Introduction

SHG and Connect Saint Helena Ltd are pleased to report that the procurement process is progressing well, with a number of firms bidding to help the Island meet the aims of the Energy Strategy. The next stage is for bidders to submit their Best & Final Offers by the 28 February 2018 deadline, which is an extension to the previous submission deadline to allow potential bidders to visit St Helena. St Helena Police consulted with communities across the Island as part of their Neighbourhood Policing Programme. A series of well attended meetings and surgeries were held in various districts, with a range of subjects being discussed.

Sea Rescue Service relocates from Jamestown Wharf to Sea Rescue Facility in Rupert's. A significant percentage of the islands population accessed the health service during December.

For this report information has not been provided for all areas

Summary of Performance

Some of the headlines for December were as follows:

- 25.13% of energy generation came from renewables
- There were 11 unplanned electricity Interruptions in December, with 66 interruptions year to date.
- 13 joint visits with OT, Physio, Specialists, Police or Multi-Disciplinary Meetings, with year to date at 123.
- Crime reports increase by 4, with a total for the month being at 16.
- For Adults and Older Persons, a total of 152 people are receiving Home Care.
- Clinic attendance and access maintained with >2000 visits per month, overall total for this month is 3383 patients.
- A total of 6552 tickets were sold for the third quarter, giving an overall total of 19, 385 tickets sold to date. An increase of 2183 tickets (12.69%) compared to the previous year.

Overall Summary

	Noven	nber	December		
	Overall Progress	Leading Indicator 2017/18	Overall Progress	Leading Indicator 2017/18	
R	4	5	5	6	
AR	4	3	4	3	
A	28	27	27	26	
G	13	14	13	14	
Unknown (due to lack of data)	0	0	0	0	

The above table summarises the data in the report. There are 49 areas outlined in the report and both backward and forward looking RAG ratings have been provided.

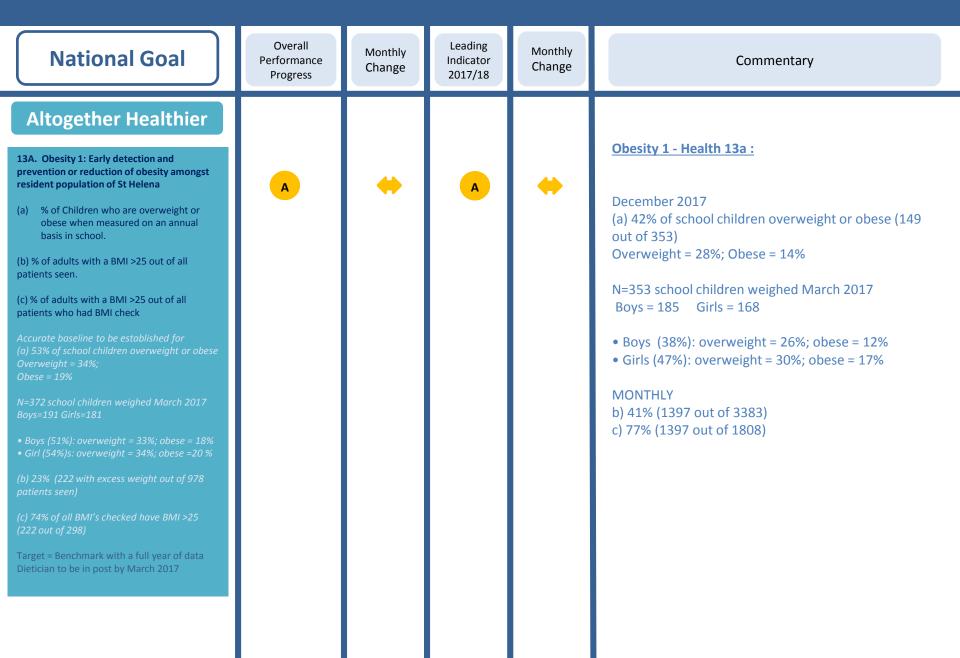
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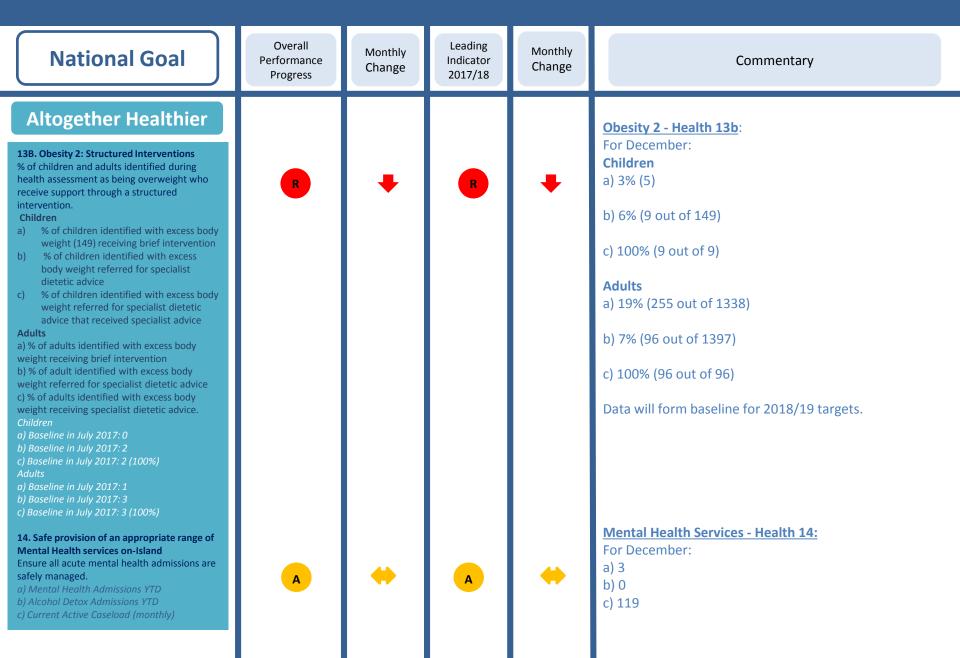
- 10% of areas were given a Red rating
- 8% of areas were given an Amber Striped rating
- 55% of areas were given an Amber rating
- 27% of areas were given a Green rating
- 0% of areas were given an unknown rating

