

# Planning and Environment Department Customer Charter

July 2009

## **Who we are and what we do**

At the Planning and Environment Department it is our job to look after the environment. This includes our sea, water, land and buildings. We also work to ensure that Jersey has a thriving, sustainable community and economy.

We work with individual members of the public, businesses, farmers, fishermen, pet owners, architects, community groups, landowners, builders and other States Departments.

We aim to deliver the highest possible standards of customer service.

## **Our values**

- We put customers at the heart of everything we do
- We take pride in delivering an effective public service for Jersey
- We work to drive out waste and inefficiency
- We will always be fair, honest and act with integrity
- We constantly look for ways to improve what we do by being flexible and open to change
- We will achieve success in all we do by working together

## **Our commitments**

### **We are polite and respectful**

Our staff will be polite, behave in a professional manner and respect your rights. We have a huge range of customers with differing needs and we will aim to ensure that everyone receives a good level of service. In return, we expect our staff to be treated with respect. We will not tolerate any form of abusive or discriminatory behaviour towards them.

### **We are accessible and transparent**

We will tell you how we run our business, what we want to achieve and what our targets are. We will tell you if we are meeting those targets and if not, will endeavour to explain why. We will ensure you have access to full, accurate and up-to-date information and we will avoid using unnecessary jargon.

Our staff will make themselves known to our customers. We will give our names on the phone, in letters and in email messages. At meetings we will ensure that everyone is properly introduced.

## **We will listen to our customers and respond in a timely manner**

If you contact us with a general query or suggestion we will endeavour to respond in 10 working days. If the query is complex and we need more time to deal with it, we will let you know when you will receive the full response.

If you contact us to make a formal complaint we will acknowledge it within 3 working days, and send a full response in 20 working days. We will investigate any complaints and endeavour to prevent a recurrence. A full copy of our Complaints Policy is available from our website, or we can send you a copy if you wish.

We will proactively seek customer feedback through face-to-face meetings and surveys in order to monitor satisfaction with our services.

## **We will comply with external standards**

Across the Planning and Environment Department we will comply with all appropriate regulatory and legal requirements. In addition we will strive to deliver against the standards set out in any service level agreement or international convention which we sign up to.

## **Our customer standards**

### **Be open for business**

We will:

- open our Planning and Building Services office at South Hill to visitors and callers between 8.30am to 5pm Monday to Friday (excluding public holidays)
- open our Environment Division office at Howard Davis Farm to visitors and callers between 9.00am to 5pm Monday to Friday (excluding public holidays)
- open our Meteorological Services office at Jersey Airport for visitors during the Airport's operational hours (5:30am to 9pm seven days a week)

If you need to speak to a particular officer or need advice from a specialist, we advise you make an appointment in advance.

Regrettably our offices are not easily accessible for wheelchair users or other people with special requirements. Please contact us in advance if you require special assistance.

### **Answering telephone calls**

We will:

- answer phones when we are at our desks. When we are unable to do so because we are engaged in other work, we will ensure our voicemail is on and we will endeavour to return messages within one working day
- provide a 24 hour voicemail service for out of hours calls
- operate a 24 hour emergency contact service tel: 01534 448770
- operate a 24 hour pollution hotline tel: 01534 709535
- operate an out-of-hours animal welfare reporting service on 01534 441617
- operate a 24 hour weather advice service on 0905 807 7777
- provide 24 hour recorded weather forecasts services on:  
0900 669 0011 Jersey Forecast  
0900 669 0022 Shipping Forecast  
0900669 6666 6 Day Outlook

Where staff are unable to return calls within one day because they work part-time, are away or work out of the office, they will leave a voicemail message telling you when they will be available and providing alternative contact numbers.

## **Access to information**

We will:

- allow you immediate access to information including reports, application forms, minutes of public meetings, plans or decision notices whenever possible. If information is not immediately available (for example, planning files which are not stored at our South Hill offices) we will tell you when it is available or why access cannot be granted.

### **Requests under the Data Protection Law, Access to Public Records Law or Freedom of information code**

If you need information that is not already in the public domain you will need to write and tell us what you want to know and how you will use the information.

We will acknowledge your request within 3 working days and send a full response in 20 days. We may charge a fee if your request involves a significant amount of work. The fee will be agreed with you before we undertake the work.

We will endeavour to provide the information requested whilst protecting third parties. We may edit information to remove names and other identifying details or deny your request if we view it to be unduly burdensome or vexatious.

## **Environmental policy**

We will:

- issue 95% of Convention on International Trade in Endangered Species (CITES) licences in 15 working days
- determine applications<sup>1</sup> for Eco-Active Business accreditation within 2 weeks

## **Marine and Fisheries resources**

We will:

- issue 95% of fishing vessel licences<sup>1</sup> within 5 working days
- respond to all requests to dump or build at sea in a timely fashion. The timescale will depend on the scope or significance of the request and we will tell you how long it will take.

