



# Department of Social Development

## Annual Report 2014



**Dedication**

This report is dedicated to all past and present Foster Carers in recognition of their sacrifice in caring  
for the children entrusted to them

**Acknowledgment**

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**Cover Page:**

***Staff Photo:***

**Front Row: Left to Right:** Ms Lauraine Gumbs, Mrs. Daphne Hodge, Mrs. Sonia Skellekie

**2<sup>nd</sup> Row: Left to Right:** Ms Catherine Registe, Mr. Clive F Smith, Ms. Arlette Richardson,  
Ms. Tanasha Duncan

**3<sup>rd</sup> Row: Left to Right:** Ms. Marcia Rogers, Mrs. Germaine Hodge, Mr. Sanford Richardson

**Back Row: Left to Right:** Ms. Jossie-Ann Richards, Mr. James Carty, Ms. Jevonne Vanterpool

**Absent:** Ms. Diane Horsford

**Soup Kitchen Photo:**

**Left to Right:** Mr. James Carty, Mrs. Daphne Hodge, Ms. Arlette Richardson

**Wheel Chair Race Photo:** Participants of the race

**Cover Concept and Design:** Ms. Tanasha Duncan, Executive Secretary, DSD

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# 1. SUMMARY OF ACHIEVEMENTS AND CHALLENGES

## 1.1. ACHIEVEMENTS

The department notes the following notable developments in 2014

1. Many policies/procedures and practices for key services were documented. This initiative will continue in 2015 and will greatly enhance professionalism and consistency in service delivery
2. The draft Social Protection Bill has reached the stage for presentation in the House of Assembly. When enacted, the legislation will replace the archaic Hospital and Poor Relief Act which governs government's assistance to poor and destitute persons in the community.
3. Much work continued on promoting and implementing the *Safeguarding of Children Initiative* which focussed on bringing awareness to the abuse of children. Highpoints this year was the staging of the play, 'Somebody Help me Please' and the special UNICEF launch of the report on the 'State of the World's Children' from here in Anguilla coinciding with the annual observance of 'Universal Children's Day', in November.
4. The successful observance of Social Work Month was a high point for staff with three activities in particular helping to improve the public's image of the department. These were:
  - a. Social workers meeting with members of the public at the Health Centres
  - b. Social workers assisting with the reading of the evening news on Radio Anguilla during the third week in March
  - c. The soup kitchen which distributed warm soup to needy persons and clients visiting the department on the third Friday in March
5. The implementation of an electronic system for recording staff attendance including but not limited to the number of hours officers spent on the job on a daily basis.

6. Social Workers were exposed to the finer points of preparing, giving and receiving evidence in court. Such skills will serve them well as it is common for them to appear in court without legal support.

## 1.2. CHALLENGES

1. Three of the annual projects did not fare well this year, viz. the *Family Enhancement Project*, the *Budgeting Workshop* and the *Sewing Programme*. These critical programmes were victims of the financial crisis and planned changes in arrangements which did not materialise in time
2. While staff retention and attrition were not major issues in 2014, absenteeism was as previously stated. Notwithstanding the lack of opportunity for upward mobility within the department/service and the stressful nature of social work continue to weigh heavily of staff morale
3. Repairs to plant were slow and at times management was forced to be creative to ensure these were addressed. In the same way basic equipment failed frequently with the computers in particular needing to be replaced

The absence of a place of safety for children who are deemed in need of care and protection and or whose basic needs cannot be met in the present home environment remained a thorny and defeating reality throughout 2014. This needs to be seen as a priority by all concerned and resources allocated to address the same.



## 2. VISITORS TO THE DEPARTMENT

*Table 1: Visitors to the Department*

Visitor(s) Name	Job Title (s)	Reason/Description	Month
Ronya Foy-Connor	Gender Development Coordinator	Meeting with Commissioner Richardson	January
Dorothea Hodge	UK Representative	To discuss development with AXA/UK medical cases	
Dr. Bonnie Richardson-Lake	Permanent Secretary Social Development	Review of Child Protection files for 2013	
Mrs. Kiesha Gumbs-Bibby	Planner, Social Development		
Mrs. Jacqueline Connor	Education Officer, Education Department		
Mrs. Jacquelyn Morris	ECD Director MOE St. Kitts & Nevis	Courtesy Call - Commissioner	February
Rosalind Otto	ECD Resource Teacher MOE	Courtesy Call – Commissioner	
Leroy Martinez	Director –Anguilla Community Foundation	Helping the needy through community development programs	
Rachel Davies	Auditor	Audit work with Executive Sec.	
Jerome “Ranger” Vanterpool	Artiste	Seeking information on child abuse	May
Rupert Jones	Attorney General	Familiarization visit and Briefing	August
Saif-Ur-Rehman Ashmi	Students at St James medical School	Seeking information on charity for local in need family	November



### 3. HUMAN RESOURCE AND STAFF DEVELOPMENT

#### 3.1. HUMAN RESOURCE

The department was privileged to have all positions filled throughout the year. Frequent and prolonged absenteeism by a few members of staff negatively impacted the quality of service rendered. The bulk of the work was therefore performed by two-thirds of the staff. The Family and Social Services Unit, the Administrative Unit and Intake Services were those most negatively impacted.



Ms. Catherine  
Registe



Mrs. Brittany  
Christopher-Harris

In February, Ms. Catherine Registe, re-joined the Family and Social Services (F&SS) Unit after a two year absence. In the last quarter of the year Mrs. Brittany Christopher-Harris was appointed as temporary social worker and also assigned to the F&SS unit.

The post of Executive Secretary was the most unstable during the year with Ms. Tanasha Duncan and Ms. Nickeisha Hughes taking turns in filling the position. By year end Ms. Duncan was appointed to the position and is now in her probationary period.



Administrative Unit: (Left to Right) Tanasha Duncan, Diane Horsford,  
Jevonne Vanterpool



Ms. Arlette  
Richardson

Ms. Arlette Richardson became the second person to be appointed Intake/Assessment Officer since the position was first filled in 2012.

Management places on record profound appreciation to the staff who toiled relentlessly throughout the challenging year ensuring the continued rendering of services. Officers continued to display commitment for the work; eagerness to seek

the advancement of their clients; engage in positive work ethics and contribute towards the creation of a healthy staff ethos.

### **3.2. STAFF DEVELOPMENT DAY**

This annual exercise was held in April at the conference room of the now Mr. Raymond Guishard Football Stadium. The areas covered this year were of critical importance and interest to the staff. In the morning Ms. Erica Edwards, Attorney General Chambers presented on ‘Giving Evidence in Court’. This was designed to assist Social Workers in their presentations during court sessions. Some members of the staff from Zenaida haven and Probation Department participated in this session.

A presentation on Customer Service and the Role of the Administrative Unit was delivered by retired civil servant, Ms. Evalie Bradley. This again underscored the importance management places in this area. A lighter moment in the day’s activities was when social worker, Ms. Sonia Skellekie expertly demonstrated the art of ‘Roti Making’.

In the afternoon, Ms. Monifa Brooks-Gumbs, Accountant, Public Services pension Fund (PSPF) led a session on the organization, history and working of the Pensions Unit. This continued the department’s theme of educating staff on the connectedness of the service through the various departments. This was followed by Director, F&SS, Ms. Daphne Hodge, review of the DSD/Probation Relationship as contained in the MoU. Time did not permit the review of the Draft Rewards & Recognition Policy developed by the Commissioner, Mr. Sanford Richardson.

### **3.3. SOCIAL WORK MONTH**

Universally, the month of March is observed as Social Work Month and the theme for the year 2014 was “All People Matter”. The third Tuesday in March is recognized as Social Work Day.

The Department of Social Development commemorated the awesome profession of Social Work by hosting activities during the week of March 16<sup>th</sup>-28<sup>th</sup> 2014. The activities included Sunday worship at

St. Mary's Anglican Church and a staff/family picnic at Shoal Bay East, Radio addresses by the Commissioner and Unit Representatives of Department of Social Development, Reading of the news at Radio Anguilla by staff, participation in the career fair at the Albena Lake Hodge Comprehensive School, Sensitization/Information sessions at the hospital and various clinics, Senior citizens game night and a soup kitchen. The Church service was held at The St. Mary's Anglican Church. For the very first time, the department held a soup kitchen for the clients of the department. This new initiative was appreciated and will be an annual event.

The activities concluded with a staff luncheon hosted by Viceroy Hotel and a motivational presentation by Dr. Phyllis Fleming-Banks who reinforced the following four agreements:

**1. Be Impeccable with your Word:** Speak with integrity. Say only what you mean. Avoid using the Word to speak against yourself or to gossip about others. Use the power of your Word in the direction of truth and love.

**2. Don't Take Anything Personally**

Nothing others do is because of you. What others say and do is a projection of their own reality, their own dream. When you are immune to the opinions and actions of others, you won't be the victim of needless suffering.

**3. Don't Make Assumptions**

Find the courage to ask questions and to express what you really want. Communicate with others as clearly as you can to avoid misunderstandings, sadness and drama. With just this one agreement, you can completely transform your life.

**4. Always Do Your Best**

Your best is going to change from moment to moment; it will be different when you are healthy as opposed to sick. Under any circumstance, simply do your best and you will avoid self-judgment, self-abuse and regret.

Dr. Fleming-Banks encouraged all staff to practice these four agreements not only in our job but our daily lives for a life changing journey.

At the end of the session each staff member was presented with a small token of appreciation, a key chain with words engraved “Thank you for the lives you touch, you’re appreciated so much”, compliments of the Commissioner of Social Development.

### **3.4. PROFESSIONAL DEVELOPMENT**

Throughout this report, mention will be made of the efforts made by the department to assist in the continued knowledge expansion and skills acquisition of staff. Staff members were, however, encouraged to invest in their personal professional development. Some were privileged to attend important conferences and participate in workshops locally and regionally.

### **3.5. WORKSHOPS AND CONFERENCES**

In 2013 the majority was held off-island and in 2014 most, if not all, were held on island.

1. On 21<sup>st</sup> January 2014, Mrs. Germaine Hodge, Mrs. Daphne Hodge and Mr. James Carty participated in an Early Childhood Policy Standard and Regulations workshop at the Teachers Resource Centre, sponsored by UNICEF.
2. Commissioner, Sanford Richardson, attended a two-day trainer of trainers’ workshop on Child Protection in Sports sponsored by the West Indies Cricket Board and UNICEF. This was held in Antigua in February. On June 12<sup>th</sup> and 26<sup>th</sup>, Mr. Richardson facilitated two one-day workshops for coaches in sports, mainly cricket, in St Martin and Anguilla, respectively. Over forty coaches combined were trained.
3. A two-day workshop was held on 27<sup>th</sup> & 28<sup>th</sup> February 2014, Mrs. Germaine Hodge, Mrs. Sonia Skellekie and Miss Catherine Registe attended a Red Cross Training at the Teachers Resource Centre, which was sponsored by Disaster Management.

4. Mr. Sanford Richardson attended a Legal Framework for Social Development workshop in St. Lucia on the 5<sup>th</sup> and 6<sup>th</sup> of June. Workshop was sponsored by the OECS.
5. On 10<sup>th</sup> June 2014, all Social Workers and HODs attended Child Protection training at the Police Headquarters training room. This workshop was in connection with the Inter-agency Safeguarding Children Protocols being developed for Anguilla.
6. A Model Management Framework for Rehabilitation Centre for Juveniles workshop was held on the 23<sup>rd</sup> June 2014 at the community college. The Department was represented by Mrs. Sonia Skellekie and Mr. Clive F Smith. A follow up session was held at the Police Conference Room on the 24<sup>th</sup> June 2014. Commissioner of Social Development, Mr. Sanford Richardson, was in attendance.
7. On 22<sup>nd</sup> & 23<sup>rd</sup> July 2014, Mrs. Daphne Hodge attended a conference on ‘Protecting the most disadvantaged girls and boys in the Caribbean’, at City View St. Johns, Antigua. The sponsoring agent was UNICEF.
8. Mr. Sanford Richardson, Miss Marcia Rogers, Miss Lauraine Gumbs and Miss Catherine Registe were in attendance for Magisterial Appeal training on 29<sup>th</sup> July 2014, at the High Court in Anguilla. Training was sponsored by the OECS Appeal Court.
9. Miss Catherine Registe and Miss Jevonne Vanterpool attended First Aid training at the Anguilla Red Cross conference room on the 10<sup>th</sup> September 2014. The Department of Disaster Management was the sponsoring agent.

## 5. PARTNERSHIPS AND WORKING RELATIONS

### 5.1. CONTRIBUTIONS TO AND FROM THE PUBLIC

The Department of Social Department continues to receive contributions from organizations and individuals to help the less fortunate in our communities. This year was no different to the previous years where groups and individuals contributed either in money or kind.

There were four new contributing agents this year. *Celtronics* assisted six (6) families with school books and students from the *St. James Medical School* made sixty-seven (67) children happy for Christmas by donating gifts. The gifts were distributed to children ages 2-14 years. *Run Way Anguilla* also assisted twenty (20) children with books and school uniforms from the six (6) primary schools and The Albena Lake Hodge Comprehensive School. Seventeen of the 20 children received uniforms. The *Anguilla Progressive Association of New York* (APANY) contributed school stationeries: exercise books, pencils crayons and markers.

The Ebenezer Young Adult Group (EYAG) and two anonymous individuals have been contributing monetarily for the past two years. In total EC\$10,391.72 was received in 2014. The monies are being distributed monthly among five (5) needy families. The Department appreciates these contributions and looks forward to continued partnership with these groups and individuals for the betterment of needy persons in our society.

### 5.2. WORK WITH DEPARTMENTS

The Department continues to enjoy effective and productive working relationship with fellow government departments and Non-Governmental Organizations (NGO). Some of the work is ongoing and therefore this year the report on these working relations and or partnerships will be limited to new areas of collaboration or significant strides in existing ventures.

## 5.2.1 EDUCATION

### ALBENA LAKE-HODGE COMPREHENSIVE SCHOOL (ALHCS)

#### Summer Placement

Ms. Kerissa Proctor, a form five student at the *ALHCS*, was attached to the department for six weeks from June 25 – August 1, 2014. She was attached to all units to gain insight into the services offered and the role of Social Work intervention in court, the community and in general.

Ms. Proctor completed all assignments rendered with much enthusiasm and zeal throughout the placement. She was proactive in performing tasks on a daily basis and commanded respect when afforded an opportunity to perform the delegated role of Commissioner for a day. During Ms. Proctor's placement she successfully completed a project in collaboration with the Statistics Department to enhance and analyse data for staff attendance and punctuality.

The staff voluntarily made a monetary contribution to Ms. Proctor as a token of appreciation for services rendered.

#### CXC/CAPE Scholarship

This year the department also provided partial scholarships towards the payment of examination fees for CXC and CAPE subjects to six students attending the Albena Lake-Hodge Comprehensive School (ALHCS) in forms five and six. Fifty % of students completed the Caribbean Secondary Education Certificate (CSEC) while the others did the Caribbean Advanced Proficiency Examination (CAPE). One student in particular did 9 CSEC subjects achieving passing grades of one to three in all subjects except one, while the remaining students obtained 50% or less of the subjects taken. Six form students successfully passed four of the five subjects taken with grades from three to five. The expenditure for examinations was \$2,720.00.



## 5.2.2. ANGUILLA STATISTICS DEPARTMENT

**Anguilla Statistics Department (ASD)** remains a key partner. In addition to the usual assistance with the exchanging of statistical information, the ASD was instrumental in developing an electronic system for the recording of staff attendance. This detail record gives management more information, at a glance, on the attendance of each staff member.

## 5.2.3. DEPARTMENT OF PROBATION

The usual intervention work with and exchange of information on clients continued. This year will be remembered however for the efforts made to review the Memorandum of Understanding (MoU) between the departments. In addition, members of each department participated in workshops organised by each other. These generally focussed on improving working relations and reviewing policies and procedures.

## 5.3. WORK WITH OTHER INSTITUTIONS AND ORGANISATIONS

### 5.3.1. CONTINUING EDUCATION PROGRAM

The six students enrolled in the programme from the beginning of the academic school year completed CXC exams in May-June, 2014. Two students performed well attaining passing grades from one to three; while three students did not complete examinations; and one was unsuccessful in obtaining a passing grade. The department engaged in partnership with the *Comprehensive Learning Centre* and *Aim High* to provide tutoring during the year. One student transferred to Aim High for English A under the leadership of Mrs. Rosena Brooks. The expenditure payable to Aim High was \$425.00 for two terms the bills for the Comprehensive Learning Centre remain outstanding (not received).

Four persons registered to benefit from the continuing education programme which commenced September 2014. One student in particular has been involved from the inception of this initiative in 2006 and currently completing pre-requisite requirements for an Associate Degree and ultimately

towards achievement of her desired goal to become a solicitor. The remaining students are enrolled with the Comprehensive Learning Centre and a private tutor. The criteria of the programme will be reviewed in 2015. This approach will further define and clarify roles and responsibilities of the parties involved while promoting transparency and accountability.

### 5.3.2. DAY CARE



Over 40 day care providers and play school personnel benefited from training in the provision of high quality learning experiences from February 3-7, 2014. The objective of the training was to promote the development of a stimulating environment and improving the standard of care to infants and toddlers. The participants were exposed to theoretical knowledge pertaining to child development, early stimulation,

developmental milestones, standards for day care centres and the importance of play during the early years. The group was also privileged to acquire the expertise to create learning materials using recyclable resources. Each day care centre and play school received kits containing stimulating materials.

