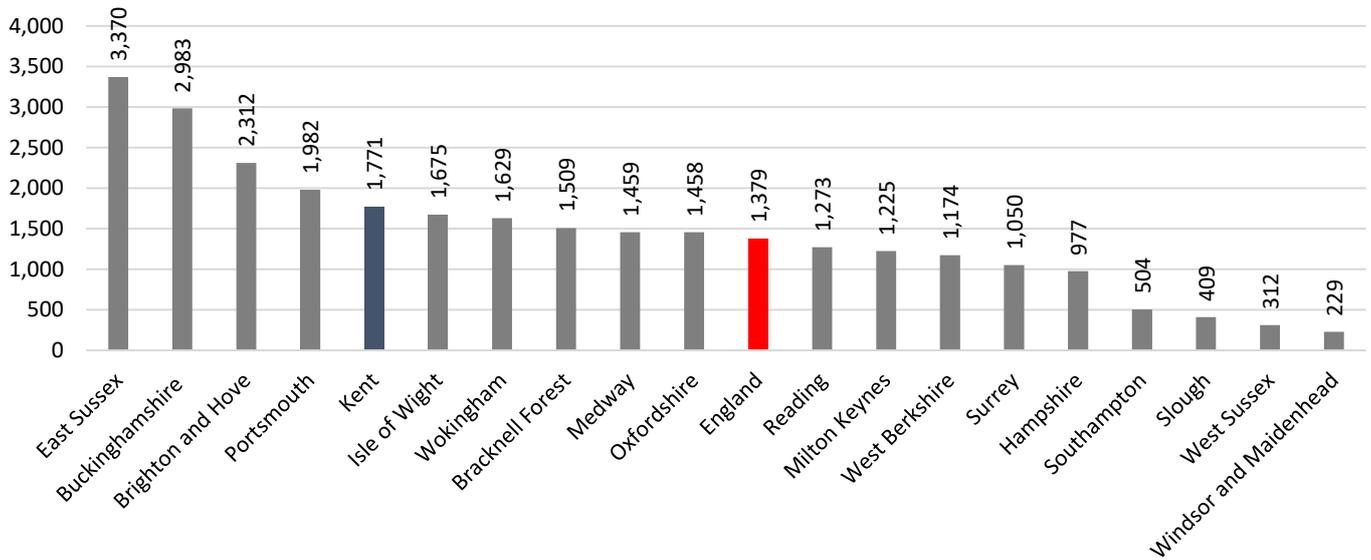
Figure 2: safeguarding concerns per 100,000 adults received by Kent and Nationally (source: NHS Digital/Gov.uk)



When comparing local authorities, across the South East Regions, Kents position has not moved when compared last year. However, East Sussex has experienced a significant change, in 2024/25, having moved from 14<sup>th</sup> to 1<sup>st</sup> place this year; meanwhile Hampshire, which has reported a significantly reduced number of incoming concerns, has moved from 3<sup>rd</sup> to 16<sup>th</sup> space in 2024/25.

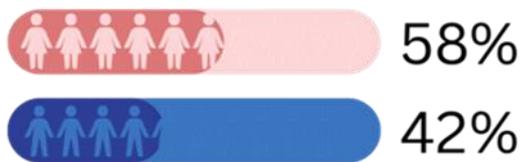
<sup>2</sup> [Safeguarding adults, England, 2024 to 2025 - GOV.UK](https://www.gov.uk/government/statistics/safeguarding-adults-england-2024-to-2025)

Figure 3: safeguarding concerns per 100,000 adults received by Kent and South East Regions (source: NHS Digital/Gov.uk)



### Demographics (Concerns)

This section will further explore the demographic cohorts for individuals with a reported safeguarding concern in 2024/25. Based on 14,632 distinct individuals with a concern, 58% of concerns were linked to females and 42% were linked to males. This exact percentage split is also reflected in the national figures.



