



Royal Court of Jersey  
Judicial Greffe & Viscount's  
Department

# 2024 Jersey Court Service Business Plan



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## Section 1

### Introduction

The 2024 Court Service Business Plan is the combined business plan of the Viscount's Department and the Judicial Greffe.

It sets out the key objectives and priorities for the Court Service over and above the provision of the primary services delivered across each of its functional areas. In 2024 the Court Service will focus on the areas described below. Success for the year will be measured against achievement of these high-level objectives:

*Play a leading role in supporting access to justice.*

*Implement new legislation.*

*Deliver excellence in customer service.*

*Develop staff and futureproof the department.*

*Implement process efficiencies and better use of technology to support the delivery of justice.*

*Ensure value for money.*

*Focus on continued improvement and efficiency.*

*Strengthen the island's international reputation.*

### What we Do

The Court Service employs a total of 83 full time equivalent staff to deliver services in accordance with the functional organisational chart shown in Annex A.

The core functions of the two departments are summarised below.

#### The Judicial Greffe

The Judicial Greffe's primary function is to support the delivery of, and access to, justice in Jersey. It is responsible for the provision of judicial, secretarial, administrative and interlocutory support for the Island's Courts and Tribunals. The Department also supports a variety of areas of judicial work. To ensure the essential separation of powers the Judicial Greffe is independent to the Government of Jersey. However, it relies on the Government for core functions including HR, IT and Finance. The Judicial Greffe has an FTE of 53 across the following areas.

*Samedi Section and Court of Appeal* provide a full support service to the Royal Court including attending sittings as a Clerk, issuing Acts of Court and providing advice on Court procedure. The Appellate Team is responsible for the administrative arrangements for the Court of Appeal and Court of Appeal Judges.

*Public Registry* is responsible for the registration and collation of all land contracts and associated mortgage and representation documents and runs the land registry database PRIDE.

*Family Court* - provides a comprehensive service to the Royal Court for family proceedings. It has recently launched the Family Foundation, an alternative dispute resolution service for which it won the Our Stars Innovation Award in 2023.

*Interlocutory Services* - the Master of the Royal Court is Jersey's civil procedure 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.

*Probate and Protection 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. The Protection Registry is responsible for dealing with Delegations, Tutelles and the registration of Lasting Powers of Attorney.

*Intellectual Property Registry*, the Registers of Trademarks, Patents and Designs.

*The Tribunal Service* is responsible for the administration of the multiple Tribunals including Charity, Employment and Discrimination, Health and Safety, Mental Health Review, Planning and Social Security.

*Magistrate's, Youth and Petty Debts Courts* services the Adult Remand Courts, Youth Court and criminal trials. On the civil justice side, it services weekly sittings of the Petty Debts Court and clerks the small number of civil trials within the Petty Debts Court's jurisdiction. It also provides mediation sessions.

### The Viscount's Department

The Viscount and the Deputy Viscount are judicial officers appointed by the Bailiff to carry out the executive functions of Jersey's Courts and of the States Assembly and other specific court-related functions. The Viscount's Department is a non-ministerial department which supports the Viscount and the Deputy Viscount in carrying out their functions and activities.

The Viscount's Department has 31.83 full time equivalent staff working across four sections.

*The Insolvency and Delegacy Team* administers the désastre regime pursuant to the Bankruptcy (Désastre) (Jersey) Law 1990, maintains the désastre search services used by law firms and generally advises the Royal Court on insolvency and bankruptcy related matters. It administers the property and affairs of those who lack capacity to do so. It also acts as a regulator in respect of insolvency liquidators, delegates and attorneys appointed pursuant to a lasting power of attorney.

*The Enforcement Team* is responsible for day-to-day enforcement of orders and directions issued by all Courts. These are wide ranging including fines, confiscation orders, debt judgments, maintenance orders and evictions. It is responsible for enforcing saisie judiciaires and civil property restraint orders.

*The Coroner and Court Services Team* has two separate functions: first, administration of the functions of the coroner including inquests and, second, certain administrative functions on behalf of the Court, including organising juries for assize trials and delivery of court notices.

*Viscount's General* encompasses the Viscount and operational aspects such as finance and information management.

