



**Judicial Greffe & Viscount's Department**

**2008**

# **Jersey Court Service Annual Report**



*Our Purpose:  
Supporting the delivery of justice*



INVESTOR IN PEOPLE

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## ***FOREWORD***

This is the sixth Annual Report for the Judicial Greffe and the Viscount's Department to be produced in combination and is for the year 2008. It records the level of core operational and administrative activity within the Departments and also comments upon Strategic, Management, Human Resources, Information Systems and associated issues. This Report also reviews matters of Performance Management, a tool which is being enhanced across the Departments' activities.

### ***PURPOSE & ORIGIN OF THE DEPARTMENTS***

#### ***Judicial Greffe***

The Judicial Greffe is a Department of the Judiciary responsible for the provision of secretarial, administrative and interlocutory support to the Island's Courts and Tribunals. Associated services are provided to the legal profession and the general public. The Department in its present form was established in 1931 by the "Loi (1931) constituant Le Département du Greffe Judiciaire".

#### ***Viscount's Department***

The Viscount's Department is the executive arm of the Island's Courts and of the States. The Department is therefore principally required to execute orders of the Courts. In addition, the Department fulfils the duties of Coroner, administers *Désastre* and similar proceedings (insolvency administration and investigation), serves legal process and enforces fines and judgment debts (court enforcement duties). The Department in its present form was established in 1930 by the "Loi (1930) constituant Le Département du Vicomte". The Department principally functions through two operational sections (the Enforcement and *Désastre* Sections), administrative support being provided by the Corporate Services and Accounts Sections. Within the Enforcement Section a rotating shift system is worked covering the hours 7.00 am to 7.30 pm: this shift system is supplemented by a Duty Officer service which provides cover 24 hours per day, 365 days per year.

In this Report, the Judicial Greffe and Viscount's Department are described collectively as the Court Service.

### ***ORGANISATION OF THE COURT SERVICE***

The organisation of the Court Service (comprising 43.6 FTE in the Judicial Greffe and 24.6 FTE in the Viscount's Department), as at 31 December 2008, is as shown in the organisation charts at Appendix A.

### ***MANAGERIAL STRUCTURE OF THE COURT SERVICE***

#### ***Judicial Greffe Corporate Board***

Mr M Wilkins	Judicial Greffier
Advocate P Matthews	Deputy Judicial Greffier
Mr J Lambert	Director of Services
Mr D Le Heuzé	Magistrate's Court Greffier
Mrs S Auckland	Corporate & Judicial Resources Manager

#### ***Judicial Greffe***

As at 31 December 2008, the Judicial Greffe's Management Team comprised the following:

Mr M Wilkins	Judicial Greffier
Advocate P Matthews	Deputy Judicial Greffier
Advocate V Obbard	Registrar, Family Division
Mr J Lambert	Director of Services
Mr D Le Heuzé	Magistrate's Court Greffier
Mrs S Auckland	Corporate and Judicial Resources Manager

Mrs C Coleman	Assistant Judicial Greffier (Appellate Section)
Mr C Thérin	Assistant Judicial Greffier (Royal Court)
Mr A Le Bihan	Registrar of Deeds
Miss M Laurent	Registrar of Probate

### ***Viscount's Department Corporate Board***

Mr M Wilkins	Viscount
Mr P de Gruchy	Deputy Viscount
Mr J Lambert	Director of Services
Mr N Truscott	Principal Enforcement Officer
Mrs L Allo	Principal Administrator, Désastre Section
Mrs C Le Sueur	Finance Manager

### ***Viscount's Department***

As at 31 December, 2008, the Viscount's Department Management Team comprised the following:

Mr M Wilkins	Viscount
Mr P de Gruchy	Deputy Viscount
Mr J Lambert	Director of Services
Mr N Truscott	Principal Enforcement Officer
Mrs L Allo	Principal Administrator, Désastre Section
Mrs C Le Sueur	Finance Manager
Mrs L Cave	Corporate Services Officer

## ***SERVICES PROVIDED***

### ***The 82 functions fulfilled by the Court Service***

#### ***Judicial Greffe (48 services)***

##### ***Samedi Section***

- Managing actions pending before the Royal Court
- Taxing of Costs
- Administering the Legal Aid Disbursements Fund
- Processing appeals from the Magistrate's, Youth and Petty Debts Courts
- Registering Doctors and other professional persons
- Registering Deeds Poll
- Registering Foreign Judgments
- Registering Foreign Maintenance Orders
- Conducting *Dégrèvements* (Discumberments of Immovable Property)
- Managing the Electoral College List
- Acting as Postal and Pre-Poll Voting Officer at Public Elections
- Acting as *Greffier Arbitre* (Official Assessor or Arbitrator)
- Drafting Rules of Court
- Holding and investing monies paid into Court
- Processing Liquor Licences (issued by the Licensing Assembly)
- Processing Gambling Licences (issued by the Gambling Licensing Authority)
- Preparing Petitions of the Superior Number of the Royal Court to Her Majesty in Council

##### ***Public Registry***

- Maintaining the Public Registry of Contracts
- Providing certified extracts from the books of the Public Registry
- Registering and lodging of Wills of Immovable (Real) Property
- Registering Immovable (Real) Property and associated Contracts (*Contrats*)
- Registering and cancelling Judicial Hypothecs (*Reconnaissances*)
- Registering Powers of Attorney

### ***Probate Section***

- Granting Probate and Letters of Administration
- Overseeing the Curatorship system

### ***Family Section***

- Filing petitions and administration of applications for divorce
- Pronouncing decrees of divorce
- Hearing applications for the care of children, maintenance, transfer of property and lump sums in matrimonial cases
- Hearing applications for maintenance and care of children in other family cases
- Preparing applications and administration of adoption hearings

### ***Interlocutory Services***

- Hearing Summonses and making orders in interlocutory (civil) matters
- Making Orders for service of legal process out of the jurisdiction and for substituted service

### ***Appellate Section***

- Processing cases on appeal to the Court of Appeal
- Recording and indexing appeals to the Privy Council
- Transcribing Judgments
- Recording and transcribing evidence
- Maintaining the Unreported Judgments Series
- Forwarding Judgments to the Editor of the Jersey Law Reports
- Registration and indexing of Orders in Council
- Acting as Secretary to the Prison Board of Visitors

### ***Magistrate's, Youth and Petty Debts Courts***

- Providing for the operation of the Magistrate's, Youth and Petty Debts Courts

### ***Intellectual Property Registry***

- Maintaining the Trade Marks, Patents and Designs Registries

### ***Other Services***

The following additional services were provided by the Department:

- Attending sittings of all Courts and Tribunals as Clerk
- Issuing and enrolling Acts of the Court
- Advising on procedural law
- Promoting law reform in the context of the Department's service areas
- Receiving evidence in Chambers for Jersey and foreign Courts
- Acting as *Autorisé* at public elections

### ***Viscount's Department (34 services)***

#### ***Court Enforcement Functions***

- Collect and enforce fines
- Receipt and payment of Bail moneys
- Arrest and presentation for non-appearance in Court (FTAs)
- Service of legal process
- Collect (and pay) costs and compensation
- Execute and enforce civil Judgments
- Carry out evictions
- Enforce maintenance orders, collecting and paying 'Alimony'
- Enforce Criminal Seizure and Confiscation Orders

### ***Assize Jury Functions***

- Prepare the *Tableau Général* (Jury List), and maintain and operate the computerised jury selection system
- Grant exemptions from jury service
- Grant financial assistance to jury members suffering financial hardship as a result of Assize jury service
- Act as jury *surveillant* (custodian)

### ***Coroner's Functions***

- Conduct inquests
- Deal with all ancillary matters relating to sudden or unexpected death

### ***Insolvency Functions***

- Administer *en Désastre* proceedings

### ***Other Services***

- Act as *Autorisé* (Returning Officer) at Public Elections
- Administer oaths
- Administer the Collective Investment Funds Compensation Scheme
- Administer the estates of deceased persons
- Attend sittings of the Courts
- Attend sittings of the States
- Bear the Royal Mace of the Bailiff of Jersey
- Conduct *Vues de Vicomte*
- Convene sittings of the Royal Court and other bodies
- Grant exemptions from payment of Judicial Fees
- Act as Curator for impecunious Interdicts
- Act as *Tuteur* of last resort
- Act as trustee for Criminal Injuries Compensation Awards to Minors
- Promoting law reform in the context of the Department's service areas
- Deal with net proceeds of sale of properties sold by the Housing Committee after defaults on States Loans
- Perform various ceremonial duties
- Receive evidence in Chambers for Jersey Courts
- Act as Usher for children giving evidence via CCTV

## ***OPERATIONAL & ADMINISTRATIVE ACTIVITY, 2008***

*(See Statistical Digest at Appendix C & Appendix D for fuller statistical information)*

### ***Judicial Greffe***

#### ***Samedi Section***

The Samedi Section is responsible for providing a full support service to the Royal Court and other Tribunals, including: attending sittings as Clerk, issuing and enrolling Acts of the Court and providing advice on Court procedure. Other responsibilities undertaken include: taxing of costs; considering applications for disbursements in support of legally aided litigants; registering and indexing Orders in Council; and supporting the Gambling and Licensing Assemblies.

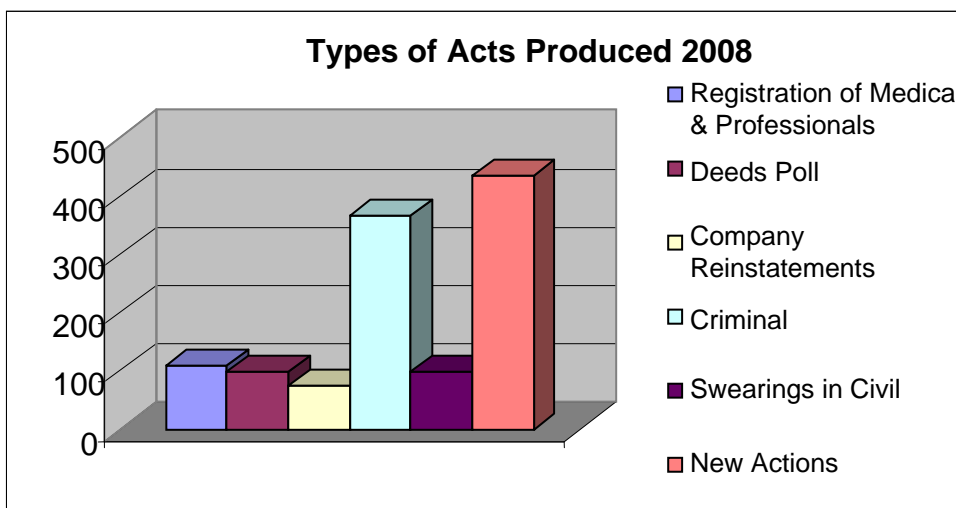
#### ***Acts Produced***

The section produced 2,027 Acts in 2008 (1,953 in 2007) of which 110 related to the Registration of Medical and associated professionals, 97 related to deeds poll, 73 to company reinstatements, 100 to Swearings in, 51 to Inquests, 119 to managers of liquor licences, 367 to criminal or evidence matters, and 1,115 to other civil matters. Of the 1,653 Acts which were issued pursuant to an order of a judge of the Royal Court, 98.3% were within service pledge and of the 322 acts which were dealt with by a Greffier Substitute, 98.1% were within service pledge. There were 322 new actions brought before the Court and 49 Orders in Council were registered. The Licensing Assembly sat on 10 occasions, and heard 71 applications.

