



**Judicial Greffe & Viscount's Department**

**2007**

# **Jersey Court Service Business Plan**



*Our Purpose:  
Supporting the delivery of justice*



INVESTOR IN PEOPLE

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# SECTION 1

## INTRODUCTION BY THE JUDICIAL GREFFIER/VISCOUNT

I am pleased to present the Court Service 2007 Business Plan, the fourth of such plans to combine the business plans of the Judicial Greffe and Viscount's Department. This represents a continuation in the drive towards achieving improved integration of judicial services in the Island, a process which was commenced in 2002.

A great deal was achieved last year against the 2006 Business Plan, demonstrating the commitment of both Departments to attaining the highest standards of service, and the determination further to develop flexible and modern working practices. A more comprehensive account of these activities will be found in the 2006 Court Service Annual Report.

In addition, both Departments have continued to benchmark themselves against the Investors in People standard. As referred to later, this in itself is merely part of a journey of continuous improvement. Since November 2004, when it was first published, the Departments have been actively working with the revised version of the standard, and also have a member of staff who is now qualified to undertake Internal Review. The results of the States' recent 'Have Our Say' employee attitude survey, as affecting the Court Service, will be factored into our re-evaluation in terms of the standard, to take place in the first part of 2007.

The 2007 Business Plan identifies key activities which will be undertaken, over and above the provision of the 82 main or primary services which are delivered across 12 functional areas. Some of these activities are entirely novel, some are undertaken at the request of external organisations, but most represent a continuation of initiatives commenced in previous years; all are focused on the drive to provide an efficient and effective service to our users. The Business Plan also takes account of the objectives of the Jersey Legal Information Board and the Legal Services Forum (with which the Judicial Greffe and Viscount's Department are closely associated).

This Business Plan is subsidiary to the States of Jersey Strategic Plan 2006 to 2011. It provides the detailed Action Plans for 2007 and beyond for the Court Service and indicates the human, financial and other resources required to support them. It also continues to be the key tool for monitoring both strategic and functional focus, and for driving performance management.

The Business Plan is set out as follows:

Section 1 provides background information about the Court Service.

Section 2a summarises the key objectives and priorities of the Court Service.

Section 2b details all of the Court Service objectives which contribute to the States strategic aims.

Section 3 analyses the resources available to the Court Service for 2007.

Section 4 contains the detailed Action Plans for 2007 and beyond for the Court Service, covering the following areas:

- Core Services.
- Law Reform.
- Corporate Management Objectives.
- Information Systems.
- Human Resources.
- Communications.
- Public Relations.
- Accommodation.
- Health and the Environment.
- Equipment and Technical Resources.
- Performance Management.

In addition, Section 4 contains the Court Service Critical Success Factors (and the actions being taken to manage them), Service Pledges, Client Charter and Code of Corporate Governance, and a list of abbreviations used in the Action Plans.

Performance management, client focus and accountability are watchwords across the public sector, and both Departments can already claim to have a proven track record of delivery in these areas. The drive towards an increasingly unified Court Service is essential in order to achieve value for money, and to take advantage of developments in technology which will encourage a more forward looking judicial system. This document sets out the further steps we will take in the months ahead to enhance the way we deliver our services.

The journey of continuous improvement and constant need for increased efficiency will inevitably increase the pressure on our people. It is therefore essential, with the support of the Investors in People standard, that we continue to maintain a well motivated team which is flexible, multi-skilled, and receptive to change.

**Michael Wilkins**  
**Judicial Greffier/Viscount**

**Paul Matthews**  
**Deputy Judicial Greffier**

**Peter de Gruchy**  
**Deputy Viscount**

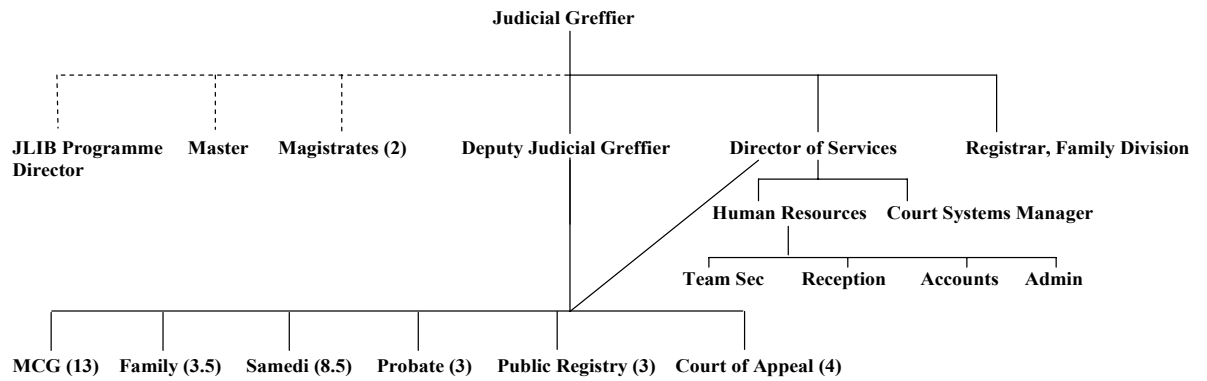
**James Lambert**  
**Director of Services**

**22 January 2007**

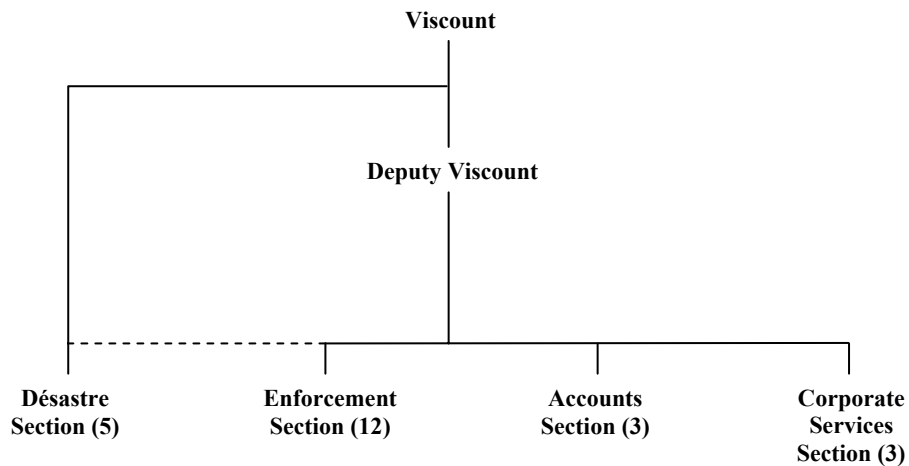
## WHO WE ARE

The Court Service employs a total of 67 full time equivalent staff organised to deliver services as follows:

### Judicial Greffe – Functional Organisation



### Viscount's Department – Functional Organisation



## WHAT WE DO

Although this Business Plan is a combined document for the Judicial Greffe and Viscount's Department, it is helpful to summarise the functions of the two separate Departments:

The Judicial Greffe is responsible for the provision of secretarial, administrative, and interlocutory support for the Island's Courts and Tribunals.

The Viscount's Department is the executive arm of the Island's Courts and of the States Assembly.

A more detailed account of the 82 functions fulfilled by the Court Service can be found in the 2006 Court Service Annual Report.

The responsibilities and constitution of both Departments are defined under statute in the Departments of the Judiciary and the Legislature (Jersey) Law, 1965.

The main stakeholders in the Court Service are:

- Its Staff
- The Judiciary
- Other Departments of the Judiciary
- The Legal and Accountancy Professions
- The States of Jersey
- Other States Departments and connected agencies
- The Finance Industry
- The States of Jersey Police
- The Honorary Police and other Parochial Officers
- The Citizens' Advice Bureau and other voluntary organisations
- Members of the Public

## OUR CORE VALUES

The Court Service is committed to the achievement of its Client Charter (see Annex D), which was agreed in 2001. It contains the following Core Values:

- We understand and support the role of an independent judiciary as a mainstay of the Constitution.
- We treat all our clients with courtesy, respect and dignity by providing services that meet their needs.
- Our staff are our most valued resource, who deserve trust, honesty, fair and equal treatment, and opportunities for personal development. It is only through this approach that loyalty, quality work and teamwork can be expected.

- Each of us takes ownership of, and responsibility for, our organisation and its success.
- We will conduct our business to the highest standards of ethical and professional behaviour. We will act with integrity, impartiality and fairness at all times.
- We will be satisfied with nothing less than the best in all that we do.
- We embrace creativity and innovation, continually seeking new ways of doing things better, and of achieving better value for money.

## **OUR STRATEGIC AIMS**

- To support the delivery of justice.
- To make the law and legal processes more accessible to the public.
- To develop an integrated legal system.
- To strengthen Jersey's position as a leading business centre.



## SECTION 2(a)

### SUMMARY OF KEY OBJECTIVES AND PRIORITIES

This section identifies the key objectives of the Court Service. These objectives will be achieved through detailed action plans, which have been developed in consultation with stakeholders and are shown in Section 4. Performance indicators are shown in Annex C.

