



# Enabling Business

Government response to the Barriers to Business Report

May 2024

## Ministerial Foreword

Jersey's economy is built on a foundation of entrepreneurs and businesses whose collective drive, ambition and vision are the engine of our Island's economic success. These businesses, across every sector, seek the right environment to realise their full potential, and it is Government's job to enable that environment to exist, while balancing societal and environmental demands.

I would admit that Government does not always get it right, which is why, last year, I commissioned Jersey Business to undertake the Barriers to Business Report. Its purpose was to properly identify the challenges that the business community faced, and the recommendations for addressing those challenges.

This report – a response to the Barriers to Business Report – contains a response to each of the summary recommendations in the original report, setting out what we have done, what we plan to do, and what we are not doing.

It is important that we highlight those areas where we are not imminently taking action, as well where we are, because of an important message that the original Barriers to Business Report delivered. The message was that the core problem was trust in Government and it is only by being open about what we are doing that we can hope to build trust.

I am encouraged that, in the six months since the Barriers to Business Report was published, over 60% of the recommendations have been completed, are underway or do not require further action but this is just the beginning of our journey and we will continue to work hard to remove barriers to business and ensure that Jersey has an enabling environment for enterprise.

This is proof of the clear delivery focus of this Government's proposed Common Strategic Policy. To build our economy, we recognise the importance of the business environment, jobs and productivity growth with the action to ***'reduce red tape, enhance opportunities for business and strengthen Jersey's international reputation'***.

This is only the first report, and there will be subsequent updates on what Government has achieved, and what we have not achieved. It is essential that we continue to do this because of the long-term economic challenge of low productivity we have had for so long, and because of demographic shifts which we face so soon in the future.

This Enabling Business response is the start of showing how this Government is doing its part to improve the business environment and improve productivity. Ultimately, that is the only way we will increase living standards for all Islanders in the future.



**Deputy Kirsten Morel**  
**Minister for Sustainable Economic Development**



## Background

In early 2023, the Minister for Sustainable Economic Development commissioned Jersey Business to undertake a review of the barriers perceived by businesses in Jersey. During the research stage, 428 individual responses were recorded via different methods, and the resulting [Barriers to Business report](#) was published on 4 December 2023.

The report identified short, medium, and long-term actions under eight areas:

1. Availability of skills and people
2. Interactions with Government
3. Government administrative processes
4. Logistics and customs
5. Legislation and regulation
6. Taxes
7. Lack of vibrancy in St Helier town centre
8. Issues which specifically affect small businesses and start ups

In the report, trust was identified as the key underlying factor, with the benefits of increased trust being faster and more efficient processes.

The report did not cover whether the barriers identified were real or perceived and did not cover inward investment or financial services in detail.

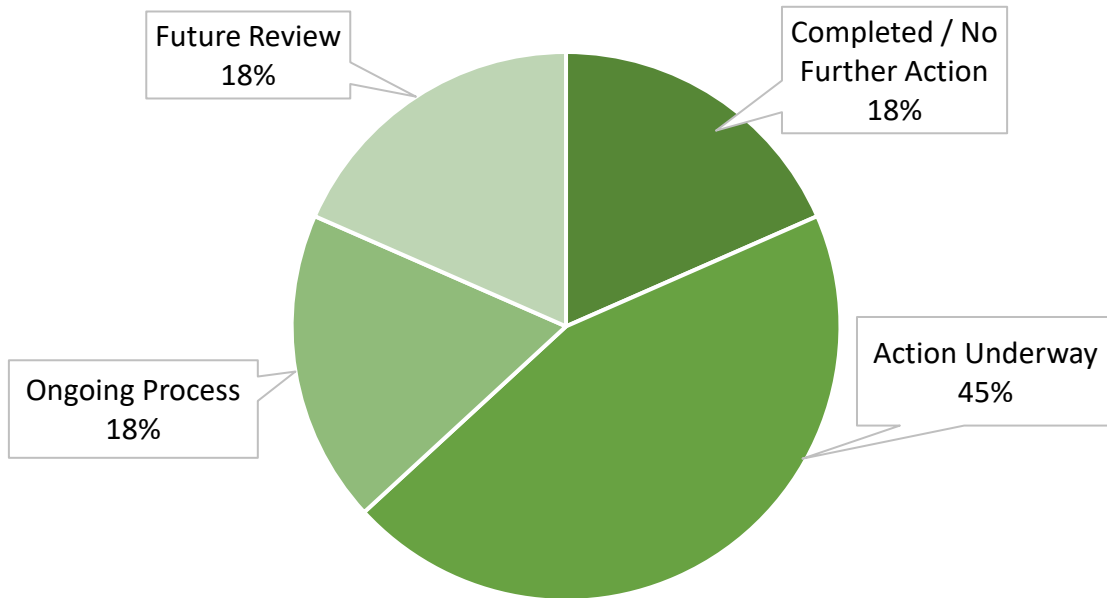
The review of barriers to business was commissioned as part of the [Future Economy Programme](#) (FEP), which was established to address Jersey's long-term economic challenges by setting a vision and programme of activity designed to ensure Islanders enjoy a better standard of living in 2040 than they do today.

