

# ENVIRONMENT DEPARTMENT

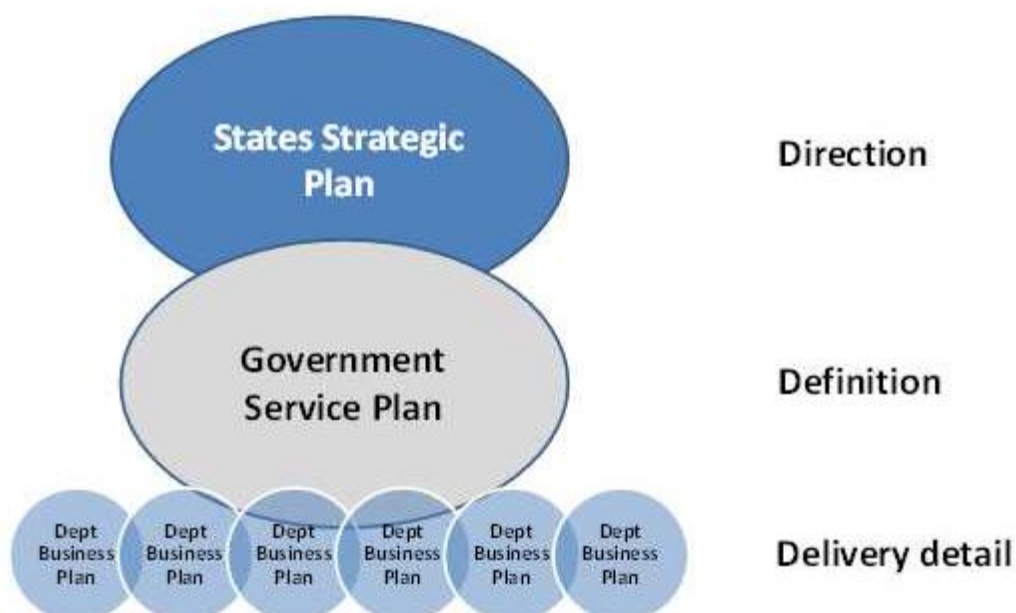
## BUSINESS PLAN 2015/2016

### 1. Introduction

This document forms the Environment Department's Business Plan for 2015/2016. In particular, it describes the purpose and current priorities of the Environment Department and sets out the Department's business objectives for the year.

The Business Plan is part of a 'family' of States plans that integrate with each other. The Department's work supports and complements the **States Strategic Plan** (March 2013) which sets the overall strategic direction of the States and includes the three **corporate policy plans**, for Fiscal & Economic Policy, Social Policy and Environmental Policy, and the four **Island Resource Plans** (for Population Management, Energy, Strategic Land Use and Island Infrastructure). The work of the Department also embraces and supports States approved strategies such as the Disability and Inclusion Strategy and the Obesity Strategy.

This Business Plan is the first for the Department to be explicitly aligned with the principles of Service Guernsey.



## **2. The Department's Mandate and Purpose**

### **The Department's mandate**

The Environment Department is one of 10 States Departments constituted in 2004 with a mandate that is set by the States of Deliberation.

The Environment Department's mandate is wide-ranging, covering a number of key areas of Government business, including:

- traffic and transport policy and management;
- planning policy, conservation and development management; and
- environmental policy and the management of substantial areas of publicly owned land.

The Department's mandate can be found here:

<http://www.gov.gg/CHttpHandler.ashx?id=4707&p=0>

The Department's responsibilities are explained in more detail in section 6 below and details of our routine tasks are contained in Appendix 1.

### **The Department's Purpose:**

**The purpose of the Environment Department is to fulfil its mandate and the objectives of the States of Guernsey by delivering services which meet the community needs and provide a safe, sustainable and accessible environment in which our customers can work, rest and play.**

## **3. The Department's Leadership**

### **Political leadership**

Deputy Yvonne Burford - Minister

Deputy Barry Brehaut - Deputy Minister

Board Members -

Deputy Peter Harwood

Deputy John Gollop

Deputy Elis Bebb

### **The Chief Officer**

Steve Smith

## 4. The Department's Stakeholders

Due to the breadth of the Environment Department's mandate and purpose, our stakeholders are practically everyone on Guernsey, including the many visitors to our Island. For example, our responsibilities for traffic safety and management and for management of the environment through the land use planning system will affect almost everyone at some time. The Environment Department also looks after over 30 sites island-wide, including Saumarez Park, Candie Gardens, the Island's beaches and coastal paths and many of the town gardens and plantations.

Notwithstanding this broad remit, there are some particular stakeholder groups that we can identify. These may be our external customers who engage with particular services, such as vehicle and driver licensing or the land use planning process, customers internal to the States organisation itself, such as States Members and other departments, or those within partner organisations or bodies, such as our suppliers and contractors. In essence, we exist to serve all of the people of Guernsey for whom we deliver our services and whom we refer to as our customers.

## 5. The Role of the Business Plan

The work of the Department is undertaken in a planned and coordinated way to:

- effectively and efficiently meet the needs of its customers and stakeholders;
- provide high quality services maximising value for money; and to
- make best use of its relationships with other States departments and functions and the range of non-governmental organisations and bodies with which it regularly interacts when carrying out its business.

This document forms the Environment Department's Business Plan for 2015/2016 and summarises the Department's responsibilities, overall purpose and priorities, its financial and other targets and its business objectives for the year. It also considers the key successes over the last year, future opportunities for improvement along with possible risks and threats to the achievement of its targets and objectives.

