

Deputy Chief Minister |
Minister for Economic Development,
Tourism, Sport and Culture

19-21 Broad Street | St Helier
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By email

17th March 2023

Dear Chair,

Thank you for your letter of the 8th March, in which you provide a number of questions following the Response to the Economic and International Affairs Scrutiny Panel's Report following its review of the Government Plan. I have set out below answers to each of these in turn:

1. *As detailed in response to finding 19 and recommendation 1, commercially sensitive information, although provided directly to the Panel, remains exempt under Article 33 of the Freedom of Information Law. Please could you outline the process of deciding which information is exempt under that Law and if you have considered, or are willing to consider, partial publication to provide wider understanding of costs?*

Business Cases are internal documentation to assist Accountable Officers and Ministers in the decision-making process regarding the allocation of funding. As such these documents necessarily contain specific and detailed information relating to commercially sensitive projects including staff costs.

To publish Business Cases in their entirety would therefore limit the information that could be included within and in doing so require Ministers and Accountable Officers to make significant resourcing decisions without having access to all relevant pieces of information.

2. *Can the Key Performance Indicators (KPIs) relating to specific programmes and advisory support provided by Jersey Business and KPIs of all other arms-length organisations (ALO) under your remit be provided, with any relevant results, and confirmation whether those KPIs were set by yourself, departmental Officers or the ALO; and*

KPIs are agreed annually with ALOs as part of their annual business plans. They are therefore agreed between ALOs, departmental officers and myself and relate to specific programmes and workstreams and are tailored to individual ALOs.

KPI results are reported as part of ALO Annual Reports and audited accounts which are submitted no later than 6 months following the end of the financial year to which they relate. Previous annual reports, including analysis against the performance measures are published online by each ALO respectively. For ease of reference, the Jersey Business annual report for 2021 can be found [here](#).

- 3. With respect to the annual independent surveys by 4insight commissioned by Jersey Business, please also advise on the extent to which yourself, departmental Officers or Jersey Business has influenced the content of the survey and how the Net-Promoter Score is appraised by yourself and departmental Officers to demonstrate and measure the continued value of Jersey Business to Jersey's economy?*

The independent annual survey of Jersey Business has been undertaken by 4insight since 2016, with the results presented to Economy Officers for review and discussion (conducting an independent annual survey is built into JB's annual reporting requirements). The survey approach is reviewed each year by 4insight, the JB team and the JB board to ensure it continues to meet its objective. Net Promoter Score (NPS) is a widely used customer loyalty and satisfaction measurement or metric and typically takes the form of a single survey question asking respondents to rate the likelihood that they would recommend a company, product, or a service to a friend or colleague. A NPS score below 0 indicates more detractors than promoters, a positive score (NPS above 0) is classed as "good" and a score above 50 is classed as "excellent". For 2022, Jersey Business scored an NPS of 55.

- 4. Noting the closure of the Jersey Aircraft Registry, can you confirm reallocation of funding implications of Local Economy I-ECON-GP23-005 which included aviation as an area of work. Could further clarification also be provided by you on the basis on which operational responsibility for the Jersey Aircraft Registry was transferred to Ports of Jersey and any further resourcing implications for 2023?*

As you will be aware the Jersey Aircraft Registry was closed in October 2022, before the debate and approval of the Government Plan. The revenue expenditure growth funding referenced under I-ECON-GP23-005 relates to investment in additional staff within the Local Economy team. Part of this allocation has been used to establish a dedicated sector lead for aviation and maritime – this FTE post plays an important role in developing the forthcoming Aviation Strategy, legislative updates and supporting enhanced connectivity.

Operational responsibility for the Jersey Aircraft Registry was transferred to Ports of Jersey in 2019 via Ministerial Decision (MD) MD-E-2019-00. The MD formally approved a Memorandum of Understanding (MOU) between Government and Ports of Jersey, which can be found [here](#).

There are no further resourcing implications for the Jersey Aircraft Registry in 2023.

- 5. The response to recommendation 9 notes that the Department for Treasury and Exchequer manage contingency funding for all capital projects centrally to ensure contingency underspends are effectively managed; could you provide further clarification of how underspend will be reallocated and could you further advise how of the potential for capital overspends will be prepared for.*

The nature of contingency funding is that it will usually not be drawn upon in full. Rather than assigning contingency budgets to individual projects, much of which will not be spent, the Treasury generally maintains a central provision for risk and inflation that is allocated as needed. This allows a lower total amount to be held for project contingencies in aggregate.

Should Treasury's central provision itself not be drawn upon in full, as was the case in 2022, the Treasury Minister determines how that funding should be utilised at the end of the financial year. The default position is that funding is released to the Consolidated Fund. The Minister will consider whether unspent amounts in 2022 should be made available to increase the provision for central risk and inflation in 2023 as part of the End of Year Flexibility Report. Recognising the increase in inflationary risks, the Government Plan 2023-26 also increased the overall provision for central risk and inflation by £5 million to £8 million.

I hope the above provides clarity to the areas you have raised.

Yours sincerely,



Deputy Kirsten Morel

Deputy Chief Minister

Minister for Economic Development, Tourism, Sport and Culture

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