

What you can expect from Regulatory Services in Charnwood

Contents:

[Areas we regulate](#)

[How we deliver our services](#)

[Working with you](#)

[Helping you to get it right](#)

[Inspections and other compliance visits](#)

[Responding to non-compliance](#)

[Requests for our service](#)

[How to contact us](#)

[Our Team](#)

[Working with others](#)

[Having your say](#)

This document explains what you can expect of Regulatory Services in Charnwood. Whether you are a business, an employee or a member of the public, we are committed to providing you with an efficient, courteous and helpful service and this document tells you how we aim to do that and what standards we will meet.

Areas we regulate

We deliver services in a number of areas:

Environmental Protection	Food Safety	Street Management
Health and safety	Licensing	

How we deliver our services

We make a fundamental contribution to the maintenance and improvement of public health, quality of life and wellbeing. Our aims are to:

- Protect the public, businesses and the environment from harm

- Support the local economy to grow and prosper

We determine our activities by assessing the needs of local people and our business community, and considering the risks that require addressing. We do this through consultation with the businesses, obtaining customer feedback and through using data Government Guidance and other information available to us and our partners. In this way we ensure our resources are targeted appropriately, in the light of these local needs and of national priorities.

Details of our current work programme for certain services are available online at the following locations

Food Safety

<http://www.charnwood.gov.uk/pages/foodsafety>

Health and Safety

http://www.charnwood.gov.uk/pages/health_and_safety_intervention_plans

Street Management

<http://www.charnwood.gov.uk/pages/dma>

We are committed to being transparent in our activities. We measure what is important and we publish a range of information about our performance data so that you can see how we are doing.

We carry out all our activities in a way that supports those we regulate to comply and grow:

- We ensure that information, guidance and advice is available to help you to meet legal requirements (see [Helping you to get it right](#)).
- We carry out inspections and other activities to check compliance with legal requirements, and we target these checks where we believe they are most needed (see [Inspections and other compliance visits](#)).
- We deal proportionately with breaches of the law as set out in our Enforcement Policy, including taking firm enforcement action when necessary (see [Responding to non-compliance](#)).
- We provide a range of services to businesses and the public, including *business regulatory advice, pest control treatments, various licence and registrations, issue of food export certificates, air quality monitoring and fly tipping* (see [Requests for our service](#)).

Our services will be delivered in accordance with the requirements of the [Regulators' Code](#).

Working with you

In all your dealings with us you can expect, and will receive, an efficient and professional service. Our officers will:

- Be courteous and polite
- Always identify themselves by name in dealings with you, and provide you with contact details
- Seek to gain an understanding of how your business operates, or constraints you as an individual may have
- Provide details of how to discuss any concerns you may have
- Agree timescales, expectations and preferred methods of communication with you
- Ensure that you are kept informed of progress on any outstanding issues.

We recognise that you may receive advice and inspections from other organisations, and we will do our best to work with them to ensure that you receive the best service.

Helping you to get it right

We want to work with you to help you or your business to be compliant with the law and be successful and it is important to us that you feel able to come to us for advice when you need it. We won't take enforcement action just because you tell us that you have a problem or have made a mistake.

As a resident we can provide you with the right guidance and advice on topics such as nuisance law (smoke, noise or odour), making food complaints (issues with food bought or complaints about premises) or reporting fly tipping and dealing with abandoned cars.

We make information and guidance on meeting legal requirements available either face to face, in writing or via email and links to such information can be found on our website at

http://www.charnwood.gov.uk/pages/environmental_health_business (Business)

<http://www.charnwood.gov.uk/pages/environmentalhealth> (Residents)

http://www.charnwood.gov.uk/pages/street_management (Residents / Business)

Where you need advice that is tailored to your particular needs and circumstances we will:

- Discuss with you what is required to achieve compliance

- Provide advice that supports compliance and that can be relied on
- Provide clear advice that can be easily understood and implemented
- Distinguish legal requirements from suggested good practice
- Ensure that any verbal advice you receive is confirmed in writing if requested
- Acknowledge good practice and compliance.

