

PM/MH/273

COUNCIL OF MINISTERS

(26th Meeting)

24th September 2015**PART A (Non-exempt)**

All members were present, with the exception of Senator Sir P.M. Bailhache, Minister for External Relations, from whom apologies for absence had been received.

Senator I.J. Gorst, Chief Minister
 Senator A.J.H. Maclean, Minister for Treasury and Resources
 Senator L.J. Farnham, Minister for Economic Development
 Senator A.K.F. Green, M.B.E, Minister for Health and Social Services
 Deputy A.E. Pryke of Trinity, Minister for Housing
 Deputy E.J. Noel of St. Lawrence, Minister for Transport and Technical Services
 Deputy S.J. Pinel of St. Clement, Minister for Social Security
 Deputy S.G. Luce of St. Martin, Minister for Planning and Environment
 Deputy R.G. Bryans of St. Helier, Minister for Education, Sport and Culture
 Deputy K.L. Moore of St. Peter, Minister for Home Affairs

In attendance -

Senator P.F.C. Ozouf, Assistant Chief Minister
 Deputy T.A. Vallois, Assistant Minister for Treasury and Resources
 J.D. Richardson, Chief Executive, States of Jersey
 M.N. de la Haye, O.B.E., Greffier of the States (not present for item A2)
 R.J. MacRae, Q.C., H.M. Attorney General (not present for item A2)
 R. Bell, Treasurer of the States
 A. Rogers, Director of Treasury Operations, Treasury and Resources Department (for item B1)
 C. Haws, Head of Financial Planning, Treasury and Resources Department (for item B1)
 D. Peedle, Chief Minister's Department (for item B2)
 A. Scate, Chief Executive Officer, Department of the Environment and Lead for Public Sector Reform (for item A1)
 C. Anderson, Reform Programme Manager, Chief Minister's Department (for item A1 and A2)
 Dr. I. Skinner, Assistant Director – Strategic Planning and Performance, Chief Minister's Department (for item A1 and A2)
 J. Williams, Director of Business Change, Chief Minister's Department (for items A1 and A2)
 C. Donnelly, Executive Support, Chief Minister's Department
 C. Keir, Assistant Director - Ministerial Support and Communications
 P. Monamy, Clerk to the Council of Ministers

Note: The Minutes of this meeting comprise Part A and Part B.

Reform of the
Public sector:
e-Government
update.
688/2(34)

A1. The Council, with reference to its Minute No. B5 of 6th May 2015, discussed with the Chief Executive Officer, Department of the Environment and Lead for Public Sector Reform, together with the Reform Programme Manager, the Assistant Director – Strategic Planning and Performance and the Director of Business Change, Chief Minister’s Department, an update on public sector reform progress and savings.

Details of the governance arrangements for the programme, decision-making timescales and engagement plans for the remainder of 2015 were noted. It was recognised that most Public Sector employees were engaged in operational service delivery designed to deliver government’s strategic goals and, given that such services accounted for the greater part of the States’ spending, it was accepted that represented an obvious focus for reform.

The Council considered that the impact which those services had in improving people’s lives and making Jersey a better place in which to live, and also the responsibility of departments to provide value for money, were drivers of a constant expectation to deliver continuous improvement. It was considered that Jersey’s public services had responded well to the challenge and between 2004 and 2013 the organisation had undergone 2 major spending reviews. It was noted that new improvement tools and processes were being constantly implemented in order to increase efficiency and reduce the cost of service delivery, resulting in net real terms government expenditure in 2015 being about the same as it had been in 2010, despite an increase in the Island’s population over that period of almost 5 per cent.

Having noted the rationale for Reform and its component parts, the Council recognised the progress which had been made on savings to date and the actions proposed to deliver against the remaining savings. It was noted that a revised Programme Management Office (PMO) was to be put in place by October 2015 which would combine the arrangements for e-Government, the current Public Service Reform and PMO, and also the People workstream. Having recognised the functions of the PMO and its reporting lines through to the Corporate Management Board (CMB), Ministers emphasised the importance of regular reporting to the Council and agreed that a Ministerial Oversight Group (MOG) for the Programme should be established.

The Council noted the arrangements being put in place for internal workforce engagement through ‘drop-in’ sessions with the Chief Executive and refreshing of the information available on the States intranet and regular briefings across the workforce. Additionally, during October 2015, middle-management of the organisation would be engaged in a series of events on Public Sector Reform, with ‘PSR roadshows’ for all staff to be planned in November 2015. Whilst it was accepted that visibility of the Programme to staff was crucial, the Council agreed the importance of ensuring visibility of the actions being taken and the reasons therefor across the whole community. It was considered critical that, in addition to the top-down approach being adopted for streaming information to the workforce, ideas for reform should be encouraged from employees who were often best placed to engage in ‘design thinking’, particularly relative to their spheres of operation.

The Council was supportive of the measures being undertaken and asked to be kept informed of further developments.

26th Meeting
24.09.15

Reform of the
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688/2(34)

A2. The Council, with reference to its Minute No. B5 of 6th May 2015, received a presentation from the Director of Business Change, Chief Minister's Department which provided an update on Departmental e-Government.

It was emphasised that e-Government was also part of the overall Reform Programme and should be seen as integral thereto as it would deliver –

- enhanced customer services
- a more efficient public sector
- stimulation of the local digital industry.

Deliverables under e-Government were considered to be strategic change capability and strategic technical components, as well as stronger foundations, enhanced services and transformed functions. These would be achieved through a process over time which would seek to simplify (cease providing the service, reduce the level of service and/or apply Lean processes) or to automate (through the application of technology); thus creating a saving (either financial, Full-Time Equivalent – FTE - posts, or by creating capacity).

The Council noted areas within departments where service enhancements had already taken place or were imminent. The development of 'Tell us once' was leading towards improvements in many areas and represented a reduction in the number of points of contact for the customer.

Meanwhile, it was emphasised that in the background of e-Government, capability was being built upon and good progress made in the areas of programme governance, design authority and online authentication. The next tranche of work on building capability would be in respect of the customer portal and the 'integration layer' where all processes would come together.

Overall, the Council recognised that e-Government developments so far had led from isolated pockets of digital thinking in 2013, to digital activity being established across public sector business, leading ultimately to a situation where digital interaction was considered to be 'business as usual' for the States of Jersey.

Having responded to a number of questions from Ministers, the Director of Business Change was thanked by the Chief Minister for providing an update.