



Royal Court of Jersey
Judicial Greffe & Viscount's
Department

2023 Jersey Court Service Business Plan

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Section 1

Introduction

The 2023 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 2023 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 87 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 55.4 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.

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 an FTE of 31.83 across four sections.

The Insolvency Team administers the désastre regime pursuant to the Bankruptcy (Désastre) (Jersey) Law 1990 and maintains the désastre search services used by law firms. It also acts as a regulator in respect of 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 debt judgments, maintenance orders and evictions. It is responsible for enforcing saisies.

The Coroner and Court Services Team has two separate functions: first, administration of the function of the coroner (currently the Deputy Viscount) 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's 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.

Objective 7

Provide oversight of delegates to aid timely and appropriate decision making as a delegate.

Objective 8

Provide 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 2023

Judicial Greffe

Subjective Analysis

Judicial Greffe		
Description	2023 (£)	2022 (£)
Income		
Sale of Goods	(5,000)	(5,000)
Sale of Services	(41,000)	(41,000)
Hire & Rentals	(105,000)	(105,000)
Other Fee Income	(563,000)	(66,000)
Other Income	(1,668,000)	(1,251,000)
	(2,382,000)	(1,468,000)
Expenditure		
States Staff	4,479,813	3,692,537
Non-States Staff	55,029	50,000
Supplies & Services	726,000	283,000
Administrative Costs	72,000	63,000
Premises & Maintenance General	801,000	694,000
Other Operating Costs	60,000	84,000
Grants & Subsidies	15,000	15,000
Court & Case Costs	5,616,000	5,671,000
	11,824,842	10,552,537
Net Revenue Expenditure	£9,442,842	£9,084,537

Service Analysis

		2023 (£)	2022 (£)
Judicial Greffe			
Samedi, Family, Appellate & Interlocutory	}		
Magistrate's Court 3,826,842			3,413,537
Maintenance of Registries			
		5,616,000	5,671,000
Court & Costs		£9,442,842	£9,084,537

Case

Viscount's Department

Subjective Analysis

Viscount's Department		
Description	2023 (£)	2022 (£)
Income		
Other Fines & Penalties	(440,000)	(430,000)
Sale of Services	(266,000)	(256,000)
Commission	(116,000)	(116,000)
Other Fee Income	(1,000)	(1,000)
Interest Income	(2,000)	(2,000)
Other Income	(1,000)	(1,000)
	(826,000)	(806,000)
Expenditure		
States Staff	2,383,707	1,943,802
Supplies & Services	273,000	258,000
Administrative Costs	41,000	40,000
Premises & Maintenance General	127,000	125,000
Bank & Other Charges	10,000	10,000
Court & Case Costs	246,000	238,000
	3,080,707	2,614,802
Net Revenue Expenditure	£2,254,707	£1,808,802

Service Analysis

Viscount's Department			
Coroner	}	2,008,707	1,570,802
Insolvency			
Enforcement			
Delegates			
		246,000	238,000
Court & Case Costs		£2,254,707	£1,808,802

Section 3 – Court Service Action Plans

Core Services

Samedi Team

2023 Action Plan	Completion Date	Responsible	Comments

		Officer(s)	
Update training plans for Proceedings Officers	30 September 2023	Assistant Judicial Greffier	
Update procedures manuals	31 December 2023	Assistant Judicial Greffier	
Continue to review and enhance the availability and quality of information on the website	31 December 2023	Assistant Judicial Greffier	Ongoing
In conjunction with the Bailiff's Chambers continue to improve the effectiveness and efficiency of the Court Rota/Court Diary	31 December 2023	Assistant Judicial Greffier	

Appellate Team

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

Magistrate's Court

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Publish new Practice Directions	31 January 2021	Magistrate's Court Greffier	

Draft and agree new Security Policy for entrance into the Magistrate's Court	31 December 2023	Magistrate's Court Greffier / Chief Operating Officer	As part of Security Working Group
Convert Court 1 into a courtroom capable of holding assize trials	31 December 2023	Magistrate's Court Greffier / Chief Operating Officer	Dependencies include availability of JPH and external contractors
Renovate Court 2 to improve security	31 December 2023	Magistrate's Court Greffier / Chief Operating Officer	Dependencies include availability of JPH and external contractors
Draft and publish Procedures Manual for Civil Lower Court	30 September 2023	Magistrate's Court Greffier	
Draft policy for royal court usage of magistrate's court	31 December 2023	Magistrate's Court Greffier	
Review and update online content	30 September 2023	Magistrate's Court Greffier	
Enhance engagement with schools and further education institutions	31 December 2023	Magistrate's Court Greffier	

