

Media Release

Date: 26 January 2021

States of Guernsey customer services from 25 January 2021

States of Guernsey customer services returned to a remote service on Monday 25 January until further notice following the Civil Contingencies Authority (CCA) decision for an immediate lockdown.

The States' response to the COVID-19 pandemic last year included a significant focus on maximising the use of technology to ensure the continued delivery of many vital services to the community in the event that we are once again encouraged to stay home and protect our community.

All States of Guernsey administrative buildings are now closed to the public. This includes:

- Brickfield House
- Bulwer Avenue
- Edward T. Wheadon House
- Raymond Falla House
- Sir Charles Frossard House

Beau Sejour is also closed to the public, but remains open for the Community Vaccination Centre.

All visits to the Princess Elizabeth Hospital, Mignot Memorial Hospital, Oberlands, the Lighthouse Wards and Care Homes in the Bailiwick of Guernsey have ceased.

End of life visiting will be looked at on a compassionate case by case basis. Such visits will only be allowed if they can be managed safely. In general even this visiting will be discouraged.

Health and Social Care (HSC) will continue to engage with all of our service users, aiming to provide the same level of care, but will use remote methods of communication where this does not compromise clinical care or safety.

HSC services will continue to accept all levels of referrals, but will engage using remote means where appropriate. If the situation deteriorates, we may need to consider whether we can continue to accept routine referrals, but for the time being, we will.

Specific service areas/clinics will be in touch with patients/service users who have appointments scheduled with further advice in the coming days. We would ask that patients/service users are patient and work with us whilst we are in lockdown.

Contact details for specific customer services are given below.

Corporate Customer Counter

Customers are encouraged to pay for services online at www.gov.gg/payit wherever possible. If customers are unable to pay online, please use the following telephone lines:

For Payments to the Revenue Service (income tax and contributions) please call 01481 225700.

For corporate payments (such as TRP, waste) please call 01481 717315.

Employment & Social Security

The best route to contact Employment & Social Security is by email. Customers are asked to provide their full name, date of birth, telephone number, and a quick summary of their enquiry and a member of staff will respond as soon as possible. Customers who don't have access to email or have an immediate need are asked to call the appropriate helpline. Email addresses and helpline numbers are set out below:

Line	Topic	Email	Guernsey number(s)
Hardship line	Emergency financial assistance for individuals, couples and families (not businesses)	hardshipfund@gov.gg	01481 732516
Benefits lines	Parental benefits	benefits@gov.gg	01481 732505
	Pension, severe disability benefit, carer's allowance, long-term care, family allowance	pensionsallowances@gov.gg	01481 732506

	Sickness benefit, incapacity benefit and industrial injuries benefits	benefits@gov.gg	01481 732507
Emergency accommodation line	Urgent tenancy related enquiries	housinghelp@gov.gg	01481 756535

Planning & Building Control

The Planning Service are intending to maintain all current planning and building control services except site inspections and visits in order to comply with restrictions.

Please submit your enquiry by email at Planning@gov.gg in the first instance. Where this is not possible, the service can also be contacted on 01481 717200 between 9am-4pm Monday to Friday.

Population Management

The Population Management Office are encouraging people to either call 01481 715790 during its usual office hours (9am-4pm) or email population@gov.gg

Applications can be made online at <https://populationportal.gov.gg> or visit their website www.gov.gg/populationmanagement

Revenue Service

The best route to contact the Revenue Service will be by email at revenueservice@gov.gg or, for customers wanting to discuss any debt, financial.support@gov.gg. If customers are unable to find the information they need through the gov.gg website or via email, the service can be contacted on 01481 225700.

Traffic & Highway Services

Traffic and Highways Services offices at Bulwer Avenue are closed until further notice but staff will be handling enquiries and applications remotely between 9.00am and 5.00pm Monday - Friday.

All driving tests and theory tests have been cancelled until further notice. Candidates who had booked will be given a credit and will be able to rebook once testing resumes.

Any motorists who need to renew their driving licence can email enquiries to dvl@gov.gg. Where possible, existing driving licence holders will be provided with access to renew online or, alternatively, may be issued with a short duration licence. Anyone who does not have internet access and has an urgent enquiry can telephone 223400.

Please be advised that if someone's licence does expire, they will no longer be able to drive legally. However, for a full licence, the holder will have up to five years after expiry to renew, without having to re-sit a driving test.

Any serious problem with roads, such as a dangerous pothole or blocked surface water gullies, can be reported to highways@gov.gg in the first instance or by telephoning 223400.

Urgent roadwork matters, traffic signal faults and other essential traffic related matters such as a requirement for a vehicle permit can be reported to traffic@gov.gg in the first instance or by telephoning 223400.

When emailing or leaving messages, Islanders are asked to include details of their enquiry and a telephone number on which they can be contacted if required.

Ends

Notes to Media

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