The FEP's [Delivery Framework](#), which was published in October 2023, set increasing existing sector productivity as one of the priority areas. The first action underneath this is to '*publish the Jersey Business Barriers to Business report and establish the process for delivering the priority actions underneath it*'.

## Recommendations Update

Government and Jersey Business have worked in partnership to understand and assess the 38 summary recommendations contained in the report, and to begin to progress them.

Details of the 38 summary recommendations, and the response to them, are set out at the end of this document. They have been categorised into four status types:



<b>Completed / No Further Action</b>	Action has already been delivered to address the barrier, and/or Government considers there to be no further action required.	18% (7)
<b>Action Underway</b>	A project to address all or part of the barrier has been identified, and Government is actively working to deliver a specific outcome.	45% (17)
<b>Ongoing Process</b>	The solution to the barrier is a continual process of collaboration between Government and other parties and does not have a specific outcome.	18% (7)
<b>Future Review</b>	The recommendation or perception of a barrier is not one that Government can remove in the short to medium term and the recommendation will be reviewed in the future.	18% (7)

## Headline Actions by Area

This section categorises actions by the eight areas identified in the Barriers to Business Report:

### 1. Barrier: Availability of skills and people

*Finding, recruiting, and retaining staff with the right skills was the biggest issue mentioned by every business. When asked to identify the barriers that made this issue so challenging, more than 50% of businesses said it was high cost of living, lack of skills available locally, lack of affordable accommodation, and restrictive work permits.*

#### Actions:

- The proposed [Common Strategic Policy](#) commits the **transition to a living wage** by increasing the minimum wage to two thirds of the median wage by the end of this term of office and providing a **range of support to employers and employees**, as needed, during this transition.
- **The Skills Development Scheme** will be launched in 2024, and will include the ability to attract more people with Entitled/Entitled for Work status into careers in Jersey, and to address current and future skills gaps through training, projects and apprenticeship pathways.
- A **review of the housing controls** within the Control of Housing and Work Law is underway and, recognising that housing is a factor for attracting and retaining staff, planning guidance on minimum residential space standards was [updated](#) last year. Additional guidance specifically related to staff and/or shared accommodation may be added.
- Work has begun on the next Island Plan which will seek to make provision for **the Island's future housing needs**. This will be informed by the recently published [Household & housing needs projections 2023-2040 \(gov.je\)](#) alongside the contextual analysis from [Jersey's Fiscal Policy Panel Housing Market Review.pdf \(gov.je\)](#).

### 2. Barrier: Interactions with Government

*58% of survey respondents said that a lack of vision or understanding of their industry by Government was the second biggest barrier, particularly Government's culture and speed of decision making.*

#### Actions:

- The [Strategy for Sustainable Economy Development](#) **set out the Government's economic vision for Jersey: to be a consistently high-performing, environmentally sustainable and technologically advanced small-island economy by 2040**. This coincided with the publication of the [Delivery Framework](#) which details the actions to begin the journey towards achieving the vision.
- In addition to a business-friendly tax system, **business support is already available in a range of initiatives**, including the [Business Improvement Programme](#) and [Impact Jersey](#).
- Monthly meetings between Jersey Business and the Department for the Economy have been established to **ensure progress on the Barriers to Business recommendations** continues.

- In addition to existing relationships through industry representatives and Arms-length organisations (ALOs), engagement with business will be developed through the **Department for the Economy communications in 2024** and beyond.

### 3. Barrier: Government administrative processes

*Two main systems raised as barriers by businesses were Government's procurement and payment system, Ariba, and the tendering system. The key issues raised were the overcomplicated and onerous nature of the processes, closely followed by the requirement to go to multiple departments to complete tasks.*

#### Actions:

- The Government is committed to enhancing our existing processes, seeking ways to make it **easier for our suppliers and customers to interact with our services**. For example, at the beginning of May, a new automated, time-saving approach was rolled out to support the Purchase to Pay process in Connect Ariba. Updated guidance and training is available [here](#).
- The Government's [Business Advice Hub](#) brings together information, guidance and links for **online services for businesses in one place**. Advice and training is also available through ALOs such as [Jersey Business](#).
- Businesses who need to submit monthly returns have had the process simplified into the **automatically pre-populated Combined Employer Returns**. If you have any issues, please email [CER@gov.je](mailto:CER@gov.je).
- The **Digital Government Strategic Framework will be published in 2024**, with four strategies focused on digital, technology, data and sourcing, and the vision for a: *high quality public services delivered through a transformed, connected and efficient digital government*.