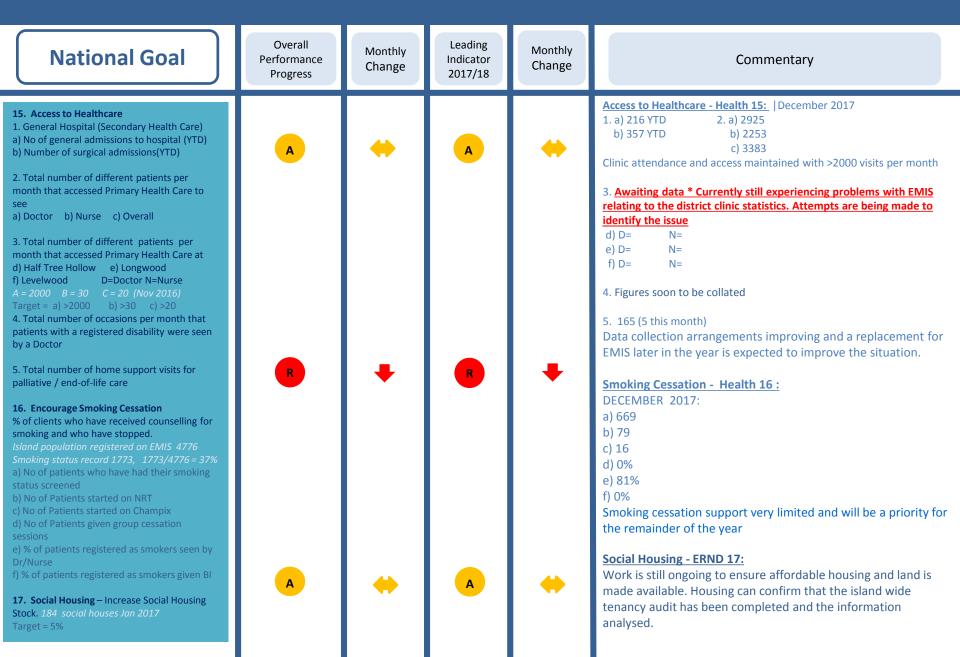
*Figures may not total 100% due to rounding

