

St Helena Government

# ANNUAL REPORT SUMMARY

*In this condensed Annual Report we take a look at some of the biggest successes in SHG in 2016/17 as well as some of the challenges ahead*





# Successes

The Hospital Redevelopment Project to refurbish certain areas of the hospital was completed in July 2016.

Diagnostic capability has improved significantly with the addition of the new radiological equipment and has reduced the need to refer certain cases abroad.

A new fully equipped ambulance was procured and is in service.

For the first time in the history of the Island, eight locally registered Nurses are on the degree pathway via distance education and one staff member commenced the 2nd year of the nursing degree course at Derby University in the UK.

There has been increased accessibility through re-establishment of District Clinics across the Island (Half Tree Hollow, Longwood and Levelwood), with provision of both nurse-led and doctor-led services.

# HEALTH & WELLBEING

The Health Directorate is progressively building its organisational and workforce capability, with a view to offering primary healthcare across the Island, developing comprehensive preventive services and becoming more self-sufficient and consequently less reliant on accessing overseas health services.

## Challenges

The prevalence of non-communicable diseases (NCDs) such as diabetes, hypertension and coronary heart disease together with high incidence of obesity and arthrosis will continue to be a challenge.

Maintaining a full health workforce with the required specialist skills is only achievable with reliance on TC posts. This is likely to be the case for the foreseeable future in certain areas of health. The directorate will continue to support training and up-skilling of local staff with a view to reducing reliance on TC posts where possible.



# Successes

St Helena remains on the international radar through a targeted advertising and marketing programme, close communication with the international media and through attendance at International Travel Shows including PURE and the World Travel Market.

The Business Development team engaged with 199 business clients for the 2016/17 financial year, resulting in 44 existing businesses advised and/or assisted, 37 potential new business start-ups advised and 118 clients contemplating potential future opportunities.

Grant funding for the period included: 45 Small-Medium Enterprise (SME) Grants, 2 Capital Investment Grants, 4 Skills Development Grants and 3 Business Development Loans approved.

Under the ESH Capital Programme several key projects and programs to increase participation in the economic development process whilst supporting social development have been delivered. These included, the opening of the Jamestown Market offering 13 business units, a Business Support Initiative in collaboration with SHG and the Bank of St Helena, offering technical and financial assistance to businesses affected by the delay in scheduled air services, and the opening of Bertrand's Cottage Ltd as a Hospitality Up-skilling Centre providing restaurant and accommodation facilities.

# ECONOMIC DEVELOPMENT

Economic development is central to the vibrant future of St Helena and, since the MOU in 2011, significant improvements have been achieved. Businesses have been supported, Saints have returned to the Island as employment and incomes have increased, and social and economic reforms have been delivered.

## Challenges

ESH continues to experience key issues and challenges in relation to achieving business development, attracting investment (both local and international) and promoting tourism.



# Successes

In August, the Island saw seven young people begin their tertiary studies in the UK, the largest overseas scholarship cohort in our history.

After only seven months in operation, the St Helena Community College (SHCC) had already totalled 515 course registrations by 426 individuals ranging in age from 16 to 78.

Thirteen individuals took advantage of the opportunity to begin university studies while many more began professional qualifications, technical and vocational programmes or focused on general education and personal development.

The Workforce Development section of SHCC supported a total of 54 apprentices under an expanded apprenticeship programme also introduced in September 2016.

# EDUCATION

It is increasingly clear that developing the people of St Helena through high-quality education and training is essential to the sustainable development of the Island. Efforts to improve schools and strengthen opportunities for lifelong learning and an inclusive approach to education all contribute to making St Helena a better place to live.

## Challenges

School improvement was a major focus for the school year, with formal School Improvement Plans developed by every school and linked to shared strategic goals. Teachers were helped in this work by new assessment and curriculum resources, especially a new primary initiative to improve maths in primary schools. These efforts set the stage for ongoing improvements in 2017/18.



# Successes

In April 2016, works for operational readiness were in the final stages and Air Safety Support International (ASSI), the regulator for St Helena Airport, completed their on-site audits.