There has been no change to the top three age bandings for people with a reported safeguarding concern, for the second consecutive year. This is likely to be linked to the proportion, of the Kent population, held by these distinct age bands. The most notable change can be observed against older Kent residents, with those aged 95+, seeing an increase of 1% in favour for those aged 85-94.

Age Band	Kent (Census 2021)	2024/25 Concerns Proportion	% change from 2023/24
18-64	74%	48%	0%
65-74	14%	12%	0%
75-84	9%	19%	0%
85-94	3%	17%	-1%
95+	0%	4%	1%

When compared to previous financial year, there has been no change to the proportion of concerns based on the persons ethnicity.

Ethnicity	Kent (Census 2021)	2024/25 Concerns Proportion	% change from 2023/24
Asian / Asian British	4%	2%	0%
Black / African / Caribbean / Black British	2%	2%	0%
Mixed / Multiple	1%	1%	0%
Other Ethnic Group	0%	1%	0%
White	91%	79%	0%
Not known / Refused	2%	16%	0%

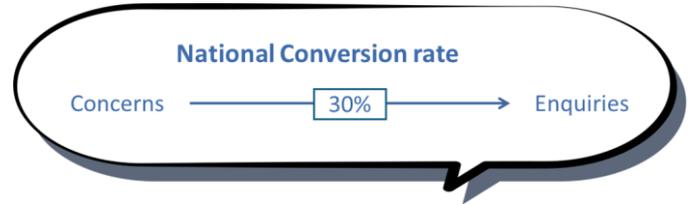
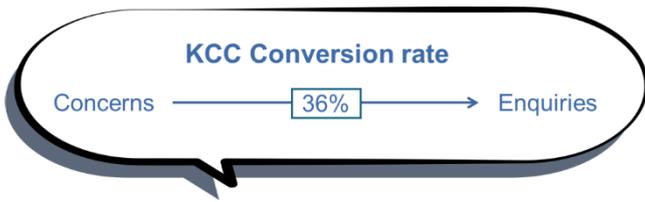
With a proportion of 38%, Physical Support continues to be the highest primary support reason for those with a reported safeguarding concern. The second most prominent group, at 31%, is individuals with no support reasons recorded.

Despite there being no change to the proportional order of reported Primary Support Reasons, it is important to note that, Mental Health Support and no support reason cohorts have experienced the most notable changes in comparison to previous financial year.

Primary Support Reason	2024/25 Kent Figures	2024/25 Kent Proportion	% change from 2023/24
Physical Support	5,458	38%	0%
Sensory Support	436	3%	1%
Support with Memory & Cognition	343	2%	0%
Learning Disability Support	1,098	8%	0%
Mental Health Support	2,402	17%	4%
Social Support	331	2%	0%
No Support Reason	4,438	31%	-4%

## 6. Conversions from Concerns to Enquiries

In 2024/25 the rate of conversion from concern to enquiry was 36%, which remains the same as the previous year. Not all safeguarding concerns will meet the threshold for a section 42 safeguarding enquiry. Nationally, the conversion rate from concern to enquiry is lower than Kent's and sits at 30%; this is an increase from last year's 29% national rate.