**The key role of the business plan is essentially as a tool to ensure that the Department's strategic priorities accord with its mandate and purpose, that appropriate targets have been set to measure the Department's performance in delivering its strategic priorities in accordance with its vision and values, to help identify potential risks to this delivery and to help identify ways for the Department to further improve its performance.**

This Business Plan is the first for the Department to be explicitly aligned with the principles of Service Guernsey. The six themes of Service Guernsey are:

- **Customer focus** – we understand who our customers are and what they need and strive to provide it

- **Value for money** – we show the taxpayer that we can be trusted to spend their money wisely
- **People** – we understand our strengths and weaknesses, recognise high performance and support development and improvement
- **Performance management** – we understand how we perform today, so we can drive improvements in our performance tomorrow
- **Innovation** – we embrace new thinking and innovative ideas, have developed and enhanced our creative power, and have embedded the tools and techniques that allow us to exploit this
- **Digital** – Smart Guernsey – we use 21<sup>st</sup> Century technology to achieve positive outcomes for customers and staff.

These Service Guernsey themes are reflected in our vision and values, and have been incorporated within Team Goals that have been adopted throughout the Department (see section 8 below).

The Business Plan will next be updated in June 2016.

## 6. The Department's Responsibilities and Services

The Environment Department advises the States on Environmental policy including transport, energy and waste policy and policy for the conservation, enhancement and sustainable development of the natural and physical environment of the Island in accordance with the strategic economic, fiscal, social and environmental policies of the States.

Responsibilities of the Department include:

- Protection of the physical environment of the Island;
- Conservation and enhancement of the natural and semi-natural environment;
- Spatial/land use policy to enable the sustainable management of transport, energy resources, waste disposal, the built heritage and natural resources in accordance with the strategic policies of the States;
- The provision of an integrated land use planning system including the processing of development applications of all kinds (for planning, building control, sites of special significance and protected buildings, monuments and trees);
- Transport policy to enable the safe and efficient movement of people and goods around the Island including traffic management and road safety; the regulation of public transport and procurement of the integrated scheduled and schools bus service;
- Vehicle registration and vehicle and driver licensing;

- The management, conservation and enhancement of the natural and semi-natural environment of States-owned land including sites of nature conservation importance, cliff paths, beaches, headlands, Herm and Lihou islands and other public areas and parks, gardens and plantations;
- The promotion and coordination of environmental issues and initiatives;
- To ensure the safety of the public in the access and use of public buildings;
- To advise the various Parish Douzaines on matters relating to dangerous structures and the installation of various plant and equipment at specific sites.

To deliver these responsibilities effectively and efficiently, the Environment Department is made up of four Business Units:

- **Traffic and Transport Services**
- **Planning Services**
- **Environment Services**
- **Central Support Services**

The main purpose of each of these Business Units is described below:

**Traffic and Transport Services:**

**Providing our customers with better and safer transport options** by working to ensure the safe and efficient movement of people and goods around the Island; including the co-ordination of road closures, control of oversized vehicle movements, issuing of vehicle permits, regulation of car parking, provision of a driving test service and implementation of a variety of traffic management and road safety measures; to administer legislation governing driver licensing and the registration of motor vehicles; to regulate and licence public transport related services; to provide scheduled and school bus services; to promote sustainable transport initiatives.

**Planning Services:**

**Providing our customers with a pleasant, safe and sustainable physical environment** by working to protect, enhance and facilitate the sustainable development of the physical environment of Guernsey through the preparation and adoption of Development Plans, Subject Plans, Local Planning Briefs and through the application and review of Building Regulations and the setting of Guernsey Technical Standards made thereunder; and the control of development in the light of those documents including through the application of special controls in relation to areas of particular sensitivity and importance.

**Environment Services:**

**Providing our customers with a sustainable, clean and accessible natural environment to enjoy** by the management of the natural- and semi-natural environment of States- and Crown-owned land; the promotion of

environmental issues and initiatives; conservation & arboriculture (tree planting, management & advice); and promoting biodiversity.

**Central Support Services:**

**Providing our customers with an efficient and effective organisation offering good value for money** by providing a comprehensive range of high quality support services to the Department and its stakeholders, including but not limited to, financial management and administration, useful and timely management information and a framework for effective internal governance and control.

Further details of the work routinely carried out by each of the Department's Business Units in accordance with these purposes are contained in Appendix 1.

## **7. The Department's Resources**

### **Our people**

It is often said, and rightly so in our case, that the most important resource for an organisation is its people.

In terms of overall staff numbers, the Environment Department has a total of 90 staff, some of whom work on a part-time basis. The total number of staff within the Department in terms of full-time equivalents is 83. Of the 89 staff working within the Environment Department in addition to our Chief Officer, 32 work in Traffic and Transport Services, 45 in Planning Services, 4 in Environment Services and 8 in Central Support Services.

### **Our budget**

The Environment Department has been allocated an overall budget of £9,025,000 for 2015 (net of £3,045,000 income). This sum is divided between the four Business Units as follows:-

- **Traffic and Transport Services** – £5,271,000  
(This sum includes £4,416,000 for the scheduled bus service.)
- **Planning Services** – £1,442,000
- **Environment Services** – £1,972,000
- **Central Support Services** - £340,000

Details of our income and expenditure in 2014 are contained in Appendix 2.

## 8. Our Vision, Values and Goals

### Our Vision

Our Vision is to be acknowledged as a professional, effective and valued organisation providing high quality services that meet the community's needs, in accordance with our mandate as set by the States.

