

2024 Business Plan Environment

Natural Environment and Regulation

Chief Officer: Andy Scate

Minister(s): Deputy Steve Luce

Information on department purpose, context and leadership structure can be found on gov.je: [Infrastructure and Environment \(gov.je\)](https://www.gov.je/infrastructure-and-environment)

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 Regulation and Natural Environment teams of the Infrastructure and Environment department will undertake in 2024 to deliver on the Minister for the Environment’s priorities.

The plan focusses on delivery of the Minister for The Environment’s priorities and therefore does not detail all the ‘business as usual’ undertaken by Ministers or departments. The Cabinet Office and SP3 also deliver services, projects, or programmes on behalf of the Minister for the Environment.

The plan is structured in three parts: 1) Detailed actions to deliver on Ministerial Priorities 2) Programmes & Projects 3) Service Performance Measures.

Ministerial Priorities

Ministerial Priority	What we will do in 2024	Island Outcome	Lead Service
Meet the Island’s commitments to address the climate emergency through the Carbon Neutral Roadmap.	Continue to engage with targeted sectors by appropriate communications to improve knowledge and encourage behavioural shifts	Sustainable resources	Natural Environment
Developing a marine spatial plan to ensure the sustainable management of the Island’s marine environment, and bringing forward proposals to expand marine protected areas with the aim of bringing forward proposals to develop a marine park Exploring the introduction of biodiversity net gain	Collate information gleaned through widespread consultation before taking to a States debate and instigating outcomes.	Sustainable resources	Natural Environment
	Undertake work to explore the potential and value of introducing biodiversity net gain. Investigate the introduction of a scheme similar to ‘Biodiversity Net Gain’ pertinent to Jersey.	Sustainable resources	Natural Environment
Progressing the development of a long-term Island-wide water strategy, and undertake a review of the Water (Jersey) Law 1972 in line with the objectives following the development of the water strategy Needs to move	Use information from scoping to determine requirements of a strategy, the likely costs and apply to Government Plan for the appropriate funding	Sustainable resources	Natural Environment

Ministerial Priority	What we will do in 2024	Island Outcome	Lead Service
Implement the Jersey border operating model as a result of the UK’s exit of the EU	Implementation of the operating model including controls on the import and export of live animals, plants and food products	Business Environment	Regulation
Bringing forward proposals for the licensing of food businesses and for the import and export of food to protect human health and consumer interests	Progress subordinate legislation under the Food (Jersey) Law, including the safety of vulnerable customers with food sensitivities and allergies	Business Environment	Regulation
Developing a proportionate, transparent, and consistent approach to compliance and enforcement, including a code of conduct for setting standards in developing policies and operating procedures which guides the regulatory activities, complemented by a resolution framework	Publish a regulator's code of conduct, enforcement policy and compliance strategy. Implement a resolution framework	Business Environment	Regulation
Reforming our planning service to enable sustainable development in Jersey and the frictionless use of our existing laws and policies contained within the Bridging Island Plan.	Develop and introduce a fast-track service process for minor applications and improve customer service throughout. Deliver improved planning guidance and explore the relaxation of planning control to enable Islanders to undertake more work without the need for planning permission	Built Environment	Regulation
Delivering departmental savings plan and continuous improvement	The department will continue to review all aspects of its operations to further maximise value for money delivery in 2024 and beyond	Affordable living	Head Office
Supporting an engaged and productive workforce	<p>Continue to implement the department's Strategic workforce plan with a strong focus on deliverables linked to resourcing, talent development, and performance.</p> <p>Update the department's SWFP based on the 2023 Employee Engagement Survey and launch a further Employee survey in 2024.</p> <p>Develop clear action plans to address areas of improvement and share good practice</p>	Jobs & Productivity growth	Head Office

Ministerial Priority	What we will do in 2024	Island Outcome	Lead Service
Enhancing customer experience	<p>Embed a customer -centric culture via various initiatives outlined in our Customer Experience action plan.</p> <p>Include further upskilling programmes and a focus on the Customer dashboard metrics which we will utilise to learn from.</p>	Jobs & Productivity growth	Head Office
Progressing the effective management of risk and good governance	<p>The feedback received will support us to ensure we continually review and improve our processes and services</p> <p>Continue to provide quarterly reporting on governance related business activity to the Leadership team as part of the performance framework</p>	Business Environment	Head Office
Ensuring the efficient, effective, and sustainable use of departmental human resources	<p>Embed early in careers initiatives to attract new talent. Continue to prioritise mental health wellbeing support and new initiatives.</p> <p>Identify dedicated support to ensure resourcing is prioritised and vacancy rates are reduced.</p> <p>Identify critical roles requiring robust succession planning ensuring continuity of service provision and retention of expertise</p>	Jobs & Productivity growth	Head Office
Improving performance management	<p>Investment in building the next generation of leadership and in growing our own Team.</p> <p>Leadership opportunities to be recognised through the Strategic Workforce Plan and options for career advancements clearly identified and communicated.</p> <p>Driving forward a performance focused culture, ensuring that colleagues have the necessary skills to fulfil their role to full potential - Continue to upskill colleagues in effective performance management across the department and providing support where necessary</p>	Jobs & Productivity growth	Head Office

Ministerial Priority	What we will do in 2024	Island Outcome	Lead Service
<p>Ensuring that the public service values are demonstrated in everything we do</p>	<p>Working collaboratively towards a common purpose in a value led environment, creating an enabling and engaging culture. A consistent culture of excellence will be created throughout I & E aligning to the overall People strategy.</p> <p>Clear communication and listening adopted to ensure everyone knows just how they're contributing and making a difference.</p> <p>Leading to an excellent employee experience for all, which is monitored and evidenced as constantly improving.</p>	<p>Jobs & Productivity growth</p>	<p>Head Office</p>

Service Performance Measures

Our Service Performance Measures for 2024 are:

Performance Measure Description	Directorate	Reporting Frequency	Baseline	What we want to achieve
Milk sample testing, ensuring the Island's milk is safe to drink	Natural Environment	Annual	300 samples	300 samples
Keeping the 70 kms of dedicated footpaths and multiuser paths safe according to requirements of the Government Insurance and national guidelines	Natural Environment	Qtly	Fix priority 1 reports within 1 week	100%
Water quality testing (streams, groundwater & coastal waters) to ensure protection of Jersey's water resources	Natural Environment	Annual	138 sites	138
Food hygiene and safety - % Eat Safe visible premises rated 3 stars or above	Regulation	Qtly		97% of all Eat Safe rated businesses to achieve a rating of at least 3 stars

<p>Planning Applications Determined in target- Minor Apps 8 weeks Major Apps 13 weeks (within target to include applications where extended timescale have been agreed)</p>	<p>Regulation</p>	<p>Qtly</p>		<p>We want to issue 85% of decisions on planning applications within the stated target timeframes or agreed extended timeframes.</p>
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