

**WRITTEN QUESTION TO THE CHAIRMAN OF THE STATES EMPLOYMENT BOARD  
BY DEPUTY G.P. SOUTHERN OF ST. HELIER  
ANSWER TO BE TABLED ON TUESDAY 29th JANUARY 2019**

**Question**

Further to the statement of the Vice-Chairman of the States Employment Board when responding to Oral Question 215/2018, that “*it is our intention to maintain public-facing services wherever possible*”, will the Chairman clarify what ‘wherever possible’ means in the context of ‘responsible headcount management’ (to which reference was made in response to Written Question 276/2018) and the consequent prospect of front-line staff not being replaced?

**Answer**

Whilst the choice of phrase was that of the Vice Chairman, the Chairman can clarify that “wherever possible”, in the context of “responsible headcount management” means that, wherever practical, we are determined to protect frontline services from any reduction in manpower. Whilst naturally, this cannot be guaranteed, for example because of digitisation, the Chairman would reemphasise the importance of the phrase used by the Vice Chairman in WQ.276/2018, in that “our priority will always be providing services to the public”.