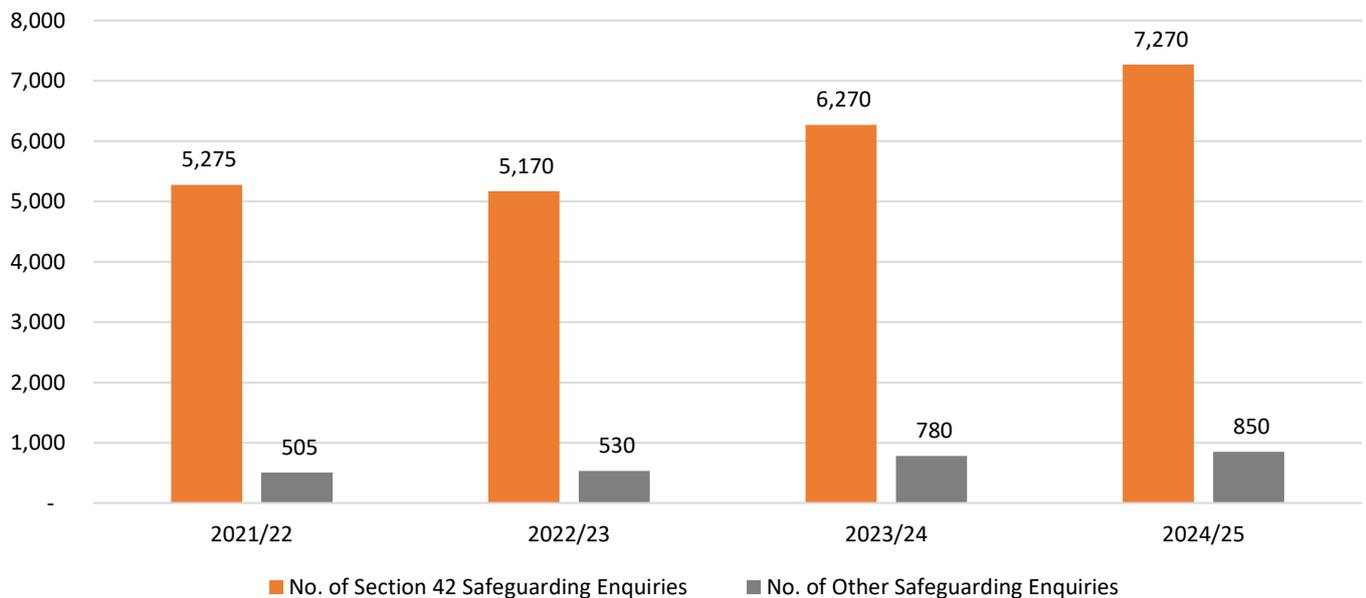


7. Safeguarding Enquiries Commenced

A total of 8,120 enquiries were commenced in 2024/25, which represents a 15% increase when compared to last financial year. This figure constitutes 7,270 section 42 enquiries, up by 16%, and 850 other enquiries, up by 9%, when compared to 2023/24 figures.

Nationally, a total of 195,555 enquires were commenced which represents an increase of 2% when compared to last financial year (192,090). This splits between 185,270 (95%) section 42 enquiries and 10,285 (5%) other enquiries.

8. Figure 4: Number of safeguarding S42 and Other Enquiries



In terms of safeguarding enquiries received per 100,000 adults, Kent has continued to remain above the National rate. For the second consecutive year, the gap between the reported rates has increased. In 2024/25 Kent has also experienced the highest percentage increase (13%) in this figure since 2016/17. Despite this, Kent has remained 5<sup>th</sup> amongst other local authorities in the South East Region.

Figure 5: safeguarding enquiries per 100,000 adults received by Kent and Nationally (source: NHS Digital/Gov.uk)