### Our Values

#### **We will:**

- Communicate openly with stakeholders
- Ensure our staff are well trained
- Deliver services effectively and efficiently, in a timely and transparent manner
- Be proactive and seek continuous improvement in everything we do
- In recognition of our duty of care, protect and safeguard privileged information to which we have access
- Align policies and practices with the States Strategic Plan
- Be helpful to and respectful of our clients and the general public
- Be firm and proportionate in meeting our legal responsibilities

### Our Goals

To help us to operate consistently in accordance with our vision and values and in accordance with the principles of Service Guernsey the following Team Goals have been adopted throughout the Department:

- **Focus on the customer experience** – to deliver a consistently high level of customer service
- **Maximise IT and the Web** – to publish key information and data
- **Watch our image** – to present ourselves as a professional and motivated workforce
- **Make the budget work for us** – to examine expenditure from first principles and be conscious of cost and value for money
- **Be risk aware not risk averse** – to develop procedures and awareness in respect of risk and manage risks appropriately
- **Get rid of paper** – to print what we need to print, scan what we can, file only what needs to be filed

The Department operates according to a published Customer Charter and has a formal system for Customer Complaints. Details of these are found here:

<http://www.gov.gg/CHttpHandler.ashx?id=4660&p=0>

<http://www.gov.gg/CHttpHandler.ashx?id=4661&p=0>

## **9. Strengths, Weaknesses, Opportunities and Threats**

As part of the Service Guernsey initiative, and integral to our approach to performance management and improvement, the Department has undertaken a SWOT workshop to appraise its strengths and weaknesses, along with potential opportunities and threats, having regard to the six principles of Service Guernsey set out in section 5 above.

This process clearly showed that the Department has great strength and resilience in terms of our 'people', these being the staff who deliver and manage its services on a day to day basis. The customer focus and value for money provided by the Department are also good, with many significant improvements made over recent years to deliver our services in a more customer focussed and efficient way, improving customer service and reducing the burden on the taxpayer.

However, further simplification of processes and procedures emerged as a priority for action to help deliver further improvements in these areas. Simplification of legislation and procedures in a number of areas of our business is consequently one of the strategic priorities set out in this Business Plan. Despite this, it must be recognised that stakeholder expectations sometimes directly conflict with pressures to minimise legal risks which tend to drive further complexity in law and process. Improvements in the availability and accessibility of information and advice, for example on the Government website, will also help us to successfully engage with our customers.

As availability of States funding for our services has become increasingly unpredictable and problematic, the Department has had to search out new ways of working including partnerships with the private and third sectors and charities, for example in relation to the playground refurbishment and Victorian Walled Garden projects at Saumarez Park.

The increased incidence of storms due to climate change, and consequent impact on our budget and thus on our other services, is however impossible to effectively manage in this way and we are very dependent on additional States funding to supplement our budget to effect essential repairs in the event of such storms. We are therefore documenting a strategic programme of works which will go to the States seeking capital funding.

The recent removal of funding of the Integrated Transport Strategy has also threatened the ability of the Department to deliver some services according to its mandate and to meet stakeholder expectations. Several work streams are currently 'on hold' pending resolution of this issue.

In terms of electronic delivery of services, the Department recognises that it lags in some respects significantly behind other similar bodies elsewhere, for example in Government or local authorities in the UK where there has been significant investment in this area. This is being addressed to an extent through the pilot of



electronic application submissions in Building Control and their now almost total use of electronic communications and the improved on-line services provided by both Traffic and Transport Services and Planning Services.

Far more though needs to be done, and relatively quickly, to redress this deficiency, which threatens our Vision to be acknowledged as a professional, effective and valued organisation providing high quality services that meet the community's needs, in accordance with our mandate as set by the States. The Department will thus engage closely with recent corporate initiatives designed to promote digital working and electronic service delivery, and making best use of this opportunity is a strategic priority for the Department.

## **10. Our Strategic Priorities**

Our strategic priorities have been developed to enable the Environment Department to fulfil our mandate as set by the States and our purpose in accordance with the Vision and Values defined in this Business Plan.

The Department's overall strategy centres on the delivery of our key strategic priorities by each of the Business Units. The strategic priorities are set out below, followed by an indication of the main work streams which are being prioritised in relation to each over the coming year by the Business Unit responsible for delivering them.

### **Traffic and Transport Services - Strategic Priorities 2015/2016**

#### **1. To implement the States approved On-Island Integrated Transport Strategy (ITS)**

- To gain funding for and then implement the States-approved On-Island Integrated Transport Strategy (ITS). Revised funding options for the ITS will be submitted to the States in July 2015.
- Review of the **Residential Parking scheme** – to be presented to the States for consideration in 2015 with a view to implementation in 2016.
- To review **commercial vehicle activity and circulation** – To be presented to the States for consideration in 2016.
- To report on **presumed liability** - To be presented to the States for consideration in 2016.
- To investigate and implement a trial system of **Park and Ride**, subject to the identification of a suitable site - Investigations have been taking place but no suitable site has yet been found.

**Note** - A number of Traffic and Transport Services' work streams relating to this strategic priority 1 are currently 'on hold' due to the lack of a States approved funding arrangement for the ITS. These include:

- To improve **facilities for motorcyclists and cyclists** – this is on hold pending resolution of funding issues.
- To promote **travel plans for businesses** - Travel plan documentation has been produced and some promotion to businesses has been carried out but this is now on hold until funding has been approved (funding would be used to offer incentives/install equipment/infrastructure etc which is an integral part of promotions). Promotional events are also on hold due to lack of funding.
- To improve **access for the disabled community**, including the provision of dropped kerbs and additional disabled parking - Further projects are on hold pending resolution of Strategy funding issues.
- Taxi industry review.

## **2. To procure and ensure the maintenance of a sustainable long-term scheduled bus service**

- To replace and upgrade the bus fleet – this is proceeding through the SCIP capital allocation process with a view to consideration by the States in September 2015 and, after a tender process, delivery of phase 1 of new fleet in late Spring/early Summer 2016.

