

Customer and Local Services Departmental Annual Report 2020

The tables below set out progress against the Customer and Local Service department's objectives for 2020.

Government Plan initiatives

This table shows progress against CLS's Government Plan initiatives in 2020.

For more information on each of the initiatives, please see Government Plan 2020-23 and the Government Plan additional information report 2020-23.

Care Needs at Home



The planned pilot of improved financial support for adults with long-term care needs living at home and their informal carers was deferred to 2021 due to unavoidable prioritisation of Coronavirus response activities.

Deferred
Service Operations

GP20-CSP4-3-01

Project

Diffuse Mesothelioma Compensation Scheme



The scheme was implemented in 2019 with funding approved in the Government Plan to meet its obligations to provide permanent financial support to asbestos victims and their families. The Customer and Local Services Department (CLS) will now manage the administration of this Scheme within existing resources.

Complete
Service Operations

GP20-CSP4-1-01

Business as usual

Food Costs Bonus



Continuation of funding for the existing Food Cost Bonus scheme whereby low income households receive assistance to offset the impact of GST on the cost of essential household items.

Complete
Service Operations

GP20-CSP4-1-04

Business as usual

Implementing the Disability Strategy



Disability Inclusion Officers were appointed and a number of projects commenced to raise awareness around disability and to improve inclusion. These included work in conjunction with Liberate and Jersey Sport to raise awareness about access to Law and Boards, Inclusion and sport.

In progress
Local Services

GP20-CSP4-3-02

Project

Single Parent Component P.113/2017



Permanent funding for the single-parent component of Income Support was secured as part of the Government Plan process 2020-23. The previous States Assembly (P.113/2017 and P.28/2018) agreed to provide a single-parent component as part of the income support system and identified funding for 2018 and 2019. The component provides an additional £40.39 per week to a single parent receiving income support.

Departmental initiatives

This table shows progress against the department's other initiatives for 2020 that are not included in the Government Plan.

Complete the transformation of how our services and teams are organised to align with our new target operating model



Activity deferred to 2021 due to prioritisation of Coronavirus response activities.

Delayed

Project

Customer Service and Customer Operations

Continue engagement with Voluntary and Community Sector organisations to secure stronger partnership working and greater coordination of activities and resources



A number of thematic Clusters continued to meet virtually to support collaboration and to improve coordination. These groups worked to support islanders during the pandemic and linked in with funding groups to meet needs and deliver positive outcomes. 2020 demonstrated the strength of the Voluntary Community Sector and the Parishes and the partnership with Government of Jersey.

On Track

Local Services

Continue to enhance the service offer provided by the Office of the Superintendent Registrar and explore commercial opportunities to generate income



Scoping and service design was completed for marriage venues based at Howard Davis Hall. A funding bid was delayed by the Coronavirus response but now is in progress with a subsequent implementation planned for 2021.

In addition, business continuity measures have been fully completed to provide a digital record of all historic registers.

Delayed

Project

Local Services

Continue to identify and grow One Front Door services, achieving alignment with our objectives: Simple and Accessible, Digital First, Thinking Ahead and grouping around customers' Life Events



Customer-facing activities in Parking Control and Crematorium were transferred to Customer and Local Services in 2020.

Work completed in 2020 with Children, Young People, Education and Skills will enable the Nursery Education Fund to be transferred to Customer and Local Services on 1/1/21, further supporting the OneGov 'One Front Door' approach.

Complete

Project

Customer Service

Customer Service Standards



There has been solid progress on delivery and implementation of the customer strategy including building on work around complaints handling and customer feedback and improving services to make things easy, accessible and consistent for customers.

Some customer strategy deliverables have been delayed due to reprioritisation of Coronavirus response activities and progress will be recovered during 2021.

On Track

Project

Customer Service

Deliver community-based services and activities in partnership with the voluntary sector and parishes



Connect Me was established to bring together Government of Jersey, Voluntary Community Sector and Parishes to support the Community Task Force during the pandemic. Collectively, a number of support services were delivered across the island which included recruiting 3,500 volunteers.

A number of clusters continued to work in partnership to deliver services in the community and Closer to Home was able to provide financial, wellbeing and advice at 3 events despite the pandemic.

On Track

Project

Local Services

Deliver our committed savings projects



All committed departmental savings were delivered as planned. The anticipated reduction in Income Support expenditure was being delivered prior to the effects of Coronavirus on the economy.

