

2024 Business Plan – Cabinet Office

Chief Officer: Tom Walker

Minister(s): Chief Minister, Minister for Housing and Communities

Information on department purpose, context and structure and links to the professionally independent and arm's length bodies the department supports can be found on gov.je: [The Cabinet Office \(gov.je\)](#)

Information on department finances and resources can be found in the Government Plan Annex: [Government Plan 2024 to 2027 Annex.pdf](#)

Key Objectives

The Cabinet Office enables Ministers and public servants to deliver better services and improve the lives of Islanders. During 2024, we will do this by:

Policy: Advising and supporting Ministers

Advise and support Ministers to deliver the Common Strategic Policy (CSP) and other public policy during 2024.

Where this will require legislation, the Government's Legislative Programme is listed in Annex A. New public policy development is listed in Annex B.

From those lists, the most significant policy development activity in 2024 includes:

- Bringing forward drafting instructions on Residential Tenancy;
- Delivering commitments in the Carbon Neutral Roadmap, including bringing forward draft legislation for an offshore wind farm;
- Producing Drafting Instructions for legislation to implement the recommendations of the Violence Against Women and Girls' (VAWG) Taskforce;
- Publishing an Annual Report on the Common Population Policy, including a roadmap for how the Government will co-ordinate activity to prepare for an ageing population; and
- Commencing development of a whole system health and care services strategy, to include a focus on health funding reform, and supported by a key stakeholder consultation process.

Public Health: Transferring adult vaccination services to primary care

- Transfer scheduled vaccination services from public health to primary care from April 2024 onwards. Vaccination programmes include those for influenza, Covid-19 and shingles.

Vaccination will be delivered in venues such as care homes and general practices. This is a significant change project, requiring careful management to ensure that vaccination remains consistently available across all vaccination programmes and for all eligible islanders.

Public Health: Improving population health

- Improve population health to mitigate a forecasted rise in the number of people with long-term conditions. In 2024, this includes the delivery of a school based nutrition programme.

Discussions are taking place with other departments to create a joint approach to prevent specific long-term conditions, such as heart disease, respiratory disease, cancer and diabetes in adults and to improve child health.

This approach aims over time to improve health outcomes in Jersey and decrease the demand on health and care services. Improved health of the population has the potential to benefit the economy and educational attainment.

People: Managing performance

- Enable all public servants to use Connect People to record their performance objectives and their mid and end of year performance outcomes.

This will enable accurate performance data to be provided to the Chief Executive Officer, Chief Officers and the States Employment Board.

People: Managing use of contractors

- Develop a contingent worker policy and process, including recording use of contingent workers across the public service.

This will support the safe recruitment policy and ensure we have visibility of the number of non-employed workers at all times.

People: Managing vacancies

- Enable departments to proactively manage staff vacancies by providing monthly up-to-date reports.

Digital: Improving the reliability of front-line digital services

- Enhance the user experience for those accessing digital services through improving the availability of systems and reducing downtime.
- Achieve a 10 per cent reduction in the number of IT incidents (defined as an unplanned interruption to or quality reduction of an IT service) by allocating resources to address specific difficulties identified through post incident reviews and problem management.

Digital: Prioritising projects and programmes for delivery

- By the end of the current year, establish a prioritised list of Modernisation & Digital initiatives and projects, and
- Rank projects based on strategic importance and resource availability, ensuring alignment with Government objectives.

Digital: Simplifying digital systems

- Reduce risks to the provision of digital services by upgrading and enhancing ten of the highest risk applications, developing and executing a simplification plan by the end of the year after conducting a thorough assessment of each application's risk profile.

Service Performance Measures

Our Service Performance Measures for 2024 are:

Connect performance

Provide completion rates biannually for objectives and performance review at the end of September and end of February for all employees who use Connect Performance, as set out in the action plan responding to the Public Accounts Committee follow up report on Performance Management (P.A.C.1/2024).

Customer feedback

Improve internal customer satisfaction scores, measured through the use of surveys and reported quarterly, working towards the overall Government of Jersey target of 80% by year end.

Cabinet Office internal customers are primarily public servants making use of services provided by the People Hub and IT Service Desk.

Freedom of Information

Report biannually on responses to Freedom of Information (FOI) requests submitted to the Government of Jersey within the statutory timeframe. The target is to respond to at least 95 per cent of requests within the timeframe given by the FOI legislation of 20 working days, or within an agreed extension of up to 65 working days.