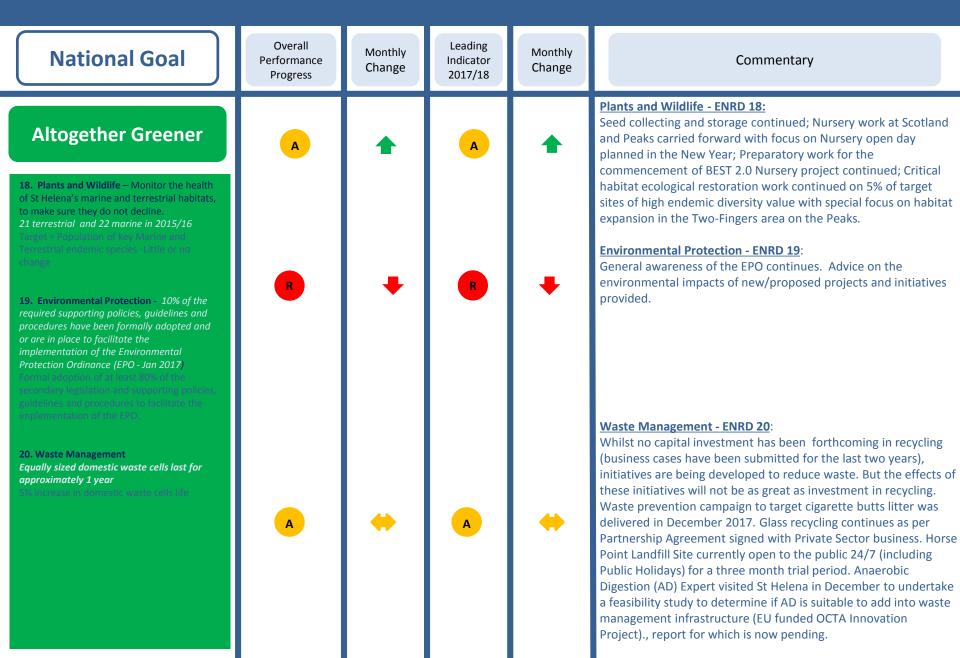
National Goal	Overall Performance Progress	Monthly Change	Leading Indicator 2017/18	Monthly Change	Commentary
Altogether Safer 1. Safeguarding – Number of referrals received	G	•	G	•	Safeguarding 1: December 2017 - 23 referrals to Children's Services were received, 25% resulted in a single assessment. It is estimated that 95% of these assessments will be completed within the 35 working day timeframe.
for children's services % of referrals which required a single assessment and % of these assessments completed within timescales 309 referrals received 23% required single assessments	G	•	G	•	Safeguarding 2: December 2017: 13 joint visits with OT, Physio, Specialists, Police or Multi-Disciplinary Meetings. Year to date: 123
Approx. 90% completed within timescale 95% completed within timescales2. Joint visits are done with OT and MH. (Demonstrates joined up multi-agency work in the community)	A	+	A	+	Safeguarding 3: December: Adults and OPS to complete a full survey of all residential care. Date to be completed was November 2017. This is currently being assessed.
 47 OT joint visits and 2 MH joint visits for 2016. 3. Number of residents in care who rate our care positively. Service user survey to be developed and 2017/18 a year to baseline this data to improve as we move forward. 	G	•	G	•	Safeguarding 4: OPS Age Task Force Constitution is nearing completion. Continuation of monthly meetings. Happy Hearts continues with responsibility of running being handed over to members to encourage their independence. Current numbers attending are 30-40 twice a month.
 4. Setting up a service user group to help shape policy. <i>Currently setting up Happy Hearts committee.</i> 5. Beduce Original Gring 					Transport continues to remain a difficulty. <u>Reduce Overall Crime - Police 5:</u> December = 16 Crime continues to be low
5. Reduce Overall Crime. Based on 2016/17 PPY figure, which will be divided by 12 and monitored on a monthly basis. Less than five year average (also compared to 2016 – 2017 figure)	A	+	A	+	(5a) 100% call backs 100% satisfaction. 4 surgeries total completed (5b) 10% reduction in RTAs 12 in total
6. The St Helena Fire & Rescue Service will provide an immediate response to all related emergencies. Monitored on a monthly basis based upon the number of calls attended. Attendance within 12 mins for the first appliance	G	•	G	•	<u>STH Fire & Rescue Service response - Police 6</u> : December - Fire Service average response time is 10.6 minutes

