

Introduction

This report covers the status of SHG Performance Indicator reporting as at 31st December 2019 – **Quarter 3** covering the **period October to December 2019**.

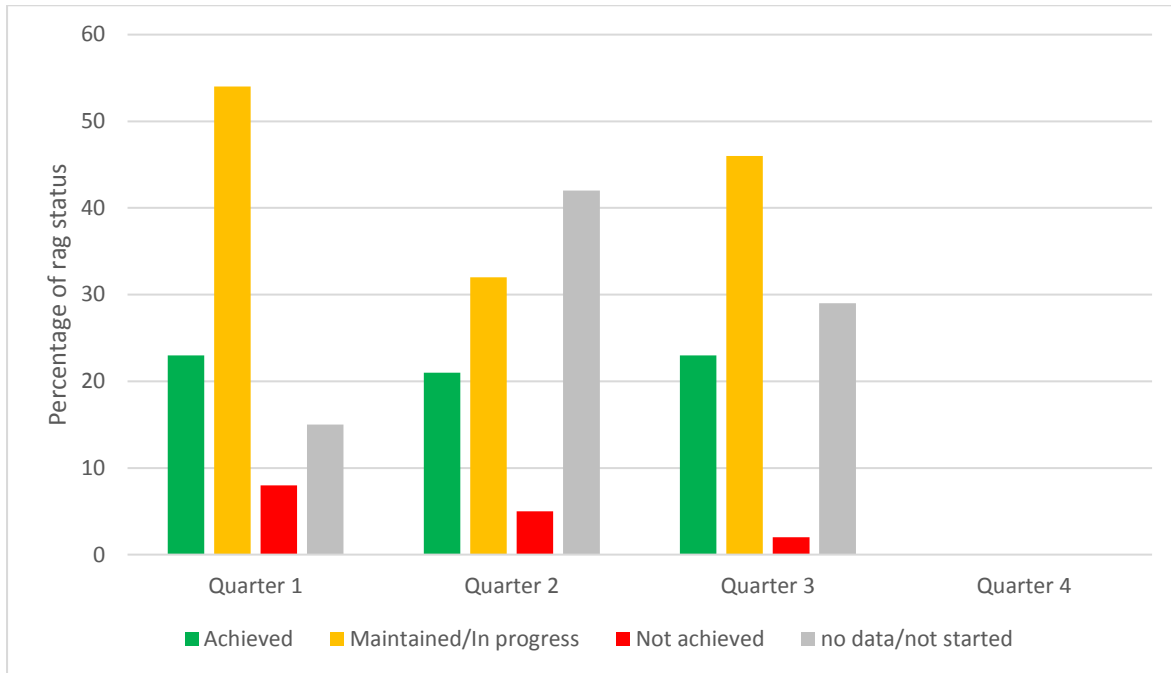
The delivery of SHG Goals and Objectives is monitored centrally using a total of 148 performance indicators relevant to the seven SHG Directorate Strategic Plans for the current financial year 2019/2020. Directors are responsible for ensuring the submission of progress reports and supporting evidence in accordance with the agreed reporting cycle as set out in the table below.

Note: One Health performance indicator has now changed from monthly to quarterly reporting wef Qtr3.

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	4	10	1		13
Infrastructure and Transport					11
Police		16			9
TOTAL	5	43	1	29	70

Current Status – 71% of the reports/updates due for Quarter 3 were received and 29% 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:

- ❖ St Helena Healthcare acquired MRSA bacteraemia infections remains at zero.
- ❖ 98% of requested pest control services delivered within 10 working days.
- ❖ 77% of ExCo Memos registered on ExCo Rolling Programme.
- ❖ 100% referrals made to Children & Adult Social Care (against 24 incidents)
- ❖ 100% satisfaction levels from persons surveyed by Police Directorate
- ❖ 100% of patient complaints received, reviewed and responded to within agreed timeline by Health Directorate
- ❖ 25% reduction in the number of patients on the dental clinic denture waiting list
- ❖ Corporate Parenting Strategy, training and implementation completed by Children and Adult Social Care. Training has delivered to all key agencies and policy completed and signed off by SCDC.

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-3-Performance-Report-Education.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/04/Quarter-3-Performance-Report-CASC.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/04/Quarter-3-Performance-Report-Corporate-Services.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/04/Quarter-3-Performance-Report-ENRP.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/04/Quarter-3-Performance-Report-Health.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2020/04/Quarter-3-Performance-Report-Police.pdf>