Field visits were conducted to fifteen day care centres by the facilitators accompanied by at



least one local escort from the coordination team, viz. Mrs. Kiesha Gumbs-Bibby, Social Planner, Ministry of Social Development; Mrs. Susan Smith, Early Childhood Co-ordinator ,Education Department and Mrs. Daphne Hodge, Director Family & Social Services. The purpose of the visits was to observe environments where children received care and to conduct demonstration activities with workers and children.

This initiative was implemented by the committee responsible for ‘Keep Infants and Toddlers Exploring’ (KITE), a project conceptualized to promote the benefits of early stimulation in infants and toddlers. The workshop was facilitated by Mrs. Jacqueline Morris, Early Childhood Development Director and Mrs. Rosalind Warner-Otto, resource teacher and certified high scope trainer. Both trainers are employed with the government of St Kitts and Nevis at the Ministry of Education with over 30 years of distinguished service.

Day care providers are expected to incorporate the skills and knowledge taught and subsequent inspection visits will evaluate the level of integration to increase stimulation awareness of children in their care.

A group of 12 day care providers and play school personnel were also afforded the opportunity to receive First Aid Training on September 20, 2014 coordinated by Red Cross, Disaster Preparedness Department and KITE committee. The instructor was Mr. Rodwell Grant and the course content included the following:

- Safety considerations and personal care
- Burns
- Fractures, strains and sprains
- Head injuries
- Unconsciousness including use of automated external defibrillator
- Choking
- Medical conditions

#### **5.3.4 ANGUILLA ELECTRICITY COMPANY (ANGLEC)**

The **ANGLEC Horizon Scholarship** is a scholarship initiative by ANGLEC geared primarily towards assisting primary school students from grades one to six. This year the company assisted 32 primary school students compared to 25 students in 2013. Among the students assisted 14 were clients of the Department. A total of EC\$32,015.52 was contributed to the programme and used for the procurement of uniforms and books.

This year showed an increase in the number of families being assisted with school supplies from both institutions. This is probably a result of the economic down turn.

#### **5.3.5. ENERGY ASSISTANCE PROGRAMME**

During the latter half of the year DELTA/ANGLEC also introduced an Energy Assistance Programme. This initiative primarily targeted customers who were in arrears with electricity bills for over three months. The initial implementation proved unsuccessful so DSD will work with the companies in 2015 to re-visit the programme.

#### **5.3.6. SOCIAL SECURITY**

The department was not involved in the extension of the Social Assistance initiative introduced by the Social Security Board in 2013. The usual sharing of information to ensure transparency and accountability with respect to clients seeking benefits and contributions continued. The Director of Social Security is also an active member of committees based at DSD.

#### **5.3.7. MEDICAL PRACTITIONERS AND FACILITIES**

The medical exemption cards issued by DSD are redeemable at Health Authority facilities. This is a relationship which precedes the advent of the Health Authority. This partnership also includes collaboration with regional and international agencies in assessing medical care for patients.

Effective working relationships continued with Hughes Medical Centre and Paramount Pharmacy. Attempts were made during the year to review the partnership with the Anguilla Vision Centre and Hughes Medical Services.

### 5.3.8. LETTERS OF AUTHORIZATION

The cost of medical care continues to rise. The use of medical exemption cards at the Health Authority has not met the needs of many persons due to the unavailability of the needed services or medication. The use of Letters of Authorization introduced by the department in 2013 continued in 2014. Such letters sought to ensure that the needed medical service or medication was obtained by the client at pharmacies, private practitioners and Health Authority facilities.

In 2014, approximately 66 letters were written for 54 persons, eight of whom were repeat clients. Two clients were assisted three times. Sixty-five % (65%) of letters were written on behalf of card holders. As table shows, requests were mainly made by males and persons 60 years and older. Services requested were medication (50%), and consultation (31%). In 2014, there were more males than females requesting letters of authorization. When compared to 2013, the number of letters of Authorization increased by seven.

***Table 2: Illustrates Letter of Authorization by Age and Gender for 2014***

Age (Years)	Male	Female	Total
Under 18	4	4	8
18-35	3	~	3
36-59	7	9	16
60+	17	10	27
Total	31	23	54

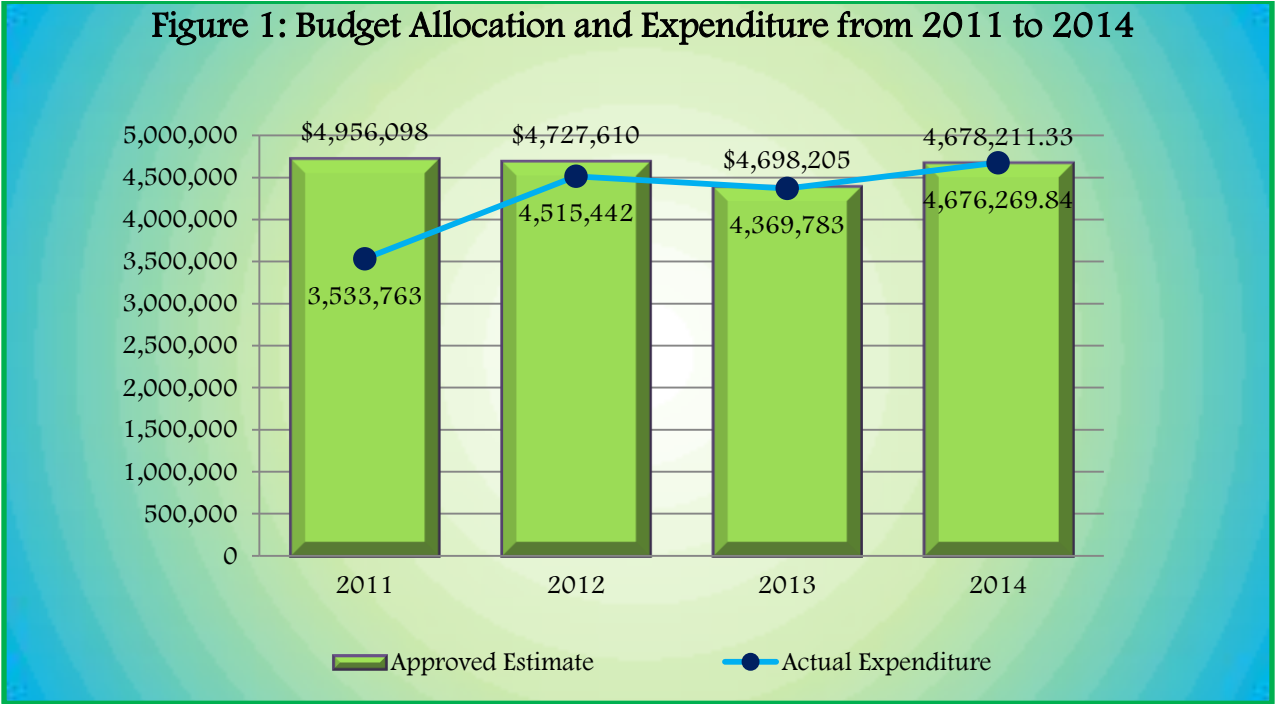
### 5.3.9. CHILDREN OF THE CARIBBEAN

Developments at home have resulted in DSD not benefitting from this charitable organization in 2014. The proposed scholarship fund did not come to fruition. It is hoped that the partnership will be restored in the near future. Children of the Caribbean are a charity organization based in California. As its name implies it contributes to projects and or initiatives for children throughout the Caribbean

region. Children in Anguilla have benefitted in the past through the donation of school supplies, and a sponsored Christmas party.

## 6. BUDGET ALLOCATION AND EXPENDITURE

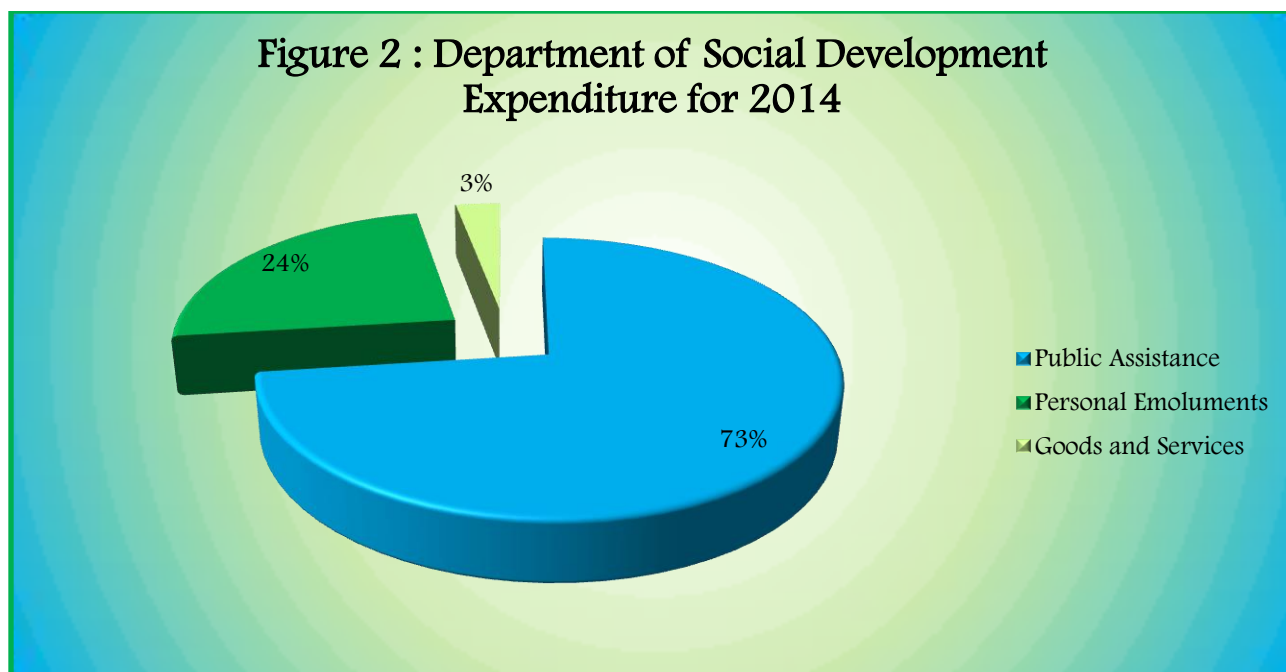
Figure 1 shows a difference of EC\$1,941.49 between the approved budget and expenditure for 2014. This decrease however, is not a true reflection of the amount which should have been spent, should the department have had sufficient funds to cover all expenses incurred in 2014. There has been an increase in expenditure over the last four years apart from 2013 (See figure 1).



The Public Assistance head is from which most of the department’s services such as Medical Exemption, Public Assistance, Food Vouchers and Funeral Grants are paid. As illustrated in figure 2, the general account head; Public Assistance, accounted for 73% of the department’s overall expenditure, a decrease of 2% compared to 2013. Personal emoluments also increased by 1%. This can be attributed to the appointment of two temporary staff members. Overall, spending on public assistance grew significantly with the majority going towards Local Medical Exemption in the 360 Public Assistance head.



**Figure 2 : Department of Social Development  
Expenditure for 2014**



While the department's spending remained under the allocated budget, there were numerous medical bills that could not be paid in the period under review. This could be attributed to a number of factors such as late submissions of bills and increased monthly expenses. The introduction of the cash flow forecasting system also contributed to payment delays necessitating internal transfers. This was mainly the case for Personal Emoluments where funds had to be transferred from Public Assistance to cover this expense that was not foreseen during the budget planning process in 2013. Decisions at Executive Council level also impacted expenditure because these are not generally budgeted for.

Monies were transferred from the Ministry of Social Development [MSD] to assist with one major expenditure. There were other minor changes in other heads where money had to be released early to cover current expenses. In the last quarter EC\$ 27,729.00 was transferred upon request to the ministry.

## 7. SERVICES

### 7.1. ALTERNATIVE CARE (FOSTER CARE)

Research and experience show that children thrive best within a family setting to become independent and productive adults. The family ensures that the children are loved, nurtured and cared for and receive fertile foundation to reach their full potential. Some families however, experience challenges that threaten the wellbeing of the child. In some instances the child may have to be placed in an alternative setting temporarily while the family addresses the challenging issue(s). Some families may seek to address their situation with or without the department's assistance. The department's intervention is always in the best interest of the child. Safeguarding the welfare and wellbeing of children is everybody's business and the Department of Social Development is in the vanguard of this effort.

The Department's objective when effecting alternative placements is three pronged:

- a) To ensure that the child is placed with a family that can best care for him or her
- b) To provide support and assistance to parent(s) to address the issues that cause the instability
- c) To reunite the child with his or her birth family as soon as possible.

The department uses alternative care for children in need of care and protection. Foster care arrangements are generally employed. Alternative care for children in conflict with the law is provided for by the Department of Probation. The Department offers support to the Department of Probation with regards to children in their care.

**Table 3: Number of children in alternative care by age range and gender 2013-2014**

Age Range (years)	Number of Children Placed 2013			Number of Children Placed 2014		
	Male	Female	Total	Male	Female	Total
0 to 5	4	2	6	2	3	5
6 to 10	5	9	14	6	4	10
11 to 15	8	8	16	7	7	14
16 to 18	1	1	2	1	1	2
<b>Total</b>	<b>18</b>	<b>20</b>	<b>38</b>	<b>16</b>	<b>15</b>	<b>31</b>

The reviewing period, January to December 2014, began with 38 children in alternative care: 18 males and 20 females. The children ranged in age from 4 to 17 years and the majority (16), were within the 11 to 15 year age range. The said period ended with 31 children in alternative care between the ages of 4 to 17 years. The group comprised 16 males and 15 females with most (14) falling in the age range 11 to 15 years.

**Table 4: Children in alternative care Placements for 2014**

Number of Children Placed		Reason for Placement	How Placed	With Whom Placed	Status
Male	Female				
1	1	Family crisis	2 Informal arrangement	Both with relatives	Both returned to parents
1	1	Neglect	Both Court order	Both with relatives	1 Ongoing 1 Breakdown
~	3	Behavioural issues	2 Informal arrangements 1 Court order	3 with Non-relatives	1 Ongoing* 1 Breakdown* 1 Aged out
2	~	Physical abuse	2 court orders	2 with relatives	2 Returned to parent
<b>4</b>	<b>5</b>			<b>9</b>	

(\*Multiple placements before current status)

In 2014 DSD intervened to spearhead alternative care arrangements for nine children: four males and five females. Seven of the nine alternative placements were due to varying aspects of care and protection issues: two for physical abuse who were placed with relatives, two for neglect who were placed with relatives and three for behavioural issues who were placed with non-relatives. Two of the placements were due to family crises and these children were placed with relatives. Overall, six of the nine placements were with relatives and three with non-relatives.

Informal placements are not sanctioned by the Court. Generally, the parent or guardian of the child who needs alternative care makes the arrangements themselves in most cases and the department offers support in the situation. The Department also makes use of this type of placement. The department utilised the informal arrangement for four children in 2014: two for children experiencing family crisis and two for children with behavioural issues. Court ordered placements are generally done when a more formal structure is needed in the management of the situation that required the department's intervention. The Magistrate's Court sanctioned alternative placements for five children.

The department seeks to find a family for the child who needs to be placed in alternative care while the parent(s) is assisted with dealing with the disrupting issue(s). Relatives (non-resident parent, aunts, grandparents) etc. are the most preferred to provide care for the child. Failing this, members of the community are enlisted.

The goal of foster care is to reunify the child with the parent in accordance with the United Nation's Conventions on the Rights of the Child. Four children were reunified with their parents through the efforts DSD. One client has exceeded the age to receive this particular service but the department is assisting in other ways to ensure the required support is given. Two children are still in care of families other than their parents and two children were unable to remain in the family that was caring for them. The respective families were unable to cope with the children's misbehaviour.

Some alternative placements breakdown for various reasons; the department's experience has been that these breakdown in placements are mainly due to change in the carer's circumstances and the carer's inability to cope with the child's misbehaviour. When these situations occur, the department places the child with another suitable family. Anguilla does not have an institution to cater to the care and protection needs of a child, hence the heavy dependence on, albeit much more desirable alternative care with the family.

Reunifying children with their birth parent(s) continues to pose a steep challenge for the department. Some parents appear disinterested in the reunification process and appear comfortable with other persons caring for their child. They have limited contact with the child and the carer notwithstanding strong encouragement from the department and the carer to maintain contact with their child. The department will continue to advocate for a place of safety as a matter of priority.

## **7.2. FOSTER CARERS APPRECIATION COCKTAIL RECEPTION**

This year, the Department organized a cocktail reception in honour of foster carers. This event took place on November 27<sup>th</sup> 2014, Thanksgiving Day, thanks to Her Excellency, Ms. Christina Scott and the Deputy Governor, Mr. Stanley Reid, who hosted and sponsored the event. The main objectives of this activity were to:

- 1) Honour and show appreciation to the foster carers for their invaluable service in opening their homes to children who are in need of safe, caring and nurturing environments.
- 2) Create an atmosphere in which biological families and foster families share and fellowship together while fostering new or strengthening existing relationships.
- 3) Create an opportunity for foster children to be reunited with their birth families
- 4) Encourage biological parents to come forward and rekindle relationships with their children.