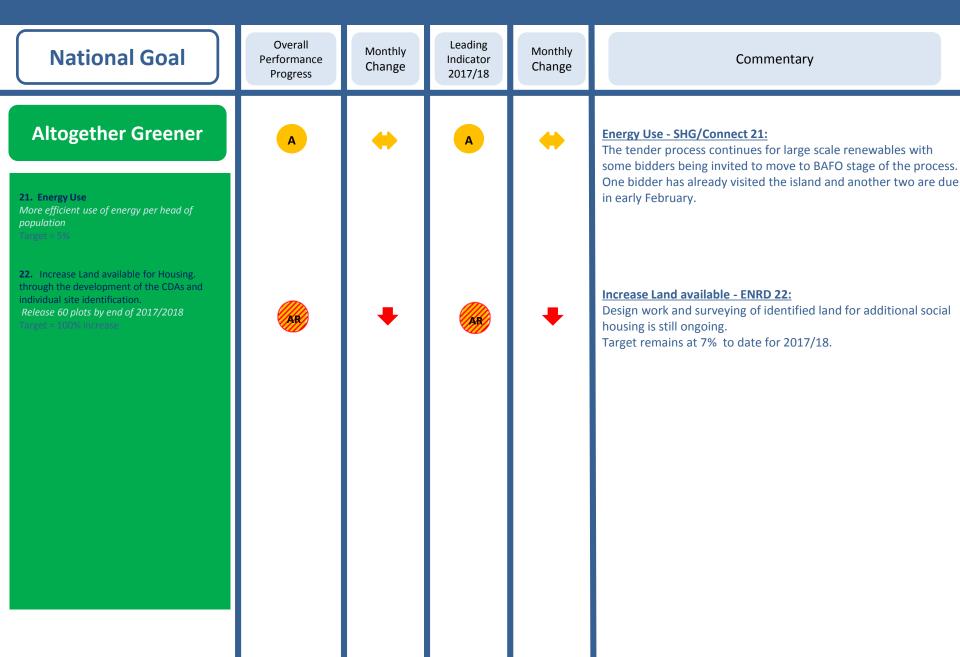
National Goal	Overall Performance Progress	Monthly Change	Leading Indicator 2017/18	Monthly Change	Commentary
Altogether Healthier 7. Number of older persons (over 65) who are	А	+	A	+	Number of Older Persons - Safeguarding 7:: December: Zero admissions YTD = 4 CCC, 2 Deason's and 1 Cape Villa
admitted to residential/sheltered accommodation -Reduce the number of admissions compared to the previous year 13 admissions in residential/sheltered accommodations for 2016/17 Target = 13 admissions	G	+	G	•	Number of People - Safeguarding 8: December: Adults and Older Persons -152 people receiving Home Care. 50 Community Support visits, Day Care help, specialist appointments, Hospital visits, prison visits, Social Care visits. Welfare Assistance meetings: 2
 8. Number of people in the community receiving home care. For 2016 - 72 older persons in community receiving home care Target = Increase on bench mark 9. 90% of those receiving home care having had social care review in last 12 months. 	R	+	R	+	Receiving home care having had review - Safeguarding 9: Dec: 6 reviews completed by the Adult Support Team: 1 new BLA 15% of reviews completed with a target of 90% 4 Home support reviews
 Adults and Older adults 81.5% Target = 90% 10. Number of adult social care assessments completed Target = Benchmarking this year 	А	+	A	+	Social Care Assessments - Safeguarding 10: Adults Support Team completed 6 new assessments Vaccination Coverage - Health 11:
 11. Vaccination Coverage - Children at 2 years of age, up to date with vaccinations. a) % of 2 year olds immunised against those due on census data. (Aim = >90%) b) % of 2 year olds immunised against those due from birth rate (Aim = >100%) 	A	+	A	+	 a) % of 2 year olds immunised against those due on census data: YTD = 58% b) % of 2 year olds immunised against those due from birth rate: YTD = 70% Diabetes - Health 12:
First year of reporting this way. Once full year is completed we will have baseline established 12. Diabetes a) Percentage of registered diabetes clients who have had their HbA1c tested at least once during the preceding year. (Aim = >85%) b) Percentage of registered diabetics with "Good Control". (Aim = >50%)	A	•	A	•	 a) 87% registered diabetes clients who have had their HbA1c tested at least once during the preceding year. b) 46% of registered diabetics with "Good Control" Diabetic care improving with up to 46% of diabetic patients now attaining good control compared to baseline of 34%