The percentage is in line with the UK Information Commissioner's Office FOI toolkit which assesses 90 per cent of responses processed within the statutory timeframe as "adequate" and over 95 per cent as "good".

IT incident resolution

Monitor the number of incidents and resolution by Modernisation & Digital on a month-by-month basis. This includes events which are:

- Communicated directly by IT customers through the IT Service Desk or through the online interface provided by the Ivanti Service Management Tool; or
- Incidents raised from events triggered by automated or manual monitoring of the IT Services, Infrastructure, Networking or Cloud elements.

Incident Type	Target Resolution SLA	Target Resolution KPI
P1	2 Hours	90%
P2	8 Hours	95%
P3	3 Days	98%
P4	5 Days	99%

Publication of statistics reports

Release all Statistics Jersey 2024 publications according to the publication release schedule on gov.je with a target of 100 per cent.

Staff turnover

Provide staff turnover percentage quarterly based on a rolling twelve months to show the breakdown between Voluntary, Involuntary, Compulsory Redundancy and Retirement. Aim for no

more than 6% being Voluntary turnover, which is linked to staff retention (Voluntary turnover includes any reason an employee resigns themselves, as well as leavers by mutual agreement).

Value for money

Deliver the Government Plan 2024 target of £2.9 million savings to be achieved from the Cabinet Office head of expenditure by year end.

Annex A - 2024 Government Legislation Programme

This section (1) outlines the legislation to be lodged during the remainder of 2024 for debate by the States Assembly (44). It does not include policy development and drafting for legislation to be lodged in later years, or business as usual Orders and Commencement Acts. It is subject to change.

The Cabinet Office will continue to coordinate the legislative programme of Ministers, working alongside the Legislative Drafting Office and Law Officers' Department.

An update on the legislative programme will continue to be shared with the States Greffier on a quarterly basis, in order to provide transparency and aid planning of Scrutiny and Assembly business.

Chief Minister

Legislation	Brief description	Estimated lodging period
Statistics and Census (Jersey) Law 2018	Reforms to the legal structure of Statistics Jersey, the role of the Statistics Users Group and the legal requirements for official statistics	Lodged 14 th May for debate 16 th July 2024
States of Jersey Law 2005	Amendments to further define the role of the Deputy Chief Minister	Lodged 29 th May for debate 17 th July 2024
Control of Housing and Work (Jersey) Law 2012 - Housing control review	Review legislation that controls access to housing	Q3 2024
Control of Housing and Work (Jersey) Law 2012 - Migration Control Secondary Legislation	Amendments to support the development of clearer and more flexible population controls	Q3 2024
Comptroller & Auditor General (Jersey) Law 2014	Amendments to the Law further to the Comptroller and Auditor General's recommendations	Q4 2024
Powers of Attorney (Jersey) Law 1995	Clarificatory amendments to legislation and mechanism for non-corporate bodies with separate legal personality to grant powers of attorney	Q4 2024

Minister for Children and Young People

Legislation	Brief description	Estimated lodging period
Reciprocal Care Arrangements	Develop reciprocal statutory arrangements on care orders between Jersey and England and Wales	Q4 2024
Regulations for independent advocacy	Bring forward regulations that describe clear legal parameters for independent advocacy	Q4 2024

Minister for Environment

Legislation	Brief description	Estimated lodging period
Sea Fisheries (Minimum Size Limits) (Jersey) Regulations 2001	Amendments to the minimum sizing for fish that can be retained	Lodged 28 th May for debate 16 th July 2024
Amendments to the Regulation of Care (Jersey) Law 2014	Amendments to extend the remit of Jersey Care Commission	Q3 2024
Animal Welfare (Jersey) Law 2004	Consolidate and revise the laws promoting the welfare of animals and the prevention of suffering by animals, to regulate the keeping and use of animals, and for connected purposes	Q4 2024

