

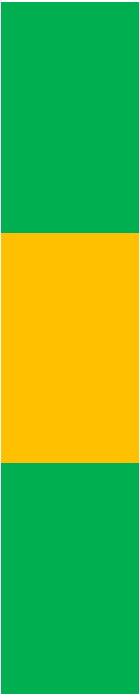
## Performance Reporting - Qtr 3 (Oct - Dec 2020)

Directorate	Strategic Objective	Performance Measure (Indicator)	Target 2020/21	Reporting Frequency	3rd 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	37 referrals were received in the 3rd quarter with 13 resulting in NFA and this translated to a high NFA of 35% NFA due to a high number of inappropriate referrals received in November. Work continues with partner agencies in order to manage the referred cases.	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	Referrals resulting in NFA went up this quarter to 7%. A slight deviation from the target, which is attributed to the continued rising needs of the aging demographic on St Helena. There has also been growth in relation to the number of hospital admissions resulting in increased referrals to social care for care packages to enable discharge.	
	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 75 open cases to children's social care, equates to 11% per population. Significant improvement in closing cases and achieving quarterly target.	Green

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 Care remained at 5% in the third quarter. The maintained number of open cases despite an increase referrals has been in relation to the clear threshold criteria being applied alongside more robust social work interventions preventing delay. The systems in place ensure that the only open social work cases are those that are complex and warrant this level of intervention.
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 increased to 56, with 45 in CCC, 5 in Ebony View and 6 in Piccolo hill. The target factors in the rising rate of need for the service. Children in residential accommodation increased to 4 within the quarter to give a combined total of 60 which is also the present capacity.
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 currently has 25 adults and a capacity of 27. The capacity has increased from 21 in the initial reporting period to 27 from a supported accommodation perspective which equated to 29%.

Child and Adult

4.1: Develop a safe environment	Increase of foster carers	3	Annually	There are currently 2 foster families. No change from the last quarter. Due to the limited social work capacity over the past twelve months the proposed fostering campaign did not occur and is planned for later in the next financial year when the service is at 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 decreased in line with referrals resulting in strategy discussions and section 57 investigations. Still under one percent, the numbers have moved from 4 to 3
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 cases reduced to 10% from 14%. Significant reduction towards the 7% target in line with the reduction in the number of open cases due to intervention
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 have a community care package remains at 12% as in the previous quarter.



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 Better living allowance (BLA) in the community	94%	Quarterly	The percentage of adults in receipt of BLA has increased to 201 recipients from 190, going up by a 0.5 percentage fraction to 5.2% . There has been a steady incline in BLA payments over the last 12 months in line with the changing needs linked to the aging demographic on St Helena.
	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	Adults receiving carers allowance within the community increased from 113 to 118 equating to 3% per population and 60 % against open cases There has been a steady incline in carers allowance over the last 12 months in line with the changing needs linked to the aging demographic on St Helena.
	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. 86 receive home care support (53%) per 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	Two social work posts have been filled and subject to travel restrictions. Over the past quarter there has been 1 social worker and 1 locum social worker in Childrens and two social workers in Adults.
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 (90%,96%, 100%) and in children's social care (85%,61%,100%) 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 provides long term support to those with more complex needs, who otherwise would not be at home. Currently CCO support 51 people in the community= 32% against open cases

	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	Respite is limited due to the inadequate accommodation to meet the needs of service users with complex needs. 10 people are currently accessing respite care, equating to 6% Target Achieved and reviews are ongoing	
	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		
	6.1 Ensure effective governance through efficient and effective systems 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	Epilepsy training, dementia Training, effective communication, care planning, person centred care training, safeguarding training, online training in all areas of safeguarding have been delivered over this quarter.	
	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	The action plan tracker continues to be addressed and areas of action have been recorded in line with TOR	