

Chief Inspector's Report November 2024

Introduction

The purpose of this paper is to update the Board on key operational and strategic issues since the last Board meeting on 18 September 2024.

Key meetings

September - November 2024:

- Ministerial Meetings (Deputy Luce)
- Attorney General
- Budget Review meeting with Finance Business Partner
- EPSO-net – Members Meeting online
- Jersey Regulators' Forum
- Chief Officer (Responsibility for Ambulance Service)
- Executive Leadership Team (Health and Community Services)

1.0 Complaints

No new comments/feedback has been received since the previous Board.

Regulation Officers continue to operate a 'duty system that allows members of the public to raise concerns or make complaints about regulated activities in person, by telephone, or in writing. Any such concerns and complaints continue to be managed in accordance with the Commission's complaints policy.

2.0 Workforce

Recruitment for the 'Data Insights and Engagement Lead' role has been undertaken; several candidates applied and were interviewed. A current Business Support team member applied for the post and was successful, commencing the role in November 2024. Recruitment for the Business Support Officer role will be considered in 2025.

The temporary Project Manager will lead the registration/digital project during Q4 2024. The Project Board will continue to monitor progress.

Independent expert advice continues to support the review of the children's standards and inspection handbook.

A temporary project manager has been hired for one day a week until the end of 2024. This is to ensure that a robust project plan is in place to respond appropriately to the anticipated legal changes underpinning regulation of the hospital, ambulance, and mental health services.

3.0 Inspections and Regulatory Activities

The schedule of statutory inspections for 2024 confirms that the Commission is on target to complete all planned inspections.

In preparation for the anticipated inspection of hospital, ambulance and mental health services, a meeting has been held with Chief Officer (Ambulance Service) and the senior leadership team of the ambulance service, and also with the Executive Leadership Team (Health and Community Services); to provide information on the regulatory approach taken by the commission to regulation in general, and the anticipated time line for preparations.

4.0 Public Accounts Committee

A response has been provided to the Public Accounts Committee, as requested, for the procurement review.

5.0 Communication / Media Interest

Weekly meetings continue with the Chief Inspector and Communication Lead to track progress on our communications plan and to agree proposed communications.

A plan for 2025 is being devised and will be brought to the February Board for discussion.

An engagement event was held on 2 October. Alex Ruddy, Chair of the IoD Jersey Branch, chaired the event and led the discussion, which also featured panel members Becky Sherrington, Chief Inspector of the Jersey Care Commission, Jill Britton, Director General of the Jersey Financial Services Commission and Tony Moretta, CEO of Digital Jersey. The event was well attended, with over 90 participants. [Regulation in Jersey - do we get the balance right? - Channel Eye](#)

Interviews with the Jersey Evening Post and other media about the event have been picked up: ['Regulation: A stifler of innovation or a route to creating an environment where best practice can flourish?' - Jersey Evening Post.](#)

6.0 European Partnership for supervisory organisations in health. (EPSO-Net) Conference, Netherlands

Three regulation officers are planning to attend the EPSO-Net conference in December and have been invited to make a presentation on the Commission's role in regulating individual care workers.

As part of EPSO-Net's membership, the Commission has also been invited to host the conference in Q2 2025. The conference theme and speakers will be discussed in January 2025.

7.0 Institute of Regulation – Board Appointment.

The Chief Inspector has been appointed to the Institute of Regulation's Board of Directors. [About Us—Institute of Regulation.](#) This will provide a valuable additional forum for sharing, learning, and improving the quality of independent arm's length regulation.

8.0 Digital Project

The implementation of the digital registration project continues to make satisfactory progress. It went live in October and has been launched in phases to ensure a test-and-learn process. The Project Lead will attend the Board meeting.

9.0 Proposal of new health care system

[Proposed arrangements for Jersey Health and Care System | Government of Jersey](#)

The Chief Inspector and Chair, met with the Director of Health Policy (Ruth Johnston) and Minister for Health, Deputy Tom Binet, to be briefed on the proposed changes.