



# **St Helena Government**

## **PERFORMANCE REPORT**

**FOR PERIOD 10 - JANUARY 2016  
FINANCIAL YEAR ENDING 31 MARCH 2016**

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Key Performance Indicators  
BAM Commitments  
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Analysis of Revenue  
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**St Helena  
Government**

## Overview of Performance for JANUARY 2016

### Introduction

January saw a significant rise in absences of both students and staff in the last week of January due to a widespread viral infection, which resulted in a decision being made to close the Primary Schools for two days.

For the first time in many years the Island's population (Saint Helenian's) is on the increase, which is starting to put pressure on the housing supply.

Health are still unable to provide updates as at January due to ongoing issues with EMIS which are currently being resolved.

### Summary of Key Performance Indicators

Some of the headlines for January are as follows:

January 2016 saw 272 stay over tourist visitors. Financial year to date: 1,700 - a 7% increase from the previous financial year.

28% of energy produced was renewable. Year to date shows 29.13%.

9 domestic abuse offences were recorded for the month.

Overall Crime up to 13 offences with a 69% detection rate which shows an increase in reported crime for the second month in a row.

SHG Headcount remains at 17.1%.

Students in Years 4, 6 and 9 have completed their CAT assessments and primary and secondary groups have completed the PASS survey and baseline English and maths assessments

Finance have over collected revenue by £197k at this point in the year.

### Committments given during BAM

For January, an Island wide training needs assessment was conducted to assess education, training and developmental needs within SHG and the Private Sector. Also planning and preparation for Level 4 Certificate Programme took place, in which the programme planning was then submitted to Cambridge for approval.

Statistics Office have been focussing on preparation for 2016 Census with fieldwork operations having commenced on 30th January.

ESH actual spend to date is showing 90.25% against budget.

### Corporate Risk Management

It has being agreed to do quarterly progress reports of the Corporate Risk Register with effect from this month, therefore the next update will be at end of March 2016. In respect of the risks on the Combined Performance Report there has been no major change, approval has been given for Review of Pay and Grading to commence in April 2016 and Capital Spend at the end of January is at £2,418,291

### **Summary of Financial Performance**

Total budgeted revenue for the year to date was £26,366K. Actual revenue collected for this period was £26,753K. This represents an over collection of £355K, which is a favourable variance of 1.5% against expected revenue for this period.

Total budgeted expenditure for the year to date was £26,493K. Actual expenditure for this period was £25,856K. This is an under spend of £637K, which is a favourable variance of 2.4% against expected expenditure for this period.

The overall movement on the Consolidated Fund to date is an increase of £897K.

### **Key Revenue and Expenditure Variances**

A favourable variance has been achieved on Income Tax and Customs Duty collected of £197K. This is primarily due to an over collection in Self Employed Income Tax and Customs duty on Ad Valorem and Alcohol although there have been under collections in other customs areas.

The favourable expenditure variance on the year to date has been achieved through the under spend on Shipping. This has reduced the impact of overspends in other areas.

Subject to approval of the Supplementary Appropriation Bill in February 2016, the over spends within directorates will be offset by a number of under spends in others in particular on the shipping subsidy.

### **Capital Programme**

Exco declined approval for a water tank to be situated outside of Longwood House,, therefore Connect St Helena are required to do further site investigations on other potential sites. However, the pipeline from Ropery Field and Fishers Valley will continue to be laid. Works to the enlargement of Harpers 3 has started on site as well as the access road to and from Harpers 2 and 3. Contracts have been signed for the upgrading of HTH and Jamestown sewerage networks and works have started on site.

Works have progressed on the Hospital with Phase 2 works completed and Phase 3 being started. Phase 4 works is secluded to be completed at the end of April 2016. The clients requirements has changed for Barn View with a preference to having more buildings on the site at Cape Villa. Safeguarding has submitted a bid for prioritisation in 2016/17. The remediation works to the existing Barn View building is completed.

Detailed designs for the Prison contract are still being reviewed by the design team of ENRD and some designs have been sent off for verification.

Invitation to tender has been advertised for the provision of design and geotechnical consultancy services for construction of the R2 road project.