Minister for External Relations

Legislation	Brief description	Estimated lodging period
Taxation (Implementation) (International Tax Compliance) (Common Reporting Standard) (Jersey) Regulations 2015	Amendments to the Common Reporting Standard Regulations to improve domestic implementation	Lodged 3 rd June for debate 16 th July 2024
Taxation (Implementation) (International Tax Compliance) (United States of America) (Jersey) Regulations 2014	Amendments to the FATCA Regulations to improve domestic implementation	Lodged 3 rd June for debate 16 th July 2024
Banking Business (Depositors Compensation) (Jersey) Regulations 2009 and Bank (Recovery and Resolution) (Jersey) Law 2017	Transfer of functions from the Depositors Compensation Scheme to the Jersey Resolution Authority	Q4 2024
Charities (Jersey) Law 2014	Amendments to the Law, particularly to extend the definition of misconduct	Q3 2024
Consumer Protection Regime	Implementation of secondary legislation and consequential amendments required	Q3 2024
Financial Intelligence Unit legislation	The Financial Intelligence Unit will require full separation from the States of Jersey Police during 2024	Q3 2024
Financial Services (Disclosure and Provision of Information) (Jersey) Law 2020	Exploring access to information by obliged entities	Q4 2024
Financial Services (Ombudsman) (Jersey) 2014	Amendments to the Ombudsman Law and public sector pension schemes statutory rules	Q3 2024

Intellectual Property Framework Reform	Legislative changes to ensure Jersey's IP framework complies with the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (and FTAs more broadly)	Q3 2024
Trusts (Jersey) Law 1984	Clarificatory amendments following recent judgments	Q3 2024
Companies (Jersey) Law 1991	Amendments to modernise the Companies Law and associated Regulations and Orders to maintain competitiveness	Q4 2024

Minister for Health and Social Services

Legislation	Brief description	Estimated lodging period
Draft Mental Health, Capacity and Self-Determination (Amendments) (Jersey) Law 202-	First tranche of proposed changes to ensure that Jersey's legislation continues to facilitate the delivery of person-centred care	Q2 2024
Capacity and Self-Determination (Jersey) Law 2016	Second tranche of proposed changes to ensure that Jersey's legislation continues to facilitate the delivery of person-centred care	Q4 2024
Mental Health Jersey Law 2016	Second tranche of proposed changes to ensure that Jersey's legislation continues to facilitate the delivery of person-centred care	Q4 2024
Termination of Pregnancy (Jersey) Law 1997	Remove the requirement to be ordinary resident in Jersey to safeguard potentially vulnerable women	Q4 2024

Minister for Housing

Legislation	Brief description	Estimated lodging period
Residential Tenancy (Jersey) Law 2024	Create a legal framework in respect of residential tenancies	Q4 2024

Minister for Infrastructure

Legislation	Brief description	Estimated lodging period
Single-Use Plastics (Restrictions) (Jersey) Law 2021	Add the prohibition of disposable vapes under the Single-Use Plastics etc. (Restrictions) (Jersey) Law 2021	Q3 2024

Minister for Justice and Home Affairs

Legislation	Brief description	Estimated lodging period
Draft Police (Complaints and Conduct) (Jersey) Regulations	Provide for detailed process for police complaints further to overarching primary legislation in 2022	Q3 2024

Revised remand arrangements for children	Expand ways in which children who are not granted bail can be accommodated	Q3 2024
Matrimonial Causes (Jersey) Law 1949 and Civil Partnership (Jersey) Law 2012	Amendments to introduce "no fault" divorce and others which help reduce conflict in the divorce process (similar amendments will also be made to the process for the dissolution of civil partnerships)	Q4 2024
Prejudice Crime Law	To provide for 'hate crime' equivalent legislation in Jersey to meet international norms	Q4 2024
Prison (Amendment No. 8) (Jersey)	Create a system of post-custodial supervision of people leaving prison	Q4 2024

Minister for Social Security

Legislation	Brief description	Estimated lodging period
Employment (Jersey) Law 2005	Temporary suspension of minimum wage consultation process to allow transition to a living wage	Lodged 31 st May for debate 16 th July 2024
Income Support (Jersey) Law 2007	Amendments to support IT and customer service improvements	Q3 – Q4 2024
Social Security (Jersey) Law 1975	Amendments to benefits to support parents	Q3 -Q4 2024
Employment (Jersey) Law 2005	Introduction of whistleblowing rights	Q4 2024

Minister for Sustainable Economic Development

Legislation	Brief description	Estimated lodging period
Draft Unlawful Public Entertainments (Jersey) Regulations 202-	Renewal of Triennial Regulations	Lodged 26 th April for debate 16 th July 2024
Agriculture (Loans) (Jersey) Regulations 1974	Update regulations to enable delivery of Agriculture and Fisheries Loans in 2024	Q3 2024
Heritage (Jersey) Law 202-	Protection and management of finds of archaeological significance	Q3 2024
Public Records (Jersey) Law 2002	Amendments recommended by the Records Advisory Panel of the law, and development and publication of a code of practice	Q3 2024
Competition Law Amendments	Legislative changes are proposed in the following areas of law: mergers and acquisitions, market studies, competition law appeals and compliance	Q4 2024
Shipping (Registration) (Jersey) Regulation 2004	Amendments to strengthen requirements for the Representative Persons of Jersey-registered vessels, enhancing maritime standards and regulations.	Q4 2024
Telecoms Security Amending Regulations	Amendment to the Telecoms (Jersey) Law 2002 to introduce a telecoms security framework for Jersey	Q4 2024

