



Customer and Local Services

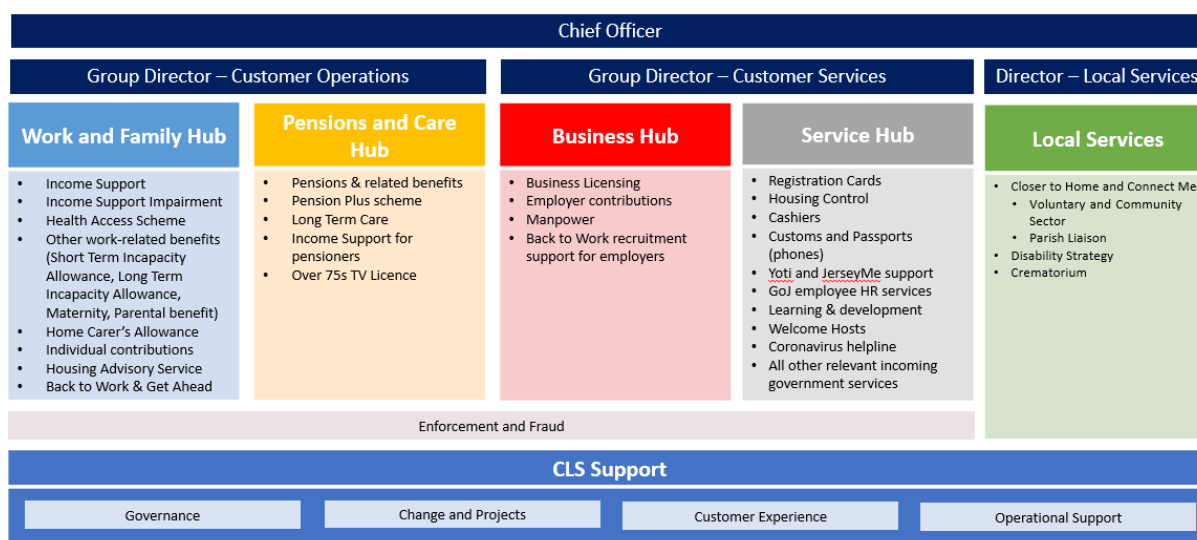
Our mission is making it easy for customers.

Our purpose

We put customers at the heart of everything we do. We want it to be quick and easy for customers to do business with us. We are proud to provide efficient and forward-thinking government services and have worked hard to remove steps that have made our services overly complicated in the past.

We strive to offer customers the opportunity to do business at a time and location that suits them – whether that be via post, online or face to face.

Our structure



What we do

Our services are provided through five organisational units shown in the structure chart above. Each unit's services are grouped around specific customer needs.

Work and Family Hub: focussed on families and working age customers. This hub delivers a variety of benefits and proactive employment support.

In addition to its core services, this hub is responsible for coordinating a number of life events, which include:

- Starting work
- Becoming unemployed
- Becoming a carer
- Short and long-term illness
- Becoming a parent



Pension and Care Hub: focused on pensioners and those receiving long-term care. This hub provides a variety of benefits and proactive services and works closely with the voluntary and community sector as well as Health and Community Services colleagues.

In addition, it is responsible for coordinating related life events, which include:

- Retirement
- Bereavement
- Receiving care

The CLS Fraud Team is also based in this hub, working proactively and reactively across all services provided by CLS.

Business Hub: focussed on supporting local businesses. This hub delivers a range of regulatory services, as well as proactive support. It is responsible for coordinating business life events, which include:

- Starting a business
- Ceasing trading

Service Hub: provides government services across a variety of areas. This hub delivers an effective front of house service, welcoming and triaging customers to the correct area of specialist support. The Service Hub is responsible for coordinating life events, which include:

- Moving to Jersey
- Starting a job with the States of Jersey

Local Services: provides a number of distinct community-focussed functions:

- The operation of the Jersey Crematorium Service
- Connect Me and Closer to Home are partnerships that bring GoJ departments, Voluntary and Community Sector organisations and Parishes together. Several cluster groups span a variety of topics, including health, mental health, inclusion, disability, children and young people, cancer as well as sport and leisure.
- Management of a number of key contracts such as The Shelter Trust, Jersey Women's Refuge, Citizen's Advice Jersey, Call and Check, and Relate
- Disability Inclusion Officers have an ongoing responsibility to deliver a number of projects aligned to the GoJ Disability Strategy. These raise awareness of disability and improve inclusion.