



# Thank you for your feedback!

St Helena Government (SHG) continues to run a 'live' Service Delivery Survey to gauge customer satisfaction of services offered by SHG. This user-friendly survey gives customers a chance to rate the services that SHG offer and provide feedback on how they feel a particular service can be improved. Feedback will be monitored and reported on regularly.

This week we respond to feedback received on the services provided by the Environment, Natural Resources & Planning Portfolio, and the actions taken.

**You said:** Excellent staff. Always willing to help.

**Our response:** Thank you, we are pleased you are happy with the services we provide.

**You said:** There should be continued investment in the newly improved recycling services.

**Our response:** Pending funding it is planned to also offer a recyclable waste collection service from homes to further enhance the current service.

**You said:** On emptying communal bins any rubbish that comes out during emptying is left for the residents or either left to rot and cause a nasty odour.

**Our response:** If customers bag their waste as previously advised then there should be no negative impacts e.g. spilled waste on the ground. WMS staff do pick up spilled items (where practical to do so). Communal bins are cleaned after each emptying.



Waste Management Services

**You said:** Waste Management Services should be divested to the private sector.

**Our response:** We agree there is potential for divestment or contracting out the service to be considered by SHG for the future. This area of service will be considered over the next year as the ENRP Portfolio reviews its functions and services and considers future delivery of its core and non-core services.

**You said:** We need to have more rubbish collections in Jamestown and some other areas.

**Our response:** Currently businesses have the option of increasing frequency of bin emptying up to five times weekly and paying for the additional service accordingly. Domestic customers can also request additional bin emptying but this would cost £26 per year per additional emptying.

**You said:** There should be more recycling collection bins available, especially for plastics.

**Our response:** We do not currently undertake plastics recycling on the Island so there is no output for plastic waste. The introduction of plastics recycling is dependent on funding approval as part of the development at Horse Point Landfill Site and with a recyclable waste collection service from homes.

Unfortunately recycling bins within the community are mistreated and used as a normal waste bin resulting in recyclable wastes contaminated with domestic waste.



Veterinary Service

**You said:** The service is very good considering the equipment but it needs more equipment.

**Our response:** We have additional equipment and presently do not require any other key pieces of kit.

**You said:** Give them the money for a new X-ray machine.

**Our response:** We were able to procure a new X-ray machine recently and it is now in operation. It is an essential piece of equipment needed to assist with diagnosing and treatment of animals in particular pets.

**You said:** There should be more 'out of hours' clinics.

**Our response:** We will consider this as part of our services review for the Agriculture Section. We used to have a Saturday morning clinic in the past, however the number of appointments started to reduce. We have a system in place where we accept appointments any time, any day instead of the dedicated Wednesday afternoon sessions, but we do appreciate that may be inconvenient for some of our clients.

**You said:** Land Development Control Authority (LDCA) involvement for small dwellings/extensions is ridiculous. The Chief Planning Officer (CPO) surely has enough experience to be able to do this themselves. Also printing is very expensive - the Service and Building Control team should have a TV/ large screen to view the plans on Building Control too! There is also no plan, procedure or protection for Heritage assets.

**Our response:** Under the current Planning Ordinance, there are already provisions for small development work that is exempt from planning approval. The law requires development applications to be submitted for development work above a minimum threshold and this to be considered by the LDCA. The CPO already has delegated responsibility to approve certain areas of development to land or buildings. Plans are already viewed electronically by the Planning team, LDCA and Executive Council.

There are procedures, guidance and protection in place for development permission for a range of local Heritage assets, in the form of the Crallan Report, the Historic Environment Record and for treescape in Jamestown in the form of Tree Preservation Orders. However, SHG is currently seeking opportunities to provide for improved management of our Heritage Assets for the future.

**You said:** The Building Regulations are inconsistently applied - what applies to some doesn't always apply to others.

**Our response:** Please visit our Building Inspectors to notify them of where there has been an application of inconsistent practice so they can advise.

Planning and Building Control



**You said:** Processes have changed without informing us, costs have increased and the time of processes delayed. I've been waiting months for a plan to be approved!

**Our response:** It is not clear from the comment made as to exactly what processes have changed and who it is that should have been informed. When making application for development permission or building regulations approval for a development, it is in an applicant's best interest to contact the Planning and Building Control Section at Essex House, Jamestown or on telephone 22270 to ensure all procedures for application for development permission or building regulations are known by the applicant before submission of an application.

**You said:** The state of the Castle Gardens is such a crying shame.

**Our response:** There is a much smaller pot of money that exists for maintenance and beautification of the Castle Gardens than we would like and that existed in the past. The current grounds maintenance/public spaces maintenance budget also allow other crown owned public spaces and properties to be afforded a minimum level of maintenance in addition to the Castle Gardens.

Other

You've told us what you think and this is what we're going to do

- The Waste Management Services will be considered over the next year as a potential area for divestment
- The Veterinary Service will consider operating an 'out of hours' clinic.