**Note** - Proposals to acquire the land, premises and operational facilities necessary to let a **long term bus contract** and to develop bus services for the next decade were presented as part of initial funding options for the ITS but have consequently been deferred as a result of rejection of the proposed funding model.

## **3. To update and, where possible, simplify existing legislation, processes and procedures relating to traffic and transport matters, and issue guidance as appropriate**

- Amendment to **Construction and Use Legislation – Mirrors** - To be presented to the States for consideration in 2015.
- Amendment to **Construction and Use Legislation – Trailers** - To be presented to the States for consideration in 2015.
- To Review legislation concerning **motorcycle provisional licensing** (2016).

- To review and publish **policies and guidance on road traffic management** including:
  - a. Guidance for installation of yellow lines, filter-in-turns, Keep Clear boxes;
  - b. Speed limits, repeater signing, variable signing;
  - c. School signing;
  - d. Traffic Engineering advice primarily used as input to planning applications.
- To complete the review of existing **administrative processes and procedures** throughout the Division with a view to standardising and simplifying actions to manage day to day operations more efficiently and effectively.

#### 4. To improve traffic safety and to promote the introduction of new legislation or regulation where necessary and appropriate

- To improve safety in the vicinity of the **Salerie Car Park / Access to North Beach Marina Slipway** - Project delivery is proposed in June 2015.
- To introduce a **register of driving instructors** in accordance with the States decision.
- **Driving Licences** – to implement the switch to fully EU complaint Laser engraved licences (projected July 2015).
- To progress the three-year programme to light all of the Island's existing **zebra crossings** – It is proposed to commence phase 1 of the programme in late 2015.
- To improve **access for the disabled community** – A raised table will be installed at the bottom of Cornet Street (projected October 2015) and dropped kerbs at various crossings.
- To address the **sale of vehicles from public land** - To be presented to the States for consideration in late 2015.
- To review the Island's existing **speed limits policy**, including standardisation of signing around schools - to be presented to the States for consideration in 2016.
- Amendments to **legal status of Register of Motor Vehicles and Driving Licences** - to be presented to the States for consideration early in 2016.

#### 5. To further expand the provision of on-line services

- To further expand the provision of **on-line services** (VORTEX) (projected end 2015).
- To further develop the **IRIS** (Island Roadworks Information Service) road works management system.

## **Planning Services - Strategic Priorities 2015/2016**

### **1. To deliver the new Island Development Plan**

- To take the draft **Island Development Plan** through the full Public Inquiry process and to present it for adoption by the States in 2016. The States will shortly be asked to extend the current Urban Area Plan and Rural Area Plan to December 2016 pending completion of this process.

### **2. To progress the review of the Protected Buildings List and complete Phase 1**

- To complete Phase 1 of the Protected Buildings Review in 2016 including surveys, additions and removals from the list all in accordance with the Department's originally proposed approach to the review process.

### **3. To update and, where possible, simplify existing planning legislation, processes and procedures, and issue guidance as appropriate**

- To review and update the **Planning legislation** where required; the first phase is to report to the States later in 2015, following further consultation, with proposals for amendments to the **Use Classes Ordinance** to simplify the provisions and reduce the number of Use Classes overall. The Department will proceed with the second phase, to review the **Planning Exemptions Ordinance**, during 2016.
- **Salle Publique/public building legislation** – options are being developed for further consideration and consultation.
- To monitor developments in **Building Regulations** in other jurisdictions and amend our legislation and Guernsey Technical Standards accordingly where necessary.
- **Advice and Guidance** – To publish further advice and guidance (in conjunction with the Island Development Plan), including regarding design principles and protected buildings.

### **4. To promote the introduction of new planning legislation where necessary and appropriate**

- To introduce new **high hedges** legislation if approved by the States (to be considered by the States in July 2015).

### **5. To further expand the provision of on-line services**

- To further develop the **electronic delivery of services** – in particular relating to future on-line submission and publication of Planning and Building Control applications and the scanning and electronic storage/retrieval of files.

## **Environment Services - Strategic Priorities 2015/2016**

### **1. To implement the States approved Coastal defence strategy and maintain existing coastal defences as appropriate**

- **Coastal defence strategy** (including progressing coastal defence options at St Sampson's Harbour – Priority 1 Area) - Following a tender process, coastal defence options at St Sampson's Harbour have been investigated and proposals for mitigation work at St Sampsons will be subject of a States Report for consideration later in 2015. In addition, the funding approval/tender process for a flood warning data device (a wave rider buoy) will be initiated in 2015 followed by a feasibility study and stakeholder consultation for Les Banques (Priority 2 Area).
- **Existing coastal defences** – the programme of repair and preventative maintenance will continue.

### **2. To provide a cost effective and efficient land management service for our managed areas of States owned land, ensuring a safe environment for public use and enjoyment**

- **Coastal car parks** – the planned maintenance programme will continue.
- **Saumarez Park playground** development – the remaining phases of refurbishment will be completed and options considered for improving car parking provision in conjunction with stakeholders.
- **Interpretation signage** for public areas will be reviewed and overhauled.
- **Cliff stabilisation/protection works** will be implemented at Val des Terres and Colborne Road.

### **3. Improve the Island's biodiversity and help to safeguard vulnerable wildlife species**

- The **Biodiversity Strategy** will be referred to the States for approval in Autumn 2015. This workstream will include development of land management strategies to adapt to potential impacts of climate change and the preparation of **Habitat Action Plans**, which will be incorporated into the Biodiversity Strategy. The Department also intends to seek extension of the UK's signatory to the **Biodiversity Convention** to Guernsey.