### 4. Barrier: Logistics and customs

*The logistics of importing was raised by all industries, but particularly retail, marine and agriculture respondents, and freight costs were seen to pose the highest challenge in this area.*

#### Actions:

- In January 2024, the [Ports Policy Framework](#) was published, underlining Government's support for **increased competition in Jersey's Freight Logistics Market**.
- The operating agreement with the Channel Islands' current ferry operator has entered its wind-down phase and is due to expire in March 2025. Options for Jersey's **long-term sea connectivity** remain under evaluation with the two Islands inviting formal tenders from applicants with the necessary experience and capability from 14 May until 8 July.
- **Harbour dues and other fees** are required to maintain the Island's lifeline port infrastructure, and are regulated by the Jersey Competition Regulatory Authority to ensure they are at an appropriate level. Occasional time-bound discounts are offered to incentivise new trade.
- The Jersey Customs and Immigration Service (JCIS) are committed to working with Jersey Business to engage with local traders to **develop and enhance the business user interface with CAESAR** (freight handling software). This has been identified as a key priority for JCIS and work

will begin in Q2 2024 to ensure that local traders have a good understanding of customs requirements, processes and procedures. If you have any questions, please email [rgc@gov.je](mailto:rgc@gov.je).

## 5. Barrier: Legislation and regulation

*Whilst recognising that legislation provided a regulatory structure within which society could function, 60% of survey respondents said regulations had a negative impact on their business because of inflexible legislation restricting business; onerous regulations that were not fair and proportionate; and the complexity and cost of compliance.*

### Actions:

- For common compliance requirements, information is available from the [Business Advice Hub](#). **Industry-specific information is available** at [Industry specific licences and regulations \(gov.je\)](#). If you need further support and advice, please email [clsbusinesshub@gov.je](mailto:clsbusinesshub@gov.je).
- In March 2024, Government **removed the minimum space standards for visitor accommodation** to help modernise the industry and remove barriers.
- **Government has worked closely with different sectors** to develop policy, including establishing industry steering groups for the development of the visitor and digital economy strategies. While [consultations](#) already provide all Islanders with the opportunity to respond to proposed regulatory changes, additional, proactive communication with specific sectors is often provided on a case-by-case basis for greater engagement.
- **Any legislative changes to employment law goes through the [Employment Forum](#)**, which has nine members including representatives from employers, employees and independent members.
- There are broad recommendations related to this area that would **require a future review** to understand the specific areas that create the most burden. If you have any specific views, please email [FutureEconomy@gov.je](mailto:FutureEconomy@gov.je) or [info@jerseybusiness.je](mailto:info@jerseybusiness.je).

## 6. Barrier: Taxes

*While industry recognised that taxes were needed to fund the Government services, the main issues were the complexity of compliance; equality; and cost.*

### Actions:

- **Revenue Jersey supports businesses by emailing them advice** that is relevant to them. Emails to companies, self-employed people, employers, and tax agents are on such as deadline reminders. If you have any questions, please email [bustax@gov.je](mailto:bustax@gov.je).
- The proposed [Common Strategic Policy](#) includes a commitment to strengthen Jersey's reputation as an attractive and competitive place to work and do business by **providing incentives for businesses to be based here**, following changes to the international tax regime.

## 7. Barrier: Lack of vibrancy in St Helier town centre

*Concerns over the lack of vibrancy, attractiveness, accessibility, and parking were the main barriers raised by retail and hospitality.*

### Actions:

- The proposed [Common Strategic Policy](#) commits to **deliver a plan to revitalise Town**. Whilst protecting and enhancing St Helier's unique character, this will ensure Islanders benefit from the delivery of new homes, Central Market and Fish Market improvements, enhancements to public spaces that support cycling and walking, and a new plan for public parking.
- The Department for the Economy is working to develop a **strategic approach to the annual events** calendar in Jersey to improve the funding process and impact of events.
- Short term action has already been taken to **enhance the vibrancy of some vacant properties in St Helier** with campaigns such as: 'what does wonderful look like for St Helier' with Public Voice Common Ground and the live window installation for the Lunar New Year Festival.
- As part of the delivery of the Visitor Economy Strategy, **the Alcohol Licensing Law is being reviewed** in 2024 and Sunday Trading regulations are being explored as part of the development of the Retail Strategy.

## 8. Barrier: Issues which specifically affect small businesses and start ups

*There were three themes in the feedback from small businesses: complexity, cost and time required to start a business; the difficulties in opening business bank accounts and obtaining payment solutions; and innovation and a level playing field for small businesses.*

### Actions:

- **Proportionality is factored into certain processes** already such as the Control of Housing and Work Law which has a number of exemptions for certain roles, time periods spent in Jersey, working less than 8 hours a week, secondary employment and for leave absences.
- For sole trader businesses, **Manpower Returns are only required every 6 months** rather than a monthly equivalent for other types of businesses.
- Jersey has a range of existing **office space options for small businesses** such as the [Digital Jersey Hub](#) | [Digital Jersey](#) and [Digital Jersey Xchange \(DJX\)](#) | [Digital Jersey](#) which are available for small business members to rent an office if they are a supplier of a digital product or service.