The evening chaired by Mrs. Brittany Christopher-Harris, consisted of short addresses and special a dramatic presentation by Mr. Miekaile Browne. Former Miss Anguilla, Amethyst Davis, also recited a

special poem for the occasion. She has shown a keen interest in working with children. A special slideshow featuring the children in care was presented. Approximately (55) persons were in attendance, in addition to past and present staff of the Department of Social Development. While the attendance from the biological parents was disappointing, the presence of the carers was encouraging.



Speakers at Cocktail Reception: Hon. Deputy Governor; Stanley Reid, Senior Social Worker, F&SS Mrs. Sonia Skellekie  
Commissioner DSD; Mr. Sanford Richardson

The Department continues to solicit assistance from members of the community to give of themselves and open up to children in need of care. Deepest appreciation is extended to all the present carers. Without them many children would not be presented with that opportunity to experience love, care and safety.

The Department places on record its sincere thanks to all who made the event a success: Her Excellency Ms. Christina Scott, the Deputy Governor Mr. Stanley Reid, staff at the Governor's office, staff at DSD, foster parents, children and biological families and others. Ms Avon Carty, Governor's liaison officer and Mr Granville Duncan also played pivotal roles in the planning of the event. Social workers Ms. Catherine Registe and Ms. Marcia Rogers coordinated from the department's end.

## 7.2. ADOPTION

Adoption helps to meet the needs of children whose biological parents are not able to assume these rights and responsibilities or are unprepared to do so. There were two types of adoptions in 2014: De facto and Domestic. A De facto adoption is where the child to be adopted is already living with the prospective adopters. Domestic Adoption is an adoption that involves adoptive parents and a child belonging to the same country as the child's birth.

**Table 5: Applications for adoption by gender; age; nationality; type and status 2014**

GENDER	AGE	NATIONALITY	TYPE	STATUS
Female	2 months	Local	De facto	Approved
Female	17	Local	Domestic	Approved
Female	1	Local	Domestic	Guardianship
Male	9	Local	Domestic	Pending
Female	12	Regional	Domestic	Pending
Male	8	Regional	Domestic	Pending
Male	17	Regional	Domestic	Approved

Three of the seven applications in 2014 were approved; three pending and one changed to guardianship. The same number of applications was received in 2013. There was no significant difference by sex for the adoptees. As noted in Table 4, over 50% of the adoptees were Anguillian. Eighty-five (85%) % of the applications were of the domestic type. Two of the adoptees were on the verge of being at the age of consent.

### **7.3. PUBLIC ASSISTANCE**

Public Assistance refers to a number of services provided by the department to assist persons who are in need financially to acquire basic necessities. There is also a sub-head by the same name.

#### **7.3.1. PUBLIC ASSISTANCE**

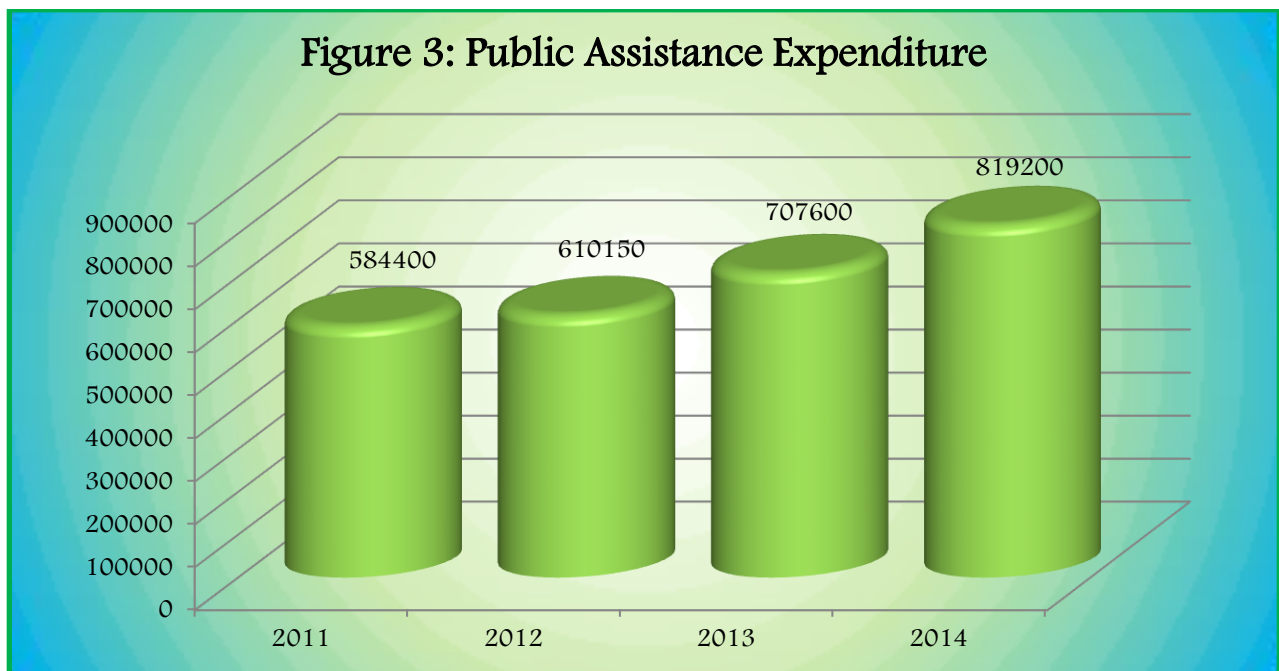
Public Assistance is a monthly financial contribution made to qualified persons in need. To determine eligibility, a means test conducted by a social worker is first done and then the application is sent to the Poor Law Board where a final decision is made. Public assistance recipients usually receive EC\$400.00 monthly or in the case of a family, EC\$1,000.00. This assistance can also be given in the form of Food Vouchers for the same amount, or it can be part financial and voucher.

The year 2014 saw a drastic decrease in the number of applications received: 22, a decrease of 36 when compared to 2013. Sixteen (16) were new; while six were reviews/extensions. Nineteen (19)



applications were approved; two denied one on the basis that monthly expenses be adjusted so that additional funds are available for their necessities and the other because the financial assessment made them ineligible. One (1) application was upgraded to the family package.

Ten clients were removed from the Public Assistance list in 2014. Two clients were removed permanently due to attaining the age of 68 years; four for attaining the age of 18 years; two for reaching the date of expiry (board did not extend); and two due to death.



The department's expenditure for public assistance payments for the year under review amounted to EC\$819,200. As illustrated in figure 3, expenditure on Public assistance has been steadily increasing. Between 2013 and 2014 there was a 15% increase. Despite the increased expenditure on Public Assistance, the department remains vigilant in trying to encourage and empower clients towards self-reliance, through programs such as: Educational Assistance for parents, the Family Enrichment Project and the continued partnership with the Department of Youth and Culture's job link up program.

#### 7.4. EDUCATIONAL ASSISTANCE

The Department continues to play a major role in the lives of our less fortunate families by assisting with contributions towards their education. This year was no different to previous years.

A total of 27 families comprising 35 children benefitted in 2014. There was an increase of ten families and ten children over the previous year. Nineteen children received books only, seven (7) received uniforms only and nine (9) children received books and uniforms. The department spent a total of EC\$7,514.42 a decrease of about EC\$5,000.00 from the previous year. One contributing factor to the decrease in expenditure is all the bills were not submitted. Also several organizations contributed to school supplies.

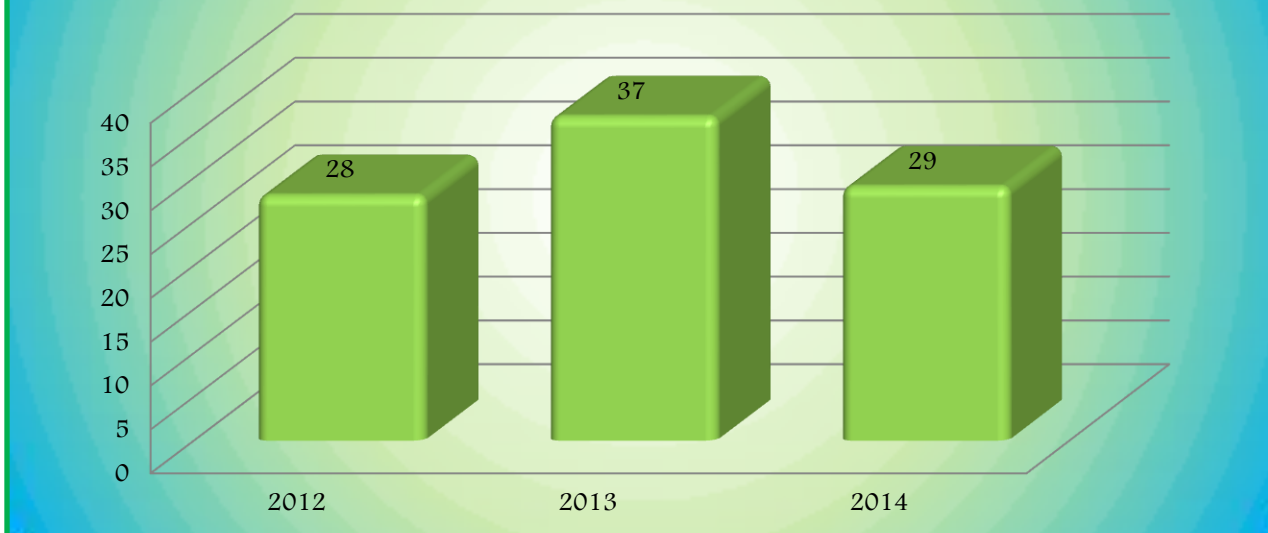
#### 7.5. MEDICAL EXEMPTION

Medical Exemption is a medical service programme offered by the Department of Social Development to persons in the community who qualify and meet certain eligibility requirements. The programme pays for local medical services and continues to defray medical expenses for persons who are not in a financial position to do so.

Medical Exemption payments contribute to the largest source of funding from the Public Assistance head which indicates that the services are highly sort by persons.

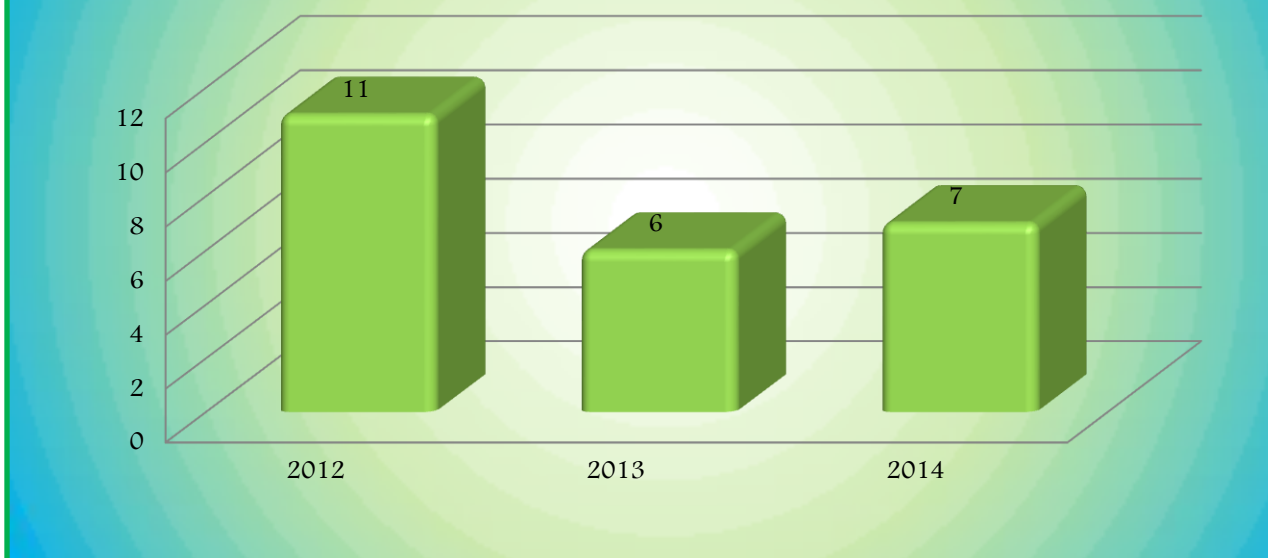
The Poor Law Board approved 29 of the 36 medical exemption applications received which marked a decrease in approvals compared to 2013. The figure increased the number of cardholders from 304 to 333 persons. Figure 4 shows a comparison of the number of applications approved over a three year period. After peaking in 2013, the 2014 figure closely resemble that of 2012.

**Figure 4: Medical Exemption Approved between 2012-2014**

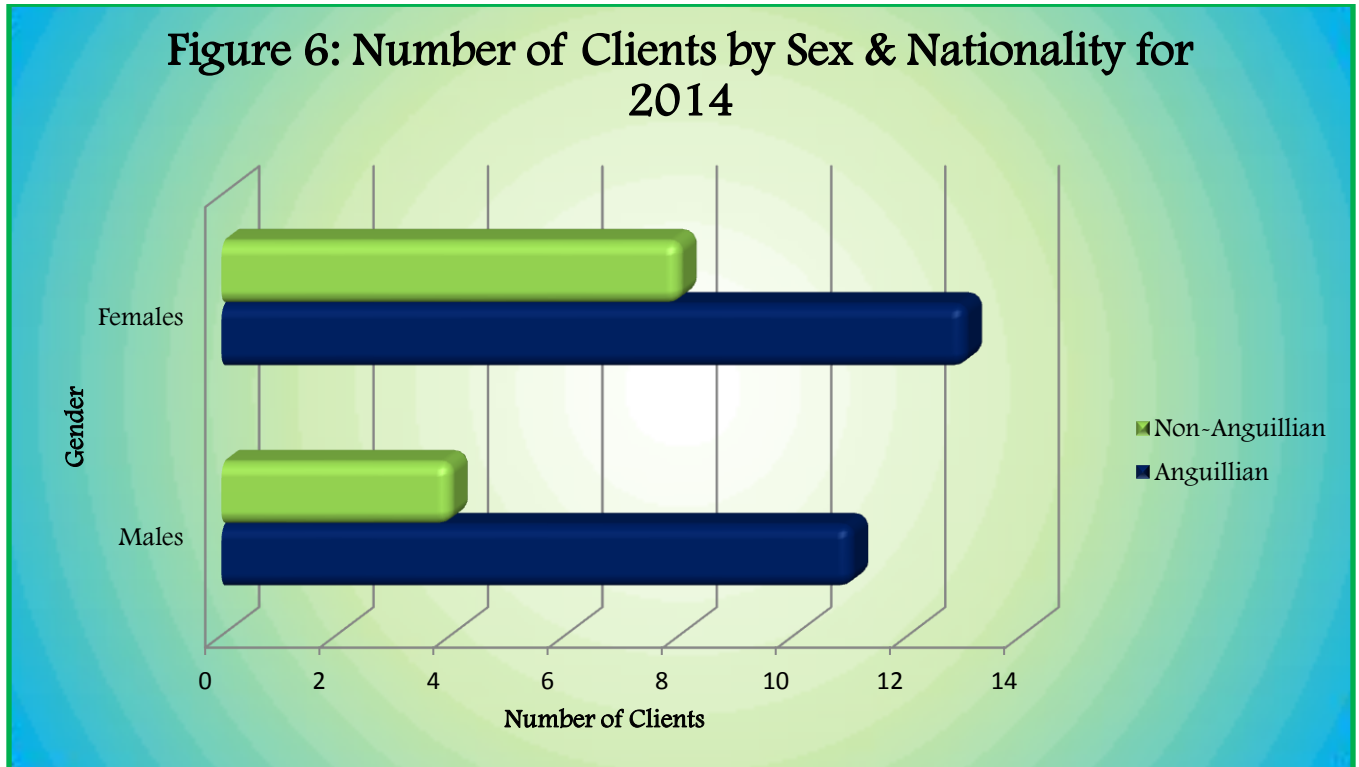


Although removals are few, it is necessary to revisit applications as a person's circumstances can change. During 2014, seven persons were removed: six due to death and the other due to maturity date (approval was temporary). Figure 4 shows a very marginal reduction in removals over a 3 year period.

