



November 8th 2021

Dear Deputy Gardiner

Re: PAC Review of Government of Jersey Performance Management

Thank you for the opportunity to contribute to this exercise. We have used the questions you provided as a framework for our responses but would be very happy to discuss our experiences further if you wish.

We have no desire to bash the Government or its staff and have provided honest answers to the seven questions posed.

Actions speak louder than words. A mantra that says 'Putting Children First' is only worth having if things do fundamentally change for the better and children and their needs are put first. As a charity that has been meeting the needs of children in Jersey for almost 100 years, we have seen precious little progress towards achieving positive and meaningful change for children over recent years, despite the pledge from the GoJ.

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

As a charity we provide financial support to children and young people who are care experienced. We therefore seek to work alongside the GoJ to understand what they are providing and how our support can best be utilised. Consequently, we try to work in partnership with the GoJ. Our main ways of working are through professional dialogue with relevant officers, attending meetings and various GoJ standing groups e.g. the Corporate Parenting Board, the Care Leavers Outcome Board, etc.

2. Do you feel supported by the Government of Jersey?

The short and disappointing answer is no.

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

As always is the case the way to work well together is through regular, open, honest communication. Typically, it is difficult to reach many GoJ colleagues, when we do manage to do so they are often unable to provide a response, or we receive conflicting information. Even when information is written down, we do not see it being followed or implemented. Acknowledgement of communications is key, but too frequently emails are just not responded to.

4. 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?

No.

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

We raise issues as they occur if things remain unresolved, we informally address it by talking to the appropriate senior officer. Sometimes the matter is resolved sometimes not

6. How could that service be improved?

If 'that service' refers to managing complaints/issues it really depends upon the magnitude of the specific complaint or issue. So, a tiered approach whereby everyday matters are swiftly responded to at officer level, with a mechanism to effectively engage others as and if necessary. If the intention is to be transparent then each issue/complaint needs to be logged and the steps taken and outcomes published on a weekly or monthly basis.

7. 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?

We depend upon support from various GoJ departments including CYPES, Social Security and Health. Sadly, we have low confidence in any of the GoJ departments we interface with. Occasionally we come across a well informed and helpful individual however this is the exception rather than the norm. Improving things in our opinion requires a multifaceted approach and expert support.

Best regards

S Harvey

Steve Harvey – CEO Brightly