



**2017**

# **Jersey Court Service Annual Report**



*Supporting the Delivery of Justice  
through Professional  
Excellence*



**INVESTORS  
IN PEOPLE** | Gold

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## PURPOSE AND 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 Assembly. The Department is therefore principally required to execute orders of the Courts. In addition, the Department fulfils the duties of Coroner, administers *Désastre* (bankruptcy) and similar insolvency proceedings, serves legal process and enforces fines and judgment debts. The Department in its present form was established in 1930 by the "Loi (1930) constituant Le Département du Vicomte".

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

## 2017 OPERATIONAL AND ADMINISTRATIVE ACTIVITY

### Judicial Greffe

### Samedi Team



The Samedi Team is responsible for providing a full support service to the Royal Court, including attending sittings as a Clerk, issuing and enrolling the Acts of Court in relation to proceedings and providing advice on Court procedure. The Team is also responsible for the registration of professionals, deeds poll, company reinstatements, court of protection orders, guardianships, reciprocal enforcement of judgements, the taxation of costs, considering applications for disbursements in support of legally aided litigants, registering and indexing orders in council, fidéicomis applications and supporting the Liquor Licensing Assembly.

#### Highlights for 2017

Acts of Court produced: <b>1,965</b>	Criminal cases indicted : <b>89</b>	Assize trials: <b>16</b> (lasting 63 days)
Liquor Licences granted: <b>77</b>	Public Law children cases: <b>98</b>	Video conferencing equipment installed in Royal Court and Court Number 2

## 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.

### Highlights for 2017

Stamp Duty received: <b>£27,719,000</b>	Value of property transactions registered: <b>£934 million</b>	Number of documents registered: <b>4,657</b>
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Availability rate for Public Registry Online (over full year): **99.89%**

## Family Team



The Family Team is responsible for providing a comprehensive service to the Royal Court for Family proceedings. These include causes for the termination of marriage (including nullity), dissolution of civil partnership, judicial separation cases, ancillary matters, and applications relating to children. The Family Team also deals with applications relating to the legitimacy of children, adoption proceedings, care orders and child abduction. Reciprocal Enforcement of maintenance cases are also dealt with, involving liaison with foreign Courts. In addition, the Family Team deals with applications for the recognition and enforcement of Children Orders made in the UK.

### Highlights for 2017

Divorce and judicial separation petitions filed: <b>219</b>	Decrees Absolute granted: <b>208</b>	Free standing private children applications filed: <b>61</b>
Matrimonial Acts issued: <b>416</b>	Preliminary directions hearings: <b>197</b>	Case review hearings: <b>198</b>

## Interlocutory Services



The Master of the Royal Court deals with all disputed claims that are not criminal prosecutions and do not involve family or children matters. He is Jersey's civil procedural Judge and his function is to ensure that parties to a civil dispute take all necessary steps to ensure their cases are ready for trial before the Royal Court. He also deals with claims or defences that have no merit and is the mediator for disputed civil claims in the Petty Debts Court.

## Highlights for 2017

Summonses issued: **81**

Applications heard: **85**

Acts produced: **323**

Judgments written: **31**

Case reports produced: **5**

Cases heard at mediation: **72**

## Probate Registry



The Probate Registry is responsible for examining, validating and granting to lawyers, trust corporations and members of the public the right to recover or receive any part of a Jersey estate.

## Highlights for 2017

Number of grants issued: **1,893**

Total estates value: **£499,160,900**

Number of Curatorships formed: **71**

Stamp Duty received: **£2,973,300**

## Appellate Team



The Appellate Team is responsible for the administrative arrangements for the Court of Appeal and the Court of Appeal Judges. This includes arranging the annual sitting rota, listing of all appeals received and preparation of documentation for each sitting. The Appellate Team act as clerk to the judges, attend all sittings, draft Acts of Court and provide procedural advice where required. The Court of Appeal has 6 scheduled sittings each year, however, the Appellate Team arrange any additional special sittings that are necessary.

