

# Annual Report and Accounts 2024

## In Brief


The Annual Report and Accounts is the Government of Jersey’s document setting out the financial performance of the States of Jersey Group and the performance of the Government of Jersey including on sustainability. It includes information on what makes up the States of Jersey Group and how it is organised and governed to support achievement of the States' strategic objectives.

The report also includes the Remuneration and Staff Report and a breakdown of actual spend against the budgets approved by the States Assembly in the Budget (Government Plan).

The Financial Statements are the audited statutory financial statements for the States of Jersey Group. The accompanying notes provide further breakdowns and explanation of the income, expenditure and asset and liabilities reported in the financial statements.

This Annual Report and Accounts covers the calendar year 2024.




Topics that relate to the Common Strategic Policy 2024 to 2026 are noted by use of “(CSP)”.

 For detailed information please see the Financial Review and Financial Statements

## Summary of the financial performance of the States of Jersey Group










### Consolidated Fund

Whilst General Revenues were in line with the Government Plan 2024-2027, additional spending on Health and the reintroduction of the States Grant to the Social Security Fund have resulted in an overall deficit position.

<b>GENERAL REVENUE INCOME</b> (TAXES AND OTHER INCOME RECEIVED)	<b>NET DEPARTMENTAL EXPENDITURE</b> (SPENDING ON DELIVERING SERVICES FOR ISLANDERS)	<b>OPERATING BALANCE</b>
<b>£1,203m</b>	<b>£1,193m</b>	<b>£63m Deficit</b>
▲ YoY: £125m (11.6%)	▲ YoY: £177m (17.4%)	▼
		





















## States of Jersey Group

The Group has been recording deficits since the COVID-19 pandemic, initially because of additional spend to respond to the pandemic and protect Islanders and the economy, and more recently due to expenditure growth including inflationary pressures and pay awards.

<b>INCOME</b> <b>£1,788m</b>  YoY: £206m (13.0%) 	<b>EXPENDITURE</b> <b>£1,881m</b>  YoY: £155m (9.0%) 	<b>GROUP SURPLUS/DEFICIT</b> <b>£93m Deficit</b> £300m Surplus after Investment Gains
<b>CAPITAL</b> <b>£215m</b>  YoY: £40m (15.7%) 	<b>NET ASSETS</b> <b>£8.6bn</b>  YoY: £425m (5.2%) 	<b>INVESTMENT RETURNS</b> <b>£401m</b>  11.5% return in 2024 vs 10.8% return in 2023

## Delivering for Islanders

Below is representative of the range and volume of services delivered to Islanders

<b>11,478</b> children in Government schools and colleges 	<b>186,050</b> school meals served (Apr-Dec) 	<b>60</b> children looked after 	<b>390,000</b> loans from the public library network 
<b>44,517</b> Emergency Department attendances 	<b>32,478</b> inpatient admissions* 	<b>148,990</b> outpatient Hospital attendances* 	<b>2.2m</b> Items*** prescribed Island-wide 
<b>31,344</b> calls handled by the Emergency Services Control Centre 	<b>33,427</b> Old Age Pension Claims** 	<b>1,548</b> Long-term Care claims** 	<b>525,000</b> days Short Term Incapacity Benefit paid 
<b>37</b> homes purchased through the First Step assisted purchase scheme 	<b>432,941</b> tonnes of freight through the commercial port 	<b>355</b> miles of underground drainage pipes and tunnels maintained 	<b>9,650</b> reactive maintenance tasks undertaken 
<b>6.9km</b> of roads resurfaced 	<b>1,369</b> cattle tested for bovine tuberculosis 	<b>1m</b> vehicle visits to the Household Recycling Centre 	<b>10m m<sup>3</sup></b> waste water treated 

\*excluding private

\*\* at year end 31 Dec 2024

\*\*\* excl Hospital Pharmacy

## Performance highlights



### Nutritious School meals (CSP)

- Nutritious hot school meals were made available in all Government of Jersey non-fee-charging primary schools. This was enabled by building works in 16 primary schools and the recruitment and training of Catering Assistants.



