Performance Reporting - Qtr 2 (July - September 2021)

see KPI also

Portfolio Directorate	Strategic Objective	Performance Measure (Indicator)	Target 2021/22	Reporting Frequency	2nd Quarter Progress	Rag Status
	1.2 Ensure that SHG's ICT infrastructure is current, secure, GDPR and FOI compliant, and capable of supporting critical services and day-to-day operations	Replacement of key communications and Information Systems.	Q1 - 22.5% Q2 - 45% Q3 - 67.5% Q4 – 90%	Quarterly	The key communications and Information Systems, which were upgraded and replaced during the period in question equates to 100%.	
	1.2 Ensure that SHG's ICT infrastructure is current, secure, GDPR and FOI compliant, and capable of supporting critical services and day-to-day operations	Planning and deployment of Exchange 2016.	Q1 - 22.5% Q2 - 45% Q3 - 67.5% Q4 – 90%	Quarterly	70% of the necessary Windows Server operating system prerequisites for Exchange Server 2016 have been installed.	
	1.2 Ensure that SHG's ICT infrastructure is current, secure, GDPR and FOI compliant, and capable of supporting critical services and day-to-day operations	Reduce the carbon footprint associated with IT equipment	Q1 - 7.5% Q2 - 15% Q3 - 22.5% Q4 – 30%	Quarterly	The number of 'Fat' client devices, which have been replaced with Thin Client computing platforms equates to 15%.	
	1.2 Ensure that SHG's ICT infrastructure is current, secure, GDPR and FOI compliant, and capable of supporting critical services and day-to-day operations	The installation and implementation of critical communication systems	Q1 - 20% Q2 - 40% Q3 - 60% Q4 – 80%	Quarterly	70% of all critical systems have been installed and implemented.	
	1.2 Ensure that SHG's ICT infrastructure is current, secure, GDPR and FOI compliant, and capable of supporting critical services and day-to-day operations	Percentage of RODC Servers installed, which will enhance domain security, provide faster logons and better access to resources from remote locations	70% of critical systems installed /implemented	Quarterly	The number of RODC Servers, which have been installed and configured equals 100%.	
	1.2 Ensure that SHG's ICT infrastructure is current, secure, GDPR and FOI compliant, and capable of supporting critical services and day-to-day operations	Percentage of SQL Servers installed, which will support the concepts of business intelligence, transaction processing and analytics.	90% of critical systems installed	Quarterly	The number of SQL Servers, which have been installed and commissioned during the reporting period equals 100%.	

|	Objective	Action	Target	Frequency	Status Update	
	6.1 Ensure effective governance through efficient and effective systems and processes	Develop and issue MTEF guidelines to ensure Directorates deliver overarching goals and strategic objectives	MTEF Guidelines issued per MTEF timetable	6 monthly	MTEF Guidelines issued on 24 September 2021 as per MTEF timetable	(green)
	6.1 Ensure effective governance through efficient and effective systems and processes	Quarterly/6 monthly publication of performance reports and risk management reports	Quarterly Q1 – 31 July Q2 – 31 October Q3 – 31 January Q4 – 30 April	Quarterly	Currently in the process of collating data/information. Report will be compiled and published thereafter.	(amber)
	6.1 Ensure effective governance through efficient and effective systems and processes	Liaison with directors on status of policies relevant to their directorates	Quarterly communication with directorates	Quarterly	Policy Register was updated with some additional policies	
	6.1 Ensure effective governance through efficient and effective systems and processes	Implementation of revised 10 year plan with actions tracked and published	1st half year – 31st October 2021 2nd half year – 30th April 2022	6 monthly	Currently in the process of circulating for progress updates as at 30th September 2021, therefore report will be published once updates have been collated.	
	6.1 Ensure effective governance through efficient and effective systems and processes	Compliance Reports compiled and submitted to A&R Committee	Reminder sent to Directors during first month of each quarter Report with increased coverage submitted to IA by end of first month following each quarter	Quarterly	TORS shared with Directors and revised version sent to HR on 22 September 2021 to commence recruitment with TC funding.	
	6.1 Ensure effective governance through efficient and effective systems and processes	Review and update SHG Communications Strategy	Communications Strategy updated and issued by 1 August 2021	Quarterly	The review of the Comms Strategy is slightly behind but in progress. Feedback has been received from the Senior Leadership team and incorporated into the strategy. The new date for issuing is mid-November 2021	
	6.1 Ensure effective governance through efficient and effective systems and processes	Percentage issuance of SHG Communications Grid which delivers the Communications Strategy goals	100% issuance of Communications Grid and compliance with planned communication activities	Monthly	SHG Communications Grid issued weekly.	(green)
	6.1 Ensure effective governance through efficient and effective systems and processes	Percentage of actions implemented from 2019 Public Opinion Survey Action Plan	Public Opinion Survey conducted in FY 21/22. 100% Action Plan fully implemented by year-end	Quarterly Qtr 1 – 25% Qtr 2 – 50% Qtr 3 – 75% Qtr 4 – 100%	Actions continue to be implemented from the POS.	

