

## **PAC Review of Government of Jersey Performance Management**

Working with Government of Jersey:

1. Please explain how you work with the Government of Jersey to support your organisation?

A grant of £17,438 is given by the Government of Jersey to provide a frozen meal delivery service twice a week, plus occasional provision of transport to clients receiving lunch at the Age Concern Centre.

2. Do you feel supported by the Government of Jersey?

Yes, the above grant does help to support the service, although the past 20 months of the Pandemic has brought additional pressure and demand to the service.

However, some of our members do not feel supported. Housing costs are escalating, and food inflation is a problem.

We will shortly be launching a campaign against Age Discrimination. The Government is the biggest culprit in this respect. St Helier is becoming increasingly difficult to access, the closure of the Social Security Department, and Income Tax Department, to 'pop-in' queries is a backward step.

Furthermore, the insistence that tax returns and many other aspects of Government are moved online is a retrograde step for many members.

3. What would improve both your relationship, and the level of support you receive?

The relationship works well and support is there if required.

4. Have you noticed any changes to your relationship with the Government of Jersey since the introduction of Target Operating Models and/or the Jersey Performance Framework in 2018?

The change has provided a greater understanding of the service which has opened communication channels.

5. If you had any complaints or issues, how did you raise it, what was the outcome, and were you satisfied?

If there were any complaints or issues they were raised by e-mail and would be dealt with promptly and to our satisfaction.

6. How could that service be improved?

N/A

7. Please can you provide an indication of your level of confidence in the department that supports you, and tell us how that could be improved?

As above, we are satisfied with the support we receive and do not feel it necessary to make any suggestions for improvement.

However, we are disappointed as a Committee that we will feel it will be necessary to give our members a greater voice going forward. The common strategic policies were noble aspirations but we see little evidence that Government policies are being developed to achieve them.