#### AIM

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- **An efficient and effective Court Service**

#### OBJECTIVES AND KEY PERFORMANCE/SUCCESS CRITERIA

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**Objective 1:** An efficient and effective administrative service provided to the Royal Court and to the Court of Appeal.

***Performance/success criteria:***

- Issue Convening Acts and Acts ordering Public Elections within 1 working day.
- Issue Company Acts, Decrees Absolute and standard-form Acts within 5 working days.
- Issue non-standard-form Acts, Decrees Nisi and Liquor and Gambling Licences within 10 working days.
- Process applications for legal aid disbursements within 5 working days.
- Issue all Court of Appeal Acts and Register Orders in Council within 1 working day.
- Issue all Interlocutory Acts within 3 working days.
- Appointment to fix a hearing date within 3 working days of request.

***Strategic Plan Commitment(s):*** 1 and 3

**Objective 2:** Provide a Public Registry, Intellectual Property Registry and Probate Registry.

***Performance/success criteria:***

- Register Judicial Hypothecs within 5 working days.
- Register Wills of Immovables, Powers of Attorney and Public Service and Water Notices within 12 working days.
- Appointment for cancellation of Acts within 4 working days of request.
- Issue Acts of Probate Division, Curatorship Acts of Jurats' Appointment and Curatorship Acts of Appointment within 5 working days.
- Issue Grants of Probate and Letters of Administration within 7 working days.
- Issue Intellectual Property Certificates and Certificates of Eligibility within 3 working days.

***Strategic Plan Commitment(s):*** 1 and 3

**Objective 3:** Provide an administrative service to the Magistrate's, Youth and Petty Debts Courts.

***Performance/success criteria:***

- Issue Arrest Orders, Attendance Centre Orders and Acts of Committal within 2 working days.
- Issue Petty Debts Court Acts within 3 working days.
- Acts of Court completed within 1 working day.

***Strategic Plan Commitment(s):*** 1 and 3

**Objective 4:** The efficient enforcement of all Court Orders.

***Performance/success criteria:***

- Enforcement of Royal Court and Petty Debts Court Judgments for Debt instigated within 2 working days of Act being lodged and registered.
- Service of Process effected within the relevant statutory time period.
- Enforcement of fines (payment completed in full or imprisonment imposed in lieu).

***Strategic Plan Commitment(s):*** 3

**Objective 5:** Efficient and effective Désastre proceedings.

***Performance/success criteria:***

- Arrange for inventory of valuables and disposal of perishables within 2 working days.
- Circulars to banks and identified UK creditors notifying declaration sent within 7 working days.
- Construct debtors' spreadsheet and proceed to recover funds owing within 21 days of declaration.

***Strategic Plan Commitment(s):*** 1 and 3

**Objective 6:** Effective management of the financial affairs of impecunious interdicts.

***Performance/success criteria:***

- Notification of appointment of Curator to identified parties completed within 2 weeks of receipt of Act of Court.
- Compilation of inventory of both real and personal property within the relevant statutory time period.
- Periodic contact with carers of interdicts at least quarterly.

***Strategic Plan Commitment(s):*** 3

**Objective 7:** Effective investigation of sudden deaths to establish cause and reason.

***Performance/success criteria:***

- Order post-mortem examinations following receipt of Police report within 1 working day.
- Set dates for inquest openings within 1 working day.

- Issue post-inquest documentation within 1 working day.

***Strategic Plan Commitment(s): 3***

**Objective 8:**

Compile and manage the jury selection procedure and manage the jury during assize trials.

***Performance/success criteria:***

- Respond to queries regarding the duties of a juror within 1 working day.
- Respond to requests for exemption from jury service within 1 working day.
- Provide support and guidance to jury members for the duration of the trial.

***Strategic Plan Commitment(s): 3***

## **SECTION 2(b)**

### **LINKS WITH THE STATES STRATEGIC PLAN (SSP)**

## SECTION 2(b) – KEY OBJECTIVES, KEY PERFORMANCE INDICATORS, KEY RISKS

SSP Ref - States Strategic Plan Reference; LR - Lead Responsibility; SP - Strategic Partner; C - Contributor; Imp Year - Implementation Year; O - Ongoing

BP Ref	Key Objective	Key Performance Indicators	Target	Imp Year	Key Risk	SSP Ref	LR/SP/C
1	<p>1. To enable the Courts to produce decisions effectively and speedily in all matters (both civil and criminal), ensuring the highest standard of justice attainable</p> <p>2. To produce Acts of Court accurately and as speedily as possible</p> <p>3. To provide an efficient and effective insolvency service</p>	<p>Interlocutory Acts issued within Service Pledge (3 working days)</p> <p>Samedi Section/Petty Debts Acts of Court issued within Service Pledge (1-10 working days)</p> <p>Inventory and protection of assets carried out within Service Pledge (2 working days)</p>	<p>95%</p> <p>95%/98%</p> <p>95%</p>	O	Quantity and complexity of judicial business, and lack of financial resources	1	C
2	<p>1. To provide a range of first-level judicial services on behalf of the Courts</p> <p>2. To maintain a rolling programme of law reform</p> <p>3. To promote mediation as an alternative form of dispute resolution</p>	<p>Family Section Decrees issued within Service Pledge (5-10 working days)</p> <p>Number of matters concluded from 2007 law reform programme</p> <p>Increase in referrals by the Courts to mediation</p>	<p>98%</p> <p>90%</p> <p>20% increase (year on year)</p>	O		Quantity and complexity of judicial business	3

BP Ref	Key Objective	Key Performance Indicators	Target	Imp Year	Key Risk	SSP Ref	LR/SP/C
3	To assist the legal profession and personal litigants in presenting their cases by advising on matters of procedure	Response to enquiries within Service Pledge	98%	O	Insufficient or inexperienced staff	3	C
4	1. To enhance Court procedures to render them more effective and efficient	Reduction in time to bring civil matters to trial	80% of contested civil cases concluded within 2 years	2007	Quantity and complexity of judicial business  Need to retain constitutional separation of functions and overstressing human resources	3	C
	2. To maintain and develop options for outsourcing, and sharing and pooling of resources	Increased integration between Court departments	Formal creation of a Jersey Court Service by 31 <sup>st</sup> December 2007	2007			
5	To maintain and develop options for remote working	Increased number of staff with home working facility	Achievement of Investors in People Work-Life Balance Standard	O	Lack of financial resources	6	C
6	To ensure that all Court Service accommodation meets relevant standards for accessibility	New Magistrate's Court complex meets statutory requirements for accessibility	No complaints received from users	O	Lack of financial resources	3	C
7	To maintain accreditation as an Investor in People and a culture of continuous improvement	Future assessments against the Standard are successful	Accreditation maintained	O	Lack of financial investment in training and development	6	C

BP Ref	Key Objective	Key Performance Indicators	Target	Imp Year	Key Risk	SSP Ref	LR/SP/C
8	To ensure that the activities and practices of judicial processes and the Court Service are compliant with the Human Rights (Jersey) Law 2000	All legislation and judicial processes are Human Rights compliant	No successful challenges made on Human Rights grounds	O	Lack of resources to deal with the consequences of the Human Rights (Jersey) Law 2000	3	C
9	To develop an integrated criminal justice system	Reduction in time to bring criminal matters to trial	Information flow between agencies handled electronically	2007	Inability to coordinate disparate information systems and lack of financial resources	3	C
		Effective enforcement of penalties imposed by the Court	95%	O	Rising crime rate		
10	To ensure effective utilisation of Court time (new Magistrate's Court)	Data supplied by MCG	Balanced Court usage	O	Ineffective case management and lack of financial resources	3	C
11	1. To provide efficient proceeds of crime and insolvency services	Protection and realisation of property which is the subject of an order of Court	100%	O	Increase in number of cases and lack of financial resources	1	C
	2. To provide an efficient and effective service for assisting overseas authorities in the investigation of criminal conduct	Set up hearing within 6 weeks of request	90%		Lack of financial resources		
12	To execute, enforce and carry out orders of the Courts as effectively, efficiently and speedily as possible	Enforcement instigated within 2 working days of Act of Court being lodged	98%	O	Increase in number of cases and lack of financial resources	3	C

BP Ref	Key Objective	Key Performance Indicators	Target	Imp Year	Key Risk	SSP Ref	LR/SP/C
13	<p>1. To obtain the necessary resources to achieve the aims of the Court Service and JLIB, and to utilise them in the most cost effective manner</p> <p>2. To impose and collect fees chargeable for the provision of services</p> <p>3. To maintain the Judicial Training Programme in association with the Judicial Studies Board</p> <p>4. To provide an efficient and effective Coroner's service</p>	<p>Court Service and JLIB remain within annual revenue expenditure allocation</p> <p>Stamp fee model annual target achieved</p> <p>All judicial officers receive a minimum of half a day of training per annum</p> <p>Percentage of police reports reviewed on day of receipt</p>	<p>No over-spend</p> <p>£900,000 fee income</p> <p>100%</p> <p>100%</p>	O	<p>Reduced budget allocation</p> <p>Users become price sensitive</p> <p>Failure by the Executive to respect the independence of the Court Service</p> <p>Increase in number of cases and lack of financial resources</p>	6	C
14	<p>1. To ensure a speedy and exemplary disposal of cases in the Youth Court</p> <p>2. To provide sufficient Youth Court time to ensure a balanced Youth Court loading</p> <p>3. To provide time guidelines for the disposal of Youth Court cases</p>	<p>Completed criminal cases resulted, and Arrest Orders and Acts of Committal issued within Service Pledge</p> <p>Court sessions restricted to 3 hours max with a balance of sentencing, remands and new presentations</p> <p>Case management to ensure agreed time guidelines adhered to</p>	<p>98%</p> <p>No complaints received</p> <p>No complaints received</p>	O	<p>Increase in number of cases and lack of financial resources</p>	3	C



