THE ROYAL COURT

BUSINESS PLAN

Introduction

The Royal Court's Business Plan identifies our core key activities which support the provision of judicial, parliamentary and civic services to the Island and, in some service areas, to the wider community in the other Islands within the Bailiwick of Guernsey. The Business Plan is set out as follows:

Section 1 Identifies our role, our organisational aim and the values and objectives to which all our staff aspire.

Section 2 Summarises the core objectives in each of the Royal Court's areas of organisational activity.

Section 3 Sets out how we deliver these objectives.

Section 4 Summarises the human and financial resources used by the Court in delivering its services.

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Section 1 – Our Aims, Values and Objectives

The Royal Court's organisational aim is to service the Island's community through the administration of justice.

The Royal Court's organisational activities are centred on the following key areas:

Justice	To serve the Island's community in the delivery of Justice
Parliamentary	To preside over and support the States of Deliberation and the States of Election
Civic	To discharge the civic responsibilities of the Bailiff and the Royal Court, including the Bailiff's duties as Deputy Lieutenant-Governor
Community	To provide an effective and cohesive service offering value for money
Staff	To provide an environment in which the Court's staff feel valued and can excel

The Court's organisational aim is supported by the following organisational values:

- We shall provide quality products and services
- We shall be coordinated and effective in the provision of those products and services
- We shall provide value for money
- We shall be flexible
- We shall work as a team and operate with corporate focus
- We shall be supportive of our staff and agencies
- We shall be responsive to innovation in changing times

In delivering its organisational activities, the Royal Court's core objectives are as follows:

- To provide simple, speedy summary Criminal and Civil Justice
- To make as efficient use of our resources as possible
- To charge reasonable fees for our services wherever appropriate
- To refocus on the needs of its customers
- To develop systems to benefit from existing and future opportunities for improvement

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Section 2 – Our Objectives and Priorities

In each of the Royal Court's key areas of organisational activity, the objectives and priorities are as follows.

Justice - Serving the Island's community in the delivery of justice

Objectives and Priorities:

- To provide proper and convenient access to justice
- To ensure a fair hearing
- To deliver just and timely determination of Court cases
- To provide effective enforcement of judgements and decisions
- To disseminate legal information effectively and efficiently
- To provide efficient administration
- To operate cost effectively
- To support the Bailiff as a judge of the Court of Appeal in conjunction with the Greffe
- To ensure provision of support for the Jurats in the discharge of their duties

Parliamentary - Presiding over and support the States of Deliberation and States of Election

Objectives and Priorities:

- To consider Reports for publication in the Billet's D'Etat on a timely basis
- To convene and preside over Assemblies of the States
- To ensure that records of the States are maintained by the H.M. Greffier
- To ensure that decisions of the States are published by H.M. Greffier
- To assist and advise on parliamentary procedure
- To provide facilities for the States meetings
- To provide an official channel of communication between the States of Guernsey and the Queen in Council and Her Majesty's Government
- To develop a worthy parliamentary library
- To provide facilities for Parliamentary Committees on request

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Civic - Discharging the civic responsibilities of the Bailiff and the Royal Court, including the Bailiff's duties as Deputy Lieutenant-Governor.

Objectives and Priorities:

- To plan, liaise and involve relevant authorities and persons to achieve successful civic events customarily involving the Bailiff and Royal Court
- To achieve successful delivery of island events customarily involving the Bailiff and Royal Court
- To carry out and support the Bailiff's civic duties
- To liaise as appropriate with the Office of the Lieutenant-Governor

Customer and Agencies - To provide an effective and cohesive service offering value for money

Objectives and Priorities:

- To communicate effectively with our customers / agencies and explain the constraints within which we work
- To understand the needs and expectations of our customers / agencies
- To help our customers / agencies to understand what services we offer, how they access our services and what processes are involved
- To analyse / review our procedures with a view to making improvements.

Staff - To provide an environment in which our staff can excel, are valued and respected for what they do

Objectives and Priorities:

- To encourage staff to take ownership of what they do and suggest ideas for improvement
- To encourage delegation where appropriate
- To help our staff to understand how their work contributes to the objectives of the Royal Court
- To promote a team working philosophy within individual areas and across the Royal Court
- To commit to the development, appraisal and training of our staff

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Section 3 – Our Service Delivery

The Court's principal operating departments are the Bailiff's Chambers, the Office of H.M. Greffier and the Office of H.M. Sheriff and H.M. Sergeant. Between them, these operating departments deliver services across each of the Court's key areas of organisational activity.