For business we will provide advice free of charge and in food safety and health and safety will conduct advisory visits as deemed necessary to help you get the right information from the start avoiding unnecessary costs.

The Food Safety Team currently act as a Primary Authority for Dunelm and provide advice and guidance to the company which can then be applied across the whole of England. This is useful for companies who operate in multiple locations and deal with enforcement officers from different Local Authorities. More information on the Primary Authority Scheme can be found at

<https://www.gov.uk/government/publications/primary-authority-overview>

There are various Fees and Charges that are set by Regulatory Services and these are available to businesses and the public at the following location

https://www.charnwood.gov.uk/files/documents/dd_environmental_health_fees_and_charges_201617/DD137%20-%20%20Env%20Health%20Fees%20and%20Charges%2016-17.pdf

No charges are made for Environmental Information but we may charge for copies of public registers

Inspections and other compliance visits

We monitor and support compliance in a number of different ways including through inspections, sampling visits, test purchases, advisory visits and complaint investigations. These visits will always be based on an assessment of risk – we won't visit without a reason.

For inspection we will give you notice that we intend to visit unless we have specific reason to believe that an unannounced visit is more appropriate.

When we visit you our officers will:

- Explain the reason and purpose of the visit
- Carry their identification card at all times, and present it on request when visiting your premises

- Exercise discretion in front of your customers, staff, friends and family
- Have regard to your approach to compliance, and use this information to inform future interactions with you
- Provide information, guidance and advice to support you in meeting your statutory obligations, if required
- Provide a written record of the visit.

We also have to comply with specific national guidance on how we risk assess our inspection work, this includes:

- Food Safety Code of Practice (<http://www.food.gov.uk/enforcement/codes-of-practice/food-law-code-of-practice-2015>)
- Health & Safety National Code (<http://www.hse.gov.uk/lau/la-enforcement-code.htm>)
- Environmental Permits

Responding to non-compliance

Where we identify any failure to meet legal obligations, we will respond proportionately, taking account of the circumstances, in line with our Enforcement Policy

[Regulatory Services](#)

[Food Safety](#)

[Health and Safety](#)

We deal proportionately with breaches of the law as set out in our Enforcement Policy including taking firm enforcement action when necessary against business or individuals.

Where we require you to take action to remedy any failings we will:

- Explain the nature of the non-compliance
- Discuss what is required to achieve compliance, taking into account your circumstances
- Clearly explain any advice, actions required or decisions that we have taken
- Agree timescales that are acceptable to both you and us, in relation to any actions required
- Provide in writing details of how to appeal against any advice provided, actions required or decisions taken, including any statutory rights to appeal

- Explain what will happen next
- Keep in touch with you, where required, until the matter is resolved

Requests for our services

We clearly explain the services that we offer to our residents or businesses.

In responding to requests for our services, including requests for advice and complaints about breaches of the law, we will:

- Acknowledge your request within a range of 3 to 5 working days with more urgent requests being dealt with the same day
- Tell you when you can expect a substantive response
- Seek to fully understand the nature of your request
- Explain what we may or may not be able to do, so that you know what to expect
- Keep you informed of progress throughout our involvement
- Inform you of the outcome as appropriate

A detailed breakdown of our response times and expected resolution times is available at <http://www.charnwood.gov.uk/pages/factsheets>, however, please be aware that our officers will exercise their judgment to determine whether a more prompt response is required.

How to contact us

You can contact us by:

Telephone: 01509 634628

Email: env.health@charnwood.gov.uk or licensing@charnwood.gov.uk or street.management@charnwood.gov.uk

Web: www.charnwood.gov.uk

By post: Regulatory Services, Charnwood Borough Council, Southfields, Southfields Road, Loughborough LE11 2TX

Or in person: Charnwood Borough Council, Southfields, Southfields Road, Loughborough LE11 2TX, Normal office hours are from 8.30am to 5.00pm Monday to Thursday and from 8.30am to 4.30pm on Friday

We will seek to work with you in the most appropriate way to meet your individual needs. We can make information available in different formats, and have access to translation and interpretation services.