On 10 May 2016, St Helena Airport was granted an aerodrome certificate by ASSI, having been satisfied that the Airport infrastructure, aviation security measures and air traffic control service complied with international aviation safety and security standards.

There has been a steady increase in the number of 'hop-on, hop-off' ticket sales by the public transport service, representing an overall increase of 16% from the previous year's sales.

Developing a robust public transport system is central to improving many aspects of Island life, as well as enhancing our green credentials. The limited interest in providing this service has been a challenge in itself.

# TRANSPORT

Transport is vital to daily life and at present the RMS St Helena is the only means of regular transport to and from St Helena. In November 2011 the Department for International Development and St Helena Government approved the construction of an airport on St Helena and a Design, Build and Operate (DBO) contract was signed with Basil Read (pty) Ltd. The project will provide air access to St Helena, fulfilling the UK Government's commitment to maintain access to the Island, whilst at the same time providing St Helena with an opportunity to enhance her economic prospects through tourism.

## Challenges

The Comair implementation flight in April 2016 revealed problems with turbulence and windshear on Runway 20 (the approach from the north). Although the Airport is open and operational, regular scheduled commercial flights were postponed whilst work was undertaken to understand better the conditions at St Helena Airport, including the challenges of windshear.



# Successes

With no further investment in renewable energy, the existing wind and solar assets continue to perform providing the impressive renewable energy yields.

SHG adopted a new Energy Policy and following on from that, efforts have been made to establish funding partners to drive the renewable energy strategy forward without compromising other calls on the limited capital funds available

When the unseasonal rains eventually arrived the works completed in previous years to improve the efficiency of water collection yielded excellent results and as of 31 March 2017 all reservoirs were full to capacity with the new Hutts Gate 2 reservoir nearing completion at which point it will be ready to capture the anticipated rains later in the year.

# UTILITIES

As with all countries, access to basic utilities is essential, and St Helena is no different. Since the MOU was signed in 2011, water and electricity services have been divested to Connect Saint Helena Ltd. The Island continues to face challenges in terms of reliable water supplies although since divestment electricity performance has seen significant improvement in the context of a small Island network.

## Challenges

Water, both in terms of raw water resources and the state of the distribution network are the main challenges for the next year.

An exploratory drilling program has commenced to establish further ground water reserves and allow the ground water resource to be monitored. A new team is being recruited to accelerate the renewal of aging and unreliable water pipes.



# Successes

Investment from the Capital Programme enabled major renovations to be completed on a number of properties, i.e. the Harbour View Flats, The Market Street flats, Moors Flats and New Ground Flats. These works included a complete rewire, reroofing, window replacement and external redecoration.

Housing is currently working on another phase of major renovation to our GLH stock. Properties undergoing works will be No 3 China Lane, five Ropery Field properties, six properties at Lady Margaret Field and five properties at Cow Path.

Majority of the actions in the Social Policy plan have commenced or been completed.

The Island's Human Rights Commission is now established and the 4 Commissioners and staff are working with all stakeholders to ensure Human Rights are delivered on the Island.

# COMMUNITY & HOUSING

The Social Policy Plan was developed as one of the priorities for St Helena and its implementation has commenced, most notably with the introduction of a Minimum Income Standard-linked benefit level, one of the first of its kind. The plan spans many areas of Island life and is concerned with protecting vulnerable people, enabling young people to reach their potential and protecting our cultural heritage, amongst other key issues.

## Challenges

Housing on the Island continues to present challenges in terms of quality, supply and affordability; resulting in increased instances of overcrowding and homelessness.

The aged population is a significant risk to St Helena, both in terms of care services and developing an economy with a labour market that is able to meet the needs across tourism, agriculture and fishing as well as delivering core services. 21% of the population is over 65 years of age and the birth rate on the Island has started to decline, this is a significant challenge for all aspects of life on St Helena.



# Successes

The Police Service has moved to a Neighbourhood Policing model. Residents can influence local policing priorities monthly through a number of beat surgeries.

Recorded crime fell substantially in 2016/17 with high levels of satisfaction recorded by people who had called in the Police for help.

