

**WRITTEN QUESTION TO THE MINISTER FOR THE ENVIRONMENT
BY DEPUTY H.L. JEUNE OF ST. JOHN, ST. LAWRENCE AND TRINITY
QUESTION SUBMITTED ON MONDAY 19th MAY 2025
ANSWER TO BE TABLED ON TUESDAY 27th MAY 2025**

Question

“For each of the last five years will the Minister advise the number of officers involved in dispute resolution between neighbours and Environmental Health and Enforcement, and the number of officer hours spent, both globally and with specific reference to St. Peter’s Technical Park and Northern Leaf’s Retreat Farm?”

Answer

The Directorate is committed to transparent and responsive communication with the public. All team members, regardless of their role or level, may be involved in addressing concerns raised by members of the public. The nature of each query whether a complaint or dispute determines the number of officers involved and the time required to respond appropriately. It is important to note that not all complaints or disputes result in formal investigations.

The Directorate does not maintain time logs for individual cases. As such, we are unable to provide specific details regarding the number of officers or the hours spent on cases, including those related to St. Peter’s Technical Park and Northern Leaf’s Retreat Farm.

The level of officer involvement varies depending on the type of correspondence or action required. Factors such as the complexity and scope of a case influence the time and resources allocated. For example, an investigation may involve several officers depending on the size and nature of the complaint, the number of site visits needed, and the activities involved in gathering evidence.

Regulation Approach

The Regulation Directorate operates under legislative powers and follows the [Regulators’ Code](#), which guides policy development and operational standards. Each team aligns with this code through specific policies. Regulatory enforcement covers all interactions with those subject to legal duties. The Directorate’s principles are outlined in its [Enforcement Policy](#)

Regulation Framework

This policy outlines how the Directorate addresses non-compliance, using the Four E’s Model:

Engage: Build strong stakeholder relationships.

Explain: Provide clear guidance and resources.

Encourage: Promote compliance through dialogue and resolution.

Enforce: Take action only when necessary.

Persuasive Compliance

Over the past three years, the Directorate has adopted a persuasive compliance model, resolving issues early through constructive engagement. Staff receive training in conflict resolution and resilience to support this approach. This strategy promotes cooperation and shared responsibility, with enforcement used only when other methods fail or risks are high. All regulatory activities, communications, visits, inspections, and investigations are treated as equally important.