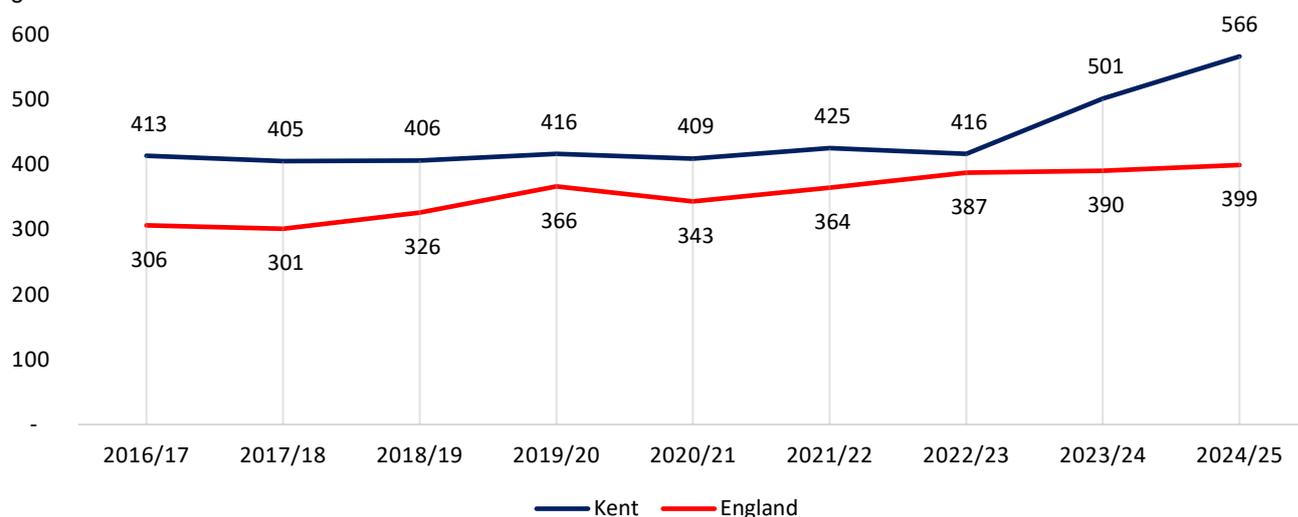
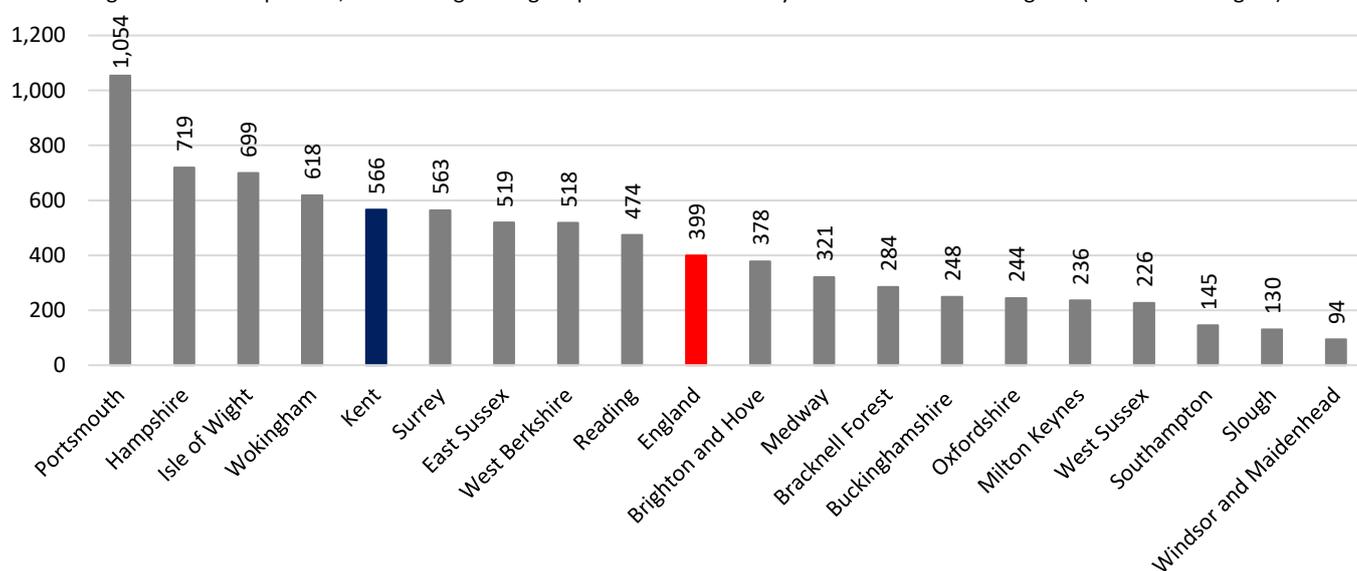


Figure 6: the rate per 100,000 of safeguarding enquiries commenced by Kent and South East Regions (source: NHS Digital)



### Demographics (Enquiries)

When compared to last financial year, 2024/25 there was no change in the split between males (41%) and females (59%) with a section 42 safeguarding enquiry. Nationally, a similar split is also reflected, with females being 57% and males 43% of the total amount.