## Our Core Values

The Court Service is committed to the achievement of its Client Charter (see Annex B) and the Government of Jersey's core values and behaviours:

- We are respectful
- We are better together
- We are always improving
- We are customer focussed
- We deliver

## Our Strategic Aims

We aim to provide an efficient and effective Court Service and, to:

- Support the delivery of justice
- Support access to justice by making the law and legal processes more accessible to the public
- Promote the better coordination of Jersey's justice system
- Provide a Court infrastructure which supports and strengthens Jersey's international reputation
- Provide a court infrastructure which meets Jersey's social and economic needs
- Provide cost effective, value for money services, ensuring responsible use of public funds

## Our Vision

*"To be a global leader amongst small jurisdictions."*

## Court Service Values Check

To help ensure we always act in a way that reflects our values and objectives the Court Service Values check provides a decision-making checklist for which the answer to all the questions should be yes.

- Is what I'm doing in the best interest of our customers and the Court Service?
- Would customers and colleagues think I am acting with integrity?
- Would I be happy if details were disclosed in an FOI request?
- Is what I am doing in line with the Court Service core values?
- Would the Court think I am acting reasonably?

## Section 2 – Summary of Key Objectives and Priorities

This section identifies the key objectives of the Court Service. These objectives will be achieved through action plans for each of our Core Service areas. These objectives align with the Government of Jersey's Common Strategic Policy 2023 – 2026. Notably they contribute to the Government's priority to:

*“Develop a more sustainable, innovative, outward facing and prosperous economy and help people acquire the right skills throughout their lives; we want Jersey to be an attractive place for everyone to achieve their potential.”*

Performance indicators are published on our website.

### Objective 1

Provide an efficient and effective administrative service to the Royal Court, the Court of Appeal and the Tribunals Service.

### Objective 2

Perform judicial functions in relation to Family Proceedings (Family Division Judges), Interlocutory Matters (Master of the Royal Court), the Coroner Service and other judicial functions of the Judicial Greffier and the Viscount.

### Objective 3

Provide a Public Registry, Intellectual Property Registry and Probate Registry.

### Objective 4

Provide an administrative service to the Magistrate's Court, Youth Court and Petty Debts Court.

### Objective 5

Efficiently enforce all Court Orders.

### Objective 6

Conduct efficient and effective Insolvency proceedings, provide oversight of liquidators and insolvency and bankruptcy advice to the Courts.

### Objective 7

Provide delegate services (property and affairs) as required by the Royal Court, and oversight of other delegates and attorneys to aid timely and appropriate decision making as a delegate.

### Objective 8

Provide an efficient Coroner service and effective investigation of sudden deaths to establish cause and reason.

### Objective 9

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



## Section 3 – Resources for 2024

### Judicial Greffe

#### Statement of Comprehensive Net Expenditure

<b>Statement of Comprehensive Net Expenditure</b>			
	<b>2024</b>		<b>2023</b>
<b>£'000</b>	<b>Budget - Excl 2024 Pay Awards</b>	<b>Budget - Incl 2023 Pay Awards</b>	
<b>Revenue</b>			
Levied by the States of Jersey	-	-	-
Earned through operations	2,094		2,382
<b>Total revenue</b>	<b>2,094</b>		<b>2,382</b>
<b>Expenditure</b>			
Social benefit payments	-		-
Staff costs <sup>1</sup>	4,081		4,555
Other operating expenses	6,785		7,183
Grants and subsidies payments	87		87
Impairments	-		-
Finance costs	-		-
<b>Total expenditure</b>	<b>10,953</b>		<b>11,825</b>
<b>Net revenue expenditure (near cash)</b>	<b>8,859</b>		<b>9,443</b>
Depreciation and amortisation	-		15
<b>Net revenue expenditure after depreciation</b>	<b>8,859</b>		<b>9,458</b>

<sup>1</sup> 2024 Estimates for exclude 2024 Pay Award. 2023 includes the 2023 Pay Award. This applies to the Judicial Greffe and the Viscount's Department.