## SHG KEY PERFORMANCE INDICATOR REPORT PERIOD 10 (JANUARY 2016)

NO	Key Result Area - Directorate Responsible	Performance Indicator/ Risk Mitigation	Rationale for Indicator	Benchmark	Target 2015/16	Target 2016/17	Performance Report	RAG Status	Direction of Travel	Notes	Overall Brief Monthly Commentary on Progress/events
1	Economic Development Finance	Self-sufficiency % of budget from local revenue	Sustainable economic growth that benefits everyone, enabling social and environmental development	33% (2013/14)	40%	TBD			↻	report on annually	
2	Economic Development Human Resources	SHG Footprint % of resident population employed by SHG		Headcount = 790 Population = 4,595 17% (2013/14)	17%	TBD	Headcount as at 31 January 2016 was 806 representing 17.1% of resident population employed by SHG based on Q4 average resident population figure for 2015/16.		↔		The average resident population figure for Q3 of 2015/16 was 4702. SHG's headcount as at 31 January 2016 was 806 representing 17.1% of resident population currently employed by SHG.
3	Economic Development Statistics	Private Sector Expenditure (in National Accounts)		£15,584,000 (2011/12) £16,382,000 (2012/13)	£20,300,000	TBD			↻	report on annually	
4	Economic Development ENRD (ANR)	Agriculture Local Market share of like for like production		Meat 86% Vegetables 40%	Meat 90% Vegetables 55%	Meat 95% Vegetables 60%	For vegetables, sales figures of 71.5 tonnes from the key outlets suggests target is on track for achievement by March 2016. For Meat production, approximately 72.7 tonnes of meat has been produced for the year.		↔	report on 6 monthly	For vegetables, sales figures of 71.5 tonnes from the key outlets suggests target is on track for achievement by March 2016. For Meat production, approximately 72.7 tonnes of meat has been produced for the year.
5	Economic Development ESH	Accommodation Available serviced rooms		39 rooms (2011/12)	90 rooms	TBD	2015/16 target revised to reflect planned developments in tourism accommodation.		↔		The newly restored General's Apartments at Longwood House which comprises two fully serviced en-suite bedrooms were officially open during the Bicentenary events adding to the island's stock of serviced accommodation, bringing this figure to 53 serviced rooms available during this FY of which 42 are ensuite. Due to delays with the Jamestown Hotel, the target of 90 serviced rooms will not be met during this FY.
6	Health & Wellbeing	Vaccination Coverage (Children at 2 years of age, up to date with vaccinations)	Improved Life quality with healthy lifestyles promoted	31 two year olds, 93.5% of the total population	100%	100%	EMIS population of 0 - 2 years old registered : 144 received vaccination coverage in November : 25 under 2 year olds.		↔		Health have been unable to provide updates for December due to 1) Ongoing issues with EMIS a. Monthly remote support sessions with EMIS consultant are ongoing but as of January have not yet resulted in reliable or straightforward access to the data required for monthly performance reporting.
7	Health & Wellbeing	Obesity Reduce the number of people that are clinically obese		Island population registered on EMIS 4776. Total population obese = 279 (5.9%) morbidly obese = 29 (0.6%)	55% EMIS status 25% patients with HBA1C ≤7.5 and below 2% patients above 7.5.	65% EMIS status 35% patients with HBA1C ≤7.5 and below 1% patients above 7.5.	Total EMIS population of adults (> 18 years old) in November: 4104 November (> 18 years old) Patients weighed BMI recorded >20 = 107 November 2015 EMIS population of adult (>18 years) with a BMI >30 = 35 BMI >40 = 4 (25 female - 14 Males) BMI > 40 = 4 patients ( 2 males - 2 females ) BMI >30 < 40 = 35 patients ( 23 females - 12 male) EMIS population Primary School age children age 4 years 11 months 30 days – 11 years 11 months 30 days : 377 4 children obese measured in November EMIS population Secondary School age children age 12 years – 18 years 11 months 30 days: 246 0 children obese in November November 2015 EMIS population of Centile value Infants 0 – 2 years 11 months 30 days: 0 >75 0 >90 in November.		↔	2) Lack of IT access as a result of the office relocation a. IT department addressing this as a matter of urgency but ongoing issues with the IT infrastructure and internet connectivity in place in the Half Tree Hollow Clinic and CCC is preventing staff from accessing information and submitting performance reports.  Vaccination Coverage: There was a reduction in vaccination coverage during the month of November, due specifically to staff shortages within the Community Health Service.  Obesity: Plans are in hand for the relocation of Community Nurses to their new base at the Half Tree Hollow Clinic, which is being renovated to include office accommodation etc. Work in relation to this is progressing well.  Diabetes: Due to the change of measurement of HbA1C on EMIS from DCCT% to IFCC measure - during the EMIS consultants visit - all HbA1C will now be reported using the IFCC measurement and then converted into the average blood glucose level.	
8	Health & Wellbeing	Diabetes % of diabetics with HBA1C ≤ 7.5 on their last test. Number of patients admitted with a diabetes related complication		EMIS Population 3034, Diabetic Population 693, 693/3034 = 22.8% 3.03% patients with HBA1C ≤7.5 and below. 3.75% patients above 7.5.	55% EMIS status 25% patients with HBA1C ≤7.5 and below 2% patients above 7.5.	65% EMIS status 35% patients with HBA1C ≤7.5 and below 1% patients above 7.5.	86 diabetic patients had HbA1c screening in October: HbA1c of 7.5 or less: 63 (73%) Year to date: 451 diabetics having check (66% of Diabetic population on EMIS, 688 on register) of which, HbA1C of 7.5 or less: 23 (57%)		↔		Mental Healthcare: There was a visit from Professor Robinson during the month of November, primarily to conduct a 1:1 patient assessment, review further treatment/determine a plan of action.
9	Health & Wellbeing	Mental Healthcare Number of acute mental health admissions per year reduced due to better community support		1.55% Mental Health patients of total population. 5 Mental Health Admissions per year.	3 Mental Health Admissions per year.	2 Mental Health Admissions per year.	CPN ((Child & Adolescent) : 44 families seen. CPN (Adult) :36 mental health patients seen. Included within these figures were 3 hospital admissions. The relevant 1:1's continue and the management of 1 patient suffering from substance misuse. 1 mental health assessment was conducted and a total of 8 patients were reviewed by Professor Robinson.		↔		Smoking: Brief intervention has been implemented in various Clinics during consultations. Whilst it was anticipated a Smoking Cessation Group would have commenced at Half Tree Hollow, this has not been possible due primarily to low staffing levels. The setting up of Smoking Cessation Groups will therefore be targeted early in the New Year.