## Other Enabling Business Actions

In addition to the areas identified in the Barriers to Business report, Government is making progress on other areas to enable business such as:

- **Agriculture** - Agricultural Loans Regulations (1974) will be updated at the end of Q2 2024.
- **Productivity** – Addressing low productivity is a priority for the Future Economy Programme. There are a range of collaboration opportunities that take place through ALOs such as Jersey Business' free development and networking forum - The Productivity Circle. For more information, please see [Productivity | Jersey Business](#).



- Planning** – The proposed [Common Strategic Policy](#) commits to reforming the planning service to get Jersey building. Changes include developing and introducing a fast-track service process for minor applications and improving customer service throughout. It also commits to deliver improved planning guidance and explore the relaxation of planning control to enable Islanders to undertake more work without the need for planning permission.

Alongside this, teams in Economy and Planning are increasing the level of collaboration on economic planning applications to support their progress and alignment to strategic priorities. Teams are also working to identify potential changes to the Planning & Building (General Development) (Jersey) Order 2011 to remove specified works from the requirement to obtain planning permission, which could reduce costs and delays for businesses looking to open a new location or enhance their existing premises.
- Access to Open Finance** - An open finance strategic review will be tendered in the coming months. This will explore the opportunities for the digitalisation of Jersey's financial services economy and operating environment as well as providing digitalised, accessible and inclusive financial services for residents.
- Automatic Voter Registration** - The primary law amendment necessary for the supply of information to Credit Reference Agencies came into effect on 29 December 2023. A subsequent Order is required to be made to prescribe those agencies whom information will be shared; this will be made once relevant data protection processes are complete.
- Intellectual Property (IP)** – IP protection is a key part of modern economic policy which is increasingly driven by innovation and intangible assets. In January 2024, the Government consulted on proposals to modernise the Island's trade mark legislation and Registry infrastructure. Ensuring that Jersey's law making provisions about IP are modern and consistent with international standards is an important policy objective for encouraging businesses of many types to locate and invest in the Island.
- Competition** - Further to last year's public consultation, legislative proposals are being developed which aim to ensure that Jersey's competition framework supports business innovation and growth, keeps prices down, and looks after the interests of consumers.

## Next Steps

Since the publication of the Barriers to Business report, action has been made across several of the 38 recommendations and will continue to be progressed.

Our intention is to continue to build upon the engagement with businesses that generated the report, and work in partnership with industry, Jersey Business, other ALOs and the rest of Government to deliver effective outcomes. Monthly meetings between Jersey Business and the Department for the Economy have been established to ensure progress on the recommendations continues.

Future progress on the Government's Enabling Business work will be published as part of an FEP update later in 2024. Please email [FutureEconomy@gov.je](mailto:FutureEconomy@gov.je) or [info@jerseybusiness.je](mailto:info@jerseybusiness.je) referencing the specific recommendation if you would like to discuss anything further.

## Barriers to Business Summary Recommendations

Short Term Recommendations		Government of Jersey Update	Status
S1	Incentivise automation; innovation & process efficiency within industry	<p>The Government's proposed <a href="#">Common Strategic Policy</a> includes the commitment to reduce red tape, enhance opportunities for business and strengthen Jersey's international reputation. It also commits a transition to a living wage for Islanders by increasing the minimum wage to two-thirds of the median wage by the end of this term of office which will be accompanied by a range of support to employers and employees, as needed, during this transition. More generally, the support and incentives generated by the CSP commitments will be aligned, where relevant, to support this recommendation.</p> <p>This builds on our existing competitive, broad, simple tax system for individuals and businesses, and range of additional support is already available such as the <a href="#">Business Improvement Programme</a>, and <a href="#">Impact Jersey</a>. Businesses are encouraged to engage with this support and Government and ALOs will continue develop and communicate future opportunities.</p>	Action Underway
S2	Incentivise automation; innovation & process efficiency within government processes	<p>The Modernisation and Digital team lead on innovation within Government with their vision for a '<i>high quality public services delivered through a transformed, connected and efficient digital government</i>'. This will be achieved through the Digital Government Strategic Framework which consists of four strategies focused on digital, technology, data and sourcing that will be published by the end of 2024.</p> <p>The Government is due to publish the Digital Economy Strategy shortly, which sets out the vision to unleash a thriving, innovative and inclusive digital future, powered by world-class infrastructure and enabling regulation, that delivers sustainable growth for our Island economy.</p> <p>The Government is committed to enhancing our existing processes, seeking ways to make it easier for our suppliers and customers to interact with our services. For example, at the beginning of May, a new automated, time-saving approach was rolled out to support the Purchase to Pay process in Connect Ariba. Updated guidance and training is available <a href="#">here</a>.</p>	Action Underway
S3	Enable shared accommodation; overseas recruitment	<p>The Government is looking to update legislation in this area to ensure that controls are proportionate and efficient. In addition, guidance for minimum residential space standards were <a href="#">updated</a> last year; and may be further revised to provide additional guidance specifically related to staff and/or shared accommodation, where appropriate. A review of the housing controls within the Control of Housing and Work Law is also underway.</p>	Action Underway