BP Ref	Key Objective	Key Performance Indicators	Target	Imp Year	Key Risk	SSP Ref	LR/SP/C
15	To keep adequate records for legal and historical purposes (as much as possible, in electronic format), and provide an appropriate level of access to them	Requirements of Public Records (Jersey) Law 2002 met	No complaints received	O	Lack of financial resources	6	C
16	1. To keep the Court records in an immediately accessible form  2. To provide copies of judgments and Acts for use of the Courts and litigants, and provide an appropriate level of access to them	Records can be accessed by staff within Service Pledge  Copy documents issued within Service Pledge	95%  98%	O	} Lack of financial resources	1	C
17	To maintain the Judiciary's position as an independent mainstay of the Constitution	Judicial independence from the Executive and Legislative branches of government maintained	Court Service remains a Non-Executive department	O		Failure by the Executive to respect the independence of the Court Service	1
18	To maintain a network of contacts in other jurisdictions	Contacts in other small jurisdictions maintained	Contact meetings occur at least annually	O	Lack of financial resources	5	C
19	To maintain and expand involvement in appropriate international bodies	Continued participation in Commonwealth Magistrates and Judges Association, International Association of Insolvency Regulators, INSOL Europe, International Land Registry Conference, and Courtroom 21	Attendance at, and hosting of, relevant conferences	O	Lack of financial resources	5	C

BP Ref	Key Objective	Key Performance Indicators	Target	Imp Year	Key Risk	SSP Ref	LR/SP/C
20	<p>1. To publicise available services, and to maintain the highest standards of probity in dealings with clients</p> <p>2. To engage actively all stakeholders in developing the legal system</p> <p>3. To anticipate and respond to the changing judicial needs of society</p>	Measured by response to Internet feedback questionnaires and user satisfaction surveys	No complaints received	O	Lack of financial resources	1	C
21	To continue to contribute to working parties concerned with the reform of the Public Elections (Jersey) Law 2002	Contribution made by Court Service to reforms	Alternative voting methods available to public	O	Lack of financial resources	6	C
22	To train and empower staff to develop their full potential by reference to personal and professional development plans	Fully functional performance review and appraisal system in place	100% performance review and appraisal undertaken	O	Lack of financial investment in training and development	6	C
23	To leverage Information Technology in pursuit of the objectives of the Court Service	Reduction in printed paper output	5% decrease (year on year) in paper consumption	O	Lack of financial resources	6	C
24	To ensure the effective, economical and efficient utilisation of public resources in the administration of the Courts	Future assessments against the Investors in People Standard are successful	Accreditation maintained	O	Increase in number of cases or services which the Court Service is required to provide	6	C



**SECTION 3**  
**RESOURCES FOR 2007**  
**SUBJECTIVE ANALYSIS**

**Judicial Greffe**

Description	2006 Original	2007 Estimate
<b>Income</b>		
Sale of Goods	(8,000)	(8,000)
Sale of Services	(2,000)	(4,000)
Fees & Fines	(441,000)	(504,203)
Miscellaneous Income	(36,000)	(70,000)
Interest	-	-
	<b>(487,000)</b>	<b>(586,203)</b>
<b>Expenditure</b>		
Manpower - States Staff Costs	2,028,700	2,149,940
Supplies & Services	54,250	54,250
Administrative Costs	114,645	114,645
Premises & Maintenance General	245,987	250,250
Court & Case Costs	1,755,518	1,755,518
	<b>4,199,100</b>	<b>4,324,603</b>
<b>Net Revenue Expenditure</b>	<b>3,712,100</b>	<b>3,738,400</b>

**Viscount's Department**

Description	2006 Original	2007 Estimate
<b>Income</b>		
Sale of Goods	-	-
Sale of Services	-	-
Fees & Fines	(272,500)	(290,000)
Commission	(5,000)	(15,500)
Miscellaneous Income (including Désastre checks)	(73,000)	(50,000)
Interest	(30,000)	(40,000)
	<b>(380,500)</b>	<b>(395,500)</b>
<b>Expenditure</b>		
Manpower - States Staff Costs	1,024,800	1,041,300
Supplies & Services	80,602	82,100
Administrative Costs	39,600	34,400
Premises & Maintenance General	210,500	207,612
Court & Case Costs	360,698	369,288
	<b>1,716,200</b>	<b>1,734,700</b>
<b>Net Revenue Expenditure</b>	<b>1,335,700</b>	<b>1,339,200</b>

## SERVICE ANALYSIS

2005 Actual Restated £	2006 Estimate Restated £		2007 Estimate £
		<b>Judicial Greffe</b>	
687,662	701,100	Samedi, Family, Appellate & Interlocutory	708,700
887,223	919,400	Magistrates Court	962,300
316,486	336,100	Maintenance of Registries	311,900
1,287,267	1,755,500	Court & Case Costs	1,755,500
<b>3,178,638</b>	<b>3,712,100</b>		<b>3,738,400</b>
		<b>Viscount's Department</b>	
89,773	94,200	Coroner	88,000
186,146	228,600	Désastre	341,800
364,759	503,300	Enforcement	406,700
84,887	80,700	Assize Jury Functions	142,900
52,806	68,200	Curatorships	57,100
28,132	360,700	Court & Case Costs	302,700
<b>1,253,400</b>	<b>1,335,700</b>		<b>1,339,200</b>

Service	Priority	Description of Service	Gross Expenditure				Income £'000	Net £'000	Performance Measures	
			Direct £'000	FTE	Indirect £'000	FTE				Total £'000
Court and Case Costs			1,756		-		1,756	-	1,756	
Magistrates Court		Administrative service to the Magistrate's, Youth and Petty Debts Courts.	657	12.89	314	0.45	970	(8)	962	Issue Arrest Orders, Attendance Centre Orders and Acts of Committal within two working days. Issue Petty Debts Court Acts within three working days.
Maintenance of Registries		Running and maintaining the Public Registry, the Intellectual Property Registry and the Probate Registry.	264	6.5	255	3.01	519	(208)	312	Register Judicial Hypothecs within five working days. Register Wills of Immovables, Powers of Attorney and Public Service and Water Notices within twelve working days. Appointment for cancellation of Acts within four working days of request. Issue Acts of Probate Division, Curatorship Acts of Jurats' Appointment and Curatorship Acts of Appointment within five working days. Issue Grants of Probate and Letters of Administration within seven working days. Issue Intellectual Property Certificates and Certificates of Eligibility within three working days.

Service	Priority	Description of Service	Gross Expenditure				Income £'000	Net £'000	Performance Measures	
			Direct £'000	FTE	Indirect £'000	FTE				Total £'000
Samedi, Family, Appellate and Interlocutory Service		Administrative service to the Royal Court and to the Court of Appeal. Judicial hearings in relation to divorces, interlocutory and ancillary matters.	581	12.7	498	5.88	1,079	(371)	709	Issue Convening Acts and Acts ordering Public Elections within one working day. Issue Company Acts, Decrees Absolute and standard-form Acts within five working days. Issue non-standard-form Acts, Decrees Nisi and Liquor and Gambling Licences within ten working days. Process applications for legal aid disbursements within five working days. Issue all Court of Appeal Acts and Register Orders in Council within one working day. Issue all Interlocutory Acts within three working days. Appointment to fix a hearing date within three working days of request.

**Judicial Greffe Net Revenue Expenditure 2007**

<b>3,258</b>	<b>32.09</b>	<b>1,067</b>	<b>9.35</b>	<b>4,325</b>	<b>(586)</b>	<b>3,738</b>
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Assize Jury Functions		Service to compile and manage the jury selection procedure and manage the jury during assize trials.	108	2.03	35	0.65	143	-	143	Respond to queries regarding the duties of a juror within 24 hours; Respond to requests for exemption from jury service within 24 hours; Provide support/guidance to jury members for the duration of the trial.
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Service	Priority	Description of Service	Gross Expenditure				Income £'000	Net £'000	Performance Measures	
			Direct £'000	FTE	Indirect £'000	FTE				Total £'000
Coroner		Investigation of sudden deaths to identify who died, where, when and how.	76	0.73	12	0.23	88	-	88	Extensive.
Court and Case Costs			303		-		303	-	303	
Curatorships		Service to manage the financial affairs of impecunious interdicts.	59	1.05	18	0.34	77	(20)	57	Notification of appointment of Curator to identified parties; Compilation of inventory of both real and personal property. Periodic contact with carers of interdicts.
Désastre		Administration of en Désastre proceedings.	307	4.00	68	1.28	375	(33)	342	Arrange for inventory of valuables and disposal of perishables. Circulars to banks and identified UK creditors. Construct debtors' spreadsheet and proceed to recover funds owing.
Enforcement		Collect and enforce fines; receipt and payment of bail moneys; arrest and presentation for non-appearance in court; service of legal process; collect (and pay) costs and compensation; execute and enforce civil judgments; carry out evictions; enforce maintenance orders, collect and pay 'alimony', enforce drug trafficking and other such orders.	579	10.04	171	3.22	750	(343)	407	Enforcement of Royal Court and Petty Debts Court. Judgments for Debt. Service of Process. Enforcement of Fines.