NO	Key Result Area - Directorate Responsible	Performance Indicator/ Risk Mitigation	Rationale for Indicator	Benchmark	Target 2015/16	Target 2016/17	Performance Report	RAG Status	Direction of Travel	Notes	Overall Brief Monthly Commentary on Progress/events	
10	Health & Wellbeing	Smoking clients who have received counselling for smoking and who have stopped % of		Island population registered on EMIS 4776 Smoking status record 1773 1773/4776 = 37%	85% EMIS status 20% of smokers	95% EMIS status 15% of smokers	Smoking Status Registered on EMIS November = 1874 Smokers total registered on EMIS = 629 Smokers seen in November : 114 Patients received brief intervention and Nicotine Replacement Therapy in November : 3 patients		↔			
11	Education	Primary Education of pupils achieving level 4+ %	Standards of Education are in line with those achieved in the UK	Reading 54% Writing 68% Maths 55%	Reading 75% Writing 75% Maths 75% Spelling, Punctuation and Grammar 50%	Reading 80% Writing 80% Maths 80% Spelling, Punctuation and Grammar 55%	Reading 78% Spelling, Punctuation and Grammar 59% Mathematics 48% Writing 50%		↔		Primary/Secondary Education: There was a significant rise in absences amongst students and staff in the last week of January due to a widespread viral infection. At PAS, Mrs. Penny Bowers assumed the role of Acting Head Teacher upon the departure of Mr. Paul Starkie. The first stage of the proposed on-island teacher training programme has been evaluated and endorsed by Cambridge for the award of the Level 4 Certificate in Teaching and Learning through the Cambridge PDQ teacher training scheme. The St Helena programme was developed by Directorate staff in conjunction with local head teachers to Cambridge guidelines. Training begins in February and is slated for completion in August. Locally qualified teachers who successfully complete their training are eligible to move to the Teacher 2 grade on the new Scheme of Service for teachers. Students in Years 4, 6 and 9 have completed their CAT assessments and primary and secondary groups have completed the PASS survey and baseline English and maths assessments. The results of these new assessments will be analysed and reviewed in February.	
12	Education	Secondary Education % of pupils achieving 5 GCSE A*-C including English and Maths		19% (2012)	65% (2016)	65% (2017)	o 5 A* - C including English and Maths 18% o 5 A* - C 29% o English A* - C 34% o Mathematics A* - C 24% o At least 1 pass A* - C 76% o At least 1 pass A- G 100%		↔			
13	Education	NEETS The number of young people not in education, employment or training		0 (2013)	0	0	0			↔		
14	Transport Statistics Office	Number of stay over tourist visitors to the island		2,527 (2012/13) 2,054 (2013/14)	28% growth (approx. 3,200 visitors)	Onset of air access - step change. Visitor predictions TBD once access provision is known.	January 2016: 272 Financial year to date: 1,700 stay over visitors, a 7% increase from the previous financial year.		↔			January 2016 saw 272 stay over visitor arrivals. The start of the traditional "yachting season" on St Helena saw 30 vessel arrivals alongwith 91 members of crew. The call of the World Arc Rally competitors contributed 13 vessel and 40 members of crew.
15	Transport Access Office	Air Access is achieved	People and goods able to move to and around the island flexibly, safely and cost effectively	The construction of the airport is well advanced and delivering certification and operational readiness is priority	Air access certification achieved	St Helena is operationally ready and welcomes international commercial flights.	Basil Read is currently taking part in a further round of desktop audits with the regulator, Air Safety Support International (ASSI). Alongside this, work is progressing well on a number of fronts in relation to preparation for Airport operations. The outcome of the desktop audits is expected in February, and this will inform next steps, including the requirements for an on-island audit - needed in order to certify the Airport The St Helena Airport Project Annual Environmental Report (AER) 2014-15 is the third AER produced for the St Helena Airport Project. A further Airport Stakeholder Engagement Forum (SEF) was held at the Museum of St Helena on Wednesday 20 January 2016. Work on the Bottom Woods Airport Access Road re-started on Monday 18 January 2016 and will continue for around two weeks. The works will include the hauling, off-loading and compacting of road materials. A base course layer consisting of 150mm of crushed rock will be followed with a bitumen-based prime application, and a final 19mm cape seal surface layer - this will be the final layer on this section of the road. Detailed designs are currently being prepared for the ship to shore arrangements and the Bayside Fuel Facility. Work has progressed on the pipelines that will connect the Bayside Fuel Facility with the Permanent BFI in Upper Rupert's and on the dedicated pipeline to the Power Station. Finally, all of the fuel tanks and the firewater tank have been erected at the permanent BFI and the accompanying piping is now in place.		↑		Basil Read is currently taking part in a further round of desktop audits with the regulator, Air Safety Support International (ASSI). Alongside this, work is progressing well on a number of fronts in relation to preparation for Airport operations. The outcome of the desktop audits is expected in February, and this will inform next steps, including the requirements for an on-island audit - needed in order to certify the Airport The St Helena Airport Project Annual Environmental Report (AER) 2014-15 is the third AER produced for the St Helena Airport Project. A further Airport Stakeholder Engagement Forum (SEF) was held at the Museum of St Helena on Wednesday 20 January 2016. Work on the Bottom Woods Airport Access Road re-started on Monday 18 January 2016 and will continue for around two weeks. The works will include the hauling, off-loading and compacting of road materials. A base course layer consisting of 150mm of crushed rock will be followed with a bitumen-based prime application, and a final 19mm cape seal surface layer - this will be the final layer on this section of the road. Detailed designs are currently being prepared for the ship to shore arrangements and the Bayside Fuel Facility. Work has progressed on the pipelines that will connect the Bayside Fuel Facility with the Permanent BFI in Upper Rupert's and on the dedicated pipeline to the Power Station. Finally, all of the fuel tanks and the firewater tank have been erected at the permanent BFI and the accompanying piping is now in place.	
16	Transport Corporate Support (Carol)	Number of people using public transport		18070 tickets sold (2013/14)	A further 10% increase through additional measures such as park and ride schemes (21864 tickets)	A further 10% increase with services tailored around tourism and improved routes to meet local demand	5049 tickets sold April -June 2015 4676 tickets sold July-September 2015 4918 tickets sold October - December 2015		↔	data reported on Quarterly		14,643 tickets sold to date. A meeting was held with Members of the Legislative Council on 22nd January to go through the content of the Information Paper that was issued in late December. Members had no objection to the fare increases proposed. The new contract with Joshua's Taxis will commence on 1st March, allowing the business time to advertise the new timetables and inform their customers of the fare increases. Negotiations still ongoing with Colin's Garage regarding the Sandy Bay route; this route will continue under the existing contract for the time being.
17	UTILITIES Connect STH	Sustainability % of total electricity produced by renewable sources		Island utilities are reliable, cost effective, affordable and meet international standards	12.24%	40%	60%	January = 28%		↑		
18	UTILITIES Connect STH	Reliability Unplanned electricity interruptions per annum			134 (13/14)	65	35	January = 18 faults		↔		Sustainability: January renewable contribution was 28%, ytd is 29.13% which closely correlates to Connects budgeted figure of 30%. Reliability: Electricity disruptions for January = 18.
19	UTILITIES Connect STH	Water % of customers with access to treated and tested water	90%		93%	100%	January = 90%		↔		Water: At the moment there are no plans to transfer additional customers from untreated to treated water. Water supplies remain a risk for the island and work to expand the reservoir capacity has commenced. Plans continue for the relining of existing reservoirs which will minimise loss through leaks and further secure supplies.	
20	UTILITIES SURE/SHG Economist	Communications % of households with internet connections	56.3% (2013/14)		65.8%	70.8%			⊘	report on annually		