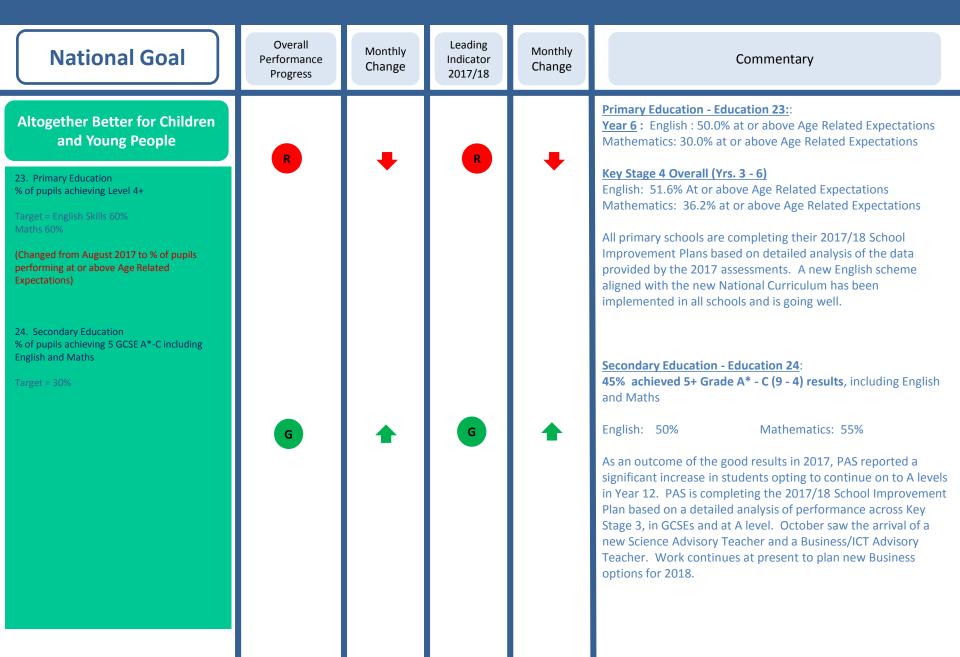


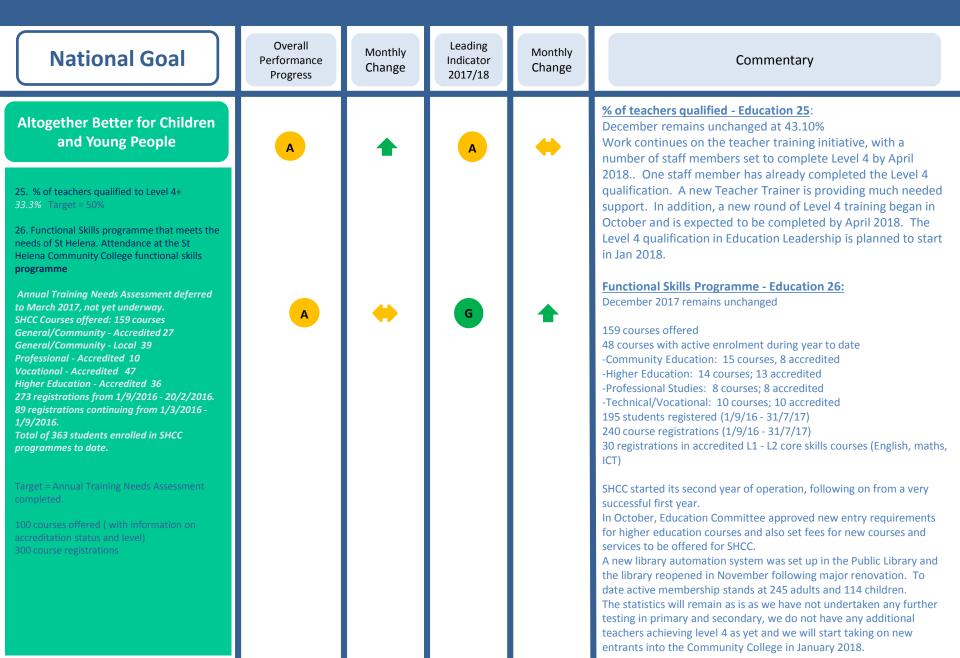






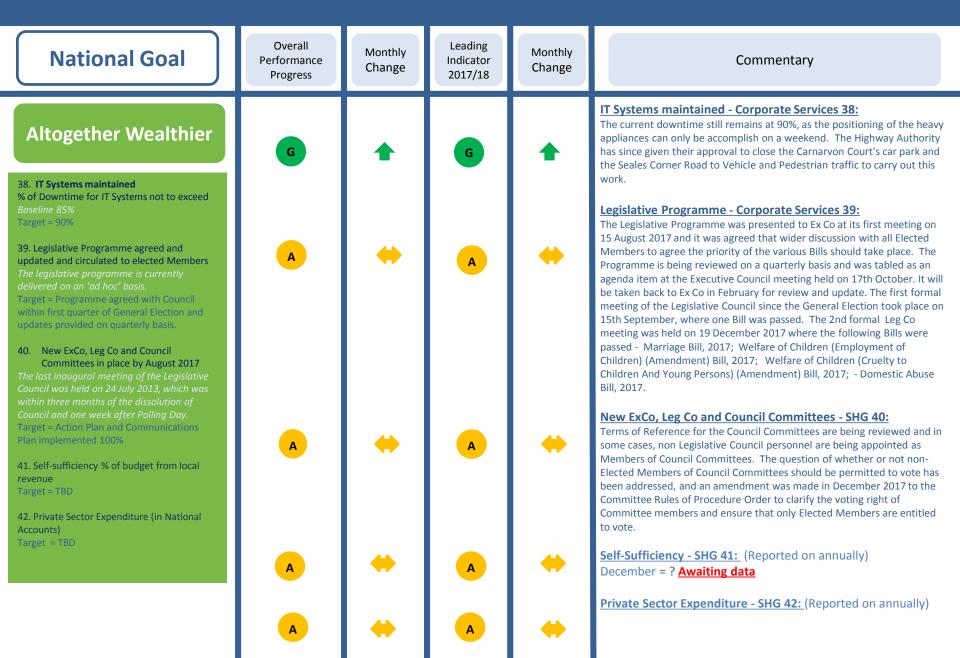


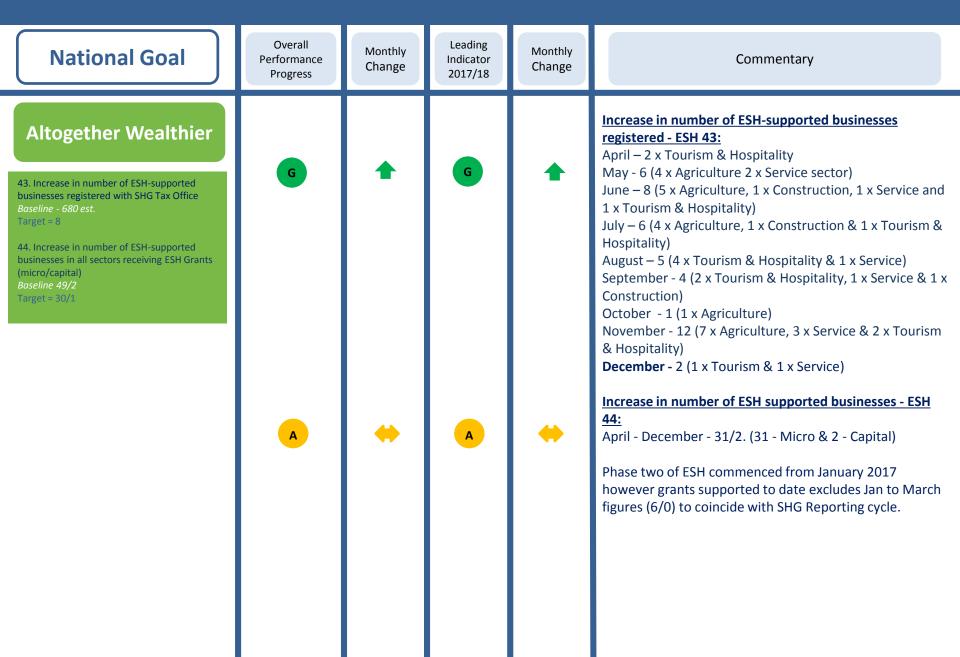


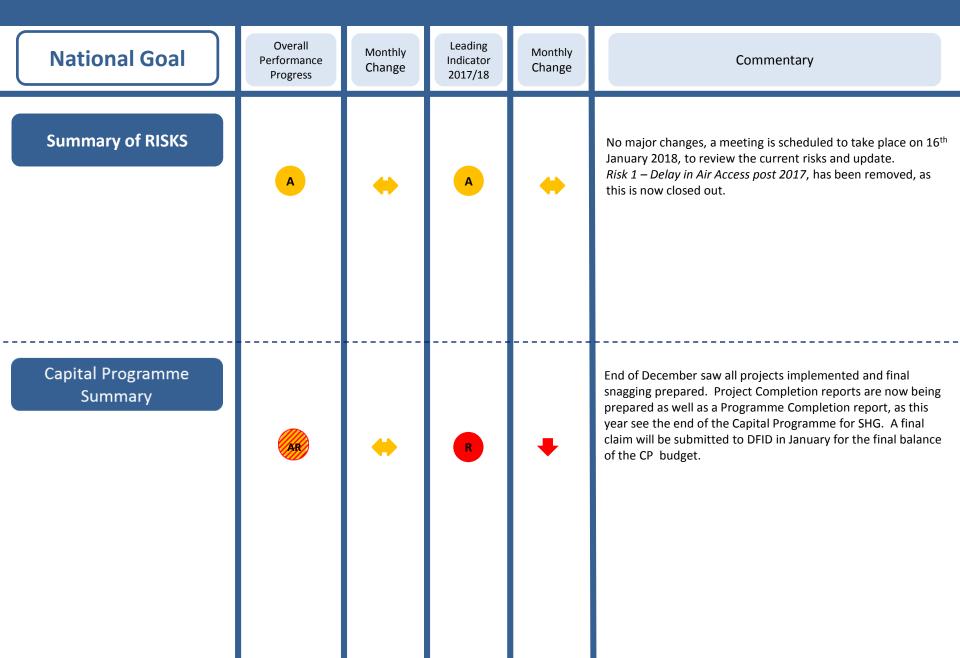


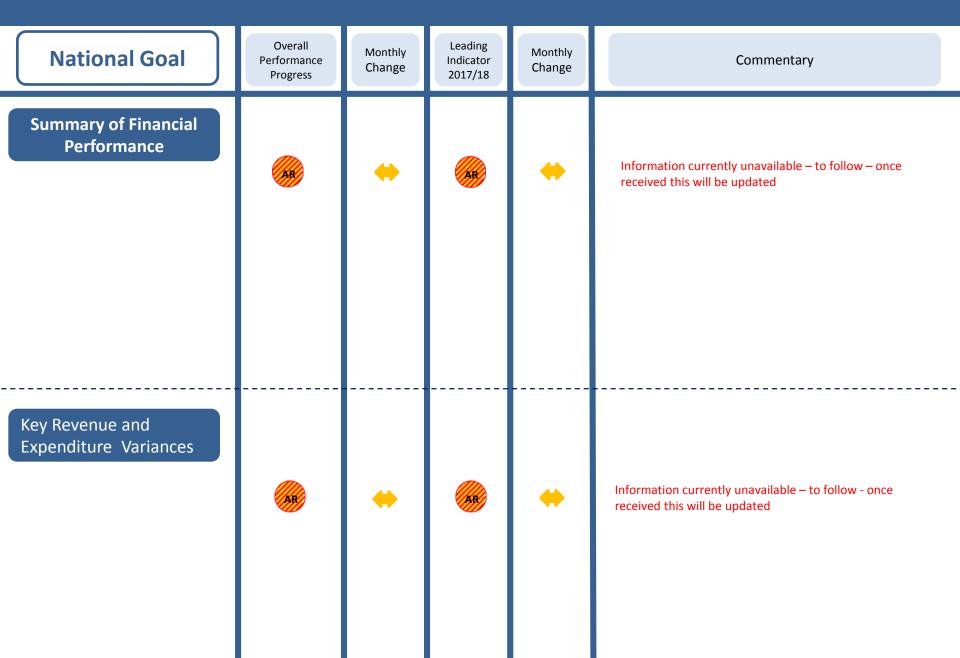
National Goal	Overall Performance Progress	Monthly Change	Leading Indicator 2017/18	Monthly Change	Commentary
Altogether Wealthier	A	+	A	•	Employability/OT Scheme - Safeguarding/Education 27: 21 total on OT scheme. 10 OT clients' works at SHAPE on a monthly basis 13 different Caressi clients who made 35 visits 27 clients in total working for SHAPE
 27. Number of people who we are supporting on our employability scheme Bench mark year 1 28. % of Report It Sort It reports acknowledged and allocated for action 	G	•	G	•	Report It Sort It - Corporate Services 28: December = 100% There were 2 reports to 'Report It Sort It' in December, all were allocated for action and closed.