**Viscount's Department Net Revenue Expenditure 2007**

<b>1,128</b>	<b>17.85</b>	<b>607</b>	<b>5.73</b>	<b>1,735</b>	<b>(396)</b>	<b>1,339</b>
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## STATEMENT OF SUPPORT SERVICE COSTS

<b>Statement of Support Service Costs Judicial Greffe 2007</b>							
<u>Support Service</u>	<b>Direct Expenditure (£)</b>	<b>Income from outside the States (£)</b>	<b>Income from other Departments (£)</b>	<b>Total Income (£)</b>	<b>Net Expenditure (£)</b>	<b>Total FTEs</b>	<b>Basis of Allocation</b>
Service Management	293,883			0	293,883	2.35	% of time spent
Finance	29,897			0	29,897	0.75	% of time spent
IT	71,989			0	71,989	1.11	% of time spent
HR	36,877			0	36,877	0.51	% of time spent
Training	32,342			0	32,342	0.46	% of time spent
Property	4,535			0	4,535	0.05	% of time spent
Transport	0			0	0	0.00	
Admin	145,283			0	145,283	4.13	% of time spent
Other	0			0	0	0.00	
	614,807	0	0	0	614,807	9.36	

**Statement of Support Service Costs  
Viscount's Department  
2007**

<u>Support Service</u>	Direct Expenditure (£)	Income from outside the States (£)	Income from other Departments (£)	Total Income (£)	Net Expenditure (£)	Total FTEs	Basis of Allocation
Service Management	66,305			0	66,305	0.83	% of time spent
Finance	104,724			0	104,724	2.26	% of time spent
IT	9,452			0	9,452	0.15	% of time spent
HR	2,455			0	2,455	0.07	% of time spent
Training	0			0	0	0.00	
Property	3,151			0	3,151	0.05	% of time spent
Transport	0			0	0	0.00	
Admin	117,872			0	117,872	2.38	% of time spent
Other	0			0	0	0.00	
	<hr/> 303,959	0	0	0	303,959	5.74	



## **SECTION 4**

### **COURT SERVICE ACTION PLANS**

## CORE SERVICES

A list of abbreviations used below can be found at Annex A (page 40)

### Samedi Section

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Continue to review design &amp; accessibility of Court Rota</li> </ul>	31 Dec 07	AJG (RC)/ MCG	Workflow management only	In association with JLIB & MCG	6
<ul style="list-style-type: none"> <li>Ensure Court Greffiers are multi-skilled</li> </ul>	31 Dec 07	DJG/ AJG (RC)	Workflow management only	Allowing Greffiers to sit in all matters	6
<ul style="list-style-type: none"> <li>Review costs administration system &amp; rules</li> </ul>	31 Dec 07	AJG (RC)/ DJG	Workflow management only	Continue to monitor costs Service Pledge	6
<ul style="list-style-type: none"> <li>Consider provision of public access to licensing database</li> </ul>	31 Dec 07	DJG	Workflow management only	Legal implications to be resolved	6
<ul style="list-style-type: none"> <li>Review interest rates for payments into Court</li> </ul>	31 Dec 07	DJG	Workflow management only	Maximise return on investments	6

### Family Section

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Maintain &amp; enhance use of matrimonial database</li> </ul>	31 Dec 07	Reg Fam Div	Workflow management only	Ongoing	6
<ul style="list-style-type: none"> <li>Maintain &amp; enhance use of children database</li> </ul>	31 Dec 07	Reg Fam Div	Workflow management only	Ongoing	6
<ul style="list-style-type: none"> <li>Maintain &amp; enhance use of adoptions database</li> </ul>	31 Dec 07	Reg Fam Div	Workflow management only	Ongoing	6
<ul style="list-style-type: none"> <li>Monitor organisation of Section</li> </ul>	31 Dec 07	Reg Fam Div/ CJRM/DS	Workflow management only	Through regular Section meetings	6
<ul style="list-style-type: none"> <li>Provide advice &amp; guidance re Children (Jersey) Law 2002 &amp; Maintenance Orders (Facilities for Enforcement) (Jersey) Law 2000</li> </ul>	31 Dec 07	Reg Fam Div	Workflow management only	Through use of guidance leaflets, presentations & web pages	6
<ul style="list-style-type: none"> <li>Provide advice &amp; guidance re Adoption (Jersey) Law 1961</li> </ul>	31 Dec 07	Reg Fam Div	Workflow management only	Through use of guidance leaflets, presentations & web pages	6
<ul style="list-style-type: none"> <li>Provide advice &amp; guidance re amendments to Matrimonial Causes (General) (Jersey) Law 1949 &amp; Matrimonial Causes (General) (Jersey) Rules 1979</li> </ul>	31 Dec 07	Reg Fam Div	Workflow management only	Through use of guidance leaflets, presentations & web pages	6
<ul style="list-style-type: none"> <li>Develop procedure for compliance with Child Custody (Jurisdiction) (Jersey) Law 2005 &amp; Child Custody (Jurisdiction) Rules 2005</li> </ul>	31 Dec 07	Reg Fam Div	Workflow management only	Ongoing	6

### Probate Section

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Maintain &amp; enhance Probate database</li> </ul>	30 Jun 07	Reg of Prob/ A Reg of Prob	Workflow management only	Ongoing	6
<ul style="list-style-type: none"> <li>Evaluate opportunities further to reduce paper based activity through use of IT</li> </ul>	31 Dec 07	Reg of Prob/ A Reg of Prob	Workflow management only	Replacement of <i>Testaments</i> with electronic document repository	6

## CORE SERVICES (continued)

### Public Registry

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Plan for passing of deeds by electronic means</li> </ul>	31 Dec 07	Reg of Deeds	Workflow management & consequential funding	By participation in JLIB Land Registry Reform project	6
<ul style="list-style-type: none"> <li>Continue to participate in digital mapping project &amp; provision of unique property reference numbers</li> </ul>	31 Dec 07	Reg of Deeds/ DS	Workflow management only	In association with P&E	6
<ul style="list-style-type: none"> <li>Implement a web-based version of PRIDE</li> </ul>	31 Jan 07	Reg of Deeds/ DS	Workflow management only	Roll out commenced Dec 06	6
<ul style="list-style-type: none"> <li>Develop link between PRIDE &amp; digital map</li> </ul>	31 Dec 07	Reg of Deeds/ DS	£25k	Subject to funding from Stamp Duty income	6
<ul style="list-style-type: none"> <li>Consider issues raised in RC70/2005 (Regulatory Reform: Report on the Review Findings)</li> </ul>	31 Dec 07	Reg of Deeds	Workflow management only	Requirement for contracts & leases (over 9 years) to be passed in Court	6

### Appellate Section

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Investigate provision of electronic case management system for Court of Appeal</li> </ul>	31 Dec 07	AJG (AS)/ DS	Workflow management only	To include electronic bundles	1
<ul style="list-style-type: none"> <li>Review organisation &amp; staffing of Section</li> </ul>	30 Jun 07	DJG/DS/ AJG (AS)	Workflow management only	To include provision of deputy for AJG (AS)	6
<ul style="list-style-type: none"> <li>Review system of charging for court time in civil cases</li> </ul>	30 Jun 07	AJG (AS)	Workflow management only	Implement system of charging as per Royal Court	6

### Interlocutory Services

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Six monthly review of all cases on Pending List</li> </ul>	31 Dec 07	MRC/DJG	Workflow management only	Commenced Jan 04	1

### Judgments

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Review requirement to distribute judgments by means other than JLIB website</li> </ul>	30 Jun 07	AJG (AS)	Workflow management only	Option to alert external parties to issue of judgments without need to distribute copies	6

### Legal Aid Disbursements

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Further develop Service Pledge for responding to requests for Legal Aid funds</li> </ul>	30 Jun 07	AJG (RC)	Workflow management only	To be facilitated by enhancement of the use of templates & Central EDMS	1
<ul style="list-style-type: none"> <li>Close all concluded Legal Aid files for 2001 &amp; 2002</li> </ul>	31 Dec 07	AJG (RC)	Workflow management only	In progress	1

