



Deputy Inna Gardiner,
Chair, Public Accounts Committee,
States Assembly

BY EMAIL

18 August 2025

Arm's Length Bodies, Grants and Subsidies Review

Dear Deputy Gardiner,

Thank you for your letter dated 6 August 2025 regarding the ongoing review of ALBs, Grants, and Subsidies.

Please see below the Jersey Consumer Council's responses to your questions.

Yours sincerely,

A handwritten signature in grey ink, appearing to read "Carl Walker", is positioned above the printed name.

Carl Walker,
Chairman
Jersey Consumer Council

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Please can you confirm the total income of your organisation for each of the past 5 years.

2025

£137,000 Government grant

TBC interest income from putting grant money in our savings account until it is needed

2024

£137,000 Government grant

£10,000 separate Government event grant to fund Jersey Consumer Fair

£1,095 interest income

2023

£137,000 Government grant

£4,325 income from other organisations taking pages in our newsletters

£586 interest income

2022

£131,000 Government grant

£8,531 newsletters income

2021

£111,625 Government grant

Also, please can you provide details of:

a. The total and percentage of your funding over each of the past 5 years that was provided by the Government of Jersey or Government funded bodies (including charitable funds administered by Government).

2025 – 100% (137,000)

2024 – 99% (£147,000)

2023 – 96.5% (£137,000)

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2022 – 94% (£131,000)

2021 – 100% (£111,625)

b. The total and percentage of your funding that you have raised yourself over each of the past 5 years (please detail the manner in which this was raised e.g. through fundraising events, membership, private funds and organisations etc.). Where received through private funds and organisations please could you specify where this was received from.

See answers above

8. Please can you confirm the ultimate objective of your organisation.

“Our role is to be the consumers’ champion. We investigate and publicise anomalies in consumer affairs and provide Islanders with accurate and timely information to help them make informed decisions.”

The Jersey Consumer Council is a non-profit organisation, funded by the Government of Jersey, which aims to encourage businesses to put the consumer first.

Our main statutory functions are to act as an independent body while:

- being a strong and well-informed voice for the consumer
- investigating and publicising anomalies in consumer affairs in the Island
- providing Islanders with accurate and timely information to help them make informed decisions.

9. Please can you provide details of the Key Performance Indicators you have as an organisation (both internal and any set by the Government of Jersey) and how you measure the success or otherwise of these indicators.

See our 2024 Annual Report attached – 2024 KPI Results, pages 28 to 45.

KPIs are set at the end of the year, in our Business Plan. We then provide a quarterly KPI Report to the Government at the end of each quarter, with a full year of KPI Results then included as part of our Annual Report.

c. Have your KPIs changed since your initial objectives were set?

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Some KPIs are fixed, some change each year, as agreed with the Government.

d. Do you have any KPI's set for funding received external to Government?

No

10. Please answer if applicable) What decision-making processes do you follow to award bonuses to Senior Executives within your organisation?

N/A

e. Please can you also provide details of the discretionary payments made to Senior Executives over the past 5 years and, where possible, provide this as separate figures for bonus payments and redundancy/severance payments etc.

N/A

11. Please can you provide details of the governance arrangements within your organisation both at an executive and, if relevant, non-executive level. Please also specify if you follow a particular governance framework (e.g. ISO, KING 4 etc.)

Governance Schedule set by the Government

- Governance Checklist due by December for the coming year
- Grant Assurance Statement due on or before 31 January
- Draft unaudited accounts due on or before 31 January
- Quarter 1 reports due on or before 30 April
- Quarter 2 reports due on or before 31 July
- Final accounts (Limited Assurance Review) due on or before 31 July
- Quarter 3 reports due on or before 31 October
- Business plan and KPIs due by end of working year

Quarterly reports =

- KPI Update Report
- Conflicts of Interest Report
- Risk Register
- Gifts and Hospitality Log

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- Statement of Financial Activities
- Variance Analysis

12. How do you meet the principles set out within the Public Finances Manual and how do you monitor your performance against these principles?

We follow best practice at all times. Quarterly accounts are shared with the Government, and BBA Chartered Accountants carry out a review of the Council's Annual Financial Statements, which we then share with the Government.

13. How is your organisation aligned to Island outcomes indicators and how do you measure your contribution to these outcomes?

Our focus remains to give a voice to consumers in Jersey.

14. Please answer if applicable (if your organisation has Board): What are the last three strategic decisions that were taken by your board and what evidence and data was used to inform these decisions?

N/A as no board

f. How does the Board set its agenda and what is required of them in terms of finalising their agenda with government?

N/A

g. Do you have a board assurance framework and, if so, how often do you update this?

N/A

15. How do you review your operating model to ensure value for money of your delivery?

We operate on a very limited budget so we are always looking at how we can alter our operating model to make the best use of our grant.

Recent examples include the Council's decision to move away from the external partner responsible for the management of our previous price comparison website and app, due to the

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fact that their costs were no longer sustainable within our Government grant. We instead developed a lower-cost, in-house alternative.

Due to the crippling cost of distribution and printing, we also made the difficult decision to cease the publication of our popular newsletters, which we used to deliver to every house in the Island.

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