Specialist officers continue to work closely with the Safeguarding Directorate and provide an expert investigative response to sensitive and complex cases as well as offender management within the community.

The Fire & Rescue Service continued to provide a rapid and effective response to emergencies. They also undertook a series of preventative initiatives across the Island. A new rope rescue capability has allowed the Fire & Rescue Service to access hard to reach places on the Island.

Adult and Older Adult services made some significant improvements in this financial year, the focus on both the quality and quantity of our service has contributed to improving the support that SHG provides to St Helena's most vulnerable clients.

# SECURITY

The Police Directorate delivers a wide diversity of services for the Island of St Helena with the ultimate aim of ensuring that those who live and work here as well as tourists and the Island's infrastructure are protected from harm. We have continued to develop our working relationship with the Safeguarding Directorate and thus protect our most vulnerable people whilst also ensuring that offences are investigated thoroughly and offenders brought to justice.

## Challenges

In 2017/18 we must enhance the skill base of our Police Officers. We have plans to run two Police training courses which would be the first in a number of years. The Police Service must also develop a comprehensive school's engagement policy in conjunction with the Education Directorate. The Police Directorate estate is under pressure with an identified need for a new Prison, a new Fire Station and the relocation of the Police Station to Upper Jamestown.

Improving trust and confidence in the Directorate is also key.



# Successes

A Chief Environment Officer was appointed in June to take responsibility for the administration and operation of the processes of environmental protection, management and control as described in the Environmental Protection Ordinance.

A key area developed under the EPO during the year was the designation of a Marine Protected Area (MPA) for St Helena.

A draft Climate Change Policy was developed.

Waste Management services continue to be developed. This year a secure data disposal service was launched, and glass recycling commenced, in partnership with a private sector company. A bioremediation pad was constructed at Horse Point Land fill site in partnership with Basil Read. Bird nets were replaced, a fire detection system was installed in the Waste Reception Building and a communal bin housing project was implemented.

Conservation efforts are ongoing to include invasive species clearance and increased nursery production of endemic plants. During the year EU funding was secured for the improvement of trails in the Diana's Peak National Park.

# ENVIRONMENT

The effective management of our biodiversity, air, land and water is critical to the successful development of an eco-tourism economy. We have all a shared responsibility and interest in protecting our beautiful Island for future generations.

## Challenges

Regulations are still to be developed for the EPO and this is essential if the legislation is to achieve its outcomes. Other areas of challenge are the ongoing risk around endemic species, pollution and a lack of recycling.

Business cases for recycling have been submitted for Capital Programme consideration.



# Successes

The 'Report It Sort It' service has continued to be well utilised during the year, with a total of 93 reports received and actioned during the reporting period. The majority of reports received have required action by the Roads Section of the Environment & Natural Resources Directorate, which has dealt with the reports in a timely manner, demonstrating a commitment to listen to our customers.

With regard to the Code of Practice for Access to SHG Information, a total of 11 requests were received during the year, with some being addressed at the time of reporting. Of the other 9 requests received, 1 was refused as the request would take a disproportionate amount of staff time to answer (more than one day's time for one officer), another was refused as SHG did not have the proprietary rights to the information requested and a third was partially provided, as some of the information was not the property of SHG. All other requests were approved.

# EFFICIENT, EFFECTIVE AND OPEN GOVERNMENT

St Helena has achieved a lot in establishing regulatory measures that ensure improving employment rights, as well as regulating important market sectors. SHG has also developed strong planning and operating frameworks, such as the Medium Term Expenditure Framework (MTEF). SHG has also demonstrated its commitment to an appropriately open and transparent Government, with the launch of a Report It, Sort It initiative on 1 July 2015.

## Challenges

Compliance with the Code of Practice for Public Access to SHG Information's response times can be challenging when dealing with cross cutting issues.

All of the issues highlighted in the Internal Audit Annual Governance Statement 2012/13 have now been addressed.





# Thank You.

St Helena Government

Presentation by: SHG Press Office

Reference: EOY Report 2016/17