		However, it will continue to be important for the Government to maintain effective controls on the population density for a small island of limited resources.	
S4	Consider opportunities to automate current processes as much as possible	See update for Recommendation S2.	Action Underway
S5	Equity of minimum wage requirements	<p>As in the update for Recommendation S1, the Government's proposed <a href="#">Common Strategic Policy</a> includes the transition to a living wage for Islanders by increasing the minimum wage to two-thirds of the median wage by the end of this term of office. This will be accompanied by a range of support to employers and employees, as needed, during this transition.</p> <p>The <a href="#">Employment (Minimum Wage) (Jersey) Regulations 2008</a> outlines how the current minimum wage allows for offsets when an employer provides benefits in kind (e.g. accommodation and food). The minimum wage and the proportionate offsets for benefits in kind are annually reviewed by Government.</p>	Action Underway
S6	Simple, customer focused: - website with templates, - training - processes - published rate cards	The Government's <a href="#">Business Advice Hub</a> brings together information, guidance and links to online services for businesses into one place. In addition, the CLS Business Hub team offer support for Government services such as business licensing, contributions and recruitment through a variety of channels including phone, email, and appointment. Advice and training is also available through ALOs such as <a href="#">Jersey Business</a> . Further information is available <a href="#">here</a> .	Completed / No Further Action
S7	Introduce automated notification and reminders for deadlines together with an annual calendar of filing dates for the year	<p>Revenue Jersey delivers a programme of email updates to companies, self-employed people, employers and tax agents, on a range of topics including deadline reminders. They gather customer feedback periodically to enhance the topic choice and effectiveness of the programme. Businesses are encouraged to check whether they are or should be receiving these emails via <a href="mailto:bustax@gov.je">bustax@gov.je</a> or their usual Revenue Jersey contact.</p> <p>In addition, the future Digital Government Platform will include the facility for citizens to see personalised notifications, based on their user profile and the services they are subscribed to.</p>	Action Underway
S8	Provide certainty over level of subsidies and support for industry	See update for Recommendation S1.	Ongoing Process

S9	<p>Improve vibrancy of St Helier:</p> <ul style="list-style-type: none"> <li>- Markets</li> <li>- Street events</li> <li>- Pop up shops</li> <li>- Promoting e.g. mobile app</li> <li>- Festivals and events</li> </ul>	<p>The Government's proposed <a href="#">Common Strategic Policy</a> recognises the need to revitalise the Town markets to support retail vitality and vibrancy and commits to deliver a plan to revitalise Town. This will ensure Islanders benefit from the delivery of new homes, improvements to the Central Market and the Fish Market, enhancements to public spaces that support cycling and walking, and a new plan for public parking, all whilst protecting and enhancing St Helier's unique character.</p> <p>The Department for the Economy is working to develop a strategic approach to the annual events calendar in Jersey to improve the funding process and impact of events.</p> <p>Short term action has already been taken to enhance the vibrancy of some vacant properties in St Helier with campaigns such as: <i>'what does wonderful look like for St Helier'</i> with Public Voice Common Ground and the live window installation for the Lunar New Year Festival.</p>	Action Underway
S10	All party collaboration to improve productivity e.g. forum to promote services	<p>Addressing low productivity is a priority for the Future Economy Programme. There are a range of collaboration opportunities that take place through ALOs such as Jersey Business' free development and networking forum - The Productivity Circle. For more information, please see <a href="#">Productivity   Jersey Business</a>.</p> <p>During 2024, the Department for the Economy will also be undertaking Sector Productivity Reviews which help enhance Government efforts to support productivity increases. Information on support available from Government is set out in the update for Recommendation S1.</p>	Ongoing Process
S11	Clarity on role of Government, Politicians and Industry for the Economy	<p>There is value in setting out the responsibilities of different groups to ensure expectations are appropriate. Page 31 of the <a href="#">Strategy for Sustainable Economic Development.pdf (gov.je)</a> outlines different roles but that sustainable economic growth is the continual responsibility of all parties to focus on together. The Future Economy Programme communications will continue to lead cross-sector engagement on the economy from the Government alongside sector specific and ALO activity.</p>	Completed / No Further Action
S12	Legislation exemptions for small businesses	<p>Proportionality is factored into certain processes already such as the Control of Housing and Work Law which has a number of exemptions for certain roles, time periods spent in Jersey, working less than 8 hours a week, secondary employment and for leave absences. Manpower Returns are only required every 6 months for sole trader businesses, rather than a monthly equivalent for other types of businesses.</p> <p>Other existing legislation already takes account of the resources of a business – for example in the Discrimination Law. The legislation process must balance the cost of compliance with other factors such as the benefits of common standards and the risks of mistreatment.</p> <p>This is a broad recommendation that would require a future review to understand the specific areas that</p>	Future Review

