

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 2016

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 2016:

- Commence a major review of the Social Security Fund sustainability;
 - Support more customers with long-term health conditions into work;
 - Develop and gain approval for Age Discrimination regulations;
 - Begin the review of the first twelve months' operation of Family Friendly legislation;
 - Seek approval for, and implement, revised regulations for the construction industry.
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Social benefits

Our responsibilities:

- Non-contributory means-tested benefits including Income Support;
- A compulsory, contributory Health Insurance Fund 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 2016:

- Review options for, and implement, improvements to the 65+ Health scheme;
 - Review options for, and implement if approved, a targeted Christmas Bonus scheme;
 - Investigate the policy and operational impacts of the re-introduction of a prescription charge;
 - Investigate options to support GP costs for those in low income groups.
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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 2016:

- Review and develop online access to our services, supporting eGov and other Public Sector Reform initiatives;
 - Continue the development of our customer service excellence programme;
 - Enhance our capabilities to manage and analyse customer data;
 - Investigate opportunities to improve customer access to Government services.
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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 2016:

- Deliver MTFP2 savings as approved by the States in October 2015;
- Design and deliver further non-benefit savings under MTFP2 for 2017 - 2019;
- Support the development of a Health Charge as set out in MTFP2;
- Support Work Force Modernisation initiatives;
- Participate in eGov / Tax / SSD joint projects;
- Provide an outplacement service for SoJ staff leaving under redundancy programmes;
- Support inter-departmental work on sustainable primary health care and undertake pilot projects.