**Figure 5: Medical Exemption Removals between 2012-2014**



**Figure 6: Number of Clients by Sex & Nationality for 2014**

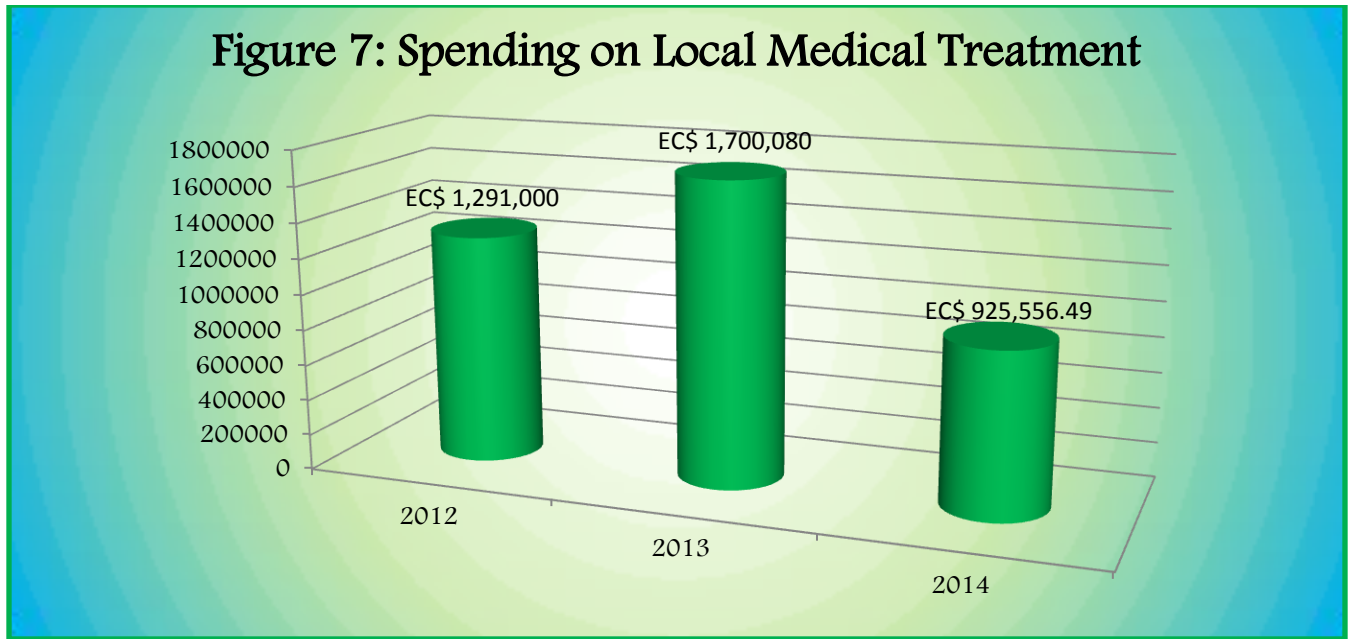


Because health and healthcare is so crucial, discrimination based on nationality does not play a role in the decision making process for applicants. Applications from Anguillians are more prevalent but the graph shows that both Anguillians and Non-Anguillians, by sex, are accessing the service.

## 7.6. LOCAL MEDICAL TREATMENT

Against the backdrop of the financial crisis, requests for assistance with local medical treatment continued to increase. Most times requests are sought for prescription medication and medical services that are not provided by the Health Authority.

**Figure 7: Spending on Local Medical Treatment**



At the end of 2014, the department spent EC\$925,556.49 on Local Medical Treatment. Outstanding is EC\$335,116.44 for bills already received before year end.

### 7.6.1. DIALYSIS

Another contributing factor to the exorbitant medical cost is dialysis treatment. At the end of 2014, a total of EC\$1,343,250.00 was spent on dialysis bills. The amount outstanding is EC\$562,400.00. The year under review started with 13 dialysis clients of which one client died and two clients were added, accounting for a total of 14 at the end of the year. There are eight males and six female clients being assisted. Currently, three clients have insurance coverage but are unable to cover the 20% cost of dialysis payments and are being partially funded by Government.

### 7.7. MEDICAL TREATMENT OVERSEAS

Medical Treatment Overseas (MTO) refers to financial assistance which the Government provides to persons who require medical services that cannot be obtained in Anguilla. The assistance is provided after conducting a thorough financial assessment for each applicant. This information is then submitted to the Ministry of Social Development where a final decision is made.

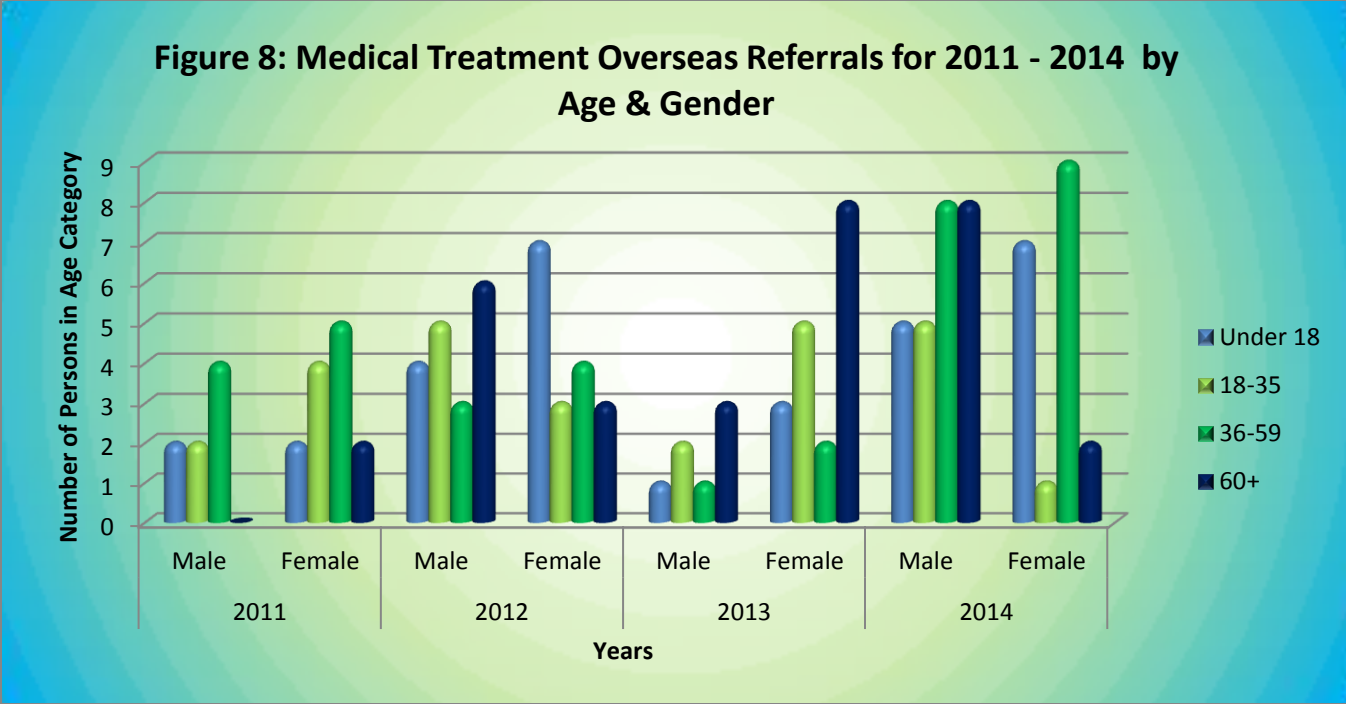
There were 45 documented MTO referrals processed through the DSD in 2014: 26 males and 19 females. This is an increase of 150% over the total for 2013. Of the 45 persons only three, all females, were Non-Anguillian born.

**Table 6: MTO cases by type 2011-2014**

YEAR	SERVICES							
	Cancer	Fracture/Broken Limb	Skin Condition	Gunshot Wounds	Vision	Cardio	MRI/ECG	Other
2011	4	3	1	3	1	1	3	9
2012	2	0	0	4	1	0	8	14
2013	4	1	0	1	1	0	0	11
2014	6	4	0	1	1	3	8	21

Of the 45 referrals, one person died before the process was completed, 16 followed through with their applications while eight were withdrawn by the client or family member. Of the eight, one person who refused to followed through on the application one died.

Total money spent on MTO via the DSD was approximately EC\$834,892.57 by the close of 2014. This was a major reduction from the total for 2013 which was EC\$1,254,526.50. It must be noted that the funds for this service comes out of the ministry's vote.



The money spent on MTO for the year drastically declined in 2014. While this was the second year of a downward trend, the decline in 2014 far exceeded that decline in 2013 over 2012. Credit must be given to MSD and the GOA for the contractual arrangement with Panama as an option which has resulted in reduced cost but a high quality of service. The Health Authority in general and Dr. George in particular should be thanked for utilizing their regional contacts, experience and knowledge to source cheaper alternatives for medical services in the region. Nationals from St Kitts/Nevis were therefore sent to St. Kitts where medical services are free.



## 7.8. FOOD VOUCHERS AND EXPENDITURE

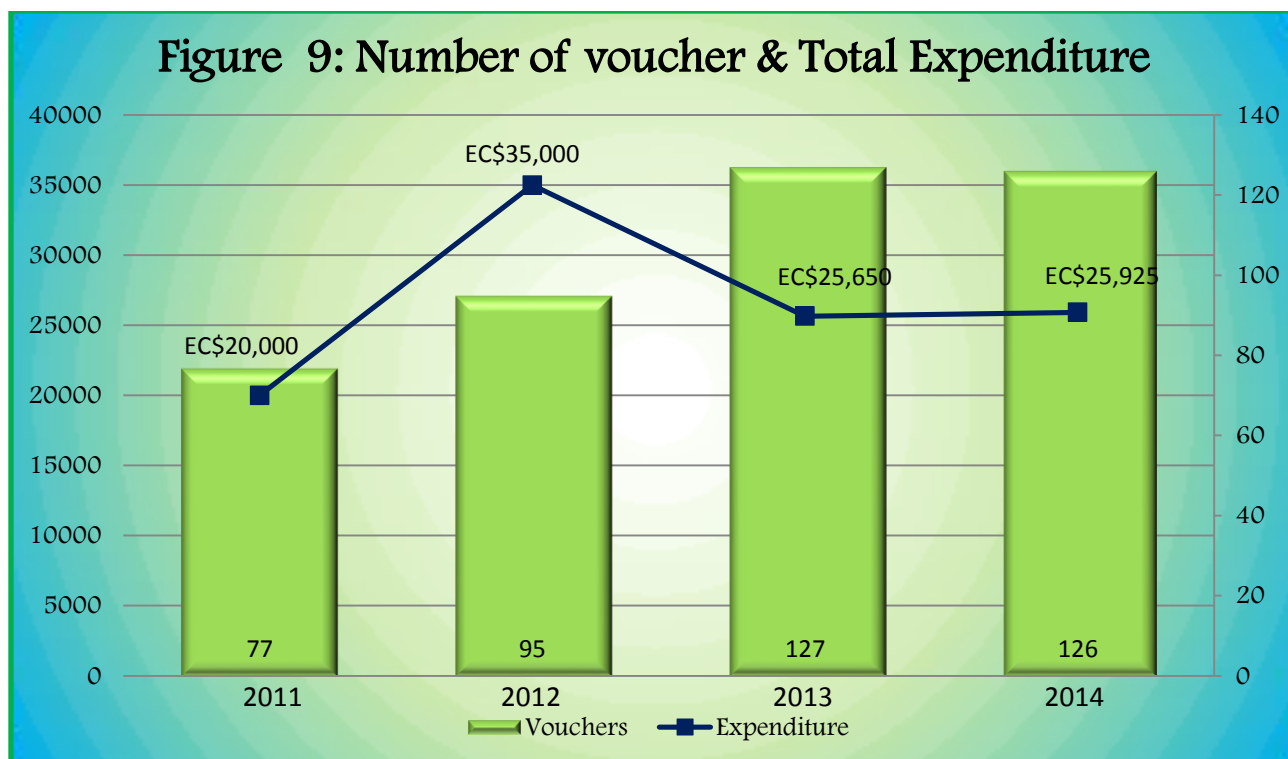
One hundred and twenty-six (126) vouchers were distributed in 2014. This was one less than 2013. A total of 29 persons benefitted. Twelve persons received vouchers only once while seven received food vouchers more than twice. Six persons received vouchers in relation to Foster Care while a further four due to late Child Maintenance payments.

*Table 7: Food Voucher distribution per quarter by gender*

Quarter	Male	Female	Total
1 <sup>st</sup>	10	22	32
2 <sup>nd</sup>	7	17	24
3 <sup>rd</sup>	5	26	31
4 <sup>th</sup>	6	33	39
Total	28	98	126

As represented in Table 7 a total of 98 vouchers were issued to female clients who accounted for 77% of all the vouchers issued. Special arrangements were made by the Poor Law Board for seven clients to receive food vouchers rather than Public Assistance.

The sum of EC\$25,925.00, was contributed in this area. The spending and the amount of vouchers issued have been consistent for the last two years. The value of each voucher issued varies per client but generally does not exceed EC\$400.00, per voucher.



There are a number of clients who are experiencing hardship in this current climate however it is believed that many do not come to the department for assistance because it is seen as demeaning; besides the Social Security Board extended its social assistance programme for another year. Most of the recipients there do not receive vouchers from DSD.

### 7.9. WATER ASSISTANCE

This is another poverty reduction initiative by the Department of Social Development whereby destitute persons are assisted in having access to running water for domestic purposes. The year began with seven persons but ended with six due to the death of one recipient. A contribution of EC\$40.00 for the first 1,000 gallons of water is given monthly to each recipient. A total of EC\$3068.43 was spent. This year's water usage was less compared to last year. No new applications were received in 2014.

## 7.10. FUNERAL GRANTS

Funeral Grants are provided for families who cannot afford to meet funeral expenses for their family members. The department may either decide to cover all the expenses or give a partial grant, depending on the family's financial position. For the year 2014 there was one request, but the family eventually covered all expenses.

**Table 8: Funeral Grants for 2010-2014**

Year	No. of persons Assisted	Expenditure (EC\$)
2011	0	0.00
2012	9	45,800.00
2013	2	12,000.00
2014	0	0.00

## 7.11. ANGUILLA LEGAL AID CLINIC

In May, retired Justice Don Mitchell and the Anguilla Bar Association resumed partnering with the Department in offering free legal aid services to needy clients through shared office facilities provided by the Department for the use of the Clinic. Consultations, advice, and a limited amount of document preparation are the main services offered. The Clinic is held half-day on Mondays, Tuesdays and Wednesdays. Demand by prisoners for advice and assistance has increased to such an extent that most Wednesdays are spent at Her Majesty's Prison.

A nominal fee of EC\$10.00 per visit is charged to cover administrative expenses and to add value to the service. Besides Justice Mitchell, other members of the Bar are being added to a Roster indicating which services they are willing to provide to needy clients at a nominal cost. Several practising attorneys have assisted clients of the Clinic with *pro bono* services, or at greatly discounted charges.

The Clinic started in November 2006. Since then, a total of 442 persons have used the Clinic. Some of them are dealt with in one interview, but many require several visits.

We record our thanks to Clerical Officer Ms Jevonne Vanterpool who has coordinated this service during the past year. The table below shows the principal reason for new clients visiting the Clinic during 2014. These figures do not include repeat visits by existing clients.

**Table 9: Main Reason for visiting the Clinic**

Reasons	2014
Adoption/Guardianship/Care & protection	7
Contracts	4
Crime	24
Employment & Pensions	6
Family law, Child support, Custody, Divorce, Spousal abuse	32
Insurance	2
Land dispute	2
Sale of land	2
Landlord & tenant	1
Negligence	1
Police brutality and Unlawful arrest	2
Births, Deaths, Marriages	1
Trusts & Charities	1
Wills	2
<b>Total</b>	<b>86</b>

## 8. CASE REFERRALS AND MANAGEMENT

### 8.1. INTAKE

A total of one hundred and thirty-five (135) intakes were completed during the year of 2014. The total represents one hundred and two (102) new clients and thirty-three repeat clients. The nature of referrals were child maintenance, public assistance, medical exemption, Medical Treatment Overseas, Assistance with Medical bills, family issues, behavioural issues, alleged child abuse/neglect and adoption. There were a few clients who had more than one nature of referral. The age of clients ranged from seven (7) years to eight-four (84) years. Ninety one (91) of the clients were Anguillians and the remainder of the clients was from St. Kitts, Dominican Republic, Guyana, The United States, Jamaica, St. Lucia, St. Maarten, Nigeria, St. Vincent and Montserrat. Majority of the clients resided in Blowing Point (22) and Island Harbour (14).

Child Maintenance (58) was the most dominant case type, followed by medical exemption (11) and medical treatment overseas (9). In addition, most of the repeat clients returned to seek regular child maintenance and influence change on existing child maintenance agreements. Females were more dominant in accessing the services at the department.

***Table 10: Illustrates Referrals by Gender***

Year	Male	Female	Total
2014	47	88	135

Self-referrals were eighty-three % (83%) whereas relative referrals were fifteen (15 %). The other two % were made by Health Authority and other. Majority of the cases were allocated to Social workers. However, there were a few cases that were solved at the Intake/Assessment level. It must be noted that many of the applications for Medical Exemption, Public Assistance and Medical Treatment Overseas did not pass through the Intake Officer.

***Table 11: Comparison by Gender for 2012-2014***

	2012	2013	2014
Female	136	173	169
Male	95	107	127
Total	231	280	296

Women predominantly take the lead in coming to the department to access relevant services and seek necessary intervention. Men are also showing keen interest in seeking assistance with an increase of 65 persons since 2012.

The increase in cases is probably due to ongoing public awareness initiatives including press releases, departmental programmes, client networking and sensitization by Social Workers.

***Table 12: Comparison by Nationality***

Year	Anguillian	Non-Anguillian	Total
2012	155	76	231
2013	192	88	280
2014	225	71	296

Increasingly persons are becoming more cognizant of their rights and the resources available. In 2014, 147 Anguillians approached department and the remaining 78 persons came primarily through other sources including relatives, solicitors, public and private agencies. However, 46 of the 71 Non-Anguillians came directly to the department to seek assistance and the balance to a lesser extent referred by relatives and other sources.

Comparatively in 2013 some 91 Anguillians sought intervention from the department independently while 45 Non-Anguillians referred themselves. Approximately 51% of clients were referred to the department from varied sources. The previous year did not reveal a significant difference with 71

Anguillians seeking services on their own compared to 36 Non-Anguillians. Forty-six % came through other means of referral. Management of the case will be reflected in the reports of the various units that will follow.