## CORE SERVICES (continued)

### Magistrate's, Youth & Petty Debts Courts

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
• Complete implementation of interim Court Diary System	30 Jun 07	MCG/DS	£29k	Scoping of suitable system for use in other Courts to be undertaken	6
• Provide administrative support to Petty Debts Court following increase in jurisdiction to £10k	31 Dec 07	MCG	Unknown (probable manpower implications)	Brings Petty Debts claims into General Damages field	1
• Continue to assess consequential effects of changes in jurisdiction of Magistrate's & Petty Debts Courts	31 Dec 07	MCG	Unknown (probable manpower implications)	Approx 20% increase in workload of Magistrate's Court Greffe	6
• Develop specific web pages for Magistrate's & Petty Debts Courts	30 Apr 07	MCG	£2k	Funding available & development in hand	6
• Develop procedures manuals for lower courts	31 Dec 07	MCG	Workflow management only	In progress	6
• Implement support requirements for Police Procedures & Criminal Evidence (Jersey) Law 2003	31 Dec 07	MCG	Unknown (probable manpower implications & associated costs)	Part 5 will progress independently of the rest of the legislation	3
• Continue to review operational procedures within new Magistrate's Court complex	31 Dec 07	MCG	Workflow management only	New procedures to be established & agreed with all agencies using building	6
• Provide administrative support for mediation service	31 Dec 07	MCG	Workflow management only	Continue to maintain existing support	6
• Implement procedures for new Licensing Authority system	31 Dec 07	MCG	Workflow management only	Ongoing	6

### Intellectual Property Registry

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
• Review & update Procedures Manual	31 Dec 07	IPM	Workflow management only	Ongoing	6
• Assess need for & implement modifications to databases	31 Dec 07	IPM	Workflow management only	Ongoing	6
• Maintain & enhance online access to IP Registries	31 Dec 07	IPM	Workflow management only	Ongoing	5
• In conjunction with JFSC, consider enhancement of respective online databases to establish interface between Registries	31 Dec 07	DJG/IPM	Workflow management only	Ongoing (JFSC project)	5
• Revise procedure for removal of expired Trade Marks	31 Dec 07	IPM	Workflow management only	To reduce time taken to complete removal process	6

### Court Enforcement

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
• Maintain improvements in the prosecution of parking offences	31 Dec 07	PEO/DV	Workflow management only	In consultation with MCG & Magistrate	3

## CORE SERVICES (continued)

<ul style="list-style-type: none"> <li>Continue to promote awareness amongst staff of the effects of criminal confiscations legislation &amp; absorb additional functions</li> </ul>	31 Dec 07	PEO/DV/V	Workflow management only	Ongoing	3
<ul style="list-style-type: none"> <li>Pursue improvements in liaison with LOD in Saisie Judiciaire &amp; Confiscation Order cases</li> </ul>	31 Dec 07	V/DV/PEO	Workflow management only	Ongoing	3
<ul style="list-style-type: none"> <li>Continue to deploy relief staff for criminal assizes &amp; other courts</li> </ul>	31 Dec 07	PEO	Central funds available	Consequential to additional Court sittings caused by Human Rights requirements	3
<ul style="list-style-type: none"> <li>Maintain &amp; update Enforcement procedures manual</li> </ul>	31 Dec 07	PEO/DV	Workflow management only	Now available to Enforcement Section on Intranet website	6
<ul style="list-style-type: none"> <li>Attend Magistrate's Court &amp; Royal Court user group meetings</li> </ul>	31 Dec 07	PEO/SEO	Workflow management only	To maintain & enhance effective management & manning of Courts	6
<ul style="list-style-type: none"> <li>Continue to develop staff by allocating more complex cases to individual officers</li> </ul>	31 Dec 07	PEO/SEO	Workflow management only	Ongoing	6

### Assize Jury

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Continue to pursue improvements in case management of assize trials</li> </ul>	31 Dec 07	V/DV/PEO	Workflow management only	Ongoing (in association with Bailiff & Deputy Bailiff)	3

### Coroner

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Maintain Relief Coroner service</li> </ul>	31 Dec 07	DV	Central funds available	Subject to necessary law reform	3
<ul style="list-style-type: none"> <li>Maintain best practice in association with Coroners' Society</li> </ul>	31 Dec 07	DV	Workflow management only	Ongoing	3
<ul style="list-style-type: none"> <li>In liaison with MOH, consider whether death certification needs updating</li> </ul>	31 Dec 07	DV	Workflow management only	Ongoing (preliminary discussions held with MOH)	3

### Insolvency & Official Curatorship

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Continue to provide information to creditors online</li> </ul>	31 Dec 07	PAD/SAD	Workflow management	Ongoing	6
<ul style="list-style-type: none"> <li>Develop use of time recording in selected cases</li> </ul>	31 Dec 07	V/PAD	£5k	Requirement to investigate use of proprietary software	6
<ul style="list-style-type: none"> <li>Assess need for establishment of official guidelines for Curatorships &amp; Tutelles</li> </ul>	30 Jun 07	V/PAD	Workflow management only	Ongoing (in association with LOD)	6
<ul style="list-style-type: none"> <li>Participate in working group deliberating on future of official Curatorship service</li> </ul>	31 Dec 07	PAD	Workflow management only	Ongoing	6



## LAW REFORM

*Aim* To identify changes required in legislation impacting upon Core Services (other than where there is any other sponsoring authority), & to promote appropriate reform.

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<b>• LAWS</b>					
<b>Adoption (Jersey) Law 1961:</b> Comment on amendment of existing Law	31 Dec 07	Reg Fam Div	Workflow management only	Ongoing	6
<b>Bankruptcy (Désastre) (Jersey) Law 1990:</b> Participate in review to consider introduction of Individual Voluntary Arrangements	31 Dec 07	V/PAD	Workflow management only	Ongoing	6
<b>Companies (Jersey) Law 1991:</b> Introduction of suspensory procedure	31 Dec 07	V	Workflow management only	Review interface with JFSC	1
<b>Court of Appeal (Jersey) Law 200-:</b> Complete formulation of new Law	31 Dec 07	AJG (AS)	Workflow management only	Draft Law with Court of Appeal for comment	5
<b>Foundations (Jersey) Law 200-:</b> Comment on new Law as required	31 Jan 07	V/PAD	Workflow management only	Ongoing	6
<b>Inquests &amp; Post-mortem Examinations (Jersey) Law 1995:</b> Progress amendment to permit arrest of inquest witnesses who fail to appear	31 Dec 07	DV	Workflow management only	Awaiting parallel amendments to Criminal Justice Law re arrest of witnesses failing to appear	3
<b>Legitimacy &amp; Provision for Family &amp; Dependents (Jersey) Law 200-:</b> Comment on new Law as required	31 Dec 07	Reg Fam Div	Workflow management only	Ongoing	6
<b>Mental Health (Jersey) Law 200-:</b> Participate in official Curatorship working group	31 Dec 07	Reg of Prob/PAD	Workflow management only	Ongoing	6
<b>Patents (Jersey) Law 200-:</b> Comment as required	31 Dec 07	JG/IPM	Workflow management only	EDD now responsible	5
<b>Registered Designs (Jersey) Law 200-:</b> Comment as required	31 Dec 07	JG/IPM	Workflow management only	EDD now responsible	5
<b>Tutelles (Jersey) Law 200-:</b> Comment as required	31 Dec 07	Reg of Prob	Workflow management only	With LOD	6
<b>• RULES &amp; REGULATIONS</b>					
<b>Adoption Rules 1962:</b> Comment on amendments to Rules	31 Dec 07	Reg Fam Div	Workflow management only	Ongoing	6
<b>Burials &amp; Exhumations (Jersey) Regulations 200-:</b> Continue to contribute to working party	31 Dec 07	DV	Workflow management only	Ongoing	6
<b>Court of Appeal Rules:</b> Assist in formulation of Rules under new Law	31 Dec 07	AJG (AS)	Workflow management only	Ongoing (following on from new Law)	5
<b>Patents (Jersey) Law 200-:</b> Draft & implement Rules under revised Law	31 Dec 07	JG/IPM	Workflow management only	If requested by EDD	5
<b>Prison (Jersey) Rules 200-:</b> Assist in amendment & consolidation of existing Rules	31 Jan 07	AJG (AS)	Workflow management only	New Rules come into effect Jan 07	3
<b>Registered Designs (Jersey) Law 200-:</b> Draft & implement Rules under revised Law	31 Dec 07	JG/IPM	Workflow management only	If requested by EDD	5

## LAW REFORM (continued)

• PRACTICE DIRECTIONS					
Maintain consolidated list of Practice Directions	31 Dec 07	MRC/DJG	Workflow management only	In association with JLIB	6
Ensure issue of all Practice Directions necessary to facilitate electronic case management & judgment citation	31 Dec 07	DS/MRC	Workflow management only	In progress (in association with Bailiff, Deputy Bailiff & JLIB)	1

## CORPORATE MANAGEMENT OBJECTIVES

*Aim* To develop & improve corporate management of the Court Service so as to increase efficiency & effectiveness, by reference to the following activities.