## Viscount's Department

### Statement of Comprehensive Net Expenditure

Statement of Comprehensive Net Expenditure			
£'000	2024	2023	
	Budget - Excl 2024 Pay Awards	Budget - Incl 2023 Pay Awards	
<b>Revenue</b>			
Levied by the States of Jersey	340	440	
Earned through operations	542	386	
<b>Total revenue</b>	<b>882</b>	<b>826</b>	
<b>Expenditure</b>			
Social benefit payments	-	-	
Staff costs	2,444	2,384	
Other operating expenses	824	684	
Grants and subsidies payments	3	3	
Impairments	-	-	
Finance costs	15	10	
<b>Total expenditure</b>	<b>3,286</b>	<b>3,081</b>	
<b>Net revenue expenditure (near cash)</b>	<b>2,404</b>	<b>2,255</b>	
Depreciation and amortisation	24	24	
<b>Net revenue expenditure after depreciation</b>	<b>2,428</b>	<b>2,279</b>	

## Section 3 – Court Service Action Plans

### Core Services

#### Samedi Team

2024 Action Plan	Completion Date	Responsible Officer(s)	Comments
Update procedures manuals	31 December 2024	Assistant Judicial Greffier	

Continue to review and enhance the availability and quality of information on the website	31 August 2024	Assistant Judicial Greffier	In conjunction with the Courts Digital Programme
In conjunction with the Bailiff's Chambers continue to improve the effectiveness and efficiency of the Court Rota/Court Diary	31 December 2024	Assistant Judicial Greffier	In conjunction with the Courts Digital Programme

#### Appellate Team

<b>2023 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Continue to develop links with the Guernsey Court of Appeal	31 December 2024	Assistant Judicial Greffier	
Review and enhance Court of Appeal Procedures	31 December 2024	Assistant Judicial Greffier	Including Court of Appeal Consolidated Practice Direction

#### Magistrate's Court

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Publish new Practice Directions covering Youth and Vulnerable Adults	31 December 2024	Magistrate's Court Greffier	
Update Petty Debts Court Practice Directions	31 December 2024	Magistrate's Court Greffier	

Review and improve the small claims process in the Petty Debts Court	30 September 2024	Magistrate's Court Greffier	
Update Sentencing Guidelines for Motoring Offences	30 June 2024	Magistrate's Court Greffier	
Publish Sentencing Guidelines for Public Order Offences	31 December 2024	Magistrate's Court Greffier	
Continue with student visits and placement programme	Ongoing	Magistrate's Court Greffier	
Recruit for the Youth Court Panel Vacancies	31 August 2024	Magistrate's Court Greffier and Bailiff's Chambers	

#### Public Registry

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Review continued use of Jurat Stamps	31 December 2024	Registrar of Deeds	In conjunction with relevant stakeholders and the Courts Digital Programme
Review and implement necessary amendments to PRIDE to future proof the database	30 September 2024	Registrar of Deeds	

#### Probate & Protection Team

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
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Initiate review of all fees and charges payable to the Protection Division, including the LPA and delegate application fees	30 June 2024	Registrar & Assistant Registrars of Probate and Protection	In liaison with Judicial Greffe and key stakeholders
Initiate review of application fees payable to the Probate Division and other associated charges	30 June 2024	Registrar & Assistant Registrars of Probate and Protection	In liaison with Judicial Greffe and key stakeholders as deemed appropriate
Transfer existing website information from gov.je website to the new Court Services website	31 May 2024	Registrar & Assistant Registrars of Probate and Protection	In conjunction with the Courts Digital Programme
Consider translation requirements for website information	31 December 2024	Registrar & Assistant Registrars of Probate and Protection	In conjunction with the Courts Digital Programme
Identify improvements to the functionality and robustness of the LPA CRM online application	30 September 2024	Assistant Registrar of Probate & Protection	Dependencies with Modernisation and Digital
Ongoing programme or review of the Division's internal policies and procedures for all work types to ensure they remain up-to-date, comprehensive and clear	31 December 2024	Registrar and Assistant Registrars of Probate and Protection	
Complete project to transfer physical delegate and Tuteur folders to electronic format	31 June 2024	Assistant Registrar of Probate and Protection	

Draft guidance and/or practice directions for members of the public and the legal profession relating to the appointment, reporting requirements and removal of Tuteurs, pursuant to the Children's Property and Tuteurs (Jersey) Law 2016	31 May 2024	Assistant Registrar of Probate & Protection	
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### Family Court