## 8.2. ON CALL SUMMARY

The Department of Social Development introduced the 24 hour on call system a few years ago to provide support, services and assistance even during closing hours. In 2014, Social Workers received a total of thirty-three (33) calls after official working hours. Some of the calls received were categorized with more than one nature of referral.

*Table 13: Illustrates the type cases and number of calls through the on call system*

Type of case	2014	2015
Foster care related matters	6	4
Family matters	7	10
Medical treatment	2	4
Child maintenance	2	2
Behavioural problems	3	1
Sexual offence	1	~
Elderly care	1	1
Missing / runaway child	15	3
Death of a client	7	~
Witness juvenile statement at Police Headquarters	1	~
Child neglect	2	
Challenged Person	~	4
Child in Need of Care and Protection	~	7
Medical Exemption	~	1
Alleged Abuse	~	1
Attempted Suicide	~	1
Other	6	1

In comparison to 2013, there was a decline in the number of calls Social Workers received. It is also a great observation that there were seven calls in relation to death of clients in 2013 whereas there was none in 2014. However, in 2014, there was one suicidal attempt. There was a significant increase in the number of calls in relation to family matters and children in need of care and protection.

The Royal Anguilla Police Force, Probation Department, Health Authority and the psychiatric unit were involved in some of the matters. Social workers responded to some of the matters over the phone while others required their presence at the hospital or homes of the clients. Social Workers will continue to be committed and work in collaboration with other stake holders and entities to ensure that services and support are available to help address, reduce and even eliminate social issues.



## 9. ELDERLY AND DISABLED UNIT

### 9.1. INTRODUCTION

The Elderly and Disabled unit is tasked with creating a comprehensive system of community care with emphasis on protection, enhancement, independence, and dignity of older persons and persons with disabilities. This is expected to be achieved through the provision of a variety of social work techniques and a high, flexible professional service.



More so the phenomenon of aging populations around the world is becoming more and more challenging. It is predicted that by 2030 the population of person's 60 years and above will be reach 1.4 billion. According to the World Health Organization (WHO) there are already over 600 million persons 60 years and older in the world.

Anguilla's censuses of 1992 and 2001 show that persons 60 years and older stood at 10 % and 12 % respectively. While the statistics from the more recent census is not available it is expected that the trend will continue. The population will continue to age. Like the rest of the world, elderly care continues to be a challenge; more so that the economic recession is in its ninth year.

## 9.2. SENIOR CITIZENS' GAMES EVENING

One of the aims of the Elderly & Disabled Unit, in keeping with the job description of the senior social worker, is to have at least one social activity per quarter for seniors. The games evenings help to fulfil this aim.

Games evenings were held three times during the first, third, and fourth quarters of the year. As usual it was hosted by three of the four residential homes according the rotation system that is in place.



The activity has experienced growth in both enthusiasm and attendance; the highest attendance was over 90 persons during the first quarter games evening hosted by and at Tender Loving Care home.



While it may be difficult to single out any one factor, this home truly sits in the middle of a community; the North Valley/Valley community and it appears that persons from the community visit the home on a regular basis. Therefore when the invitation was given for them to

participate in the evening of games and fellowship with the residents, they came out in full support.

Another highlight was the evening at MGSB where seniors from various homes came together spontaneously and provided the entertainment for the evening. This has sparked interest in a talent show that hopefully may reach fruition in the near future.

### 9.3. MONTH OF THE ELDERLY

October 1, is the day designated as International Day of Older Persons. In Anguilla the Department of Social Development, in conjunction with other stakeholders have designated October the month of the ‘Older Person’. Each year Anguilla adopts the United Nation’s Older Person’s Day theme as its theme for the month. The UN theme for 2014 was **“The future we want: what older persons are saying”**.

***Table 14: Activities during the month of the elderly***

Date	Activity	Venue
Week of October 6-10	Visits to Residential Homes by Primary School students	All Homes
Monday, October 6	Radio Talk Show Members of DSD Staff	Kool FM
Week of October 13-16	Visits to Residential Homes from HMP United (Comprising Members of HMP Staff)	All Residential Homes
Sunday, October 19	Church Service -- Seniors from the four residential senior citizen’s home	St. Gerard’s Roman Catholic Church
Thursday, October 23	Games Night for Senior Citizens	Just Tender Care Home
Saturday, November 6	Annual Exchange Visit Between Anguilla, French and Dutch St. Maarten	Anguilla Host

#### 9.3.1. RADIO TALK SHOW

On Monday October 6, 2014, Mr. Don Mitchell, Mr. Sanford Richardson, and Mr. Clive F Smith were guest on Kool FM to promote Anguilla Retired Persons Association (ARPA).

### 9.3.2. THE EXCHANGE VISIT

Originally scheduled for October 18, 2014, took place on November 6<sup>th</sup> 2014. The setback was due to the passage of Hurricane Gonzalo on October 13, 2014 which affected both Anguilla and St. Martin/St. Maarten. Despite this and other challenges, the outcome was successful and rewarding.

The visiting delegation of 75 persons, which included residents, administrators, care workers and Government representatives

from Dutch & French St. Maarten/St. Martin were met at the Blowing Point Ferry Terminal, by Mr. Kenneth Hodge, from Home Affairs Office, Mrs. Coreen Hodge-Durand from Miriam Gumbs Senior Citizen's Home, and Mr. Clive F. Smith from DSD.

With Mr. Hodges' assistance,



Seniors at the Exchange Visit

it was ensured that the visitors were given a VIP entrance, eliminating the hassle of individual checks through immigration. Following a tour of a section of the island the company stopped at Blue Ridge for lunch, entertainment and opportunity to fellowship with seniors from the residential homes and the wider Anguillian community.

Anguilla's Commissioner of Social Development gave brief remarks on behalf of the Ministry and Department as he welcomed all to the annual exchange and to Anguilla. Entertainment was provided by various individuals and groups: Mr. Kingsley Richardson, Mr. Leslie Nanton, Priscilla Gumbs, Lucien Fleming, Lylith Mussington and Mary Hughes; and Mr. Keith Gumbs. Seniors were able to



engage in their usual dance during the event. Mr. Smith accompanied the delegation back to the ferry terminal to ensure a hassle free experience through immigration and security.

A new agency from St. Martin, which caters primarily to games and activities for the elderly, joined the initiative this year. They expressed an interest in hosting the activity in the future. French St. Martin is schedule to host in 2015.

Total Attendance was 150 persons: 75 from Anguilla and about 75 from French and Dutch St. Maarten. This year's event was jointly sponsored by Caribbean Commercial Bank and the Social Security Board.

### 9.4.3. THE GAMES EVENING

The games evening was held during the fourth quarter and scheduled to coincide with the month of the older person and proved very successful (see report on games evening.)

### 9.3.3. THE CHURCH SERVICE



Ms. Ermine Rogers

The church service took place at St. Gerard's Roman Catholic Church on October 19, 2014 as planned. Eleven seniors from the various homes joined worshippers at the Church. Ms. Ermine Rogers, who resides at MGSCB, excellently read the scripture. Father Paul

adequately blended a message to address the seniors with the message that regularly occurred on his church's calendar. He explained that the message on mission took him to Africa where the featured story was about the respect that the youth



Back Row; Left to Right: Nurse Whyte & Ms. Meredith Gumbs of HAA; Clive F Smith, DSD; Ms. Coreen Hodge, MGSCB and seniors

had for their senior citizens including how they knelt when serving their elders. The message on the church calendar fitted with the seniors' fellowshiping at his congregation as guests during that service.

#### **9.3.5. COSMETIC CARE FOR THE OLDER PERSONS**

This activity was not listed with the other activities for the month of older persons. The initiative was the brain child of Mr. Carl Thomas, a social worker who volunteers at Rosewood Centre. Mr. Thomas arranged with two salons, Hair and nails Beauty Salon and Unbeweaveable Divas who provided free services to the residents. Much appreciation is extended to Mr. Thomas and the proprietors and staff of the salons for their selfless service.

#### **9.4. RESIDENTIAL CARE**

Like the rest of the world, the provision of elderly care continues to be a challenge in Anguilla. The need for residential care is increasing while families' ability to pay for the service is decreasing. The department has received more reports from operators of the residential elderly care facilities on behalf of individuals or families who cannot keep up with their payments for their services.

The year 2014 closed with a combined total of 61 residents in the homes. This is the second largest total over the years (see table 12) representing a marginal increase of three over the 2013 total.

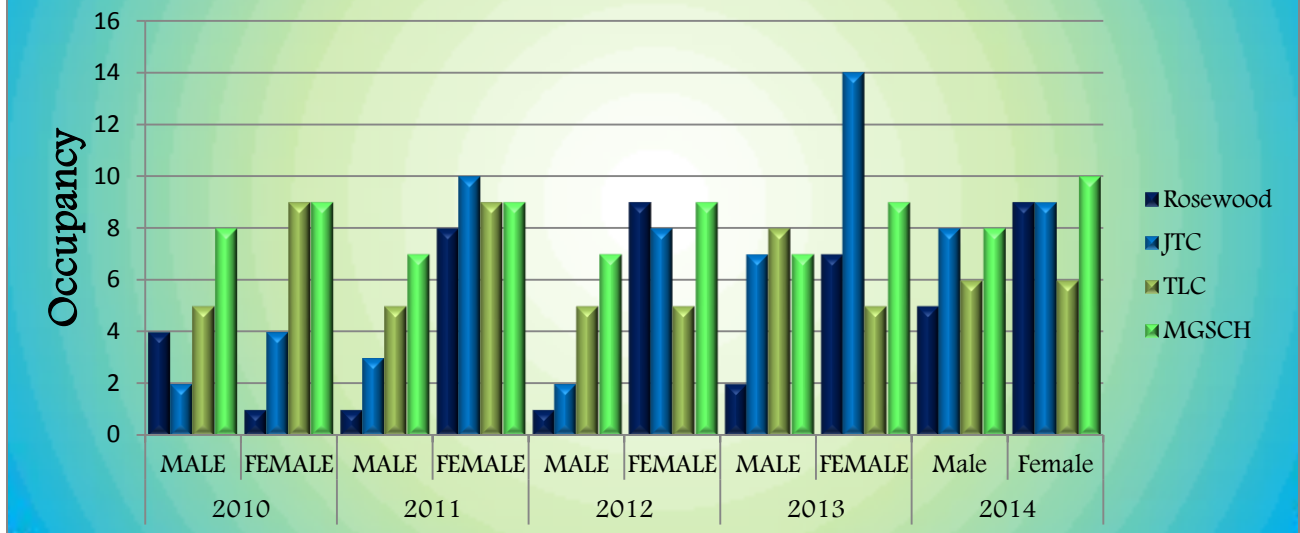
**Table 15: Residents in homes by gender 2010 to 2014 at end of year**

Years	2011		2012		2013		2014	
Home	Male	Female	Male	Female	Male	Female	Male	Female
Rosewood	1	8	1	9	2	7	5	9
JTC	3	10	2	8	7	14	8	9
TLC	5	9	5	5	8	5	6	6
MGSCH	7	9	7	9	7	9	8	10
Total	16	36	15	31	24	35	27	34

At the close of 2014, there were 61 residents in the homes. There was no significant difference between the genders. The majority were at the MGSCH (18) and JTC (17). For most of the year all the homes operated at full capacity.

The Rosewood Centre was one resident short of tripling its 2010 total (5), and averaged five residents above its totals for all other years. Just Tender Care (JTC) was three residents under its total for the close of 2013; however, during the year it reached its highest total with 22 residents since it opened. At present JTC has the highest residential capacity. Only TLC ever recorded a higher total, 23 residents and that was at the close of 2009 when there were only two residential homes on the island. Since then TLC has limited its capacity to 15 persons. With the addition of two other residential homes on the island, occupancy rates at TLC had declined.

**Figure 11: Occupancy in the senior citizen homes from 2010 to 2014**



Eight residents died during the year: two males and six females. There were two female residents that transferred between homes while seven residents (three males and four females) were discharged to their families or to home care). The two main reasons for discharges was improvement in health and financial reasons.

The DSD continued to work closely with the homes. The unit has meetings scheduled with representatives of the four residential homes on the second Thursday every other month. In 2014 the unit also conducted quarterly visits to each home to monitor the level of care provided to the residents. Sleeping arrangements, meals, exercise, medical, family visit and other contacts were reviewed. Other concerns raised were as followed:

- Home administrators continue to express concern over the high cost of medical services for residents. The consensus among private home owners is that this may drive up the overall cost for residential care per resident too much. They feel that the Government should step in and arrange for doctors to visit all residential homes at no additional cost to the residents or homeowners/administrators. MGSCH which is subsidized by Government benefits from HAA



doctors doing general checks of all residents every 2 weeks. This is easy because of the homes' proximity to the Princess Alexandra Hospital. The private homes have doctors visit individual clients on a needs basis. The cost is covered by whoever is responsible for their upkeep.

- Home administrators/owners maintain their interest in the Government subsidizing the cost of all residential homes, rather than on a case by case basis as done presently.
- The limited space for communal and recreational activities at some of the residential homes. This hampers the provision of many activities, including organised exercise programmes.
- The seeming abandonment of residents at the homes by family members. Very few residents had contact with their relatives on a regular basis.

The above issues are part of an on-going discussion with the service providers and are a challenge for the department in its role as steward of older persons. The basic needs of the under privilege and older persons have to be carefully addressed.

In 2014, the Government of Anguilla contributed EC\$102,328.00 to the upkeep of senior citizens. That represents a contribution of EC\$90,328.00 for the upkeep of persons in privately operated residential care facilities; the remaining EC\$12,000.00 towards the care of an individual in the family home. Government's actual expenditure on upkeep of seniors more than doubled for the year 2014 over 2013. This is testament to the fact that care of older persons is becoming more demanding.

**Figure 12:Residents by gender, by home 2011-2014**



## 9.5. CHALLENGED PERSONS

### 9.5.1 WHEEL CHAIR OPEN CHALLENGE RACE 2014

On April 10, 2014, Anguilla hosted its first ever wheel chair challenged race as an added feature to the Albena Lake-Hodge Comprehensive School Inter House Sport Competition. Two challenged persons took part in this first race: Mr. James Clarence Rogers and Mr. Euclid Carty thus making history. The athletes were awarded prizes for participating in the march pass and the wheel chair race.



### 9.5.2. INTERNATIONAL DAY FOR PERSONS WITH DISABILITY (IDPD)

Anguilla joined with the rest of the world and celebrated International Day for Persons with Disability (IDPD) designated day on December 3<sup>rd</sup>, 2014 under the theme **‘Sustainable Development: The Promise of Technology’**. The Ministry of Social Development took the opportunity to highlight the work of the Working Group for the National Policy for Persons with Disabilities with the submission of the first draft of the National Disability policy earlier in the year.

The unit looks forward to continued work with members of the working group and other stakeholders to finalize the policy so that it can be used as a guide towards improvements for persons with disability living in Anguilla. In addition to the policy, in 2015, the unit intends to work with stakeholders towards the formation of an association for persons with disabilities.

# 10. FAMILY AND SOCIAL SERVICES

## 10.1. INTRODUCTION



According to the United Nations convention on the Rights of the Child (CRC) a child is any human being under the age of 18 years, unless the law of the country states otherwise. Many groups have advocated for zero tolerance to violence against children and as such, organizations for instance the United Nations, UNICEF among others have been formed to promote the general welfare and social

development of children. In Anguilla, the Department of Social Development has been tasked with this important role. Ensuring that children are safeguarded and provided with the love and protection they need is paramount.