The Attorney General made 2 applications and 71 licences were granted. There were 9 Assize trials in 2008 sitting for a duration of between 1 and 9 days. Finally, 83 elections were ordered in respect of Senators, Deputies, Constables, Centeniers, and Procureurs du Bien Public.



*Samedi Section staff (left to right: Clare Mundy, Jason Troy, Alison Le Brocq-Davis, Julie Das)*



### ***Taxation of Costs***

In 2008, 56 bills of costs were submitted for taxation by the Judicial Greffe (40 civil and 16 criminal). All of these bills were dealt with by the Assistant Judicial Greffier (Royal Court) as Taxing Officer.

### ***Legal Aid Vote***

In 2008, there were 156 new applications for the payment of disbursements from the Legal Aid Vote (99 civil and 57 criminal).

### ***Prison Board of Visitors***

The Samedi Section provides a secretarial service to the Prison Board of Visitors. The Senior Proceedings Officer for the Royal Court acts as Secretary. There were 12 ordinary meetings of the Board at the Prison in 2008 and 3 meetings with the Home Affairs Minister.

### ***Public Registry***

The Public Registry is responsible for the management and protection of all land deeds and associated documents enrolled for the purpose of evidencing title to, or charges against, land.



### ***Breakdown of Public Registry – Stamp Duty Received***

	<b>2005 (£)</b>	<b>2006 (£)</b>	<b>2007 (£)</b>	<b>2008 (£)</b>
Contracts & Wills	13,571,000	16,911,000	21,877,000	16,823,000
Judicial Hypothecs	3,389,000	3,878,000	5,059,000	4,463,000
<b>Total</b>	<b>16,960,000</b>	<b>20,789,000</b>	<b>26,936,000</b>	<b>21,286,000</b>

### ***Value of property transactions registered***

The value of property transactions registered in the Public Registry during 2008 amounted to some £782 million, compared with £1,005 million in 2007 and £888 million in 2006. However, these figures do not include the value of properties which were transferred by Deeds of Gift or bequeathed in Wills of Immovable Estate, for which stamp duty was also received. The sharp decline in the value of property transactions registered in 2008 reflects the slow-down in the property market associated with the global economic downturn.

### ***Number of documents registered and searches made in the Public Registry***

In 2008, there were 5,285 (6,142 in 2007) documents registered in relation to Contracts, Wills and Judicial Hypothecs. Using the Public Registry computerised database (*Public Registry Online*), 183,213 searches were conducted (169,727 in 2007), and 1,604,388 images were downloaded (1,498,752 in 2007).

### ***Public Registry Online***

The Public Registry computerised database, *Public Registry Online*, which became available for general use in 2007, continued to provide full access to Public Registry documents over the Internet at all times. Total downtime for the system during the year amounted to less than 7 hours, or an availability rate of 99.92% (99.95% in 2007).

### ***Small Islands Land Registry Conference***

A conference of the Small Islands Land Registries was held in the Isle of Man and was attended by members from Jersey, Guernsey, Alderney and the Isle of Man.



*Small Islands Land Registry Conference 2008*

## Family Section

The Family Section is responsible for providing a comprehensive service to the Royal Court for Family proceedings. These include causes for the termination of marriage (including nullity), judicial separation cases, ancillary matters, and applications relating to children. In addition there are children cases where the parties are not married. The Family Division also deal with applications relating to the legitimacy of children, adoption proceedings and care orders. Reciprocal Enforcement cases are also dealt with by the Family Section, involving liaison with foreign Courts.

The Children (Jersey) Law 2002 and accompanying Rules came into force on 1 August 2005, as did Amendment 11 of the Matrimonial Causes (Jersey) Law 1949. The Matrimonial Causes Rules were re-written and came into force on 1 August 2005. The Child Custody (Jurisdiction) (Jersey) Law 2005 came into force on 1 January 2006, together with accompanying Rules.

<i>Breakdown of types of petition filed in 2008</i>	
1 year Separation (by consent)	113
2 year Separation	83
Judicial Separation/Nullity	0
Adultery	31
Desertion	1
Cruelty	0
Unreasonable behaviour	28
<i>Free standing children applications filed in 2008</i>	
CH cases	64
<i>Summonses heard and orders made in 2008</i>	
Preliminary directions hearing	324
Case review hearing	267
Summonses heard (half day or more)	84
Family/CH Acts issued	92
Adoptions (2 Orders per child)	8
Nisi Acts issued	290
Matrimonial Acts issued	865
Reciprocal Orders	7
Parental Responsibility Agreements	37

281 decrees absolute of divorce were granted in 2008 (274 in 2007). 256 petitions were filed in 2008 (289 in 2007).

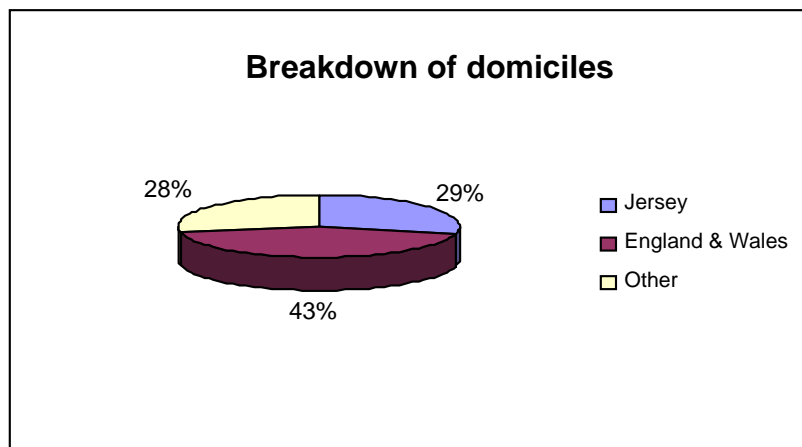
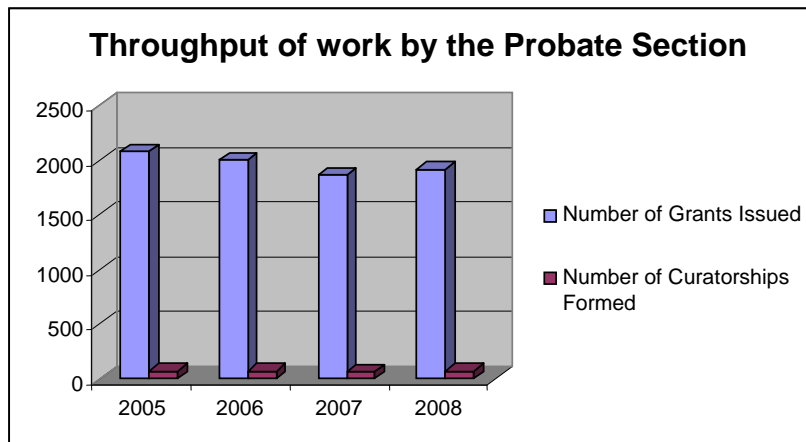
## Interlocutory Services

In 2008, 141 dates were fixed for summonses; 70 came before the Master, and 71 were vacated, adjourned or settled (there were 146 date fixes in 2007). In 2008, 43 summonses of half a day or less were heard (67.5 in 2007). No written judgments were delivered and written reasons were given for 9 decisions (compared with one written judgment and 7 written reasons for decisions in 2007). The number of Acts (including consent orders) produced in 2008 was 305, with 13 relating to service out of the jurisdiction or substituted service (there were 297 Acts for 2007, of which 15 related to service out of the jurisdiction or substituted service). The number of case reports which were produced in 2008 was 21 (23 in 2007). The breakdown of types of summonses in relation to which hearings took place (measured in half days or part thereof) is shown in the table.

<i>Type of Summons heard</i>	<b>2007</b>	<b>2008</b>
Enforcement Orders	1	0
Striking out applications	3	6
Taxation	2	0
Amendment of Pleadings	6	4
Directions	64	57
Particulars	4	4
Summary Judgment	7	8
Security for costs	6	7
Discovery and inspection	2	5
Assessment for costs	2	1
Extension of time	1	3
Stayed	38	36
Royal Court Mediation	6	20
Change of date/adjournment	8	1
Joining additional parties	5	2
Order trial	0	1
Interrogatories	0	1
Discontinuance	91	82
Referral to Petty Debts	15	1
Planning Appeals	12	6
Other	24	35

## Probate Section

The Probate Section is responsible for examining, validating and granting the right to lawyers, trust corporations and members of the public to recover or receive any part of a Jersey estate. During 2008, applications for Grants of Probate and Letters of Administration involved persons who died domiciled both in Jersey and in 74 other jurisdictions worldwide. 1,920 Grants were made in the year (1,867 in 2007), representing a total estates value of £320,913,670. The Section is also responsible for overseeing the administration of Curatorships, 73 new Curatorships being formed in 2008.



## Appellate Section

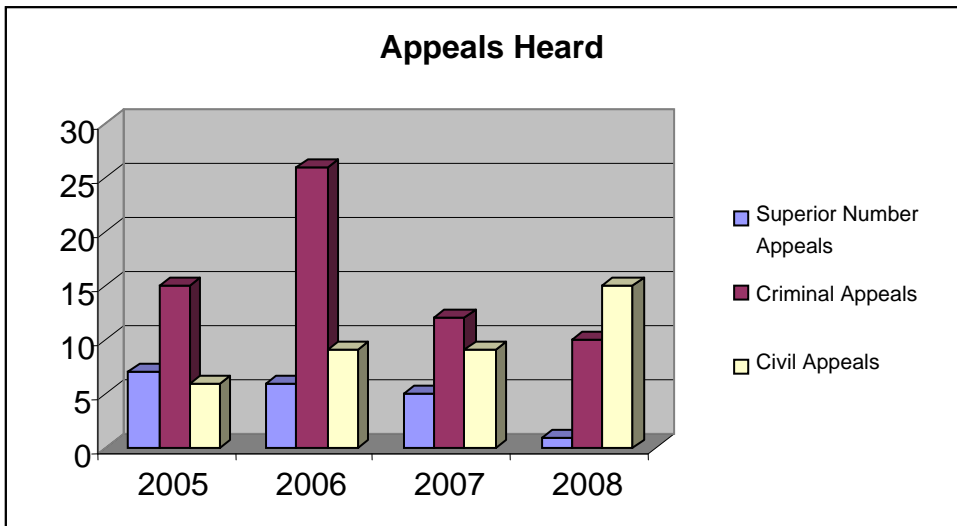
The Appellate Section is responsible for all administrative arrangements for the Court of Appeal and the Court of Appeal Judges, including arranging the annual schedule for the Court and the rota of judges, filing of all appeals, and the preparation of all the paperwork for each sitting. The Assistant Judicial Greffier for the Court of Appeal acts as clerk to the judges, attends all the sittings as Greffier, drafts the Acts of Court, and provides procedural advice to members of the legal profession and litigants in person. In addition to the scheduled sittings, the Appellate Section is also responsible for any appeals to the Superior Number against sentences passed by the Inferior Number, and will arrange special sittings of the full Court when necessary. In 2008, the full Court sat a total of 9 times, and heard 14 civil appeals and 10 criminal appeals. In addition, a single judge sat on 8 occasions and the Superior Number sat in its Appellate role on one occasion.

