


Performance Reporting - Qtr 1 (April - June 2021)

		see KPI also				
4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	Increased intelligence submission		Increase submission on 2019 to 2020 figure.	Quarterly	(Apr - Jun 2020: 345) Apr - Jun 2021: 546 Qtr 1 -201 increase	
	a) No. of offenders brought to justice (e.g. convictions, cautions etc.) b) Quality investigations		a) Bring offender(s) to justice for 50% of recorded crimes b) 100% with acceptable investigation plans	Quarterly	a) 94% of crimes detected (66 out of 70) b) 93% of crime files (66 out of 71) had appropriate investigation plans	
	Reduce recorded crime.		Crime lower than 2019/20 figure.	Quarterly	(Apr - Jun 2020: 60) Apr - Jun 2021: 70 Qtr 1 -Increased by 10	
	Time spent in initial police custody		80% released within 6 hours	Quarterly	83% of detainees released within 6 hours	
	Number of crime files where victim contract complied with		100%	Quarterly	85% of crime files (66 out of 71) had appropriate victim care plans	

	<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>Number of reported assaults in the prison</p>	<p><5 assaults per year</p>	<p>Quarterly</p>	<p>Zero assaults</p>	
	<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>E-Visas :Time between application and finalisation</p>	<p>90% of applications completed within 10 working days</p>	<p>Annually</p>	<p>QTR 1- April 1 application received and completed within 10 working days. No applications received for May and June</p>	
	<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>BOTC Passport -Time between receipt and submission</p>	<p>90% of applications processed and submitted within 2 working days</p>	<p>Annually</p>	<p>QTR 1 - April 50%, May 50%, June target not met</p>	
	<p>1.1 Ensure effective investment in physical infrastructure, including improved access to and round the Island 3.1 Ensure sustainable economic development. 4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners. 5.1 Improve the health of the community 6.2 Ensure sustainable public finances by continuing to collect revenues</p>	<p>Immigration Control Board cases - Time between initiation and finalisation</p>	<p>90% completed within 30 working days</p>	<p>Annually</p>	<p>QTR 1 April - target met 62.5% Total of 8 cases 5 of which were processed within 30 working days. May - target met 83% Total of 6 cases 5 of which were processed within 30 working days. June - target met 90% Total of 10 cases 9 of which were processed within 30 working days.</p>	

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 5.1 Improve the health of the community
 6.2 Ensure sustainable public finances by continuing to collect revenues

% of domestic revenue share of total revenue for the year.

29.00%

Annually

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Annually

During Qtr 1 the following revenue was collected
 Tobacco £150,906
 Alcohol £232,535
 Excise £74,792
 Liquor £9825
 Other £475,333

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Transition of port & cargo operations to Ruperts : Meeting key milestones within the implementation plan.

TBD

Annually

To follow up upon return to work.

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Risk Management & Assurances Function: Meeting key milestones within the implementation plan.

Staff for key roles to be identified. Identify risks in relation to:
 1. Customs' systems and processes
 2. Operation of systems and processes.
 Design and implement Assurance records

Annually

In Qtr 1 targets were created through monitoring tools to ensure accountable officers had targets set to enforce current and new assurance strategies.

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Threat/Risk management & assurances strategies for customs: Meeting key milestones within the implementation plan.

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Initial Customs training course: Meeting key milestones within the implementation plan.

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Approved engagement activities for each Emergency Service

Identify key threats.
 Identify priorities and tasks for specific Officers to be accountable for.

Annually

Continue negotiations to secure UK Border Force training resources.
 Secure funding in principle through SHG TC budget

Annually

Police – 2 community engagement activities each week






Quarterly

In Qtr 1 the Fit For the Future programme (FFTF) did not enable the implementation of Risk Management and Post Clearance Audit functions therefore these will be priority areas for 2022/23 after future decisions around Border Force are made. SHG's infrastructure impacted the department in relation to staff movement and having no funding to renovate and complete phase 2 of the ground floor project.