## Highlights for 2017

Appeals lodged with Court of Appeal: **17**

Superior Number appeals: **2**

Court of Appeal sittings (days): **11**

Responsibility for Prison Board of Visitors transferred to independent body



## 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. These are in the course of being transferred to the Jersey Financial Services Commission.

### Highlights for 2017

Number of Trade Mark registrations: <b>79</b>	Number of Patents (registrations and updates): <b>64</b>
Number of Trade Mark updates: <b>581</b>	Number of Designs (registrations and updates): <b>1</b>



## Tribunal Service

The Tribunal Service is responsible for the administration of the Jersey Employment and Discrimination Tribunal, the Social Security Income Support Tribunal, the Social Security Medical Tribunal, the Long Term Incapacity Tribunal, the Mental Health Appeals Tribunal, the Health and Safety Tribunal, and Planning Appeals. The Jersey Employment and Discrimination Tribunal publishes an annual report available at [www.tribunal.je](http://www.tribunal.je).

### Highlights for 2017

Applications to Employment Tribunal: <b>236</b>	Applications to Discrimination Tribunal: <b>55</b>	Case management meetings: <b>127</b>
Planning appeals: <b>37</b>	Total number of cases received: <b>409</b>	Move to improved facilities at International House on expiry of Bath Street lease

## Magistrate's, Youth and Petty Debts Courts



The Magistrate's, Youth and Petty Debts Courts service a constant daily throughput of Adult Remand Courts, Youth Courts, criminal trials, civil trials and Petty Debts Court hearings. 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.

## Highlights for 2017

Number of cases dealt with by Magistrate's Court: <b>4,791</b>	Number of cases dealt with by Youth Court: <b>172</b>	New actions before Petty Debts Court: <b>3,724</b>
Value of claims in Petty Debts Court: <b>£6,731,500</b>	Feasibility study undertaken to convert Number 1 Court to dual purpose for assize trials	DAISy Court Management system rewrite completed

## Viscount's Department

### Enforcement Functions



The Enforcement Section carries out enforcement functions, including judgment and fine enforcement, maintenance enforcement, arrest of persons for non-attendance in Court, service of judicial documents, holding and administration of bail money, and enforcement of Court Orders under Proceeds of Crime and Drug Trafficking Laws. The Section also enforces civil matters including civil Injunctions and, if granted, has the power of arrest in order to fulfil this duty. In addition, the Section manages juror selection and juror custodian duties for Assize Trials in the Royal Court.

## Highlights for 2017

Number of fines enforced: <b>1,148</b> (value £653k)	Number of judgments enforced: <b>1,711</b> (value £785k)	Number of judicial documents served: <b>1,339</b> (value £36k)
Assets seized under Proceeds of Crime and Civil Asset Recovery: <b>£242m</b>	Confiscated assets amount realised: <b>£596m</b>	

## Coroner's Functions



The function of Coroner is allocated to the Viscount although in most circumstances the Deputy Viscount actually functions as such. Relief Coroners also act from time to time. Coroners investigate sudden, unexpected and unnatural deaths which are reported to them via the Police. If someone dies when in a psychiatric nursing home, mental health establishment or children's home, the death must be reported to the Police, even if the death was expected by a doctor. If someone dies while held in custody by the Police or in prison, immediate notification must be made to the Coroner. The Coroner will authorise post-mortem examinations and hold inquests as needs be. Coroners also deal with enquiries from doctors in cases where the Coroner's authorisation is required for the doctor to issue a Medical Certificate of Fact and Cause of Death. Other duties include issuing permits for the removal of bodies from and into the Island, as well as exhumations.

### Highlights for 2017

Reported deaths: **166**  
(approx 20% of all registered deaths in Jersey)

Approvals for doctors to issue a certificate of fact and cause of death: **86**

Inquests held and completed: **46**

Import/export of body permits: **40**

Dr Martin Barrett sworn-in as a Relief Coroner

New coroner case management computer software introduced

## Insolvency Functions



The Insolvency Team carries out a number of functions in addition to its core activity of administering the property of persons who have been declared *en désastre*. *Désastres* can be challenging, requiring the use of commercial and pragmatic solutions to improve the outcome for creditors. Better returns for creditors have been achieved in 2017, in some cases by realising assets by private sale rather than by auction. Assets managed in 2017 have ranged from building materials and heavy plant to real estate in Scotland, as well as immovable property in Jersey.