		create the most burden. Please flag any specific views referencing the specific recommendation by emailing <a href="mailto:FutureEconomy@gov.je">FutureEconomy@gov.je</a> or <a href="mailto:info@jerseybusiness.je">info@jerseybusiness.je</a> .	
S13	Industry consultation on all new legislation and policies	<p>All Government consultations should adhere to the guidance published in the <a href="#">Government Engagement Framework</a>, which was revised in 2023. The <a href="#">Government consultations page</a> is already open to all and it is recognised that additional, proactive communication is needed for greater engagement.</p> <p>Government has worked closely with different sectors to develop policy, including establishing industry steering groups for the development of the visitor and digital economy strategies. While consultations already provide all Islanders with the opportunity to respond to proposed regulatory changes, additional, proactive communication with specific sectors is often provided on a case-by-case basis for greater engagement.</p> <p>In addition, any legislative changes to employment law goes through the <a href="#">Employment Forum</a>, which has nine members including representatives from employers, employees and independent members.</p>	Ongoing Process
S14	Prepopulate monthly returns as much as possible	A business that employs staff on contracts of employment that are additional to the owners must submit their manpower returns, tax, and social security monthly. These all take place through the Combined Employer Returns which are already pre-populated. If this is not the case for your businesses, please email <a href="mailto:CER@gov.je">CER@gov.je</a> . A business where only the owners work for the business and nobody is employed on a contract of employment only need to submit Manpower Returns twice a year.	Completed / No Further Action
S15	Single coherent list of all compliance requirements for business	For the common compliance needs across all industries, information is available from the <a href="#">Business Advice Hub</a> . Industry specific information is available at <a href="#">Industry specific licences and regulations (gov.je)</a> . If you need further support and advice, please email <a href="mailto:clsbusinesshub@gov.je">clsbusinesshub@gov.je</a> .	Completed / No Further Action
S16	Reduction/removal of harbour dues	<p>Harbour dues and other fees are required to maintain the Island's lifeline port infrastructure and are regulated by the Jersey Competition Regulatory Authority to ensure they are at an appropriate level. Occasional time-bound discounts are offered to incentivise new trade.</p> <p>Through engagement with the Islands' boat-owning associations, for 2024-5 Ports of Jersey will not implement the full price increase permitted for berthing fees under the Pricing Framework and will also continue the concession on berthing fees for registered fishing vessels.</p>	Completed / No Further Action
S17	Reduce legislative burden, and report annually on	Government has made improvements already. Monthly returns have been simplified into the Combined Employer Return for manpower returns, tax, and social security. There are no fees for this requirement.	Future Review

	progress	<p>As of March 2024, legislation has been removed that used to prescribe the minimum sizes for visitor accommodation to help modernise the industry and remove barriers.</p> <p>This is a broad recommendation that would require a future review to understand the specific areas that create the most burden. Please flag any specific views referencing the relevant recommendation by emailing <a href="mailto:FutureEconomy@gov.je">FutureEconomy@gov.je</a> or <a href="mailto:info@jerseybusiness.je">info@jerseybusiness.je</a>.</p>	
S18	No restriction on opening hours of business	<p>Alcohol Licensing is being reviewed in 2024 as part of the delivery of the Visitor Economy Strategy and Sunday Trading regulations are being explored as part of the development of the Retail Strategy. In addition, the Minister for Sustainable Economic Development recently granted an <a href="#">exemption</a> under the Places of Refreshment (Jersey) Law 1967 to enable a 24-hour vending store to operate 24/7. This allowed the business to test its innovative concept with new consumer demand.</p>	Action Underway
S19	Industry open days for Govt and public, importance of each industry, local produce	<p>This recommendation requires collaboration from industry, ALOs and Government with each sector depending on their existing structures and levels of engagement. For example, <a href="#">Genuine Jersey</a> and the <a href="#">Jersey Hospitality Association</a> are different types of organisation but both enable input and insight from their members to Government. The <a href="#">Department for the Economy</a> has a range of policy experts with relevant industry experience and developing communications with different sectors is a continual process.</p>	Ongoing Process
S20	Create stakeholder voice for small business for each industry	<p>Government recognises that the time to engage is a key factor for smaller businesses and this will be kept under review as part of future Economy engagement. Industry is already consulted for legislative change (see update for Recommendation S13) and representative structures such as the <a href="#">Chamber of Commerce</a> and the <a href="#">Institute of Directors</a> are well placed to supplement this alongside sector specific organisations.</p>	Ongoing Process