Public Registry

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Review continued use of Jurat Stamps	31 December 2023	Registrar of Deeds	In conjunction with relevant stakeholders
Updates to the PRIDE System	31 March 2023	Registrar of Deeds	In response to legislative changes

Review PRIDE for further amendments to	30 September 2023	Registrar of Deeds	
future proof the database			

Probate & Protection Team

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Review the Lasting Power of Attorney (LPA) application fees and associated charges	31 March 2023	Registrar & Assistant Registrars of Probate and Protection	In liaison with Judicial Greffe and key stakeholders
Implement the small estates exemption once new legislation introduced	30 June 2023	Registrar & Assistant Registrars of Probate & Protection	Dependent on timing of the introduction of the amendment to the Probate (Jersey) Law 1998
Review & update online guidance for probate and protection work types	30 September 2023	Registrar and Assistant Registrars of Probate & Protection	Support from Government of Jersey Communications team and commissioning of external translators
Test & implement new online LPA Forms	31 March 2023	Registrar and Assistant Registrars of Probate and Protection	Some external IT support
Review internal policies and procedures	31 December 2023	Registrar and Assistant Registrars of Probate and Protection	
Complete digitisation of work folders	30 September 2023	Registrar and Assistant Registrars of Probate and Protection	

Family Court

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Review and amend policies in response to new and	31 December 2023	Family Division Judges / Family Proceedings Officers	Ongoing
amended legislation			
Develop and implement Judicial shadowing programme	31 December 2023	Family Division Judges / Family Proceedings Officers	
Expand mediation training	31 December 2023	Family Proceedings Officers	
Amend Practice Directions relating to divorce in civil partnership	30 September 2023	Family Division Judges	
Translate guidance notes into Portuguese and Polish	30 September 2023	Family Proceedings Officers	
Review Family Foundation Pilot Scheme	31 June 2023	Family Division Judges / Family Proceedings Officers	
Develop Rules of Court for amendments to the Children and Civil Status (Jersey) Law	30 September 2023	Family Division Judges / COO / Judicial Greffe	

Tribunals Service

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Continue to improve translation and interpreter service	31 December 2023	Manager of Appeals & Tribunals Service (MATS) and Chief Operating Officer	Link to pan Court Service review

Update Employment Relations Register	January 2023	MATS	
Work with project team on development of new Mental Health Review Panel Room	31 November 2023	MATS	Project being led by JPH
Enhance accessibility of legislation	31 December 2023	MATS	Ongoing
Succession planning for Tribunals	31 December 2023	MATS	Ongoing
Continue to develop meaningful KPIs to measure performance	31 March 2023	MATS	Ongoing
Ensure Procedure Manuals are regularly reviewed	31 December 2023	MATS	Ongoing

Interlocutory Services

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
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

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
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Explore options for streamlining and improving the transcription process	31 December 2023	Information and Knowledge Services Manager (IKSM)	
Reduce the amount of outsourced transcription	31 December 2023	IKSM	
Explore use of technology to enhance transcription processes	31 December 2023	IKSM	
Update work tracker	30 September 2023	IKSM	

Central Operations

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Create and implement new policy on use of interpreters across the court service	31 December 2023	Chief Operating Officer	
Continue to develop meaningful KPIs to measure performance	31 December 2023	Chief Operating Officer	
Enhance risk reporting	30 September 2023	Chief Operating Officer	
Review and update Business Continuity plan(s)	31 December 2023	Chief Operating Officer	
Conduct workforce planning including recruitment and retention and succession planning	31 December 2023	Chief Operating Officer	Ongoing

Review of existing Court Technology	30 September 2023	Chief Operating Officer / IKSM	In conjunction with Ports of Jersey
Review and/or develop operational policies	31 December 2023	Chief Operating Officer	Ongoing
Review of complaints process	31 December 2023	Chief Operating Officer	
New Induction Process	30 June 23	Chief Operating Officer	
Engage with Audit Committee	31 December 23	Judicial Greffier / Viscount / Chief Operating Officer	

Information & Knowledge Management

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Continued development and implementation of knowledge policies.	31 Dec 23	Information & Knowledge Services Manager	
Audit of court technology	31 Dec 23	Information & Knowledge Services Manager	In liaison with Ports of Jersey
Recruit records & information security manager	31 October 2023	Information & Knowledge Services Manager	
Update retention schedules	31 Dec 23	Information & Knowledge Services Manager	
Embed new approach to Risk Management	31 Dec 23	Information & Knowledge Services Manager	
Implement new Court Technology issue monitoring process	30 April 23	Information & Knowledge Services Manager	

Cyber Security continuous improvement and engagement with central programme	31 Dec 23	Information & Knowledge Services Manager	
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Court Enforcement