Despite the order of the age bandings not changing, there has been a decrease of 3% in the proportion of people aged 85 to 94 who have had a safeguarding enquiry this year. This has led to an increase of 1% in the proportions for 18 to 64, 65 to 74 and 95+ year olds. Nationally, the majority of individuals involved in section 42 enquiries reported by local authorities were aged 85 and over.

Age Band	Kent (Census 2021)	2024/25 Concerns Proportion	% change from 2023/24
18-64	74%	46%	1%
65-74	14%	13%	1%
75-84	9%	21%	0%
85-94	3%	17%	-3%
95+	0%	4%	1%

Despite there being no movement in the ethnicities with highest proportion of reported section 42 safeguarding enquiries, KCC has seen a 2% decrease in the proportion of White individuals. England figures illustrate a similar percentage breakdown for individuals involved in section 42 safeguarding enquiries, with White ethnicity holding the majority at 79%, which is then followed by 11% of those with undeclared or not known details.

Ethnicity	Kent (Census 2021)	2024/25 Concerns Proportion	% change from 2023/24
Asian / Asian British	4%	2%	0%
Black / African / Caribbean / Black British	2%	2%	0%
Mixed / Multiple	1%	1%	0%
Other Ethnic Group	0%	1%	0%
White	91%	81%	-2%
Not known / Refused	2%	13%	1%

Similarly to the figures for incoming concerns, the proportional order of Primary Support Reasons has remained the same as last financial year. It must be noted that some of the categories have experienced a significant increase in comparison to previous financial year. With 5% increase and the second highest proportion, individuals with no support appear to be a growing cohort for safeguarding enquiries.

At a national level, individuals with physical support (40%), no support (13%) and those with mental health support (13%) have been reported as the top groups involved in section 42 safeguarding enquiries. Notably, the same ranking was reported in 2023/24.

Primary Support Reason	2024/25 Kent Figures	2024/25 Kent Proportion	% change from 2023/24
Physical Support	2,735	40%	-4%
Sensory Support	205	3%	0%
Support with Memory & Cognition	176	3%	0%
Learning Disability Support	693	10%	-2%
Mental Health Support	985	14%	0%
Social Support	139	2%	0%
No Support Reason	1,936	28%	5%

### 9. Safeguarding Enquiries Concluded

In 2024/25 a total of 8,498 concerns were concluded, this consists of 7,816 Section 42 enquiries and 682 other enquiries. Overall, this is an increase of 55% when compared to 5,474 closed in 2023/24. At a national level a total of 178,135 section 42 enquiries were closed, which represents an increase of 7% when compared to 2023/24.

From this point forward all figures are in relation to the total number of enquiry closures, for the financial year 2024/25, and there is no further separations between section 42 and other enquiries.

