

STATES OF JERSEY



COMMON STRATEGIC POLICY (P.98/2022): SECOND AMENDMENT (P.98/2022 AMD.(2)) – COMMENTS

**Presented to the States on 18th November 2022
by the Council of Ministers**

STATES GREFFE

COMMENTS

The Government and other public entities provide a wide variety of public services, more than in most other places. We provide health care, education, policing, and financial support, to name a few, and engage and serve Islanders throughout their lives. The non-ministerial departments also provide essential services, including our courts.

Our public servants are proud of this - and the values that we have adopted in our Common Strategic Policy are their values. They were developed in consultation with employees and adopted and agreed by the previous States Employment Board.

There are good discussions to be had about what is the best terminology – islander, customer, citizen, people, etc.

We are not a corporation, and many people come to us not through choice.

At the same time, many of the customer-focused values of a private company are perfectly suited to public service.

In addition, we also have frameworks that allow for a more service-tailored approach in departments, for example, in health translating the value of being customer focussed into how this means we work through a patient-centred approach.

In any case, it is best to have this discussion with our staff and to respect their views - and not to make this decision unilaterally in this Assembly without engagement. For that reason, we oppose this amendment.

However, we appreciate that terminology is important, commit to exploring this question further in the next “Be Heard” Survey, and will respect whatever views our staff express.