If you contact us we will ask you for your name and contact details to enable us to keep in touch with you as the matter progresses. We treat all contact with the service in confidence unless you have given us permission to share your details with others as part of the matter we are dealing with on your behalf or there is an operational reason why we need to do so, such as where other regulatory organisations are involved. We will only respond to anonymous complaints and enquiries where we judge it appropriate to do so.

Under certain circumstances such as complaints concerning business we may be able to deal with anonymous complaints (Food Safety / Health and Safety)

Personal data will be managed in accordance with Charnwood Borough Council's Data Protection Policy http://www.charnwood.gov.uk/pages/data_protection_act

Our Team

We have a dedicated team of officers who have the appropriate qualifications, skills and experience to deliver the services provided. We have arrangements in place to ensure the ongoing professional competency of all officers.

Where specialist knowledge is required in an area outside of our expertise we have arrangements in place, with both neighbouring authorities and other regulatory organisations, to call on additional resources as necessary.

Working with others

We work closely with other council services such as Planning and Economic Development, Building Control, Community Safety, Private Sector Housing, Business Rates and our aim is to provide a streamlined service to you.

We are part of a much wider regulatory system in Leicestershire. We have good working relationships with other regulators such as Fire Safety, Trading Standards, Police, Health and Safety Executive, and Environment Agency, and this enables us to deliver a more joined up and consistent service. This includes sharing information and data on compliance and risk, where the law allows, to help target regulatory resources.

Our officers are familiar with the work of our partners and can signpost you to the advice and guidance you need. We are members of the Leicestershire Better Business for All partnership (see <http://www.llepbizgateway.co.uk/starting-a-business/law-business/want-to-know-more/>) and if you have any comments or concerns regarding the way in which the local regulatory system is operating you can

contact the partnership via
http://www.charnwood.gov.uk/pages/better_business_for_all

Having your say

Complaints and appeals

Where we take enforcement action, there is often a statutory right to appeal. We will always tell you about this at the appropriate time.

We are always willing to discuss with you the reasons why we have acted in a particular way, or asked you to act in a particular way. You can contact Regulatory Services on 01509 634628.

We manage complaints about our service, or about the conduct of our officers, through Charnwood Borough Council's Corporate Complaints Policy. Details can be found at www.charnwood.gov.uk/pages/complaints1 or by contacting the Corporate Service Development Officer by telephone 01509 634596 or e-mail complaints@charnwood.gov.uk.

Feedback

We value input from you to help us ensure our service is meeting your needs. We would like to hear from you whether your experience of us has been good or in need of improvement. This helps us to ensure we keep doing the right things and make changes where we need to. We use customer satisfaction surveys from time to time but we would welcome your feedback at any time. You can provide feedback in the following ways:

Telephone: 01509 634 628

Email: env.health@charnwood.gov.uk or licensing@charnwood.gov.uk

Web: www.charnwood.gov.uk

By post: *Regulatory Services, Charnwood Borough Council, Southfields, Southfields Road, Loughborough LE11 2TX*

Or in person: Charnwood Borough Council, Southfields Road, Loughborough LE11 2TX. Normal office hours are from 8.30am to 5.00pm Monday to Thursday and from 8.30am to 4.30pm on Friday

Govmetric system in the main reception of the Council

Any feedback that we receive will be acknowledged, considered and responded to.

Developing our services with you

We have a number of groups that we consult with to ensure that we are delivering our services to meet your needs. We are always happy to welcome new members to these groups. We currently work with the following:

- Food Business Consultation Panel
- Health & Safety Consultation Panel
- Better Business for All Business Steering Group

If you are interested in finding out more about the work of these groups, or participating in one, please visit

http://www.charnwood.gov.uk/pages/health_and_safety_intervention_plans

<http://www.charnwood.gov.uk/pages/foodbusinesspartnership>

http://www.charnwood.gov.uk/pages/better_business_for_all

or contact us using the contact details above.

Dated: *14 June 2016*

Name: Alan Twells

Job title: Regulatory Services Manager

Review Due: *14 December 2016*