### Highlights for 2017

New bankruptcies declared: **4**  
(involving creditor claims of over £1.3 billion)

Appointment of Viscount as administrator of two highly complex bankruptcies

*Désastre* checks carried out: **14,000**

*Remise de Biens*: One completed and three new applications presented

No Debt Remission Order applications received (validity of criteria to be reviewed)

Recognition of Viscount's powers obtained from High Court in England & Wales



## Curatorship Cases



Under the Mental Health (Jersey) Law 1969, a curator may be appointed by the Court to manage a person's financial affairs where they are not able to look after their money themselves. A curator manages the person's property and finances on their behalf. The Viscount will act as a curator but is normally only appointed where a person does not have complex finances and there is no-one else who is able or willing to become their curator.

### Highlights for 2017

Cases at start of year: **22**    Cases closed: **4**    New cases: **6**    Cases at end of year: **24**

Dealt with increasingly complex and time consuming cases during the year

Contributed to development of Capacity and Self-Determination (Jersey) Law 2016 (coming into effect in 2018)

## Court Services Team



The Court Services Team organises and manages juries for assize (jury) trials, deals with applications for exemption from court fees and stamp duty, issues convening notices for sittings of the Royal Court and other bodies and provides administrative support for the Coroner function and the Department as a whole.

### Highlights for 2017

Assize trial process started: **30**    Assize trials completed: **16**    Jury summonses: **1,703**  
(lasting a total of 63 days)

Witness summonses: **181**    Certificates of exemption from court fees: **152**    Convening notices: **9**

## Accounts Team



The Accounts Team provides reception duties for the Viscount's Department, including receipt of fines, judgments, bail receipts and payments, and curatorship cash advances. All transactional duties relating to Viscount's Department third party assets (curatorship funds, maintenance, insolvency, compensation, criminal injuries compensation, proceeds of crime and drug trafficking offences) are also undertaken by the Accounts Team. Payment of all invoices and receipt of all income, for the Court Service as a whole, is undertaken on a daily basis, along with management of budgets.

## Highlights for 2017

Total Stamp Duty collected: <b>£30,692,300</b>	Court and Case costs expenditure: <b>£3,640,500</b>	Underspend of Court and Case costs, transferred to other departments: <b>£473,100</b>
Grant to Family Mediation Jersey: <b>£60,000</b>	Continued development of Plainsail software system for replacement of Phoenix	

## STRATEGIC ISSUES

### Law Reform

During the year, the Court Service identified and/or commented upon changes required in primary and subordinate legislation affecting the operation of the Courts or the core services provided by the Court Service. In particular, work on or review of the following items of legislation or consultation was undertaken.

- Mental Health (Jersey) Law 2016.
- Capacity and Self-Determination (Jersey) Law 2016.
- Criminal Procedure (Bail) (Jersey) Law 2017.
- Draft Criminal Procedure (Jersey) Law 201-.
- Practice Direction to implement procedure for *Remise de Biens* applications.
- Jersey Law Commission: "Improving Administrative Redress in Jersey".

### International Dimensions

The Court Service has always represented the Island in a number of international fora (through participation in and hosting of conferences, attendance at regional meetings, and through secretariat membership) and continued to do so in 2017. These included:

- International Association of Insolvency Regulators.
- Free Access to Law Movement.
- Coroners' Society of England and Wales.
- Commonwealth Magistrates' and Judges' Association.
- Criminal Assets Management and Enforcement Regulators Association.
- United Nations Office on Drugs and Crime.