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
• Issue 2006 Annual Report	31 Mar 06	MT	Workflow management & £500	Due for completion Mar 07	6
• Issue 2007 Business Plan	31 Jan 06	MT	Workflow management & £500	Due for completion Jan 07	6
• Measure cost of delivery of services	31 Dec 07	DS/FM	Workflow management only	Ongoing (Service Analysis process)	6
• Implement shared budgeting, financial processing & reporting arrangements for Court Service	30 Jun 07	DS/FM	Workflow management only	In conjunction with development of corporate finance system & Treasury	6
• Ensure full compliance with Public Finances (Jersey) Law 2005 & related best practice	31 Dec 07	DV/DS/FM	Workflow management only	Ensure measures in place as per Statement on Internal Control	6
• Review banking arrangements & record systems	31 Dec 07	DS/FM/AA	Workflow management only	In conjunction with implementation of collection of fees via Enterprise One	6
• Review policy on acceptance of payment by debit or credit card	31 Dec 07	DS/FM	Workflow management only	In conjunction with implementation of collection of fees via Enterprise One	6
• Continue to review receipt of payments on-line	31 Dec 07	DS/FM	Workflow management & £5k	In conjunction with implementation of collection of fees via Enterprise One	6
• Reconstitute Finance Section meetings	30 Jun 07	DV/FM	Workflow management only	Following appointment of new FM	6
• Complete Accounts Section procedures manual	31 Dec 07	FM/AA	Workflow management only	Ongoing	6
• Attend Royal Court Users' Group meetings	31 Dec 07	DJG/PEO	Workflow management only	Ongoing	6
• Attend Magistrate's Court Users' Group meetings	31 Dec 07	MCG/SEO/CO	Workflow management only	Ongoing	6
• Continue to implement Business Continuity & Risk Management Plan	31 Dec 07	DS/FM	Workflow management & £2k	Full review ongoing (to include Coroner & Probate fast-track for major incident)	6
• Maintain annual Team Development Day for all Court Service staff	31 Dec 07	MT	£5k	Ongoing	6
• Complete implementation of recommendations in 2006 Blampied report on financial governance	31 Dec 07	FM/V	Workflow management only	Possible upgrading of computer system	6

## CORPORATE MANAGEMENT OBJECTIVES (continued)

• Develop existing archive policies for Court Service	31 Dec 07	DJG	Workflow management only	Combine existing policies & having regard to requirements of Public Records (Jersey) Law 2002	6
• Implement improved system for collection of fees	31 Dec 07	DS/FM	Workflow management only	Awaiting legislative changes	6
• Continue to develop an integrated Court Service	31 Dec 07	MT	Workflow management only	In association with Bailiff's Chambers & LOD	6
• Continue to prepare for review of recognition as Investor in People by external assessor	30 Apr 07	MT	Workflow management only	To include assessment of staff satisfaction surveys	6
• Develop concept of good corporate governance	31 Dec 07	JG	Workflow management only	Ongoing (see Annex D)	6

## INFORMATION SYSTEMS

*Aim* To take full advantage of Information Technology to enhance effectiveness & efficiency.

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
• Continue to enhance Internet & Intranet websites including use of electronic forms	31 Dec 07	MT	Workflow management only	Maintain conformance of websites with Central specification	6
• Maintain development of the use of document imaging facilities	31 Dec 07	DS/DJG/DV	Workflow management only	To include Viscount's Department records	6
• Continue to develop availability of electronic courts	31 Dec 07	DS/DJG	Workflow management	No 2 Court refurbishment in hand	6
• Continue to develop sharing of electronic information with sister departments	31 Dec 07	DS	Workflow management only	In association with JLIB	6
• Promote further use of portable computer equipment	31 Dec 07	DS	Workflow management only	In association with JLIB	6
• Extend the use of video-conferencing facilities	31 Dec 07	MT	Workflow management only	In association with JLIB	6
• Implement & progressively develop use of Corporate EDMS	31 Dec 07	DS/FM/CSM	Workflow management & £15k	Scanning of archive material in Samedi & Family Sections ongoing	6
• Continue to develop options for remote working	31 Dec 07	DS	Workflow management only	Remote working now provided to 5 staff	6
• Continue to develop functionality of bespoke Court Enforcement System (new or improved accounting engine)	31 Dec 07	FM	Workflow management only	To take account of 2006 Blampied report on financial governance	6
• Pursue integration of central Parishes' electoral system with Tirage system	31 Oct 07	DV	Workflow management & £8k	To include interface with Jersey Land & Property Index	6

## HUMAN RESOURCES

*Aim* Supportive of & supplementary to Central policies, high priority is accorded to Human Resource matters, placing special emphasis on the need to: (a) maintain & develop a competency based system of PRA, (b) maintain a structured, competency based staff development & training programme, & (c) maintain career management & succession planning policies.

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>Continue to develop use of exit interviews</li> </ul>	31 Dec 07	CJRM	Workflow management only	Ongoing	6
<ul style="list-style-type: none"> <li>Develop &amp; deliver structured training programmes</li> </ul>	31 Dec 07	CJRM/MT	£4k & Central support	As per costed training plan	6
<ul style="list-style-type: none"> <li>Maintain in-house management training workshop for departmental policies</li> </ul>	31 Dec 07	DS	Workflow management only	Two workshops held every year	6
<ul style="list-style-type: none"> <li>Ensure that all training courses attended are relevant &amp; represent value for money</li> </ul>	31 Dec 07	CJRM	Workflow management only	Ongoing (linked to PRA & training evaluation policy)	6
<ul style="list-style-type: none"> <li>Ensure 3 monthly reviews carried out after all courses &amp; additional training needs identified</li> </ul>	31 Dec 07	CJRM	Workflow management only	Ongoing (linked to PRA & training evaluation policy)	6
<ul style="list-style-type: none"> <li>Maintain certification of 2 officers to practice in Recruitment &amp; Selection</li> </ul>	31 Dec 07	CJRM	Central support	Ongoing	6
<ul style="list-style-type: none"> <li>Maintain system for monitoring staff turnover</li> </ul>	31 Dec 07	CJRM	Workflow management only	Included in balanced scorecard since 2005	6
<ul style="list-style-type: none"> <li>Develop Court Service HR Group</li> </ul>	31 Dec 07	CJRM	Workflow management only	CJRM is Court Service Focus Group representative	6
<ul style="list-style-type: none"> <li>Contribute to development of Judicial &amp; Professional Training Programme</li> </ul>	31 Dec 07	JG/ CJRM	Workflow management only	As recommended by LSF (in association with the Bailiff)	6
<ul style="list-style-type: none"> <li>Contribute to development of Advocacy training</li> </ul>	31 Dec 07	CJRM	Workflow management only	As recommended by LSF (in association with the Bailiff & Deputy Bailiff)	6
<ul style="list-style-type: none"> <li>Further develop induction training</li> </ul>	31 Dec 07	CJRM/CSO	Workflow management only	Ongoing	6
<ul style="list-style-type: none"> <li>Liaise with Judicial Studies Board regarding relevant seminars &amp; conferences</li> </ul>	31 Dec 07	CJRM	Workflow management only	Ongoing	6
<ul style="list-style-type: none"> <li>Liaise with other agencies regarding relevant seminars &amp; conferences for Court Service staff</li> </ul>	31 Dec 07	CJRM/MT	Workflow management only	Ongoing	6
<ul style="list-style-type: none"> <li>Maintain awareness of Equal Opportunities &amp; Human Rights policies &amp; ensure compliance with Human Rights (Jersey) Law 2000</li> </ul>	31 Dec 07	CJRM/MT	Workflow management only	Also having regard to the Employment (Jersey) Law 2003	6
<ul style="list-style-type: none"> <li>Continue to develop integrated HR function &amp; policies for Court Service</li> </ul>	31 Dec 07	CJRM/CSO	Workflow management only	In association with Bailiff's Chambers & LOD	6
<ul style="list-style-type: none"> <li>Continue to exploit opportunities for cross-skilling throughout the Court Service</li> </ul>	31 Dec 07	CJRM	Workflow management only	Ongoing (linked to PRA)	6
<ul style="list-style-type: none"> <li>Ensure staff are fully briefed regarding all training opportunities</li> </ul>	31 Dec 07	CJRM	Workflow management only	Ongoing	6

## HUMAN RESOURCES (continued)

• Consider introduction of policy for continuing professional development	31 Dec 07	DS/CJRM	Workflow management only	Staff training quantified in balanced scorecard	6
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## PUBLIC RELATIONS

*Aim* To improve public perception of the Court Service by adherence to a business culture, & through better collection & dissemination of management information, utilising modern information systems. Also, to foster a professional & positive working relationship with the media.

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
• Increase availability of hard copy & electronically accessible guidance notes on legal procedures & Court Service activity	31 Dec 07	MT	Workflow management only	Ongoing	6
• Assess extent to which guidance information & public notices need to be translated into minority languages	31 Dec 07	DJG	Workflow management only	Policy to be developed in association with JLIB	6
• Maintain user feedback (especially via Internet & Intranet) & undertake user satisfaction survey	31 Dec 07	MT	Workflow management only	Enhance positive public perception of Court Service	6
• Assess viability of holding an open day	31 Dec 07	JG/DS	Workflow management only	Following opening of new Magistrate's Court complex	6

## COMMUNICATIONS

*Aim* To clear communications channels & to create better networking through a combination of purpose-designed accommodation, modern IT & a range of staff participation initiatives.

