

## Introduction

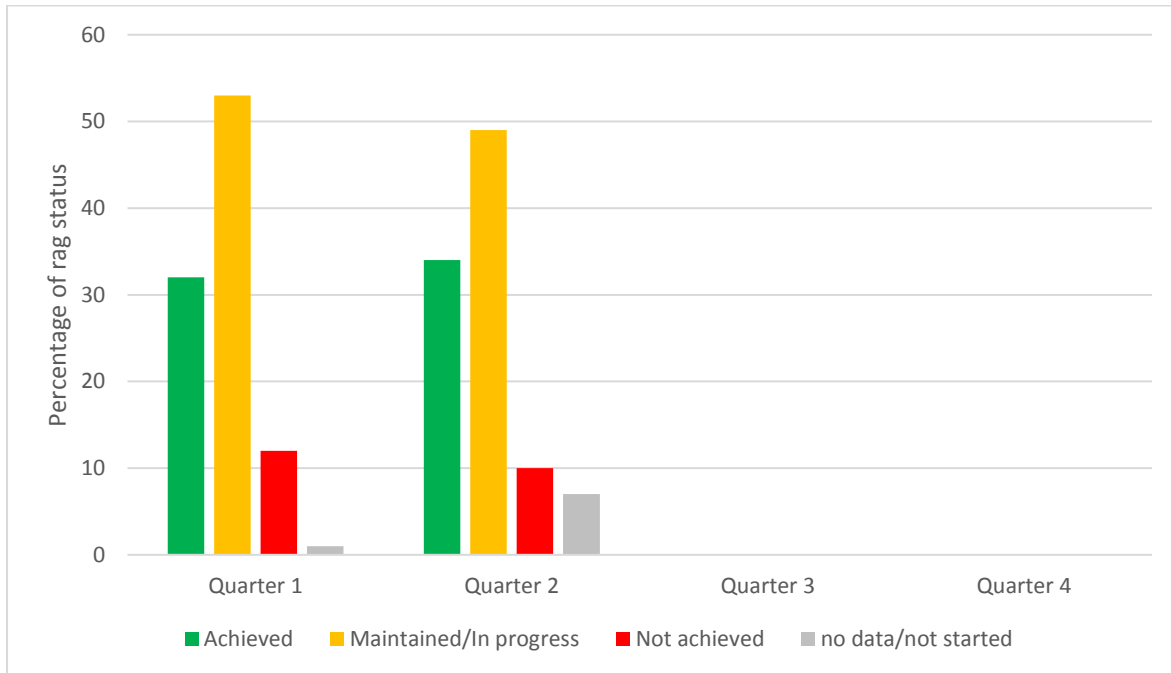
This report covers the status of SHG Performance Indicator reporting as at 30<sup>th</sup> September 2020 – **Quarter 2** covering the **period July to September 2020**.

The delivery of SHG Goals and Objectives is monitored centrally using a total of 186 performance indicators relevant to the seven SHG Directorate Strategic Plans for the current financial year 2020/2021. 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					OVERALL TOTAL
	MONTHLY	QUARTERLY	QUARTERLY / ANNUALLY	6-MONTHLY	ANNUALLY	
Airport		1			3	<b>4</b>
Children and Adults Social Care		18			2	<b>20</b>
<b>Corporate Services:</b>						
Corporate SPP	1	23		3	4	<b>31</b>
Corporate Finance	1				16	<b>17</b>
Corporate HR		15			5	<b>20</b>
Education		2		1	9	<b>12</b>
Environment, Natural Resources and Planning		3		15	2	<b>20</b>
Health	4	10	1		13	<b>28</b>
Infrastructure and Transport					10	<b>10</b>
Police		24			5	<b>29</b>
<b>TOTAL</b>	<b>6</b>		<b>1</b>	<b>19</b>		<b>186</b>

**Current Status** – A total 93% (114) of the Performance Indicator updates due for Quarter 2 were received and 7% (8) 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% - Notification just received that two trainees have successfully passed the Certificate in Primary Education.
- ❖ 90% of patient complaints received are reviewed and were responded to within the agreed timeline.
- ❖ The key Communications and Information Systems, which have since been upgraded and replaced equates to 100%.
- ❖ SEDP and Labour Market Strategy Implementation Progress Report published.
- ❖ 65% detection rate of recorded crimes reported and an offender brought to justice.
- ❖ 373 hrs of community service delivered. No breaches.
- ❖ Home care support continues to rise in line with demand. Outreach support via community care also continues to increase, which helps to prevent/reduce the need for residential care. 158 are on a home care support package from 80 in the previous quarter equating to 79% against open cases.
- ❖ The number of cases per population open to adults' social care is now at 5%.

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/2021/01/Children-Adult-Social-Care-Performance-Report-Quarter-2-July-Sept-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/01/Corporate-Services-Performance-Report-Quarter-2-July-Sept-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/01/Education-Performance-Report-Quarter-2-July-Sept-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/01/Environmental-Natural-Resources-Planning-Performance-Report-Quarter-2-July-Sept-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/01/Health-Performance-Report-Quarter-2-July-Sept-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/01/Police-Performance-Report-Quarter-2-July-Sept-2020.pdf>

<https://www.sainthelena.gov.sh/wp-content/uploads/2021/01/Air-Access-Performance-Report-Quarter-2-July-Sept-2020.pdf>