In addition to the administration of the Court of Appeal, the Appellate Section is also responsible for the publishing of all unreported judgments on the Jersey Legal Information Board website and the verbatim transcribing of Court proceedings when necessary.



*Court of Appeal staff (left to right: Katie Ridley, Caroline Coleman, Elly Corfe, Teena Boschat)*

***Appeals Heard***



***Intellectual Property Registry***

The Judicial Greffe is responsible for maintaining the Registers of Trade Marks, Patents and Designs. The Registry houses the three registers, and provides advice and associated services to industry specialists and members of the public. During 2008, 90 new trade marks were registered and 1,079 certificates were produced for updating registered marks. 44 patents were registered or updated and there was one update application for a design.

***Magistrate’s, Youth and Petty Debts Courts***

The Magistrate, Mr Ian Le Marquand, vacated office on 30 June 2008. Mr Le Marquand had been in post since November 1999, which brought about a period of stability for the Magistrate’s, Youth and Petty Debts Courts over a considerable period of time.



*Presentation by the Bailiff on the retirement of Magistrate Ian Le Marquand*

Mrs Bridget Shaw, formerly a Police Legal Adviser, became the Island's first female Magistrate having been appointed as the Assistant Magistrate in June. Advocate Richard Falle was also appointed as Acting Magistrate, pending the filling of that position on a permanent basis. In addition, a new Relief Magistrate was appointed (Advocate Peter Harris).

In 2008, a permanent office for the Vulnerable Witness and Victim Support Service was established, with the Witness Support Service being formally launched in Jersey on 27 February 2008. Co-location of this service showed immediate benefits, with the manager being on hand for any emergency referrals from court. The service also took over responsibility for pre-trial familiarisation visits for witnesses.

On 30 October 2008, Her Royal Highness the Princess Royal, as Patron of the Witness Service, formally visited the Jersey Witness Service. The remote and vulnerable witness facilities in the Magistrate's Court were also demonstrated to Her Royal Highness and she was introduced to volunteers of the Witness Service and other court staff and users.

During the year, the secure court was modified so that an assize trial could take place in a secure environment. This modification was such that it could be quickly dismantled and returned back to a Magistrate's Court. One assize trial has been held within the court and the modifications were partially successful but, due to size limitations, it was agreed that there would be difficulties were there to be multiple accused on trial. However, notwithstanding this caveat, the addition of a secure assize trial courtroom is a useful addition to court facilities.

The decreasing trend in number of cases in the Magistrate's Court continued in 2008. However, this decrease was mainly due to the decrease in the number of parking cases presented, with non parking cases showing a slight overall increase. The number of cases committed to the Royal Court saw a decrease of approximately 12%, but this is partly due to the fact that the Attorney General continues to use his power under Article 5 of the Magistrate's Court (Miscellaneous Provisions) (Jersey) Law 1949 to institute proceedings directly in the Royal Court in a number of cases.

In relation to civil matters, there has been a slight decrease in actions coming to court of 1.4%. The greatest improvement in the Petty Debts Court continues to be the number of contested cases being resolved at mediation and the corresponding decrease in civil trials.

### ***Magistrate's Court***

The Magistrate's Court dealt with a total of 1,767 non parking cases, or an increase of 3% by comparison with 2007 (as can be seen from the table, the number of cases presented in the last 3 years has been fairly consistent). There has been a welcome drop in the number of cases committed to the Royal Court of 12%,

though there has been an increase in individuals being committed. A number of historical child abuse cases were committed to the Royal Court in 2008. There was a decrease of 15% in the number of Arrest Orders issued, mainly due to the reduced number of parking offences being presented by the relevant authorities. The overall workload in the Magistrate's Court reduced slightly with 6,374 cases, committals and Arrest Orders being handled in 2008 (6,779 in 2007), a decrease of 6%, again, mainly due to the reduced number of parking offences.

<i>Magistrate's Court</i>				
	2005	2006	2007	2008
Non parking cases completed	2,191	1,782	1,714	1,767
Cases committed to Royal Court	168	218	212	185
Parking cases completed	813	1033	714	486
<b>Total completed cases</b>	<b>3,172</b>	<b>3,033</b>	<b>2,640</b>	<b>2,438</b>
Non parking persons	1,884	1,515	1,446	1,466
Persons committed to Royal Court	126	169	141	160
Parking persons	482	561	383	303
<b>Total persons</b>	<b>2,492</b>	<b>2,245</b>	<b>1,970</b>	<b>1,929</b>
Non parking arrest	332	352	320	289
Parking arrest	1,289	1,360	1,065	943
<b>Total arrests</b>	<b>1,621</b>	<b>1,712</b>	<b>1,385</b>	<b>1,181</b>
<b>Total remands</b>	<b>2,967</b>	<b>2,529</b>	<b>2,754</b>	<b>2,755</b>
<b>Total volume of case work</b>	<b>7,760</b>	<b>7,274</b>	<b>6,779</b>	<b>6,374</b>

### *Youth Court*

During 2008, 5 Youth Court panel members retired after 9 years service and 5 new members were appointed. Overall, the workload in the Youth Court remained fairly static in comparison to 2007, with a slight rise of 2.1% for cases being completed or committed to the Royal Court, and a corresponding increase of 1.4% in the number of young offenders being presented before the panel.

<i>Youth Court</i>				
	2005	2006	2007	2008
Total cases	460	313	321	327
Total youths	275	205	215	218
Royal Court committals	4	6	12	13
Arrests	35	24	25	20
Remands	507	437	484	372

### *Petty Debts Court*

The Petty Debts Court is subdivided into 3 divisions: the Civil Claims Division, the Tenancy Division and the Family Division. In 2008 there was a slight reduction in new actions brought before the Civil Claims Division with 5,595 actions (5,674 in 2007). In the Family Division, there were no Jersey separation/maintenance actions. In the Tenancy Division, there was a marked increase in actions brought before it, with 30 actions listed (14 in 2007). Overall, the total number of actions brought before the Petty Debts Court fell this year by 1%, with 5,625 new cases lodged (5,692 in 2007).

<i>Petty Debts Court</i>				
	2005	2006	2007	2008
<b>Civil Claims</b>				
Actions	9,129	7,808	8,258	7,802
Adjournments	3,356	2,722	2,584	2,207
New actions	5,773	5,086	5,674	5,595
Judgments	4,058	3,546	4,101	4,111
<b>Contested cases</b>				
Direct to mediation	28	56	119	151
Direct to pleadings	105	27	2	4
<b>Mediation</b>				
Settled	20	35	88	68
Pending	0	0	16	51
Withdrawn/transferred	4	8	7	12
Judgment/struck out	4	13	8	20
<b>Trials</b>	19	18	7	5
<b>Tenancy</b>	27	23	14	30
<b>Family</b>	8	5	4	0
<b>Total Value (£)</b>	12,749,371	8,677,598	8,578,799	8,547,689
<b>Stamp Duty (£)</b>	92,982	89,461	103,731	100,394

Of the 151 contested cases sent direct to mediation, 68 were settled, 51 are pending, 12 were either transferred or withdrawn, and 20 were struck out. The mediation service continues to be a success story, although there is an increasing burden being taken on as a result of the need for additional mediation sessions. There was a decrease of 3% in the value of stamp duties being paid into court with £100,394 being received in 2008 (£103,731 in 2007).

### ***Taxation of Costs***

In 2008, the Magistrate's Court Greffe received 64 Bills of Costs (5 civil and 59 criminal) compared with 102 in 2007 (2 civil and 100 criminal).



### ***Court Usage***

The Magistrate's Court building is in constant daily use with a mixture of Adult Remand Courts, Youth Courts, criminal trials, civil trials and Petty Debts Courts all being catered for. The Magistrate's Court Greffe also provides a weekly mediation session for claims that fall within the Petty Debts Court jurisdiction and ad-hoc sessions for other mediation requirements. In addition, the Royal Court used the premises during 2008 on a number of occasions, dealing with both criminal and civil matters. The court utilisation factor (the ratio of the number of used court sessions compared with available sessions) was 35% for 2008, compared with 46% for 2007.

### ***Receiving Evidence in Chambers***

The volume of work in 2008 (47.5 hours) was significantly higher than in 2007 (5.5 hours) and reflects an increase in both the number and complexity of formal hearings taking place. All of the hearings took place before the Deputy Judicial Greffier.

### ***Public Elections***

During 2008, a number of public elections were held, including the Senatorial and Constables election in October and the Deputies election in November. A referendum on whether to adopt central European time (CET) was also held to coincide with the October elections. Senior members of staff from both Departments acted as *Autorisé* at various polling stations.

<b><i>Postal and Pre-poll Voting Statistics</i></b>		
	<b>Ballots sent out</b>	<b>Ballots returned</b>
Senators election	1,051	939
Referendum on CET	929	829
Constables election	298	276
Deputies election	719	615
<b>Total</b>	<b>2,997</b>	<b>2,659</b>

The Judicial Greffe is also responsible for the administration of postal and pre-poll voting for all elections and referenda, and therefore saw a high level of activity in this area in 2008; as can be seen from the table, this involved sending out almost 3,000 individual ballot papers.

### ***Viscount's Department***

#### ***Court Enforcement Functions***

##### ***Collect and Enforce Fines***

The rate of enforcement in this area continues to be high. The success rates of 99% by number, and 97% by value of fines for which time to pay was granted, reflect the close monitoring that is carried out, greatly enhanced by the computer processing system devised for this field of work. During the year, a total of 1,117 fines were imposed by the courts and a total of £323,169 was collected.

### ***Receipt of Bail Moneys***

191 people were bailed in 2008, the sum held totalling £198,180.

### ***Arrest and Presentation for Non-appearance in Court (FTAs)***

Arrest orders for 1,145 people who failed to appear in Court were issued in 2008.

### ***Service of Legal Process***

In 2008, 2,258 items of legal process were served, of which 850 related to criminal assizes.

### ***Collect (and Pay) Costs and Compensation***

The Courts awarded costs following prosecution in 55 cases during 2008, involving the sum of £7,954. The enforcement rate for the year by number of cases was 93% and by financial value 100%.

