

**WRITTEN QUESTION TO THE CHIEF MINISTER
BY THE CONNÉTABLE OF ST. MARTIN
ANSWER TO BE TABLED ON TUESDAY 4th FEBRUARY 2020**

Question

What is the work programme in 2020 for the ‘One Government’ initiative and what are the chief priorities of that programme?

Answer

The ‘One Government’ 2020 programme will continue to focus on improving the way we plan for the future, operate as a single organisation and improve services.

The biggest priority for 2020 is to deliver on the ambitions of the Government Plan and the Common Strategic Policy.

There are a number of work streams that form part of the ‘One Government’ work programme for 2020 which will run concurrently during 2020 which are outlined below.

Government Plan 2020-23

Refresh and update the Government Plan and the associated departmental business plans. Improvements to the process for developing the Government Plan 2021-24 and its content will be put in place in 2020, learning from experience and taking into account recommendations from Scrutiny panels, stakeholders, users and Government Ministers.

Developing the next tranche of the Efficiencies Programme

The Government Plan set out the Council of Ministers’ ambition to make £100 million of efficiencies over its lifetime. Following the first tranche of £40 million in 2020, a further £20 million of efficiencies will be identified for 2021. Various themes are being developed for 2021 – 2023, which include:

- Modern and efficient workforce
- Modern and efficient processes and systems
- Demand shaping (previously prevention and care)
- Efficient commercial operations
- Efficient organisational structures

Integrated Technology Solution (ITS)

This will modernise our technology platforms to deliver new Government-wide capability to enable better citizen-centred services and ensure that GoJ keep up with new technologies and cyber-security standards.

Public Estate Strategy

Finalise, publish and implement the Public Estate Strategy, which will provide over the longer term a co-ordinated basis on which to manage, maintain and review our assets responsibly, to ensure that GoJ obtain value for money for tax payers and support improved services for Islanders.

Data analytics transformation

The Government is data-rich and insight-poor. The current approach to data analytics has been ad hoc, driven by specific departmental needs and separate leadership decisions. This programme will review and establish an effective analytical function to better evidence and inform operational and ministerial priorities

Office Accommodation Programme

Develop and deliver the Office Accommodation programme:

- Outline Business Case
- Procurement Strategy
- Selection of Partner
- Agreeing financing

Leading to the implementation of the agreed scheme in 2021.

Customer Strategy

Publish and start to implement plans to make interacting with the Government as easy as possible by:

- removing obstacles to accessing services and reducing the level of effort required for customers to interact with GoJ.
- continuing to improve the services at 'ne Front Door' at La Motte Street.
- implementing programme of services available online.

People Strategy

The States Employment Board (SEB) have recognised the need for a strategy and the Comptroller and Auditor General (CAG), recently recommended that GoJ should develop and follow a strategy in relation to the strategic management of the workforce.

Development and delivery of the People Strategy including the ambition statement, priorities (commitments) and objectives. The People Strategy will outline an ambition and vision for the work force and will help prioritise investment in staff providing a frame work for the measurement of return on this investment.

The Next Phase -Team Jersey Programme

The Team Jersey programme is ongoing to 2021. However, for 2020 the programme will build organisational capability to create and then sustain a change in culture across the Government.

- Roll out new Corporate Induction & On-Boarding programme.
- Roll out the Jersey Employer Engagement initiative to run through 2022.
- Build internal capability to deliver learning.
- Launch and embed Team Jersey Toolkits for managers.
- Develop and deliver My Actions Matter & I AM Team Jersey campaigns.
- Develop departmental specific programmes to address specific cultural issues in certain areas.
- Employers forum focused on Jersey Workforce Strategic Plan; Mentoring and Coaching

Next Phase - Jersey Performance Framework

In 2020 GoJ will develop and roll out performance measures for its public services, department by department, which will show how our activities and actions contribute to improving those Island-wide outcomes.