



Changes to SHG Service Delivery 8th August to 18th September 2022

Customers are advised of the following changes to service delivery that will be made during the period 8 August to 18 September 2022. These changes are being made to coincide with the lifting of quarantine requirements with a view to slowing the spread of COVID-19 so that we can maintain our services to the public.

Service	Details
Benefits Office	<ul style="list-style-type: none"> • Clients will be seen by appointment only. Appointments can be made by calling 22605 Mondays to Fridays 08.30am – 4pm. • Application forms for IRB and BIP are available online at www.sainthelena.gov.sh and completed forms can be scanned and emailed to the Benefits Office on email address gail.beard@sainthelena.gov.sh or carol.fuller@sainthelena.gov.sh along with supporting documentation. • Application forms for IRB and BIP are also available at the Post & Customer Services Centre. These forms can be completed at home and if you are unable to email the completed form to the Benefits Office, you can use the Drop-off Box provided. • Applicants looking for assistance while completing forms at home can call the Benefits Office on 22605 Mondays to Fridays 08.30am – 4pm and they will be happy to assist. • A Drop-Off Box which is marked and situated in the passage way on the Ground Floor of the Post Office Building can be used to drop-off documentation for the Benefits Office. Please seal and clearly mark the envelope before placing in the Drop-off Box.
Procurement Office	<ul style="list-style-type: none"> • Customers will be seen by appointment only. Appointments or general enquiries can be made by calling 25928 Mondays to Fridays between 8.30 am – 4.00 pm or by emailing noleen.herne@sainthelena.gov.sh
Treasury	<ul style="list-style-type: none"> • Customers or suppliers will be seen by appointment only. Appointments can be made by calling 22470 Mondays to Fridays between 8.30 am – 4.00 pm. • Enquiries relating to customer accounts, suppliers accounts and pensions can continue to be made by telephone or e-mail using the contact details below: <ul style="list-style-type: none"> ○ Customer accounts and Pensions – Lilian Andrews at lilian.andrews@sainthelena.gov.sh. Tele. No. 22470 ○ Supplier accounts – Bonita Peters at bonita.peters@sainthelena.gov.sh. Tele. No. 22470
Income Tax Office	<ul style="list-style-type: none"> • Customers will be seen by appointment only. Appointments or general enquiries can be made by calling 25880. • Tax Returns and other tax forms can be found on the SHG Website www.sainthelena.gov.sh/public-services/income-tax/



	<ul style="list-style-type: none"> Completed forms can be sent to email address pamela.ioshua@sainthelena.gov.sh or gillian.knipe@sainthelena.gov.sh or alternatively be placed in the Drop-off Box situated in the passage way on the Ground Floor of the Post Office Building. Please seal and clearly mark the envelope before placing in the Drop-off Box.
<p>Post & Customer Services Centre</p>	<ul style="list-style-type: none"> Customers requesting the services of either the Customer Services Manager or the Assistant Customer Services Manager for registration of births, deaths and marriages, registrar and telecommunication licensing, countersigning of passport applications and for relevant information or enquiries can do so either at the Counter at the Post & Customer Services Centre, by appointment via Tel no. 22008 or by email to either karen.yon@sainthelena.gov.sh or alan.bennett@sainthelena.gov.sh Application forms for services processed through the P&CSC can be emailed to customers on request to our Office on Tel no. 22008 and is also available online at www.sainthelena.gov.sh which can then be scanned and emailed to shelley.cranfield@sainthelena.gov.sh or naomi.young@sainthelena.gov.sh The P&CSC will also be operating a Drop-off Box which is marked and situated in the passage way of the Post Office Building and can be used to drop-off applications or documentation for the P&CSC. Customers paying for SHG services are reminded that payments can be made via online banking or through other banking methods. Customers will be required to provide proof of payment/evidence of their payment, especially when processing drivers and road traffic licenses which can be emailed to shelley.cranfield@sainthelena.gov.sh or naomi.young@sainthelena.gov.sh Original/hard copies of MOT Certificates and other relevant documentation needed to be handed into our Office can be done by placing into our Drop-off Box and should be in a sealed and clearly marked envelope. An In/Out system will be operated within the P&CSC for payment of weekly social benefits. The doors at the P&CSC will be clearly marked so that customers will enter through one door and exit through the other. Similar systems will be operated at the various locations for collection of social benefits at country outlets and will be clearly marked for customers.
<p>Transport Department</p>	<ul style="list-style-type: none"> If requesting any services from Transport Section such as hire of plant equipment, automotive spares or any other requirements please check availability and make prior arrangements/appointments before visiting. Telephone Number: 23208
<p>SHG Archives</p>	<ul style="list-style-type: none"> The archives will operate an appointment system during this time. Please call the Castle reception on 22470.
<p>Scotland Offices</p>	<ul style="list-style-type: none"> Commencing 8 August 2022 visits to the Scotland offices will be by prior appointment only and the public should please call the Scotland Receptionist on 24724 to make an appointment so that ENRP can ensure an officer is available to meet with you.



Essex House	<ul style="list-style-type: none"> All visits to Essex House will be by prior appointment only. Please call the Receptionist on 22270 to make an appointment.
All Schools	<ul style="list-style-type: none"> Schools will be closed for the period 8 August through to 5 September 2022. Visits to schools from 5th September will be by appointment only. Contact details for schools are as follows: Prince Andrew School – Telephone 24290 Email: wendy.fuller@sainthelena.gov.sh Harford Primary School – Telephone 24719 Email: helena.twyning@sainthelena.gov.sh Pilling Primary School - Telephone 22540 Email: Chelsea.lawrence@sainthelena.gov.sh St. Paul's Primary School – Telephone 24737 Email : nanette.george@sainthelena.gov.sh
St Helena Community College	<ul style="list-style-type: none"> Usage of SHCC facilities will be prioritized for SHCC registered members and will be by prior booking only. Due to the Hall being re-designated for tutor-led courses SHCC will be unable to accept any bookings for hire of training rooms or the Hall. Contact details for booking will be via the SHCC Administration Support Officer On Tel: 22607 or Email: carley.peters@sainthelena.gov.sh
Career Access	<ul style="list-style-type: none"> Meetings with staff members will be by appointment. Appointments will be staggered to enable one person at a time in the building. Contact details for Career Access are Tel: 25832
St Helena Research Institute	<ul style="list-style-type: none"> Meetings will be by appointment only. Contact details for SHRI are Tel 22607 or Email: rebecca.cairns-wicks@sainthelena.gov.sh
Public Library	<ul style="list-style-type: none"> Operations will continue as normal however the number of people entering the Library at any one time will be 5.
ELC Administration	<ul style="list-style-type: none"> Meetings with any member of ELC Administration will be by appointment only. Contact details: Tel 22607 and Email: meryl.knipe@sainthelena.gov.sh
Sustainable Development	<ul style="list-style-type: none"> Visitors and clients will be seen by appointment only. Enquiries are encouraged to be made via telephone 22470 or to the relevant persons email address.
Central HR and Organisational Development.	<ul style="list-style-type: none"> All visitors to our office will be by appointment only. Job Application forms are available at www.sainthelena.gov.sh/government/vacancies/ or can be collected from the foyer outside of our office at The Castle (ex-PWD Yard). Completed forms can be emailed to recruitment@sainthelena.gov.sh as stipulated in job adverts. A Drop-Off box is also available in the foyer outside of our offices for completed job application forms or any documentation that needs to be submitted to Central HR & OD.