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21	Community & Housing Housing	Increased community capacity through better informed and engaged residents	Strong, sustainable and empowered communities, supported by housing that meets peoples' needs	Customer satisfaction using 2014 survey as benchmark	By 2016 tenants should rate, on average: Quality of home - good Quality of Repairs – excellent Quality of communications – excellent Quality of immediate locality - good.				⊘	report on biannually due Oct 2016	On the 13th January a 2015/2016 housing matters report was submitted to the S&CDC, the details of this report will be discussed and made available in February's KPI report. We are also awaiting a final response from the BAM as to additional funding for the housing service, we are likely to have confirmation of this by April 2016. The main issues we have dealt with is homelessness, mostly from people returning home expecting to be housed. Since January 2015 the housing office has dealt with 12 homeless applicants. We have housed 5 of these applicants in temporary hotel accommodation. We have seen a significant rise, most cases involve domestic violence and Saints returning home from the UK, etc.	
22	Community & Housing Socio-Economist	Social Policy Plan % of actions from SPP Implementation Plan completed		33 actions in the SPP Implementation Plan	90%	100%				↑		Following many years of dedicated work the St Helena Human Rights Office was officially opened in December and this marks an incredibly important step for the island.
23	Community & Housing Human Rights Office	Establishment of Human Rights Commission (HRC)		St Helena Human Rights Office established in April 2012. Funding for one full-time officer has been provided since April 2014.	Recruitment and training of Human Rights Commissioners	A fully functioning service for the provision of advice, monitoring and protection of Human Rights on St Helena	Commissioners undergoing initial training Case load building and work fully underway.			↑		The Commission is now established with 4 Commissioners and CEO (ex-officio Commissioner) appointed. Work has begun with 5 cases allocated to commissioner for investigation. Work progressing on several working groups.
24	Security Police	Reducing Overall Crime	People are living in a secure and safe environment	Reduce overall crime	<225	<Total crime for 2015/16	August 2015 - 19 (279% detection) September 2015 - 12 (67% detection) October 2015 - 10 (60% detection) November 2015 - 7 (81% detection) December 2015 - 9 (80% detection) January 2016 - 13 (69% detection)		↑		Overall Crime: Crime have increase for the 2nd month in a row, however numbers are still below target (17) but the low levels which started in August have continued. Yearly performance is now matching target.  Domestic Abuse Offences/Sex Related Offences: No sexual offences and 9 domestic abuse offences where reported this month. This is in part to officers recording incidents in which no crime is committed as domestic related, following training and awareness on this subject.	
25	Security Police	Improving Trust and Confidence in the Services Provided by the Directorate		Increase the reporting of Domestic Abuse offences/incidents	>33	>Total number of Domestic Offences/incidents for 2015/16	August 2015 - 2 (100% detection) September 2015 - 1 (100% detection) November 2015 - None January 2016 - 9 (100% detection)	October 2015 - 2 (100% detection) December 2015 - 4 (75% detection)		↑		
26	Security Police	Improve Public Safety, Protect children and the vulnerable working with Partners, Volunteers and Stakeholders		Increase in reporting of sex related offences 100% child related referrals dealt with through s multi-agency approach	>27 90% of referrals submitted within 24 hours	>Total number of sex offences in 2015/16 90% of referrals submitted within 24 hours	August 2015 - 1 (119% detection) September 2015 - 5 (50% detection) November 2015 - 1 (37% detection) January 2016 - None	October 2015 - 0 (0% detection) December 2015 - None		↑		
28	Security Safeguarding	% of referrals having initial assessments within 14-30 days		40%	40%	June - 20% September - 26% October - 20% January - 40%	July - 15% November - 22%	August - 15% December - 40%		↑	report on wef June 2015	January saw key developments in activities for some of the islands most vulnerable adults, communication plans continue to be developed and the Adults Team have begun reviewing everyone on the Occupational Therapy scheme. The protection of vulnerable adults remains our primary objective and Safeguarding Adults procedures have been developed and rolled out for comment. We have also completed an Adult Social Care service plan.
29	Security Safeguarding	% of adult clients receiving 1-1 work		50%	70%	June - 6% September - 10% October - 10% January - Approx. 17-20%	July - 7% November - 11%	August - 10% December - Approx. 17-20%		↔	report on wef June 2015	
30	ENRD	Plants and Wildlife Health of Marine and Terrestrial Habitats	Our Island, Our Environment, Our Responsibility	Benchmark needs establishing October 2015 – selection of indicative habitats March 2016 – completion of first benchmark surveys	Little or no change	Improving				⊘	report on annually	Plants and wildlife. The Peaks Conservation Program continued with removal of flax at Mt Actaeon - Two Fingers area. Propagation of endemic species continued at the Peaks nursery. Banana trees were cleared from waterways at the Peaks and replanted with endemic plants. Routine trail maintenance in the Peaks National Park has commenced.
31	ENRD	Water Quality Maintaining good water quality		Benchmark needs establishing June 2016 - Procurement of Equipment. Receipt on island. September 2015 - Training March 2016 - 6 months monitoring data	Little or no change	Improving					⊘	report on annually

NO	Key Result Area - Directorate Responsible	Performance Indicator/ Risk Mitigation	Rationale for Indicator	Benchmark	Target 2015/16	Target 2016/17	Performance Report	RAG Status	Direction of Travel	Notes	Overall Brief Monthly Commentary on Progress/events
32	ENRD	Waste Management		Reduction in waste sent to landfill	5%	15%			↻	report on annually	Waste Management Services because of under-staffing".  Funding - Conservation Section submitted a BEST 2.0 grant for trail upgrades at the Peaks and held discussions with Tourism for funding for trail maintenance. Waste Management Services submitted business cases for plant and equipment to support commercial recycling through Capital Programme funding. 2016/17 KPI will be unachievable without investment in commercial recycling.
33	ENRD	Energy Use		More efficient use of energy per head of population	5%	10%			↻	report on annually	
34	ENRD	Funding		Proportion of SHG Environmental Management Costs funded by Eco-tourism	5%	10%			↻	report on annually	
35	Efficient, Effective and Open Government Corporate Support Carol/Helen	Report It - Sort It % of people acknowledge within 1 working day	Working to ensure Public trust in SHG through an established system of transparency, robust processes and decision making.		100%		100% January		↑	report on wef Aug 2015	3 reports still outstanding. One relates to a request for a Bus Shelter at Two Gun Saddle, the other 2 are street lighting faults. These faults are to be rectified as part of an ongoing programme of replacement solar lighting
36	Efficient, Effective and Open Government Corporate Support Carol/Helen	Report It - Sort It % of jobs completed within 20 working days			80%		100% for January		↑	report on wef Aug 2015	
37	Efficient, Effective and Open Government CPPU/IA	Governance % of significant governance issues are addressed annually		70% (2013/14)	90%	100%			↔		All data requested has now being forwarded to Marsh Ltd for analysis. Deadline for this work to be completed is 31 March 2016. .
38	Efficient, Effective and Open Government Corporate Support/PR	Open Government Something on access to information or complaints?		% of requests for info answered within time under the Code of Practice for Public Access to SHG Information.	90%	95%	One appeal against refusal to provide information requested in October 2015 was lodged in November		↔		There have been very few requests for information this reporting year but all of those which have been received have been dealt with in the initial 20 working days time frame