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

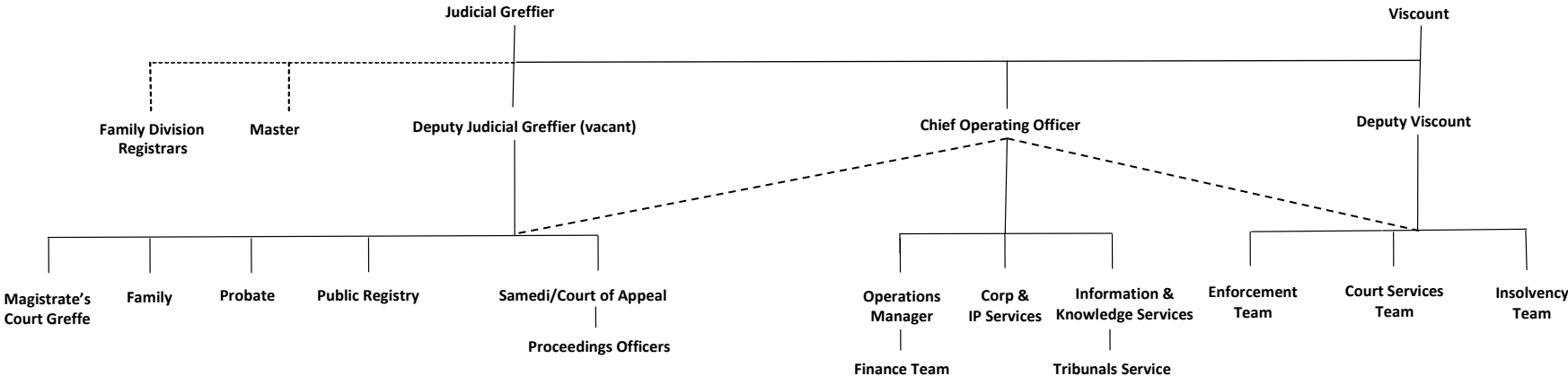
Sick leave, flexi-time and overtime continued to be monitored and analysed in the Court Service throughout 2017. Sick leave reports are produced monthly for both Departments, broken down by section and analysed by application of the Bradford Factor formula.

Court Service Data	2016	2017
Combined absence figure	4.30%	3.51%
Average number of days of absence per staff member	10.85	8.83

## **Corporate Social Responsibility**

In 2017, the Court Service continued to maintain its Corporate Social Responsibility policy. The Court Service contributed to a number of charities throughout the year by various fund raising efforts, including dress-down days, a “bake-off” and cake sale, sponsored walks, and collections. Organisations that have benefited include Breakthrough Breast Cancer, Jersey Hospice, Headway, Comic Relief and Cancer Relief.

# APPENDIX A – COURT SERVICE FUNCTIONAL ORGANISATION



## APPENDIX B – JUDICIAL GREFFE STATISTICAL DIGEST

	2016	2017	% change 2016 to 2017
<b>Samedi Section</b>			
<b>Actions before the Royal Court</b>			
New Actions	361	365	1%
Placed on the Pending List	47	66	40%
Acts of Court issued	1,802	1,965	9%
Number of Court Sittings	692	778	12%
Orders in Council registered	34	33	-3%
Trials completed	10	16	60%
Dégrèvement Hearings	1	3	200%
Applications for Remise de Biens	2	2	0%
<b>Actions before the Greffier Substitute</b>			
Registration of professionals	29	49	69%
Registration of Deeds poll	78	62	-21%
Registration of Court of Protection Orders	49	72	47%
Company reinstatements	72	56	-22%
Inquests	39	47	21%
Guardianships	-	2	-
Consent Orders	119	96	-19%
<b>Magistrate's Court Appeals</b>			
Lodged	10	7	-30%
Heard	5	3	-40%
<b>Liquor Licences</b>			
Licences Granted	65	77	18%
Managers Registered	83	123	48%
<b>Taxation of Costs</b>			
Civil bills of costs	27	16	-41%
Criminal bills of costs	22	25	14%
<b>Legal Aid Disbursements</b>			
Occasions granted (invoices paid)	1,043	1,104	6%
Legally aided litigants	229	245	7%
Expenditure	£1,661,351	£2,537,575	53%
<b>Public Registry</b>			
<b>Documents Registered/Cancelled</b>			
Contracts	2,252	2,175	-3%
Procurations	1,609	1,508	-6%
Obligations	2,355	2,482	5%
Cancellations	2,499	2,946	18%
Stamp Duty received	£24,901,000	£27,716,000	11%
Contracts & Wills	£21,735,000	£24,591,000	13%
Judicial Hypothecs	£3,166,000	£3,128,000	-1%
Documents registered in the Public Registry	4,607	4,657	1%