## **Central Support Services - Strategic Priorities 2015/2016**

### **1. To ensure the effective management and sustainability of the Department's human, financial and other resources, ensuring good value for money**

- To ensure the Department continues to operate within its financial boundaries, both on its Revenue (operating) budget and individual Capital projects.
- To monitor the quality of financial management across the Department, providing advice and support to budget holders in areas such as budget control, budget setting and financial forecasting.
- To review the Department's internal finance procedures and policies to ensure they remain fit for purpose, are as efficient and effective as possible and comply with States Rules and generally accepted professional principles.
- To regularly monitor the Department's expenditure to ensure best value for money is obtained at all times.

### **2. To provide a comprehensive range of high quality support services to the Department and its stakeholders**

- To provide the Department's officers and Board with quality, timely information, advice and support on financial, administrative, procurement and resource matters.
- To provide quality, timely information to the Treasury and Resources Department in areas such as monthly management accounts and annual budgets and financial accounts.
- To incorporate States Rules Directives and principles of Risk Management into the Department's day-to-day activities, including monitoring, measurement and mitigation of key risks.
- To incorporate States Rules Directives and principles of Health & Safety management into the Department's day-to-day activities.
- To ensure the Department's Information Communication Technology infrastructure, policies and activities are effective, efficient, economical and compliant, working closely with the States Information Technology Unit.
- To incorporate the new States records management policy (covering classification, security, retention and disposal of Department records) into the Department's day-to-day activities.

## **11. Our Achievements**

During 2014 and the early part of 2015 we have achieved the following progress and successes in relation to current and previous work streams, contributing to the delivery of our strategic priorities:

## **Traffic and Transport Services**

- In May 2014 States approval was obtained for the revised **Integrated Transport Strategy** (ITS). In the light of the States decision some of the resulting specific workstreams have been developed. However, others have been rejected by the States or put on hold (see above). Revised funding options for the ITS will be submitted to the States in July 2015.
- **Implementation of new off-road driving test manoeuvring area** - To meet the latest standards for the conducting of driving tests, a site was identified and planning consent obtained. The activity has now moved onto the new dedicated site at Longue Hougue offering increased frequency of tests across all required categories and at around 10% of the initial budget allocated for this proposal as a result of integrated working across a number of States departments.
- Completion of renovation programme, parking scheme and environmental enhancements to the **Salerie Battery** following States approval and Law amendment (in conjunction with the Constables of St Peter Port).
- A new **theory test question bank** has been developed in conjunction with Isle of Man and Jersey.
- Additional and preferential disabled parking has been introduced at North Beach and dropped kerbs introduced as part of the Town seafront resurfacing programme to **improve access for the disabled community**.
- Existing **traffic movement counters** have been replaced and upgraded.
- The **off-road Compulsory Basic Training (CBT) training/test facility** has moved from La Mare de Carteret Schools to better facilities at the former St. Peter Port School.
- A new contract for the **Scheduled and Integrated School Bus Services** commenced in April 2015.
- Four new **Accessible Taxi Cab** plates have been allocated following a tender process and a training course has been completed (in liaison with the Guernsey Disability Association and the Taxi industry).
- Measures to improve safety in the vicinity of the **Salerie Car Park / Access to North Beach Marina Slipway** have been progressed.
- A **Register of driving instructors** has been introduced as approved by the States.

## **Planning Services**

### **Planning:**

- The draft **Island Development Plan** was published following substantial research to provide a robust evidence base and extensive public and stakeholder consultations. The draft Plan is currently at Public Inquiry stage. Public drop-in sessions were held following publication of the draft Plan. Evidence reports and consultation documents have also been published.
- Various milestones have been achieved as part of Phase 1 of the **Protected Buildings Review**. These include establishment of The Criteria for listing and of a robust Grading system, approved procedures for ad-hoc listing and significant progress on surveys, additions and removals from the List, all in accordance with the Department's proposed approach to the review process. Guidance and advice for the public about the review process has also been published.
- The States approved the extension of the Local Planning Brief for the **Leale's Yard Mixed Use Redevelopment Area** to enable proposals for that site to come forward and be considered under current planning policy.
- **Planning legislation** – Progress has been made with review of the 2007 Use Classes Ordinance and following further consultation the Department's proposals should be referred to the States for consideration later in 2015.
- Proposed introduction of new **high hedges legislation** – public consultation has been carried out and the States Report submitted for consideration by the States in July 2015.
- **Planning applications** – good performance was recorded for 2014/15 with 76% of planning decisions issued within 8 weeks and 91% within 13 weeks (targets 80% and 90%). 1,791 planning applications were determined during that period.
- **Advice and guidance** – further planning advice notes have been published relating to Guernsey hedge banks, air source heat pumps (in conjunction with Environmental Health and Pollution Control) and change of use of visitor accommodation (in conjunction with the Commerce and Employment Department). A statement of our Planning Enforcement Policy has also been published.
- **Stakeholder engagement** – the Planning Agents' Forum met on two occasions last year. The minutes of those meetings are published on the Government website.



### **Building Control:**

- **Guernsey Technical Standards** – The latest UK Building Regulation amendments have been reviewed and incorporated within the Guernsey Technical Standards (GTS) as appropriate.
- A new GTS Part P for **private road design** has been produced and introduced following stakeholder consultation.
- Revised consultation procedures with **Guernsey Fire and Rescue Service** have been introduced following consultation with Guernsey Fire and Rescue Service and in liaison with the Construction Industry.
- **Salle Publique/public buildings legislation** – Building Control has commenced a review of the Salle Publique licensing and Public Building Certification legislation and procedures. Options are being produced for further consideration and consultation.
- **Building Control applications** – good performance was recorded for 2014/15 with 91% of first responses/decisions being made within 5 weeks (64% of these being within 3 weeks). 1,274 building control applications were determined during that period and 8,000 site inspections were carried out.
- **Advice and guidance** – the Department's regular newsletter 'Licence to Build' for the building industry was produced along with updated information guidance notes on various topics.
- **Electronic delivery of services** – Building Control is piloting new processes for the electronic submission of applications and electronic communications with agents, along with a programme of back-scanning files for electronic storage and greater use of mobile technology. In the first 3 months of the scheme a trial which only included three agents has resulted in 12% of the applications received including the electronic documents. With the exception of the legal notices, all communications with the agents are now handled electronically.