within 3 working days of receipt. Baseline 95% Target = 100% 29. Number of people making use of the public transport service. 18070 tickets sold 2013/14	G	•	6	•	Use of Public Transport - Corporate Services 29: Reported on quarterly Qtr 1: April to June 2017 = 6318 tickets sold Qtr. 2: July to Sept 2017 = 6515 tickets sold Qtr. 3: Oct to Dec 2017 = 6552 Total to date = 19,385 tickets sold
Target = 10% increase on 2016/17 total (24,539.90 tickets sold) 30. Revised timetables for the Public Transport Service to make provision for Park and Ride schemes into Jamestown and increased late night travel opportunities	А	•	A	•	Public Transport Service - ENRD/Corp 30: The original target for the introduction of a park and ride scheme was July 2017. This has been changed to 31st March 2018, as there have been difficulties in identifying suitable land to develop as a parking area on the Eastern side of the Island. The possibility of developing a parking area near the 'Band Room' on Maldivia Road is being explored.
No Park and Ride Scheme exists at the moment. Late night travel only available on Saturday nights to and from Jamestown for the following areas: Longwood (Bottom Woods), Levelwood and HTH/St Pauls (Rosemary Plain/Scotland) Target = Commence March 2018					This would cater for around 24 parking spaces. A review of transport timetables has been concluded. This resulted in the introduction of late night travel opportunities on Friday nights to discourage drink- driving, as well as 2 new weekly journeys targeted towards visitors who wish to visit Longwood House or Plantation House with effect from 1 October 2017. Weekly travel to and from the airport on flight days to coincide with flight arrival and departure times has also
31. % of requests for information dealt with in accordance with the Code of Practice for Access to SHG Baseline to reflect 2016/17 Performance of 40% Target = 85%	A		A	•	Access to Information - Corporate Services 31: One request was received in December 2017 and is still being dealt with.