Weekly community engagement activities:
 - Thursday daytime patrols in Jamestown
 - Weekend engagement with young people
 - Engagement with nighttime economy venues
 Additional activities included community surgeries, school visits, planning for work experience, visits to sports activities



**SAFETY, SECURITY
AND HOME
AFFAIRS**

4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	a) Deliver a 'story a day' on Facebook or Twitter. b) Increase likes and followers.	a) 5 entries per week. b) Increase in likes and followers.	Quarterly	No entries submitted by Immigration during the reporting period	
4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	a) Number of staff who have undergone a wellbeing assessment b) Number of staff who have completed their 30 minutes exercise per week	a) All staff to undergo wellbeing assessment during the year b) 90% compliance	Annually		
4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	Number of incidents v satisfaction levels of those surveyed	75% satisfied	Quarterly	100% satisfied with police actions (4 responses)	
4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	Reduce sickness absence	Reduce level from 2019/20 figures (878 days)	Quarterly	?	
4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	Number of incidents with no errors	90%	Quarterly	Unable to comment, no data available at this time.	
4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	Police – Immediate incident response within 20 minutes	a) 85%	Quarterly	28 reports graded as immediate, with 2 not meeting the target/not needed to be graded as immediate = 93%	

<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>Number of reported escapes from the prison</p>	<p>zero escapes</p>	<p>Quarterly</p>	<p>Zero escapes to date</p>
<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>Reduction in injury road traffic collisions.</p>	<p>Reduction in injury road collisions from 2019-20 levels</p>	<p>Quarterly</p>	<p>3 injury road traffic collisions (all in May) compared with 4 in the same period last year. Qtr 1 - Reduced by 1</p>
<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>Hours spent per prisoner on purposeful activities</p>	<p>4 hours per day (Monday through to Friday)per prisoners</p>	<p>Quarterly</p>	<p>Current average for 'enhanced' prisoners is 5 hours a day of purposeful activity.</p>
<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>a) We will fully explore the potential and value of creating longer term interventions to support our schools programme. b) To support School Educational Visits.</p>	<p>a) PAS Enrichment classes 1 per quarter. 8 Primary school/Youth Organisations fire safety classes. B)100% of request</p>	<p>Quarterly</p>	<p>a) There were no classes for Qtr 1. This will commence shortly, requests have been sent to schools, and we are now awaiting a response with starting dates. b) 6 school visits were organised and completed, 100%.</p>
	<p>c) We will review and where appropriate develop our Juvenile Fire setting education scheme. d) Continue to support the youth in their request for apprentice firefighter schemes.</p>	<p>c) Juvenile Fire setting education scheme 3 per annum. D)100% of all request. Fire station open day 1 annually.</p>	<p>Quarterly</p>	<p>c) This will commence shortly, requests have been sent to schools, and we are now awaiting a response with starting dates. d) 3 apprentice firefighters to commence work with the Department from September 2021.</p>
				<p>There are plans in the works to have a Fire Station open day in January 2022.</p>



<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>a) Develop existing home fire safety programmes, focusing on the health and welfare of our most vulnerable. All staff to receive appropriate safe guarding training.</p> <p>b) Proactively engage at local level and develop community engagement programmes to reduce vulnerability in key areas of home safety and road safety.</p>	<p>a) 4 Home fire safety visits per month. Installation of 4 smoke detectors per month. 100% trained March 2022.</p> <p>b) i) 2 Road safety campaigns per quarter. ii) 3 Fire safety campaigns per quarter. iii) 5 Extinguisher classes per quarter.</p>	<p>Quarterly</p>	<p>a) No home visits were conducted for Qtr 1, but work will continue on this. Due to this being a new initiative, no smoke detectors have been installed at this time but followup work will be undertaken with those that have already been visited.</p> <p>b) No road safety or fire safety campaigns has been completed thus far but preparation work is underway.</p> <p>3 fire safety classes were delivered in Qtr1.</p>
<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>a) Work with other agencies to undertake fire safety audits, to ensure that any licensed premises achieves satisfactory levels of fire safety, for the issuing of appropriate certificates. While providing advice and recommendations to licensing authorises.</p> <p>Continue to develop and enhance Proactive fire safety activities, and to complete our annual fire safety inspection & maintenance programme.</p>	<p>AFA Annual inspections 25% completed per quarter.</p> <ul style="list-style-type: none"> Extinguisher inspections 25% completed per quarter. Hydrant inspections 50 % in quarters 3 and 4 respectively. 100% Liquor licensing inspections in quarter 4. 100% Petroleum licensing inspections in quarter 4. Fire safety management risk assessment on SHG buildings, 3 per quarter. 100% of building application plans received, completed. 	<p>Quarterly</p>	<p>AFA's, 34 buildings completed for Qtr 1, 44.76%.</p> <p>Extinguisher checks, 51 buildings completed for Qtr 1, 52.02%</p> <p>No hydrants inspected thus far.</p> <p>All liquor licensing inspections has been completed from the applications received.</p> <p>Petroleum inspections has not yet commenced.</p> <p>Risk Assessment, 2 buildings completed for Qtr 1.</p> <p>Three building plans were received to date, and processed for the purpose of installing passive and active fire prevention measures. 100%</p> <p>There has been 1 Fire Wardens class for Qtr 1 which was conducted in May, 100%</p>
<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>To reduce our response to AFA's</p>	<p>100 % Call challenge 100% Training of Fire wardens/responsible persons requests. Monitor and review.</p>	<p>Quarterly</p>	
<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>Using Data collection we will create Risk Profiles and review activity levels to ensure the correct speed and weight of our response.</p>	<p>Compile Risk profiling - 100% complete</p>	<p>Quarterly</p>	<p>No risk profiling was conducted for Qtr 1.</p>