### **Environment Services**

#### **Coastal defence and land management:**

- **Coastal defences** – the Department addressed the emergency needs resulting from the substantial storm damage caused in the early part of 2014. In particular, major

repairs to the Island's coastal defences were delivered at Perelle, Vazon and Bulwer Avenue (in conjunction with engineers from the Treasury and Resources Department's States Property Services).

- **Coastal defence strategy** – proposals to progress the strategy commencing with the first phase at St Sampson's harbour were accepted for capital prioritisation through the States Capital Investment Portfolio (SCIP) process. Following a tender process, coastal defence options at St Sampson's Harbour have been investigated and proposals for mitigation work at St Sampsons will be subject of a States Report for consideration later in 2015.
- **Cliffs and Beaches** - The steps providing access to Petit Port beach have recently been opened following a long period of closure for public safety reasons. Rock stabilisation works have also been completed at La Vallette.
- **Coastal car park maintenance programme** – good progress has been made to improve the condition and surfacing of various coastal car parks.
- Phase 1 of the **Saumarez Park playground** development is now complete (in conjunction with The Friends of Saumarez Park Playground LBG) and the remaining phases are in progress. Works included drainage rehabilitation and new fencing.
- The Department completed its contribution to the Saumarez Park Victorian **Walled Garden project** (in conjunction with the Guernsey Botanical Trust).
- New fencing was installed at **Candie Gardens**.

#### **Environmental policy and initiatives:**

- The statutory **Waste Disposal Plan** was reviewed, updated and approved by the States in early Summer 2014 (in conjunction with Public Services Department).
- **Biodiversity Strategy** – In accordance with a States direction the draft Biodiversity Strategy has been produced by the Department which sets out an approach to protect and enhance our island's biodiversity. Public consultation on this draft strategy has been carried out.
- The '**Keep Guernsey Green Award**' continues to be supported by existing organisations and also to attract new entrants. This award scheme is for organisations that wish to publicise their commitment to the environment by demonstrating best practice in energy conservation and waste management.

- A **Wildlife Code** has been adopted and **sea bird protection initiatives** in relation to polyisobutene (PIB) pollution and sea bird wreck have been implemented.
- The **States Meteorological Contract** has been transferred to the Public Services Department following the Environment Department's negotiations with Jersey Meteorological Office and now is on a stable financial footing for the longer term.

### **Central Support Services**

- The Department exceeded its **FTP target** by £214,000 and made revenue savings of nearly £523,000 (6.3%) in 2014.
- Support and advice was provided to colleagues in a number of areas including guidance to budget holders on **financial forecasting and budgeting** using the new Budgeting & Planning system.
- The Department's **Risk Register** has been thoroughly reviewed and updated.
- The Department's **staff appraisal** process has been reviewed.
- The Department's **Health and safety procedures** have been reviewed.

## **12. Department Contact Details**

We would value your feedback on this Business Plan and the issues discussed within it.

**Write to us at:** Environment Department, Sir Charles Frossard House, PO Box 43, La Charroterie, St Peter Port, Guernsey, GY1 1FH

**E-mail:** [env@gov.gg](mailto:env@gov.gg)

**Call:** 44 01481 717200

**Fax:** 44 01481 717099

## **Appendix 1**

### **Business Unit Routine Tasks**

#### **Traffic and Transport Services**

##### Driver and Vehicle Licensing

- Issuing of approximately 16,500 driving licences in 2014 for new, renewal and exchange licence purposes
- Consideration of all matters relating to medical aspects and age restrictions on driving licences
- Maintaining a vehicle registry, including issuing of certificates for new vehicle registrations, amending existing records to reflect name and address changes, exchange of ownership, changes to technical data etc and exportation or scrapping of vehicles – processing circa 48,000 vehicle related transactions in 2014
- Inputting of driving licence endorsements
- Issuing and exchange of registration marks and sale of special registration numbers including first time registrations
- Maintaining a register of trade licences
- Provision of vehicle and driver registration details in accordance with data protection requirements
- Provision of vehicle and driving licence statistics

##### Traffic Services

- Co-ordination of approximately 2,500 road works, obstructions and suspended parking applications per annum and consideration and planning of associated diversion routes
- Provision of a Driving Test Service including the conducting of circa 2,500 practical and 1,600 theory tests per annum
- Provision of advice on road safety aspects associated with planning applications and implementation of general road safety initiatives
- Management of disc and approved parking areas
- Responsibility for the maintenance of traffic signals, traffic signs and road markings
- Issuing of residents parking, disabled parking, prohibited street, oversized vehicle, amber flashing light and scaffolding permits totalling in excess of 1350 permits.
- Management of the road network including road pavement and junction design to ensure the safe movement of vehicles and pedestrians.

