

Our strategic aims

- to help people to achieve and maintain financial independence;
 - to provide well-targeted social benefits and support to those unable to fully support themselves;
 - to deliver excellent customer services.
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Business Plan 2017

Financial independence

Our responsibilities:

- A compulsory, contributory Social Security Insurance Scheme that receives contributions from employers, employees and general tax revenues. The scheme provides old age pensions and a range of working age benefits;
- Back to Work services which provide targeted support to help people to obtain and maintain employment;
- Discrimination legislation, which protects people from unfair or unequal treatment;
- Employment legislation, which sets out minimum standards for good employment relations and protection in the workplace;
- Health and Safety at work legislation, as well as the Health and Safety Inspectorate, to protect people in the workplace and others affected by working activities.

Projects for 2017:

- Continue work on the major review of Social Security Fund sustainability;
 - Undertake a review of Family Friendly employment legislation and consider options for extending the law;
 - Seek approval for, and implement, revised Health and Safety regulations for the use of freight containers;
 - Develop a strategy and implement pilot projects to support customers' movement towards financial independence;
 - Undertake preparatory research to support the development of disability discrimination regulations.
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Social benefits

Our responsibilities:

- Non-contributory means-tested benefits including Income Support;
- A compulsory, contributory Health Insurance Fund (HIF) that receives contributions from employers and employees. The HIF supports the costs of GP visits and prescription drugs;
- A compulsory, contributory Long Term Care scheme that receives contributions and provides a range of benefits for adults with long-term care needs.

Projects for 2017:

- Fully implement and promote the Pension Plus scheme;
 - Extend the Income Support scheme to include financial support for lower level care packages provided to claimants living in their own homes;
 - Review options available to extend support for low income groups with primary health care costs and agree timetable for implementation;
 - Take actions as required in respect of the proposed BBC funding arrangements for the over-75 TV Licence scheme.
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Customer Service

Our responsibilities:

- Provision of advice and guidance on benefits and contributions;
- Administration of the Names and Addresses Register and the registration of individuals and businesses under the Control of Housing and Work Law.

Projects for 2017:

- Continue ongoing work to develop online access to our services, supporting eGov and related Public Sector Reform initiatives;
 - Continue the implementation of our customer service excellence and improved communications programme;
 - Complete the first phase of work to enhance our capabilities to manage and analyse customer data;
 - Initiate planning for the replacement of the department's benefits administration and payment system.
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States of Jersey Corporate Initiatives

Our responsibilities:

- Delivery of agreed savings under the Medium-Term Financial Plan for 2016-19 (MTFP2);
- Contribution to the development and implementation of States-wide strategies, Public Sector Reform, or other initiatives as required.

Projects for 2017:

- Support and implement a programme of customer-focussed and waste-reducing Lean initiatives;
- Design and deliver initiatives to ensure the delivery of savings under the 2016-19 Medium Term Financial Plan;
- Support the implementation of the HSS Primary care strategy and continue to develop new services with primary healthcare provider groups;
- Continue to support Work Force Modernisation and Public Sector Reform initiatives;
- Support the Taxes office in the procurement and implementation of a cross-departmental revenue system.