4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	Average 12mins attendance target to all "emergency" calls.	100% Monitor and review	Quarterly	April - 6 calls received, Average attendance 9.2 mins. May -10 calls received, Average attendance 7.6 mins June - 5 calls received, Average attendance 5 mins.		
	Average 30mins attendance to "non-emergencies".					
	4.1 Develop a safe environment.	% of actions completed in the III Code Gap Analysis, in accordance with IMO regulation	25% of the planned actions to achieve	Quarterly		Approximately 10% completed actions. Significant progress with Legislation - completed draft of the Merchant Shipping Ordinance 2021 - not yet enforced. Progress made in development, understanding and documenting of procedures. Evidence -
	4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	30 minute Average launch time to Distress related emergencies	Increased trust and confidence levels by response to calls within time parameters (30 minute Average launch time to sea rescue)	Quarterly		1 distressed call received with an average deployment time of 5 mins.
	4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	45 minute Average launch time to Urgency related emergencies	Increased trust and confidence levels by response to calls within time parameters (30 minute Average launch time to sea rescue)	Quarterly		1 urgency call received with an average deployment time of 30 mins.
	4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	Availability of Sea Rescue Vessels for SOLAS	2 Sea Rescue boats available for deployment on 95% of days	Quarterly		2 vessels available for 100% of the time.
4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.	Availability of Sea Rescue Vessels for flights to fan from ST Helena	1 Sea Rescue boat available for deployment on 100% of flight days	Quarterly	2 vessels were available with SR1 on standby.		

	<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>Search and Rescue training delivery - 42 hours of training delivered to the Sea Rescue staff per Quarter</p>	<p>Maintaining the sea rescue staff skill sets</p>	<p>Quarterly</p>	<p>April - June : a total of 37 hrs delivered.</p>	
	<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>Staff Fitness - The upkeep of staff fitness by operating a fitness programme, a minimum of 2 hours of physical fitness per week</p>	<p>To maintain Sea rescue staff fitness level.</p>	<p>Quarterly</p>	<p>April - June : a total of 32 hrs delivered.</p>	
	<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>Ocean Safety programme - Annual delivery of ocean safety lecture to 3 primary and 1 secondary school.</p>	<p>Educate students on Ocean Safety practises</p>	<p>Annually</p>		
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	<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>Ensure Multi agency response plans are reviewed</p>	<p>Plans maintained as part of the emergency planning cycle</p>	<p>Annually</p>		
	<p>4.1 Develop a safe environment. 4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.</p>	<p>Multi-Agency Response Exercise & Training</p>	<p>One multi-tier command exercise to be delivered per year</p>	<p>Annually</p>		

4.1 Develop a safe environment.

4.2 Care for vulnerable and disadvantaged groups in society such as people with disabilities, children, elderly people and low income earners.

SAR Drone training - 3 hours of flight time to be carried out on SAR drone training to be carried out by operators

Maintaining - operator proficiency is maintained

Annually