Objective	Measure	Target	Frequency	Progress/Comment
6.1 Ensure effective governance through efficient and effective systems and processes	Information Management framework being implemented	Final Framework agreed	Annually	On 10 August 2021 DITSM reported that ITSM is still working with the Consultants on these policies and it is looking like a further 20 working days before they can be finalized/handed over to SHG. Once this has happened these policies will then need to be looked over my IA and Ann Muir (possibly) before being presented to the SLG
6.1 Ensure effective governance through efficient and effective systems and processes	Number of policies reviewed annually	Review 3 Corporate information management policies	Annually	No policies reviewed as yet
6.1 Ensure effective governance through efficient and effective systems and processes	Development of Data Protection Policy	Draft policy developed by year end subject to securing funding for Consultant	Quarterly	TORS shared with Directors and revised version sent to HR on 22 September 2021 to commence recruitment with TC funding.
6.1 Ensure effective governance through efficient and effective systems and processes	Level of customer satisfaction with SHG services	Publication of quarterly reports within 8 weeks of previous quarter, to include average % of "satisfied customers" who completed the survey	Annually	
6.1 Ensure effective governance through efficient and effective systems and processes 6.3 Provide relevant and current data to inform decision making	a) % of key statistics (quarterly price inflation, monthly population) delivered according to timetable b) Population census taken in early 2021	a) As baseline (75%) b) Results published	Annually	a) Target achieved - 12 month rolling total = 87.5% b) Target achieved - Census took place as planned on 7 Feb 2021. Initial results published in May 2021 followed by the full report and accompanying ecxel tables in July 2021.
6.1 Ensure effective governance through efficient and effective systems and processes 6.3 Provide relevant and current data to inform decision making	Social Policy Plan prepared, endorsed and implemented	Draft Plan developed and consulted upon	Annually	The SPP will be prepared when the new Ministers are settled into posts and its contents can be discussed with, and agreed by Directorates, to be part of the agenda of the new Government. Therefore it will be wider than the work of the Social Policy Planner, but will provide a plan of work for the Social Policy Planner.
6.1 Ensure effective governance through efficient and effective systems and processes 6.3 Provide relevant and current data to inform decision making	% of Executive Council business tabled as per the Rolling Programme	95%	Quarterly	100%

	Objective	Measure	Target	Frequency	Status/Comments	
Central Support Services	6.1 Ensure effective governance through efficient and effective systems and processes 6.3 Provide relevant and current data to inform decision making	Tracker documents updated and circulated quarterly	100%	Quarterly	100%	■
	6.1 Ensure effective governance through efficient and effective systems and processes 6.3 Provide relevant and current data to inform decision making	Structure/resources in place prior to General Election	a)Revised Councillors Expenses budget approved by end July 2021 b) Office accommodation allocated by end August 2021	6 monthly	MLCs did not agree the Legislative Council Remuneration and Allowances (Amendment) Bill when it was presented to Legislative Council in July 2021. The new Council will need to consider this after the General Election in Ocotber 2021	■
	2.2 Improve and Build capacity of St Helena's workforce through effective investment in education and training opportunities 6.1 Ensure effective governance through efficient and effective systems and processes	Functional/ structural review undertaken	Delivery of the Programme in line with the Programme Plan	Quarterly	Phase One of the Programme had 3 parts: 1a: Senior Management Review - complete 1b: Restructure to 5 Portfolios - complete 1c: Eight Prioritised Reviews - now all complete with the exception of the Task and Finish (pay/progression) element of the Customs and Immigration Review The Phase Two Programme Plan is being developed, this is significantly delayed as Phase Two was due to go live in April 2021. Rescue plans in place to ensure the Programme Plan is completed by December 2021	■
	2.2 Improve and Build capacity of St Helena's workforce through effective investment in education and training opportunities 6.1 Ensure effective governance through efficient and effective systems and processes	a) Creation and Implementation of a Succession Planning (to include Talent Management) Policy Creation b) Implementation of a revised Learning and Development Policy Skills Development Framework created	Policy 1 and 2 100% complete	Quarterly	a) Succession Planning Policy being developed and on track to complete by 31.03.22 deadline. Graduate Scheme element complete and approved through SLT (moving to implementation) b) Learning and Development Policy being developed and on track to complete by 31.03.22 deadline. Skills Development Framework not due to be created until FY 2022/23	■

