

2025 Business Plan Infrastructure

Property and Operations and Transport

2025 Business Plan - Infrastructure

Minister(s): Connétable Andy Jehan

Chief Officer: Andy Scate

Information on department purpose, context and structure can be found on gov.je:

[Infrastructure and Environment \(gov.je\)](http://gov.je)

Information on department finances and resources can be found in the Government Plan Annex: [Government plan](#)

This Business Plan sets out the activities that the Property and Operations and Transport teams of the Infrastructure and Environment department will undertake in 2025 to deliver on the department's key objectives. The plan focusses on delivery of the key agreed objectives, therefore, does not detail all the 'business as usual' undertaken by the departments.

Our key objectives for 2025 are:

Objective	What we will do in 2025	Island Outcome	Lead Service
Liquid Waste Strategy	Delivery of key objectives in the liquid waste strategy which is principally three strategic storage tanks to reduce peak flows.	Built Environment	Operations and Transport
Solid Waste Strategy	Develop an updated Solid Waste Strategy, ensuring that sustainable waste management that minimises environmental impact is clearly set out for both commercial and household waste, and submit it to the States Assembly for approval.	Built Environment	Operations and Transport
Public Realm	Create a vibrant and healthy Town centre to live, work, visit and dwell. Improving the public realm will support cultural and economic vibrancy and in turn to promote wellbeing. Attractive streets and places attract more tourism, greater footfall increases the spend in local shops and businesses, as well as space for siting and outdoor dining. As set out in the Plan for Town.	Built Environment	Operations and Transport
Car Parks Estate Management Strategy	Develop a long term estate management and service provision plan (and decision framework) for car parking in St Helier. This work aims to understand long term demand,	Built Environment	Operations and Transport

	improve the parking service through estate modernisation, maintenance and operational optimisation. The plan will guide future investment decisions, tariff setting and link to the Government's wider vision for transport and St Helier's development.		
2025 Bus Operators Contract	The Bus Operator Contract aims to provide a reliable, timely, accessible, safe, and cost-effective transportation option for both residents and visitors. This objective is part of a broader strategy to reduce traffic congestion, minimize environmental impact, and promote sustainable travel alternatives to private car use.	Built Environment	Operations and Transport
Cycling and Walking Strategy	Prioritizing infrastructure improvements that favour pedestrians and cyclists. Publish a Cycling and Walking Infrastructure Strategy to identify and develop strategic corridors and key walking zones across the island, facilitating safe active travel routes.	Built Environment	Operations and Transport
Oakfield Community Sports Hall	Construct and run the Community Sports Facility at Oakfield to accommodate multiple user groups including some of those displaced from Fort Regent.	Built Environment	Operations and Transport
Operational Improvement Programme	Embark on a programme of operational reviews to achieve efficiencies, optimise processes and enhance quality with an aim of reducing costs and facilitating innovation. This will be the precursor to embedding a culture of continuous improvement.	Business Environment	Operations and Transport
Long-Term Capital Plan	Work with Treasury department to compile a long term view of capital works driven by condition, suitability, and sufficiency of current estate and cross reference to the departments requirements.	Built Environment	Property

Estate Rationalisation and Dilapidations	Following the successful occupation of the Union St Office, we will continue to rationalise and dispose of the vacated estate, including resolving the tenant obligations that need to be met concerning the condition of the premises vacated. This process has been successfully started with the return of Broad St and Eagle House.	Built Environment	Property
Fire Mitigation	Fire mitigation work continues to be a high priority across all Island schools and is being addressed as a matter of urgency with an agreed programme of works	Built Environment	Property
Review of Service Delivery	A review of the approach of the property team, and a refresh of vision, mission and name will be undertaken early in the year. This will include a review of Property's relationships with Arm's Length Organisations	Built Environment	Property
Implement new Planned Preventative Maintenance contracts	The Planned Preventative Maintenance schedule has been revisited and the scope broadened to include inspection and assessment that will engage with the long-term capital programme line of work.	Built Environment	Property
Health & Safety Embed a safety culture to deliver regular talks across the department, addressing safety concerns and discussing potential hazards	Embed a safety culture addressing safety concerns and addressing potential hazards, developing a more mature safety culture	Business Environment	Head Office
Data Governance, incl. risk management Improve our operational efficiency and support colleagues with the aim of improving our legal compliance	Improve our operational efficiency and support colleagues with the aim of improving compliance	Business Environment	Head Office
Customer Experience Exceed customer satisfaction rates and improve on customer feedback delivering service improvements	Deliver the 2025 Customer plan with the aim of consistently exceeding the GOJ 80% customer satisfaction target	Jobs and productivity growth	Head Office
People and Culture We want the department to be a	The department aims to achieve a 1-star rating in the Be Heard	Jobs and productivity growth	Head Office

<p>great place to work, where we attract new talent, invest in developing skills and create opportunities for everyone, ensuring we consistently deliver the best possible public services</p>	<p>survey results, a revised People and Culture plan will be developed to support the deliverables to achieve this</p>		
<p>Communications In 2025, our focus remains on building trust with Islanders by ensuring transparency in operational work, crucial for keeping the island running smoothly.</p>	<p>In 2025, our focus remains on raising the profile and understanding of I&E with Islanders by ensuring transparency in operational work, crucial for keeping the island running smoothly.</p>	<p>vibrant and inclusive community</p>	<p>Head Office</p>

Service Performance Measures

Our Service Performance Measures for 2025 are:

SPM ID	Minister	Department	Lead Service	Performance Measure Description
SPM309	MINF	I&E	Operations & Transport	Protect the Islands bathing water quality (Duration of spills of untreated effluent released to environment (% of total time).
SPM310	MINF	I&E	Operations & Transport	Provision/management of effective recycling solutions to increase the Islands recycling rate (%)
SPM311	MINF	I&E	Operations & Transport	Operational availability of the Energy from Waste (EFW) facility (%)
SPM312	MINF	I&E	Operations & Transport	Increase in the volume of Government fleet using EV or carbon reducing fuel (% of total fleet)
SPM313	MINF	I&E	Operations & Transport	Mileage completed by Government fleet vehicles using EV or decarbonised fuel (% vs fossil fuel)
SPM314	MINF	I&E	Operations & Transport	Sport and Leisure facilities are accessible and inspire Islanders to live healthier and more active lives (No. of attendances at Sport facilities – swipes)
SPM341	MINF	I&E	Property and capital projects	Annual Carbon Emissions per sqM - Average energy emissions