There were 258 orders for compensation imposed by the courts during the year involving the sum of £108,725.

### ***Execute and Enforce Civil Judgments***

The Department received 2,944 judgments for enforcement during 2008, collecting £578,173 on behalf of creditors.

### ***Carry out Evictions***

In 2008, 11 eviction orders were dealt with. As in previous years, this difficult and sensitive area of work was completed without incident or publicity.

### ***Enforce Criminal Seizure and Confiscation Orders***

There were 40 new drug trafficking *saisies judiciaires* and Confiscation Orders in 2008, involving £164,336. Proceeds of crime *saisies judiciaires* involved £3,697,899 in two cases.

### ***Enforce Maintenance Orders, collecting and paying 'Alimony'***

20 maintenance orders were under enforcement at the year end. Of these, 15 involved reciprocal enforcements for other jurisdictions.

## ***Assize Jury Functions***

The computerised jury selection system was called upon 16 times in 2008, although only 9 trials were completed, taking up 35 days. This entailed the warning of 661 jurors and 189 witnesses.

## ***Coroner's Functions***

The Inquests and Post-Mortem Examinations (Jersey) Law 1995 continued to work effectively. Good liaison continued with the UK and other Coroners. The Department continued to be responsible for certain organ transplant cases, authorising reburials, inter-jurisdictional transfer of bodies and certain cremation documentation.

### ***Deputy Viscount's Input***

These duties continued to be almost entirely borne by the Deputy Viscount, who acts as *de facto* Coroner, assisted by Relief Coroners Jurat Mrs Barbara Myles OBE and Dr Margaret Bayes, who was appointed in June 2008 following Jurat Donald Georgelin's retirement. 23% of all deaths were reported to the Deputy Viscount. In what was an exceptionally busy year, there were 51 inquests; the Viscount personally conducted one. The categories of verdicts reached is shown in the statistical digest at Appendix D. In terms of time spent, most of the work relates to cases that do not reach inquest. A stand-by arrangement is in place with the Police and the General Hospital for the Coroner to be available outside of working hours to give directions in difficult cases, including organ transplant cases.

### ***Suicide Study***

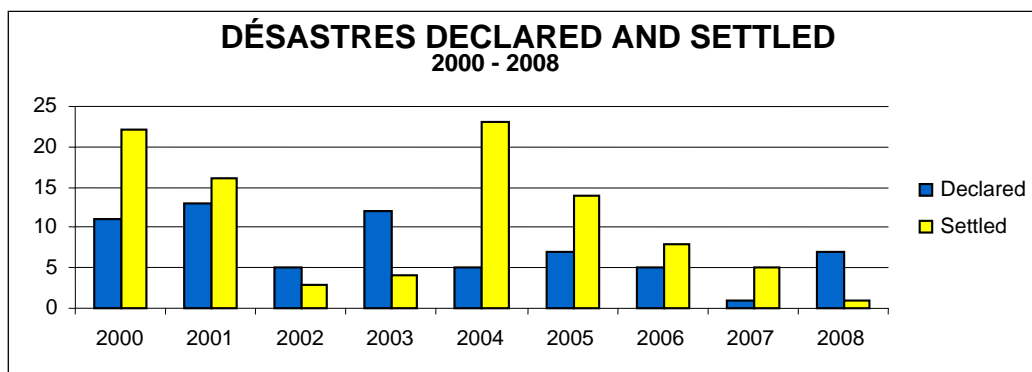
The Deputy Viscount co-operated with a "States of Jersey Suicide Prevention Strategy Study", an enquiry whereby external health and psychiatric experts examined suicide cases in recent years using a national audit tool. This was funded by a States of Jersey Research Fellowship channelled through the Wessex Medical Research charitable trust. Only anonymised data are returned to Jersey to guide the Public Health Department in putting suicide prevention measures into place. This study was timely, given a rise in the incidence of suicide in 2008, and the Deputy Viscount will continue to co-operate with the Medical Officer of Health in efforts to counter this sad trend.



## ***Insolvency Functions***

### ***Cases Declared and Settled***

There were 7 *désastres* declared in 2008 (5 corporate and 2 personal), and 2 cases were brought to closure during the year. However, the annual declaration rate since 1990 is approximately 20. A caseload of 11 cases remained outstanding at the end of the year, of which 3 were declared prior to 2004 (relating to legal complexities). Save in exceptional circumstances, completion of *désastre* cases is achieved within 2 years of declaration. Additionally, at the end of 2008, 11 personal cases were under review awaiting discharge applications.



### ***Assets Realised***

£77,699 (against liabilities of £274,393) was realised for creditors in the year. An average of 28 pence in the pound was recovered for the benefit of creditors in settled cases.

### ***Discharges***

During 2008, one discharge from personal bankruptcy was granted.

### ***Désastre Checks***

A total of 6,849 *désastre* checks (confirming whether declarations *en désastre* have in fact been made) were carried out during the year, compared with 9,964 in 2007. A charge continues to be levied for this service (income generated in 2008 was £40,685 compared with £53,255 in 2007), other than where users access such information via the Department's website.

### ***General Enquiries***

During 2008, a total of 50 enquires were received from individuals, directors or creditors considering making an application for a declaration *en désastre* to the court (36 in 2007). A total of 37 hours was recorded in dealing with these enquiries (32 hours in 2007).

### ***International Dimensions***

The Royal Court rendered assistance to foreign courts in insolvency matters on a number of occasions during the year, principally pursuant to the enabling provision provided by Article 49 of the 1990 Law (in such circumstances the *Désastre* Section acts in the capacity of facilitator). The Royal Court requires that applications for assistance to foreign courts in insolvency matters should first be referred to the Department for consideration. Advice sought principally relates to the appropriateness of applying for such an order and its breadth.

In furtherance of the promotion and protection of the Island's external image as an international finance centre, committed to the provision of a first class insolvency service, and fully conversant with cross-border issues and practice, during the year the Section's staff:

- Contributed to the work of the International Association of Insolvency Regulators (IAIR)
- Contributed to the work of INSOL Europe (formerly the European Insolvency Practitioners Association)

The text book "Jersey Insolvency and Asset Tracking", co-authored by Advocate Anthony Dessain and the Viscount, continued to be used by practitioners and the Royal Court as a reference source during the year.

## ***Other Functions***

### ***Administer the Collective Investment Funds Compensation Scheme***

The Scheme not having been invoked up to the end of 2008, the Department has not yet been called upon to fulfill any functions under the relevant legislation, but remains at readiness to do so.

### ***Attend Sitzings of the Court***

Officers from the Department, principally the two Court Officers, serviced 352 of the Magistrate's Court sittings, 111 Royal Court and Court of Appeal sittings, and 55 of the Youth Court sittings during 2008.

### ***Attend Sitzings of the States***

The Viscount attended 7 sittings of the States during 2008, the Deputy Viscount attended 31 sittings, and the Principal Enforcement Officer attended 12.

### ***Bear the Royal Mace of the Bailiff of Jersey***

During 2008, in addition to the sittings of the States, the Bailiff's Mace was borne on various occasions, principally by the Deputy Viscount.

### ***Convene Sitzings of the Royal Court and other Bodies***

Convening Notices were issued on 14 occasions in 2008.

### ***Act as Curator for Impecunious Interdicts***

During the year, the Deputy Viscount was appointed Curator on one occasion. There were 41 cases under administration at the year end, a net decrease of 4 over the year. Steps continue to be taken, in liaison with the Law Officers' Department, to restrict the number of cases under administration and to provide for the long-term allocation of such cases. In this regard, the Principal Administrator, Désastre Section, continues to be a member of a working group deliberating on the prospect of creating an official Curatorship service.

### ***Grant Exemptions from the Payment of Judicial Fees***

176 exemptions from the payment of judicial fees were granted in 2008.

### ***Act as Trustee for Criminal Injuries Compensation Awards to Minors***

There were two new cases in 2008.

### ***Conduct Vues de Vicomte (Boundary Demarcations)***

There were no *Vues de Vicomte* in 2008.

## ***Corporate Services***

The Corporate Services Section provides specialist secretarial, administrative and IT Services for the entire Department.

In addition to document production, the Section provides, in particular, administrative support for assize juries, human resources and Coroner's functions.

All members of the Section continue to be capable of covering all duties and work is allocated to reflect individual workloads, with care being taken to ensure that skills are up to date. Maternity leave during the year was successfully covered by a temporary member of staff. Flexibility in working hours continued and remains under active review.

## ***LAW REFORM***

During the year, the Court Service made the following additional contributions to law reform:

<b><i>Title</i></b>	<b><i>Concerning</i></b>	<b><i>Input in 2008</i></b>
<b>LAWS:</b>		
Adoption (Jersey) Law 1961	Comment on amendment of existing Law	Ongoing

Court of Appeal (Jersey) Law 200-	Complete formulation of new Law	Law in final draft (Rules of Court to be finalised to address new appeal provisions in draft Law)
Inquests & Post-mortem Examinations (Jersey) Law 1995	Progress amendment to ensure attendance of inquest witnesses	Awaiting parallel amendments to Criminal Justice Law re arrest of witnesses failing to appear
Legitimacy (Amendment) (Jersey) Law 2008	Comment on new Law as required	Law in force October 2008
Mental Health (Jersey) Law 200-	Participate in official Curatorship working group	Ongoing
Public Elections (Amendment No 3) (Jersey Law) 2008	Comment on amended Law as required	Law in force October 2008
Tutelles (Jersey) Law 200-	Comment as required	With LOD
<b>RULES &amp; REGULATIONS:</b>		
Adoption Rules 1962	Comment on amendments to Rules	Ongoing
Burials & Exhumations Rules 200-	Continue to contribute to working party	Ongoing
Court of Appeal Rules 200-	Assist in formulation of Rules under new Law	Ongoing
Inquests & Post-mortem Examinations Rules 1995	Adjust fees by rate of inflation	Completed September 2008
Royal Court Rules 2004	Amendments to Rules	Amendment No 8 to be issued January 2009
<b>PRACTICE DIRECTIONS:</b>		
RC 08/01	Taxation of costs - Factor 'A' Rates per hour	Issued June 2008

## ***STRATEGIC ISSUES***

### ***Investors in People***

Accreditation against the Investors in People standard was reviewed in July 2007 and will be due for further review in 2010. In the meantime, work is in hand to align the Departments with the Investors in People work-life balance model.

### ***Business Plan***

The Judicial Greffe and Viscount's Department have both issued annual Business Plans for a number of years. Within those plans all activities interface with the strategic objectives of the States, and success in achieving Business Plan objectives is monitored and acted upon across the Court Service. For the fifth time in 2008, the Judicial Greffe and Viscount's Department issued a joint, Court Service Business Plan.

### ***Annual Report***

The Annual Report for 2003 was the first combined report for the Court Service; this report for 2008 is therefore the sixth of such reports covering both the Judicial Greffe and Viscount's Department.

