

North Lincolnshire Council - Technical and Environment **Service Standards**

What you can expect from Regulatory Services in North Lincolnshire

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This document explains what you can expect of Regulatory Services in North Lincolnshire. Whether you run a business, are an employee or a member of the public concerned about your local neighbourhood, 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 Health
- Licensing
- Housing
- Trading Standards
- Community Wardens
- Environment & Sustainability
- Safer Neighbourhoods

How we deliver our services

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

- Provide excellence in customer service
- Provide value for taxpayers' money
- Make our communities safer and stronger
- Regenerate our area and increase prosperity
- Protect the public, businesses and the environment from harm
- Support the local economy to grow and prosper
- To allow free moving traffic to create a safer North Lincolnshire

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 using data 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.

We carry out all our activities in a way that supports the businesses we regulate to comply and grow and our residents to live their lives whilst respecting their neighbours and communities.:

- We ensure that information, guidance and advice is available to help you to meet legal requirements and is clear and understandable (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 investigate requests for service about neighbourhood issues and local environmental concerns and seek to balance the rights of different individuals living within communities.
- We carry out regular patrols for 'contraventions' of parking restrictions.
- 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 local community, including
 - Advice in the following areas
 - Trading Standards
 - Environmental Health
 - Housing
 - Safer Neighbourhoods
 - Issue of licences, permits and certificates
 - Verification and calibration services
 - Pest control
 - Environmental monitoring and information searches

(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 in dealings with you, and provide you with contact details.
- In the case of Community Wardens, they will only give their number, for security purposes, but will carry an ID card showing their photograph
- Seek to gain an understanding of how your business operates or your community lives.
- 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 your business will 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.

We recognise that residents may be dealing with multiple agencies and we will do our best to work with them to ensure that you receive the best service.

We will consult with local businesses/residents when new traffic regulation orders are planned.

Helping you to get it right

We want to work with our communities and businesses to help you to be compliant and 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.

We make information and guidance on meeting legal requirements available on our website at, www.northlincs.gov.uk.

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.

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.

We will give you notice that we intend to visit unless we have specific reason to believe that an unannounced visit is more appropriate. We do not have a right of entry into domestic premises and usually enter by invitation from the householder.

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 friends, relatives, customers and staff
- 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.

Routine inspections of business premises will be carried out on a risk basis using one of the following frameworks:

- National Trading Standards Board (NTSB) risk rating scheme
- Food Standards Agency Premises risk rating scheme

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 available at, <http://www.northlincs.gov.uk/EasySiteWeb/GatewayLink.aspx?allId=7040>.

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
- When penalty charge notice has been issued, full details of the appeals procedure will also be given.

Requests for our services

We clearly explain the services that we offer, including details of any fees and charges that apply: www.northlincs.gov.uk.

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

- Take complaints in confidence and investigate discretely
- Acknowledge your request within 3 working days
- 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

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: 01724 297000

Email: customerservice@northlincs.gov.uk

Web: www.northlincs.gov.uk

By post: North Lincolnshire Council 2014, Civic Centre, Ashby Road, Scunthorpe DN16 1AB

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. We will respond to anonymous complaints and enquiries where we judge it appropriate to do so.

Personal data will be managed in accordance with North Lincolnshire Council's Data Protection Policy. Which can be found at, www.northlincs.gov.uk/your-council/information-and-performance/information-governance/dataprotection/

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 and our aim is to provide a streamlined service to you.

We are part of a much wider regulatory system in North Lincolnshire. We have good working relationships with other regulators such as, Humberside Police, HMRC, Environment Agency, Health and Safety Executive, DEFRA, Food Standards 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, helping target regulatory resources.

Our officers are familiar with the work of our partners and can signpost you to the advice and guidance you need.

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.

We manage complaints about our service, or about the conduct of our officers, through North Lincolnshire Council's Corporate Complaints Policy. Details can be found at www.northlincs.gov.uk/community-advice-and-support/local-link-offices/complaints/ or by telephone 01724 297000.

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: 01724 297000

Email: customerservice@northlincs.gov.uk

Web: www.northlincs.gov.uk

By post: North Lincolnshire Council, Civic Centre, Ashby Road, Scunthorpe DN16 1AB

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:

Dated: 14 August 2015

Name: Trevor Laming

Job title: Assistant Director, Technical and Environment Services

Review Due: August 2016