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
• Continue occasional publication of <i>Court Crier</i> newsletter	31 Dec 07	SAD	Workflow management only	Ongoing	6

## ACCOMMODATION

*Aim* To secure the provision of adequate accommodation for all Court Service needs, to enable it to function efficiently & effectively.

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
• Continue to assess options for improved accommodation for Viscount's Department	31 Dec 07	V/DV	Workflow management only	In particular, continue to address ongoing problems re lighting & air conditioning	6
• Continue to provide for off-site housing of archive material & debtors' property	31 Dec 07	DJG/PAD/PEO	£8k	Use of scanning to be investigated	6
• Maintain dedicated parking facilities for Viscount's Department official vehicles	31 Dec 07	PEO	£5.5k	Ongoing	6

## ACCOMMODATION (continued)

<ul style="list-style-type: none"> <li>• Liaise with Property Services &amp; JLIB as to further equipping the HV Benest Room as an electronic court</li> </ul>	31 Dec 07	V/FM	Workflow management only	Subject to enhancement opportunities & availability of funding	1
<ul style="list-style-type: none"> <li>• Contribute to HAD review of Court security</li> </ul>	31 Dec 07	MCG/DS	Workflow management only	Ongoing	3

## HEALTH & THE ENVIRONMENT

*Aim* To develop policies for Health & Safety, & the purchasing & use of consumables.

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>• Maintain requisite number of trained First Aid Officers</li> </ul>	31 Dec 07	CJRM	Central support	Centrally sponsored refresher training	6
<ul style="list-style-type: none"> <li>• Undertake stress audit</li> </ul>	31 Dec 07	CJRM	Central support	Centrally sponsored (SHRD to implement stress audit tool)	6
<ul style="list-style-type: none"> <li>• Ensure relevant staff receive conflict management training</li> </ul>	31 Dec 07	CJRM/MT	External training	As identified in occupational health needs analysis report	6
<ul style="list-style-type: none"> <li>• Ensure display screen equipment assessment carried out for all new staff</li> </ul>	31 Dec 07	CJRM	Workflow management only	Ongoing	6
<ul style="list-style-type: none"> <li>• Utilise vacuum-packer for preserving archive material</li> </ul>	31 Dec 07	Reg of Deeds	Workflow management only	New vacuum-packer acquired in 2005	6
<ul style="list-style-type: none"> <li>• Monitor &amp; reduce consumption of consumables</li> </ul>	31 Dec 07	DS/MT	Workflow management only	Ongoing (especially paper)	6
<ul style="list-style-type: none"> <li>• Maintain &amp; implement policies which contribute to sustainable development</li> </ul>	31 Dec 07	MT	Workflow management only	Ongoing	6

## EQUIPMENT & TECHNICAL RESOURCES

*Aim* To optimise the level & use of equipment & technical & other resources available to the Court Service.

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>• Continue to provide digital copying &amp; scanning facilities</li> </ul>	31 Dec 07	DS/FM	Workflow management only	Ongoing	6
<ul style="list-style-type: none"> <li>• Maintain awareness of &amp; parity with private sector norms</li> </ul>	31 Dec 07	DS/FM	Workflow management only	Ongoing	6

## PERFORMANCE MANAGEMENT

*Aim* To facilitate the attainment of the service standards & objectives set out in this plan.

<i>2007 Action Plan</i>	<i>Completion Date</i>	<i>Responsible Officer</i>	<i>Resources Required</i>	<i>Comments</i>	<i>SSP Ref</i>
<ul style="list-style-type: none"> <li>• Continue to develop Court Service Balanced Scorecard</li> </ul>	31 Dec 07	DS	Workflow management only	Performance reporting tool for LSF	6
<ul style="list-style-type: none"> <li>• Enhance Court Service performance framework &amp; develop benchmarking</li> </ul>	31 Dec 07	DS	Workflow management only	Ongoing	6

## PERFORMANCE MANAGEMENT (continued)

• Develop Service Pledges across Court Service	31 Dec 07	MT	Workflow management only	Current Service Pledges at Annex C	6
• Maintain performance management feedback reports	31 Dec 07	MT	Workflow management only	Ongoing (quarterly basis)	6
• Develop use of internal performance measures	31 Dec 07	DS	Workflow management only	Ongoing	6

## Annex A to Court Service 2007 Business Plan

### List of Abbreviations Used in Action Plans

AA	Accounting Assistant
AJG (AS)	Assistant Judicial Greffier (Appellate Section)
AJG (RC)	Assistant Judicial Greffier (Royal Court)
A Reg Fam Div	Assistant Registrar, Family Division
A Reg of Prob	Assistant Registrar of Probate
CJRM	Corporate & Judicial Resources Manager
CMD	Chief Minister's Department
CSM	Court Systems Manager
CSO	Corporate Services Officer
DCA	Department for Constitutional Affairs
DJG	Deputy Judicial Greffier
DS	Director of Services
DV	Deputy Viscount
EDD	Economic Development Department
EDMS	Electronic Document Management System
FM	Finance Manager
FTE	Full Time Equivalent
HAD	Home Affairs Department
HR	Human Resources
IPM	Intellectual Property Manager
IS	Information Systems
IT	Information Technology
JFSC	Jersey Financial Services Commission
JG	Judicial Greffier
JLIB	Jersey Legal Information Board
LOD	Law Officers' Department
LSF	Legal Services Forum
MCG	Magistrate's Court Greffier
MOH	Medical Officer of Health
MRC	Master of the Royal Court
MT	Management Team
P&E	Planning & Environment Department
PAD	Principal Administrator, Désastre Section
PEO	Principal Enforcement Officer
PRA	Performance review and appraisal
PRIDE	Public Registry Index & Document Enrolment
Reg Fam Div	Registrar, Family Division
Reg of Deeds	Registrar of Deeds
Reg of Prob	Registrar of Probate
SAD	Senior Administrator, Désastre Section
SEO	Senior Enforcement Officer
SHRD	States Human Resources Department
SSP	States Strategic Plan
V	Viscount



## Annex B to Court Service 2007 Business Plan

### Critical Success Factors

The Business Plan has been developed bearing in mind factors which the Court Service views as critical to its success. The Critical Success Factors identified, and the ways in which they are being managed, are shown in the table below.

<b><i>Critical Success Factor</i></b>	<b><i>Actions to support Critical Success Factor</i></b>
Developing and maintaining a focused, well trained, and diversified management team	<ul style="list-style-type: none"> <li>• Developing strategic and business planning</li> <li>• Maintaining a defined organisation structure and clear reporting lines</li> <li>• Maintaining effective Management Information Systems</li> <li>• Maintaining regular Management meetings which are open to all staff</li> </ul>
Utilising IT for the efficient and effective management of information	<ul style="list-style-type: none"> <li>• Maintaining a progressive IS Strategy</li> <li>• Selectively exploiting IT for networking purposes</li> <li>• Developing the various Intranet and Internet sites</li> <li>• Exploring possibilities of pooling resources with sister departments</li> </ul>
Maintaining a flexible learning culture which is receptive to changes in the environment	<ul style="list-style-type: none"> <li>• Utilising, effectively, modern Information Systems</li> <li>• Ensuring that all strategies, plans and policies are flexible and adaptable to change</li> <li>• Maintaining liaison with professionals, principals and regulators in key functional areas</li> </ul>
Developing and maintaining motivated, empowered, trained and well informed personnel	<ul style="list-style-type: none"> <li>• Ensuring that all training needs are identified and addressed, including creation of personal development plans</li> <li>• Integrating individuals' objectives with Court Service and States of Jersey objectives</li> <li>• Embracing core competencies in the performance review and appraisal scheme for all staff</li> <li>• Maintaining regular Section and staff meetings</li> <li>• Allocating projects to Quality Circles, Working Groups and Project Teams</li> <li>• Maintaining procedures manuals in key functional areas</li> <li>• Encouraging and supporting staff taking professional qualifications</li> <li>• Benchmarking against the Investors in People Standard</li> </ul>
Ensuring user satisfaction	<ul style="list-style-type: none"> <li>• Providing a quality service efficiently and effectively</li> <li>• Issuing Service Pledges to users</li> <li>• Enhancing Performance Management</li> <li>• Inviting users to provide feedback via the various Intranet and Internet sites</li> <li>• Maintaining lunchtime opening</li> <li>• Developing on-line guidance &amp; access to services</li> </ul>
Having a legislative framework that supports the key functions	<ul style="list-style-type: none"> <li>• Maintaining a rolling programme of law reform</li> </ul>
Operating within budget	<ul style="list-style-type: none"> <li>• Maintaining control over staff levels</li> <li>• Adhering to Central purchasing strategy</li> <li>• Ensuring cost-effectiveness</li> <li>• Promoting time recording in selected cases</li> <li>• Implementing "user pays" where possible and maximising income lines</li> </ul>