### ***Jersey Legal Information Board***

During the year, the Court Service continued to support the work undertaken by the Jersey Legal Information Board (JLIB). Responsibility for the day to day operation of the Board's activities is devolved to an Executive Group, of which the Judicial Greffier/Viscount, Director of Services and JLIB Programme Director are members. 2008 marked the tenth anniversary of the establishment of JLIB and a reception,

attended by the Board's adviser, Professor Richard Susskind OBE, was held to celebrate the occasion. Further details of the Board's work may be obtained from the JLIB website at [www.jerseylaw.je](http://www.jerseylaw.je).



*Professor Richard Susskind OBE at the tenth anniversary reception*

### ***Integrating the Court Service***

During the year, the Court Service developed various initiatives in conjunction with other related Departments, designed to provide for improved integration of generic services. A formal officer level Integration Group, comprising the Court Service, Bailiff's Chambers and Law Officers' Department, meets periodically.

## ***CORPORATE MANAGEMENT OBJECTIVES***

The principal values adopted in pursuit of the Court Service's objectives are to:

- Ensure that traditional standards of integrity and honesty are preserved.
- Maximise efficiency at minimum cost having regard to, and interfacing effectively with, the States' strategic objectives and the need to provide for an integrated Court Service.
- Ensure that the Court Service and its staff function in a businesslike and professional manner.
- Complete all work quickly and efficiently.
- Foster co-operative and flexible attitudes amongst staff.
- Encourage staff to think corporately and with awareness of what functions the Court Service exists to provide.
- Provide for the training and development of members of staff, having regard to the personal needs of every individual and the needs of the Court Service and the States as a whole.
- Selectively exploit technology.
- Promote high morale amongst staff, ensuring that their conditions of employment, remuneration, and working environment are as good as can be achieved within parameters set centrally.
- Provide for the ready and supportive interaction of the Court Service with other States' departments.
- Promote public relations and have pride in the Public Service.
- Provide for the continuation of structured Corporate Management, Management, Section and staff meetings.
- Maintain the Departments' Business Continuity and Risk Management Policies.

In addition, during 2008, the Court Service continued to develop and enhance a series of managerial initiatives and documents. These included the following:

- Pursuant to the Public Finances (Jersey) Law 2005, implemented the recommendations made by Jurat PG Blampied OBE on financial and corporate governance compliance.
- Development and enhancement of Procedures Manuals.
- Maintenance of an Archives Policy.
- Development of the use of document imaging technology.
- Development of Working Groups with other related departments.
- Enhancement of cost centres and the improvement of financial information and reporting.
- Improvement of asset management, allowing for equipment replacement on a rolling basis.
- Development of internal service standards across the Court Service.
- Attendance at Court User Group meetings.
- Enhancement of Business Continuity and Risk Management Policies.

## ***HUMAN RESOURCES***

### ***Performance Review and Appraisal***

The Court Service continues to have a strong and effective performance review and appraisal system in place. To ensure consistency, the system is monitored closely and regularly discussed at the biannual Managers' Workshop. The system facilitates the measurement of individual performance, and discussion of career development, whilst also ensuring competency for all aspects of each job.

During 2008, 98% of staff underwent a formal performance review and appraisal, including a full appraisal in May and a 6 monthly review in November.

### ***Training and Development***

During 2008, staff attended 190 training days, averaging 2.7 per member of staff. These courses were largely sponsored by the States and were as follows:

- Modern Manager Programme
- Project Management
- Managing Recruitment and Selection
- Manager as Coach and Developer
- Lunch and Learn coaching sessions
- European Computer Driving Licence (ECDL) and other IT courses
- Dealing with Stress
- Getting the best out of your people
- Dealing with bullying and harassment
- Matrimonial procedures including Children's Law
- Tactics in ancillaries (basic)
- Familiarisation with Employment Law
- Human Rights
- French
- Developing Personal Effectiveness
- Maximising Personal Impact
- Company Directors and the Law
- Confidentiality, Discovery and Privilege
- Presentation Skills

### ***Team Development Day***

A training day was held in June 2008 for all Court Service staff. Team building and communication were again the central themes of the day.



*Solving a problem as a team during the Team Development Day*

### ***Training Evaluation***

The Court Service continues to have a specific training evaluation process. All managers receive complete reports on all courses attended and these are discussed at the monthly Team Meetings. All training (including, for example, attendance at conferences) is evaluated to ensure that objectives are met, and that events attended meet the Departments' and individuals' needs.

Prior to the training event, the objectives are set down by both the Line Manager and the individual on a Training Evaluation Form. Following the event, the form is completed in order to ascertain how beneficial the training was for the individual and the Department. Three months later, a follow-up review is undertaken to evaluate what lasting benefits have been derived. This allows an assessment to be made of the impact of development activities on:

- Skills base
- Application and competences of staff
- Objectives and priorities for the Court Service
- Cost benefits
- Improvements implemented as a result of training and evaluation
- Further training requirements

In general, it has become possible to cross reference training benefits with service level improvements, as measured by performance data, principally Service Pledges (see Appendix B). Benefits are also observable in a more subjective way; for example, there is a clear link between ongoing IT training and the development of electronic archiving of court records. A framework to facilitate a strategic review of the impact of learning and development has been prepared, as below. The outcomes from this process, as referred to above, are fed back to all managers, in order to inform them and encourage further involvement in the evaluation process.

All new employees receive a Court Service Induction Programme. In addition to ensuring that new staff have the necessary information to hand to understand fully the workings of the Court Service, the Programme includes an individual Personal Development Plan which is reviewed and updated every 3 months. Feedback on the Induction Programme in 2008 indicated that it had proved to be very beneficial to new staff in establishing a firm foundation in the organisation; some indicated that they had not experienced such a comprehensive and helpful programme in their previous working life.

### ***Managers' Training***

Managers are now given the opportunity to attend the Modern Manager Programme, which takes up to 18 months to complete. To date, one member of the Viscount's Department has completed this programme successfully, after a prolonged period of commitment and hard work.

Managers are also encouraged to attend the various individual courses provided by the States, which relate specifically to management training. This engages all managers in managing their own learning and development in a structured and systematic way. The feedback from these courses indicates that they enhance existing good practice and help to hone current skills.

<i>Course</i>	<i>Feedback Summary</i>	<i>Specific Comments</i>
Managing Recruitment and Selection	The course was very comprehensive and covered all aspects of the process	“All Managers should attend this course.”
Excel Advanced	Managers felt that by attending this course, numerous new skills were taught thus enhancing existing knowledge of Excel	“An intensive but extremely good course for users of Excel.”
Producing Professional Written Communication	This course was run by an external company	“The course was pitched at the right level – a good refresher for anybody producing written communication. It covered grammar, spelling and common mistakes. I would recommend it to any member of staff.”

### ***ECDL***

All staff who have gained the ECDL qualification have increased their competence in the use of the relevant software packages, which therefore increases organisational effectiveness and efficiency. To date, there has been a 100% pass rate for this course. All new staff receive this training if required.

<i>Course</i>	<i>Feedback Summary</i>	<i>Specific Comments</i>
European Computer Driving Licence	All staff who have attended this course have found it very worthwhile	“I am more confident to use all the applications studied.”

### ***French***

For the third year, several staff have attended French lessons with *Alliance Française*, to assist them to become more fluent in the language and to enable them to understand legal documents written in French. Overall the feedback has indicated that staff have more confidence in being able to converse in another language, when the opportunity arises. At the end of each set of lessons, staff are assessed and results forwarded to Departments.

<i>Course</i>	<i>Feedback Summary</i>	<i>Specific Comments</i>
French	All staff who have attended these classes have found them very worthwhile	“It is beneficial to the Court Service to have members of staff who are proficient in both written and oral French.”

## ***Succession Planning***

The Court Service has been continuing to address succession planning and career management for one key post. The post concerned is that of Judicial Greffier (Mr M Wilkins currently being on extended secondment to the Judicial Greffe).

## ***Other Human Resource Issues***

### ***Conferences***

Members of staff attended conferences throughout the year. Maintaining and expanding involvement in appropriate international bodies has proved to be invaluable for the individual and for the development of Jersey’s international personality. Conferences attended were:

- JSB – Continuation Course for Magistrates
- Youth Justice Convention
- Court Service Conference, Belfast
- 9th International Conference on Law via the Internet, Florence
- Chartered Institute of Personnel and Development – HRD Conference
- Chartered Institute of Personnel and Development – Local Conference
- Domestic Abuse

- Jordan's Conference on Wills, Trusts and Probate
- Promoting Partnership: safeguarding children – a shared responsibility
- Women's Refuge Strategic Review
- Collaborative Family Law Conference
- Family Mediation
- Vulnerable and Intimidated Victim and Witness Conference
- Coroners Conference
- Annual Meeting of International Association of Insolvency Regulators
- Private Children Law Conference
- Jersey Family Law Association Seminar
- 1st Annual Domestic Violence Symposium
- CI Arb Mediation Conference
- Small Islands Land Registry Conference

#### ***Sick Leave, Flexi-time and Overtime Monitoring***

Sick leave, flexi-time and overtime continued to be monitored and analysed in the Court Service throughout 2008. Sick leave reports are produced monthly for both Departments, broken down by section and analysed by application of the Bradford Factor formula. The Court Service data for 2008 produced a combined absence figure of 6.9% (average percentage of working time lost per full-time employee).

#### ***Jersey Employers' Network on Disability (JEND)***

During 2008, the Court Service continued to be recognised as an equal opportunities employer and maintained its membership of JEND. The Judicial Greffe has employed people under the Workwise scheme to assist with a scanning project.

#### ***Chief Officer***

As previously reported, the Viscount was seconded to the post of Judicial Greffier in 1997. This secondment continued during 2008.

## ***INFORMATION SYSTEMS***

In relation to Information Systems, in 2008 the Court Service:

- Continued to use digital audio recording in all of the courts.
- Enhanced Intranet and Internet websites including use of electronic forms.
- Maintained development of the use of document imaging facilities.
- Developed the availability of the Electronic Court.
- Continued to develop opportunities to share electronic information with sister departments.
- Promoted further use of portable computer equipment.
- Extended the use of video-conferencing facilities.
- Continued to monitor the development of voice recognition technology.
- Supported the early implementation of EDMS (Electronic Document Management System) and continued the electronic archiving of Samedi records.
- Further developed the electronic database of regularly used e-mail addresses.
- Developed and enhanced the Probate database.

#### ***Information Systems Groups***

During 2008, the Court Service was represented on the following Information Systems groups:

- Legal Services Departments' IT User Group (Chair).
- States of Jersey Intranet Working Party.
- States of Jersey Security Policy Group (Chair).
- Jersey Legal Information Board.



# ***COMMUNICATIONS & PUBLIC RELATIONS***

## ***Communications***

During 2008, the Court Service continued to improve communications in-house by exploiting electronic mail (both internally and externally); developing staff, section and management meetings; maintaining the series of in-house presentations; maintaining annual Team Development days; and developing the use of video-conferencing.

