

Introduction

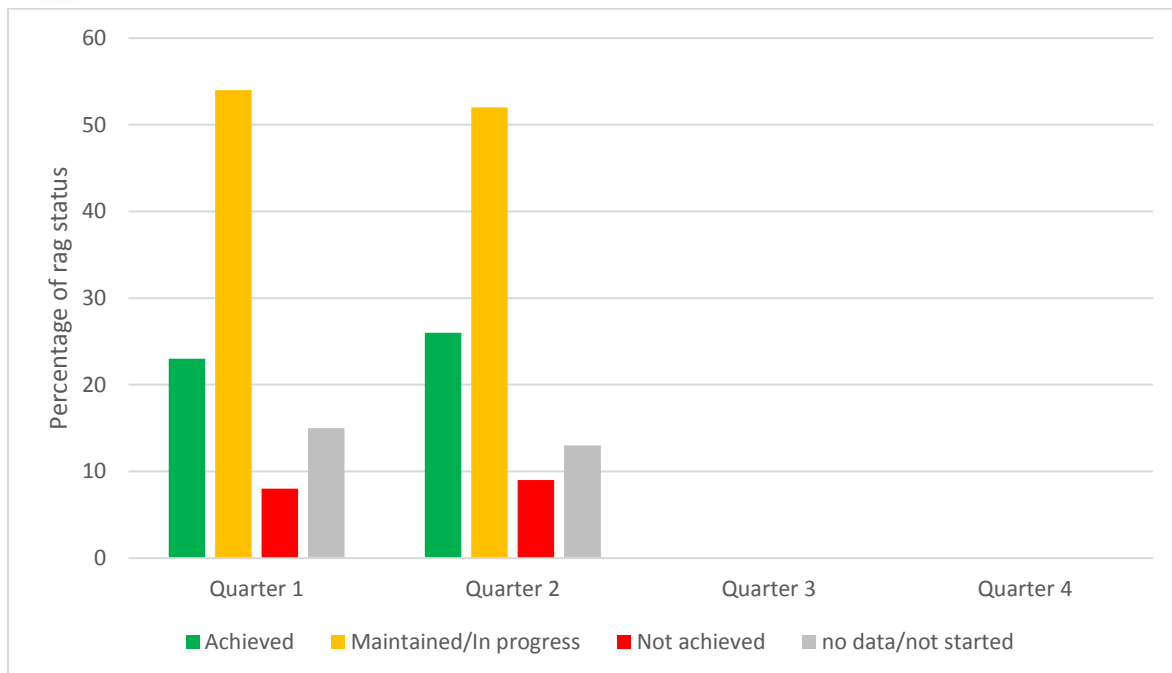
This report covers the status of SHG Performance Indicator reporting as at 30th September 2019 – **Quarter 2** covering the **period July to September 2019**.

The delivery of SHG Goals and Objectives is monitored centrally using a total of 148 performance indicators relevant to the seven SHG Directorate Strategic Plans for the current financial year 2019/2020. 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				
	MONTHLY	QUARTERLY	QUARTERLY / ANNUALLY	6-MONTHLY	ANNUALLY
Children and Adults Social Care		4		13	21
Corporate Services	1	7			6
Education		2		1	8
Environment, Natural Resources and Planning		4		15	2
Health	5	9	1		13
Infrastructure and Transport					11
Police		16			9
TOTAL	6	42	1	29	70

Current Status – 87% of the reports/updates due for Quarter 2 were received and 13% remained outstanding.

See chart below showing % of rag status for quarter 2:



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

- ❖ 100% of Doctor-led country clinics opened against published opening times
- ❖ Waiting time for routine doctor-led outpatient appointments maintained at less than 10 working days (100%)
- ❖ St Helena healthcare acquired MRSA bacteraemia infections remains at zero
- ❖ 97% of requested pest control services delivered within 10 working days
- ❖ For the latest 12 months (July 2018 to June 2019), 14 of 16 outputs met the target (87.5%) of quarterly statistical releases on inflation and monthly statistical releases on population that are published to timetable.
- ❖ 100% issuance of SHG Communications Grid by SHG Press Office
- ❖ 19 referrals made to Children & Adult Social Care (against 20 incidents)
- ❖ 100% satisfaction levels from persons surveyed by the Police Directorate
- ❖ 52 hours dedicated Community Engagement by the Police Directorate
- ❖ 326.60 hours of Community Service facilitated by the Police Directorate
- ❖ 99 stories released by Police Directorate for Community Engagement 'a story a day'
- ❖ 4.5 minute response time to fire related emergencies
- ❖ Police Directorate receives 386 intelligence reports

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/2020/04/Quarter-2-Performance-Report-CASC.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/04/Quarter-2-Performance-Report-Corporate-Services.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/04/Quarter-2-Performance-Report-Education.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/04/Quarter-2-Performance-Report-ENRP.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/04/Quarter-2-Performance-Report-Health.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/04/Quarter-2-Performance-Report-Police.pdf>