

Performance Reporting - Qtr 4 (Jan - Mar 2021)

Directorate	Strategic Objective	Performance Measure (Indicator)	Target 2020/21	Reporting Frequency	4th 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	Referrals resulting in NFA ended at 16% well within the annual target. Performance was largely attributed to improved staffing levels in Children Social Care.	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 of referrals for adult social care resulting in no further action (NFA)	5%	Quarterly	3% of referrals in Adults' Social Care resulted in NFA to meet the annual target set.	
	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Monitor percentage per demographic of cases open to Children's social care	12%	Quarterly	The number of open cases per population sat on 11.97% achieving the annual target	
	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Monitor percentage of cases open to Adult social Care	5%	Quarterly	The number of cases per population open to Adults Social Care ended on 5% at the close of the year to meet the annual target	
	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 reduced to 49, with 44 in CCC, 5 in Ebony View. Children in residential accommodation remained at 1 to give a combined total of 50. This was 40 below the set target largely due to the absence of another residential unit to compliment the CCC.	Yellow
	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	There was a 24% growth of this service against the set 50%. Sheltered accommodation overtime has had clients transition to residential care within the sheltered living setting. This calls for a review of this target and reassessments of the service in line with growing needs of the service users currently living in	

Children and Adult Social Care	4.1: Develop a safe environment	Increase of foster carers	3	Annually	Year ended with 2 approved foster families against a target of 3. Due to the limited social work capacity over the past twelve months the proposed fostering campaign did not occur. There is currently one child in foster care, however this placement is due to end as the foster carers are leaving St Helena.	Yellow
	4.1: Develop a safe environment	Percentage of Children subject to child protection maintained at the current level.	1%	Quarterly	Percentage of children subject to child protection was 0.6% per population at the close of the year	Green
	4.2: Care for vulnerable and disadvantaged groups in society such as people with disabilities, children and elderly people and low income earners	Monitor -Percentage of children subject to child in need maintained at the current level	7%	Quarterly	Child in need cases reached 12% on average for the year, falling short of the 7% anticipated set target.	Yellow
	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 as at March 2021 was 11% per population	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 of adults receiving Better living allowance (BLA) in the community	5%	Quarterly	The percentage of adults in receipt of BLA on average for the year was 4.9%	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 of adults receiving carers allowances in the community	50%	Quarterly	Percentage of adults receiving carers allowance within the community was 55% against open cases. The year saw an increase in adults in receipt of carers allowance attributed to the changing needs linked to the aging demographic on St Helena.	Yellow
	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. 109 now receive home care support (63%) per open 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	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	There were 4 social work qualified practitioners across Children and Adult's services as at March 2021, thus achieving the set annual target	Green

	<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>1. Referrals in timescale(24 Hours) 2. Assessments in timescale (35 working days) 3. Reviews and Plans(adults and children/LAC CIN CP)</p>	<p>1. 80/85%(Adults/Children) 2. 88/70% 3. 70/75%</p>	<p>Quarterly</p>	<p>92% of all referrals to children and adults social care were actioned within 24 hours. Assessments in timescales within adults services were 84%, and 22% in children services. However support plan reviews in both children and adults were 95% and this was attributed to improved staffing levels.</p>	
	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 Community Care Service achieved 24% growth against a targeted 50%. This is attributed to the ever increasing needs of the aging population that has resulted in the majority of community care clients rapidly transitioning to residential care or full care support. This resulted in the lessening of the impact of community care as a buffer to residential.	
	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	As at March 2021 respite was on hold due to the inadequate accommodation to meet the needs of service users with complex needs. 12 people are currently in need of respite care, equating to 7% per non cases	
	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 at 98% for residential and disability	
	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	At least two multi-agency were held to the end of the year to meet the annual target.	
	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 continued to be addressed throughout the year and areas of action recorded in line with TOR	