

# 2024 Business Plan – Customer and Local Services

Issue 1 – 26/7/24

Chief Officer: Ian Burns

Minister(s): Minister for Social Security  
Minister for Treasury and Resources  
Minister for Housing and Communities  
Chief Minister

Information on CLS's purpose, context and structure can be found on [gov.je](http://gov.je)

Information on the department's finances and resources can be found in the Government Plan Annex: [Government plan](#)

This is an interim plan for the department. The Minister for Social Security wishes to issue a fuller plan for her remaining 18 months of office in Q3 2024.

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## Key Objectives

Our key objectives for 2024 are:

### **Deliver our Common Strategic Policy commitments and prior States Assembly decisions**

- Reduce the public cost of GP visits by expanding financial subsidies for general practice services
- Support the transition to a Living Wage by providing financial support to employees who receive less than two-thirds of the median wage
- Design and implement a new scheme to provide support for the parents of babies requiring significant neonatal care
- Design and implement a new scheme to provide support for the parents of children requiring significant support with a serious health condition
- Complete the evaluation of the initial provision of period products within the community. Finalise and implement the ongoing service.
- Support Public Health to implement vaccination services in GP surgeries and community pharmacies
- Implement a scheme for funding medical dressings
- Implement free GP visits for students

### **Customer Services transition to new HQ**

Ensure that all CLS services continue to be easy to access while transitioning smoothly to the new Government HQ building at the end of 2024.

### **Transform**

Continue to implement our major Transform programme to deliver a new, highly customer-centred benefit administration system and associated processes, in coordination with wider government strategies to support effective corporate data management, digitisation and automation.

## **Review Income Support eligibility and coverage**

Complete a review of the Income Support policy guidelines, implement agreed actions and proactively promote IS benefits to ensure adequate support is available for vulnerable Islanders.

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## **Service Performance Measures**

Our Service Performance Measures for 2024 are:

<b>Measure</b>	<b>Target</b>
Customer satisfaction rated very satisfied or satisfied (%)	80%
Customer effort (scored 1 to 5)	4.0 (80%)
Calls answered (%)	95%
Sustainability of permanent Job Starts > 6 months (%)	70%
Income Support new claims set up within SLA (%)	95%
Business Licensing – applications turned around within SLA (%)	90%