### ***Team Meetings***

Departmental team meetings continued to be open to all staff in both Departments during 2008. In addition, minutes of all meetings, including the Corporate Board minutes, were circulated electronically and made available to all staff.

### ***Departmental Newsletter***

During 2008, the Court Service continued to issue its occasional newsletter, *Court Crier*, to users and members of staff.

## ***Public Relations***

A number of initiatives were developed during 2008 to foster an increasingly professional, positive, working relationship with users and members of the public. These initiatives included the maintenance of lunchtime opening and promotion of the Court Service Client Charter (including the Court Service code of corporate governance).

# ***HEALTH & SAFETY***

The Court Service's Health and Safety Policies, which were issued in 1998, continued to be enhanced in 2008. Display screen equipment assessments continued to be carried out, especially for new staff, to ensure a healthy and safe working environment. Defibrillators were acquired during 2007 and placed in the Magistrate's Court, Royal Court and Morier House. Full training in the use of this equipment has been given to 14 members of staff across the Court Service, with annual refresher courses taking place.

# ***FINANCE & RESOURCES***

## ***Stamp Duty***

As indicated elsewhere, the Court Service is responsible for levying a variety of fees, which are generally collectable in the form of Stamp Duty. The majority of this income arises from fees levied for the purchase of property, the creation of mortgages and leases, and registering wills of immovable property; as such, these duties are effectively a form of taxation, and the income is attributed directly to the States' Treasury (not to the Departments). This income is principally derived from activities in the Public Registry and Probate Section.

Fees levied in 2008 totalled £23,460,740 of which £21,285,640 was attributable to Public Registry activity and £2,175,100 was attributable to Probate levies. Total fees levied for the year compare with figures of £28.7 million in 2007 and £22.4 million in 2006.

Income from sale of Stamps by the Treasury amounted to £23,998,249 in 2008. The difference between this amount and the figure reported above for fees levied (£537,509) is accounted for by the fact that there is a time delay between purchase of Stamps from the Treasury cashiers, and the point at which they are accounted for by the Court Service (on delivery of the chargeable document).

## ***Departmental Expenditure***

Departmental expenditure for 2008 (as financed through the annual budget of the States and exclusive of Court and Case costs) was as below.

## ***Judicial Greffe***

	<b>2007 (£)</b>	<b>2008 (£)</b>	<b>+/- %</b>
Manpower costs	<b>2,275,723</b>	<b>2,385,324</b>	<b>+4.8</b>
Premises & maintenance	<b>331,137</b>	<b>411,165</b>	} <b>+10.6</b>
Supplies & services	<b>6,898</b>	<b>-9,473</b>	
Administrative costs	<b>121,109</b>	<b>106,046</b>	
Total	<b>2,734,867</b>	<b>2,893,062</b>	<b>+5.8</b>
Less attributable income	<b>755,295</b>	<b>783,823</b>	<b>+3.8</b>
Net expenditure	<b>1,979,572</b>	<b>2,109,239</b>	<b>+6.5</b>

## ***Viscount's Department***

	<b>2007 (£)</b>	<b>2008 (£)</b>	<b>+/- %</b>
Manpower costs	<b>1,012,131</b>	<b>1,052,976</b>	<b>+4.0</b>
General	<b>299,896</b>	<b>509,807</b>	} <b>+51.2</b>
Premises & maintenance	<b>171,860</b>	<b>232,248</b>	
Transport	<b>16,960</b>	<b>10,480</b>	
Inquest	<b>32,364</b>	<b>35,282</b>	
Total	<b>1,533,211</b>	<b>1,840,793</b>	<b>+20.1</b>
Less attributable income	<b>1,148,284</b>	<b>784,264</b>	<b>-31.7</b>
Net expenditure	<b>384,927</b>	<b>1,056,529</b>	<b>+174.5</b>

### ***Viscount's Department Accounts Section***

During 2008, the first upgrade of Lazarus (the Court Service bespoke accounting software) was completed, transforming the software from Lazarus to the newly named Phoenix system, and featuring enhanced functionality. The second phase of the upgrade is in progress and will be completed early 2009, resulting in full compliance with the Public Finances (Jersey) Law 2005 and the recommendations of the Blampied Review which was carried out in 2006 by Jurat PG Blampied OBE.

The Accounts Section has also seen the installation of Client Money Manager (an in-house banking system to handle all third party cash assets), Internet banking, and the introduction of a debit card machine to receive payment of fines and judgments at the counter. The autopay system has also been upgraded with a move to cheque printing on a laser printer.

## ***MISCELLANEOUS***

### ***Judicial Training Programme***

During 2008, the Judicial Training Programme continued to develop under the aegis of the Court Service's Corporate and Judicial Resources Manager (CJRM). Highlights of the programme in 2008 included the annual dinner which is now combined with the Commonwealth Magistrates' and Judges' Association AGM. One training day was also held under the chairmanship of the Deputy Bailiff, and e-mail facilities for the Jurats of the Royal Court were maintained. The CJRM continues to develop and maintain the annual Judicial Training Programme and analysis in association with the Bailiff and Deputy Bailiff. The CJRM also engages with the Judicial Studies Board in England regarding relevant seminars and conferences.

### ***Advocacy Training***

In June 2008, the seventh training course took place, involving three senior Silks from Gray's Inn. In England, it is mandatory for all newly qualified lawyers to attend this course before they can appear in court. It is hoped that this requirement will be introduced in Jersey in the future. Several senior members of the Royal Court are trained to teach and they assisted with the new practitioner training. The course, which ran over two days, was essentially for new practitioners. Since 2001 approximately 120 newly qualified lawyers have attended one of these courses.

## ***Charity***

The Court Service has contributed to various charities throughout 2008 by various fund raising efforts, including dress-down days, sponsored marathon running and walks, participating in the Christmas Pudding race, and collecting money for various other Christmas charities. Organisations which have benefited include Breakthrough Breast Cancer, Jersey Hospice, Variety, Headway, and Cancer Relief.

## ***Retirement***

Mrs J Spence – Transcriber

## ***Promotion***

Ms T Boschat was promoted from Receptionist to Transcriber, following interview.

## ***Leavers***

Mrs C Le Bas – Accounting Assistant  
Mr J Colwill – Court Usher  
Mrs C Galli – Proceedings & Admin Officer  
Mr I Le Marquand – Magistrate  
Mrs M Melvin – Assistant Greffier (Criminal)  
Mrs H Woodside – Proceedings Officer

## ***New Staff***

Mr K Cockayne – Court Usher  
Mrs Gill Edmonds – Assistant Greffier (Criminal)  
Miss C Mundy – Proceedings Officer  
Mrs T Pearce – Receptionist  
Mrs B Shaw – Assistant Magistrate  
Mrs J Smale – Proceedings and Admin Officer  
Mrs E Syvret – Accounting Assistant

The annual employee turnover rate for the Departments of the Court Service was 10%.

## ***Data Protection***

The Judicial Greffe and Viscount's Department are fully compliant with all data protection legislation and principles. The Deputy Judicial Greffier is the in-house adviser on data protection for the Court Service.

## ***CONCLUSION***

The Annual Report for 2008 is the Court Service's sixth combined report. This was another busy year with heavy operational activity in every Section. The Departments' shared business objectives, culture, and values drive a continuing pursuit of service excellence across the organisation, and contribute to maintaining the Investors in People standard. Benchmarking the organisation against this standard, as well as the performance standards of similar organisations in other jurisdictions, continues to play an important part in our programme of self-assessment and self-evaluation.

In addition to benchmarking, the organisation's performance management system is critical to its success, and its results are summarised in the appendices to this report. For the first time, the Court Service balanced score card has been included at Appendix E; this has become a key tool for monitoring both strategic and functional focus, and for driving performance management.

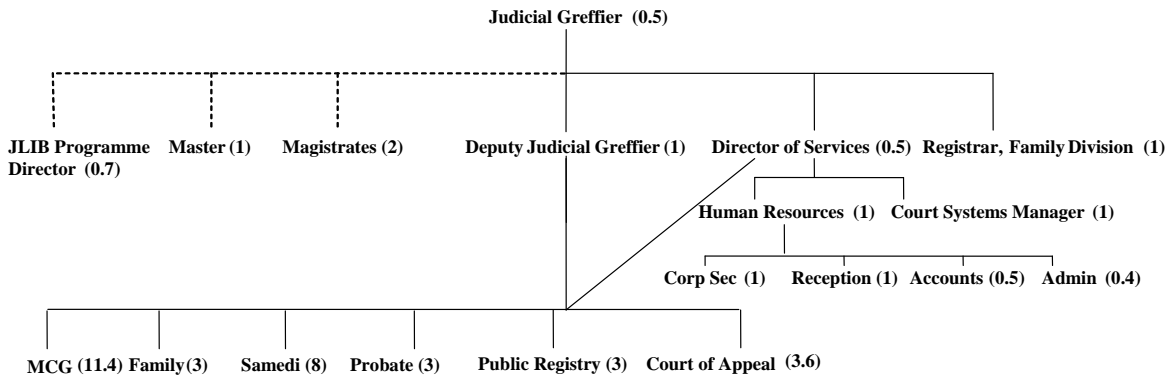
On behalf of the Management Teams, I would like to congratulate all staff on the dedication and enormous amount of work that they have put in to meet our targets – an achievement of which we can be justly proud.