### New Healthcare Facilities Programme (CSP)

- The States Assembly approved funding for the Programme as part of the 2025 Budget
- The dilapidated and unused healthcare buildings at Overdale have been demolished, with the safe removal of more than 20 buildings and associated structures
- The planning application for a new Acute Hospital was submitted. It was approved subsequently in February 2025
- Construction of the new hospital facilities is due to start in 2025, with completion anticipated by the end of 2028



### GP Fees (CSP)

- Islanders now pay less for a GP visit following an additional £10 subsidy for GP surgery visits; a reduced patient fee for low-income households; and free consultations for all full-time students



### VAWG Taskforce recommendations (CSP)

- Strong progress has been made against the Violence Against Women and Girls (VAWG) Taskforce recommendations including legislative reform, immigration policy, victim-survivor support, healthcare provider training, and awareness campaigns



### Service Performance

The measures included below represent a range of achievement across departments and types of outcome for Islanders

<b>73.2%</b> Target more than 69.3% pupils achieving an English and mathematics GCSE (equivalent) at grades 4 and above	<b>31 days</b> Target less than 36 average waiting time for CAMHS assessment (CAMHS generic)	<b>55 weeks</b> Target less than 13 average waiting time for CAMHS assessment (neurodevelopmental)
<b>7.2 days</b> Target less than 10 Average length of Emergency stay (Hospital)	<b>94%</b> Target more than 85% Referrals to Mental Health Crisis Team assessed within 4 hours	<b>63%</b> Target more than 85% Elective theatre utilisation
<b>6:44</b> Target less than 7 minutes Ambulance Category 1 average response time	<b>55.85%</b> Target 50.9% Fire and Rescue emergency response within 10 minutes	<b>82.9%</b> Target 90% Emergency calls answered within 10 seconds

## Performance highlights (continued)



### Housing (CSP)

- The launch of the [First Step Assisted Home Ownership Scheme](#) helped eligible Islanders afford to buy their first home. It makes use of £10m allocated in the Government Plan and works in partnership with Andium Homes. The scheme helps eligible Islanders with up to 40% of the cost of buying a home in the open market and takes the form of an interest free equity loan.
- A new Rented Dwelling Licensing Scheme was opened to help improve the standards of rental accommodation. This new legislation ensures that rented accommodation is regulated, Islanders can enjoy a safe living environment and have a course of action to remedy any issues.



### MONEYVAL report

- Jersey's [Fifth Round Mutual Evaluation Report](#) was published after several years' work.
- It assessed Jersey against international standards to determine the effectiveness of the Island's anti-money laundering and counter-terrorist financing measures.
- It concluded that Jersey's effectiveness in preventing financial crime was among the highest level found in jurisdictions evaluated around the world.
- The report demonstrates Jersey's commitment to anti-money laundering and counter-terrorist financing measures.
- [MONEYVAL](#) is the Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism.



### Government Fees, Duties and Charges kept as low as possible (CSP)

- Alcohol duty frozen for 2025; more small distillers now eligible for the 50% reduced rate
- Income tax allowances have risen by 3.6% to £20,700 for single taxpayers



### Service Performance

The measures included below represent a range of achievement across departments and types of outcome for Islanders

**96.5%**

Target 95%

Income Support new claims set up within Service Level Agreement

**99.1%**

Target 90%

International sanctions notifications published within one business day

**93.4%**

Target 90%

Business Licensing applications turned round within Service Level Agreement

**92%**

Target 97%

Food businesses rated as 3 star or above

**74.7%**

Target 70%

Sustainability of permanent Job Starts greater than 6 months

**78**

Target 50

Net Promotor Score for Jersey Business

**567,750**

Target 600,000

Optimise/increase Island visitor numbers

## Performance highlights (continued)



### Planning service reform (CSP)

- Improvements have been made since the [MacKinnon Report on the Planning Service](#) in order to make it easier and quicker for Islanders to seek permission for home modifications.
- Whilst a headline measure just missed target (see below) performance improvements included a 30% drop in pending applications; 86% of Determinations within target time; and Validations timescale improved by 80%



