

Performance Report - Quarter 4 (January - March 2020)

Directorate	Strategic Objective	Performance Measure (Indicator)	Target 2019/20	Reporting Frequency	3rd Quarter Achievements	Rag Status
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	Safe Haven admissions criteria reviewed and updated. Children Social Care have a threshold document and this has been shared with stakeholders.	
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	The supported accommodation service has been established for over twelve months and has grown from three to six houses offering support to adults with disabilities and older adults. Transitional cases and respite are underway.	
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.	6 monthly	23 service users CCO support and average of 30 service users access Day care services offering respite to carers reducing carer breakdown. Children Social Care provide regular day time respite to 2 children with additional needs and provide support to 5 children. This is a growing area of support within the Children Social Care team. We are currently in the process of seeking feedback from parents/carers and young people to help in the development of this	
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	The care for older people within all supported, sheltered and residential services has begun to improve in line with standards expected within the UK by Care Quality Commission. Further work is required to continue this progress in relation to accommodation standards, staff training and overall management	

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	The supported accommodation service has been established for over twelve months and has grown from three to six houses offering support to adults with disabilities and older adults. Transitional cases and respite are underway.	
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	Homecare tender complete, however only one bid was received a further tender process will be undertaken nationally and internationally to widen the market	
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	Becoming looked after panel has been implemented and offers scrutiny to the decision making in relation to residential care. The panel prioritises placements for the most vulnerable including those awaiting discharge from hospital. The waiting list has also been established for the CCC.	
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	Recruitment of qualified social worker for the Adult social care team undertaken. One appointment made. Negotiations ongoing for another. Adult social care is currently fully staffed with unqualified staff. Ongoing staffing issues in Children Social Care with the current use of a Locum Social Worker, in addition to another Social Worker on a 2 year term. One member of staff being supported to train as a Social Worker in the UK. There are also 3 unqualified Social Care staff in Children Social Care in addition to SALT.	
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	Draft employment scheme policy completed submitted for consultation.	

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	Corporate parenting training and strategy delivered to key stakeholders with a plan to re-deliver to capture new employees etc.	
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	The PG role is fully embedded. The current Pg. has been in post since May 2018. Since then, the number of cases have significantly increased; deputy orders and Lasting Powers of Attorney. The PG has established positive work relationships with various agencies across the island including the health directorate, bank of St Helena, Judicial Services, and legal services. the PG works very closely with social workers approved for undertaking mental capacity assessments, and is continuously seeking opportunities for educating professionals and individuals about the role of the PG.	
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	Joined up adults and children Safeguarding Board is established and working well in relation to the overall scrutiny and guidance in relation to multi agency working. Sub groups have been effectively established to supported the continued improvement of all agencies working together to effectively safeguard children and adults	
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	New mobility vehicles have been purchased to increase accessible wheelchair transportation on the island. This is however subject to the limitations of the policies in relation to usage of SHG transport. The trading account and the usage of vehicles needs to be reviewed to enable better access to mobility vehicles across the island.	

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	Working group has been established, and meetings ongoing, to look at Care for Adult legislation. Also Deprivation of Liberty Framework discussed and progressing.	
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	Training sub group in place with clear training priorities across all partner agencies. The high priority areas have been implemented through training delivered over the past twelve months.	
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	Joined up adults and children Safeguarding Board is established and working well in relation to the overall scrutiny and guidance in relation to multi agency working. Sub groups have been effectively established to supported the continued improvement of all agencies working together to effectively safeguard children and adults	
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	Recruitment are ongoing for qualified social worker, within the adult and children social care team. Adult team is fully staff with unqualified Social Care Officers. One vacant position for a senior social worker.	
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	Adult safeguarding procedure in place, needs updating. Single point of recording for policies and procedures. Policies in Children Social Care being reviewed/updated/implemented. Some process flow charts have been produced in Children Social Care and is being shared with key stakeholders however additional ones are required.	
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	Corporate parenting training and strategy delivered to key stakeholders with a plan to re-deliver to capture new employees etc.	

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 has been launched and 2 foster carers approved. Fostering campaign to be relaunched with a schedule of training devised for approved foster carers. A further campaign will be undertaken later this year to ensure that the availability of placements meets the need on St Helena.	
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	Training sub group in place with clear training priorities across all partner agencies. The high priority areas have been implemented through training delivered over the past twelve months.	
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	Respite available both overnight and daily to increase social contacts and options for children with disabilities. This needs to progress to overnight respite for those who require this level of support and intervention, which to date has not been in place for a number of years	
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	The signs of safety programme was delivered in 2018 and ongoing contact has been maintained with the consultant, however there is no budget allocated from the TC budget to enable a further island visit to undertake further work in relation to SOS. SOS has been imbedded in practice and the meeting processes, which has helped to improve the management and understanding of risk on St Helena	
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	COMPLETED	
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	COMPLETED	

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	This training was delivered February 2019.	
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	All residents of Ebony View, Piccolo Hill and the Community Care Complex have person centred care plans outlining their individual needs. The plans are reviewed on a six monthly basis or when any change in needs arise.	
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	Action plan in place in relation to the multi agency response to children and vulnerable adults, which is reviewed at each meeting. Sub groups have arisen from each area or work.	
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	There have been numerous meetings in relation to the progression of adult legislation, however the drafts person is yet to begin this area of legislation.	
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	Threshold documents imbedded in children and adults social care	
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	Social care assessments of needs are informed by all involved agencies to better care plan for each person and therefore establishing the most appropriate outcome. Supported accommodated is one option available subject to assessed needs and this work is ongoing. Bran View will not re-open due to budgetary constraints.	

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	CCO outreach support : 23 service users : Services offered 1. Personal Care 2. Domestic assistance 3. Medication Dispensation 4. Social Engagement 5. Community Access and Welfare Checks Day care: 30 Registered service users Structured Activities planned and confirmed 2020. activities as follows: 6 service users attended Basic IT sessions, 12 Millennium Forest planting endemics and gardening activities, 17 max attend weekly swimming sessions , and 23 on an average attended music and movement . Service working in conjunction with NGO's. Quarterly Health Check day 26 service users attended in March . MOT ,DENTIST , Physio and OT services available	
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	Ongoing	
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	All residents of Ebony View, Piccolo Hill and the Community Care Complex have person centred care plans outlining their individual needs. The plans are reviewed on a six monthly basis or when any change in needs arise.	
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	There is no assigned AQ manager in post and all managers for each service area are responsible for the quality assurance of assessments, plans and reviews undertaken in each service area.	
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	There is no assigned AQ manager in post and all managers for each service area are responsible for the quality assurance of assessments, plans and reviews undertaken in each service area.	

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	IN PLACE	
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	Safeguarding Board Minutes are completed and available for all members of the board. The training sub group is in place and minutes area available. The reviewed working together document sub group is yet to meet, however the work to amend the first document is underway	