

## 2021 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	2 working days	95%
Convening Acts	Next working day	95%
Company Acts	5 working days	95%
Acts of the Royal Court	5 working days	95%
Minutes of Prison Board of Visitors	10 working days	95%
• Issue of Liquor Licences	Within 10 working days of grant	95%
• Court of Appeal	5 working days	95%
• Family Matters:		
Date fix directions	5 working days	95%
Other Acts	15 working days	95%
Decrees nisi	10 working days	95%
Decrees absolute	10 working days	95%
• Interlocutory Matters:		
Interlocutory Acts	3 working days	95%
Written reasons	20 working days	95%
Time from date fix to hearing	30 working days	95%
• Magistrate's Court:		
Arrest Orders	2 working days	95%
Acts of Committal	2 working days	95%
Acts of Court completed	1 working day	95%
• Orders in Council	2 working days	95%
• Petty Debts Court	3 working days	95%
• Probate and Protection:		
Acts of Probate Division	5 working days (stretch target 3 working days)	95%
Delegate Acts	5 working days (stretch target 3 working days)	95%
Issue of Grants of Probate & Letters of Administration	5 working days (stretch target 3 working days)	95%
Registering of Lasting Powers of Attorney	Within 4 weeks following submission of application	100%
• Public Registry:		
Judicial Hypothecs	2 working days	95%
Wills of Immovables	7 working days	95%
Registration of Contracts	4 working days	95%
Registration of Powers of Attorney	3 working days	95%
• Intellectual Property Certificates	3 working days	95%

### Court Hearings

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

### Tribunal Service

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>
• All complaints to be processed	Within 6 months of receipt	95%

### 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	95%
• Service of Process (priority action ensuring that service is effected within the relevant statutory time period allowable prior to the first available court date):		
Order of Justice	Personal service allowing 4 clear working days to court date	100%
Family Division (petition for Divorce/judicial separation)	Personal service prior to closing date of setting down of current list	100%
Separation & Maintenance (summons for local order)	Personal service allowing 4 clear working days to court date	100%
Expulsion summons to Petty Debts Court	Personal service allowing 4 clear working days to court date	100%
Witnesses to a Royal Court action	Service allowing 2 clear working days to court date	100%
Witnesses to a Petty Debts Court action	Service allowing 2 clear working days to court date	100%
All other Service of Process	Within relevant statutory time period applicable to the specific process (document/s)	100%
• Enforcement of Fines	Enforcement procedure instigated within 1 working day of fine being imposed	95%
• Enforcement of Maintenance Orders	Enforcement procedure instigated within 1 working day of Order being lodged	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 1 working day  Respond to queries & requests for exemption from jury service within 1 working day	95%

## Insolvency

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>
<ul style="list-style-type: none"> <li>Publication of notice of <i>Désastre</i></li> </ul>	Publication in Jersey Gazette within 3 working days of declaration	95%
	Publication in foreign media (if applicable) within 10 working days of declaration (or date of knowledge of foreign interests)	80%
<ul style="list-style-type: none"> <li>Notification to banks &amp; known (foreign) creditors</li> </ul>	Notice of declaration sent within 7 days of declaration (or date of knowledge of debt or interest)	95%
<ul style="list-style-type: none"> <li>Collection of information from debtors</li> </ul>	Information requested from debtor within 3 working days of declaration	95%
<ul style="list-style-type: none"> <li>Inspection of claims</li> </ul>	Conducted within 6 months of declaration	80%
<ul style="list-style-type: none"> <li>Adjudication of claims</li> </ul>	Completed within 9 months of declaration	80%
<ul style="list-style-type: none"> <li>Reporting to creditors</li> </ul>	Interim reports to creditors as required by case but within: <ul style="list-style-type: none"> <li>- 12 months from date of declaration; and</li> <li>- 18 months from date of declaration</li> </ul>	90%
<ul style="list-style-type: none"> <li>Completion of social <i>Désastres</i> &amp; non-complex <i>Désastres</i> (determination of claims, realisation of assets &amp; distribution to creditors)</li> </ul>	Social <i>Désastres</i> : within 12 months of declaration	90%
	Non-complex <i>Désastres</i> : within 18 months of declaration	

## Delegate

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>
<ul style="list-style-type: none"> <li>Notification of appointment of Delegate to identified parties</li> </ul>	Within 10 working days of receipt of Act of Court	90%
<ul style="list-style-type: none"> <li>Periodic contact with carers of clients</li> </ul>	Minimum quarterly	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>	Within 1 working day of receipt	95%
<ul style="list-style-type: none"> <li>Order post-mortem examination or make other arrangements for clearance of the case such as acceptance of a doctor's certificate of fact &amp; cause of death</li> </ul>	For post-mortem examinations, within 1 working day of receipt of final Police report	90%
	For clearance by doctor's certificate of fact & cause of death, within 1 working day of receipt of final Police report	80%
<ul style="list-style-type: none"> <li>Physical release of body for funeral after post-mortem examination</li> </ul>	Within 5 working days of receipt of Police report of sudden death	90%
	For cases of unlawful killing, within 28 days of receipt of Police report of sudden death (UK MoJ target)	90%

### Coroner (continued)

<ul style="list-style-type: none"> <li>Open inquest (if necessary) &amp; formal release of body for cremation</li> </ul>	<p>Within 5 working days of completion of post-mortem examination</p> <p>For cases of unlawful killing, within 28 days of receipt of Police report of sudden death (UK MoJ target)</p>	90%
<ul style="list-style-type: none"> <li>Set dates for full/concluding inquest hearings</li> </ul>	<p>Within 6 months of date of death</p> <p>Within 1 year of date of death</p> <p>For cases where there is a prosecution (eg criminal/ health &amp; safety), within 3 months of conclusion of proceedings &amp; receipt of all necessary evidence &amp; documentation</p>	<p>80%</p> <p>90%</p> <p>90%</p>
<ul style="list-style-type: none"> <li>Issue post-inquest documentation</li> </ul>	Within 1 working day of completion of inquest	90%
<ul style="list-style-type: none"> <li>Sign Registers of Death</li> </ul>	Within 2 working days of request by Parish Registrar	90%
<ul style="list-style-type: none"> <li>Issue permits: body importation &amp; exportation; exhumation</li> </ul>	Issue permit within 1 working day of receipt of all information required to make necessary decision	90%

### Service Requests and Appointments

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>
<ul style="list-style-type: none"> <li>Issuing certificates of exemption from payment of judicial fees</li> </ul>	Actioned within 1 working day	95%
<ul style="list-style-type: none"> <li>Appointment to fix date for an interlocutory hearing before Greffier Substitute</li> </ul>	Within 3 working days of request	98%

### Administrative Services

<i>Function</i>	<i>Service Pledge</i>	<i>Target</i>
<ul style="list-style-type: none"> <li>Third party autopay payments for suppliers, lawyers &amp; compensation beneficiaries</li> </ul>	Cheques available for collection or posted on scheduled payment date	95%
<ul style="list-style-type: none"> <li>Processing of suppliers' accounts (all sections) &amp; Legal Aid disbursements</li> </ul>	Within 5 working days of receipt (for forwarding to Treasury)	95%