## **Environmental protection**

We will:

- determine applications<sup>1</sup> relating to new waste licenses within 3 months
- manage all other waste issues in accordance with the timescales set out in the appropriate legislation

## **States Vet Service**

We will:

- determine applications<sup>1</sup> to licence animal welfare businesses within 2 weeks
- Issue 95% of animal health import and export licences<sup>1</sup> within 10 working days of import or export date
- respond to complaints about adverse animal welfare in 2 working days

## **Meteorological Service**

We will:

- endeavour to issue severe weather warnings at least 12 hours in advance
- maintain a high standard of weather forecast accuracy to meet the quality measures defined in our ISO9000:2001 Quality Management System

## **Environmental management and rural economy service**

We will:

- inform applicants to the Countryside Renewal Scheme whether their application has been successful within 30 days of the decision being made
- respond to any outbreak of a notifiable pest or disease within 2 working days

## **Complaints about high hedges**

We will:

- determine 95% of applications<sup>1</sup> to complain about high hedges within an agreed timeframe. This will usually be within 13 weeks<sup>2</sup> unless the application is complex, in which case we will agree a timeframe with you
- inform all applicants and interested parties if their application is to be determined at a public meeting at least 5 working days before that meeting

## **Protected trees**

We will:

- keep a list of the trees that are covered a tree protection order on our website
- acknowledge your request to add or remove trees from the list and tell you what action we are taking
- add trees to the list on a provisional basis if we feel it is necessary to give them immediate protection. We will serve a formal Notice on the owner and/or on the site
- advise owners if we are considering whether their tree should given protected status. The owner, or anyone else, has 28 days to comment
- determine 95% of applications<sup>1</sup> to carry out work to a protected tree within an agreed timeframe. This will usually be within 13 weeks<sup>2</sup> unless the application is complex, in which case we will agree a timeframe with you
- inform all interested parties if the matter is to be determined at a public meeting at least 5 working days before that meeting

## **Protected buildings or structures or sites of special interest**

We will:

- keep a register of all protected buildings or structures and sites of architectural, archaeological and historical importance on our website for you to view
- acknowledge your request to add or remove sites, buildings or structures from the register in 5 working days and tell you what action we are taking
- add sites, buildings or structures on a provisional basis if we feel it is necessary to give them immediate protection. We will serve a formal Notice on the owner.
- advise owners if we are considering whether their property should given protected status. The owner, or anyone else, has 28 days to comment
- determine at a public meeting whether or not a site should be given protected status
- process your application<sup>1</sup> to carry out work to a Site of Special Interest within an agreed timeframe. This will usually be within 13 weeks<sup>2</sup> unless the Minister or Planning Applications Panel choose to determine the application, in which case it will be 16 weeks. Or, if your application is more complex, we will agree a timeframe with you
- advertise all proposals to carry out works to a Site of Special Interest in the Jersey Evening Post and on our website
- inform all interested parties if the matter is to be determined at a public meeting at least 5 working days before that meeting

## **Planning and property searches**

We will:

- process all planning and property search applications within 10 working days<sup>1</sup>

## **Planning and Building law enforcement**

We will:

- initially respond to allegations of possible breaches of the Planning Law or Building Bye-laws within 5 working days. We will write again within 20 working days to let you know when and how we propose to resolve the issues

## **Development Control service**

We will:

- provide a free drop-in planning advice service for customers wanting advice on smaller applications at our South Hill office from 8.30am to 4.30pm Monday to Friday
- provide a free pre-application advice service for customers wanting advice on larger planning applications. Appointments will need to be pre-booked
- register all complete planning applications<sup>1</sup> within 5 working days of receipt
- determine 95% of all applications within an agreed timeframe. This is usually within 13 weeks<sup>2</sup> unless the Minister or Planning Applications Panel choose to determine the application, in which case it will be 16 weeks. If your application is more complex, we may agree a different timeframe with you
- advertise all planning applications in the Jersey Evening Post and on our website and ensure they are advertised on the site
- inform all applicants and interested parties if their application is to be determined at a public meeting at least 5 working days before that meeting

Full details of the planning application customer service standards are available in a *Step-by-Step Guide* which is available from our website, or we can send you a copy on request.

## **Building Control service**

We will:

- provide a free drop-in advice service at our South Hill office during the following hours 8.30-10.30 am, 12.00 -2.30pm and 4.00 – 5.00pm Monday to Friday (excluding bank holidays)
- register all complete building bye-law applications<sup>1</sup> within 3 working days of receipt
- assess 95% of building bye-law applications<sup>1</sup> with 5 weeks
- respond to all routine correspondence about building bye-law applications within 10 working days
- conduct all site inspections on the day they are requested if the request is made before 10.00am

### **<sup>1</sup> Application and license requests**

Please ensure your application form is filled in properly and includes all the supporting information and the correct fee, if required. We will only be able to accept applications and license requests once we have received all the necessary information

If we refuse your application or license request, we will explain why.

### **<sup>2</sup> Timeframe for approving applications**

We are currently working to improve our systems and by the end of December 2009 we aim to determine 95% of all new planning, tree protection, SSI or high hedge applications within a target timeframe.

## **Your feedback**

If you have any comments about our service, please let us know.

Tell us if you are happy with the service you received. Positive feedback helps us understand what it going well. If you are unhappy, please tell us how you think we could improve the service. Your feedback is important.

Call: Julie-Ann Quail on 01534 448465

Email: [j.quail@gov.je](mailto:j.quail@gov.je)

Complete an online comment card: [www.gov.je/PlanningEnvironment/CommentCard](http://www.gov.je/PlanningEnvironment/CommentCard)

### **Environment Division**

Howard Davis Farm  
Route de la Trinite  
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Tel: 01534 441600

### **Planning and Building Division**

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St Helier  
Jersey  
JE2 4US

Tel: 01534 445508