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Enhance effective enforcement of <i>saisies judiciaires</i> & confiscation orders	31 December 2023	Viscount / Principal Enforcement Officer	Ongoing
Continue to develop procedures for risk assessment & Health and Safety; ensure all risk assessments are completed	31 December 2023	Principal Enforcement Officer	
Develop online guidance notes for key enforcement procedures	31 December 2023	Viscount / Principal Enforcement Officer	
Develop database for historic <i>saisies judiciaires</i>	31 December 2023	Principal Enforcement Officer	
Develop training and induction plans for Enforcement Officers	30 June 2023	Viscount / Principal Enforcement Officer / Information Manager	
Succession planning and recruitment	31 December 2023	Principal Enforcement Officer	
Review Key Performance Indicators for Enforcement Section	30 September 2023	Viscount /Chief Operating Officer / Principal Enforcement Officer	

Evolve management of maintenance orders	31 December 2023	Principal Enforcement Officer	
Review and update policies relating to management of <i>saisies judiciaires</i> and proceeds of crime	31 December 2023	Principal Enforcement Officer	Ongoing

Assize Jury

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Develop new jury selection (tirage) management software	31 December 2023	Deputy Viscount / Court Services Manager	In conjunction with M&D. Ongoing
Recruit and train additional administrative support - Court Services Officer (Juries)	31 December 2023	Deputy Viscount / Court Services Manager	
Update existing jury selection database	31 December 2023	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 2023	Viscount/Deputy Viscount	Ongoing. Member of Digital Voter Registration Working Group

Coroner

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments

Death certification & cremation procedures reform (in liaison with Medical Officer of Health (MOH), Superintendent Registrar, Primary Care Governance, others)	31 December 2023	Deputy Viscount	Ongoing. Member of Death Management Process Working Group
As part of above, major revision of the Inquest Law and Rules	31 December 2023	Deputy 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 2023	Deputy Viscount	Ongoing. Develop learning from recent major incidents in December 2022
Implementation of new coroner case management software	31 December 2023	Deputy Viscount / Court Services Manager	Ongoing
Review and upgrade Sudden Deaths database	31 December 2023	Deputy Viscount / Court Services Manager	Ongoing. In conjunction with Modernisation & Digital (M&D)
Review current certificates, forms, guidance notes (use of electronic signatures) and practice directions	31 December 2023	Deputy Viscount / Court Services Manager	Ongoing

Explore benchmarking against other jurisdictions	31 December 2023	Deputy Viscount	Ongoing
Recruit and train additional staff resources: Deputy/Assistant Coroner, Relief Coroner(s) and administrative support	31 December 2023	Deputy Viscount / Court Services Manager	Ongoing

Insolvency and Delegate

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Agree detail for delegate and insolvency performance measures	31 March 2023	Senior Manager / Manager Insolvency	To be discussed with Viscount & COO to ensure parity with other service areas
Determine scope of DMIS phase 2 enhancements	31 Dec 23	Senior Manager / Manager Insolvency	Compatibility with Microsoft 365 achieved on target in 2022. Work to determine scope for enhancements (including billing) ongoing
Review procedures for proposed changes in Probate Law	30 Sept 23	Viscount / Senior Manager / Manager Insolvency	Law changes delayed until 2023. New procedures will follow
Manage realisation of an intensive asset portfolio in a high profile désastre	31 Dec 23	Viscount / Senior Manager Insolvency	To include other stakeholders

Participate in testing of upgraded Plainsail system and subsequently carry forward work into future upgrade requirements	30 June 2023	Viscount / Senior Manager Insolvency	Department wide performance enhancements
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Regulatory (Capacity and Self-Determination (Jersey) Law 2016)

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Renew and enhance procedures for regulatory investigations and objections	31 Dec 23	Viscount / Regulatory Officer	
Monitor volume & nature of concerns raised with Viscount	31 Dec 23	Viscount / Regulatory Officer	Ongoing
Liaise with Judicial Greffe in terms of information exchange on a quarterly basis	31 Dec 23	Viscount / Regulatory Officer	
Review website and complaints form	31 Dec 23	Viscount / Regulatory Officer	
Periodic meetings with law firm representatives	31 Dec 23	Viscount / Regulatory Officer	

Facilities & Buildings

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Refurbishment of office space in Morier House	31 Dec 23	Viscount / Deputy Viscount	

Refurbishment of old Family Court Room in the Royal Court Building	31 Dec 23	Judicial Greffier / Chief Operating Officer	As per GP 2023/2026
Conversion of Magistrate's Court Room No 1 to allow for Assize Trials	31 December 23	Judicial Greffier / Chief Operating Officer / Magistrate's Court Greffier	Funding sources: £400,000 from 2020 and £287,000 from GP 2023 – 2026

