

Performance Report - Quarter 4 (January to March 2020)

Directorate	Strategic Objective	Performance Measure (Indicator)	Target 2019/20	Reporting Frequency	4th Quarter Achievements	Rag Status
Police	4.1 Develop a safe environment	Improve quality of crime investigations	Effective quality investigations for all crimes reported	Quarterly	34 investigation plans recorded against target of 58 crimes	
Police	4.1 Develop a safe environment	Reduce crime from 2018/19 level	Reduction in overall crime from 2018-19 level	Quarterly	58 crimes for the quarter Overall total 2019-20 = 203 Overall total 2018-19 = 216 This shows a reduction of 13 crimes compared to 2018-19	
Police	4.1 Develop a safe environment	Protecting vulnerable people by referring to social care	Increase in referrals to Social Care	Quarterly	17 referrals sent out of 17 =100%	
Police	4.1 Develop a safe environment	Protecting vulnerable people in Police Custody by completing risk management plans	Increase in risk management plans	Quarterly	Jan 2020 - 10 Feb 2020 - 7 March 2020 - 11	
Police	4.1 Develop a safe environment		Protection of our borders by having an effective borders policy in place	Annually	Clarification being sought from the AG office on compatibility of specific points with existing legislation. Final amendments to the draft policy expected to be before the Immigration Working Group in w/c 20/04/20	
Police	4.1 Develop a safe environment	Police Surgeries	Increased trust and confidence	Quarterly	Jan Team 1 - 1 Team 2 -1 Team 3 - 1 Feb Team 1 - 0 Team 2 - 0 Team 3 - 1 Mar Team 1 - 1 Team 2 - 2 Team 3 - 2 9 surgeries in total completed	
Police	4.1 Develop a safe environment	75% Satisfaction level from those surveyed	Increased satisfaction levels	Quarterly	Jan - 30% Feb - 63 % Mar - 50 % average of 48%- let the record reflect, that the low percentage is due to the fact that at least 50% of the callbacks were negative due to complainants off island or although calls were attempted there was no connection.	
Police	4.1 Develop a safe environment	25 hours Dedicated Community Engagement per month	Increased trust & confidence	Quarterly	PI cannot be reported on and will be removed going forth as it was indicated a while back without our knowledge that this target is no longer achievable.	

Police	4.1 Develop a safe environment	Community Confidence Survey	Increased trust and confidence levels	Annually	This survey has been completed however it now needs to be analysed.	
Police	4.1 Develop a safe environment	Written Succession plans for all identified roles	Increased trust and confidence levels	Annually	Annual training plan in place for 2020/21 to develop officers towards taking over specialist roles. Current skills/experience gap and budget restrictions impacting on ability to identify appropriate staff for succession planning.	
Police	4.1 Develop a safe environment	Update risk register each quarter to minimise risk	Increased trust and confidence levels by managing risk	Quarterly	The Directorate is currently using the risk register developed for the financial planning process, which is regularly reviewed by the CoP. Guidance has been sought from SHG regarding desired format/content, as multiple other risk registers also in use across government. Awaiting response from SHG.	
Police	4.1 Develop a safe environment	Fifty weeks Community Service facilitated	Increased trust & confidence	Quarterly	462.5 hours of unpaid work was facilitated.	
Police	4.1 Develop a safe environment	Community Engagement 'a story a day'	Increased trust & confidence	Quarterly	30 Facebook and 22 Twitter posts 950 followers 890 likes Twitter - 258 followers 410 likes	
Police	4.1 Develop a safe environment	Establish a 24hr and 24/7 St Helena Contact and Emergency Services Control Room	Increased trust & confidence	Annually	A Control Room has being established and is up and running. There are currently 6 fulltime Control Operators with a vacancy for 1 Control Supervisor.	
Police	4.1 Develop a safe environment	Reduction in Road Traffic Collisions from 2018/19 figure	Reduction in in road collisions	Quarterly	January 2020- 6 RTC's resulted in 2 OPL February 2020- 7 RTC's March 2020- 9 RTC's April 2020- 10 RTC's	
Police	4.1 Develop a safe environment	Deliver Multi-Agency Command Training	Delivery of Multi-Agency Command Training to staff	Annually	Multi-Agency Command Training, focussing on strategic command issues, delivered to senior SHG staff on 13th Feb 2020 in advance of Exercise 'Green Elephant', which took place on 20th Feb 2020.	

Police	4.1 Develop a safe environment	Deliver Six Multi-Agency Command Training	Delivery of Six Multi-Agency Exercises	Annually	<p>08/07/19 - 5 x Exercise Green Kangaroo SAR Planning and distress call handling carried out fortnightly. Exercise was carried out with sea rescue staff and search planners along with each individual controller. (otrics report HEHN 55440).</p> <p>04/06/19 Exercise Rainbow fish (dive recovery/evidence preservation) carried out with Sea Rescue, Dive Recovery and CID. (sea rescue training ref dated 04/06/19).</p> <p>Exercise Blue Horse (disaster victim Identification) Carried out with CID and CSI (fire and police)(otrics HEHN 00004325) 20/02/20</p> <p>Exersise Green Elephant 1 (Gold Command Major Incident Response)</p>	
Police	4.1 Develop a safe environment	Produce a report reviewing cybercrime response capability	Delivery of a report reviewing cybercrime response capability	Annually	Raised with Overseas Law Enforcement Advisor re issue & raised as a threat at a number of management meetings & part of MTEF planning. Awaiting budget settlement to see if factored in to support plan which is to twin with a ROCU in the UK as guided by the Overseas Law Enforcement Advisor	
Police	4.1 Develop a safe environment	Develop plans and projects to minimise risk	Increased trust and confidence levels by planning and managing risk	Quarterly	The Directorate is currently using the risk register developed for the financial planning process, which is regularly reviewed by the CoP. Guidance has been	
Police	4.1 Develop a safe environment	12 minute attendance target to fire related emergencies	Increased trust and confidence levels by response to calls within time parameters	Quarterly	<p>January - 6 reports. 11.8 mins average response time</p> <p>February - 2 reports. 17.5 mins average response time</p> <p>March - 21 reports. 9.4 mins average response time</p>	
Police	4.1 Develop a safe environment	30 minute launch time to sea rescue related emergencies	Increased trust and confidence levels by response to calls within time parameters	Quarterly	Average deployment time for Qtr 4 = 18 minutes	

Police	4.1 Develop a safe environment	Produce a paper to identify, commence and program completion of multi-agency training and operational requirements	Delivery of a report to identify multi-agency training & operational requirements	Annually	This has not yet been completed as the debrief for Exercise Green Elephant has not yet taken place. This debrief will focus on the command issues that arose during the scenario and these issues will then form the basis of the plan for future multi-agency training. In addition, the follow-on Bronze/Silver exercise (which will also add to the evidence towards the training requirement) has not yet been scheduled due to the Covid-19 crisis.	
Police	4.1 Develop a safe environment	Introduce Community Intelligence initiatives	Increased trust & confidence by effective community engagement and responding to intelligence	Quarterly	Jan- 72 Feb -210 March -236 Total -518 Intelligence reports	
Police	4.1 Develop a safe environment	Deliver 5 Daily Management Meetings per week to manage resources effectively and resolve problems	Increased trust & confidence by managing resources effectively and resolving problems	Quarterly	DMM conducted 5 days a week as per target	
Police	4.1 Develop a safe environment	Develop a multi-agency problem solving group and relevant sub-groups with a TOR and appointees	Establishment of the multi-agency problem solving group with terms of reference and appointees	Annually	Terms and reference of the group still to be completed before this can be taken forward.	