

Background & purpose

In line with the Board's strategic priority to 'ensure safeguarding processes and approaches are accessible for all', the Quality Assurance & Performance (QA&P) Subgroup monitored data around the number of referrals/concerns and safeguarding enquiries broken down by age, gender and ethnicity. The data showed an underrepresentation of minority ethnic groups accessing Adult Social Care (ASC).

An audit was carried out, with the aim of identifying areas of strength, as well as areas where development may be needed to improve safeguarding practice and enhance access to ASC support for minority ethnic groups.

What's working well?

Practitioners are aware of and confident using the Social GRACES model and Privilege Wheel as part of reflective practice and enhancing cultural awareness.

Practitioners are able to access interpreters in Coventry.

Safeguarding Adults Posters have been created and translated into 6 different languages spoken across Coventry, which are available on the CSAB website.

Principles of Making Safeguarding Personal were embedded across all 9 cases, with the voice of the individual being central to all interventions.

Timely and robust responses to safeguarding concerns were evident throughout, with person-led and outcome-focused interventions.

Effective multi-agency collaboration ensured secure and prompt sharing of information, enabling a solid understanding of risk and constructive joint working.

There is clear evidence of practitioners making a conscious effort to overcome communication barriers and address linguistic needs.



One Minute Guide

Learning from the Safeguarding and Ethnicity Audit

August 2025

Data Analysis

In 2024/25, 82.2% of people accessing ASC safeguarding services were from a White British background, while 3.2% were from a White Irish background, which indicates an over-representation in comparison with the Coventry Population.

There was disproportionality and under-representation across almost all other ethnic groups, however for those aged 65+, the service user cohort for ASC was more closely aligned with Coventry as a whole.

What are we worried about?

There is limited awareness among practitioners of the range of services available for cultural and faith-based guidance.

Ethnicity is not always documented clearly, with a lack of structured follow-up to explore how ethnicity may impact risk and vulnerability.

There is also limited evidence to suggest how ethnicity, religion and cultural identity inform practice or interventions.

Professionals' unconscious bias remains an ongoing challenge.

A lack of professional curiosity prevents a comprehensive and intersectional understanding of an individual's ethnicity, faith and cultural background.

There are barriers to effective communication and interpretation due to limited meaningful consideration of how individuals' cultural backgrounds influence their engagement with services.

Recommendations

The Policy & Workforce Development (P&WFD) Subgroup should scope a multi-agency training session centred on cultural competency, intersectionality, unconscious bias and anti-racism.

The CSAB should raise awareness and promote consistent use of practice frameworks and tools such as the Social GRACES model and the Privilege Wheel.

Partners should ensure insights from audits, data, strategic reviews and training opportunities are shared with professionals to embed and sustain learning in frontline practice.

P&WFD Subgroup to consider ways to increase visibility of translated safeguarding posters and agencies should provide information on how resources have been utilised internally and externally. QA&P Subgroup should develop a mechanism to measure impact and effectiveness of these resources.

The CSAB should re-establish connections with local faith groups and organisations to promote safeguarding awareness.

Partner agencies to action their single-agency improvements established in the audit in relation to recording ethnicity, religion and cultural needs during initial assessments. Progress should be reported to QA&P Subgroup.

QA&P Subgroup to continue monitoring safeguarding data in relation to ethnicity and continue development and quality assurance activity focused on this area. Safeguarding and ethnicity should be introduced as a standard Key Line of Enquiry for all future audits.

This audit should be repeated in 12-18 months' time, according to the Board's Quality Assurance and Continuous Improvement Framework.

Practitioner Focus Group

As part of the auditing process, a Practitioner Focus Group was facilitated by the CSAB Quality Assurance Manager and the CSAB Training Officer. The group explored and reflected on questions from The National Child Safeguarding Practice Review Panel's report on 'Race, Racism and Safeguarding.'

The aim of the Focus Group was to encourage practitioners to consider their own practice and cultural competence relating to safeguarding adults from diverse backgrounds. Responses were considered by the Audit Panel and used to identify relevant themes.

Insights revealed areas of practice that need strengthening, but highlighted practitioners' commitment to further improving their practice.



What are we doing?

Planning for an upcoming learning event using scenario-based learning is underway and will be promoted as a broad learning opportunity facilitated by the Board. The session will be recorded and disseminated with partner agencies and services across the city.

Faith-based Safeguarding Guidance is due to be launched and current translated resources will be reviewed. Opportunities are also being explored to extend awareness into wider community settings.

Quarterly monitoring of ethnicity data is continually carried out by QA&P Subgroup via the Performance Scorecard and the upcoming self-neglect audit features a standalone Key Line of Enquiry relating to ethnicity, diversity and inclusion.

Key Contacts and Further Information

- [Coventry Safeguarding Adult Board](#)
- [Social Graces Intro Session Highlights Video](#)
- [Safeguarding Adult Posters in Arabic – Coventry City Council](#)
- [Safeguarding Adults Posters in other languages – Coventry City Council](#)