

Department of the Environment

Customer Charter

November 2016

Who we are and what we do

It is our job to protect and enhance the natural and built environment, this includes our sea, water, air, land and buildings; we assess and control environmental factors that can potentially affect human health; we aim to secure, affordable and sustainable energy for Jersey, whilst recognising the impact of these aims on our community and economy.

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

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

Our values

1. Customer focus

We never forget that we are here to serve the public, develop services to meet their needs efficiently, and provide value for money

2. Constantly improving

We always aim to be better, challenge habits and learn from mistakes

3. Better together

We work across boundaries and departments to deliver a better future for Jersey

4. Always respectful

We care about people as individuals and always treat them with respect

5. We deliver

We take responsibility, act responsibly and always do what we say

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, transparent and consistent

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 suggestion or a comment we will endeavour to respond in 10 working days. If the suggestion or comment 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 service complaint we will acknowledge it within 3 working days, and send a full response in 20 working days. We will investigate any service complaints and endeavour to prevent a recurrence. A full copy of our Service Complaints Policy is available from our website, or we can send you a copy if you wish. [Customer Feedback Policy](#)

We will comply with external standards

Across the Department of the Environment 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 4:30pm Monday to Friday (excluding public holidays)
- open our Environmental Health office at Maison Le Pape to visitors and callers between 8.30am to 4:30pm 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)

Regrettably our Marine Resources office at La Collette is not permanently manned. If you need to contact a Marine Resources Officer you should contact our Environment Division who will arrange contact for you.

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 return messages within one working day
- provide a 24 hour voicemail service for out of hours calls
- operate an out of hours marine resources and fisheries emergency contact service tel: 01534 448770
- operate a pollution hotline tel: 01534 709535
- operate an out-of-hours animal health and welfare emergency reporting service on 01534 441617
- operate a 24 hour weather advice service on 0905 8077777
- provide 24 hour recorded weather forecasts services on the numbers listed below (please note that calls to these lines are charged at 60p per minute)
0900 669 0011 Jersey Forecast
0900 669 0022 Shipping Forecast
0900 669 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 provide alternative contact numbers.

Access to planning and building information

We will:

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

Requests for information under the Data Protection (Jersey) Law 2005

If you need access to information that relates to yourself, you will need to put your request in writing and tell us what information you would like. Your request should be sent to our South Hill office together with a cheque for £10 administration charge. We will acknowledge your request within 3 working days.

We will apply the principles of the Data Protection Law to determine if we can release the information to you. If we are unable to supply you with some or all of the information you are asking for we will let you know why. We will respond fully to your request within 40 days.

Requests for information under the Freedom of information (Jersey) Law 2011

If you need access to information held by us you will need to put your request in writing and send it directly to the Central Freedom of Information Unit at Cyril Le Marquand House. If you send your request directly to us we will send it onto the Central Freedom of Information Unit for you. This is so that your request can be logged and tracked and so that the response can be published on line at a later date.

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 some or part of your request if its release is exempt under the law. We will respond to your request within 20 working days.

Environmental policy

We will:

- Issue 95% of Convention on International Trade in Endangered Species (CITES) licences in 15 working days
- Determine applications¹ for Eco-Active Business accreditation within 3 weeks

Marine and Fisheries resources

We will:

- issue 95% of fishing vessel licences¹ within 5 working days of receipt of a complete application.
- 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
- respond to a complaints about potential breaches of marine resources legislation within 12 hours
- of receipt of complaint

Environmental protection

We will:

- manage all Environmental Protection issues in accordance with the timescales set out in the appropriate legislation

Environmental Health

We will:

- respond to requests for service
 - food; complaints, alleged illness; Eat Safe requests
 - housing; sub-standard private rented, property searches, Rent Safe applications
 - nuisance complaintswithin 5 days of receiving the request
- respond to consultations (Places of refreshment, licencing, planning) within the time period prescribed by that law
- respond to any notifiable disease outbreak within two working days

States Vet Service

We will:

- determine applications¹ to licence animal welfare businesses within 2 weeks
- Issue 95% of animal health import and export licences and certificates¹ within 10 working days of receipt of application
- respond to serious 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

Plant health laboratory

We will:

- respond to any outbreak of a notifiable pest or disease within 2 working days
- strive to make weather information more accessible to the citizens of the Channel Islands

Protected trees

We will:

- keep a list of the trees that are on the List of Protected Trees 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 85% of applications¹ to carry out work to a protected tree within 8 weeks

inform all interested parties if the matter is to be determined at a public meeting at least 5 working days before that meeting

Complaints about high hedges

We will:

- determine 85% of applications¹ to complain about high hedges within 13 weeks
- 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

Environmental management and rural economy service

We will:

- inform applicants to the Countryside Enhancement Scheme whether their application has been successful within 30 days of the decision being made

Listed buildings and places

We will:

- keep a List of all buildings and places of architectural, archaeological and historical importance on our website for you to view, advising you of their status, significance, description and location
- acknowledge your request to add or remove buildings or places from the List in 5 working days and tell you what action we are taking
- add buildings or places 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, where they are known, if we are considering whether their property should given protected status. The owner, or anyone else, has 28 days to comment
- process 85% of applications¹ to carry out work to a Listed building or place within 8 weeks, if it relates to minor works, or 13 weeks if it is a major application.
- advertise all proposals to carry out works to a Listed building or place in the Jersey Gazette 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, building and compliance property searches

We will:

- process all property search applications within 10 working days¹

Planning and Building Law compliance

We will:

- allocate each case a priority status of, immediate, high, medium or low, upon receipt of the complaint and dependant on the type of complaint
- deal with 85% of all cases within the published targets, which are;
- dependent on the priority level, a site inspection within 24 hours, 2 working days, 5 working days or 10 working days
- dependent on the priority level, determine a course of action within 2 working days, 5 working days or 25 working days
- advise all parties of the course of action within 5 additional working days
- advise all parties of the outcome of the case within 5 working days of its conclusion

Development Control service

We will:

- provide a free drop-in planning advice service for customers wanting advice on smaller proposals at our South Hill office from 8.30am to 5.00pm Monday to Friday
- provide a free written pre-application advice service for customers wanting advice on larger planning schemes. Appointments will need to be pre-booked
- register all complete planning applications¹ within 3 working days of receipt
- determine 85% of all applications within published targets (Minor applications – 8 weeks. Major applications - 13 weeks)
- advertise all planning applications in the Jersey Gazette and on our website
- 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

Building Control service

We will:

- provide a free drop-in advice service at our South Hill office from 8.30am to 5pm Monday to Friday (excluding public holidays)
- register all correctly submitted building bye-law applications¹ within 3 working days of receipt
- process all building bye-law applications¹ within 5 weeks of receipt
- undertake site inspections within 24 hours of request, with the exception of completion inspections
- which will be done within 48 hours.

¹ Application and licence 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 licence requests once we have received all the necessary information.

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

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 is 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

Complete an online comment card: [On-line Comment Card](#)

Environment Division

Howard Davis Farm
Route de la Trinite
Trinity
Jersey
JE3 5JP

Tel: 01534 441600

Environmental Health

Maison Le Pape
The Parade
St Helier
Jersey
JE2 3PU

Tel: 01534 445808

Planning and Building Division

South Hill
St Helier
Jersey
JE2 4US

Tel: 01534 445508