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Review and amend policies in response to new and amended legislation	31 December 2024	Family Division Judges / Family Proceedings Officers	Ongoing
Develop and implement Judicial shadowing programme	31 December 2024	Family Division Judges / Family Proceedings Officers	
Amend Practice Directions relating to divorce in civil partnership	30 September 2024	Family Division Judges	
Translate guidance notes into Portuguese and Polish to increase accessibility to the Family Court services for all users	31 December 2024	Family Court Manager	
Review Family Foundation Pilot	30 September 2024	Family Division Judges / Family Court Manager	In conjunction with the Judicial Greffier and

Scheme to review terms of use and budget for the use of external mediators			Chief Operating Officer
Develop Rules of Court for amendments to the Children and Civil Status (Jersey) Law	30 September 2024	Family Division Judges / COO / Judicial Greffe	
Recruit Family Proceedings Officer	31 October 2024	Family Court Manager	
Assist with the creation and development of Family Justice Council	31 December 2024	Family Division Judges / Family Court Manager	In conjunction with the Bailiff's Chambers, JFCAS and Government of Jersey

### Tribunals Service

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Continue to improve translation and interpreter service	31 December 2024	Manager of Appeals & Tribunals Service and Chief Operating Officer	Link to pan Court Service review
Update Employment Relations Register	January 2023	Manager of Appeals and Tribunals Service	
Work with project team on development of new Mental Health Review Panel Room	31 November 2023	Manager of Appeals and Tribunals Service	Project being led by JPH
Continue to enhance	31 December 2024	Manager of Appeals and Tribunals Service	In conjunction with Courts

accessibility of legislation			Digital Programme
Review fees and payments to panels and chairs	31 December	Manger of Appeals and Tribunals Service and Judicial Greffier	Dependencies with Government departments
Continue to develop meaningful KPIs to measure performance	31 December 2024	Manager of Appeals and Tribunals Service	
Install PDQ machine to allow for alternative payment methods for planning fees	31 August 2024	Modernisation and Digital Department / Manager of Appeals and Tribunal Service	In conjunction with Courts Digital Programme

#### Interlocutory Services

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Identify and implement steps to enhance the smooth running of the Court for the benefit of all users and stakeholders	Ongoing	Master	In conjunction with the Courts Digital Programme

#### Transcription

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Continue to explore use of technology to enhance transcription processes	31 December 2024	Information and Knowledge Services Manager	Ongoing trials of transcription functions with the Courts Digital Programme.



## Central Operations

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Create and implement new policy on use of interpreters across the court service	31 December 2024	Chief Operating Officer	In conjunction with the Law Officers' Department
Review and update Business Continuity plan(s)	31 December 2024	Chief Operating Officer	
Review and/or develop operational policies	31 December 2024	Chief Operating Officer	Ongoing
Review of complaints process across the Court Service	31 December 2024	Chief Operating Officer	
Continue to engage with Independent Audit Committee	31 December 2024	Judicial Greffier / Viscount / Chief Operating Officer	

## Information & Knowledge Management

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Jersey Archive Project – review all historic documentation, catalogue the Viscount's archival collections and manage a controlled transfer to the Jersey Archive ensuring long-term preservation of records and compliance with regulatory requirements	30 September 2024	Information Manager	
Physical Records Cataloguing and Destruction Project – create standardised registers for each function	31 December 2024	Information Manager	

within the Viscount's Department. Standardised registers provide a comprehensive inventory, allowing for easy tracking and access to important information, additionally, they facilitate decision-making processes and enable the departments to consider the current use of paper-based records with a view to increasing digitization where possible in 2025			
Recruit records & information security manager	31 August 2024	Information & Knowledge Services Manager	
Update retention schedules for Judicial Greffe	30 September 2024	Information & Knowledge Services Manager	
Continue to embed new approach to Risk Management	31 December 2024	Information & Knowledge Services Manager and Chief Operating Officer	
Conduct Cyber Security Tabletop exercise	31 December 2024	Information & Knowledge Services Manager and Chief Operating Officer	

#### Court Enforcement

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Enhance effective enforcement of <i>saisies judiciaires</i> & confiscation orders	31 December 2024	Viscount / Principal Enforcement Officer	Ongoing