Health, Safety and the Environment

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Ensure display screen equipment assessments are carried out	31 Dec 2023	Information & Knowledge Services Manager	Conducted on a rolling basis
Monitor and reduce consumption of consumables	31 Dec 2023	Senior Management Team	Ongoing (especially paper & single use plastics)
Continue to undertake risk assessments & review of health and safety policies	31 Dec 23	Information & Knowledge Services Manager	On rolling basis
Ensure staff trained as appropriate in health and safety matters	31 Dec 23	Viscount / Judicial Greffier	Ongoing

Performance Management

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Enhance Court Service performance framework and benchmarking	31 Dec 23	Chief Operating Officer	Ongoing

Maintain performance management feedback reports	32 Dec 23	Senior Management Team	Ongoing (quarterly basis)
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Human Resources

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Recruitment for Judicial Greffier	June 2023	Bailiff	
Develop recruitment strategy	31 September 2023	Chief Operating Officer	
Develop training plans for all staff	31 December 2023	Chief Operating Officer	
Structural review of JG (Stage 1)	31 December 2023	Judicial Greffier / Chief Operating Officer	

Law Reform

2023 Action Plan	Completion Date	Responsible Officer(s)	Comments
Heritage and Portable Antiquities (Jersey) Law 202-			
Burials and Exhumations (Jersey) Law 202-			
Inquests and Post-mortem Examination (Jersey) Law 1995			
Probate (Amendment) Jersey Law 2023	23 May 2023	Registrar of Probate	Provide further circumstances in which deceased person's estate can be released without the production of a grant.

Courts Digital

In 2023 the Courts Digital project is entering an active phase of improvement, geared towards the core vision of the project - to deliver easier access to justice and a more efficient court system for all court users.

Following the project board's decision to steer away from implementing a full Court Management System (CMS) at this time, the board has identified seven distinct improvement priorities.

Courts.je Website

Information and guidance for court users and the public will be moving to its own home on a new website: www.courts.je. This project will make information about the courts clearer and easier to find, improving access to justice.

Payment Processing

The way payments are made to court is being reviewed. Options to make payments quicker and easier will be piloted in the coming months in the Family Court, before being considered for other courts.

Case Management System (CMS)

The remit of this project is to identify an alternative CMS solution. The project team is reviewing the existing requirements and then potential suppliers will be re-evaluated. 2023 will be used to review the CMS bids and work to select a supplier.

Document Management

The project team will research and introduce a modern Document Management System to make day-to-day operations more efficient for court staff. Among other benefits, a modern system will make documents easier to store and catalogue and support simpler collaboration.

Management Information

Improving the collection and use of data about the courts' operations will enable better insights into how Jersey's courts compare to those in other jurisdictions and show where we are doing well and where we need to concentrate our improvement effort. Giving managers access to current and reliable data will enable better decision making and more efficient courts.

Continuous Improvement Culture

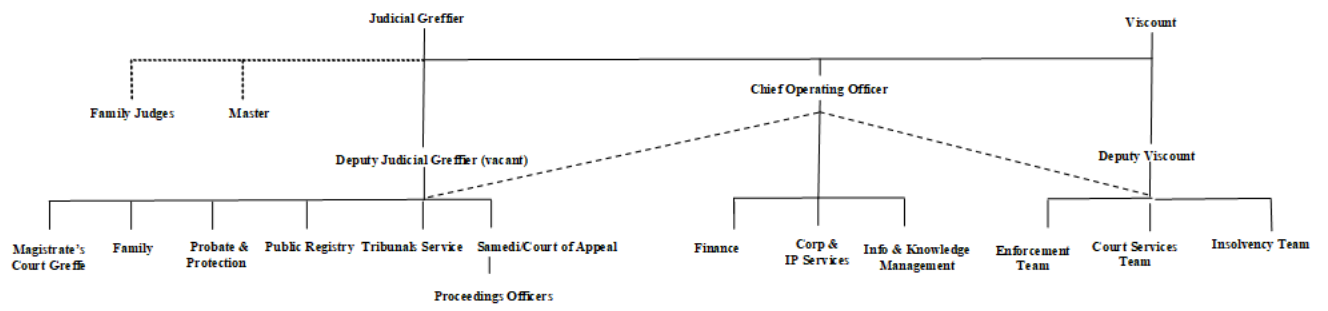
There is an excellent and dedicated team within the court service, and the Courts Digital project will aim to further support colleagues to identify and introduce tools and process improvements that benefit both themselves and court users.

Technology Training Programme

To support court service staff in using technology to innovate and improve, a training programme will be delivered covering the suite of Microsoft 365 tools which we already have access to but are underutilising. This training will be available to all staff throughout 2023.

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