## REPORT ON KEY BAM AREAS PERIOD 10 (JANUARY 2016)

No.	Area		Performance Report	RAG Status
1	Budget, MTEF and Finance	MTEF Cycle	During the month of April an evaluation was carried out of the process for last year, identifying what went well and what areas needed improvements in line with the MTEF process. MTEF Guidelines were issued in May 2015. Draft budget ceilings have been discussed with elected members at Chairperson's Assembly and draft ceilings have been issued to directorates. Directorates commenced work on their Strategic Plans and draft Budgets and an initial summary position has been established and provided to Corporate Finance. Initial feedback has been given to Directorates and budgets were redrafted. Further work was undertaken to develop the overall budget submission to DFID - we are currently in line with the MTEF process.	Yellow
	Budget, MTEF and Finance	Revenue & Expenditure	Revenue targets were agreed and are stated below. These targets are monitored and reported against on a monthly basis:  Total Budget Income Tax for 2015/16 = £4,619K Budget Income Tax (April - Jan 2016) = £3,962K Actual Income Tax collected (April - Jan 2016) = £4,221K Favourable variance achieved of £259K for the year to date.  Total Budget Customs Duty for 2015/16 = £5,444K Budget Customs Duty April - Jan 2016) = £4,348K Actual Customs Duty (April - Jan 2016) = £4,286K Adverse variance of £62K for the year to date.	Green
2	Statistical Data		In January the Statistics Office have been focused on preparations for the 2016 Census with fieldwork operations commencing on 30th January.  The Census materials were approved by Governor in Council on 7th January 2016. Training of 25 enumerators and a further 6 support officers took place. A temporary logistic co-ordinator/ technical support officer was recruited to support the office during an exceptionally busy period. Testing and finalisation of the online Census platform was completed by the survey host.  Due to the demands placed on the Statistics office many aspects of routine work were postponed, most notably progress in routine data collection, updates to the Statistical yearbook and support to the Information Framework working group. Despite this the Q4 2015 Statistical News Bulletin was published and support given to the ODI team in collating evidence regarding the development of the SHG Mission statements and performance appraisals system.	Yellow
3	Social		No significant delivery during January, however work has taken place on the MIS and BLA.	Green

## REPORT ON KEY BAM AREAS PERIOD 10 (JANUARY 2016)

No.	Area		Performance Report	RAG Status	
DAPM AREAS	4	Education	<p><b>Funding formula for staffing and financing schools:</b> The work within the Directorate in this area has focused first on reviewing and completing an agreed Scheme of Service for Education as this is seen as critical for the recruitment of sufficient teachers to staff the schools. The new Scheme of Service was approved with effect from November 2015 and the quite complex implementation process was completed in November. Initial indications are that this may improve the recruitment of teachers, but this will be tested in upcoming months</p> <p><b>Teacher Training:</b> The planning and preparation for the Level 4 Certificate programme in Teaching and Learning took place and the programme planning was submitted to Cambridge for approval. This was developed taking onboard the local context and also the requirements of the programme as set by Cambridge. The accredited certificate is offered through Cambridge and developed in partnership with the University College, London-Institute of Education. Although participation in the certification process is voluntary, it is incentivized under the new Scheme of Service, and the majority of the face-to-face training required is mandated for all teachers as part of the regular Staff Development programme.</p> <p><b>Apprenticeships:</b> There are currently 32 apprentices on the apprenticeship scheme in a number of private sector organisations and SHG Directorates, though there is demand from individuals and from the business sector for more places.</p> <p><b>Labour Market Strategy:</b> The Directorate recently conducted an Island-wide Training Needs Assessment to assess education, training and developmental needs in SHG and the private sector in order to better match the programme offerings of the Lifelong Learning Services to the immediate and strategic needs of St Helena and to support sustainable economic development. Information from the TNA was presented to Education Committee and formed part of the Directorate's BAM presentation. There is further work being done on the requirements for the introduction of qualifications which were highlighted through the Training Needs Assessment.</p>		
	5	Capital Programme	Expenditure & Delivery	Total expenditure to date is at £5,116,208 of which DFID expenditure is at £2,418,291. Approval was not given for the water tank to be situated at Longwood House, so further site investigations needs to take place to determine a suitable site. However the pipeline from Fishers Valley and Ropery Field will continue to be laid. Works has start on the enlargement of Harpers 3 and the access road to Harpers 2 & 3. Contracts has been awarded for the upgrading of the sewerage networks in Jamestown and HTH. Works have started on site. Designs are being prepared for the Lab and Dispensary works. The contract for the Fire Alarm systems at PAS will be awarded next month.	
		Capital Programme	Hospital	Works are progressing on the Hospital. All major items for the Hospital has been procured and the majority of equipment has arrived on Island. Phase 3 works is now underway and progressing well and due to close out in February. Phase 4 work scheduled to complete end of April in effect closing the project.	
		Capital Programme	Prison & CBU	The clients requirements has changed for Barn View and it is preferred to have more buildings on the site at Cape Villa. Safeguarding has submitted a bid for prioritisation in 2016/17. The remediation works to the existing Barn View building is completed. The design team, of ENRD are still reviewing the detailed designs for the build contract; some designs have been sent off for verification. Tender documentation is being prepared.	
		Capital Programme	Management	Monthly monitoring is working well to provide reports to PDG and Chairpersons Assembly. Elected members have agreed for PMU to move around funding to maintain flexibility in the programme. 3-Year Business Case for capital funding of £16.5million has been approved by DFID Minister. The 2015-16 has been endorsed by the PDG. Executive Council has agreed the Capital Programme 2015-16 as well as approval to request additional £1.5m to be brought forward from 2016-17. Executive Council has approved the revised programme for 2015-16, which has seen some more projects being brought forward to this Financial Year.	
6	Governance & Structure	Governance	Performance Management: Information for the majority of areas in the Monthly Performance Report is posted within the agreed timeframe; however obtaining timely updates for a few areas still remains slow;		