Medium Term Recommendations		Government of Jersey Update	Status
M1	Promote productivity within the Government to eliminate waste, thereby releasing time for other tasks	This is a continual focus for Government and specifically the strand three of the <a href="#">FEP Delivery Framework</a> for the public sector to be more efficient. Further updates will be given later this year.	Action Underway
M2	Introduce the requirement for a risk-based approach to new legislation and regulation, a thorough assessment for the impact on the economy, independent scrutiny, post implementation review with a removal of 2 legislations for each new one introduced	One of the FEP priorities is to increase economic awareness and advice from the Economics Unit in the decision making processes and development of new legislation that impacts business. This will continue to be developed and consideration will be given to any further action required to address this recommendation. In addition, see update for Recommendation S13.	Ongoing Process
M3	Consider alternative temporary sources of accommodation such as decommissioned cruise ship, or office space	Government is not considering providing temporary accommodation measures such as a cruise ship. See update for Recommendation S3 and M7.	Action Underway
M4	Introduction of low interest loans, grants and incentive schemes for small business growth and investment, and succession planning for agriculture	Agricultural Loans Regulations (1974) will be updated at the end of Q2 2024, and the loans scheme made operational following re-capitalisation of the Fund as agreed by the States Assembly in November 2023. In addition, see update for Recommendation S1 on the range of support available from Government.	Action Underway
M5	Provision of a small business and innovation hub providing	Jersey has a range of existing office space options for small businesses such as the <a href="#">Digital Jersey Hub</a>   <a href="#">Digital Jersey</a> and <a href="#">Digital Jersey Xchange (DJX)</a>   <a href="#">Digital Jersey</a> which are available for Small	Completed / No Further Action

	more collaborative and networking spaces and access to shared resources and expertise	Business members to rent an office if they are a supplier of a digital product or service. There are also private sector alternatives such as the <a href="#">Santander Work Café</a> .	
M6	Introduction of an apprenticeship levy to fund incentive training to move current skillset to that which will be needed for the future	<p>This recommendation relates to the forthcoming Skills Development Scheme which will include the ability to:</p> <ul style="list-style-type: none"> <li>• Provide training to target specific current and future skills gaps</li> <li>• Provide numeracy and literacy upskilling for Islanders in the workforce</li> <li>• Attract more people with Entitled/Entitled for work status into careers in Jersey</li> <li>• Incentivise apprenticeship pathways if evidence supports a future skill gap</li> <li>• Develop pilot/new projects to close potential future skills gaps, including seed funding tertiary education pathways accessible to Jersey’s workforce</li> </ul> <p>The scheme will be launched in 2024 with further details to be announced upon launch.</p>	Action Underway
M7	Undertake an assessment of housing requirements between government and industry.	<p>The Government’s proposed <a href="#">Common Strategic Policy</a> commits to provide more affordable homes for Islanders and more confidence for the rental sector. This will be achieved by providing more confidence for the rental sector by implementing the new Rented Dwellings Licensing Scheme to ensure that rental homes are maintained to a decent and safe standard. It also commits to introduce a new Residential Tenancy Law that will improve tenancy arrangements for both tenants and landlords. Ministers will be focusing the Government’s development and planning resources on encouraging the building of more affordable homes for Islanders to buy or rent.</p> <p>In addition to the update for Recommendation S3, Government will work iteratively with industry to ensure effective delivery of housing in the medium to long term. The bridging Island Plan, and associated supplementary planning guidance, encourages and enables the provision of an appropriate supply and quality of new homes, of varied typology, to meet the Island’s housing needs, and includes the provision of more affordable homes.</p> <p>The next Island Plan will seek to make provision for the Island’s future housing needs which will be informed by the recently published <a href="#">Household &amp; housing needs projections 2023-2040 (gov.ie)</a> alongside the contextual analysis from <a href="#">Jersey’s Fiscal Policy Panel Housing Market Review.pdf</a></p>	Action Underway



		<a href="http://gov.je">(<a href="http://gov.je">gov.je</a>)</a> .	
M8	Provide opportunities for secondments between public sector and industries so that each can get a better understanding of the other	Experience of working across public and private sectors happens naturally in a small island economy, especially in areas where similar skills are required. There are many current examples of this across different Departments. There are no plans to formalise a secondment process, but Government is always open to discussing specific opportunities. Please contact <a href="mailto:ODTeam@gov.je">ODTeam@gov.je</a> for more information.	Future Review
M9	A combined business licence for work permit process which is simple, automated and fit for purpose	Business Licensing and Jersey Customs & Immigration Service work closely together to ensure a joined-up approach for businesses. Development work has taken place designing a system that could combine the process of work permits and licenses, however go live is not currently planned for 2024, until further legislative changes, process and policy reviews have been completed.	Future Review

