

2025-6 Business Plan - Employment, Social Security and Housing

20/12/2024

Chief Officer: Sophie Le Sueur
Ministers: Social Security
Housing
Chief Minister

Information on Employment, Social Security and Housing's (ESSH's) purpose, context and structure can be found on gov.je. Customer and Local Services was renamed as Employment, Social Security and Housing in December 2024 without any change in remit.

Information on department finances and resources can be found in the [Budget \(Government Plan\) Annex](#)

Key Objectives – Social Security Minister

We will deliver the following key objectives for the Social Security Minister in 2025-6:

Customer Service

Continue to implement our Transform programme to deliver a new customer-focused digital system to manage benefit claims & payments, providing value for money and long-term sustainability

Bed in and make incremental improvements to the new Union Street customer management systems & processes to align with first few months' experience post-opening

Support and Benefits

Continue to develop and maintain primary care services delivered through general practice and community pharmacy providing access in the community to a range of health services.

Develop and introduce a modern benefit system to support workers with ongoing health conditions to reduce the impact of ill health on individual workers and the economy as a whole

Review current eligibility rules for working age benefits and the award of credits to ensure that the contributory benefit system continues to provide appropriate support to today's workers

Review eligibility for the Jersey old age pension and means-tested pensioner benefits and update as needed to provide appropriate support to today's pensioners

Complete the introduction of standard domiciliary care rates to help the growth of a sustainable domiciliary care market, supported by the fair allocation of Long-Term Care benefit funding.

Work across government to make greater use of technology to support Long-Term Care (LTC) services, including a wider telecare offer to support independent living

Provide financial support to local households through the Community Costs Bonus scheme in line with current cost of living pressures in each year.

Disability strategy

Implement agreed priorities within the disability strategy, based on the recommendations of the Independent Advisory Board, to support Islanders with disabilities across all aspects of their daily lives

Employment Rights

Complete the introduction of appropriate whistleblowing legislation as agreed by the States Assembly

Continue to develop employment law in line with international good practice including a consideration of TUPE, unfair dismissal rights and a review of the rules governing the Jersey Employment and Discrimination Tribunal

Living Wage

Confirm and publish the 2026 minimum wage rate based on two-thirds of the 2024 median wage in line with the Common Strategic Policy (CSP) commitment to move towards a living wage

Provide financial support to low earning workers with less than five years residency during 2025 as part of the transition towards a living wage

Funds management and sustainability

Commission and support independent actuarial reviews of the three social security funds (Social Security, Health Insurance and Long-Term Care) to provide an up to date, expert assessment of the financial state of each for the incoming States Assembly in 2026

Building on previous work, undertake research and preparatory work to develop a framework for a secondary pension scheme which will give all workers the opportunity to access a workplace pension.

Key Objectives – Housing Minister

We will deliver the following key objectives for the Housing Minister in 2025-6:

Advice and support to Islanders

Support a review of the assisted housing purchase processes and implement any agreed changes

Support implementation of a new Right-Sizing policy to provide advice & support for older islanders

Access to Social Housing

Promote Affordable Housing Gateway services, including Income Support for people renting private sector properties and staying in touch with non-eligible applicants

Homelessness Strategy

Develop improved long term homelessness data reporting capabilities

Support ongoing development of the HAS by providing structured referrals procedures, a training & engagement programme and increasing its visibility

Key Objectives – Chief Minister

We will deliver the following key objectives for the Chief Minister in 2025-6:

Control of Housing and Work

Complete the introduction of more flexible Control of Housing and Work legislation including updated guidelines and information

Develop and introduce updated housing controls to support the needs of today's workforce.

Consider the impact of modern remote working practices on housing and work controls and update as needed

Service Performance Measures

Our Service Performance Measures for 2025-6 are:

Measure	Target
Customer satisfaction rated very satisfied or satisfied (%)	80%
Customer effort (scored 1 to 5)	4.0 (80%)
Calls answered (%)	95%
Permanent Job Starts - sustainability of > 6 months (%)	70%
Income Support - new claims set up within SLA (%)	95%
Business Licensing – applications turned around within SLA (%)	90%
Affordable Housing Gateway - new applications assessed within SLA (%)	90%

Additionally, we will begin development of a new set of customer survey measures in 2025. These will be designed to better understand our customers' end-to-end experience of our services, the process of applying for them and the support provided by our people.