
STATES OF JERSEY



COMMISSIONER FOR STANDARDS - PERFORMANCE STANDARDS GUIDANCE NOTE

Presented to the States on 17th June 2024
by the Privileges and Procedures Committee

STATES GREFFE



Guidance Note

Service and Performance Standards

Summary: Some of the most vulnerable members of society require special consideration and assistance in communicating with their elected officials for a variety of reasons including lack of access to tools for communication.

1. I am issuing this Guidance Note after considering a number of complaints relating to service and performance standards in both Jersey and Guernsey, all of which were deemed inadmissible.
2. This Guidance Note sets out some relevant considerations for Members.
3. As a reminder to all Members, service or performance standards or outcomes received are not matters falling within my remit, other than in exceptional circumstances. (Paragraph 9, Statements for Jersey and Guernsey)
4. Ensuring open and accessible communication is key to serving the community effectively and to gaining their trust.
5. When it comes to communication, members of the public will have different preferences such as email, post, telephone or in-person contact.
6. However, for some members of society, their inability to communicate effectively with Members arises from having no access to communication tools, for example not having access to a telephone, a computer or even paper and a postage stamp.
7. This situation is not entirely uncommon, and can be due to a person's tenuous housing situation, financial hardship, learning difficulties-- among other possible circumstances.

8. Lack of access to a means of communication creates barriers to communicating with Members. Left unaddressed, this can undermine equality, diversity and inclusion principles, and the respect and courtesy expected by the public from Members.
9. In furtherance of protecting those members in society with access issues, Members may wish to take steps to ensure particular attention is given to people with such difficulties and any other vulnerabilities that could create barriers to them accessing their elected representatives.
10. Members are welcome to contact me in relation to this and any other issues for which they wish to seek advice.

Melissa McCullough
Pan-Island Commissioner for Standards
June 2024