Minister for Treasury and Resources

Legislation	Brief description	Estimated lodging period
Draft Multinational Taxation (Global Anti-Base Erosion) (Jersey) Law	Implementation of Jersey's commitment to the OECD's two-pillar initiative on tax issues arising from digitalising economy	Q3 2024
Assistance in collection of tax	Assistance in collection of tax debts in order to comply with the agreement with the UK	Q4 2024
Finance Law	Annual Finance Law to set the standard rate of income tax and legislate the Government's revenue and tax technical measures	Q4 2024

Non Ministerial

Legislation	Brief description	Estimated lodging period
Family Courts Registrars Change of Title Law	Amendments to law for title changes	Q3 2024

This section (2) of Annex A outlines what has been lodged and approved by the Assembly in 2024 to date (8):

Minister	Legislation	Brief description	Assembly Approval date
Children & Young People	Children and Civil Status (Amendments) (Jersey) Law 202-	Same – sex parental responsibility and related matters	19 th March 2024
Treasury & Resources	Draft Income Tax (Jersey) Law 202-	Amendment – Stage 2 of Independent Taxation	16 th April 2024
Environment	Proposition - Offshore Wind (Jersey) Law 202-	Legislation to regulate the development of offshore renewable energy sector enabling to commence	17 th April 2024
Treasury & Resources	Income Tax (Payment of 2019 Liability) Amendment Regulations	Amending Regulations to push back by 2 years the payment dates for the frozen 2019 liability of former PYB taxpayers	30 th April 2024
Health & Social Services	Proposition - Assisted Dying	Bring forward legislation that permits assisted dying in Jersey and requires the Minister to establish an assisted dying service	21 st May 2024
Social Security	Income Support Law and Regulations (Jersey) Amendment Regulations 202-	Additional support provided to adults receiving a care package in their own home	11 th June 2024
Social Security	Draft Social Security Law (Jersey) Amendment Regulations 202-	Amendments to the law to remove the need for	11 th June 2024

		applications in certain circumstances	
Justice and Home Affairs	Draft Mental Health (Young Offenders) Law (Jersey) Regulations 202-	Enable Article 69 Transfer Orders to be made for persons serving a sentence of youth detention where they are held in secure accommodation	25 th June 2024

Annex B – Strategic Policy Development

This section outlines the most significant policy development delivered by the Cabinet Office that will be published during 2024. It does not include policy development for publication in later years or more routine policy development.

Chief Minister

Policy area	Summary	Timescale
Diversity, equity and inclusion	Support the Assistant Chief Minister to establish the future direction for the International Cultural Centre, to be approved by the Council of Ministers	Q3 2024
Jersey Independent Care Inquiry Legacy	Continue to progress the published recommendations by the Survivors Citizen Panel including a place to remember and a permanent public apology	Q4 2024
Management of death processes	Consultation with key stakeholders to include a formal consultation before end of 2024 to support development of law drafting instructions	Q4 2024
Missing people	Development of guidance for families of individuals who go missing to assist them in managing their affairs within Jersey's legal framework	Q4 2024
Population	Publication of Common Population Policy Annual Report	Q4 2024
Population	Continue to coordinate policy development across government to prepare for an ageing population	Q4 2024

Minister for Children and Young People and Minister for Education and Lifelong Learning

Policy area	Summary	Timescale
Changes to Higher Education Order	Scope changes to improve access and affordability to Higher Education	Q4 2024
Children, Young People and Families Plan	Monitor the Plan's performance using the published indicators for success	Q4 2024
Corporate Parenting Board	Establish a Children & Care Council and agree key themes for Corporate Parenting Board	Q4 2024
UNCRC Concluding Observations	Prepare a government response to the UN Committee's concluding observations	Q4 2024
Safeguarding Accountable Officers Group	Support the Accountable Officers to progress strategic safeguarding arrangements for Children and Young People	Q4 2024

