

- Health
- Food & Nutrition
- Education
- Rights
- Discipline
- Inspectors

The Standards are designed to ensure that children of and in Jamaica, who are received or placed and reside in Children's Homes and Places of Safety, receive the level of quality of care, which is considered necessary by the Child Care & Protection Act to be in their best interests



## **NEWS BRIEF**

### **New Chief Executive Officers -**

Mr. Milton Hodelin has assumed the position of CEO of the National Works Agency following the departure of Mr. Ivan Anderson.

Dr. Leary Myers is now acting as CEO of the National Environment & Planning Agency. Dr. Myers succeeded Mr. Hopeton Heron who acted as CEO following the departure of Mrs. Patricia Sinclair-McCalla.

### **Executive Agency Forum**

On July 13, 2006, the Cabinet Office organized an Executive Agency Forum with the chief intent to:

1. Review the role and activities of executive agencies over the years;

2. Identify the conditions for success and the obstacles to be avoided
3. Explore whether there is scope for improvements in the regulatory and supervisory regimes;
4. Understand the practical measures to be taken and the problems likely to be encountered in setting up an executive agency; and in particular
5. Hear the accounts of CEOs regarding key factors for achieving the major purpose of executive agencies, the improvement of service to the public.

Attendees to the forum included CEOs, representatives from the respective portfolio ministries, Cabinet Office (Public Sector Reform Unit), Ministry of Finance & Planning, prospective executive agencies and other key stakeholders.



## **Ministry of Finance & Planning**

The Executive Agencies Monitoring Unit  
Of the  
Public Expenditure Policy Coordination Division  
30 National Heroes Circle  
Kingston 4

Phone: 876-922-8600  
Fax: 876-924-9644/922-7097  
Email: jacque@mof.gov.jm



# **MINISTRY OF FINANCE & PLANNING**

## **PUBLIC EXPENDITURE POLICY COORDINATION DIVISION**

### **Executive Agencies Monitoring Unit presents**

*Information on & about Executive Agencies*

**FACT SHEET  
06/07—02**

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**March 29, 2010**

## Public Sector— Customer Focused

Given the continued focus of the government service to offer effective, economical and efficient service, the vision **established as it relates** to customer service is that within five years, the entire public service will be organized around the needs of its customers, directly accountable to them through guarantees of services, which are of the highest quality, accessible, convenient, easy to use, integrated, responsive, cost effective, and which assure redress when things go wrong.

Based on the principles of customer service, there have been marked improvements in the service being offered by the public service. Consultancy has been sought from the customer in terms of finding out about how they felt about the service being received, what they consider to be important to them, and what it is they need. Stemming from this alternative service delivery options have since been established and executive agencies such as the Registrar General's Department has a mobile service and there is an on-line services offered by the Companies Office of Jamaica. The National Land Agency and the Na-

tional Environment & Planning Agency have established *one-stop shops in which technology plays an integral role to link services, provide information, forms and documents.*

As seen there is need for an effective ethical framework along with that will hopefully become the cultural norm in the public sector. The Management Institute for National Development is to keep abreast of current developments in public governance and management and establish effective means of sharing best practice with public sector organizations. It is expected to develop and offer the programmes necessary to ensure that the competencies required are available. All this is in hope of creating a public service with the competencies, innovativeness, flexibility, performance orientation and the motivation to ensure continuous regeneration of the public sector. Cabinet Office projects that by building a professional workforce financial year 2009/2010 there will approximately 75% or more of public servants working within organizations operated on the executive agency model.

## Child Care & Protection - CDA

Jamaica ratified the Convention on the Rights of the Child in May 1991 and has been working to fulfill its commitment to ensure that the principles of the Convention are incorporated in national programmes.

Towards this end the Ministry of Health has developed a Bill which incorporates the provisions of the Juveniles Act, with modifications and included new provisions to protect children from Abuse.

The Ministry has also established an agency to oversee the care and protection of children, that being the Child Development Agency (CDA). The CDA brings together three departments - the Children Services Division, The Adoption Board and the Child Support Unit.

The mission of the CDA is "to develop, implement, coordinate and regulate national policies and programmes that promote the welfare of all children, meet government's obligation to international standards for children and assist in making children capable of maximizing their potential."

The CDA became an executive agency of the Ministry of Health in April 2003 and its establishment should further enhance the protection of the rights of the child and in protecting and promoting the interest of children in Jamaica.

New Standards for Quality Care in Children's Homes and Places of Safety were completed in 2002. They cover several areas:

- Administration & Management
- Staff recruitment & code of conduct
- Physical environment
- Care & Supervision