Office of H.M. Greffier

Judicial Services

- Provide clerical support to all Island courts: Magistrate's Court, Royal Court and Court of Appeal, and their various divisions and liaison with the Registrar of the Jersey Court of Appeal.
- Organise court sittings ensuring that all paperwork reaches the judge and that all court and Greffe files are kept up to date.
- All hearings to be organised and published via the electronic Court Calendar
- Maintain full and accurate Log-Notes and sound-recording
- Record and safeguard all exhibits
- Draft and issue a full and accurate Act of Court promptly.
- Charge all relevant fees on a timely basis,
- Provide procedural information (not legal advice) to any member of the public having business with the courts.
- Deal with members of the public litigating in person
- Ensure the appropriate cost recovery policy is applied – based on a scientific approach
- Confirm and organise in conjunction with the Secretary to the Bailiff, logistical support for Jurats and Lt Bailiffs

Parliamentary Services

- Distribute all reports for debate by the States (Billets d'État).
- Attend all States meetings, keeping a record of all decisions, conducting recorded votes, audio recording and log notes.
- Publish a prompt and accurate record of decisions (States Resolutions) on the States web site and in hard copy.
- Maintain the Register of the States' Members Financial Interests.
- Consider, in conjunction with the States Legislation Select Committee, the best means of providing administrative support to that Committee in the future.
- Provide better access to recording – audio and written recording where appropriate

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Registration Services

- Record all births in Guernsey, provide birth certificates
- Record all deaths, after examining declaration of death and medical certificates of cause of death, normally providing death certificates.
- Liaise promptly with the Law Officers of the Crown whenever the circumstances of a death suggest that further enquiries are necessary, with undertakers and hospitals and with the Director of Public Health.
- Liaise with the Director of Public Health, hospitals and other health professionals to ensure that all births and deaths are promptly declared
- Interview couples planning to marry and advise them on the requirements
- Conduct civil marriage ceremonies in an efficient but sympathetic manner.
- Ensure efficient flow of information to the Greffe from Alderney and Sark as respects births, marriages and deaths recorded in those Islands
- Record and file cremation documents.
- Registration of conveyances, charges on realty, wills of realty etc,
- Publication of all legislation.
- All conveyances and other documents submitted for registration in the public records, and collect all duty and fees that may be due
- Develop appropriate arrangements for civil partnerships
- Deal with the legalisation of the document

Office of H.M. Sheriff and H.M. Sergeant

Judicial Services

- Conduct effective service of process including Royal Court and Petty Debt summonses and the execution of orders of the Royal and Magistrate's Court in both civil and criminal matters,
- Collect Fines, Confiscation, Compensation and Maintenance Orders.
- Directly support the States of Deliberation and represent the Court in a ceremonial capacity at island civic ceremonies.
- Provide strategic, legislative and policy advice to the Court and judiciary, advocates, members of the general public and department members to facilitate informed and correct related civil legal process**.**
- Provide effective enforcement of judgments

Bailiff's Chambers

Judicial Services

- Provide an effective administrative service for the Jurats
- Type the judgements of the Bailiff, Deputy Bailiff and Judges as required in a timely manner
- Arrange ceremonial courts, such as the annual sitting of Chief Pleas, the installation of the Lieutenant-Governor, the swearing-in of Jurats, Citizenship ceremonies and so forth

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- Ensure provision of appropriate support to the Bailiff and Deputy Bailiff including diary management, travel and logistics

Parliamentary Services

- Assist the Bailiff in agreeing that Reports are fit for publication in Billet's D'Etat
- Assist the Presiding Officer in convening and presiding over Assemblies of the States
- Assist and advise on parliamentary procedure
- Provide facilities for the meetings of the States of Deliberation and States of Election
- Provide an official channel of communication between the States of Guernsey and Government House, the Queen in Council and Her Majesty's Government

Civic Services

- Plan, liaise and involve relevant authorities to achieve successful Court related island events
- Achieve successful delivery of community events customarily involving the Bailiff and the Royal Court
- Act as the liaison point for HMS Daring and its affiliation with the Island
- Carry out and support the Bailiff's civic duties (including diary management, receiving and drafting correspondence, issuing media releases and so forth)