Minister for the Environment

Policy area	Summary	Timescale
Carbon Neutral Roadmap	Deliver the Carbon Neutral Roadmap delivery phase 1 policies	Q4 2024
Carbon Neutral Roadmap	Development of the Carbon Neutral Roadmap delivery phase 2 policies for 2026-2030 and continue work on developing long-term financing options to fund decarbonisation policies	Q4 2024

Circular Economy Strategy	Start scoping, stakeholder mapping and engagement, technical evidence gathering and formulation of policies for Ministers to consider	Q4 2024
Offshore Wind Energy	Issue law drafting instructions to enable lodging of a draft Offshore Renewable Energy Law	Q4 2024
Reform the planning service	Start a review the process by which the Island Plan is produced	Q4 2024
Reform the planning service	Continue to revise existing and develop new supplementary planning guidance to provide advice about the interpretation and use of island plan policy	Q4 2024
Water Strategy	Start scoping, stakeholder mapping and engagement, technical evidence gathering and formulation of policies for Ministers to consider	Q4 2024

Minister for Health and Social Services

Policy area	Summary	Timescale
Adults Safeguarding Law	Consultation with key stakeholders completed	Q4 2024
Assisted dying	Issue law drafting instructions enabling the law to be drafted in 2025	Q4 2024
In Vitro Fertilisation	Publish updated access criteria for IVF funded services	Q4 2024
Mental Health and Capacity Law	Issue law drafting instructions for Tranche 2 of the law	Q4 2024
Medicines / pharmacy strategy	Establish working groups to commence work on scoping proposals for legislative amendment	Q3 2024
Public Health	Scope changes to update the Public Health Law for addition to the Government Legislation Plan	Q4 2024
Public Health	Create a plan to deliver a new illness prevention service	Q4 2024
Registration of professionals	Develop law drafting instructions to reform the legislation governing the registration of health and social care professionals	Q4 2024
Termination of pregnancy	Establish working group to develop proposals for legislation reform	Q4 2024

Minister for Housing

Policy area	Summary	Timescale
Assisted Purchase Scheme	Work with Andium Homes and the States of Jersey Development Company to develop plans for the delivery of more homes and assisted purchase schemes for Islanders, by leading on the continued delivery of the Government's "First Step" assisted home ownership scheme	Q4 2024
Homelessness strategy	Progress the implementation of the Homelessness Strategy, including developing a means to capture data and report on levels of homelessness in Jersey	Q4 2024
Improved access to social housing	Implementing the actions set out in the Roadmap for improved access to Social Housing, including reducing the age of eligibility to 25	Q4 2024

Right-sizing policy	Implement the policies established by the Minister for Housing's Right-sizing Policy	Q4 2024
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Minister for Infrastructure

Policy area	Summary	Timescale
Deliver a plan to revitalise Town	Develop and help co-ordinate the implementation of an integrated plan for Town	Q4 2024

Minister for International Development

Policy area	Summary	Timescale
Island Identity	Continue to progress the Island Identity project to deliver the recommendations of the 2021 Island Identity Report	Q4 2024

Minister for Justice and Home Affairs

Policy area	Summary	Timescale
Violence Against Women & Girls Taskforce Report	Develop guidance on on-line and tech-facilitated abuse to accompany a training package for service providers	Q4 2024
Violence Against Women & Girls Taskforce Report	Launch a street harassment awareness campaign	Q4 2024
Violence Against Women & Girls Taskforce Report	Issue law drafting instructions for the introduction of emergency barring orders into the Domestic Abuse (Jersey) Law 2022	Q4 2024
Violence Against Women & Girls Taskforce Report	Issue law drafting instructions for the development of offence(s) to address non-fatal strangulation and suffocation	Q4 2024
Violence Against Women & Girls Taskforce Report	Start a review of the resourcing and structure of the Independent Domestic and Sexual Violence Advice services	Q4 2024
Youth Justice Strategy	Complete consultation with stakeholders and publish the Strategy subject to approval	Q4 2024

Minister for Social Security

Policy area	Summary	Timescale
Domiciliary care	Analyse the results of an independent review into the domiciliary care market and take actions as needed	Q4 2024
Income support	Complete a review of income support guidelines and implement actions as needed	Q4 2024
Living wage	Support the transition to a living wage including the provision of temporary financial support to low earners	Q4 2024
Primary care	Continue to extend the contractual framework supporting access to services and products provided by general practice and community pharmacy.	Q4 2024