

## Performance Reporting - Qtr 3 (Oct - Dec 2021)

see KPI also

Portfolio Directorate	Strategic Objective	Performance Measure (Indicator)	Target 2021/22	Reporting Frequency	3rd 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 20%.	
	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%.	
	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	

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	Qtr 1 and Qtr 2 performance reports and 1st half year KPI report published on SHG Website
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	No further updates. An email will be circulated within Qtr 4 requesting any new 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	1st half year report completed.
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	Directors asked for SITREP by mid Jan 2022 to gain better understanding of relevance of existing legislation - some legislation was reported to be out of date and no longer fit for purpose. Advice sought from AG's chambers as to SHG's liability in terms of compliance or non-compliance with out of date legislation. Outstanding Compliance Reports for qtrs 4 (2020/21), and qtrs 1 and 2 (2021/22) sent to Internal Audit.
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 SHG Communications Strategy was reviewed by the Head of News in December 2021. A draft was circulated to the SLT just before the Christmas break. It is anticipated that an updated strategy will be issued by end January 2022.
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. No grid issued for WC 20 Dec due to Christmas break.
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%	Ongoing

	<p>6.1 Ensure effective governance through efficient and effective systems and processes</p>	<p>Information Management framework being implemented</p>	<p>Final Framework agreed</p>	<p>Annually</p>	<p>Deputy ITSM has advised that the policies that were being developed with regard to cyber security etc have been finalised. I have asked if it is possible to have a list of those so that they can be included in the Information Management Framework and await a response</p>	
	<p>6.1 Ensure effective governance through efficient and effective systems and processes</p>	<p>Number of policies reviewed annually</p>	<p>Review 3 Corporate information management policies</p>	<p>Annually</p>	<p>5 policies have been reviewed and circulated to DITSM for comments before finalising the updated version. A new Version Control policy has been drafted and Guidance on the Development of Information Retention and Disposal Policies has also been drafted. A response is awaited from the Director of HR&amp;OD regarding the possibility of including the section's information retention policy as an Annex to this guidance</p>	
	<p>6.1 Ensure effective governance through efficient and effective systems and processes</p>	<p>Development of Data Protection Policy</p>	<p>Draft policy developed by year end subject to securing funding for Consultant</p>	<p>Quarterly</p>	<p>Decision taken to seek Expressions of Interest on Island. Preliminary discussion held with Career Access St Helena as to advertising.</p>	
	<p>6.1 Ensure effective governance through efficient and effective systems and processes</p>	<p>Level of customer satisfaction with SHG services</p>	<p>Publication of quarterly reports within 8 weeks of previous quarter, to include average % of "satisfied customers" who completed the survey</p>	<p>Annually</p>		
	<p>6.1 Ensure effective governance through efficient and effective systems and processes</p>	<p>a) % of key statistics (quarterly price inflation, monthly population) delivered according to timetable</p>	<p>a) As baseline (75%)</p>		<p>a) Target achieved - 12 month rolling total = 87.5%</p>	
	<p>6.3 Provide relevant and current data to inform decision making</p>	<p>b) Population census taken in early 2021</p>	<p>b) Results published</p>	<p>Annually</p>	<p>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 excel tables in July 2021.</p>	
	<p>6.1 Ensure effective governance through efficient and effective systems and processes</p>	<p>Social Policy Plan prepared, endorsed and implemented</p>	<p>Draft Plan developed and consulted upon</p>	<p>Annually</p>		
	<p>6.1 Ensure effective governance through efficient and effective systems and processes</p>	<p>% of Executive Council business tabled as per the Rolling Programme</p>	<p>95%</p>	<p>Quarterly</p>	<p>ExCo Rolling Programme was also in the process of being revised during this quarter but around 90% of those Memos tabled were on the Rolling Programme.</p>	
	<p>6.3 Provide relevant and current data to inform decision making</p>					

**Central Support Services**

<p>6.1 Ensure effective governance through efficient and effective systems and processes 6.3 Provide relevant and current data to inform decision making</p>	<p>Tracker documents updated and circulated quarterly</p>	<p>100%</p>	<p>Quarterly</p>	<p>The LegCo Tracker was updated and issued in December 2021. The ExCo Tracker was updated but not issued, as HE the Governor requested some revisions to be made to it, in view of the new Council being in place.</p>
<p>6.1 Ensure effective governance through efficient and effective systems and processes 6.3 Provide relevant and current data to inform decision making</p>	<p>Structure/resources in place prior to General Election</p>	<p>a) Revised Councillors Expenses budget approved by end July 2021 b) Office accommodation allocated by end August 2021</p>	<p>6 monthly</p>	<p>The Legislative Council (Remuneration and Allowances) (Amendment) Ordinance, 2021 was enacted on 17 December 2021, making provision for new rates of pay for Councillors, Ministers and Chief Minister and for expenses. Office accommodation allocated for 7 backbenchers in Castle Court Yard with Ministers being accommodated in respective Portfolios</p>
	<p>Functional/ structural review undertaken</p>			<p>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</p>
<p>2.2 Improve and Build capacity of St Helena's workforce through effective investment in education and training opportunities</p>		<p>Delivery of the Programme in line with the Programme Plan</p>	<p>Quarterly</p>	<p>Phase Two is back on track and Tranche 2a has been signed off by the Programme Board in November 2021. Communications have re-started. Evidence contained within Programme Highlight Reports reported at each Board Meeting.</p>
<p>6.1 Ensure effective governance through efficient and effective systems and processes 2.2 Improve and Build capacity of St Helena's workforce through effective investment in education and training opportunities</p>	<p>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</p>	<p>Policy 1 and 2 100% complete</p>	<p>Quarterly</p>	<p>a) Succession Planning Policy developed. Graduate Scheme element complete and approved through SLT (is now in implementation phase) 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</p>
<p>6.1 Ensure effective governance through efficient and effective systems and processes</p>	<p>a) People Metrics to be reported as part of CLG Balanced Score Card quarterly b) People Data Pack to be reported at SMTs quarterly</p>	<p>a) Data reported 100% of the time a) Data reported 100% of the time</p>	<p>Quarterly</p>	<p>a) Balanced Scorecard for SLT still in development. Was due to be produced by December 2021 and then will be reported 100% of the time i.e. each quarter but has been pushed back to completion by 31.03.2022. b) People Data Pack for Portfolio SMTs still in development. Was due to be produced by December 2021 and then will be reported 100% of the time i.e. each quarter but has been pushed back to completion by 31.03.2022.</p>
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	<p>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</p>	<p>% review into fully electric vehicles evaluating purchase, running and maintenance cost to gauge efficiency savings, completed.</p>	<p>100%</p>	<p>Annually</p>	<p>Updated cost of vehicles &amp; supporting equipment received, to be evaluated to determine next step.</p>	
	<p>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</p>	<p>% of fleet vehicles fully electric</p>	<p>2%</p>	<p>Annually</p>	<p>Ongoing - to evaluate with the aim to place order in Qtr 4 but the leadtime is 4 months therefore unlikely to receive in this FY.</p>	
	<p>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</p>	<p>% of mechanics using computer and required software</p>	<p>50%</p>	<p>Annually</p>	<p>Suitable courses identified for some mechanics but still needing to identify a tutor for the beginners lessons.</p>	
	<p>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</p>	<p>% of mechanics competent in navigating diagnostic software</p>	<p>50%</p>	<p>Annually</p>		
	<p>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</p>	<p>Number of Framework Agreements in place for the different categories of vehicles</p>	<p>1 Framework Agreement</p>	<p>Annually</p>		