

## **Objective 3: Developing a stronger focus on Customer Services**

### **2018 Achievements**

During the second half of 2018, the leadership worked to develop the relationship between the public services, parishes, community groups and the charitable sector, through an initiative led by Customer and Local Services. Meetings took place with an extensive range of partners, a workshop was held with the voluntary and community sector in September 2018, and a working group amongst these organisations continued to meet to develop and draft an action plan for wider consultation with the sector. There was also engagement with the parishes and Comité de Connétables on the range of services where close cooperation can improve local service delivery in the community setting.

Another integral part of the modernisation of the service is the consolidation and modernisation of its fragmented estate, to improve collaboration and efficiency. During the first half of 2018, current estate was reviewed along with the potential to consolidate back-office staff in a single building, as well as moving customer-facing staff together in to the La Motte Street Office, to create One Front door for Customer Services. An Office Modernisation Programme Board was established and in the second half of 2018, an interim office in Broad Street was secured; in August 2018, the Estate's Team began its refurbishment. In November 2018 a timetable of sequenced moves was announced.

A campaign to raise awareness of the Future Jersey website exceeded its targets, attracting more than 19,000 visits to the site.

### **Third-Party Comments**

- "The One Front Door Initiative has the makings of a real success story. We have sorted out teething problems, e.g. around location of sites. The challenge now is to digitalise the policy."
- "The new Jersey Standard seems to be on track."
- "There is now a Complaints strategy, though this may require further publicising. Historically, complaints have just been ignored."