

## Performance Reporting - Qtr 1 (April - June 2020)

Directorate	Strategic Objective	Performance Measure (Indicator)	Target 2020/21	Reporting Frequency	1st Quarter Achievements	Rag Status
	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Reduce percentage of referrals for children's social care resulting in no further action (NFA)	25%	Quarterly	The number of referrals resulting no further action has reduced slightly in line with better partnership working with education , health and police. A majority of the refferals received have met the threshold for social care intervention	Yellow
	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Reduce the percentage increase of referrals for adult social care resulting in no further action (NFA)	5%	Quarterly	A Duty system has been set up to manage the frontend of the service, in relation to handling initial enquiries/referrals. This has resulted in increased efficiency in resolving minor or none social care issues, through sign posting or information and advice. Which leaves the more complex or crisis situation for allocation. Over a 3 month period (May, June July) there have been 45 referrals, 9 resulted in NFA. (20%)	Red
	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Percentage per demographic of cases open to Children's social care	12%	Quarterly	There are currently 17% per population of children open to children's social care.	Yellow

4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Contain percentage of cases open to Adult social Care	5%	Quarterly	There is currently 11% per population of adults open to 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	Increase in residential accommodation capacity	90	quarterly	There is currently 52 adults in residential care settings. All services are at capacity and existing services will need to be extended to meet the demand in relation to the aging demographic
4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Increase in capacity for supported accommodation	50%	quarterly	Supported accommodation is not currently at capacity and enables some capacity for additional accommodation both permanent and respite.
4.1: Develop a safe environment	Increase of foster carers	3	Annually	Further fostering campaign to be undertaken at the end of 2020 to increase capacity. Currently 2 foster families
4.1: Develop a safe environment	Percentage of Children subject to child protection maintained at the current level.	1%	Quarterly	The continued preventative child in need work has enabled the service to maintain the current level of cases escalating to child protection.
4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Percentage of children subject to child in need maintained at the current level	7%	Quarterly	The continued preventative child in need work has enabled the service to maintain the current level of cases escalating to child protection. This is a lower level of intervention and proportionate to the level of need on St Helena.

<p>4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners</p>	<p>Percentage of children with care packages in the community</p>	<p>30%</p>	<p>Quarterly</p>	<p>The number fo children who now have a community care package has slightly increased in line with referrals that meet the threshold for intervnetion and support.</p>
<p>4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners</p>	<p>Percentage of adults receiving Better living allowance (BLA) in the community</p>	<p>94%</p>	<p>Quarterly</p>	<p>The baseline remains proportionate to the level of need on St Helena, however the BLA has recently been reviewed in order to clearly outline the threshold for this financial assistance and support and should help to maintain the current figures.</p>
<p>4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners</p>	<p>Percentage of adults receiving carers allowances in the community</p>	<p>50%</p>	<p>Quarterly</p>	<p>There is an increase in the number of request from families, partners and spouses for carers allowance. The home care support service, will be the first option, the aim is to reduce the number of people being paid carers allowance in the community. There are currently 95 adults receiving carers allowance, in the community which equates 48%</p>



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

Percentage of adults receiving home care support in the community

35%

Quarterly

The development of the home care support, through the community care officers, enables the service to respond to need more quickly, also enables service users to be discharged from hospital with an initial support that facilitates rehabilitation. Currently there are 80 adults receiving home support in the community, which equates to 40%

4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners

2 x social work qualified and experienced Team managers. 5 x social work qualified practitioners across children and adults statutory teams

Have 4 social work qualified practitioners

Annually

Achieved

4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners

1. Referrals in timescale(24 Hours)
2. Assessments in timescale (35 working days)
3. Reviews and Plans(adults and children/LAC CIN CP)

1. 80/85%(Adults/Children)
2. 88/70%
3. 70/75%

Quarterly

Majority of people who are receiving a service now have a support plan on Azeus. Reviews are now a standard practice and all new service will be reviewed. We are focussing on outcomes for service user, where the benefits from the level of input they receives, can be measured. This practice is more person centred, because the individual is encouraged to identify their own outcome. Majority of client on Azeus, who are in receipt of services, have an assessment in place. Those who do not have one, are being identified for a reassessment. Azeus is being used, through supervision and informally, to monitor team and individual performance.

5.1 Improve the health of the community

Percentage of community care service users increased to decrease the impact on residential services in St Helena

50%

Quarterly

The development of the home care service, through the Community Care Officers, has enabled the service to eliminate the need for longer term solution, through supporting carers and support people to remain at home for as long as possible. It also provide long term support to those with more complex needs, who otherwise would not be at home. Currently CCO supports 34 people in the community.

5.1 Improve the health of the community	Percentage of those accessing respite care to increase in order to reduce the impact/need for long term residential care.	25%	Quarterly	The development of the new resource in Piccolo Hill, with it's 24 hour staffing and respite facilities, has resulted in the number of people accessing respite, day, over night and weekends. Which has alleviated the risk of carers breakdown, so they can continue their supporting role, and maintain family longer at home. There are 4 respite beds available, 2 are being used for respite. 1 overnight and 1 day respite. The waiting list is 9, however the facilities do not make the service accessible and respite has to be offered in a different way. We are urrently providing 22% respite care.	
	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Completion of Person centred plans. Annual review of care plans	78%	Quarterly	Target Achieved and reviews are ongoing
	6.1 Ensure effective governance through efficient and effective svstems and processes	Effective Safeguarding board training offer across the partnership	Two multi agency training courses per quarter to meet the needs of all services	Quarterly	Target Achieved
6.1 Ensure effective governance through efficient and effective systems and processes	Effective Action plan and tracker to improve multi-agency responses on St Helena. Effective safeguarding of vulnerable adults and children.	Evidence based action tracker demonstrating improvement	Quarterly	Target Achieved	