### Public Transport Services

- Licensing of approximately 500 public service vehicle driver licences per annum
- Licensing of taxi, private hire and bus services
- Licensing of public service vehicles, including arranging of Police examinations
- Administration of Scheduled Bus Services
- Provision of School Bus Services
- Provision and maintenance of bus stops and bus shelters
- Annual review of Taxi and Private Hire Policy

## **Planning Services**

### Development Control

- Administration, processing and determination of planning applications (some 2,000 annually), including applications related to Protected Buildings, and dealing with related matters such as appeals.
- Consideration and application of Environmental Impact Assessments as they relate to planning applications
- Provision of advice and information to the public and others regarding development control matters, including pre-application advice, information regarding Use Classes and Exemptions from planning control. File searches related to the conveyance of property and the issuing of Immunity Certificates.
- Investigation and enforcement action in relation to contraventions of the planning laws.
- Production of Guidance Notes

### Building Control

- Processing of Building Regulation applications (some 1500 annually), including the carrying out of site inspections in accordance with the Guernsey Building Regulations.
- Provision of advice to applicants and the general public.
- Investigation and enforcement action in relation to contraventions of the Guernsey Building Regulations.
- Reports to the Royal Court on the adequacy and operation of premises licensed as Salle Publiques (public buildings)
- Provision of advice to Constables on dangerous structures, and regarding installation of steam boilers/bread ovens.
- Continual reviewing and updating of the Guernsey Technical Standards.

### Forward Planning

- Assistance in strategic land planning issues through the Strategic Land Planning Group
- Regular monitoring and review of statutory Development Plans and Local Planning Briefs
- Plan amendments as directed by the Strategic Land Use Plan or the States of Deliberation
- Assistance to corporate programmes (e.g. Corporate Housing Programme)
- Preparation of informal policy and guidance.
- Strategic Environmental Impact Assessments as they relate to plan development

### Conservation and Design

- Provision of advice and information in relation to the above to colleagues, other departments, the public and their professional agents.
- Provision of specialist advice on planning applications relating to protected monuments, buildings and trees
- Maintenance and review of the statutory register of monuments, protected buildings and protected trees.
- Provision of advice on the identification of, and creation of policy in relation to special areas of control e.g. trees, conservation areas and sites of special significance
- Promotion and facilitation of urban design schemes and environmental enhancements schemes.
- Preparation of informal policy and advice
- Conservation area appraisal

### **Environment Services**

- Inspection, supervision and maintenance of the coastal area including 40 miles of cliff paths, headlands and 14 beaches and the associated infrastructure including 40 slipways.
- Reporting on sea water quality.
- Inspection, supervision and maintenance of 30 Parks and Gardens including licensing public events on land administered by the Department.
- Coordination of Radiological and Environmental monitoring programmes
- Promotion and advice to the general public, businesses and others regarding Energy Efficiency
- Management and enhancement of land administered by the Department
- Provision of advice to the general public, businesses and others on matters relating to trees
- Coordination of the Tree Warden Scheme

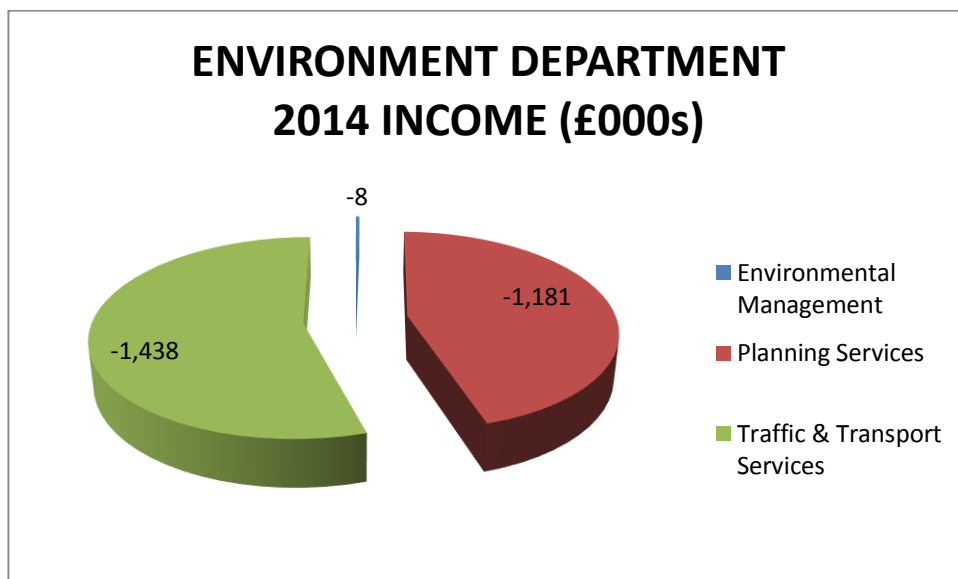
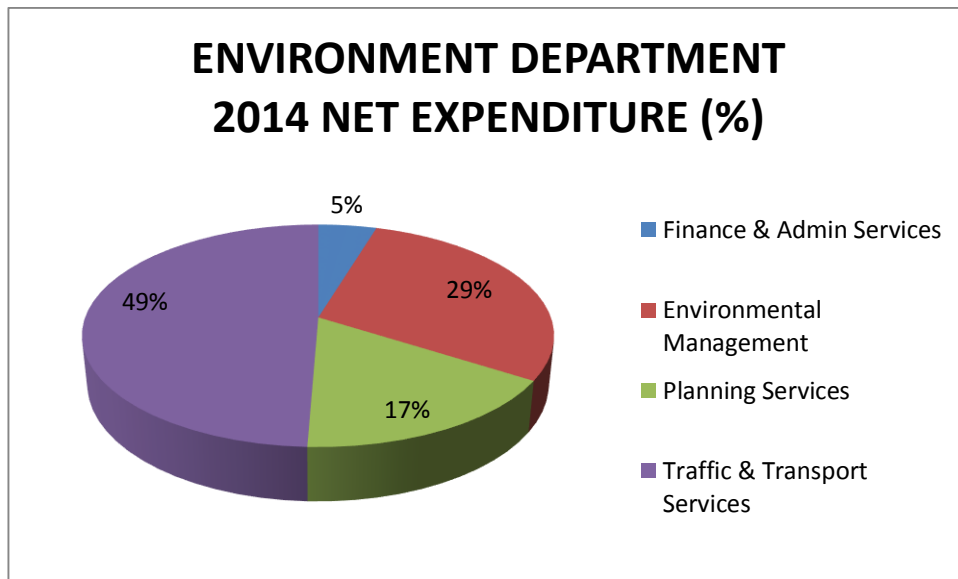
- Promotion and facilitation of the Keep Guernsey Green Award
- Provision of biological records and monitoring of biodiversity