On behalf of the Management Teams,

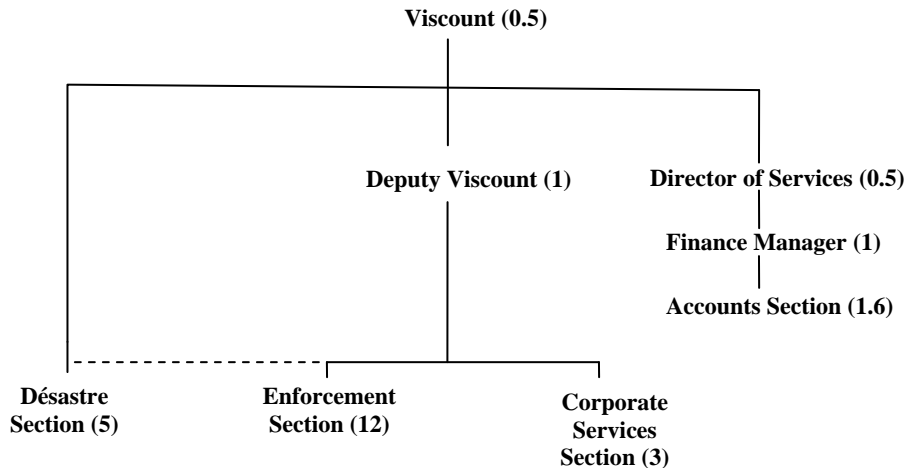
James Lambert, Director of Services

**ORGANISATION CHARTS**

**Judicial Greffe – Functional Organisation (43.6 FTE)**



**Viscount’s Department – Functional Organisation (24.6 FTE)**



## APPENDIX B

### SERVICE PLEDGES, TARGETS & RESULTS

#### Acts of the Court

Acts of the Court will be issued following the making of any Order by a Court, as follows:

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>	<i>Result</i>
• Samedi & General:			
Act ordering Public Election	Next working day	95%	96%
Convening Acts	Next working day	95%	97%
Company Acts	5 working days	95%	100%
Standard-form Acts	5 working days	95%	98%
• Issue of Liquor & Gambling Licences:	Within 10 working days of grant	95%	100%
• Court of Appeal:	Next working day	95%	100%
• Family Matters:			
Date fix directions	5 working days	95%	100%
Other Acts	5 working days	95%	100%
Decrees nisi	10 working days	98%	100%
Decrees absolute	5 working days	98%	100%
• Interlocutory Matters:	3 working days	95%	99%
• Magistrate's Court:			
Arrest Orders	2 working days	98%	100%
Acts of Committal	2 working days	98%	100%
Acts of Court completed	1 working day	98%	100%
• Orders in Council:	Next working day	98%	100%
• Petty Debts Court:	3 working days	98%	100%
• Probate:			
Acts of Probate Division	5 working days	95%	99%
Curatorship (Acts of Appointment)	4 working days	95%	100%
Curatorship (Acts of Jurats' Appointment)	4 working days	95%	100%
Grants of Probate & Letters of Administration	7 working days	98%	100%
• Public Registry:			
Judicial Hypothecs	5 working days	95%	100%
Wills of Immovables	12 working days	98%	100%
Public Service & Water Notices	12 working days	98%	100%
Powers of Attorney	12 working days	98%	100%
• Intellectual Property Registry:			
Intellectual Property Certificates	3 working days	93%	95%

#### Court Enforcement

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>	<i>Result</i>
• Enforcement of Royal Court & Petty Debts Court Judgments for Debt:	Enforcement procedure instigated within 2 working days of Act being lodged & registered	90%	100%
• Service of Process:	Priority action ensuring that service is effected within the relevant statutory time period allowable (as below) prior to the first available court date	90%	100%
Order of Justice	Personal service allowing 4 clear working days to court date	90%	100%

## Court Enforcement (continued)

Order of Justice (Héritage Division)	Personal service allowing 15 clear days to court date	90%	100%
Family Division (petition for divorce or judicial separation)	Personal service prior to closing date of setting down of current list	90%	100%
Separation & Maintenance (summons for local order)	Personal service allowing 4 clear working days to court date	90%	100%
Expulsion summons to Petty Debts Court	Personal service allowing 4 clear working days to court date	90%	100%
Witnesses to a Royal Court action	Service allowing 2 clear working days to court date	90%	100%
Witnesses to a Petty Debts Court action	Service allowing 2 clear working days to court date	90%	100%
All other Service of Process	Within relevant statutory time period applicable to the specific process (document/s)	90%	100%
• Enforcement of Fines:	Payment completed in full or imprisonment imposed in lieu	95%	99%

## Assize Jury

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>	<i>Result</i>
• Service of summons to respective jurors:	Respond to queries regarding the duties of a juror within 24 hours Respond to requests for exemption from jury service within 24 hours	95%	100%
• Jury <i>surveillant</i> duties:	Provide support & guidance to jury members for the duration of the trial	100%	100%

## Insolvency

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>	<i>Result</i>
• Secure premises:	Within 1 working day	100%	100%
• Arrange for inventory of valuables & disposal of perishables:	Within 2 working days	95%	100%
• Notice of Désastre declaration in Jersey Gazette:	Publication in Gazette Section within 3 working days of the declaration	98%	100%
• Questionnaires to directors or personal bankrupts:	Sent within 3 working days of declaration & chased up after 7 days to arrange an appointment to discuss	95%	100%
• Circulars to banks & identified UK creditors:	Notice of declaration sent within 7 days of declaration, follow up letter sent to banks after 21 days	95%	100%
• Construct debtors' spreadsheet & proceed to recover funds owing:	Within 21 days of declaration – if no response, follow up letter after 14 days – disputed accounts to be copied to directors for comments	90%	100%
• Filing of claims:	Logged & acknowledged within 3 working days, production of substantive response within 10 working days	90%	100%
• Désastre search enquiries (e-mail to viscount@gov.je, or free access to website at www.viscount.gov.je):	By telephone: Immediate response By post: Response within 3 working days By e-mail: Response within 1 working day	98%	100%
• Completion of first level Désastre (social & non-complex cases)	Within 18 months of declaration	90%	100%

## Curatorship

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>	<i>Result</i>
• Notification of appointment of Curator to identified parties:	Within 2 weeks of receipt of Act of Court	90%	100%
• Compilation of inventory of both real & personal property:	Within 90 days of the date of appointment	100%	100%
• Production of annual accounts:	Within 30 days of the expiration of the period of 12 months from the date of appointment & upon each successive period of 12 months thereafter	100%	93%
• Final accounts:	Within 30 days of cessation of the curatorship	90%	80%
• Payment of accounts:	Pass to Accounts Section for payment prior to month end	100%	100%
• Periodic contact with carers of interdicts:	Minimum quarterly or more frequently if the needs of the interdict require it	90%	100%
• Enquiries:	By telephone: Immediate response By post: Response within 3 working days By e-mail: Response within 1 working day	90%	100%

## Coroner

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>	<i>Result</i>
• Review Police reports of sudden death, giving instructions for any necessary further enquiries:	Working days: Same day Other days: Within 12 hours	100% 100%	100%
• Be available to give guidance to Police:	Every day: Same day	100%	100%
• Order post-mortem examination or make other arrangements for clearance of the case after receipt of final Police report:	Every day: Post-mortem cases - in time for next post-mortem examination session at the General Hospital Other cases - attempt contact with relevant doctor(s) on same day (NB Post-mortem examinations are normally only carried out on working days)	100%	100%
• Determine next step after post-mortem examination:	Cases requiring basic post-mortem examination only - be available to speak to Consultant Pathologist after completion of examination: Working days: Same day Other days: Immediately	100%	100%
	Cases requiring forensic, histological, toxicological or other additional examination - consider results of such examination: Working days: Same day Other days: Immediately	100%	100%
• Clear non-inquest cases after oral report from Consultant Pathologist, releasing the body:	Every day: Notify mortuary & funeral directors within half a day	100%	100%
• Be available to discuss borderline or difficult cases with Medical Officer of Health, GPs & hospital doctors:	Every day: Within half a day	100%	100%
• Issue body importation & exportation permits:	Working days: To meet reasonable needs of funeral directors Every day: Emergency cases only - to meet reasonable time limits on same day	100%	100%

### Coroner (continued)

• Consider requests for organ donation:	Every day:	Within 2 hours	100%	100%
• Release bodies in inquest cases:	Every day:	Release within half a day of meeting of all legal requirements	100%	100%
	Working days:	Actively review & pursue every case every day when a body has not been released		
	Unlawful killing cases:	Meet local (Bailiff's Chambers) & national (MoJ) target for release of body within 1 month		
• Set dates for inquest openings:	Working days:	Same day as need is identified & required preconditions met, set date to ensure no delay in cremation or application for grant of probate	100%	100%
• Set dates for full/concluding inquest hearings:	Working days:	Subject to families' wishes & legal requirements, within 3 weeks of receipt of all reports set date for earliest date all witnesses are available	90%	100%
• Issue post-inquest documentation:	Working days:	Within 2 days (sooner if cremation authorisation is urgently required)	100%	100%
• Sign Registers of Death:	Working days:	Within 2 days of request by Registrar	100%	100%

### Service Requests

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>	<i>Result</i>
• Processing applications for Legal Aid disbursements & payments by Judicial Greffe:	Within 5 working days of application (for forwarding to Treasury)	95%	96%
• Issuing certificates of exemption from payment of judicial fees:	Actioned within 1 working day	95%	100%

### Appointments

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>	<i>Result</i>
• Interlocutory Services:			
Appointment to fix date for a hearing before Greffier Substitute	Within 3 working days of request	98%	100%
• Public Registry:			
General	Open access	100%	100%
Cancellation of Acts	Within 4 working days of request	98%	100%

### Administrative Services

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>	<i>Result</i>
• Cheque payments for suppliers, lawyers & compensation beneficiaries:	Cheques available for collection or posted within 48 hours of scheduled payment date	90%	100%
• Payment to lawyers & litigants in person following enforcement of Royal Court & Petty Debts Court judgments:	Payment will be made within 15 days of clearance of funds	90%	100%



Administrative Services (continued)

<ul style="list-style-type: none"> <li>• Holding of bail moneys of £1,000 or more on interest-bearing deposit account:</li> </ul>	Sums of £1,000 or more to be held on interest-bearing deposit accounts	100%	100%
	Instructions issued to bank to place bail of £1,000 or more on deposit within 5 working days of receipt of bail	98%	100%
	Bail sums deposited on interest-bearing accounts will be paid out within 5 working days after maturity, following request from bailor	98%	100%
<ul style="list-style-type: none"> <li>• Processing of suppliers' accounts for Désastre &amp; Curatorship matters:</li> </ul>	Accounts will be settled by the end of the first week of the month following receipt of the invoice	90%	100%
<ul style="list-style-type: none"> <li>• Processing of suppliers' accounts:</li> </ul>	Within 10 working days of receipt (for forwarding to Treasury)	98%	100%
<ul style="list-style-type: none"> <li>• Opening hours:</li> </ul>	Departments will be staffed between 8.45am & 5.15pm (Mon-Thurs), 8.45am & 4.45pm (Fri); reception open lunchtime for delivery/collection	100%	100%

## STATISTICAL DIGEST

### APPENDIX C

Judicial Greffe	2006	2007	2008	Percentage Change 2007 to 2008
<b>Samedi Section</b>				
<b>Actions before the Royal Court</b>				
New Actions	404	424	436	3%
Placed on the Pending List	46	116	120	3%
Acts of Court issued	2,149	1,953	2,027	4%
Number of Court Sitzings	669	850	876	3%
Orders in Council registered	22	38	41	8%
<b>Magistrate's Court Appeals</b>				
Lodged	8	5	6	20%
Heard	8	1	5	400%
Taxation of Costs	71	64	56	-13%
<b>Legal Aid Disbursements</b>				
Occasions granted (invoices paid)	373	458	481	5%
Legally aided litigants	173	143	156	9%
Public Expenditure	£1,007,798	£2,618,533	£1,868,393	-29%
<b>Liquor Licences</b>				
Licenses Granted	74	93	71	-24%
Managers Registered	129	120	119	-1%
<b>Public Registry</b>				
<b>Documents Registered/Cancelled</b>				
Contracts	2,814	2,793	2,371	-15%
Procurations	2,173	2,091	1,704	-19%
Obligations	3,028	3,341	2,915	-13%
Cancellations	2,412	2,466	2,328	-6%
Stamp Duty received	£20,788,702	£26,936,571	£21,285,640	-21%
<b>Probate Section</b>				
Number of Grants issued	2,004	1,867	1,920	3%
Number of Curatorships formed	71	62	73	18%
Stamp Duty received	£1,616,025	£1,737,500	£2,175,100	25%
<b>Family Section</b>				
Decrees Absolute filed	255	274	281	3%
Petitions filed	280	289	256	-11%
<b>Interlocutory Services</b>				
Summonses fixed	162	146	141	-3%
Summonses heard (half days)	62	68	43	-36%
Acts issued	345	297	305	3%
Written Judgments delivered	1	0	0	
Case reports produced	11	23	21	-9%

