



States of
Guernsey

Media Release

For immediate use

Date: 19 June 2020

New ways of working for States Committees to remain in place as counter services return on Monday 22 June 2020

During lockdown, all States of Guernsey buildings were closed to the public with essential services provided online, via email or on the telephone.

Like many private sector businesses who have adapted during this period, and in response to the growing number of the community who are now choosing to access Services online, the Public Service is going continue with this approach as we move into Phase 5 and build upon the opportunity for further efficiencies that it presents

Paul Whitfield, Chief Executive said:

‘We must be able to continue to provide effective and efficient services for the community whatever the circumstance, whether that be when facing a pandemic or in times of more economic difficulty, being fit to face the future is vital.’

‘Covid-19 accelerated a number of efficiency programmes across our services where we were already looking at how we could modernise and use technology to help us do things better. It’s really important that we now continue to build on those gains made, not only for our efficiency but also our business continuity. We need to take full advantage of the opportunities that have presented themselves out of necessity and use them to shape our future.

Covid-19 has meant we have had to move at pace to develop new ways of working for our office based workforce. By examining how we could work differently, 26 services were delivered remotely during lock-down and we were able to establish a virtual call centre.

We need to use what we have learnt to continue to drive forward public service reform and not simply be tempted to go back to the way things were done before ’

Payments for services can all be made online via www.gov.gg/payit or by calling the contact number on the invoice that has been issued. Queries can be raised by phone or via email.

Whilst many customers prefer to be able to carry out their business with the States remotely, we do know that some customers find it easier to deal with things in person. To meet these needs, counter services will reopen on Monday 22 June but will also look slightly different:

Corporate Customer Counter:

- Customers are encourage to pay for services online at www.gov.gg/payit
- If customers are unable to pay online, the corporate customer counter will operate an appointment only service. Requests for appointments should be made by calling 01481 705700.
- Payments for Revenue Service must be made either online via www.gov.gg/payit, or call 705700. For corporate payments please call 717315.

Employment & Social Security

- The customer counter on level 2 will remain closed with all visitors being directed to the customer counter on Level 1.
- Anyone needing to contact Employment & Social Security is encouraged to telephone or email the relevant service and staff will do their best to deal with things either over the telephone, by offering online services or through email exchanges. If it becomes apparent that customers need to visit the office staff will provide a fixed appointment where ever possible.
- If you are unable to access services online and either wish to discuss by telephone or make an appointment please telephone 732500 between 8.30am and 4.45pm Monday to Friday.

Cadastre

- By appointment only, between 9am and 4.30pm Monday to Friday. Appointments can be made by calling 721239.

States Works – Hure Mare building

- The office will remain closed to visitors with the exception of those invited to attend a pre-arranged meeting.

Guernsey Waste

- The office will be closed to visitors with the exception of those invited to attend a pre-arranged meeting.
- Food waste caddies and glass bags can be obtained from the Household Waste & Recycling Centres and Parish offices only.
- Bulk Refuse and end of life vehicle applications should be made online www.gov.gg/bulkrefuse or via post to Edward T Wheadon House.

Airport Terminal

- Opening hours are currently 10am to 7:15pm weekdays, closed on Saturdays and 3:30pm to 7:15pm on Sundays.
- The Information desk in the Terminal is open between 12noon and 4pm weekdays, and at all other times either side of that (during current opening hours) the Terminal Duty Officer is available to assist.

Guernsey Harbour

- The Marine Service Centre is open 0800hrs – 1600hrs Monday to Friday
- The Marina Office is open 0600hrs – 2200hrs seven days a week.

Guernsey Water – Brickfield House

- Brickfield House reception will operate from 08:00 – 17:00 Monday to Friday (excluding bank holidays).
- For all Guernsey Water enquiries report to the reception counter, press the bell to alert a member of the Income and Contact Team. (who will take your details and attend to your enquiry).
- Payments for services can all be made online via www.gov.gg/payit

Population Management

- The Population Management Office will be providing some availability for those people that need to discuss urgent matters with an officer directly. We are encouraging people to call us on 715790, email population@gov.gg,
- Applications can be made online at www.populationportal.gov.gg or visit our website www.gov.gg/populationmanagement

Guernsey Registry

- Guernsey Registry offices remain closed with the team predominantly remotely full time. There will be no collection or drop off service at this time. All documents should be sent by email or using the postal service.
- For information customers should, in the first instance review the information and guidance online www.guernseyregistry.com Any queries that cannot be answered using the website should be emails to enquiries@guernseyregistry.com
- A reduced telephone service is being provided between 10 am and 2pm Monday to Friday - please phone 01481 743800 during these hours.

Planning & Building Control

- Most planning and building control services are now available online <https://gov.gg/planningandbuilding>
- An appointment service will operate for customers unable to access the service they require either online or by telephone.
- If you are unable to access our services online, please telephone 01481 717200 between 9am-4pm Monday to Friday for assistance.

Traffic & Highways

- The Traffic and Highway Services office at Raymond Falla House are currently closed to the public. The Bulwer Avenue office is open between 09:00-16:00 Monday to Friday.
- Customers are encouraged to try and resolve their query online, via post or email in the first instance and only attend the office if their enquiry is urgent.
- Practical and theory driving tests can now be booked online at <https://traffic.gov.gg>, Questions can be sent to drivingtest@gov.gg.

Law Enforcement

- The New Jetty public counter is open between 8:45 and 13:00 Monday to Friday.
- We are still able to deal with enquiries over the phone or by email.
 - Disclosure & Vetting – 01481 741462 or disclosures@guernsey.pnn.police.uk
 - Passports & Immigration – 01481 741410 or ind@gba.gov.gg
 - Customs & Excise – 01481 741431 or customsandexcise@gba.gov.gg
- Any applications/correspondence can be posted through the letter box in the staff door

Health and Social Care Services

- These will be returning to normal, where possible, as we move into Phase 5.

Full details regarding States services can be found here:

<https://covid19.gov.gg/support/services>

Notes to Media

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