

DILLN Case Study – Safeguarding Adults

Context

Part of the 50 steps to a healthier Newham involves 'increasing the number of services that better serve the population profile of Newham'.

As part of the safeguarding service, the Safeguarding Adults Board (SAB) analyses data about safeguarding referrals and outcomes each year for their annual report.

The safeguarding data collected on adults during 2022/3 did not reflect the diversity of the borough and, in response to this, a quality improvement project was started to further understand the causes and address them.



The What

The Quality Improvement Program followed a specific process:



The first step involved defining the problem: How did the data on referrals look, and how should they look? To do this, the team used the idea '**Does it Look Like Newham**' (DILLN)

The DILLN Tool

The Does It Look Like Newham (DILLN) tool is a spreadsheet that gives users a snapshot of the ethnicities that are represented in the population by age, which can be compared to the ethnicities of their service users.

Using the government's ethnicity categories, it calculates the percentage of people in each of the main ethnic groups in the UK, both broad ethnic groups and narrow ethnic groups. These percentages can be used to compare against, to more specifically define the issue.

What was already known

Before using DILLN, the team had a much less full picture of the issue. They knew that:

- Representation in Referrals doesn't look like Newham
- Representation in Safeguarding Adult Reviews - over represents Black and possibly Asian

New information

The DILLN tool gave them a baseline to compare safeguarding information to for individual age ranges and by different ethnicities. This allowed for deeper and more specific insights, such as:

- An over representation of older white people in safeguarding services that was larger than expected.
- An over representation of referrals from Black Caribbean residents - most clear in the 20 -29 age group.
- An under representation of referrals from all South Asian cohorts.
- More frequent safeguarding outcomes in older groups

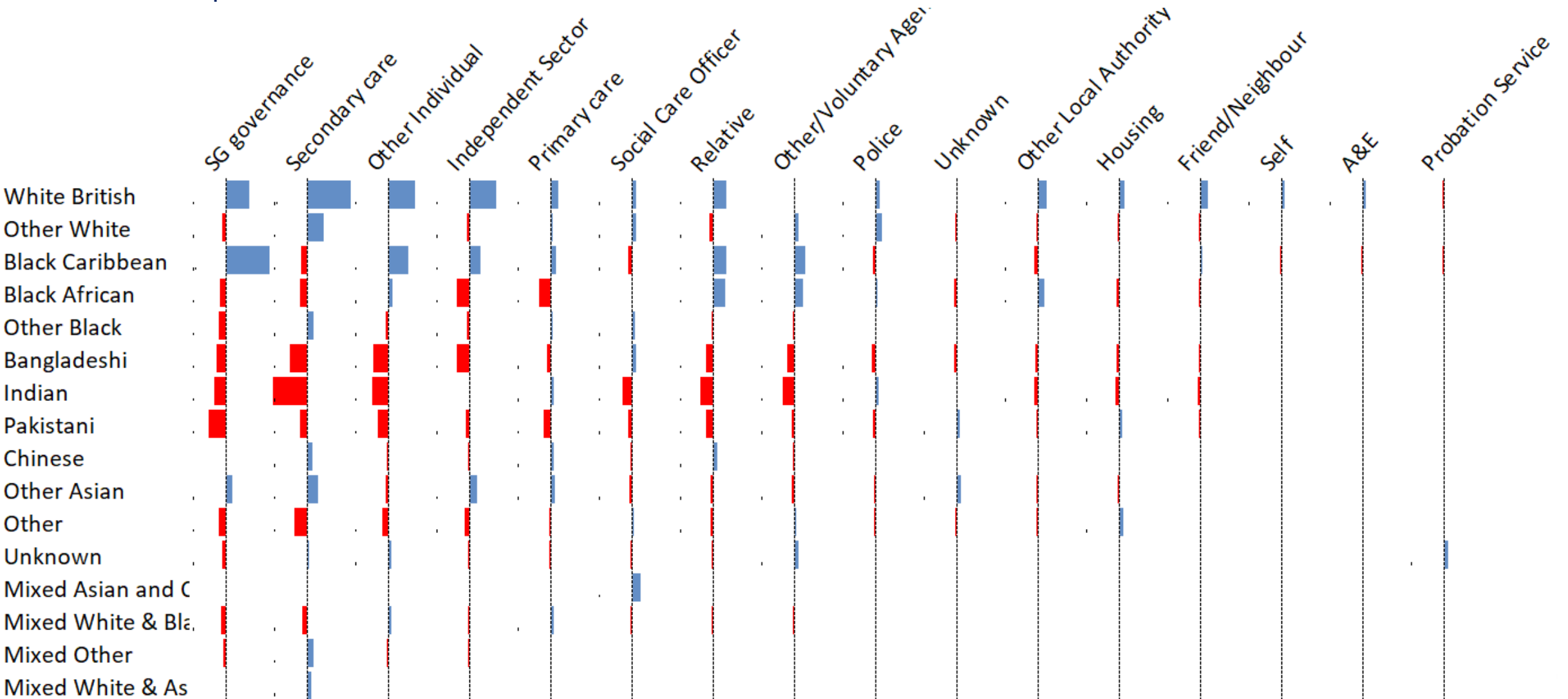
	How	What	
DEFINE	Steering group and headline data	Question 1 – Representation in Referrals doesn't look like Newham	
		Question 2 – Representation in SARs - over represents Black and possibly Asian	

