



ANRD

Agriculture and Natural Resources
Division

Service Delivery Standard



ANRD Service Delivery Standard

From the Head of Division

The ANRD Service Standard sets out our commitment to provide you with a high level of service, whether you are a producer, an importer or exporter, a member of the St Helena community, a Government or non-Government client or a visitor to St Helena.

We are committed to ongoing business and service improvement and want to ensure your needs are considered when developing and refining our business processes and practices.

In return we ask for your honesty and respect in your dealings with us. We also ask for and value your feedback. This feedback together with structured consultation will help to improve our programs and the efficiency of our services – and in turn to meet your needs.

For our commercial clients, we recognise that Government regulation can be seen as a cost to the business. Equally, our agricultural quarantine (biosecurity) and export certification services are an important part of protecting the Island's agricultural production and biodiversity and an important contributor to St Helena's reputation for ensuring agricultural exports are certified.

We are committed to providing our services in ways that consider the impact on you whilst meeting our legal obligations as well as those to the St Helena community at large.

I commend this Standard to you and welcome your comments and suggestions.



Darren G Duncan

Head of Agriculture and Natural Resources Division

August 2013

Our Role

ANRD provides a range of agricultural services for producers and the community and forestry services for the private sector and community.

We also provide import certification for a range of agricultural goods and agricultural quarantine inspection services for the arrival of ship passengers, fresh produce, plant materials, apiculture items, animals and livestock genetic material. We also provide export certification.

We undertake forestry and also plant conservation and habitats programmes to maintain a forestry estate in support of management and development of our natural environment and resources.

As a Division within the St Helena Government's Environment and Natural Resources Directorate, we will work to continually improve the efficiency of our services and programmes and to enhance our client relations.

Our Clients

- ✦ The St Helena community
- ✦ Government
- ✦ Agriculture sector producers
- ✦ Businesses
- ✦ Private sector operators and contractors
- ✦ Importing and exporting entities and people
- ✦ Travellers to and from St Helena
- ✦ Non-government organisations
- ✦ International organisations

Your Rights

As our client you should expect to be provided with accurate advice and information, timely responses and transparent decisions. You have a right to privacy and confidentiality and can seek review of decisions according to relevant guidelines, policy or legislation.

When serving you our staff are committed to:

- ✦ Integrity
- ✦ Providing you with fair, unbiased treatment
- ✦ Showing respect
- ✦ Being effective and consistent in administering our services and regulatory responsibilities. This will be done in accordance with relevant legislation, policy, and public accountability requirements and in consultation with the Natural Resources, Development and Environment Committee.

How You as Our Clients Can Help

Although we would strive to provide a high level of service to our clients, in return we would ask you to:

- Familiarise yourself with ANRD's requirements for the area of service you require
- Be honest and open with us about issues
- Provide complete, accurate and timely information to us when required
- Treat our staff with respect

Our Service Standards in Brief

➤ If you attend our office or a site visit with us

We aim to attend to you in 5 minutes of arriving at the office through our *Receptionist* and within 10 minutes by the Officer you wish to meet if you have arranged an appointment. If you have not made an appointment to see an Officer and they are in the office you can expect a delay in meeting with them if they are not able to attend to you within the 10 minutes of you arriving.

On site visits we aim to arrive within 10 minutes of our scheduled meeting time with you.

➤ If you phone our office

We will strive to answer or return calls promptly during office hours and identify the name of the person calling/and or the service you have contacted. If we are unable to answer your query directly we will take your contact details and arrange for the appropriate person to assist you as soon as possible and within no later than 1 working day.

➤ If you write or email

We will respond to your request within 2 work days of receipt of your *email* communication and 10 work days of receipt of your *written* communication. Responsibility for all written communication reaching us is yours and we encourage you to phone in and check that your communication has reached us, particularly in the case of your *written* communication where you have not delivered it in person. If we cannot fully answer your query in the time periods given we will advise you of when a complete response can be expected.

➤ If you lodge electronic documentation with us

To facilitate efficient processing and cut waiting times, we encourage you where possible to lodge electronic application forms for services so that, where possible we can aim to provide responses as soon as possible.

Monitoring and Reviewing the Standard

To ensure the charter remains relevant, up-to-date and reflects your expectations, we welcome and will respond to your feedback. We will also continue to monitor the application of the commitment made in the Standard.

We will conduct annual client satisfaction surveys to seek your feedback about our performance and we will publicly report our compliance with the Standard.

Help Us to Improve Our Services

To comment on this Standard, you can:

Email –	service.ds@enrd.gov.sh
Phone –	00 290 4724
Fax –	00 290 4603

We encourage you to let us know about any behaviour you consider inappropriate or unethical, including un-authorised release of information. Equally we would ask that you do not expect preferential treatment from any member of our staff.

Compliments and Complaints

We are committed to complying with St Helena Government's Complaints Procedure and we value your feedback whether you are satisfied with our performance or we have not met your expectations. To make a compliment or complaint, you can do so through the following of options:

Compliments:

Speak to the relevant ANRD Officer to whom you wish to make the compliment to, using the Staff Directory on the back page or email: service.ds@enrd.gov.sh

Complaints:

Complaints Form – complete this form available at <http://www.sainthelena.gov.sh/complaint-procedures/> or available from our *Senior Administration and Human Resources Officer, Mrs Thelma Sim* at our Office and send it to the *SHG Officer* indicated on the Guidance Information or *Head of ANRD*. The contact details for the *Head of ANRD* are listed on the Staff Directory on the back page.

We will work with you to resolve issues and all information will be treated confidentially.

Contacts – Staff Directory

You can find out more about us by visiting the SHG website at www.sainthelena.gov.sh (See *Agriculture and Natural Resources Pages*), by visiting us at our office at Scotland, St Paul's or phoning us on telephone 00 290 4724.

A contact directory of our key staff that can help to provide a service to you is provided below.

Head of Division	Darren Duncan	email: darren-duncan@enrd.gov.sh
Agriculture Section	Agriculture Development Officer Andrea Timm	email: andy-timm@enrd.gov.sh
	Agriculture Production Officer Michael Cahill	email: michael-cahill@enrd.gov.sh
	Senior Veterinary Officer Joe Hollins	email: joe-hollins@enrd.gov.sh
	Vet & Livestock Services Officer Arthur March	email: arthur-march@enrd.gov.sh
	Pest Control & Biosecurity Officer Jill Key	email: jill-key@enrd.gov.sh
	Pest Control Services Officer Rosalie Peters	email: rosalie-peters@enrd.gov.sh
	Farmer Support Officer Fred Green	email: fred-green@enrd.gov.sh
Forestry Section	Forestry Officer Myra Young	email: myra-young@enrd.gov.sh
	Forestry Services Officer Larry Stevens	email: larry-stevens@enrd.gov.sh
Fisheries Section	Senior Fisheries Officer Gerald Benjamin	email: gerald-benjamin@enrd.gov.sh
Administration & HR Division	Senior Admin & HR Officer Thelma Sim	email: thelma-sim@enrd.gov.sh
	Finance & Administration Officer Karen Thomas	email: karen-thomas@enrd.gov.sh