## REPORT ON KEY BAM AREAS PERIOD 10 (JANUARY 2016)

No.	Area		Performance Report	RAG Status
	Governance & Structure	Headcount	Headcount as at 31 January 2016 was 806 representing 17.1% of resident population employed by SHG based on Q4 average resident population figure for 2015/16.	Green
7	Technical Co-Operation	Technical Co-operation expenditure	<p>Actual expenditure against budget as at 31 January 2016 show underspend of approximately £3k(2%) which is mainly due to Visits planned for period postponed (PSY, OPT &amp; NHS Consultants), Post not filled as anticipated (BMS)</p> <p>Actual YTD expenditure against budget as at 31 January 2016 shows an overspend of approximately £447k (7%), which is mainly due to Overlap in Economist role, Additional requirements (L-PS, L-LM, APS, SME, Marsh, extended L-PHY, FISH), Additional Travel costs (Sergt), MTL costs paid earlier ( HoPDC, HoIA, CEED, SWM (C&amp;F) ), Change in post (SDO, SWM (C&amp;F)), New post start up costs (SCM), Additional Recruitment Activities</p>	Red
8	Economic Development	Recurrent Expenditure	ESH recurrent expenditure for the period ended January is showing an over spend of £26k. Actual spend to date is 90.25% against budget.	Red
	Economic Development	Milestones	<p>Recruitment and movement of Key Staff</p> <p>ESH is still in the recruitment stage for the post of Director of Commercial Development and Enterprise and has recently advertised for an interim Private Sector Development Manager to cover whilst the substantive postholder takes a career break in order to finalise Post Graduate studies in the UK.</p>	Green



## SHG RISK REPORT PERIOD 10 (JANUARY 2016)

NO	Directorate/ Department	Risk	Risk Mitigation	Performance Report	RAG Status after mitigation
1	PM	Investment by DfID not forthcoming because SHG fails to deliver on efficiencies and capital spend programme	Regular monthly monitoring of capital spend programme. In addition specific issues are discussed directly with DFID & Project Managers. Areas which are off track are given specific remedial action and monitored fortnightly until progress is resumed	Approximately £2,418,291 capital spend at end of January 2016.	
2	FIN	Operation of the RMS is disrupted due to mechanical failure	Regular servicing and maintenance schedule in place to ensure operational downtime is minimised.	RMS currently on track with no major delays incurred during this month	
3	FD ESH	Economic and social development held back through lack of large scale investment	Energetically promote investment opportunities that are available to both local and international investors.	ESH has appointed a UK Commercial Advisor whose remit is to promote the island as an attractive investment destination, to assist parties interested in investing, and to develop relationships with financial institutions aimed at supporting business development. A prospectus of properties and sites for potential development was launched in 2015 and has attracted some offshore interest. ESH is working with these parties.	
4.1	ESH/ SMT	Island does not embrace development and change	Robust communication plan in place and implemented. Elected Members, supported by Directors and Senior Officials, providing strong leadership consistent with the SDP vision and key messages.	Communication plan in place and is well advanced.	
4.2	ESH/ SMT	Councillor do not lead/ embrace change	Robust communication plan in place and implemented. Elected Members, supported by Directors and Senior Officials, providing strong leadership consistent with the SDP vision and key messages.	Communication plan in place and is well advanced.	
4.3	ESH/ SMT	SHG mindset does not embrace/ support change	Robust communication plan in place and implemented. Elected Members, supported by Directors and Senior Officials, providing strong leadership consistent with the SDP vision and key messages.	Communication plan in place and is well advanced.	
5	IT/DCS	Loss of data through IT system failure leading to inefficient SHG	Development of a disaster recovery plan. Finalisation of the File/Server project, which will automatically backup all vital files to dedicated file servers, thus restricting users from saving key documents to their hard drives.	The draft disaster recovery plan is being finalised and will be circulated during December 2014. (95%) The File Server Project has been completed. (100%)	
6	DHR	Loss of key professional/ technical staff leading to SHG unable to provide essential services	Strategies to retain key staff including Talent Management Programme, Succession Planning Strategy, review of Pay & Grading and development of Cadres.	Strategies including Talent Management and Succession Planning are being developed, and approval has been given for Review of Pay and Grading to commence in April 2016.	
7	CS/ SMT	Required changes to culture and working practice do not happen as required	Regular reporting and monitoring of progress to ensure that the change programme is on track.	A whole team meeting took place in July and included the launch of the Report It Sort It initiative. 17 fault reports were made during July, with the majority being resolved within a few days. Communication across SHG has been identified as an issue and a small working group is being established to tackle the issue. A Change Advisory Committee, which includes members of the public has met and further public representation is being sought.	
8	D AP	Air access compromised because SHG does not meet obligations	Work ongoing. See Airport Project Programme, Issues Registers and Risks Registers	Monitored on a monthly basis and reported to Programme Board on a bi-monthly basis.	

RISKS

## SHG RISK REPORT PERIOD 10 (JANUARY 2016)

NO	Directorate/ Department	Risk	Risk Mitigation	Performance Report	RAG Status after mitigation
9	CP/ FIN	Divestment compromised because SHG does not meet obligations	On going programme of divestment is taken forward and support by SMT and Corporate Procurement.	SHG remains committed to divesting non-core functions. A realistic timeframe for further divestments is in place and takes account of a number of factors, including resources available to carry out detailed appraisals of these functions to determine suitability for divestment, capacity within in the private sector to take advantage of the divestment opportunities and lessons learnt from previous divestments. The following functions are currently being considered for divestment: - Government Garage - Pest Control - Sanitary Services	
10	FIN	DAPM targets for revenue not achieved as predicted economic improvements not realised.	On going monthly report and long range forecasting to manage process. Economic policy to be reviewed in year and improvements to revenue collection to be implemented.	Targets are being monitored on a monthly basis. Nothing has been identified at this stage that would suggest any significant variance to budgeted revenue for this year.	

