



17 January 2022

Deputy Inna Gardiner
Chair, Public Accounts Committee
States Greffe
Morrier House
St Helier
Jersey
JE1 1DD

Via email to:

Dear Deputy Gardiner

PAC review of Government of Jersey Performance Management

Thank you for your letter of 22 December 2021. I am happy to provide a response in my capacity as an Accountable Officer.

Q1. Please explain how you work with the Government of Jersey to support your organisation?

Inherent to the operation of the Jersey Audit Office is its independence from Government. However, that independence in discharge of its functions does not mean that the Office does not rely on Government departments for support in discharging its functions.

Currently the Office receives support from Government departments in respect of:

- Finance, including management accounting and payments;
- Commercial, including tendering;
- Information Technology, including limited provision of hardware and purchase of software licences;
- Human Resources, in respect of recruitment to the Board of Governance.

Q2. What would improve both your relationship, and the level of support you receive?

The Office currently has a service level agreement in place with Treasury and Exchequer in respect of financial services although I recognise that this requires updating. I would

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welcome service level agreements for all services setting out the services provided and the standards associated with the provision of those services.

In addition, Treasury and Exchequer has an established Business Partner model for finance support. I would welcome equivalent arrangements for other support services.

Q3. Have you noticed any changes to your relationship with the Government of Jersey since the introduction of Target Operating Models and/or the Jersey Performance Framework in 2018?

I only took up office in 2020. However, there appears to have been a strengthened focus within Treasury and Exchequer on support for Non-Ministerial Departments.

Q4. If you had any complaints or issues, how did you raise it, what was the outcome, and were you satisfied?

Routine issues are raised directly with relevant officers. I have not had occasion to formalise concerns with relevant Directors General.

Q5. How could that service be improved?

The Office does not operate on States of Jersey systems and does not have access to States of Jersey financial systems. It is therefore heavily reliant on Treasury and Exchequer staff to provide financial information and process budgets and journals. Access to the planned Integrated Technology Solution would facilitate the financial management of the Office.

Please also see my answer to Question 2 above.

Q6. 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 explained in the answer to Question 1 above, the Office is supported by more than one department in the Government of Jersey.

Please see my answers to Questions 2 and 5 above as to how services could be improved.

I hope that these observations are helpful. Please get in touch if you would like to discuss any aspect of this reply further.

Yours sincerely



Lynn Pamment
Comptroller and Auditor General