	2016	2017	% change 2016 to 2017
Value of property transactions registered *	£924,000,000	£934,000,000	1%
<i>* Excluding value of properties transferred by Deeds of Gift or bequeathed in Wills of Immovable Estate</i>			
<b>Probate Section</b>			
Number of Grants issued	1,817	1,893	4%
Total estates value	£287,041,499	£499,160,900	74%
Number of Curatorships formed	64	71	11%
Stamp Duty received	£1,932,350	£2,973,325	54%
<b>Family Section</b>			
Free standing private children applications filed	55	61	11%
Preliminary directions hearing	170	197	16%
Case review hearing	190	198	4%
Summonses heard (half day or more)	19	13	-32%
Family/children Acts issued	232	285	23%
Adoptions (2 Orders per child)	9	8	-11%
Nisi Acts issued	269	205	-24%
Matrimonial Acts issued	437	416	-5%
Reciprocal Orders	11	7	-36%
Parental Responsibility Agreements	60	60	0%
Decrees Absolute filed	230	208	-10%
Petitions filed	231	219	-5%
Hearings vacated/settled	291	381	31%
<b>Interlocutory Services</b>			
Summonses fixed	81	81	0%
Applications heard	99	85	-14%
Judgments	30	31	3%
Acts issued (including Consent Order)	356	323	-9%
Service Out Applications	4	27	575%
Case reports produced	6	5	-17%
<b>Appellate Section</b>			
Appeals lodged with Court of Appeal	17	17	0%
Superior Number Appeals	-	2	-
Court of Appeal sittings (days)	20	11	-45%
Number of Unreported Judgments (published)	337	277	-18%
Number of File and party Judgments (unpublished)	24	93	288%
Transcripts of evidence - transcripts produced	43	55	28%
<b>Intellectual Property Registry</b>			
Trade Marks Registrations	61	79	30%
Patents (Registrations & Updates)	44	64	45%
Designs (Registrations & Updates)	-	1	-
Trade Marks Updates	637	581	-9%
<b>Tribunal Service</b>			
JEDT Applications: Employment	170	236	39%
JEDT Applications: Discrimination	35	55	57%
Case management meetings	93	127	37%

	2016	2017	% change 2016 to 2017
Interim hearings	18	18	0%
Full hearings	43	46	7%
Pending at year end	74	72	-3%
Social Security Tribunal applications	28	23	-18%
Social Security Tribunal applications pending at yr end	11	2	-82%
Income Support Medical Appeal Hearings	2	1	-50%
Social Security Medical Appeal Hearings	11	6	-45%
Social Security Appeal Hearings	3	3	0%
Mental Health Appeal Applications	28	58	107%
Mental Health Appeal Hearings	14	22	57%
Health and Safety Tribunal Hearings	-	0	-
Planning Appeals	51	37	-27%
Total amount of cases received	312	409	31%
<b>Magistrate's Court</b>			
Non parking cases completed	966	1,119	16%
Cases committed to Royal Court	129	96	-26%
Parking cases completed	1,328	1,013	-24%
Total completed cases	2,294	2,228	-3%
Non parking persons	809	31	-96%
Persons committed to Royal Court	120	92	-23%
Parking persons	635	592	-7%
Total persons	1,564	715	-54%
Non parking arrest	88	104	18%
Parking arrest	1,117	1,089	-3%
Total arrests	1,205	1,193	-1%
Total remands	1,709	1,734	1%
Total volume of case work	5,318	4,791	-10%
<b>Youth Court</b>			
Total cases	61	103	69%
Total Youths	51	62	22%
Royal Court committals	-	2	-
Remands	112	107	-4%
Arrests	1	1	0%
<b>Petty Debts Court</b>			
Actions	4,029	3,724	-8%
New actions	2,665	2,420	-9%
Judgments	1,966	1,730	-12%