**Key to arrows**

-  Performance Improving
-  Performance Maintaining
-  Performance Data currently being collected
-  Performance Worsening





**St Helena  
Government**

**MOVEMENT ON FUNDS REPORT  
PERIOD 10 (JANUARY 2016)**

CORPORATE SUPPORT, POLICY & PLANNING  
HUMAN RESOURCES SERVICES  
TECHNICAL CO-OPERATION  
POLICE  
CORPORATE FINANCE  
PAYMENTS ON BEHALF OF THE CROWN  
ECONOMIC DEVELOPMENT  
PENSIONS & BENEFITS  
SHIPPING  
EDUCATION  
HEALTH  
ENVIRONMENT & NATURAL RESOURCES  
SAFEGUARDING  
**Total Recurrent**

**Capital**  
HEALTH  
ENVIRONMENT & NATURAL RESOURCES  
**Total Capital**

**Movement on Consolidated Fund**

REVENUE						
YEAR TO DATE			FULL YEAR			
Actual	Budget	Variance	Forecast	Revised Budget	Variance	
186,312	174,833	11,479	225,461	208,000	17,461	
0	0	0	0	0	0	
0	0	0	0	0	0	
299,196	240,283	58,913	318,716	271,000	47,716	
8,624,673	8,375,928	248,745	10,636,557	10,150,000	486,557	
14,012,630	13,997,500	15,130	17,211,355	17,380,203	(168,848)	
0	0	0	0	0	0	
0	0	0	0	0	0	
2,232,500	2,232,500	0	2,684,000	2,684,000	0	
221,361	214,110	7,251	263,097	257,000	6,097	
548,552	594,764	(46,212)	660,715	704,000	(43,285)	
570,536	466,515	104,021	698,143	557,000	141,143	
57,892	69,900	(12,008)	72,080	84,000	(11,920)	
<b>26,753,652</b>	<b>26,366,333</b>	<b>387,319</b>	<b>32,770,124</b>	<b>32,295,203</b>	<b>474,921</b>	

EXPENDITURE						
YEAR TO DATE			FULL YEAR			
Actual	Budget	Variance	Forecast	Revised Budget	Variance	
1,105,691	994,841	(110,850)	1,374,094	1,238,000	(136,094)	
291,804	332,358	40,554	424,132	409,000	(15,132)	
5,982,808	5,536,007	(446,801)	7,196,028	6,734,000	(462,028)	
1,014,309	1,011,478	(2,831)	1,237,307	1,199,000	(38,307)	
892,535	796,627	(95,908)	1,050,110	954,000	(96,110)	
2,350,368	2,318,435	(31,933)	2,829,610	3,049,203	219,593	
916,666	916,666	0	1,100,000	1,100,000	0	
2,776,604	2,902,320	125,716	3,360,548	3,515,000	154,452	
1,029,545	2,208,524	1,178,979	944,642	2,684,000	1,739,358	
1,987,618	2,132,713	145,095	2,591,045	2,544,000	(47,045)	
2,847,890	2,757,056	(90,834)	4,078,509	3,316,000	(762,509)	
2,446,567	2,409,173	(37,394)	3,119,322	2,938,000	(181,322)	
2,213,706	2,177,495	(36,211)	2,753,534	2,615,000	(138,534)	
<b>25,856,111</b>	<b>26,493,693</b>	<b>637,582</b>	<b>32,058,881</b>	<b>32,295,203</b>	<b>236,322</b>	

SURPLUS/(DEFICIT)						
YEAR TO DATE			FULL YEAR			
Actual	Budget	Variance	Forecast	Budget	Variance	
(919,379)	(820,008)	(99,371)	(1,148,633)	(1,030,000)	(118,633)	
(291,804)	(332,358)	40,554	(424,132)	(409,000)	(15,132)	
(5,982,808)	(5,536,007)	(446,801)	(7,196,028)	(6,734,000)	(462,028)	
(715,113)	(771,195)	56,082	(918,591)	(928,000)	9,409	
7,732,138	7,579,301	152,837	9,586,447	9,196,000	390,447	
11,662,262	11,679,065	(16,803)	14,381,745	14,331,000	50,745	
(916,666)	(916,666)	0	(1,100,000)	(1,100,000)	0	
(2,776,604)	(2,902,320)	125,716	(3,360,548)	(3,515,000)	154,452	
1,202,955	23,976	1,178,979	1,739,358	0	1,739,358	
(1,766,257)	(1,918,603)	152,346	(2,327,948)	(2,287,000)	(40,948)	
(2,299,338)	(2,162,292)	(137,046)	(3,417,794)	(2,612,000)	(805,794)	
(1,876,031)	(1,942,658)	66,627	(2,421,179)	(2,381,000)	(40,179)	
(2,155,814)	(2,107,595)	(48,219)	(2,681,454)	(2,531,000)	(150,454)	
<b>897,541</b>	<b>(127,360)</b>	<b>1,024,901</b>	<b>711,243</b>	<b>0</b>	<b>711,243</b>	

0	0	0	0	0	0
0	0	0	0	0	0
<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

0	0	0	20,000	0	(20,000)
0	0	0	11,000	0	(11,000)
<b>0</b>	<b>0</b>	<b>0</b>	<b>31,000</b>	<b>0</b>	<b>(31,000)</b>

0	0	0	(20,000)	0	(20,000)
0	0	0	(11,000)	0	(11,000)
<b>0</b>	<b>0</b>	<b>0</b>	<b>(31,000)</b>	<b>0</b>	<b>(31,000)</b>

<b>26,753,652</b>	<b>26,366,333</b>	<b>387,319</b>	<b>32,770,124</b>	<b>32,295,203</b>	<b>474,921</b>
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<b>25,856,111</b>	<b>26,493,693</b>	<b>637,582</b>	<b>32,089,881</b>	<b>32,295,203</b>	<b>205,322</b>
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<b>897,541</b>	<b>(127,360)</b>	<b>1,024,901</b>	<b>680,243</b>	<b>0</b>	<b>680,243</b>
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# St Helena Government

