

2020.03.09

5 Deputy C.S. Alves of St. Helier of the Chair of the States Employment Board regarding the process followed when States of Jersey employees resigned: (OQ.63/2020)

Further to the response to Written Question 90/2020, in which the Chair stated that, since December 2019: “an online link is included within the electronic letter that is sent to the employee to acknowledge their resignation, removing the requirement for the line manager to notify the employee, although this remains our request of line managers.” Will the Chair advise whether this is an automatic process for all Government Departments?”

Senator J.A.N. Le Fondré (Chair, States Employment Board):

The Connétable of St. Ouen is taking this.

Connétable R.A. Buchanan of St. Ouen (Vice-Chair, States Employment Board - *rapporteur*):

I thank the Deputy for her question and also for her consideration in allowing me to answer it. The leaver survey went live in December 2019 and the automatic link was sent out to all employees who left during January 2020. This is administered by the People Hub and is across all Government Departments. However, we discovered that this does not cover doctors and we have since improved the system, such that doctors are now picked up on this, as well. It does not cover those people who are not employed directly by the Government, such as agency, or self-employed, but the survey is available on the website and they are going to be encouraged to use it.

3.5.1 Deputy C.S. Alves:

I have also had a constituent, who works in Education, who left approximately 4 weeks ago, who also did not receive this electronic acknowledgement, so will the Chair endeavour to ensure that this also applies to the Education Department and support staff within the Education Department, not just teachers?

The Connétable of St. Ouen:

Yes, I thank the Deputy for her question. I was discussing this with my staff at lunchtime and Education are a bit of a problem, because they do not necessarily have access to a dedicated P.C. (personal computer) so what is happening is that a link, or a notification, will appear in their payslip as an *aide-memoire* to assist them further to try and remember to complete the survey. We will be talking to the Education Department about trying to improve that even further. But the link is an electronic link and will be received in a letter they received. But, unfortunately, we have discovered that some education staff do not necessarily have access to a P.C. to complete the survey.

3.5.2 Deputy R.J. Ward:

Given the electronic link to resignations, should there be some sort of electronic link to ensuring that exit interviews are conducted thoroughly, so that information can be gathered as to why people may be leaving States employment?

The Connétable of St. Ouen:

I thank the Deputy for his question. I have a copy of the survey here and it is very comprehensive and covers a whole variety of topics related to their employment with the States, including reasons why they are leaving.

3.5.3 Deputy M. Tadier:

The individual that Deputy Alves spoke about at Education did have access to a P.C., so a blanket answer, saying that it would not necessarily be included in an email, because some States employees do not have access to emails, seems a bit of a strange position for the Deputy Chairman to maintain. Could he clarify that position?

The Connétable of St. Ouen:

It is difficult for me to clarify the situation behind the Deputy's question. All I can say is if the other Deputy would like to let me have details of that particular individual, all I can do is promise to look into the circumstances and find out why they did not receive an automatic link. I am assured that, as of the beginning of January, everyone was getting this link. So, if there has been an exception, I would like to know about it.

3.5.4 Deputy C.S. Alves:

Is there a possibility that for those that do not have access to email, or a computer, that it could just be sent in a physical letter as the automatic process that myself and other colleagues have been through, we have received various letters through the post from People Hub regarding our pension, but no mention of exit interviews, or surveys, or anything like that. So, could the Chair look into this please?

The Connétable of St. Ouen:

Yes, of course.