Develop database for historic <i>saisies judiciaires</i>	31 December 2024	Principal Enforcement Officer	Carried over from 2023 due to workloads
Conduct training and induction plans for Enforcement Officers	31 December 2024	Viscount / Principal Enforcement Officer / Information Manager	Ongoing
Succession planning and recruitment	31 December 2024	Principal Enforcement Officer	As part of Strategic Workforce Modernisation programme
Review Key Performance Indicators for Enforcement Section	31 December 2024	Viscount /Chief Operating Officer / Principal Enforcement Officer	Ongoing
Evolve management of maintenance orders	31 December 2024	Principal Enforcement Officer	Ongoing
Review and implement learning and any recommendations from MONEYVAL 2023 examination	31 December 2024	Viscount/ Principal Enforcement Officer	Ongoing
Renew involvement with international enforcement regulators through organisations such as BAMIN and CAMERA	31 December 2024	Viscount/Principal Enforcement Officer	Ongoing.

#### Assize Jury

2024 Action Plan	Completion Date	Responsible Officer(s)	Comments
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Develop new jury selection (tirage) management software	31 December 2024	Viscount / Court Services Manager	In conjunction with M&D. Ongoing
Update existing jury selection database	31 December 2024	Deputy Viscount / Court Services Manager / Principal Enforcement Officer	In conjunction with parishes
Contribute to the development of the new electoral system – Digital Voter Registration - as far as it relates to juries	31 December 2024	Viscount/Deputy Viscount	Ongoing. Member of Digital Voter Registration Working Group

#### Coroner

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Death certification & cremation procedures reform (in liaison with Medical Officer of Health (MOH), Superintendent Registrar, Primary Care Governance, others)	31 December 2025	Viscount	Ongoing. Member of Death Management Process Working Group
As part of above, major revision of the Inquest Law and Rules	31 December 2025	Viscount	Ongoing (including proposal to develop Medical Examiner service)

Contribute to Mass Fatalities Working Group to develop and enhance Strategic Mass Fatalities Plan and associated operational plans	31 December 2024	Viscount	Ongoing. Develop learning from major incidents in December 2022
Implementation of new coroner case management software	31 December 2024	Viscount / Court Services Manager	Ongoing
Review and upgrade Sudden Deaths database	31 December 2024	Viscount / Court Services Manager	Ongoing. In conjunction with Modernisation & Digital (M&D)
Review current certificates, forms, guidance notes (in conjunction with new Court Service website and practice directions)	31 December 2024	Viscount / Court Services Manager	Ongoing
Explore benchmarking against other jurisdictions	31 December 2024	Viscount	Ongoing
Recruit and train additional staff resources: Assistant Coroner, Relief Coroner(s) and administrative support	31 December 2024	Viscount / Court Services Manager	Ongoing

#### Insolvency and Delegate

2024 Action Plan	Completion Date	Responsible Officer(s)	Comments
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Renew involvement with international insolvency organisations and regulators (IAIR, INSOL)	31 December 2024	Viscount/Senior Manager Insolvency	IAIR conference September 2024; INSOL Channel Islands Conference September 2024
Review the impact of the Probate (Amendment) (Jersey) Law 2023	30 September 24	Viscount / Senior Manager Insolvency and Delegates / Manager Insolvency and Delegates	Probate (Amendment) (Jersey) Law 2023 came into force on 27 October 2023. Review impact and wider implications. Action accordingly
Revise KPIs and service pledges for the section	31 December 24	Viscount / Senior Manager Insolvency	Ensure parity with other service areas
Develop skills within the department promoting training and shadowing opportunities	31 December 2024	Senior Manager Insolvency	Ongoing for new team members and existing team members
Develop and enhance capabilities of key software to increase functionality and provide improved reporting	31 December 2024	Viscount / Senior Manager Insolvency and Delegates / Manager Insolvency and Delegates	In conjunction with external programmers develop and enhance Plainsail / DMIS. M&D taking the lead during 2 <sup>nd</sup> quarter of 2024.