## 10.2. CARE AND PROTECTION

A total of 37 referrals of child protection matters were reported to the department. The breakdown is as follows:

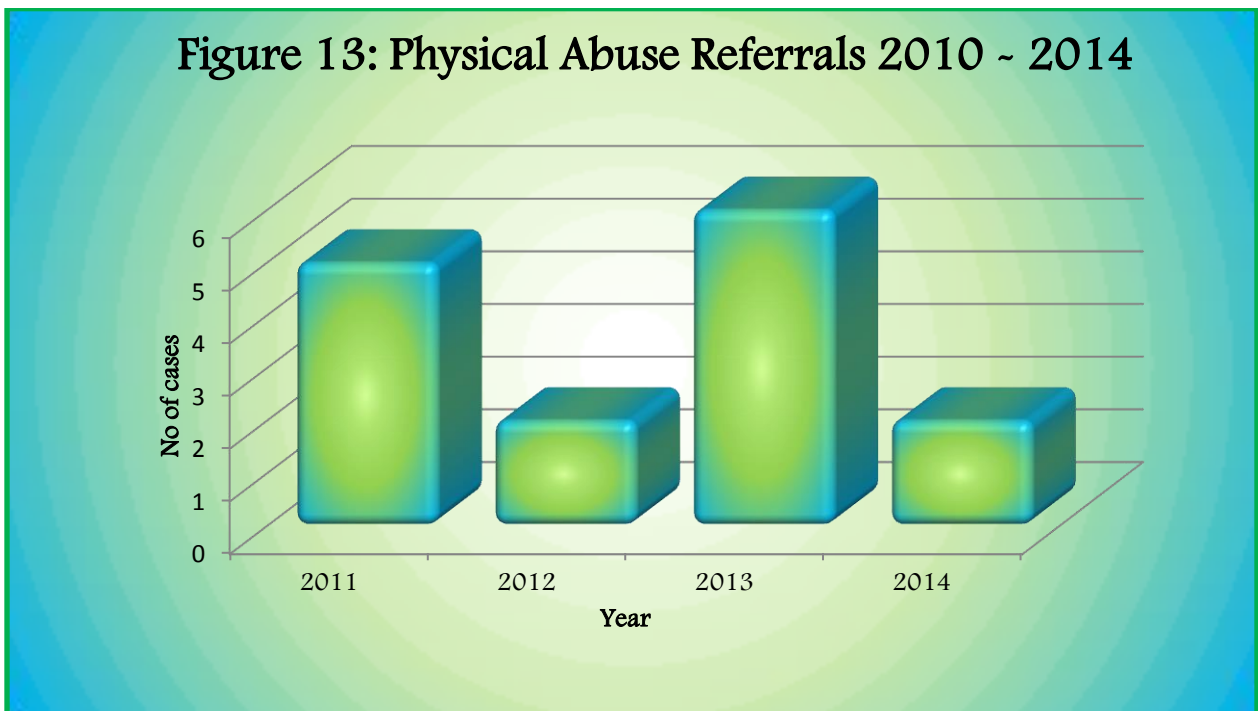
*Table 16: Referrals by Gender*

Type of Referrals	Males	Females	Total
Sexual Abuse	1	2	3
Physical Abuse	0	2	2
Emotional Abuse	0	2	2
Child Neglect	6	6	12
Behavioural problems	9	6	15
Attempted Suicide		2	2
Bullying	1		1
Total	17	20	37

### 10.3. PHYSICAL ABUSE

This type of abuse is a non-accidental act resulting in injury to a child or young person by a parent or an adult who has the responsibility for the child or young person. This could be a onetime incident or several repeated episodes. This year, there were only two (2) reported cases of physical abuse. One was reported to the police and the other, when investigated by the department, was unfounded.

The statistics show a decrease in the number of reported cases when compared with 6 cases in 2013. The same number of cases was reported in 2012 and four (4) less than last year. Both cases, i.e. victims reported were girls and are Anguillans. The highest number of reported cases, 10, was in 2010.



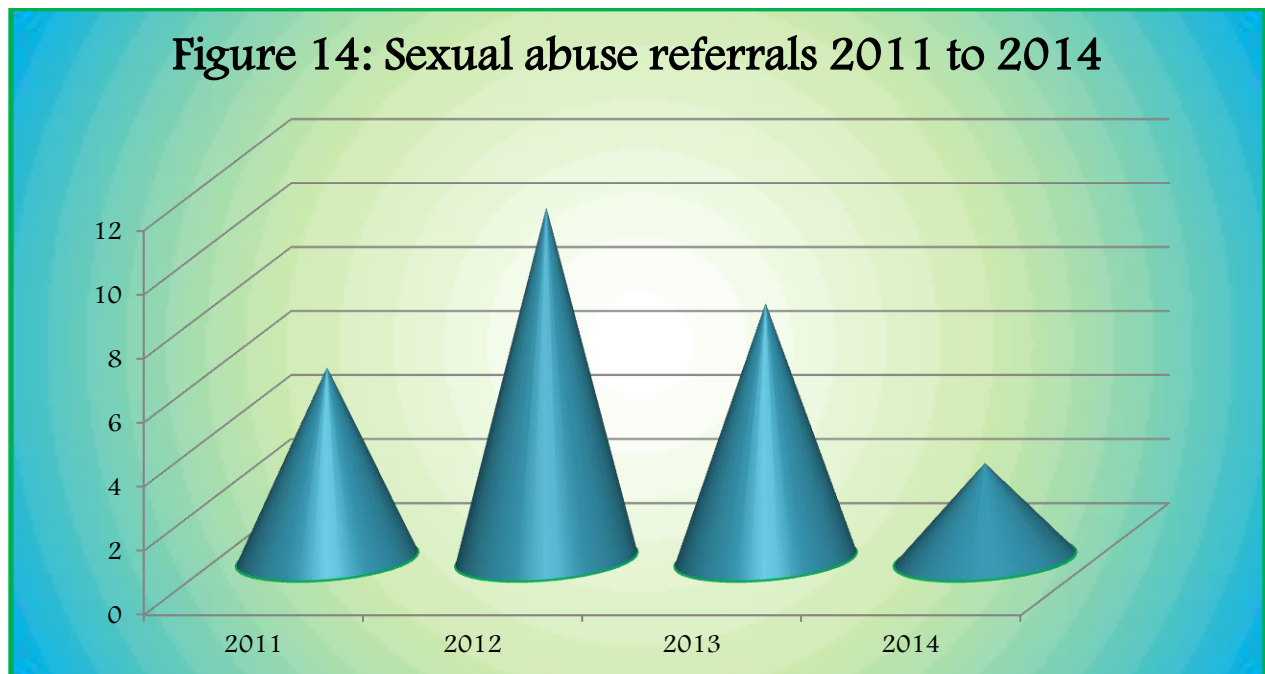
### 10.4. SEXUAL ABUSE

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities whether or not the child is aware of what is happening. The activities may involve physical contact including penetrative or non-penetrative acts, non-contact activities such as involving a child in

viewing pornography, watching sexual activities or encouraging children to behave in sexually inappropriate ways. In most cases, children or young people are sexually abused by someone who is known to them, including a family member, neighbour or friend of the family.

During the year 2014, three (3) cases of alleged child sexual abuse were reported to the Department. This is five (5) cases less than the previous year 2013 (Please see chart showing the trend over the last five years). This occurred in the midst of heightened public awareness by the Ministry and Department over the period. Research and experience have shown that sexual abuse is often difficult to detect because of the secrecy that surrounds it.

One of the alleged cases presented additional challenges. After initial intervention from the department including counselling, mediation and eventually alternative placement, the victim was referred for further professional counselling. The Department continues to work closely with the family and the counsellor.



The record over the last four years shows that the highest number of reported cases was in 2012 with a steady decrease thereafter. In 2013 there were a series of initiatives geared towards breaking the

silence against abuse. It is recommended that throughout the year initiatives such as these will continue so that people will become more aware of abuse and continue to make reports of abuse of every form.

### **10.5. CHILD NEGLECT**

Child neglect is generally considered the failure of a parent or caregiver to properly care, feed, supervise, clothe a child or young person or deny them of basic safety or necessities, proper medical care or treat them with indifference to the degree that appears to cause or put the child at risk for damage or suffering. There were 12 referrals of child neglect reported to the Department for the year: 6 females and 6 males. It is important to note that the reported cases were from three households. Two (2) of the cases of neglect resulted in the clients being placed in foster care, with relatives. One (1) case manifested behavioural issues and is receiving assistance from Department of Probation. Two (2) of the reported cases, once investigated, were not substantiated.

### **10.6. EMOTIONAL ABUSE**

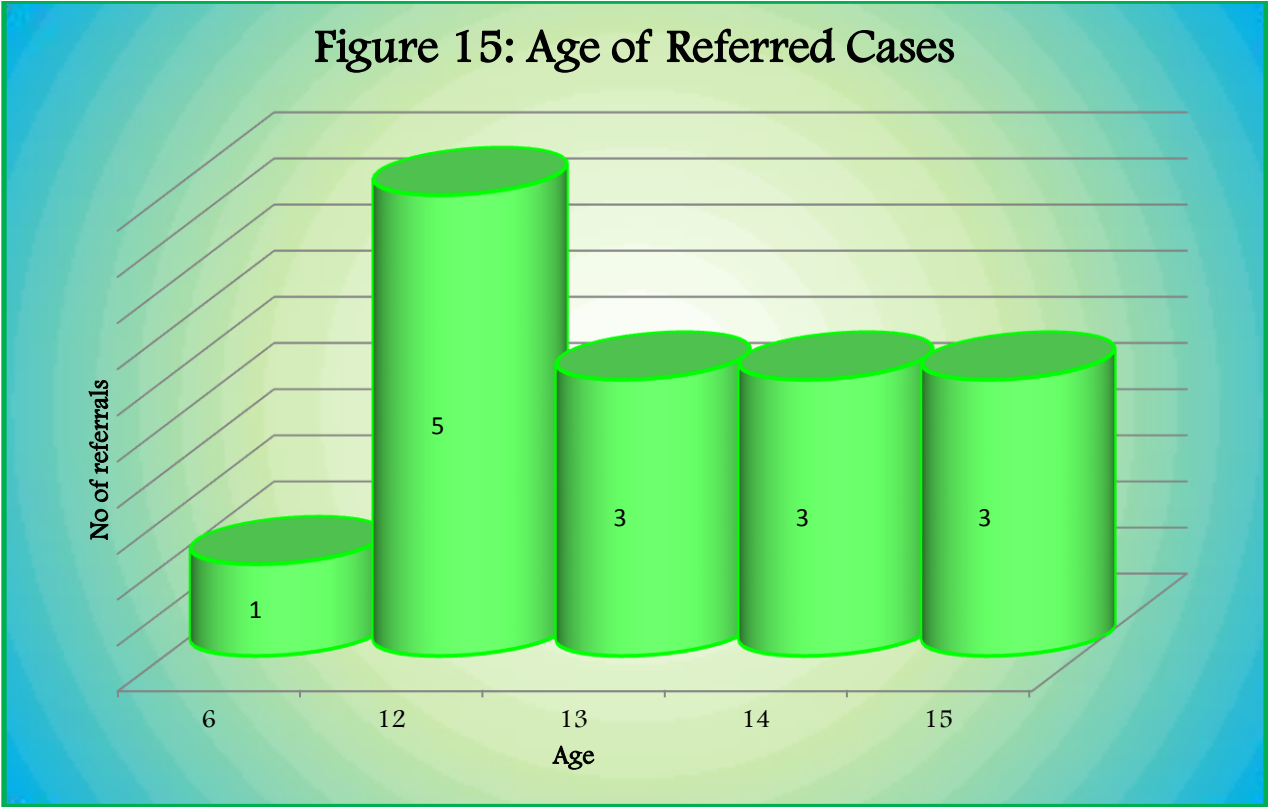
Generally people consider child abuse as bruises and broken bones. It should be noted that while physical abuse might be the most visible, emotional abuse can leave lasting scars on children. This form of abuse includes non-physical behaviours such as threats, insults, humiliation, intimidation, name calling, bullying, etc.

During the period under review, two referrals of emotional abuse were reported to the department. This is not commonly recognized as a form of abuse hence over the years few cases have been brought to the department's attention. Over the last four years there were no other reported cases. Both referrals this year were from the same household and are both females (victims). The alleged perpetrator in this matter was a family member. DSD collaborated with the police, probation and education departments in the intervention process.

### 10.7. BEHAVIOURAL PROBLEMS

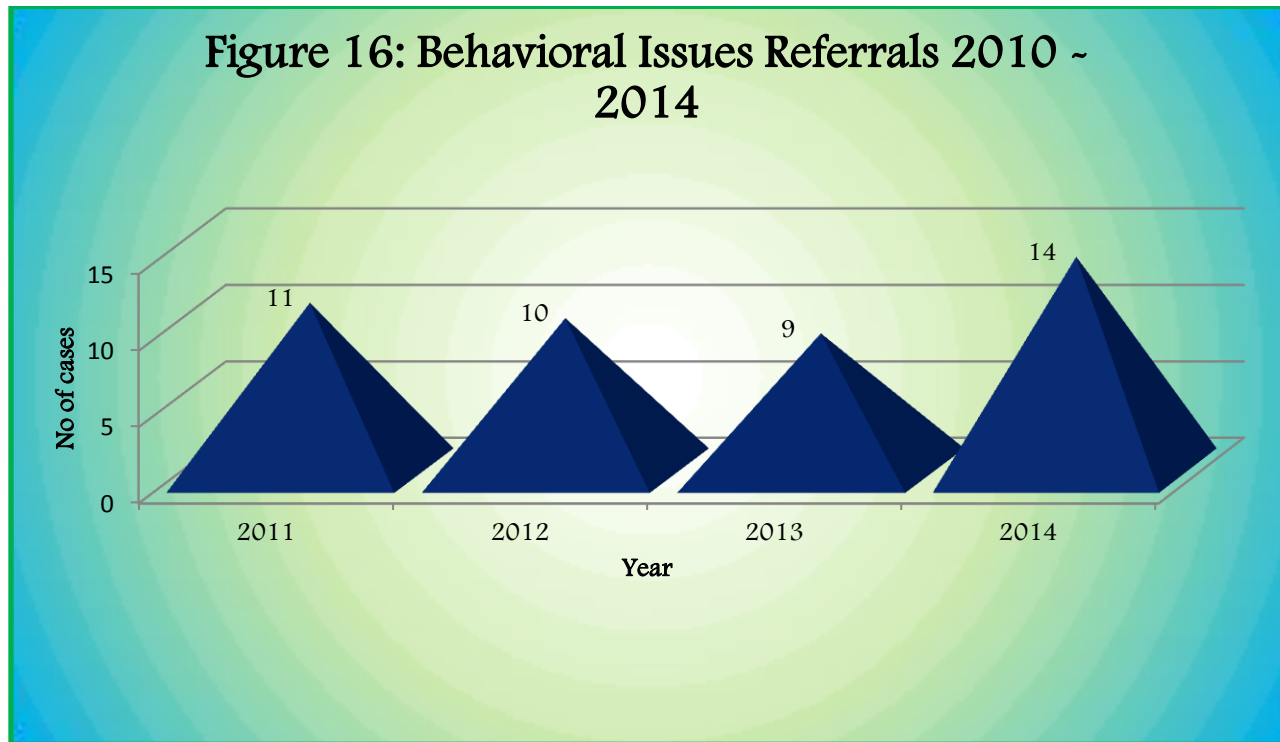
More and more parents are seeking assistance from the department in the management of their children, especially teenagers. As teens begin to assert their independence, some common misbehaviour such as lying, talking back, disrespect, use of indecent language among others may begin to arise. This can cause parents to feel helpless and out of control. On some occasions however teenagers' behaviour can get out of hand and they may begin to engage in activities which can cause harm to themselves or others.

For the period under review, 15 referrals of behavioural problems were made to the department (one client was repeated). Nine of the referrals were males. The clients' ranged in age from 6 to 15 years. Five of the clients were 12 years old.





This year there was a significant increase in the number of referrals from 9 to 16, over 2013. This may be as a result of persons being made more aware of where they can seek assistance when the need arises.



During the year, two of the 14 clients were placed in foster care, one eventually was remanded to Zenaida Haven, one child was removed from one foster home to another while the family made arrangements for placing one child with a relative. Seven (7) of the 14 clients were referred to the psychologist, substance abuse counsellors or the school guidance counsellors.

The department's response was to work with the clients: mediate and offer short term counselling for parents and child, liaise with other professionals on behalf of the child, and find alternative placements for the child when the biological home was unsuitable.

The department continues to work closely with all families to ensure that the interests and wellbeing of children remain paramount. It is important that all persons who recognizes that a child is being abused or is at risk of being abused, report to the department of social development.

## 10.8. OUTSIDE REFERRALS

From time to time clients present issues that are beyond the scope of the social workers to effectively handle. Clients are therefore either encouraged to seek or are referred for further professional attention

During 2014, there were six (6) referrals to other professionals: 3 males and 3 females. One of the females was a repeat client. Reasons for the referrals included bullying, attempted suicide, behavioural issues and reunification of family. Before the clients were referred they received counselling from the assigned social workers. Four (4) referrals were made to the school's guidance counsellor while two (2) were referred to clinical psychologist Dr O M Linda Banks. Presently, all of the clients are still receiving counselling. None of the referrals were court ordered. The cost for outside referrals during the year 2014 was EC\$29,158.56.

## 10.9. FAMILY MATTERS

“The family is the corner stone of our society. More than any other force it shapes the attitude, the hopes, the ambitions, and the values of the child. And when the family collapses it is the children that are usually damaged. When it happens on a massive scale the community itself is crippled. So, unless we work to strengthen the family, to create conditions under which most parents will stay together, all the rest — schools, playgrounds, and public assistance, and private concern — will never be enough.”-Lyndon Baines Johnson

**Table 17: Family matters referrals by gender and nationality for 2014**

Family Matter	New Clients				Known Clients				Total
	Anguillian		Non Anguillian		Anguillian		Non Anguillian		
	Male	Female	Male	Female	Male	Female	Male	Female	
Family Problems	1	~	1	~	1		~		3
Housing	~	~	~	~	~	~	~	2	2
Marital Problems	1	~	~	1	~	~	~	~	2
Domestic Abuse	~	~	~	2	~	~	~	~	2
<b>Total</b>	<b>2</b>	<b>~</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>~</b>	<b>~</b>	<b>2</b>	<b>9</b>

The nine clients were for persons aged 26 to 68 years. Five of the clients resided in the central part of the Island. Of the nine clients six were non- Anguillian. Three of the clients were known to the Department.