2.2 Improve and Build capacity of St Helena's workforce through effective investment in education and training opportunities 6.1 Ensure effective governance through efficient and effective systems and processes	a) People Metrics to be reported as part of CLG Balanced Score Card quarterly b) People Data Pack to be reported at SMTs quarterly	a) Data reported 100% of the time a) Data reported 100% of the time	Quarterly	a) Balanced Scorecard for SLT still in development. Due to be produced by December 2021 and then will be reported 100% of the time i.e. each quarter b) People Data Pack for Portfolio SMTs still in development. Due o be produced by December 2021 and then will be reported 100% of the time i.e. each quarter
2.2 Improve and Build capacity of St Helena's workforce through effective investment in education and training opportunities 6.1 Ensure effective governance through efficient and effective systems and processes	Active Capacity Metrics to be reported to CLG bi-annually	Data reported 100% of the time	Quarterly	Report due April and October annually October report not produced as data not returned. Member of staff leading on this left; has been allocated to a new member of staff who is working on data collection to seek to produce a report for 2021
2.2 Improve and Build capacity of St Helena's workforce through effective investment in education and training opportunities 6.1 Ensure effective governance through efficient and effective systems and processes	At least 80% of participants/line managers giving a positive evaluation against Kirkpatrick evaluation (level 2 'learning' and level 3 'behaviour')	80% Positive	Quarterly	Programme commencing in June 2021. data collected from Cohort 1 shows 100% of partcipants giving a positive evaluation against Level 2. level 3 measured at 4 months so no data as yet.
2.2 Improve and Build capacity of St Helena's workforce through effective investment in education and training opportunities 6.1 Ensure effective governance through efficient and effective systems and processes	At least 48 coaching hours delivered each FY [8 individuals coached for 6 sessions]	Delivery of 48 coaching hours (minimum)	Quarterly	38.5 hours logged so far this FY.
5.1 Improve the health of the community 6.1 Ensure effective governance through efficient and effective systems and processes	Wellbeing Strategy and Action Plan developed and agreed by CLG and ERC	Action Plan developed within Financial Year	Quarterly	Strategy and Action Plan in development to complete by 31.03.22. Some activity has commenced in advance of strategy and action plan - including Mental Health Awareness Training for all Senior Managers and the creation of a cohort of TriM (Trauma Risk Management) Practitioners

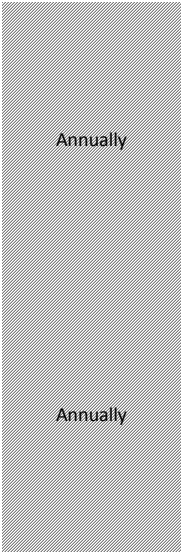|					
	5.1 Improve the health of the community 6.1 Ensure effective governance through efficient and effective systems and processes	Employee Recognition Scheme developed and agreed by CLG and ERC	Scheme launched within Financial Year	Quarterly	There is a draft Recognition Scheme that needs developed. Work has commenced by the ER Advisor to develop this to complete and launch in Q4 of this FY
	5.1 Improve the health of the community 6.1 Ensure effective governance through efficient and effective systems and processes	Diversity and Inclusion Strategy and Action Plan developed and agreed by CLG and ERC	Action Plan developed within Financial Year	Quarterly	Strategy and Action Plan in development to complete by 31.03.22
	1.1 Ensure effective investment in physical infrastructure, including improved access to and around the Island 7.1 Promote the sustainable management and use of natural resources and the environment	% review into fully electric vehicles evaluating purchase, running and maintenance cost to gauge efficiency savings, completed.	100%	Annually	Requested updated cost of vehicles & support equipment. To engage with electricity supplier to determine compatible charge stations
	1.1 Ensure effective investment in physical infrastructure, including improved access to and around the Island 7.1 Promote the sustainable management and use of natural resources and the environment	% of fleet vehicles fully electric	2%	Annually	Ongoing discussions with the aim to import in Qtr 4
	1.1 Ensure effective investment in physical infrastructure, including improved access to and around the Island 7.1 Promote the sustainable management and use of natural resources and the environment	% of mechanics using computer and required software	50%	Annually	Liaising with community college with suitable courses identified for some mechanics but need to identify a tutor for the beginners lessons.
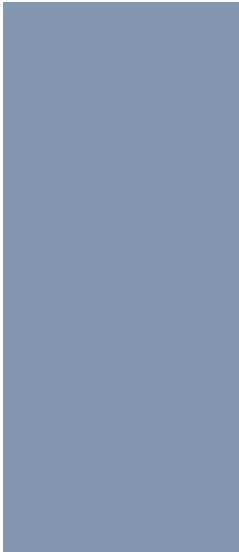
	1.1 Ensure effective investment in physical infrastructure, including improved access to and around the Island 7.1 Promote the sustainable management and use of natural resources and the environment	% of mechanics competent in navigating diagnostic software	50%	Annually	On going with the aim to involve more mechanics once they have enroled on the various IT courses.
	1.1 Ensure effective investment in physical infrastructure, including improved access to and around the Island 7.1 Promote the sustainable management and use of natural resources and the environment	Number of Framework Agreements in place for the different categories of vehicles	1 Framework Agreement	Annually	Overseas procurement for Ford spares currently exploring possibility of setting up framework agreement, in discussions with Corporate procurement.