

# Customs and Immigration Service

## Proposed Long Service & Good Conduct Award

### Introduction

This paper will propose a Long Service and Good Conduct Award from the Head of Service for staff members in Jersey Customs and Immigration Service who have worked in the Service and its predecessors for a minimum of twenty years.

### Background

The question of staff recognition has been recognised as an issue which needs addressing in the Public Sector. This was highlighted in the Have Our Say surveys in 2007 and 2009. The 2009 Survey posited this statement: *“I feel achievements are adequately celebrated within the States of Jersey”*. The response from JCIS staff was that only 19% agreed with the statement (the total Home Affairs agreement was 20% and the whole of the public sector was 25%).

In March 2010 a member of staff in JCIS presented the senior management team with a paper that made a case for a long service and good conduct medal similar to those given to members of the uniformed services. A survey of all staff in JCIS was subsequently conducted to which 58% responded and indicated that they would favour the award of a long service medal.

It is established practice to issue long service and good conduct medals to officers in Jersey's uniformed services. The medals, which are nationally recognised, are awarded on behalf of the Crown and can be worn with the uniform alongside other official medals. However JCIS is not classified as an uniformed service and all its staff are civil servants. Whilst they do qualify for the Public Sector long service awards - as do Police, Fire, Prison and Ambulance Officers - there is no specific award for long service and good conduct exclusively within JCIS, unlike the other Home Affairs Services.

### Proposed JCIS award

The proposed award would be given to staff members who have twenty years of good conduct service in JCIS. A draft of a Service policy for the award is attached at Appendix 1.

It is recognised that a JCIS award could not be in the form of an official medal as this would require Royal assent and it is not proposed to take this route. It is noted that officers in the UK Border Agency do not receive official medals and it is therefore thought very unlikely that any application for JCIS staff to receive an official medal would succeed.

Given that an official medal is not seen as realistic it is proposed that an 'in Service' award be given instead. The award would consist of a certificate recognising the long service and good conduct together with a lapel badge showing the Service crest and personalised with the staff member's name. Illustrative copies are included in the draft Policy document (Appendix 1).

The award would be presented by the Head of Service.

### **Cost and numbers**

The minimum number of lapel badges that can be ordered is 100 at a total cost of approximately £300.

There are currently 21 members of staff who would qualify for such an award. Over the next 5 years there could be a maximum of another 9 members of staff who would qualify for the award.

### **Recommendation**

The Minister is recommended to accept this proposal and ask the Head of Service to take all practical steps to introduce the JCIS Long Service and Good Conduct Award.

**Michael Robinson**  
**Head of Service**  
**19<sup>th</sup> September 2011**

# Jersey Customs & Immigration Service

## Long Service and Good Conduct Award Policy

### Introduction

1. On [*date of MD*] the Minister for Home Affairs agreed the introduction of a **Long Service and Good Conduct Award** within the Jersey Customs and Immigration Service.

### Eligibility

2. Any full-time and part-time serving staff who are employed within the Jersey Customs & Immigration Service (JCIS) and who meet the necessary qualifying conditions are eligible for the award.

### Qualifying service

3. The qualifying service for the award is 20 years' continuous full or part-time service with good conduct, or an aggregate of 20 years' continuous full and part-time service in the Customs & Immigration Service, including any time served in the former Customs & Excise Department and/or the former Immigration & Nationality Department.

4. Time spent on maternity leave, up to the maximum period during which is due in respect of each pregnancy, shall count towards qualifying service. Time spent on paternity leave and long-term sick leave shall also count towards qualifying service.

5. Any period of part-time service will be treated as qualifying service.

6. The following do not count towards qualifying service:

- a) breaks in service, i.e. career breaks or periods between resignation from and re-engagement or re-instatement with JCIS;
- b) any service with another employer, including, for the avoidance of doubt, operational services such as the police, the emergency services, or HM Forces; unless such service qualifies as Special Leave as defined in the States Human Resource Policies.

7. No member of staff who leaves JCIS prior to completing 20 years' service can be considered for this award, whatever the reason for leaving.

## **Confirmation of Good Conduct**

8. The award shall be made on the recommendation of a Director to the Head of Service, who shall confirm that the individual's character and conduct have been of the required standard. Where the individual concerned is the Head of Service, the confirmation shall be made by the Home Affairs Department Chief Officer. It will be for the Head of Service or Chief Officer to decide if the individual's record of service merits this form of recognition.

9. When individuals are being assessed for an award their character and conduct throughout the whole period of qualifying service should be considered. Staff should not automatically be debarred from receiving the award solely on account of a trivial breach of discipline or even a more serious offence if it has been followed by many years of praiseworthy conduct.

## **Form of the award**

10. The award will be recognised by a certificate signed by the Head of Service or, for the Head of Service, by the Home Affairs Department Chief Officer. The award will also be represented by a lapel badge which can be worn by individuals whether in civilian clothing or in uniform. The design of the lapel badge and certificate are shown in the annex to this policy document.

## **Presentation of the award**

11. Awards shall be presented by the Head of Service at a time and place of his/her choosing.

12. An award to the Head of Service shall be presented by the Home Affairs Department Chief Officer.

**LAPEL BADGE DESIGN**



**Approximate Actual Size**





**States of Jersey Customs and Immigration Service  
Long Service and Good Conduct Award**

*This is to certify that*

*Joe Bloggs*

*has served with the States of Jersey Customs and Immigration Service  
for twenty years with good conduct and has been presented with  
the Service's Long Service and Good Conduct Award.*

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*Head of Service*

*1<sup>st</sup> January 20XX*

*Date of award*