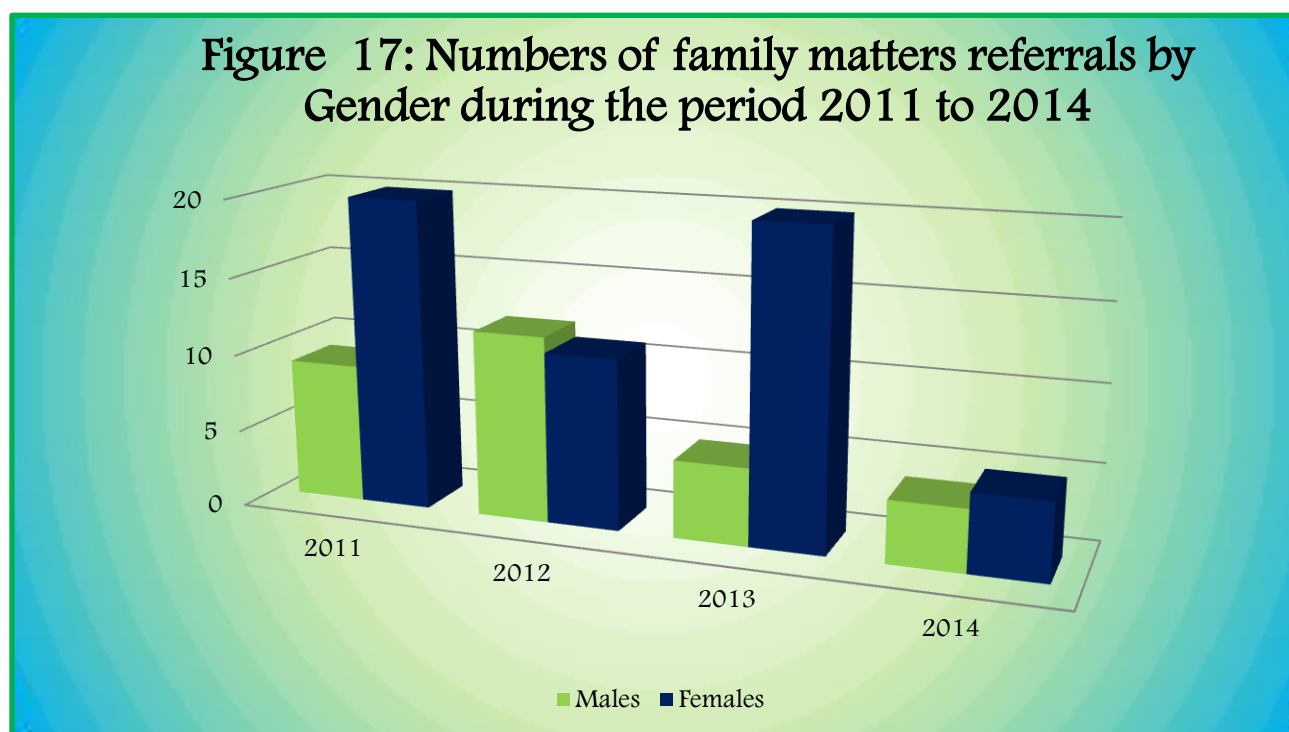


Figure indicates that 2014 recorded the smallest number of referrals over the four year period. This was a significant decrease compared with 2013. In each year, apart from 2012, females outnumbered males. This significant decrease may be as a result of persons not making reports to the department, using alternative sources such as their pastor or counsellors or from a positive

perspective, persons may have been educated or made aware and are now capable of taking control of their own issues.

**Table 18: Number of family matters referrals by category and reporting period 2010 to 2014.**

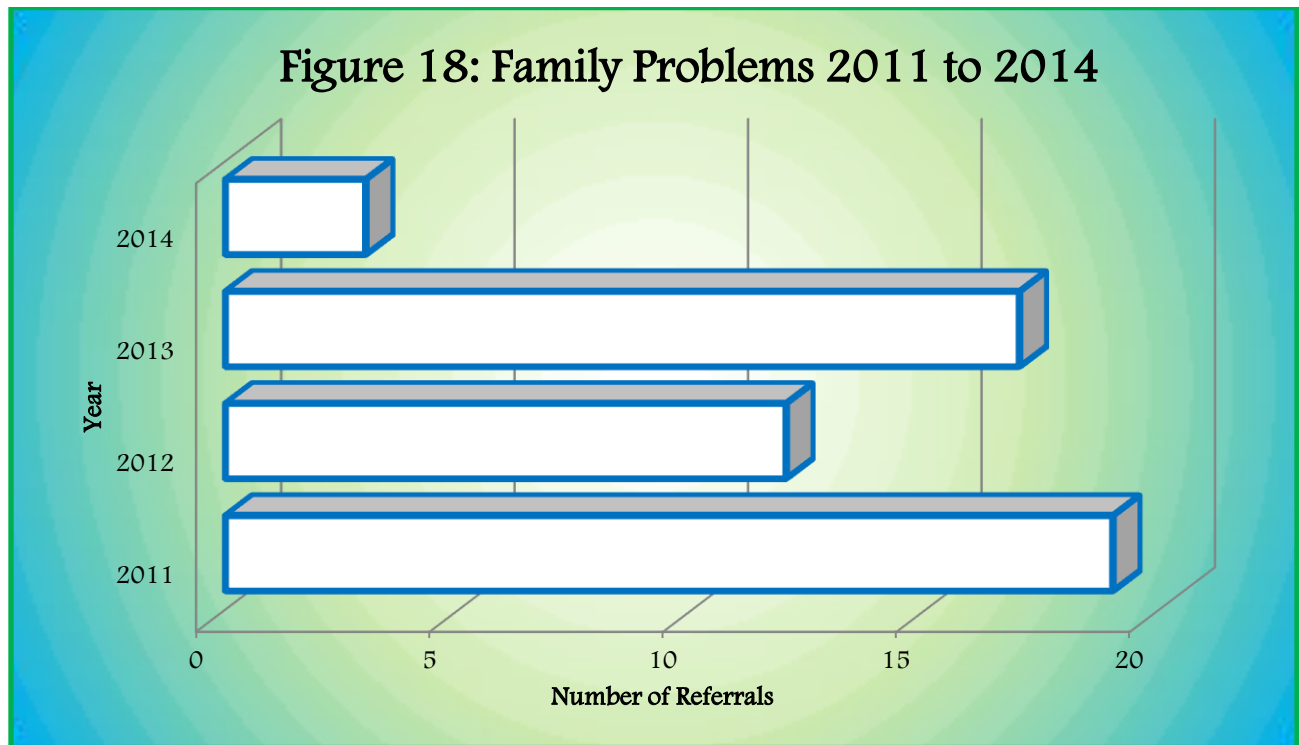
Year	Gender	Family Problems	Marital Problems	Domestic Violence	Housing	Total Referrals
2010	Male	8	2	1	1	12
	Female	15	2	3	0	20
	<b>Total</b>	<b>23</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>32</b>
2011	Male	7	1	1	0	9
	Female	12	5	3	0	20
	<b>Total</b>	<b>19</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>29</b>
2012	Male	6	4	1	1	12
	Female	6	0	5	0	11
	<b>Total</b>	<b>12</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>23</b>
2013	Male	2	2	0	1	5
	Female	15	2	3*	0	20
	<b>Total</b>	<b>17</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>25</b>
2014	Male	3	1	0	0	4
	Female	0	1	2	2	5
	<b>Total</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>9</b>

### 10.10. FAMILY PROBLEMS

The year under review recorded the lowest number of family problems reported. The three (3) referrals were made by males two of whom were Anguillian. The persons were between the ages of

26-56 years. Through mediation in two of the matters the clients opted to resolve the issue independently; and the other was resolved amicably within the department.

The decrease can be seen as something positive. Heightened public debate on the domestic violence bill during this period may have been a contributing factor.

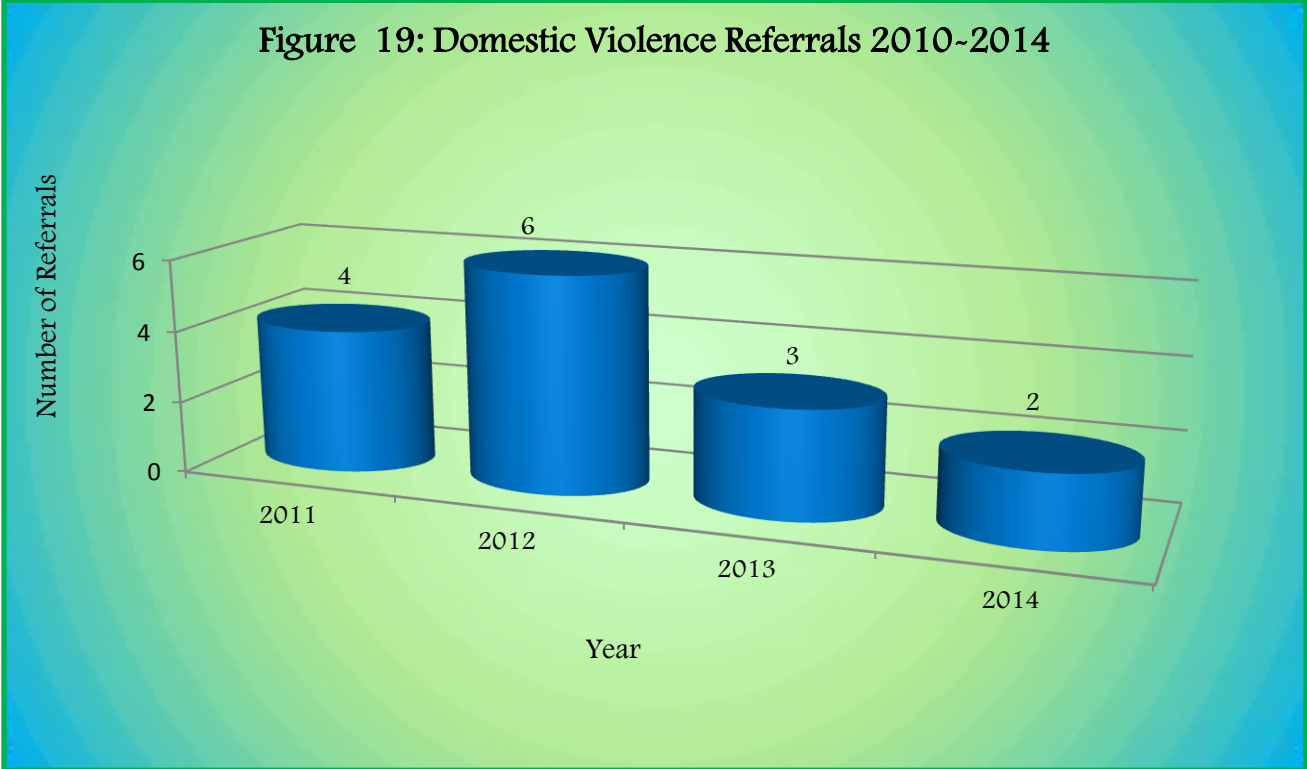


### 10.11. MARITAL PROBLEMS

During the year under review there were two (2) reports made to the Department. Both clients have now separated from their partners; however, one (1) client is in the process of getting a divorce. Some prevalent issues that may influence marital problems include infidelity, financial issues, communication breakdown, and verbal and physical abuse. During 2010-2014 there were a total of 20 reports made to the Department. In 2011 there were 6 reports made to the department, on the other hand, 4 reports were made during years 2010-2013 respectively.

### 10.12. DOMESTIC VIOLENCE

Domestic abuse often escalates from threats and verbal abuse to violence. And while physical injury may be the most obvious danger, the emotional and psychological consequences of domestic abuse are also severe. During 2014 there were two (2) reports involving Non-Anguillian females. The violence was manifested in the form of physical and verbal abuse. Both women have separated from their husbands. The department was able to provide counselling to the alleged victims and perpetrators.



### 10.13. HOUSING

Although the department does not assist with housing there were two (2) referrals made. The request came from two (2) non- Anguillian males between the ages of 45 to 68 years both of whom were known to the department. The department was able to partner with the Red Cross and Disaster Management to aid the clients with non-housing needs as verified.

## 11. CHILD MAINTENANCE

### 11.1. INTRODUCTION



The Child Maintenance unit continues to be fully staffed which is an asset with the increase in clientele. Child Maintenance is a payment that a noncustodial parent makes as a contribution to the costs of raising her or his child. Providing assistance can make a significant difference to a child's well-being and the quality of family relationships. Parents can arrange child maintenance between themselves through a

family-based agreement. The department encourages this type of arrangement; court should be regarded as the last resort.

There are several advantages to family based arrangements:

- 1) They are private and more family centred
- 2) They are quicker and easier to sort out, as families don't have to deal with lots of paperwork and the court system.
- 3) They are also flexible and easier to change and may also help clients work together in other ways, which almost always are in the children's best interest.

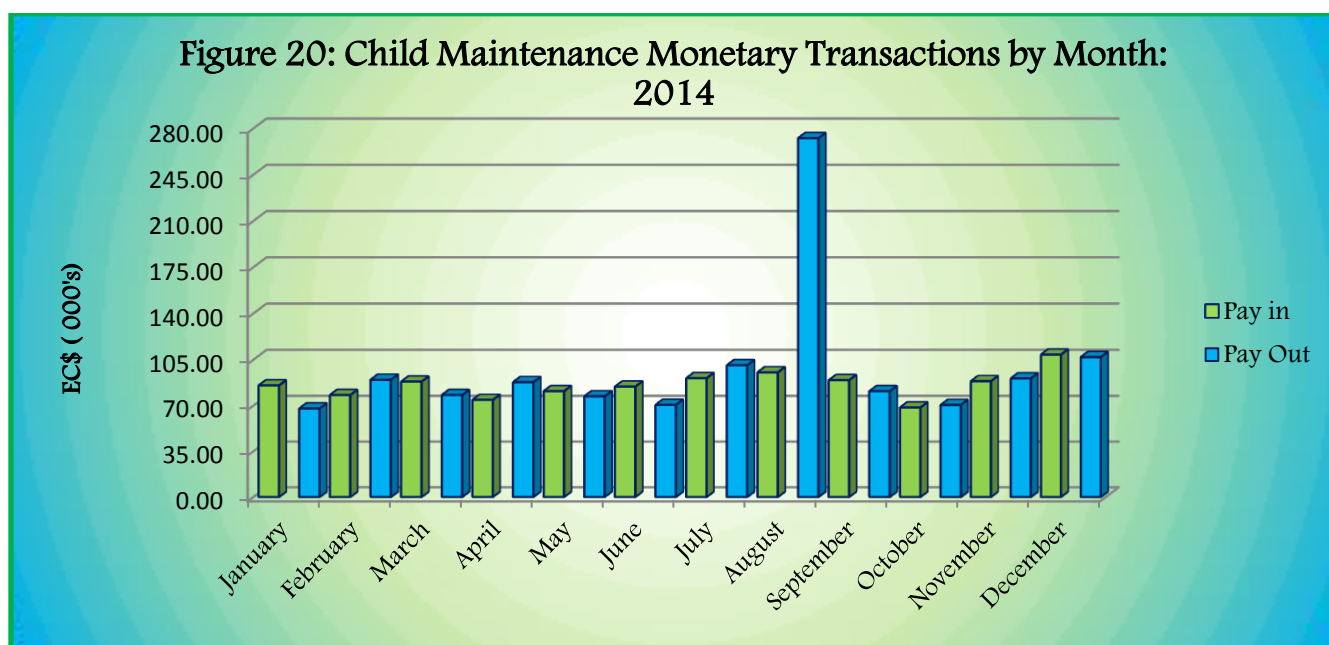
In Anguilla the Child Maintenance Unit is lodged at the Department of Social Development. In other countries child maintenance monies are not collected at an agency, but rather at the court. Sometimes there is a fee attached to the service whereas in Anguilla it is free.

**Child Maintenance services include:**

- 1) Making contact to sort-out child maintenance
- 2) Mediating disparities concerning parenting, finances etc.
- 3) Assenting how much maintenance could be paid
- 4) Arranging for the ‘paying’ parent to pay child maintenance
- 5) Revisiting payments when changes in parents circumstances are reported
- 6) Taking action if arrears accrue

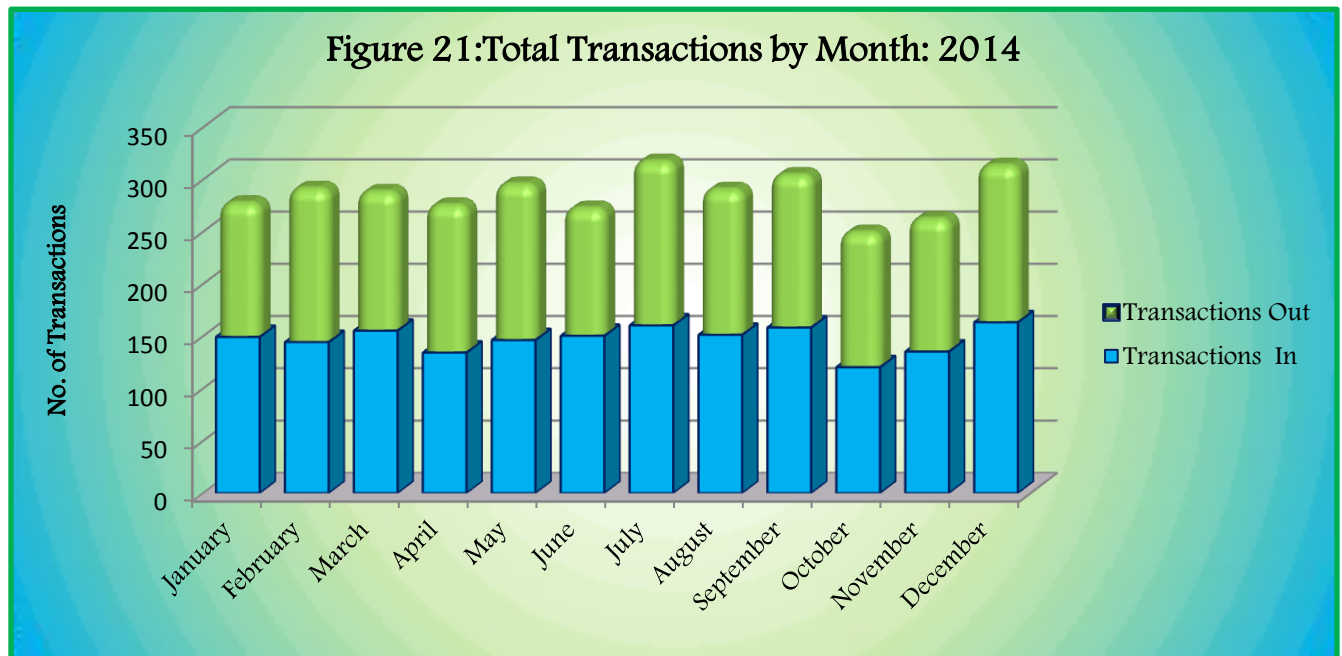
**11.2. CHILD MAINTENANCE TRANSACTIONS**

The department dealt with 63 new child maintenance cases, which impacted approximately 74 children most of them being girls. Twenty-seven (27) of those cases were non-Anguillian with the majority being from the Dominican Republic. This is a growing trend in recent years by this clientele. Of the 63 cases, 12 established court orders and 14 mutual agreements; but the majority of cases were settled outside of the department which is what the department encourages. Members of the unit dealt specifically with 28 of those cases. There were no overseas agreements, but the department transfers monies overseas for two clients.