Long Term Recommendations		Government Update	Status
L1	Housing strategy to allow for high-quality affordable, accessible accommodation of different mixes e.g. lodging houses, bedsits, flats	See update for Recommendation M7.	Action Underway
L2	Major redevelopment of outdated areas and infrastructure in line with a 20-year masterplan	Alongside the update for Recommendation S9, work continues such as the Bridging Liquid Waste Strategy and broader infrastructure investment and planning is in progress. This will take place alongside the development of the next Island Plan which will be informed by the recently published <a href="#">Household &amp; housing needs projections 2023-2040 (gov.je)</a> .	Action Underway
L3	Provide all government services online accessed by a simple portal for business	The Government's <a href="#">Business Advice Hub</a> (see update for Recommendation S6) gives access to all Government online services for businesses. Longer term, a portal for wider business activity could be considered although it is not in the immediate programme of work.	Future Review
L4	Full review of current legislation to ensure optimises flexibility, is business proportionate and enables the economy. To include employment law, Housing and work control law.	Secondary legislation is being developed to allow for the introduction of the amended Control of Housing and Work Law 2012 (P.13/2022) and will be lodged this year. A review of the housing controls within the Control of Housing and Work Law is underway.  Employment Law is kept under regular review to meet the needs of a changing labour market.  As with the update for Recommendation S17, this is a broad recommendation that would require a future review to understand the specific areas that create the most burden. Please flag any specific views referencing the specific recommendation by emailing <a href="mailto:FutureEconomy@gov.je">FutureEconomy@gov.je</a> or <a href="mailto:info@jerseybusiness.je">info@jerseybusiness.je</a> .	Future Review
L5	Increase competitiveness and volume of shipping routes for export and improve processes through negotiation of EU	The operating agreement with the Channel Islands' current ferry operator has entered its wind-down phase and is due to expire in March 2025. Options for Jersey's long-term sea connectivity remain under evaluation with the two Islands inviting formal tenders from applicants with the necessary experience and capability from 14 May until 8 July. Decision-makers are very mindful	Action Underway

	<p>agreements.</p>	<p>of the high expectations that Island residents and businesses have for reliable and resilient sea connectivity. Further announcements will be made on this in due course.</p> <p>In addition, in January 2024, Government published the <a href="#">Ports Policy Framework</a> – the Framework underlines Government’s support for increased competition in Jersey’s Freight Logistics Market.</p> <p>The Jersey Customs and Immigration Service (JCIS) are committed to working with Jersey Business in 2024 to engage with local traders in order to develop and enhance the business user interface with CAESAR (freight handling software). This has been identified as a key priority for JCIS and work will begin in Q2 this year to ensure local traders have a good understanding of customs requirements, processes and procedures. Any questions in this respect can be sent to <a href="mailto:rgc@gov.je">rgc@gov.je</a>.</p> <p>The Government's External Relations Department will continue to work with the UK and EU to ensure the best outcome for Jersey during the negotiation of relevant agreements, including the 2026 review of the UK-EU Trade and Cooperation Agreement.</p>	
<p>L6</p>	<p>Review ALL Government processes and embed simplicity, fairness, customer centric focus and ease of doing business in all processes, policies, and legislation.</p> <ul style="list-style-type: none"> <li>- One stop shop</li> <li>- Review and revise</li> <li>- Unintended consequences</li> </ul> <p>FOR</p> <ul style="list-style-type: none"> <li>- Licence and work permits</li> <li>- Street events</li> <li>- Ariba payment process</li> </ul>	<p>Government recognises the need to reduce red tape and improve its processes for business. A lot of work already underway as evidenced in a number of updates on Recommendations including S2, S3, S17, M2 and L4.</p> <p>This is a broad recommendation that would require a future review to understand the specific areas that create the most burden. We are always looking to improve so please flag any specific views referencing the relevant recommendation by emailing <a href="mailto:FutureEconomy@gov.je">FutureEconomy@gov.je</a> or <a href="mailto:info@jerseybusiness.je">info@jerseybusiness.je</a>.</p>	<p>Future Review</p>

	<ul style="list-style-type: none"> <li>- Customer processes</li> <li>- Tax and social security</li> <li>- Start up process</li> </ul>		
L7	Private public partnership to develop long-term economic vision and industry 10-year strategies	The main research for the Barriers to Business report was undertaken during the summer of 2023. Since then, in October 2023 the Future Economy Programme published the <a href="#">Strategy for Sustainable Economy Development</a> which set out the economic vision: <i>to be a consistently high-performing, environmentally sustainable and technologically advanced small-island economy by 2040</i> . This coincided with the publication of the <a href="#">Delivery Framework</a> on how to begin the journey towards achieving that vision.	Completed / No Further Action
L8	<p>Establish industry leadership councils to modernise, oversee and track progress with metrics:</p> <ul style="list-style-type: none"> <li>- strategy execution</li> <li>- regulation practices &amp; compliance costs</li> <li>- reduction in red tape</li> </ul>	<p>Alongside existing relationships through industry representatives and ALOs, this will be covered by the FEP communications for 2024 and beyond. This is alongside the monthly meetings between Jersey Business and the Department for the Economy to ensure progress on these recommendations continues.</p> <p>If formal stakeholder groups are considered appropriate, they will be established at such time.</p>	Ongoing process
L9	<p>Updated Strategic plan to improve skills:</p> <ul style="list-style-type: none"> <li>- Joint academies</li> <li>- University</li> <li>- Value of vocational education curriculum</li> </ul>	<p>The Government's proposed <a href="#">Common Strategic Policy</a> commits to prioritise the delivery of skills development in Jersey. This will include promoting apprenticeships, a series of targeted skills development schemes, and implementing sustainable Higher Education Student Finance.</p> <p>The Children, Young People, Education and Skills department are leading on developing the skills provisions in Jersey. This includes embedding a robust Skills System to ensure continuous skills review and development.</p>	Action Underway