#### Regulatory (Capacity and Self-Determination (Jersey) Law 2016)

2024 Action Plan	Completion Date	Responsible Officer(s)	Comments
Renew and enhance procedures for regulatory	30 September 2024	Viscount / Deputy Viscount Regulatory Officer / Senior Manager	

investigations and objections		Insolvency and Delegates	
Enhance website to include publicly available information and to manage expectations following a complaint	September 2024	Viscount / Deputy Viscount / Regulatory Officer	

#### Law Reform

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Progress with Viscount and external parties, the creation of Administration in Insolvency Legislation	31 December 2024	Viscount / Senior Manager Insolvency and Delegates	
Capacity and Self Determination (Jersey) Law 2016 - Code of Practice relating to LPAs and Trust Corporations/Professional Delegates	30 September 2024	Viscount / Deputy Viscount / Senior Manager Insolvency and Delegates / Manager Insolvency and Delegates	
Review and where appropriate apply for amendments to the Companies (General Provisions) (Jersey) Order 2022	31 December 2024	Viscount / Senior Manager Insolvency and Delegates	
Update to Inquests and Post-mortem Examinations (Jersey) Law 1995 and changes to related management of	31 December 2024	Viscount/ Court Services Manager	

death matters legislation and procedures.			
Coronial input into the Draft Heritage and Portable Antiquities (Jersey) Law 202-	31 December 2024	Viscount	
Coronial input into the draft Assisted Dying legislation	31 December 2024	Viscount	
Implement changes required by Children and Civil Status (Amendments) Jersey Law 2024	31 December 2024	Judicial Greffier	
Family Court Registrars (Change of Status and Title) (Jersey Law	31 December 2024	Judicial Greffier	

#### Facilities & Buildings

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Respond to any necessary actions following survey of parts of Royal Court Building	TBC	Judicial Greffier / Chief Operating Officer	To be led by the Bailiff's Chambers and JPH
Creation of more office space in Morier House	31 December 2024	Viscount / Deputy Viscount	Dependent on external contractors and JPH

#### Health, Safety and the Environment

<b>2023 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Ensure display screen equipment assessments are carried out	31 December 2024	Information & Knowledge Services Manager	Conducted on a rolling basis
Monitor and reduce consumption of consumables	31 December 2024	Senior Management Team	Ongoing (especially paper & single use plastics)



Continue to undertake risk assessments & review of health and safety policies	31 December 24	Information & Knowledge Services Manager	On rolling basis
Ensure staff trained as appropriate in health and safety matters	31 December 24	Viscount / Judicial Greffier	Ongoing

### Performance Management

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Enhance Court Service performance framework and benchmarking	31 December 24	Chief Operating Officer	Ongoing as part of Court Digital Programme
Maintain performance management feedback reports	31 December 24	Senior Management Team	Ongoing (quarterly basis)

### Human Resources

<b>2024 Action Plan</b>	<b>Completion Date</b>	<b>Responsible Officer(s)</b>	<b>Comments</b>
Appointment of Deputy Viscount	May 2024	Viscount	
Appointment of Deputy Coroner	September 2024	Viscount	
Recruitment for any vacant civil service posts	ongoing	Chief Operating Officer	
Conduct Strategic Workforce Planning programme drawing on the results of the 2023 Be Heard survey	Stage 1 June 2024	Judicial Greffier / Viscount / Chief Operating Officer	
Digital Training Programme	31 September 2024	Chief Operating Officer	As part of Courts Digital Programme

Data Protection Training	31 September 2024	Chief Operating Officer	
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## Courts Digital

The Courts Digital Programme has a remit to implement appropriate technology to make the courts more efficient and improve access to justice. This is an ongoing programme of work.

Over the next 12 months the project will deliver on two primary targets.

By July 2024, citizens be able to access all information relating to Court processes, including the Viscount’s Department and the Probation service, via a single online portal at <https://courts.je>

The key benefits are that the information will be more user-friendly. It will be structured around the user-stories of potential court users, and the information will be current and of high-quality as Court staff are able to make changes to content more efficiently.