At the end of 2014, a total of EC\$1,193,291.40 was collected and a total of EC\$1,033,285.91 was paid out/distributed. The highest amount collected was in the months of July, August and December and this remained the same for the pay-outs. In August the department distributed more than double what it collected. This could be due to the surplus of uncollected monies that were carried over into 2014.



During 2014 three (3) maintenance cases were closed. Two (2) due to the children attaining the age of maturity and in the case of the third, the child died tragically.

There are several misconceptions about child maintenance, which include:

- 1) Payments can only be made through the department. Most parents can arrange child maintenance themselves. DSD is for parents who cannot amicably arrange child maintenance amongst themselves.
- 2) Child maintenance is a way of punishing absent parents. People judge the other parent unfairly and discriminate, but child maintenance should not be used as a weapon against another parent. Aiding with the cost of a child's upkeep is just one of the responsibilities of being a parent.

- 3) Child maintenance is a government benefit. The department is used as a collection agency. Monies are collected and passed on to the payee, but it's not a government benefit.
- 4) A standard amount of EC\$400.00 is paid for child maintenance. The amount of maintenance a child receives is based on the means of the paying parent.

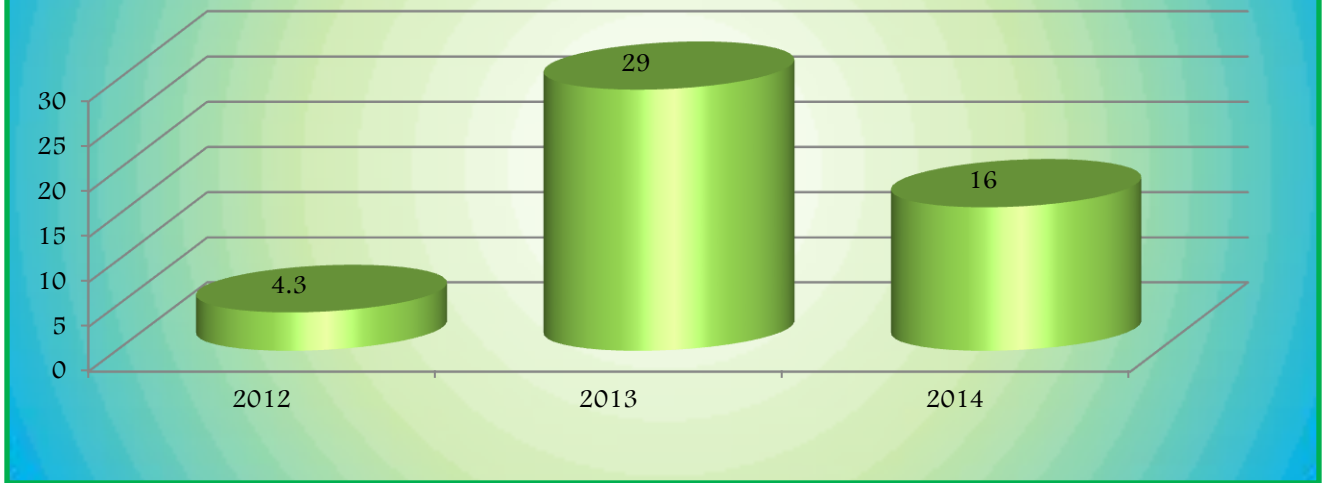
### 11.3. WARRANTS

The preparation and execution of warrants are computed and submitted to the court once it has been stipulated on a court order by the Magistrate. A penal clause must be attached to the maintenance court order for it to be executed. Once that has been established, Child Maintenance Officers request the arrears statistics from the cashier and prepare the warrant to be submitted to the court. It is then signed by the Magistrate and executed by the Police. Monies owed are expected to be paid forthwith and in full to avoid being imprisoned for the days stipulated on the order.

The year under review shows a significant decline in the number of warrants executed as compared to previous years. Sixteen warrants were issued for 9 clients in 2014, which included warrants for 1 client with 2 different families; 3 were issued for the same client who fled the island while the other 4 were repeated for 2 different clients. There has also been a small decline in the monies owed. The outstanding sum owed was **EC\$91,917.80** of which **EC\$7,298.82** was paid. A probable cause of this decline could be as a result of an increase in payments and in some instances due to staff negligence where the warrants were not issued in a timely manner. One likely reason could be leniency granted by the complainants.

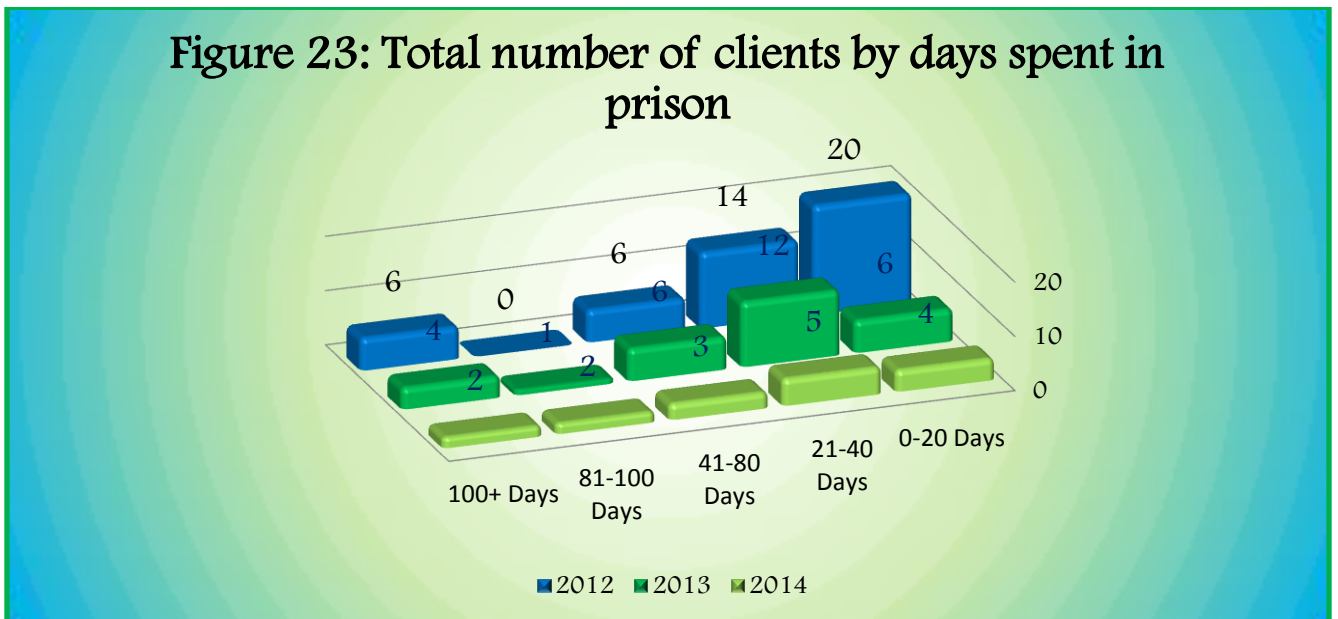
Social workers continue to discuss client's financial circumstances and assist them in implementing measures to help avoid their payments from escalating or falling in arrears. In some instances, matters are taken back to court to make amendments to the order depending on the circumstances.

**Figure 22: Warrants issued for 2012 ~ 2014**



**11.4. DEFAULTERS & PRISON TIME**

**Figure 23: Total number of clients by days spent in prison**



The graph depicts the number of defaulters and prison time allotted based on the number of days specified on the court order. The majority (5) spent 21 – 40 days in prison while only 2 clients spent either 81 – 100 days or 100 or more days in prison. Three clients account for 41-80 days and four spent 0-20 days. The decline over the 3 years is as a result of having fewer warrants issued.

Most defaulters when contacted about their maintenance primarily complain about not being employed. Others are making minimal money and are unable to make full payments.

## **11.5. CHALLENGES**

### **I. TRAINING NEEDS**

There is still a need for continued training of social workers. Social work encompasses varying skills that have to be continually harnessed in order to remain relevant, effective and productive in the field. Therefore ongoing training is always encouraged.

### **II. COMPUTERIZED SYSTEMS**

DITES implemented a computer system at the department almost 10 years ago. While it has been helpful throughout the years, the department has flagged on many occasions the need for this system to be upgraded to include more functions that will allow social workers to readily access provide and store information.

### **III. LEGISLATION**

The department is appealing to the public to lobby and also to hold elected officials accountable for ensuring legislation concerning social issues such as: Equity in the Child Maintenance system, Visitation, Domestic Abuse and so many others are addressed in the near future. Existing legislation concerning these issues are antiquated and does not serve the Anguillian public proficiently.

## **11.6. ACHIEVEMENTS**

### **I. BUDGETING**

The Child Maintenance unit ran a successful budgeting campaign throughout the year making effective use of the media. The public was flooded with monthly budgeting tips via Radio Anguilla. There were 3 articles printed in The Anguillian: Budgeting as a Single Parent, Budgeting as a Family

and Post-graduate Budgeting. The department would like to publicly acknowledge Mrs. Vanessa Connor, Ms. Tamica Fleming, and Mrs. Althea Hodge for penning these articles. Mrs. Vanessa Connor in conjunction with the department, the Ebenezer Young Adults Group and The Dominion Faith Centre also held a budgeting exercise on February 3<sup>rd</sup>, 7:00pm at The Ebenezer Methodist Church hall.

## **II. MEDIATION**

The unit feels very encouraged with the number of cases that were settled outside of the department. The department attributes this to social workers advocating strongly for family based arrangements which encourages better family relations. This is evidenced by: out of the sixty-three (63) child maintenance cases allocated at the department, thirty-seven (37) were settled outside of the department. Most persons were able to establish agreements through accounts, paying by hand or whatever other creative avenues in the interest of the parties involved.

## **III. SKILL DEVELOPMENT/TRAINING**

The Child Maintenance unit would like to extend gratitude to Ms. Erica Edwards, Crown Counsel at The Attorney General's Chambers. Ms. Edwards ably conducted training to social workers and probation officers on how to give and receive evidence in court. The information was well received and useful in effectively performing our duties.

## **IV. WARRANTS**

There were considerably less warrants dispensed in 2014; sixteen (16) vs twenty-nine (29) from the previous year. This can be credited to less court orders being established, more fathers paying on time, leniency of mothers and generally all parties working closely with the department to ensure the best interest of the child is paramount

## **12. SPECIAL INITIATIVES**

### **12.1. CAREGIVERS SUPPORT GROUP**

A support group can provide an opportunity for family, caregivers and others to socialize; provide emotional support; and share coping skills and best practices. In short, it provides an opportunity for networking amongst caring staff.

Presently, the Caregivers Support Group consists of ten members. Four meetings were held during the year. Progress, however, has been hampered by poor attendance. A decision was taken to merge the group with the caring staff of the Psychiatric Unit as a means of expanding the membership.

### **12.2. FAMILY DEVELOPMENT PROJECT**

The participants in the Family Development Project were not successful in planting any crops in 2014. This was due to a lack of materials needed to assist with the planting process. The ground was ploughed on a number of occasions but no crops were planted.

Three (3) new members joined the project; two as replacements for persons who left the project. A total of nine (9) persons will participate in the project when it resumes in 2015. This is another of DSD poverty reduction initiatives.

## **13. APPENDIX 1: OPERATIONAL PLAN 2015**

### **A. Institutional Strengthening For Effective Delivery**

#### **A1. Strategic Objective**

To reform and strengthen the institutional base in our present Social Service Delivery for greater effectiveness to better meet our social development/agenda

- i. Ensure all vacant positions are filled
- ii. Revise Strategic Plan for 2015-2020
- iii. Internal Review of Job Descriptions
- iv. Continue process of ensuring that guidelines, procedures and policies are documented
- v. Engage in a more deliberate approach to public education and awareness of DSD services and programmes through use of technology and the media

### **B. Working in Partnership to Better Protect Children**

#### **B1. Strategic Objective**

To work in partnership with key stakeholders to develop better comprehensive child protection services to safeguard the Rights of Children

#### **B2. Specific Actions**

- i. Advocate for House of Safety
- ii. Implement MoU with Department of Probation
- iii. Monitor and evaluate child abuse protocols/case management
- iv. Work with other stakeholders, including the media, to maintain awareness of child safety
- v. Continue advocacy for implementation of proper Juvenile Court

### **C. Developing a Performance Management Culture**

#### **Strategic Objective**

**Performance management is developed and supported by a sound human resource strategy**

- i. Formal appraisal of staff is conducted
- ii. Advocate for on-going professional development of staff through academic enhancement and skills acquisition
- iii. Provide opportunities for staff to utilize their expertise through participation in various forums

**D. Supporting Families and Carers**

**D1. Strategic Objective**

Develop supportive and / educational services to enable families, including those with dependent relatives, to better fulfil their primary role.

- i. Constantly review procedures to facilitate the public's access to services
- ii. Implementation of programmes geared towards the fostering of good familial and community relationships, e.g. Establish a parent training programme
- iii. Continue advocate for progress with key legislation: Domestic Violence, Social Protection and Child Maintenance
- iv. Expansion of the Family Enrichment Project

**E. Developing Services for Our Elderly Anguillian Population**

**E1. Strategic Objective**

Ensure the effective promotion and implementation of preventative, treatment and rehabilitative services to our elderly citizens

- i. Continued review of MoU with health service providers
- ii. Re-activate the Retired Persons Association
- iii. Finalize arrangement with Anguilla Vision Centre, Hughes Medical centre and DSD
- iv. Continued work with support group for carers in private homes and facilitating forum for networking

**F. Services to Physically and Mentally Challenged (Disabled) Children**

**F1. Strategic Objective**

Develop and implement services for physically and mentally challenged (disabled) children to enable them to fulfil their fullest potential as individuals.

**F2. Specific Actions**

- i. Complete policy for persons with disabilities
- ii. Work with families, stakeholders and other interest groups supporting programmes for this group of clients
- iii. Registration of Disability Association



## **G. A Safe and Healthy Work Environment for the Execution of Staff Duties is created.**

### **G1. Strategic Objective**

Create, promote and maintain a safe learning and working environment for the professional growth and development of staff.

#### **Specific Actions**

- i. Explore and or provide counselling support for staff
- ii. Refine / Enhance an awards and recognition system for use by staff
- iii. Continuous upgrading and refurbishing of plant and equipment
- iv. Implementation of security and health measures for staff
- v. Develop and implement procedures for evacuation in the event of natural disasters

## **H. Poverty Alleviation**

### **H1. Strategic Objective**

Develop poverty alleviation programmes for greater client self-reliance, self-sufficiency and independence

#### **Specific Actions**

- i. Expansion of the education programme geared towards helping interested persons to further their education
- ii. Encourage and support entrepreneurial initiatives and assist in the provision of tools and other equipment for persons willing to be gainfully employed
- iii. Continue to assist clients with skill acquisition and employment through training programmes and partnerships with business enterprises
- iv. Expansion of the Family Enrichment Project
- v. Review of water exemption initiative
- vi. Establish MoU with funeral home proprietors
- vii. Develop guidelines for Education Scholarship Programme and MoU with Comprehensive Learning Centre
- viii. Review MoU partnership with stakeholders regarding food voucher programme

**I. Information Technology**

**Strategic Objective**

Improve our Social Services Delivery through an updated and strengthened information technology system.

**Specific Action**

1. Procurement, replacement and or upgrading of computers and other basic equipment
2. Development of a website and / or Facebook page for DSD
3. Upgrading of database system
4. Assist staff with the continued acquisition of computer skills and effective use of programmes necessary for work