## Annex C to Court Service 2007 Business Plan

### Service Pledges

#### 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>
• Samedi & General:		
Act ordering Public Election	Next working day	95%
Convening Acts	Next working day	95%
Company Acts	5 working days	95%
Acts of the Royal Court	5 working days	95%
• Issue of Liquor & Gambling Licences:	Within 10 working days of grant	95%
• Court of Appeal:	Next working day	95%
• Family Matters:		
Date fix directions	5 working days	95%
Other Acts	5 working days	95%
Decrees nisi	10 working days	98%
Decrees absolute	5 working days	98%
• Interlocutory Matters:	3 working days	95%
• Magistrate's Court:		
Arrest Orders	2 working days	98%
Attendance Centre Orders	2 working days	98%
Acts of Committal	2 working days	98%
Acts of Court completed	1 working day	98%
• Orders in Council:	Next working day	98%
• Petty Debts Court:	3 working days	98%
• Probate:		
Acts of Probate Division	5 working days	95%
Curatorship (Acts of Appointment)	4 working days	95%
Curatorship (Acts of Jurats' Appointment)	4 working days	95%
Grants of Probate & issue of Letters of Administration	7 working days	98%
• Public Registry:		
Judicial Hypothecs	5 working days	95%
Wills of Immovables	12 working days	98%
Public Service & Water Notices	12 working days	98%
Powers of Attorney	12 working days	98%
• Intellectual Property Registry:		
Intellectual Property Certificates	3 working days	93%
Certificates of Eligibility	3 working days	93%

#### Court Hearings

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>
• Contested civil matters:	Concluded within 2 years	80%

### Court Hearings (continued)

• Applications by trustees for directions:	Heard within 6 months	95%
• Administrative appeals:	Heard within 4 months	95%
• Hearings for taking of evidence in relation to overseas civil or criminal matters, before the Greffier or Viscount:	Heard within 6 weeks of request	90%

### Court Enforcement

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

### Assize Jury

<i>Function</i>	<i>Service Pledge</i>	<i>Target</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%
• Jury <i>surveillant</i> duties:	Provide support & guidance to jury members for the duration of the trial	100%

## Insolvency

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>
• Secure premises:	Within 1 working day	100%
• Arrange for inventory of valuables & disposal of perishables:	Within 2 working days	95%
• Notice of Désastre declaration in Jersey Gazette:	Publication in Gazette Section within 3 working days of the declaration	98%
• 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%
• 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%
• 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%
• Filing of claims:	Logged & acknowledged within 3 working days, production of substantive response within 10 working days	90%
• Désastre search enquiries (free access to website at <a href="http://www.viscount.gov.je">www.viscount.gov.je</a> ):	By telephone: immediate response By post: response within 3 working days By fax: response within 1 working day	98%
• Completion of first & second level Désastre (social & non-complex cases)	First level: within 18 months of declaration Second level: within 24 months of declaration	90%

## Curatorship

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

Coroner

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>
<ul style="list-style-type: none"> <li>Review Police reports of sudden death, giving instructions for any necessary further enquiries:</li> </ul>	Working days: Same day Other days: Within 12 hours	100% 100%
<ul style="list-style-type: none"> <li>Be available to give guidance to Police:</li> </ul>	Every day: Same day	100%
<ul style="list-style-type: none"> <li>Order post-mortem examination or make other arrangements for clearance of the case after receipt of final Police report:</li> </ul>	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%
<ul style="list-style-type: none"> <li>Determine next step after post-mortem examination:</li> </ul>	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%
	Cases requiring forensic, histological, toxicological or other additional examination - consider results of such examination: Working days: Same day Other days: Immediately	100%
<ul style="list-style-type: none"> <li>Clear non-inquest cases after oral report from Consultant Pathologist, releasing the body:</li> </ul>	Every day: Notify mortuary & funeral directors within half a day	100%
<ul style="list-style-type: none"> <li>Be available to discuss borderline or difficult cases with Medical Officer of Health, GPs &amp; hospital doctors:</li> </ul>	Every day: Within half a day	100%
<ul style="list-style-type: none"> <li>Issue body importation &amp; exportation permits:</li> </ul>	Working days: To meet reasonable needs of funeral directors  Every day: Emergency cases only - to meet reasonable time limits on same day	100%
<ul style="list-style-type: none"> <li>Consider requests for organ donation:</li> </ul>	Every day: Within 2 hours	100%
<ul style="list-style-type: none"> <li>Release bodies in inquest cases:</li> </ul>	Every day: Release within half a day of meeting all legal requirements  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 (DCA) target for release of body within 1 month	100%

### Coroner (continued)

• 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%
• 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	100%
• Issue post-inquest documentation:	Working days: Within 2 days (sooner if cremation authorisation is urgently required)	100%
• Sign Registers of Death:	Working days: Within 2 days of request by Registrar	100%

### Service Requests

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>
• General:		
Enquiries by letter	Response within 5 working days	98%
Enquiries by telephone/fax	Response within 5 working days	98%
Enquiries by e-mail	Response within 3 working days	98%
Enquiries in relation to sittings of the Courts	Response within 1 working day	98%
• Document searches & supply of photocopies:	Response within 10 working days	98%
• Processing applications for Legal Aid disbursements & payments by Judicial Greffe:	Within 5 working days of application	95%
• Issuing certificates of exemption from payment of judicial fees:	Actioned within 1 working day	95%

### Appointments

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>
• Interlocutory Services:		
Appointment to fix date for a hearing before Greffier Substitute	Within 3 working days of request	98%
• Probate Registry:		
Initial interview	Within 5 working days of first contact	95%
Formal appointment	Within 6 weeks of initial interview	95%
• Public Registry:		
General	Open access	100%
Cancellation of Acts	Within 4 working days of request	98%

### Administrative Services

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>
• Cheque payments for suppliers, lawyers & compensation beneficiaries:	Cheques available for collection or posted within 48 hours of scheduled payment date	90%

Administrative Services (continued)

<ul style="list-style-type: none"> <li>• Payment to lawyers &amp; litigants in person following enforcement of Royal Court &amp; Petty Debts Court judgments:</li> </ul>	Payment will be made within 15 days of clearance of funds	90%
<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 Instructions issued to bank to place bail of £1,000 or more on deposit within 5 working days of receipt of bail Bail sums deposited on interest-bearing accounts will be paid out within 5 working days after maturity, following request from bailor	100%  98%  98%
<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%
<ul style="list-style-type: none"> <li>• Processing of suppliers' accounts:</li> </ul>	Within 10 working days of receipt	98%
<ul style="list-style-type: none"> <li>• Opening hours:</li> </ul>	Both Departments will be staffed between 8.45am & 5.15pm (Mon-Thurs), 8.45am & 4.45pm (Fri); no lunchtime closing	100%

# **Annex D to Court Service 2007 Business Plan**

## **Court Service Client Charter**

### **Code of Corporate Governance:**

The Court Service believes that its business should be conducted to the highest standards of corporate governance, based on the seven principles of public life:

- selflessness,
- integrity,
- objectivity,
- accountability,
- openness,
- honesty,
- leadership.

### **Our Core Values:**

1. We understand and support the role of an independent judiciary as a mainstay of the Constitution.
2. We treat all our clients with courtesy, respect and dignity by providing services that meet their needs.
3. Our staff are our most valued resource, who deserve trust, honesty, fair and equal treatment, and opportunities for personal development. It is only through this approach that loyalty, quality work and teamwork can be expected.
4. Each of us takes ownership of, and responsibility for, our organisation and its success.
5. We will conduct our business to the highest standards of ethical and professional behaviour. We will act with integrity, impartiality and fairness at all times.
6. We will be satisfied with nothing less than the best in all that we do.
7. We embrace creativity and innovation, continually seeking new ways of doing things better, and of achieving better value for money.

### **Service Standards when we Meet you:**

1. Our staff will greet you in a courteous and professional manner.
2. Our staff will, if required, discreetly deal with your issue and use private facilities where available.
3. Our staff will endeavour to attend to you within 10 minutes at peak periods. Waiting times may vary, depending on the availability of staff, but will normally be shorter during non-peak periods.
4. Information such as brochures on the court process will be made available to



assist clients (such materials will also be available on-line).

**Service Standards if you Telephone:**

1. Our staff will endeavour to answer your call immediately.
2. Our staff will greet you in a friendly manner and identify their name or position when dealing with your inquiry.
3. Our staff will assist with your inquiry as much as possible. However, if complete information is not available at the time, we will call you back as soon as possible.
4. If the person you need is not available when you telephone, another staff member will try to assist with your inquiry or arrange for you to leave a voice-mail for the requested person.

**Service Standards if you Write:**

1. Our staff will reply to or acknowledge your written or e-mail correspondence as soon as possible, but will endeavour to respond within 5 working days (3 days for e-mail).
2. Our replies will identify the writer's name and or position, and a direct telephone extension number should you need to contact the writer.
3. Our replies will be in clear language that is understandable and concise.

**Our Obligations to you:**

1. Our staff are not able to provide legal advice. If you require legal advice, you should direct questions to a legal practitioner.
2. The safety of all persons visiting our premises will be a high priority at all times.
3. Clients with special needs will receive our support to ensure they are not disadvantaged in accessing our services.
4. We place a high priority on community involvement in reform of the justice system.
5. We welcome feedback on our Client Charter and all aspects of the services we provide.



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