

**WRITTEN QUESTION TO THE CHIEF MINISTER
BY DEPUTY L.V. FELTHAM OF ST. HELIER CENTRAL
QUESTION SUBMITTED ON MONDAY 20th FEBRUARY 2023
ANSWER TO BE TABLED ON MONDAY 27th FEBRUARY 2023**

Question

“Will the Chief Minister advise how consideration of access to, and inclusion in, Government services informed the development of the Ministerial Delivery Plans, and what direction, if any, she has given to Ministers and officers to ensure that Government services are accessible to all those who need them?”

Answer

The [Common Strategic Policy 23-26](#) directs delivery of the government agenda. In developing the CSP, my Council of Ministers identified ‘Community’ as one of our priorities for change. Specifically, it states at page 17 that:

“We will create a more inclusive and vibrant community.

Inclusivity is at the heart of our vision for Government and for the Island. We have already committed to much more proactive government engagement with the parishes, older and younger people, disabled Islanders, and our diverse communities. We will actively promote equality, diversity, and social inclusion in conjunction with our specific priorities on children, families and our ageing population. We will continue to work towards ensuring that the services and facilities provided by the Government are accessible and that the government departments have access and inclusion plans in place so that all people are treated equitably”

We will ensure Jersey continues to nurture a positive and inclusive island identity, which is bolstered through our proud tradition of volunteering. We will support this through enhanced opportunities to volunteer both here and overseas.

We will play our part in the international community by continuing to support the work of Jersey Overseas Aid and by welcoming all parts of our diverse population through our cultural diversity centre.”

Our delivery of this priority includes both specific actions as set out in the Delivery Plans and the day-to-day delivery of existing strategies, policies and services.

On a day-to-day basis, the Disability Strategy and Social Inclusion and Diversity policies, which apply across Government, are the responsibility of the Minister for Social Security.

The Disability Strategy and Social Inclusion and Diversity policies set out Government's approach to access to, and inclusion, in Government Services.

The Minister for Social Security is supported by the Local Services Team within Customer and Local Services in implementing the Strategy and policies.

Recent examples of this cross-government work include:

- the commitment by the Government of Jersey for compulsory accessibility training for all staff as well as a comprehensive training programme for all senior leaders in the organisation to improve accessibility of our services. This training will promote inclusive attitudes and practice.
- in terms of physical access, the prioritising of access Audits on Government buildings to make the improvements required where practicable (see WQ.80/2023).

The Minister for Social Security’s priorities include the promotion of the Disability Strategy and Social Inclusion and Diversity policies. The Minister’s Delivery Plan also sets out the following specific actions to deliver on that priority:

ID	MINISTERIAL ACTION	WHAT WILL WE DO IN 2023?	CSP 2023	LEAD DEPT	LEAD SERVICE	TYPE	REF#	BY WHEN
MSS P6 Promote the Disability Strategy and Social Inclusion and Diversity policies:								
MSS P6.1	Continuing to implement the disability strategy on an ongoing basis.	Work with the advisory and stakeholder groups in Q1 to review disability strategic action plan and confirm priorities for 2023. Continue to enhance full participation of all stakeholders by providing alternative appropriate opportunities for individuals and groups with complex needs to engage in decision making processes in Q2. Complete a proposal to resolve challenges in accessing services and support for Deaf & Hard of Hearing community in Q1. Commence a 12-month pilot of community transport scheme in Q2. Complete analysis and recommendations for improving transition, through education into adulthood in Q3.	Community	CLS	Local Services	Business as usual		31/12/2023
MSS P6.2	Considering the accessibility of communications and guidance notes to ensure that government documents are fully accessible to people with a range of disabilities and are easy to understand in 2023.	Develop a new accessible GoJ communication standard by May 2023. Implementation will ensure all new comms meet the revised standards by September 23 and the top 10 web content issues are addressed by December 23.	Community	CLS	Local Services	Pipeline project to be established	GP20-CSP4-3-02	31/12/2023
MSS P6.3	Seeking the views of the public on extending discrimination legislation to include religious belief in 2023.	Work with Statistics Jersey to identify and implement appropriate methodology for gathering the views of the public on extending discrimination legislation to include religious belief, through the Jersey Opinions and Lifestyle Survey, or by other means, by the end of 2023.	Community	CABO	Policy	Business as usual		31/12/2023

In addition, other Ministers have also committed in their Delivery Plans (which set out specific actions to deliver on the CSP Priorities), to taking additional action to improve access to, and inclusion in Government Services:

Chief Minister

ID	MINISTERIAL ACTION	WHAT WILL WE DO IN 2023?	CSP 2023	LEAD DEPT	LEAD SERVICE	TYPE	REF#	BY WHEN
CM P1.3 100 Day Plan Action 2	Supporting the <u>Engagement and Information Review</u> to ensure the appropriate communication arrangements are in place. An action plan will be developed to improve the range and accessibility of data and information across Government and make a formal and structured process for better inclusion of minority and less heard groups in policy development processes.	We will implement the 37 actions from the review through collaboration across Statistics Jersey, the Communications Directorate, and other parts of the Cabinet Office. Immediate actions were completed within 2022, with more complex actions by June 2023. We will also work to embed use of the policy inclusion framework developed as a 100-day action.	How we will deliver	Cabinet Office	Stats Jersey / Comms SPPP - Policy	Business as usual		Q2 2023
CM P1.5 100 Day Plan Action 18	Drawing on Jersey's unique heritage, progress the development of a cultural diversity centre to provide advice and information; and encourage Islanders from all backgrounds to come together and celebrate their unique identities, promoting diversity and inclusion in the Island.	The Cultural Network, supported by Jersey Library, was launched in 2022 by the political oversight steering group. The steering group, supported by Cultural Engagement Officers, will produce proposals and a business case for a long-term model for an International Cultural Centre. Progress will be reviewed after 6 and 12 months, alongside public consultation.	Community	Customer and Local Services	Local Services	Business as usual		Q2, Q4 2023