Complete

Project

All CLS directorates

Develop a 'One Front Door' approach with HCS for older adults' residential and domiciliary care-at-home health referrals, supporting closer to home initiatives



Activity deferred to 2021 due to unavoidable prioritisation of Coronavirus response activities.

Deferred

Project

Customer Operations

Develop community library provision



Preparatory work took place in 2020 to enable the Western Branch library to move from Quennevais school to Communicare. It will open in Feb 2021, enabling an expanded scope of community activity provision.

Complete

Project

Local Services

Fully participate in, and support, Team Jersey activities



There has been a high level of participation across Customer and Local Services to date, with 68% of the department having attended the first 'crucial conversations' event, and 86% of all leaders having attended their first event.

In addition, there are 10 active Team Jersey leads in Customer and Local Services who actively promote and support the programme.

On Track

Business as usual

All CLS directorates

Implement changes to the social security scheme to provide benefits to both parents



This new scheme went live on target on 1st Jan 2021; an interim scheme was also put in place from July to December 2020 to provide short-term support for employers prior to commencement of the full scheme.

Complete

Project

Customer Operations

Improve support and protection for tenants by establishing a housing advisory service



A new Housing Options website and support officer are both in place. Further service development including enhanced case management capability is planned to follow in 2021.

On Track

Project

Customer Operations

Produce and execute a strategy for the replacement of CLS's legacy technology platforms to enable the long-term achievement of our customer service transformation objectives



A strategy has been produced and agreed as planned. Detailed service redesign and systems implementation will follow in 2021-3.

On Track

Project

Customer Service

Roll out services and activities at locations across the island in partnership with the voluntary and community sector and parishes applying the Closer to Home principles



Despite the pandemic, a number of Closer to Home events did take place in partnership with the Voluntary Community Sector and Parishes. The delivery of further C2H physical events was not possible for most of 2020 and this programme will be re-started as early as can be achieved safely in 2021.

Delayed

Project

Local Services

Support the development and delivery of the Jersey Care Model



The Health Access Scheme launched in December 2020. It allows Income Support households and pensioners on Pension Plus to pay a fixed £12 fee to see a GP. For children 16 & under in Income Support households this will be free. The cost of each visit is being subsidised by the Health Insurance Fund.

On Track

Project

Customer Operations

Covid-19 initiatives

This table shows Covid-19 specific initiatives that the department commenced in 2020 as a response to the pandemic.

Co-funded Payroll scheme



Customer and Local Services set up and operated successive variants of this scheme to support local businesses in conjunction with Economic Development and Treasury colleagues. Payments totalling more than £87 million were provided during 2020.

On Track

Project

Customer Operations

Community Task Force and Connect Me



The Community Task Force was set up in March and April 2020 to enlist volunteers who could help vulnerable citizens during the lockdown period.
3,500 volunteers were recruited with a diverse range of skills and experience to support islanders and Voluntary Community Sector organisations.

On Track

Project

Local Services

Coronavirus helpline



Customer and Local Services have operated the Coronavirus helpline since March 2020, providing a 7 day a week one-stop shop for handling all public enquiries. Call volumes have varied between 400 and 2,500 calls a day on a range of topics including symptoms, travel, testing, public health measures and contact tracing.

On Track

Project

Customer Service

Covid-related Emergency Support Scheme (CRESS)



This scheme was set up to provide emergency financial support between March and August 2020 for those who had lost work due to the Coronavirus pandemic and did not qualify for Income Support.

The scheme supported over 330 households, providing financial assistance totalling £540,000.

Complete

Project

Customer Operations

Deferred Contributions



This scheme enabled small and medium size local businesses to protect their cashflow by deferring payment of Social Security contributions for the first two quarters of 2020 for two years. A similar deferral has been implemented for the last quarter in respect of businesses directly impacted by the Covid Winter Strategy.

On Track

Project

Customer Operations

Short-Term Incapacity Allowance (STIA) changes



A number of variants of the STIA benefit have been put in place to support those unable to work due to Coronavirus infection or in line with Public Health travel and isolation guidelines. This work supports the public health prevention strategy for COVID-19.

On Track

Project

Customer Operations

Temporary Employee contributions reduction



The Fiscal Stimulus programme included an initiative to reduce employee contributions by 2% between October 2020 and June 2021, putting money back into the local economy. Customer and Local Services set up the scheme to ensure that all relevant records were temporarily re-calculated and billed at the reduced rates.

On Track

Project

Customer Operations