National Goal	Overall Performance Progress	Monthly Change	Leading Indicator 2017/18	Monthly Change	Commentary
Altogether Wealthier	A		A		Stay Over Tourists - Immigration 32: December: Number of stay over visitors: 2017/18 YTD: , a ? per cent decrease from the previous financial year Please note these are provisional figures, and that the new system used within Immigration did not capture Reason for Visit for this period – hence statistics
32. Number of stay over tourist visitors to the Island. 2,054 (2013/14) Target = 10% increase on 2016/17					are not able to give figures for Stay over Visitor fins period infine statistics 2017. Statistics are working with Immigration to rectify this going forward. Number of plane passenger arrivals: 198 2017/18 YTD: 738
 33. Sustainability % of energy generation from renewables 26% (2016/17) Target = 30% 34. Reliability 	A		A	•	Sustainability - Connect 33: December = 25.13% Renewable yields remained stable with YTD 25.4% of the islands electricity being generated by renewable sources.
Unplanned electricity interruptions per annum 134 (2013/14) Target = 100	G		G		Reliability - Connect 34: December = 11 YTD Interruptions (April to December 2017) = 66
35. Communications % of households with internet connections <i>59.5%</i> (2015/16)					Although electricity interruptions were higher than in recent months we remain on target for the year.
36. Regularly scheduled flights to St Helena Airport open and operational but in 2016/17 catered only to charter and medevac flights	A		A	+	Communications - SURE 35: Reported on Annually
Air services procurement process completed by end May 2017 Practical planning for commencement of scheduled air services completed by March 2018 latest	G	•	G	•	Regularly scheduled flights - SHG 36: Airlink started to operate a weekly service between St Helena and Johannesburg (via the stopover at Windhoek International Airport in Namibia) on 14 October 2017. Flights continue to operate successfully on a weekly basis with regular monthly flights to Ascension Island.
37. St Helena Airport maintains Airport Certification Original Airport certificate granted by ASSI in					Work to understand the issues of turbulence and windshear is still ongoing.
May 2016 Airport recertified (6 month duration) in November 2016 ASSI audit inspection in March 2017 Implementation of any rectification actions arising from ASSI audit	G	•	G	•	Airport Certification - Air Access 37: In April, ASSI granted an open-ended (i.e. not time bound) Aerodrome Certificate for St Helena Airport. October 2017 saw the St Helena Airport been issued an Open Ended Air Traffic Service Certification which implies that Air Safety Support International will audit routinely as required. There were 8 flight arrivals into St Helena Airport during December and 10 departures.









METHODOLOGY

For the Performance Tracker information is provided in five columns.

- The first ("Overall Performance Progress") is an indicator of progress over the past month relative to expectations at the beginning of the year.
- The second ("*Monthly Change*") highlights whether this progress is an improvement, or otherwise, from the previous month.
- The third ("Leading Indicator") aims to give a snapshot of how progress is likely going forward and provide a early warning system for potential issues.
- The fourth ("Monthly Change") highlights change against the Leading Indicator.
- The fifth ("Commentary") aims to provide a succinct overview of each area.

Key to Arrows:



Performance Improving



Performance Worsening



Performance Maintaining

RAG Criteria

