

3.4 Deputy M.B. Andrews of St. Helier North of the Minister for Social Security regarding the cost of the information technology Transform Programme in the Employment, Social Security and Housing Department (OQ.15/2026)

Further to the response to Oral Question 265/2025, will the Minister advise the cost of the information technology Transform Programme in the Employment, Social Security and Housing Department and provide details on the implementation of the programme and whether any additional costs are anticipated?

Deputy L.V. Feltham of St. Helier Central (The Minister for Social Security):

I have to admit I am a little bit perplexed by this question because the details of the overall costs are, of course, out there in the open in the Budget documents. For clarity, the overall Budget for this programme is £30.6 million. It is a large I.T. (information technology) programme and, as such, I do not think it would be ... I could not go through the Gantt chart I have got in front of me with regards to the implementation. But I am happy to provide that in writing to the Assembly. With regard to any additional costs, no, there are no additional costs anticipated.

3.4.1 Deputy A.F. Curtis of St. Clement:

Just with the implementation, no doubt the Minister has been briefed on progress. Can she advise whether her team or the project team have shared whether they use A.I. (artificial intelligence) and code assisting to speed up delivery, and whether they have seen any improvement in the process, given the wide proliferation of professional code assist technology that many professional organisations are deploying for their benefit and hopefully their customers.

Deputy L.V. Feltham:

I think that is rather an operational question rather than a political question, but I can say that I have asked the team to be very aware of learnings from other jurisdictions. I am very aware of issues with regard to automated decision-making and the issues that that led to in Australia. I have asked the team that are working on this to make sure that they are delivering this programme in the most efficient, effective and modern manner, but also cognisant of any risks that may be taken with regard to using new technology as well.

3.4.2 Deputy A.F. Curtis:

The Minister says it is operational. Could she confirm then that no briefing has explained that they have made any time saving or any efficiency saving in the delivery of the project because they have been able to use newer techniques to improve productivity within the project?

Deputy L.V. Feltham:

That is not a briefing that I have had so far. We have a political oversight group planned in the coming week, I believe. We are always pressing the team to ensure that they are delivering this programme in the most efficient and effective way possible. We do provide political oversight but we are not running this programme on an operational level. We are making the political decisions. It would be incorrect for me to take decisions around the right technology or the wrong technology on the basis that I simply do not have the technical expertise or experience, and I need to rely and trust in the officers that are working on this programme.

3.4.3 Deputy I. Gardiner of St. Helier North:

Would the Minister advise if the timeline is as expected and it would be delivered on time or there are delays?

Deputy L.V. Feltham:

There is a phased delivery, we could not possibly implement all of the delivery at once. The timeline is as expected. As I said in my answer to the initial question, I am quite happy to give the Assembly a written

response because I think it is so detailed and it does cut across a number of phases over the next few years. I think that that would be a more appropriate way of answering such questions.