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Deputy I Gardiner  
c/o States Greffe  
Morier House  
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Dear Deputy Gardiner

### **PAC Review of Government of Jersey Performance Management**

I acknowledge receipt of your letter of the 22 December 2021 addressed to me in my capacity as Chair of the Jersey Legal Information Board ("JLIB").

JLIB is an independent body established by statute with a vision to "*promote Jersey's legal system to be, and be recognised as, amongst the global best*". It seeks to achieve this by working with the judicial and legal departments and other key stakeholders, to:

- formulate strategy to make the law and legal documents accessible to the public via its website
- further the cause of Access to Justice in Jersey
- promote the better coordination of Jersey's justice system
- provide research and development to assist in the provision of an integrated legal system
- liaise with other key groups delivering in similar areas
- support Jersey's position as a leading business centre

It follows that JLIB has a limited interaction with the Government of Jersey ("GoJ") to fulfil its business as usual and so the answer to the questions posed will reflect this in their brevity.

#### **a) Please explain how you work with the Government of Jersey to support your organisation.**

Historically, JLIB has been financially supported through monies provided by the Judicial Greffe. However, there has been no need for financial support for JLIB since 2014 with JLIB managing to support itself through revenue streams in the form of subscriptions to the website and fees paid by third parties to reproduce the judgments on other websites in other jurisdictions.

The JLIB board and the previous Executive Group includes (in addition to a contracted and remunerated Programme Manager) a member from the States Assembly and representatives from States of Jersey Greffe, Modernisation and Digital, Law Officers Department, the Legal profession and the Judiciary. Sporadically, there have been projects which have required liaison with Government Departments (e.g. CYPES in regard to an initiative to make salient law available to young people) However, within its day to day running, JLIB has a very limited interaction with the GoJ and works independently from GoJ.

In addition, Modernisation & Digital provide the web hosting platform used by the jerseylaw.je site. M&D contracts the management of the hosting platform to an outside contractor. A formal service level agreement was in place between the three parties, but has lapsed.

M&D also supports JLIB in some of its initiatives, such as in 2020-21 the implementation of video conferencing equipment in the courts, and the provision of laptops and Microsoft 365 accounts to the jurats to enable them to access case bundles electronically.

**b) What would improve both your relationship, and the level of support you receive?**

Attempts to revisit the service level agreement have not been successful in part because the web hosting platform was subject to a wider review. It would be helpful if the Service Level Agreement could be brought up to date which might include an upgrade to the web hosting platform to the current version.

It would also help if there were a greater awareness of the workings, independence, and essential nature of the judiciary. Sometimes judges and jurats require immediate technical support for the technology that they are now using as a matter of course in their judicial roles.

**c) Have you noticed any chances to your relationship with the GoJ since the introduction of the Target Operating Models and/or the Jersey Performance Framework**

JLIB liaises with key individuals in M&D's Web Team and Business Relationship Management teams. Both individuals have wider remits since the implementation of the Target Operating Model, and it appears that this has had an impact on their ability to support JLIB in its mission.

**d) If you had any complaints or issues, how did you raise it, what was the outcome and were you satisfied?**

JLIB has raised both the lapsed service level agreement and the delay in upgrade of the web hosting platform on a number of occasions through established channels. There has been no progress to date.

**e) How could that service be improved?**

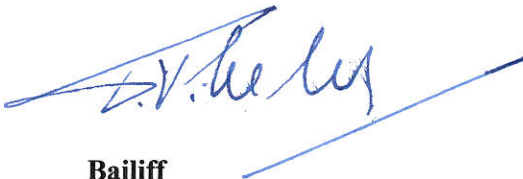
The service might be improved by growth in headcount within Modernisation & Digital. Staff turnover in M&D has meant that there are a number of new people, including contract staff, who would benefit from induction into the workings of the non-ministerial / judicial branch of government.

**f) Please can you provide an indication of your level of confidence in the department that supports you, and tell us how that could be improved.**

As JLIB does not have a dedicated Government department to support its independent function, JLIB is unable to assist the Committee in this regard.

I trust that the Committee finds these responses to be of use.

Yours sincerely



**Bailiff**