Minister for Children and Education

ID	MINISTERIAL ACTION	WHAT WILL WE DO IN 2023?	CSP 2023	LEAD DEPT	LEAD SERVICE	TYPE	REF#	BY WHEN
MCE P1.4	Offering evidence-based approaches that support families and children who need early help and support within an outward looking education and support system.	The Children and Families Hub team will further build early help capacity across the whole system by providing mentoring support to practitioners from partner agencies who are undertaking the lead worker role for the first time. The Children and Families Hub will increase staff capacity to provide for increased numbers of referrals for children with additional needs. The Children and Families Hub will link key Senior Practitioners to clusters of schools to provide consultation on early help work and run a series of road shows in schools and other community venues to offer families drop-in opportunities for advice and signposting. The Jersey Children's First Practice model, used across all agencies to ensure consistent effective practice and support for children and families in Jersey will be refreshed and relaunched in 2023. Online training will be updated to show how Jersey's Children First supports practitioners to meet their responsibilities under the new Children and Young People (Jersey) Law 2022 for promoting the wellbeing and safeguarding the welfare of children and young people. <i>Continues onto next page...</i>	Children and Families	Children, Young People, Education and Skills	Integrated Services and Commissioning	Business as usual		2024
		<i>Continued...</i> In Early Years there will be increased capacity to continue and expand the delivery of our current programmes such as Making it Real and Wellcome through the Covid recovery funding. We will increase capacity within the Early Years Inclusion Team to allow us to offer support to more children with additional needs and support to their families and the nursery settings.						

MCE P1.5	Providing new ways of including and supporting learners with particular needs, better supporting children and young people who are multi-lingual learners, further development to the schools' funding formula and further upskilling the teaching workforce through the rollout of continuous professional development programmes.	We will embed the new Multilingual Learner provisions across early years, primary and secondary schools, the Jersey Youth Service and Highlands College. Targeted funding to support learners with a Record of Need, Special Educational Need, are entitled to Jersey Premium or have Low Prior Attainment (LPA) will continue to raise outcomes for children and young people. This will include the expansion of LPA to y1, 2, 3, 7, 8, & 9. Following the publication of the 2023 edition of Funding Formula for Schools further work will be undertaken with Government of Jersey fee charging schools and grant funded schools in relation to inclusion funding.	Children and Families	Children, Young People, Education and Skills	Education	Programme		2024
MCE P1.7	Developing plans for legal reform of the Education Law that will promote inclusion, autonomy of schools, and clear systems of governance and accountability, whilst continuing to promote inclusive communities and support for all children and families to access the highest quality education.	The Minister will consider the policy position in relation to autonomy and governance of schools. The updated Governance handbook will be rolled out in 2023. Further work will be undertaken to raise the participation age with a corresponding entitlement for all young people to be in full-time education, or employment with training.	Children and Families	Children, Young People, Education and Skills	Education	Pipeline project to be established		2024
MCE P2.7	Continuing to update the CYPES estate ensuring disability accessibility and safeguarding requirements are addressed.	The Minister will produce a schedule of work for 2023 in Q1 2023 to address both disability and safeguarding requirements across the CYPES estate.	Health and Wellbeing	Children, Young People, Education and Skills	Chief Officer Directorate	Programme		Q1 2023

REF #	PROJECT NAME	LEAD DEPARTMENT	LEAD SERVICE	TYPE	SIZE	CURRENT STAGE	NEXT STAGE	NEXT STAGE DATE	END DATE
PRO29122	Inclusion Review Implementation	Children, Young People, Education and Skills	N/A	Project (in Programme)	Key	Planning & Design	Delivery	30/09/2023	28/04/2025

Minister for Justice and Home Affairs

ID	MINISTERIAL ACTION	WHAT WILL WE DO IN 2023?	CSP 2023	LEAD DEPT	LEAD SERVICE	TYPE	REF#	BY WHEN
MJHA P1.6	Support officers to take forward the departmental People and Culture, Wellbeing and Diversity, and Equality and Inclusion plans.	<ul style="list-style-type: none"> Commence the implementation phase of JHA's Strategic Workforce Plan Role out JHA's Wellbeing Strategy Implement 'Shoulder to Shoulder', JHA's EDI plan 	How we will deliver	Justice and Home Affairs	JHA Directorate	Business as usual		2024
MJHA P2.3	As part of the Building a Safer Community Strategy development, ensure focus on diversity, equality and inclusion.	<ul style="list-style-type: none"> Ensure that the BASC Strategy Development compliments existing GOJ 'EDI' initiatives 	Community	Justice and Home Affairs	JHA Directorate	Business as usual		2024