### **Central Support Services**

- Co-ordinate and prepare the department's revenue and capital budgets and co-ordinate and prepare the revenue and capital year-end accounts. Liaise with Treasury and Resources in relation to the publication of the budget and annual accounts and to identify areas for efficiency savings.
- Provide advice and guidance regarding financial matters to ensure good corporate governance and compliance with accounting and auditing guidelines.
- Undertake all financial accounting activities.
- Monitor actual costs against budgeted costs reporting to the Board as necessary. Review the Department's costs on a regular basis in order to seek opportunities to either cut costs or increase value for money where possible.
- Develop and implement departmental policies and procedures and provide advice and support to operational units relating to human resources, health and safety, risk management, business continuity, data protection, project management and insurance.
- Provide a human resources function, ensuring that the Department meets its legal obligations in relation to employment and associated laws. To provide advice, support and guidance to employees on all employment related matters.
- Support staff in their career development by providing training liaison and support functions.
- Monitor and review staffing levels on a regular basis.
- Provide administrative support to the board, and senior management team of the Department, thereby contributing towards them meeting their overall strategic and corporate objectives
- Provide a customer focussed reception facility for the public.
- Facilitate and support the department's Information Communication and Technology infrastructure in liaison with the Central Information Technology Unit to ensure continued provision of services and compliance with security policies and procedures including the provision of advice and support to all staff.

## Appendix 2

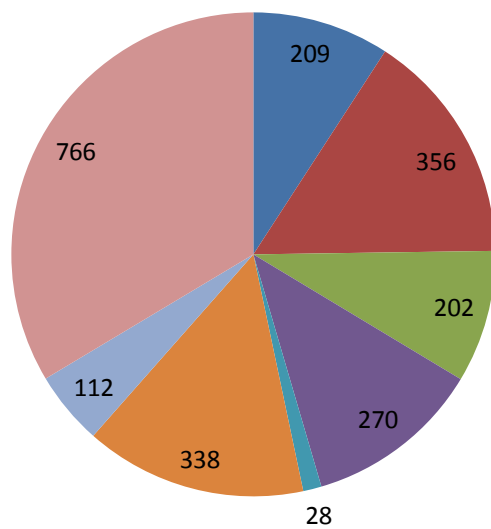
### The Environment Department's Expenditure in 2014





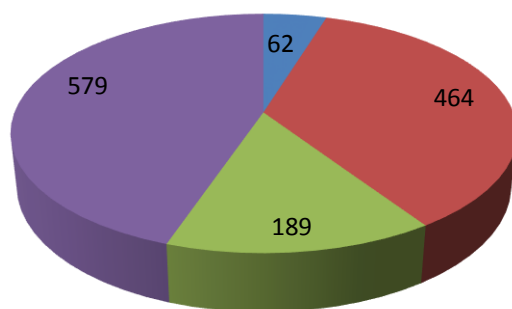
## ENVIRONMENTAL MANAGEMENT 2014 NET EXPENDITURE (£000s)

- Administration
- Coastal Management
- Cliff Path Management
- Coastal Defences
- Environmental Monitoring
- Meteorological Services
- Nature Trails & Reserves
- Parks & Gardens

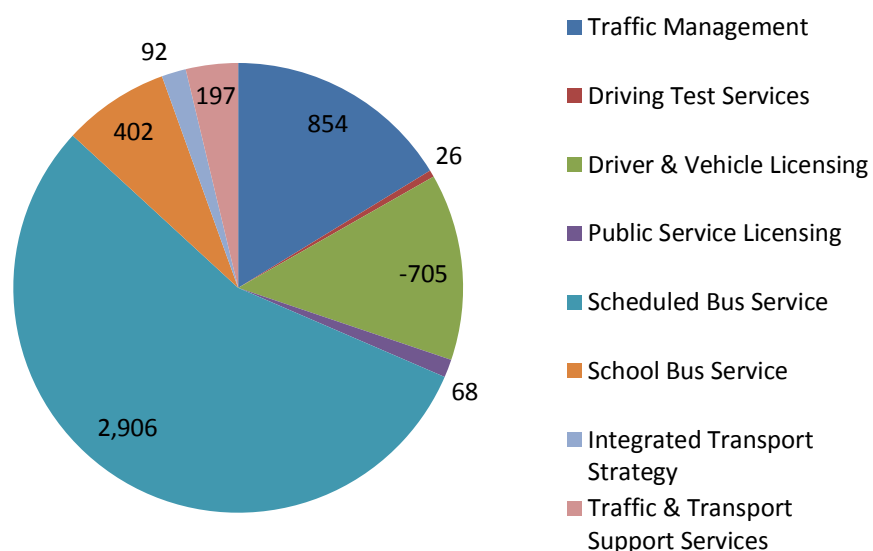


## PLANNING SERVICES 2014 NET EXPENDITURE (£000s)

- Building Control
- Planning Support
- Planning Control
- Policy Conservation & Design



## TRAFFIC & TRANSPORT SERVICES 2014 NET EXPENDITURE (£000s)



## TRAFFIC & TRANSPORT SERVICES 2014 NET EXPENDITURE / INCOME(-) (£000s)