### Investing in the built environment

#### Schools

- The La Passerelle Secondary School Scheme planning application was submitted
- Mont à L'Abbé Secondary School project purchased a field adjacent to the school to support submission of a planning application in 2025

#### Oakfield Sports Centre

- Significant progress was made on the extension to provide high-quality sports facilities that will allow for the relocation of sports activities from Fort Regent

#### Sewage Treatment Works

- New Bio-Solids Storage Facility was completed to store bio-solids safely and efficiently, supporting the treatment and recycling of sewage sludge. This is part of a broader effort to improve waste management and environmental sustainability on the island

#### Elizabeth Harbour development

- Ports of Jersey plans were approved. The aim is to enhance the Island's maritime infrastructure, support economic growth, and improve passenger experience



### Marine Spatial Plan

- The States Assembly approved the [Marine Spatial Plan](#) that will benefit the Island's marine environment for species that live in, and Islanders who work and play in our territorial waters



### Service Performance

The measures included below represent a range of achievement across departments and types of outcome for Islanders

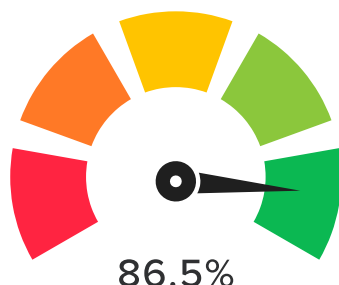
<b>100%</b>	Target 100%	<b>80%</b>	Target 85%
Andium homes met the Decent Homes and Modern Facilities Standards		Planning applications completed within target	
<b>75%</b>	Target 50%	<b>4%</b>	Target no more than 1%
of Government Fleet using Electric Vehicles or carbon-reducing fuel		Duration of spills of untreated effluent released to environment (% of total time)	
<b>100%</b>	Target 100%	<b>27%</b>	Target 29%
of water quality testing achieved		Island recycling rate	

## Performance highlights (continued)



### Customer Feedback

#### Customer Satisfaction



Customer Satisfaction beat target again and bettered the 2023 score of 80.6%.

The measure is the proportion of customers saying they were “very satisfied” or “satisfied” with the service they had received.

#### Complaints

**1,286 received**

2023 was 1,639

##### Top three causes (change vs 2023)

- How you access our services 344 (-30%)
- Consistency of information 306 (+49%)
- Attitude and Behaviour 261 (-18%)

When things go wrong we endeavour to identify shortcomings and put things right quickly and to the satisfaction of the person complaining.

To improve ‘consistency of information’ actions taken include more training and updates for colleagues plus improved processes and controls to ensure accuracy.



### Curbing growth in Public Expenditure

- Reductions in the cost of consultants, agency and other temporary workers. An external recruitment freeze for civil service positions at Grade 11 and above. Several senior-level redundancies all contributed to the commitment to curb growth of the public service
- Whilst the number of public sector workers increased in 2024, particularly in health care and teaching, the rate of increase was lower than the previous year, and there was a £10 million reduction in the costs of agency and other temporary workers
- The use of third-party consultancy decreased significantly in 2024, which can be seen in the reporting of expenditure in the Remuneration and Staff Report



### Support For Strategic Projects

- The Funding Strategy for New Health Facilities was approved in the Budget 2025-2028, as was the purchase of the New Government Headquarters



### Union Street office

- Centralisation of various government services in the new office will make them more accessible and efficient for Islanders and the public service
- This will release 10 office spaces from the Government estate, which will be sold to release capital, or tenancies ended to reduce revenue expenditure