

Performance Reporting - Qtr 2 (July - Sept 2020)

Directorate	Strategic Objective	Performance Measure (Indicator)	Target 2020/21	Reporting Frequency	2nd 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 no further action in relation to the referrals is less than 25 %, which suggests that the improvement noted in quarter one has continued through to quarter 2.	Green
	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	The service continues to manage via a duty system and of the 47 referrals to adult social care in quarter 2 there have been none NO further action outcomes from referrals	Green
	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 86 open cases to children's social care equates to 13% per population. There is amongst this number a growth in children looked after and a growth in children subject to child protection 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	Contain percentage of cases open to Adult social Care	5%	Quarterly	The number of cases per population open to adults social is now at 5%	Green

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	The number of adults in residential care has reduced by two service users who have moved onto supported accommodation, which reduces the number to 50. The target factors in the rising rate of need for the service. Two children are in residential accommodation.
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. Capacity has increased by two people following moves from Ebony View and increased respite care.
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 and no progress made in the second quarter due to staffing capacity
4.1: Develop a safe environment	Percentage of Children subject to child protection maintained at the current level.	1%	Quarterly	Child protection numbers have increased in line with referrals resulting in strategy discussions and section 57 investigations. Although still under one percent, the numbers have moved from 1 to 4
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	Child in need intervention remains the highest proportion of open cases with an increase from 12% to 14%. This lower level of intervention is in line with increased referral rates.



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 children with care packages in the community 30%

Quarterly

The number of children who now have a community care package has remained static at 12%

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 Better living allowance (BLA) in the community 94%

Quarterly

The percentage of adults in receipt of BLA has increased by a further 12 recipients, going up to 5%

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 carers allowances in the community 50%

Quarterly

There is an increase in the number of people receiving carers allowance within the community for both children and adults increasing from 95 to 113 equating to 3% per population and 59 % against open cases


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

Home care support continues to rise in line with demand. Outreach support via community care also continues to increase, which helps to prevent/reduce the need for residential care. 158 are on a home care support package from 80 in the previous quarter equating to 79% against open cases

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	2 social work vacancies have arisen, however both posts have been recruited to and await candidates to move into post.
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	A majority of all referrals to children and adults social care are actioned within 24 hours. Assessments in timescales are compliant within adults services (95%,96%, 97%) and in children's social care (95%,96%,70%) will improve further once staffing is at capacity. Reviews are also improving in line with statutory requirements.
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 45 people in the community.

<p>5.1 Improve the health of the community</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>6.1 Ensure effective governance through efficient and effective svstems and processes</p> <p>6.1 Ensure effective governance through efficient and effective systems and processes</p>	<p>Percentage of those accessing respite care to increase in order to reduce the impact/need for long term residential care.</p> <p>Completion of Person centred plans. Annual review of care plans</p> <p>Effective Safeguarding board training offer across the partnership</p> <p>Effective Action plan and tracker to improve multi-agency responses on St Helena. Effective safeguarding of vulnerable adults and children.</p>	<p>25%</p> <p>78%</p> <p>Two multi agency training courses per quarter to meet the needs of all services</p> <p>Evidence based action tracker demonstrating improvement</p>	<p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p>	<p>Respite remains limited due to the physical building and accessible bathrooms. There is however a plan moving forward to ensure that increased access is enabled via the addition of wet rooms within two of buildings.</p> <p>Target Achieved and reviews are ongoing</p> <p>Target Achieved</p> <p>Target Achieved</p>	
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