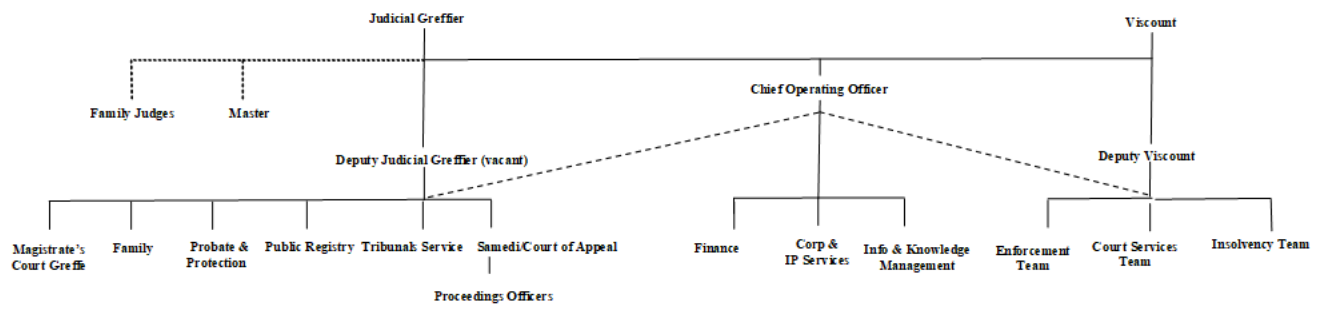
The second major deliverable for 2024 is the completion of the procurement process for a digital Court Management System, so that in 2025 a system can be implemented, replacing many of the courts antiquated case-handling processes, and delivering high-quality, actionable management information.

Alongside these two main strands, the project will bring about process improvements through training and implementation of existing technologies on Microsoft's M365 platform and will also provide card payment capability in most of the departments of the Court Service, making payments easier for court users.

To support court service staff in using technology to innovate and improve, a training programme will continue to be delivered covering the suite of Microsoft 365 tools which the Courts have access to but are underutilising. This training will be available to all staff across the Judicial Greffe, Viscount’s Department and Bailiff’s Chambers throughout 2024.

## Annex A to Court Service 2023 Business Plan

### Court Service Functional Organisation



# Our client charter



## Right treatment

You can trust us to:

- Do what we say we will do
- Be helpful, polite and treat you fairly and with respect
- Try to understand your circumstances and deal with your issues discreetly
- Follow processes correctly
- Tell you what you can do next if you're not satisfied with how you've been treated
- Protect your personal information
- Ensure that your safety in our premises is a high priority at all times
- Be accessible and transparent and avoid using unnecessary jargon



## Getting it right

We will:

- Provide you with the correct decision or information in a timely manner (however, we can't provide legal advice)
- Explain things clearly if the outcome is not what you'd hoped for
- Say sorry and put it right if we make a mistake
- Use your feedback to improve how we do things



## Keeping you informed

We will:

- Deal with your request the first time you contact us, or as soon as we can
- Make ourselves known by name when you contact us and provide any further contact details as required
- Where appropriate, tell you what will happen next and by when

## In return we need you to:

- Give us correct and accurate information when requested or required
- Tell us when something changes
- Be on time for appointments and court appearances
- Treat our staff with respect



## Easy access

We will:

- Make more of our services available online, to use at a time that suits you
- Publish information about our services in print and online at GOV.JE
- Explain clearly how to contact us in other ways
- Try our best to support you if you have special needs to ensure that you are not disadvantaged

## ANNEX C

### List of Abbreviations Used in Action Plans

AJG (ARC)	Assistant Judicial Greffier (Appellate and Royal Court)
CMI	Chartered Management Institute
CO	Court Officer
COCF	Criminal Offences Compensation Fund
COO	Chief Operating Officer
CSM	Court Services Manager
DMIS	Désastre Management Information System
DV	Deputy Viscount
EO	Enforcement Officer
Fam Div Judges	Judges of the Family Division
FM	Finance Manager
FPO	Family Proceedings Officer
ICAR	Income Collection and Reconciliation
IKSM	Information and Knowledge Services Manager
IoL	Institute of Law
IPM	Intellectual Property Manager
JEDT	Jersey Employment and Discrimination Tribunal
JFSC	Jersey Financial Services Commission
JG	Judicial Greffier
JLIB	Jersey Legal Information Board
LOD	Law Officers' Department
LPA	Lasting power of attorney
M365	Microsoft Office 365
MATS	Manager Appeals and Tribunal Service
MCG	Magistrate's Court Greffier
M&D	Modernisation and Digital
MHRT	Mental Health Review Tribunal
MI	Manager, Insolvency
MOH	Medical Officer of Health
MRC	Master of the Royal Court
PEO	Principal Enforcement Officer
Reg of Deeds	Registrar of Deeds
Reg of Prob	Registrar of Probate
SCO	Senior Court Officer
SEO	Senior Enforcement Officer
SMI	Senior Manager, Insolvency
SMT	Senior Management Teams
SO	Saisie Officer
V	Viscount