## PERIOD 10 (JANUARY 2016)

### CLOSING BALANCE

	31 January 2016	31 March 2015
	£	£
<b>Buildings</b>	22,893,170	22,893,170
<b>Infrastructure</b>	299,321	299,321
<b>Plant, Machinery &amp; Equipment</b>	4,256,190	4,015,415
<b>IT Networks &amp; Equipment</b>	621,277	621,277
<b>Assets Under Construction</b>	124,793,386	123,302,078
<b>NET FIXED ASSETS</b>	<b>152,863,344</b>	<b>151,131,261</b>
<b>OTHER ASSETS</b>		
Housing Loans	283,488	324,968
<b>TOTAL OTHER ASSETS</b>	<b>283,488</b>	<b>324,968</b>
<b>CURRENT ASSETS</b>		
Cash	1,053,844	993,429
Bank Accounts	(1,408,493)	(1,681,934)
Short-term Investments	11,229,529	7,884,147
Prepayments	51,237,170	51,084,556
Debtors	1,707,712	1,168,707
Accrued Income	463,838	692,655
Stock	922,454	936,953
Advance Accounts	92,708	63,131
<b>TOTAL CURRENT ASSETS</b>	<b>65,298,762</b>	<b>61,141,644</b>
<b>CURRENT LIABILITIES</b>		
Creditors	303,094	601,234
Accruals	872,798	2,559,712
Income received in advance	8,501,785	1,888,665
Income Tax received in advance	602,146	710,948
Suspense Accounts	40,600	0
<b>TOTAL CURRENT LIABILITIES</b>	<b>10,320,423</b>	<b>5,760,559</b>
<b>LONG TERM LIABILITIES</b>		
Defined Benefit Pension Liability	37,073,944	37,073,944
Defined Contribution Pension Liability	88,179	50,776
Staff Benefits	871,419	879,587
Other funds owing to third parties	1,941,988	1,501,789
<b>TOTAL LONG TERM LIABILITIES</b>	<b>39,975,530</b>	<b>39,506,096</b>
<b>NET ASSETS</b>	<b>168,149,641</b>	<b>167,331,218</b>
<b>RESERVES</b>		
Reserves and Funds	53,314,439	53,283,568
Unposted Profit/(Loss)	114,835,202	114,047,650
<b>TOTAL RESERVES</b>	<b>168,149,641</b>	<b>167,331,218</b>



# St Helena Government

## ANALYSIS OF REVENUE REPORT PERIOD 10 (JANUARY 2016)

	REVENUE			FULL YEAR Original Budget
	YEAR TO DATE		Variance	
	Actual	Budget		
Taxes - PAYE	2,683,040	2,592,936	90,104	3,118,000
Taxes - Self Employed	322,216	175,000	147,216	175,000
Corporation Tax	867,577	872,000	(4,423)	872,000
Goods & Services Tax	347,404	322,142	25,262	384,000
Taxes - Withholding Tax	517	0	517	70,000
Customs - Other	2,043,775	1,780,000	263,775	2,160,000
Customs - Alcohol	1,055,692	883,000	172,692	1,053,000
Customs - Tobacco	514,823	777,000	(262,177)	952,000
Customs - Petrol	246,156	286,500	(40,344)	382,000
Customs - Diesel	222,489	424,500	(202,011)	664,000
Customs - Liquor Duty	16,284	26,100	(9,816)	31,000
Customs - Excise Duty	186,875	171,000	15,875	202,000
<b>Taxes</b>	<b>8,506,848</b>	<b>8,310,178</b>	<b>196,670</b>	<b>10,063,000</b>
Stamp Duty	31,487	35,011	(3,524)	42,000
Dog License	5,314	5,035	279	7,000
Firearm License	6,404	5,150	1,254	7,000
Liquor License	9,526	8,000	1,526	8,000
Road Traffic License	157,551	137,696	19,855	157,000
Gaming machines License	3,000	3,000	0	3,000
Other Licenses & Duty	1,097	2,200	(1,103)	3,000
<b>Duty &amp; Licenses Received</b>	<b>214,379</b>	<b>196,092</b>	<b>18,287</b>	<b>227,000</b>
Court Fees & Fines	19,911	10,000	9,911	12,000
Light Dues	9,105	0	9,105	11,000
Cranage	73	0	73	5,000
Dental Fees	26,583	11,470	15,113	14,000
Fees of Office	21,299	0	21,299	0
Medical & Hospital	157,128	145,808	11,320	175,000
Trade Marks	7,479	5,830	1,649	7,000
Post Office charges	3,032	3,600	(568)	5,000
Meat Inspection Fees	5,292	13,760	(8,468)	16,000
Vet Services	19,430	9,582	9,848	12,000
Birth, Marriage & Death Fees	2,684	3,300	(616)	4,000
Land Registration fees	7,064	9,066	(2,002)	11,000
Spraying fees	2,349	3,450	(1,101)	4,000
Immigration Fees	121,478	78,002	43,476	84,000
Fish & Food Testing	5,942	27,500	(21,558)	12,000
Planning Fees	19,412	10,000	9,412	33,000
GIS Fees	9,899	14,168	(4,269)	3,000
Company Registration Fees	835	2,900	(2,065)	17,000
Other Fees	916	6,040	(5,124)	1,000
<b>Fines &amp; Fees Received</b>	<b>439,911</b>	<b>354,476</b>	<b>85,435</b>	<b>426,000</b>
Agricultural Gardens	9,750	0	9,750	6,000
Leased House Plots	13,693	12,584	1,109	14,000
Home to Duty Transport	12,673	8,100	4,573	10,000
Commercial Property Rents	38,261	35,224	3,037	0
Misc Receipts	267,731	141,250	126,481	159,000
Agricultural Buildings	3,740	6,880	(3,140)	7,000
<b>Government Rents</b>	<b>345,848</b>	<b>204,038</b>	<b>141,810</b>	<b>196,000</b>
Stamp Sales( Postal)	18,147	27,000	(8,853)	34,000
Stamp Sales( Philatelic)	8,174	20,500	(12,326)	25,000
Sale of Firewood	12,209	8,270	3,939	10,000

Sale of Timber Logs	0	1,185	(1,185)	2,000
Sale of Govt Publications	58	0	58	0
Other Earnings received	840	1,435	(595)	1,000
<b>Earnings Government Departments</b>	<b>39,428</b>	<b>58,390</b>	<b>(18,962)</b>	<b>72,000</b>
Other Income received	1,047	1,560	(513)	38,000
<b>Income Received</b>	<b>1,047</b>	<b>1,560</b>	<b>(513)</b>	<b>38,000</b>
Commission	1,010	0	1,010	0
Interest	26,819	40,000	(13,181)	50,000
Currency Fund Surplus	0	0	0	250,000
Dividends	0	0	0	112,000
Argos	27,440	27,440	0	27,000
Grant-in-Aid	13,985,875	13,957,500	28,375	16,750,000
Shipping Subsidy	2,232,500	2,232,500	0	2,684,000
<b>Treasury Receipts</b>	<b>16,273,644</b>	<b>16,257,440</b>	<b>16,204</b>	<b>19,873,000</b>
Recharges - Customs	22,352	0	22,352	0
Recharges - Other	909,833	984,159	(74,326)	1,182,000
Recharges - GIS	362	0	362	1,182,000
<b>Recharges Received</b>	<b>932,547</b>	<b>984,159</b>	<b>(51,612)</b>	<b>2,364,000</b>
<b>TOTAL REVENUE</b>	<b>26,753,652</b>	<b>26,366,333</b>	<b>387,319</b>	<b>33,259,000</b>