

**WRITTEN QUESTION TO THE MINISTER FOR SOCIAL SECURITY
BY DEPUTY R.J. WARD OF ST. HELIER
ANSWER TO BE TABLED ON TUESDAY 15th JANUARY 2019**

Question

As the remodelling of the delivery of services in Social Security continues, how many zero hour and short term contracts will be held by the Social Security Department in order to staff the provision of services in 2019?

Can the Minister advise how zero hour and short term contracts enable the service to be developed in the long term and outline what measures are being taken in this regard?

Answer

Under the new One Government structure, Social Security teams have moved to new departments. The benefit and customer service teams are now part of Customer and Local Services. Work around the future target operating model and organisational structure for Customer and Local Services (and the other new departments) is underway but not yet finalised and therefore it is not possible to state the number of short term contracts that would be required in 2019.

At the moment, Customer and Local Services department uses different employment frameworks to ensure effective headcount management and protect permanent employees in a period of change. There is also likely to be an ongoing need to have flexibility to act quickly to set up new projects and initiatives, provide support to customers following changes in legislation, pilot new ideas where permanent funding has not been established and cover short-term fluctuations in workloads – short term contracts and agency workers enable this to happen appropriately.