

Performance Report - Quarter 2 (July - September 2019)

Directorate	Strategic Objective	Performance Measure (Indicator)	Target 2019/20	Reporting Frequency	2nd Quarter Achievements
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Clear thresholds to be established for Children and Adult social care	Threshold established and documented in policy/guidance.	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Develop with the support of housing supported accommodation for adults with disabilities.	Service established and people with disabilities living in supported housing.	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Develop a respite provision for children and adults with additional needs and disabilities.	Respite service established with supported policy and guidance documentation.	Monthly KPI – quarterly indicator.	Two managers within the service has been identified to lead on this area of development. They have begun to arrange meetings with the Children's and Adults teams in order to scope the need for this service so that it can be developed in consideration of our needs. Arrangements have been made for emergency placement respite at Barn View (purchase of bed, bedding etc.) for one client in the community should his family care breakdown.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Implement improvement plan of elderly residential services and sheltered accommodation	??? Recommendations from Implementation plan implemented and standards of care raised.	6 monthly	In June 2019 the management of the CCC was changed in order to progress the required improvements. Feedback from the new manager indicates that the existing Improvement Plan requires review. The Care Campaign has led to an uplift in staffing and investments have been made in the environment; flooring, painting etc. new bedding, towels and linens have been ordered.

Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Full staffing review to ensure sustainability of service provision.	Completion of staffing review.	Quarterly	Workshop conducted with all residential/sheltered managers. Appropriate client to staff ratios have been devised and used to calculate the additional staffing compliment required across these services. This will be used to inform our draft budget for the MTEF process.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Review of homecare provision.	Completion of homecare review.	Quarterly	Work is ongoing with procurement to consider divestment of this service. Additionally we are progressing creation of a new 'Community Care Officer' post (four staff) to work across the community were other home support options cannot be found - this ensures a better quality of provision.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Becoming Looked After panel implementation	Panel implementation	6 monthly	Monthly placement panels are held to consider referrals to both residential and sheltered accomodation services. Referrals are assessed and prioritised on needs. Efforts to support people to remain in their own homes are explored and supported.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Social work teams with appropriate staffing ratios of qualified and unqualified staff	Adequate/safe staffing levels achieved and maintained across the year.	6 monthly	Bids for additional Social Workers have been submitted and are being considered. Locum Social Workers are being utilised to cover prolonged absences and gaps between permanent staff. Assessments completed to timescale figure is low for the Children's Team which reflects the staffing issues the team has had this year.

Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	OT employment scheme review and recommendations to this service.	OT scheme reviewed with recommendations made	6 monthly	The OT scheme was considered as part of the Social Security Review Working Group in June and July 2019; the recommendation of the group was that the scheme required a full review. Discussions have begun as part of the Labour Market Strategy and consideration is being given to including employment support for those with disabilities into the 'St Helena Job's
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Children looked after and corporate parenting responsibilities by means of a strategy to be commissioned	Directorate and SHG wide staff to be aware of and fulfilling their corporate parenting responsibilities	6 monthly	Completed. Training has been delivered to all key agencies and policy has been completed and signed off by SCDC.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Public Guardian role to be fully imbedded to protect the vulnerable from financial abuse	Increase in number of registered LPAs and Deputies. Actual number increase will be reliant on need	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Joined up Children and Adults safeguarding Board	Boards combined into single entity	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Improved vehicle access for those with mobility issues	Procurement of accessible vehicles for use by the Directorate	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Legislative framework	Legislative framework to be drafted	6 monthly	Ongoing. Legislation for the directorate has been prioritised by SCDC.

Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Directorate training plan to achieve workforce sustainability in conjunction with the Children and Adults safeguarding Board	Training plan developed. Safeguarding L1 and L2 training available to key staff	6 monthly	In June a member of our management team (WH) was moved from her substantive post to focus on training and policy for the Directorate. A database of all staff training undertaken and required and undertaken is being formulated. This will be used to prioritise future training provision. Safeguarding Board training sub-group has met once; however, not all key agencies sent representatives.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Joined up Children and Adult safeguarding board	Boards combined into single entity	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Operational plans to include social work qualified staff ratios, and unqualified staffing needs	Operational plan devised. Adequate/safe staffing levels achieved and maintained across the year	6 monthly	Operation plan not drafted. Bids for additional Social Workers have been submitted and are being considered. Locum Social Workers are being utilised to cover prolonged absences and gaps between permanent staff. Assessments completed to timescale figure is low for the Children's Team which reflects the staffing issues the team has had this year.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Policy and procedure updates to be implemented in line with updating legislation	Policies and procedures updated and consistent in their approach	6 monthly	In June a member of our management team (WH) was moved from her substantive post to focus on training and policy for the Directorate. All policies across the Directorate are being collated and reviewed with consideration also given to those that are required. A review plan timetable will then be devised in prioritisation of need.

Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Corporate parenting strategy, training and implementation	Children looked after to be well cared for and provided with opportunities to thrive	Quarterly	Completed. Training has been delivered to all key agencies and policy has been completed and signed off by SCDC.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Fostering policy and fostering campaign, fostering panel and recruitment	Children looked after to be well cared for and provided with opportunities to thrive	6 monthly	Fostering policy and assessment framework has been devised and endorsed by SCDC. A media campaign was delivered and open days held for members of the public interested in fostering. Two families have since been assessed and endorsed by the Fostering Panel as foster families.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Embed safeguarding board training	Staff and personnel working/volunteering with children and vulnerable adults to have appropriate Safeguarding knowledge to understand abuse and how/when to report	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Respite provision for children with additional needs and disabilities	Children and young people to be given access to respite provisions which are fulfilling and have choice of activities	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Signs of Safety Practice Framework training to develop across Directorates to ensure continued collaboration	Robust multi-agency responses to keeping vulnerable people safe	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	NAS training and assessments to inform practice and interventions or children and adults with autism	Robust multi-agency responses to keeping vulnerable people safe	Annually	

Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	NAS to provide train the trainer interventions in order to continue this training on Island	Robust multi-agency responses to keeping vulnerable people safe. Longevity of provision on St Helena	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Barnardo's training in relation to domestic abuse and trauma informed practice	Robust multi-agency responses to keeping vulnerable people safe.	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Person centred care plans (multi-agency) to be implemented alongside staff training in all adult residential settings.	Robust multi-agency responses to keeping vulnerable people safe. Ensure people have autonomy over care provision.	6 monthly	Training has been delivered to all staff at the CCC. A newly drafted Person Centred Care Plan has been devised and will be utilised across the Directorate. Currently two of the forty-five residents have person centred plans.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Children and adult safeguarding board to ensure that the multi-agency improvement plan is achieved across all directorates.	Robust multi-agency responses to keeping vulnerable people safe. Ensure recommendations and actions from reports are not lost.	6 monthly	Working Together document has been highlighted as requiring update; this will include plans to improve multi-agency working. Being led by the Safeguarding Board.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Legislative framework, policy and procedure for vulnerable adults.	Ultimately adult's Social Care legislation which underpins and supports service delivery.	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Thresholds to be established to ensure that the most vulnerable are in receipt of services to meet their needs.	Clearly defined thresholds for service provision.	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Residential review to better match those in long term residential care.	Needs of residential clients are best matched in a provision suitable for their current and future needs.	Annually	

Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Supported living to be developed for clients with learning disabilities as an alternative to long term residential care.	Needs of residential clients are best matched in a provision suitable for their current and future needs. Adults with disabilities are given the best opportunities to lead fulfilling lives.	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Social care staffing to meet statutory requirements.	Completion of staffing review and appropriate staffing levels achieved and maintained.	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Person centred assessments and plans to be implemented.	Robust multi-agency responses to keeping vulnerable people safe. Ensure people have autonomy over care provision.	6 monthly	Training has been delivered to all staff at the CCC. A newly drafted Person Centred Care Plan has been devised and will be utilised across the Directorate. Currently two of the forty-five residents have person centred plans.
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Quality assurance of all residential services.	Quality assurance of all residential provisions undertaken and report/feedback produced to feed into future service provision.	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Quality residential settings which are maintained to a good physical standard.	Quality assurance of all residential provisions undertaken and facilities maintained to an appropriate standard.	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Effective scrutiny from a multi-agency perspective by means of the Children and Adults safeguarding board.	Professional scrutiny to service provision and delivery to ensure best outcomes for vulnerable people on St Helena.	Annually	
Child and Adult Social Care	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Training plan and working together document to be established under the auspices of the safeguarding board.	Robust multi-agency approach to service provision and delivery to ensure best outcomes for vulnerable people on St Helena.	Annually	