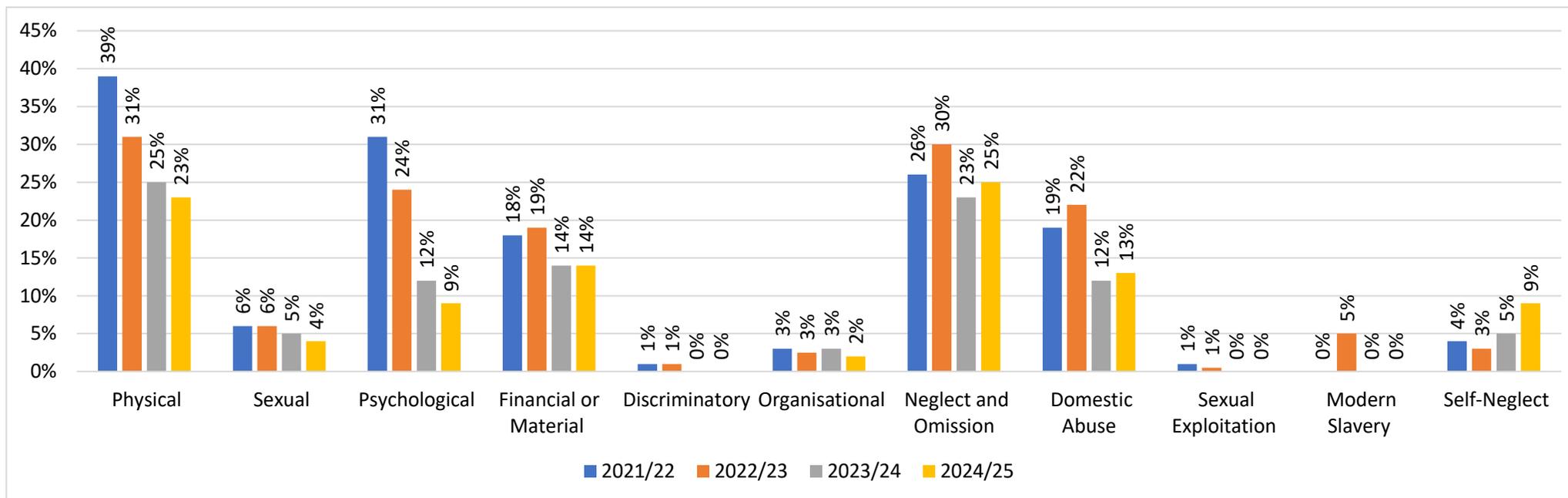
For the first time since 2021/22, physical abuse has not been reported as the highest type of risk for concluded enquiries in Kent. Following a gradual decrease year on year, with 23%, physical abuse is no longer the highest reportable type of risk and has now become the second highest. There is currently no available data to indicate why there has been an ongoing decrease in the reports of physical abuse enquiries.

Furthermore, with a 2% increase since last year's figures, neglects and acts of omissions have become the highest reported type of risk for safeguarding enquiries. Notably, this movement reflects the trends reported in national data, in 2023/24, where neglects and acts of omissions was the main source of risk, followed by physical abuse.

This now represents the ongoing trend in the national reporting as, despite a decrease of 2% when compared to 2023/24, neglects and acts of omissions continue to be the most reported type of risk. This category is followed by physical abuse which holds 23% of all concluded enquiries nationally for 2024/25

)<sup>3</sup>

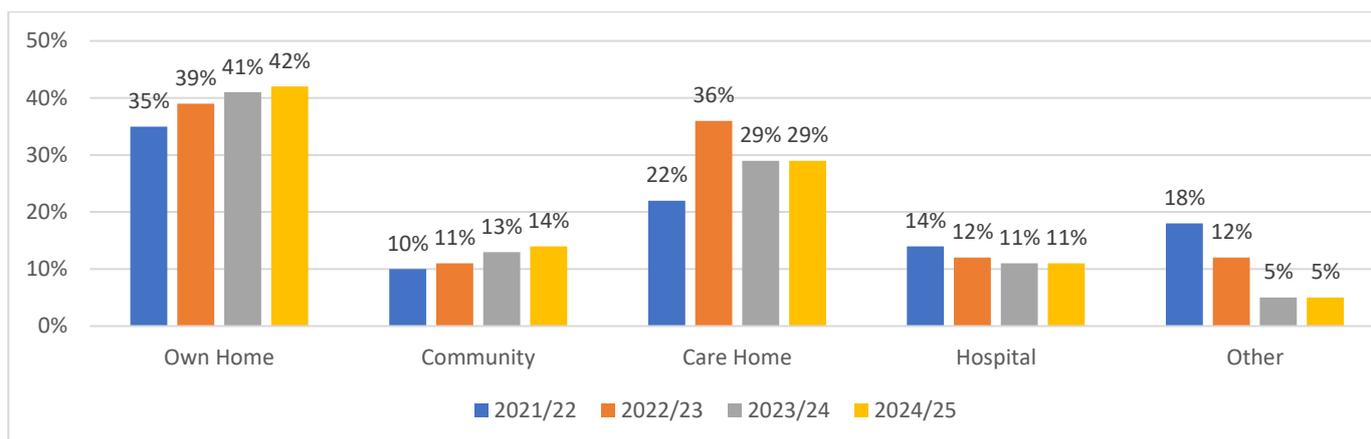
Figure 7: Type of risk for enquiries from 2021/22 to 2024/25 reported to KCC.



