

## Introduction

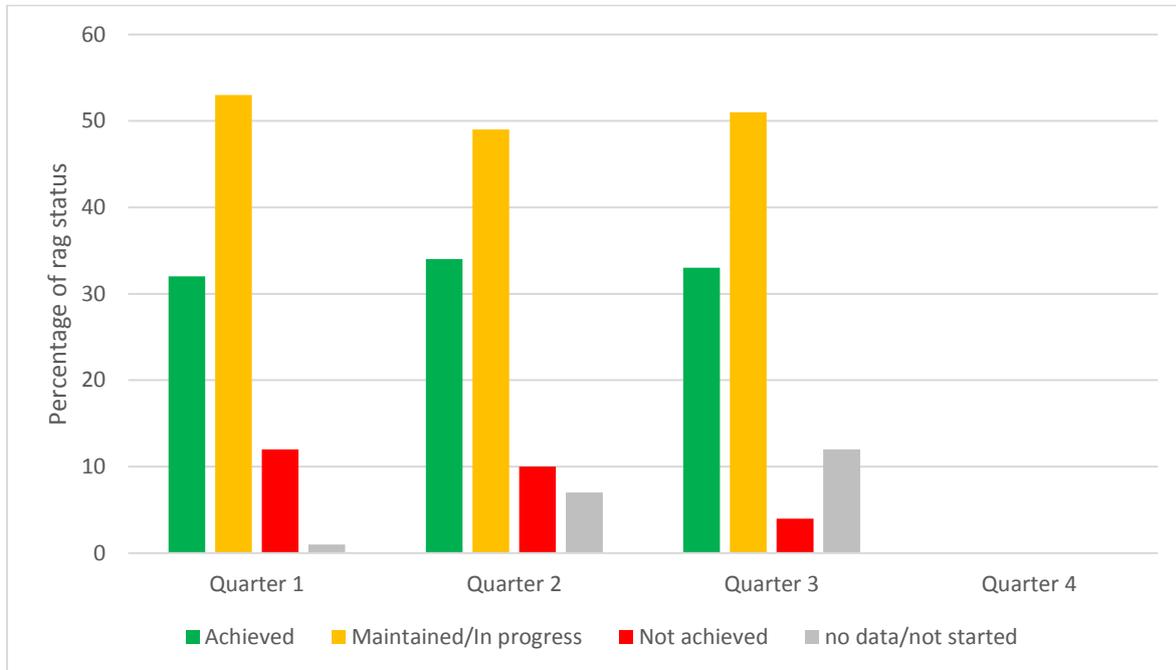
This report covers the status of SHG Performance Indicator reporting as at 31<sup>st</sup> December 2020 – **Quarter 3** covering the **period October to December 2020**.

The delivery of SHG Goals and Objectives is monitored centrally using a total of 191 performance indicators relevant to the seven SHG Directorate Strategic Plans for the current financial year 2020/2021. Directors are responsible for ensuring the submission of progress reports and supporting evidence in accordance with the agreed reporting cycle as set out in the table below.

DIRECTORATE	REPORTING CYCLE					OVERALL TOTAL
	MONTHLY	QUARTERLY	QUARTERLY / ANNUALLY	6-MONTHLY	ANNUALLY	
Airport		1			3	<b>4</b>
Children and Adults Social Care		18			2	<b>20</b>
<b>Corporate Services:</b>						
Corporate SPP	1	23		3	4	<b>31</b>
Corporate Finance	1				16	<b>17</b>
Corporate HR		15			5	<b>20</b>
Education		2		2	5 (FY) 3 (academic yr Sep-Aug)	<b>12</b>
Environment, Natural Resources and Planning		3		15	2	<b>20</b>
Health	4	10	1		13	<b>28</b>
Infrastructure and Transport					10	<b>10</b>
Police		24			5	<b>29</b>
<b>TOTAL</b>	<b>6</b>	<b>96</b>	<b>1</b>	<b>20</b>	<b>68</b>	<b>191</b>

**Current Status** – A total 88% (93) of the Performance Indicator updates due for Quarter 3 were received and 12% (13) remained outstanding.

See chart below showing % of rag status for quarter 3:



Notable achievement against targets was made in the following areas for the Third quarter:

- ❖ ICAO compliant met forecasting services provided for 100% of flights during the period Oct - December 2020.
- ❖ Of the 32 Training needs identified for SHG SHCC is able to cater for 24 of the requests - 75% of needs met. For the private sector of the 47 needs identified SHCC is able to cater for 44 of these needs - 93.6% of needs met.
- ❖ There are currently 75 open cases to children's social care, equates to 11% per population. Significant improvement in closing cases and achieving quarterly target.
- ❖ Child protection numbers have decreased in line with referrals resulting in strategy discussions and section 57 investigations. Still under one percent, the numbers have moved from 4 to 3.
- ❖ 64% reduction in the number of patients on the dental clinic denture waiting list.
- ❖ 48% of registered diabetics with poor control.
- ❖ The key Communications and Information Systems, which have since been upgraded and replaced equates to 100%.
- ❖ 66% of all critical communication systems have been installed and implemented.
- ❖ 100% of all recent procured hardware supports distance learning and on-line collaboration.
- ❖ Communications Networks and Services Policy was endorsed by EXCO.
- ❖ Establishment Management Procedure Complete and circulated as part of MTEF.
- ❖ Recruitment Code of Practice complete.



- ❖ Total Number of Activities for Forest Estate Maintenance Plan was 143; those Met: 111 (78%); Not Met: 18 (13%); In Progress: 14 (10%). Target Met for Q3.
- ❖ Immediate Response times for third quarter;
  - October.* 155 Incidents of which 8 met the immediate response criteria, 0 responses failed the performance which resulted in a KPI of 100%.
  - November.* 169 Incidents of which 10 met the immediate response criteria, 1 response failed the performance which resulted in a KPI of 99.4%.
  - December.* 188 Incidents of which 4 met the immediate response criteria, 0 responses failed the performance which resulted in a KPI of 100%. **Overall performance for Third quarter is 99.8%.**

For detailed report showing updates for each quarter, please click the relevant links below for each directorate (Annex A)

### Annex A

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/03/Air-Access-Performance-Report-Quarter-3-Oct-Dec-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/03/Children-Adult-Social-Care-Performance-Report-Quarter-3-Oct-Dec-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/03/Corporate-Services-Performance-Report-Quarter-3-Oct-Dec-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/03/Education-Performance-Report-Quarter-3-Oct-Dec-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/03/Environmental-Natural-Resources-Planning-Performance-Report-Quarter-3-Oct-Dec-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/03/Health-Performance-Report-Quarter-3-Oct-Dec-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/03/Police-Performance-Report-Quarter-3-Oct-Dec-2020.pdf>