	2016	2017	% change 2016 to 2017
<b>Taxation of Costs</b>			
Criminal Bills of Costs	44	31	-30%
<b>Mediation Sessions</b>			
Sessions conducted before the Master	71	72	1%
<b>Contested cases</b>			
Direct to mediation	98	80	-18%
Direct to pleadings	1	5	400%
Cases settled	56	60	7%
Trials	2	1	-50%
Tenancy	16	33	106%
Family	5	14	180%
Total Value	£7,083,284	£6,731,528	-5%
Stamp Duty	£114,565	£114,190	0%

## APPENDIX C – VISCOUNT’S DEPARTMENT STATISTICAL DIGEST

	2016	2017	% change 2016 to 2017
<b>Enforcement</b>			
<b>Fines imposed and amounts collected</b>			
Number imposed	1,141	1,148	1%
Amount collected	£441,345	£652,895	48%
Success rate - by number	97%	98%	1%
Success rate - by value	98%	98%	0%
<b>Receipt of bail moneys</b>			
Persons bailed	272	276	1%
Money received	£84,198	£76,463	-9%
<b>Arrest Orders</b>			
Number of Arrest Orders	5,384	5,692	6%
<b>Service of Process</b>			
Service of Process	2,068	1,339	-35%
Value of fees collected	£34,320	£35,560	4%
<b>Costs</b>			
Number imposed	24	14	-14%
Value imposed	£37,200	£31,500	-15%
Success rate - by number	96%	86%	-10%
Success rate - by value	99%	97%	-2%
<b>Compensation Orders</b>			
Number imposed	93	93	0%
Value imposed	£37,449	£117,635	214%



	2016	2017	% change 2016 to 2017
<b>Judgments received and processed</b>			
Number received	1,417	1,711	21%
Number processed	1,417	1,711	21%
Amount collected	£835,991	£785,030	-6%
<b>Evictions</b>			
Number of evictions carried out	3	3	0%
<b>Maintenance Orders under enforcement</b>			
Number of Maintenance Orders under enforcement	27	35	30%
<b>Reciprocal enforcements for other jurisdictions</b>			
Number of enforcements for other jurisdictions	17	24	41%
<b>Non-Saisie Confiscation Orders</b>			
Local	15	19	27%
External	0	0	-
Total	15	19	27%
Approximate value of assets arrested	£31,293	£121,394	288%
<b>Proceeds of Crime - Saisies Judiciaires</b>			
<b>New cases (including Drug Trafficking)</b>			
Local	3	2	-33%
External	3	2	-33%
Total	6	4	-33%
Approximate value of assets arrested	£8,726,825	£23,274,122	167%
<b>Confiscations (concluded cases): Proceeds of Crime</b>			
Number	6	5	-17%
Value (net)	£9,086,399	£193,391	-98%
Value (net)	€ 218,432	€ 19,484	-91%
Value (net)	\$1,242,381	\$0	-100%
Cases discharged	1	0	-100%
<b>Cases carried forward into following year</b>			
Local	10	14	40%
External	22	23	5%
Total	32	37	16%
Approximate asset value	£35,808,318	£59,558,422	66%
<b>Civil Asset Recovery</b>			
<b>New cases</b>			
Local	0	0	-
External	0	0	-
Total	0	0	-
Approximate value of assets arrested	£0	£0	-
<b>Confiscations (concluded cases): Civil Asset Recovery</b>			
Number	0	0	-
Value (net)	£0	£0	-
Cases discharged	0	0	-
<b>Cases carried forward into following year</b>			
Local	0	0	-