As with previous years, own home continues to be the most prevalent location of abuse, with 42% of risks reported, followed by care homes at 29%. At a national level own home (52%), care homes<sup>4</sup> (31%) and community (10%) have been reported as the top three locations of abuse. In comparison to 2023/24, this ranking has not changed however, each of these categories has seen slight movement.

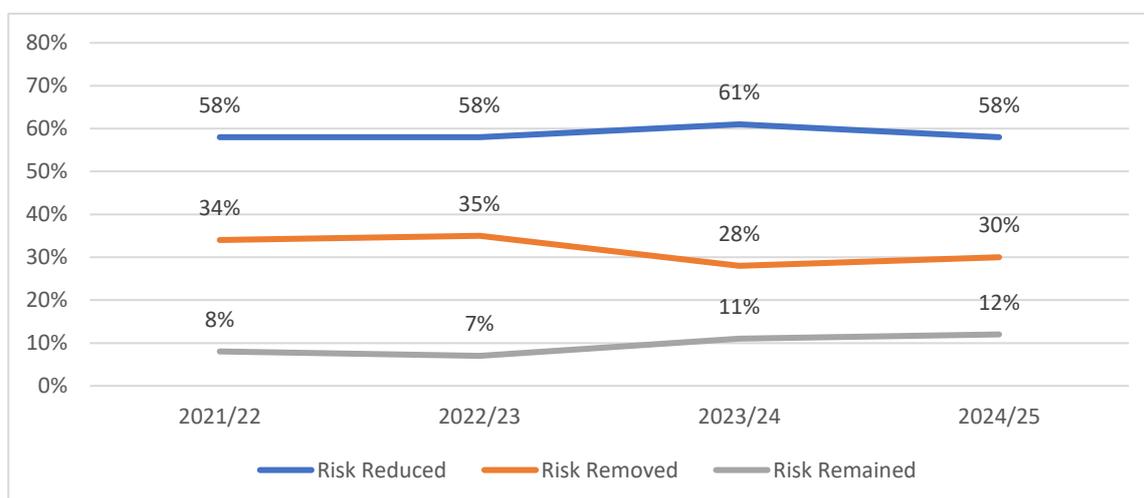
<sup>4</sup> This percentage is an accumulated total of the Care home – residential & Care home – nursing categories.

Figure 8: Location of risk for enquiries from 2021/22 to 2024/25 reported to KCC.



At KCC level, where a risk was identified, 30% of reported risks were removed (a 2% increase from last year), 58% were reduced (a 3% decrease), and in 12% of cases the risk remained (a 1% increase). Nationally, 20% of reported risks were removed, 54% were reduced, and 7% remained.

Figure 9: Outcomes where the risk was identified 2021/22 to 2024/25 reported to KCC.



## Conclusion

Safeguarding activity in Kent continues to rise, with concerns and enquiries being reported above national averages. Older adults and those requiring physical support remain the largest cohorts. Neglect and acts of omission have become the most reported risk, and abuse most often occurs in people's own homes. While most risks are reduced or removed, the proportion that remains signals areas for improvement.