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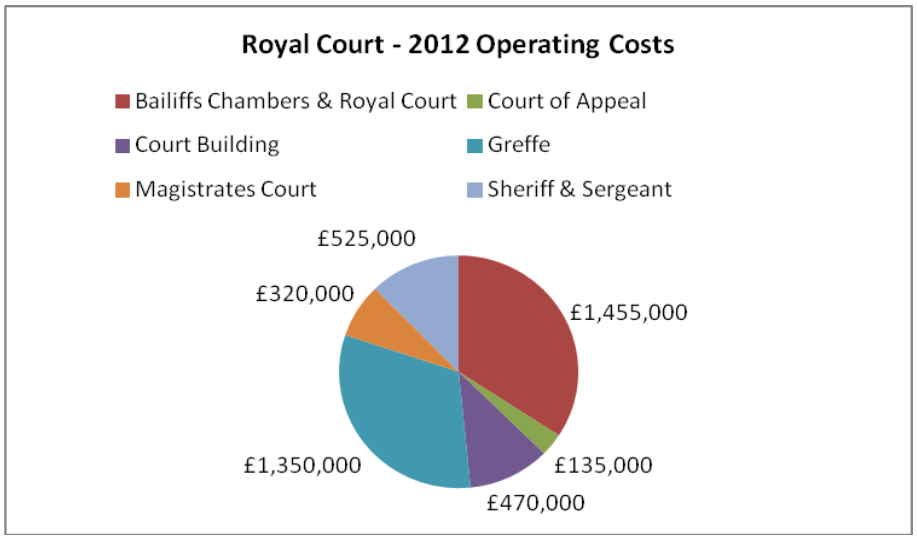
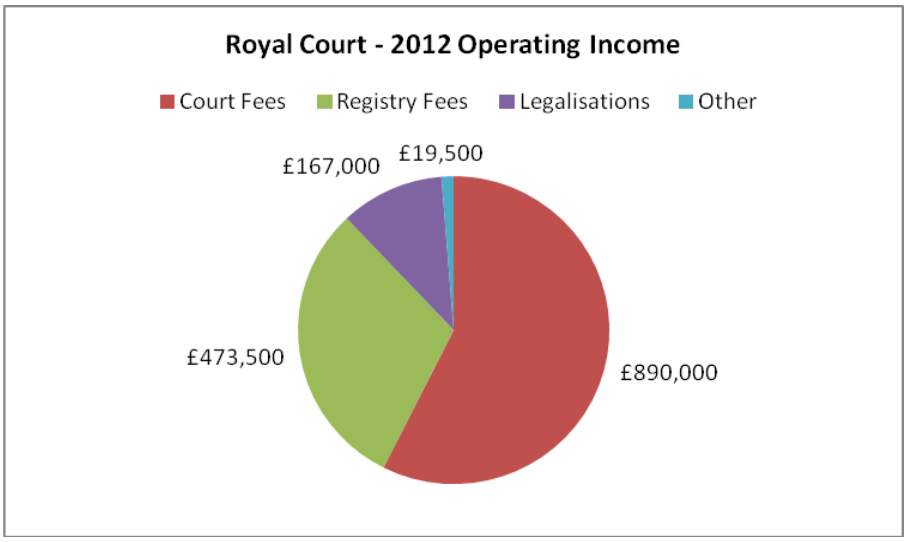
Section 4 - Our Resources and People

Financial Resources

In 2012, the Royal Court's gross expenditure is forecast to be £4.25m. The chart below indicates the split of expenditure between the Court's areas of activity.



The Court's expenditure in 2012 will be offset by operating income of £1.55m. The balance of its expenditure is funded by a cash allocation provided by the States of Guernsey. The chart below provides a breakdown of the Court's operating income.



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People

The Court's staff is integral to the successful delivery of our objectives. We employ 58 staff, some full-time and some part-time, spread across three areas: the Bailiff's Chambers, the Greffe and the Office of H.M. Sheriff and H.M. Sergeant. It is recognised that our people are our most important asset and we aim to provide a working environment where they feel that they can excel in what they do, which includes a commitment to providing a learning and development environment in which personal development can take place.

The Departments of the Guernsey Royal Court:

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Websites: www.guernseyroyalcourt.gg and www.guernseylegalresources.gg

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