## Appellate Section

Appeals lodged with Court of Appeal	34	23	25	9%
Superior Number Appeals	8	5	1	-80%
Court of Appeal sittings (days)	31	26	9	-65%
Number of Unreported Judgments	196	265	230	-13%
Pages transcribed in Unreported Judgments	1,277	3,961	4,095	3%
Transcripts of evidence - transcripts produced	52	59	88	49%

## Trade Marks, Patents and Design Registries

<b>Intellectual Property Registrations</b>				
Trade Marks Registrations	68	78	90	15%
Patents (Registrations & Updates)	29	38	44	16%
Designs (Registrations & Updates)	0	1	1	0%
Trade Marks Updates	898	863	1,079	25%

## Magistrate's, Youth and Petty Debts Courts

<b>Magistrate's Court</b>				
Cases	3,033	2,640	2,438	-8%
Persons	2,245	1,970	1,929	-2%
Remands	2,529	2,754	2,755	0%
Arrests	1,712	1,385	1,181	-15%

<b>Youth Court</b>				
Cases	313	321	327	2%
Youths	205	215	218	1%
Remands	437	484	327	-32%
Arrests	24	25	20	-20%

<b>Petty Debts Court</b>				
Actions listed	7,808	8,258	7,802	-6%
Judgments	3,546	4,101	4,111	0%
Adjournments	2,722	2,584	2,207	-15%
New Actions	5,086	5,674	5,595	-1%

## STATISTICAL DIGEST

### APPENDIX D

Viscount's Department	2006	2007	2008	Percentage Change 2007 to 2008	
<b>Fines imposed and amounts collected</b>					
Number imposed	1,601	1,512	1,182	-22%	
Amount collected	£302,831	£432,302	£345,315	-20%	
Success rate - by number	98%	100%	99%	-1%	
Success rate - by value	95%	100%	97%	-3%	
<b>Receipt of bail moneys</b>					
Persons bailed	213	181	191	6%	
Money received	£93,575	£68,900	£198,180	188%	
<b>Arrest Orders</b>	1,665	1,380	980	-29%	
<b>Service of Process</b>	2,074	2,140	2,258	6%	
<b>Costs</b>					
Number imposed	124	77	55	-29%	
Value imposed	£38,744	£20,786	£7,953	-62%	
Success rate - by number	97%	95%	93%	-2%	
Success rate - by value	100%	99%	100%	1%	
<b>Compensation Orders</b>					
Number imposed	207	201	258	28%	
Value imposed	£94,580	£86,872	£108,725	25%	
Rolling 3-year success rate - by number	98%	99%	92%	-7%	
Rolling 3-year success rate - by value	95%	96%	97%	1%	
<b>Judgments received and processed</b>					
Number received	2,373	2,935	2,948	0%	
Number processed	2,382	2,868	2,944	3%	
Amount collected	£458,533	£106,868	£578,173	441%	
<b>Evictions carried out</b>	9	4	11	175%	
<b>Saisies</b>	0	0	0		
<b>Maintenance Orders under enforcement</b>	17	20	20	0%	
<b>Drug Trafficking - Saisies judiciaires and confiscations</b>					
New cases:-	Local	17	35	39	11%
	External	1	0	1	
	Total	18	35	40	14%
Approximate value of assets arrested	£41,294	£64,497	£164,336	155%	
Confiscations (concluded cases):-					
Number	20	40	34	-15%	
Value (net)	£1,100,739	£676,658.00	£105,412.00	-84%	
Cases discharged	3	1	2	100%	
Cases carried forward into following year:-					
Local	7	3	7	133%	
External	6	4	4	0%	
Total	13	7	11	57%	
Approximate asset value	£2,919,072	£2,048,322	£2,490,305	22%	

### Proceeds of Crime - *Saisies judiciaires*

New cases:-	Local	1	0	0	
	External	5	5	2	-60%
	Total	6	5	2	-60%
Approximate value of assets arrested		£14,958,756	£49,487,879	£3,697,899	-93%
Confiscations (concluded cases):-					
	Number	1	3	0	-100%
	Value (net)	£12,193	£918,364	£0	-100%
Cases discharged		1	6	0	-100%
Cases carried forward into following year:-					
	Local	3	2	2	0%
	External	15	12	14	17%
	Total	18	14	16	14%
Approximate asset value		£41,602,728	£88,154,634	£103,698,362	18%

### Assizes

Trial process started	10	12	16	33%
Trials completed	5	5	9	80%
Days	20	16	35	126%
Juror exemptions	130	231	263	14%
Jury summonses	413	511	661	29%
Witnesses	63	78	189	142%
Jurors given financial assistance	2	0	0	

### Coroner

Deaths reported:-					
	Inquest cases	39	47	49	4%
	Cleared after autopsy	81	58	58	0%
	Cleared by doctor's cert etc	45	53	62	17%
		165	158	169	7%
Deaths reported as % of all deaths		22%	23%	23%	0%
Approvals for doctor to issue cert (unreported)		92	65	82	26%
Permits for import/export of bodies		46	55	48	-13%
Inquests concluded:-					
	Suicide	10	14	18	29%
	Accident	21	22	14	-36%
	Open	2	1	2	100%
	Natural causes	3	5	16	220%
	Industrial disease	0	0	1	
	Unlawful killing	0	0	0	
Total number of inquests held		36	42	51	21%
Inquest cases c/f to following year		13	17	16	-6%

### Désastres

Declared	5	1	7	600%	
Settled	8	5	2	-60%	
Total liabilities	£3,312,541	£555,045	£274,393	-51%	
Assets realised	£1,089,519	£166,854	£77,699	-53%	
Average dividend paid (pence in the £)	33p/£	30p/£	28p/£	-7%	
Discharges of personal bankrupts:-					
	Granted	1	6	1	-83%
	Deferred	0	0	0	
Disclaimers of onerous property	0	0	0		
Sales of realty:-					
	Number	0	1	0	-100%
	Value	£0	£187,500	£0	-100%
Letters produced by the Section	1,718	1,094	1,459	33%	
Checks made:-					
	Number	10,068	9,964	6,849	-31%
	Charges invoiced	£41,910	£53,255	£40,685	-24%

**Court sittings attended**

Royal Court and Court of Appeal	119	117	111	-5%
Magistrate's Court	349	408	352	-14%
Youth Court	53	66	55	-17%
Total	<u>521</u>	<u>591</u>	<u>518</u>	-12%

**States' sittings attended**

Viscount	9	7	7	0%
Deputy Viscount	17	26	31	19%
Principal Enforcement Officer	12	12	12	0%
Total	<u>38</u>	<u>45</u>	<u>50</u>	11%

**Convening notices issued**

22	11	14	27%
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**Exemptions from the payment of judicial fees**

274	197	176	-11%
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**Curatorships**

Appointments	7	2	1	-50%
Under administration at year end	47	45	41	-9%

**Evidence in writing**

Frequency per year	0	0	0
Hours spent hearing evidence	0	0	0



































**Corporate Services Section workload**

Summonses	689	759	741	-2%
Sundry	2,923	2,445	2,746	12%
Letters	1,994	2,155	2,957	37%
Notices	2,121	606	1086	79%
Totals	<u>7,727</u>	<u>5,965</u>	<u>7,530</u>	26%

## APPENDIX E

# COURT SERVICE BALANCED SCORECARD FOR PERIOD 1 JAN 08 TO 31 DEC 08

Previous reporting period figures shown in brackets

CUSTOMER		STRATEGY	
	Number of complaints received: 0 (0)		Investor in People standard maintained
	Number of compliments received: 27 (30)		Maintenance of interface with the executive arm of government
	Number of page views (per quarter) on JLIB website: 432,172 (448,506)		Maintenance of strategic and business plans, and annual report
	100% user group, other meetings, & public consultations, held as scheduled (100%)		78% progress against Law Reform action plan (78%)
	100% suppliers' accounts paid within service pledge (100%)		Progress against JLIB projects
	96% Legal Aid disbursements paid within service pledge (95%)		Procedures manuals in place
PERFORMANCE			
	98% Acts of Court issued within service pledge (99%)		100% Royal and Petty Debts Court judgments for debt processed within service pledge (100%)
	100% Decrees issued within service pledge (100%)		99% fines paid in full or imprisonment imposed in lieu within service pledge (99%)
	100% Judicial Hypothecs and Contracts registered within service pledge (100%)		100% inventories of valuables/disposal of perishables completed within service pledge (100%)
	100% arrest orders issued within service pledge (100%)		100% Désastre circulars sent to banks and identified UK creditors within service pledge (100%)
	100% Petty Debts Court Acts issued within service pledge (100%)		100% police reports of sudden death reviewed within service pledge (100%)
	100% Grants of Probate issued within service pledge (100%)		100% registers of death signed within service pledge (100%)
STAFF		MONEY	
	10% employee turnover rate (6%)		£72,342 (£283,254), 2% (16%) underspent on profile
	Average days sickness lost per member of staff: 6.4 (6.1)		£72,342 (£351,636), 2% (11%) underspent on projected year end position
	98% of employees who received an appraisal (97%)		-£1,494,619 (-£1,600,000), -73% (-79%) overspent on projected year end position (Court & Case costs)
	0.96 (0.70) FTEs of overtime costing £27,599 (£19,597)		-£2,539,260 (-£1,988,600), -10% (-8%) Stamp Duty under achieved on projected year end position
	Average training days per member of staff: 2.7 (3.0)		100% (-) of Internal Audits assessed at 3 or above (no audits in last 12 months)



The Departments of the Jersey Court Service:

Judicial Greffe, Royal Court House, St Helier, Jersey JE1 1JG  
Telephone: +44 (0) 1534 441300 Facsimile: +44 (0) 1534 441399  
Email: [jgreffe@gov.je](mailto:jgreffe@gov.je)

Viscount's Department, Morier House, St Helier, Jersey JE1 1DD  
Telephone: +44 (0) 1534 441400 Facsimile: +44 (0) 1534 441499  
Email: [viscount@gov.je](mailto:viscount@gov.je)

Websites: [www.gov.je/judicialgreffe](http://www.gov.je/judicialgreffe), [www.gov.je/viscount](http://www.gov.je/viscount), [www.jerseylaw.je](http://www.jerseylaw.je),  
[www.jersecourts.je](http://www.jersecourts.je)