	2016	2017	% change 2016 to 2017
External	1	1	0%
Total	1	1	0%
Approximate asset value	£257,386,240	£241,920,405	-6%
<b>Assizes</b>			
Trial process started	25	30	20%
Trials abandoned	18	18	0%
Trials completed	10	16	60%
Days	43	63	47%
Juror exemptions	413	649	57%
Jury summonses	1,093	1,703	56%
Witnesses	165	181	10%
Jurors given financial assistance	-	0	-
<b>Coroner</b>			
<b>Deaths reported</b>			
Inquest cases	56	43	-23%
Cleared after autopsy	54	52	-4%
Cleared by doctor's cert etc	60	71	18%
	170	166	-2%
Deaths reported as % of all registered deaths	22%	20%	-9%
Approvals for doctor to issue cert (unreported)	70	86	23%
Permits for import/export of bodies	38	40	5%
Exhumation	1	0	-100%
<b>Inquests concluded</b>			
Accident/Misadventure	5	22	340%
Drugs/alcohol	7	4	-43%
Industrial disease	-	0	-
Lawful/Unlawful killing	1	0	-100%
Natural causes	7	4	-43%
Open	7	5	-29%
Road Traffic Collision	1	2	100%
Stillbirth	-	0	-
Suicide	11	9	-18%
Total number of inquests held	39	46	18%
Inquest cases carried forward to following year	32	36	13%
<i>* The finding of an inquest in Jersey is given in a narrative form. However, for statistical purposes for the Annual Report, these findings are re-classified into the short-form conclusions used in England and Wales. The table above has been modified for this the 2016 Annual Report to include all of the short-form conclusions in England and Wales which were revised by the coming into force of The Coroners (Inquest) Rules 2013.</i>			
<b>Désastre</b>			
Management of cash-flow, liquidity and related issues	46	19	-59%
Declared	5	4	-20%
<b>Discharges of personal bankrupts</b>			
Granted	4	1	-75%
Deferred	-	0	-

	2016	2017	% change 2016 to 2017
<b>Sales of immovable property</b>			
Number of properties	2	1	-50%
Value	£1,405,000	£1,807,500	29%
<b>Debt Remission Orders</b>			
Number of applications received	1	0	-100%
Orders granted	-	0	-
<b>Désastre Checks</b>			
Checks conducted	13,685	14,006	2%
Charges invoiced	£216,970	£236,755	9%
<b>Remise de Biens applications</b>			
Applications received	1	3	200%
Applications granted	0	1	-
<b>Curatorships</b>			
Appointments	7	6	-14%
Under administration at year end	22	24	9%
<b>Court sittings attended</b>			
Royal Court and Court of Appeal	113	46	-59%
Magistrate's Court	353	283	-20%
Youth Court	45	50	11%
Parking Court	0	48	-
Total	511	427	-16%
<b>Other Functions of the Viscount</b>			
Attend sittings of the States	29	33	14%
Bear Royal Mace and Seal on official occasions	11	11	0%

# APPENDIX D – COURT SERVICE BALANCED SCORECARD

FOR PERIOD 1 JAN 17 TO 31 DEC 17

Previous reporting period figures shown in brackets

CUSTOMER		STRATEGY	
	Number of complaints received: 7 (8)		Investor in People standard maintained (Gold Award)
	Number of compliments received: 13 (24)		Maintenance of interface with the executive arm of government
	Number of page views (per quarter) on JLIB website: 438,070 (415,893)		Maintenance of strategic and business plans, and annual report
	100% user group, other meetings, & public consultations, held as scheduled (100%)		52% progress against Law Reform action plan (50%)
	100% suppliers' accounts paid within service pledge (100%)		Progress against JLIB projects
	100% Legal Aid disbursements paid within service pledge (100%)		Procedures manuals in place
PERFORMANCE			
	99% Acts of Court issued within service pledge (96%)		100% Royal and Petty Debts Court judgments for debt processed within service pledge (100%)
	100% Decrees issued within service pledge (100%)		98% fines paid in full or imprisonment imposed in lieu within service pledge (97%)
	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	
	1% employee turnover rate (3%)		£759,500 (£738,500), 18.6% (17.4%) underspent on profile
	Average days sickness lost per member of staff: 8.8 (9.8)		£473,100 (£686,700), 12.3% (18.6%) underspent on projected year end position (Court & Case costs)
	95% of employees who received an appraisal (100%)		£3,545,300 (£1,945,000), 13.0% (7.8%) Stamp Duty over achieved on projected year end position
	1.0 (0.8) FTEs of overtime costing £44,527 (£38,108)		No Internal Audits took place
	Average training days per member of staff: 1.8 (1.9)		

## Contact Information



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