Referral source for all contacts: 80+ years

Observed compared to expected number of referrals

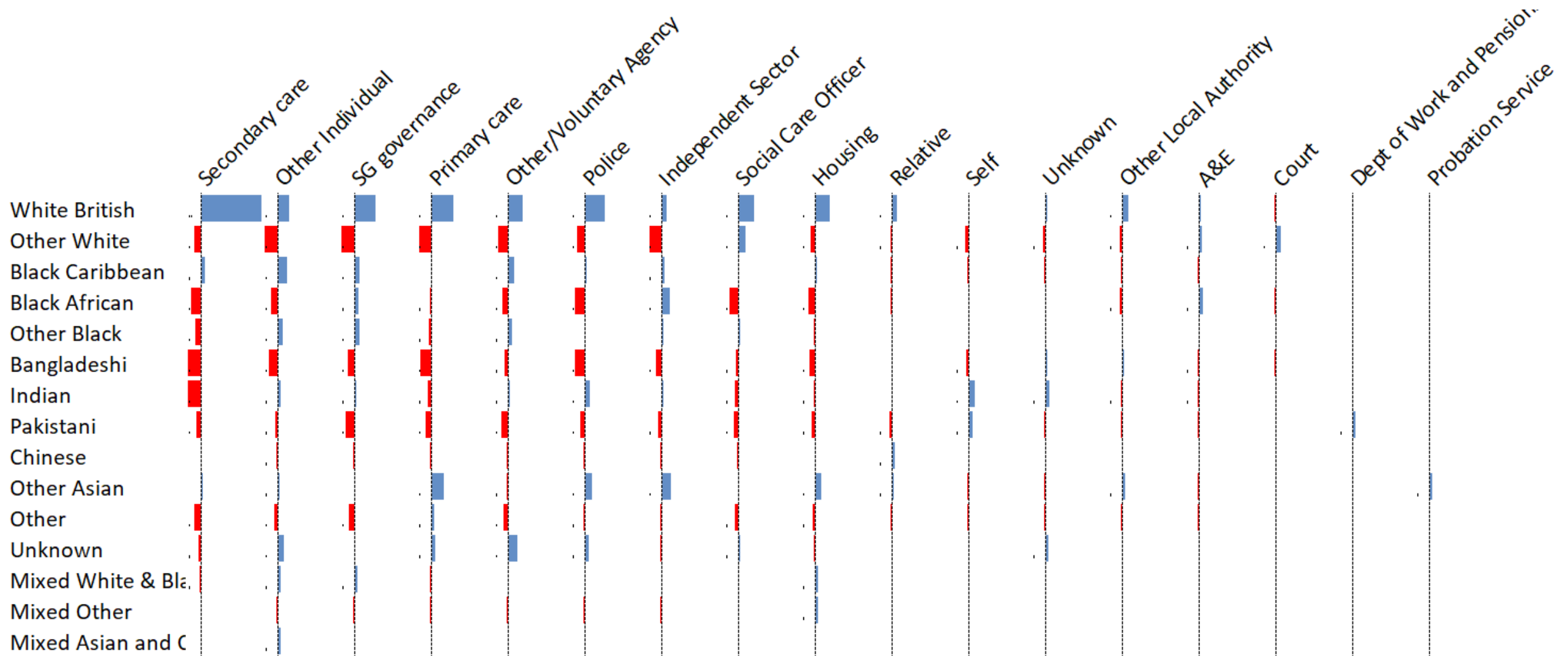
Blue: more than expected

Red: less than expected





Red: less than expected



Learnings and what next

The next stage of the problem, **discovery**, involved a literature review of how other people handled similar issues of representation in safeguarding.

The following questions were added to the scope of the literature review, which looked at successful safeguarding interventions around the UK and Ireland, after the DILLN tool helped to find out that these specific groups should be considered:

How have safeguarding outcomes for Black Caribbean people been improved?

How have safeguarding referral rates for South Asian communities been improved?

How have other SABs with an over representation of older white residents approached this issue?

It was noted that the expected representations from each ethnicity by age for safeguarding services had to be manually input into DILLN. It was suggested that future use could benefit from a number of templates being created, so that this step could be made easier for other services.