

Environmental Health Services

Service standards

The service

Environmental Health Services are responsible for protecting and improving the health, safety and welfare of local residents, visitors and people who work in the Borough.

We have an interest in environmental pollution, food safety, health and safety at work, private sector housing, housing grants, licensing, public health, pest control and cemeteries.

Service quality

We aim to provide a high quality service which deals with the most serious problems first, but we always like to hear from the people who use our service. We want to continue to improve the services even more and tailor them to your needs. That is why we welcome any feedback you may want to make, either on this document or on the service you have received. We regularly ask for comments on service provided by sending questionnaires to individuals or businesses.

Service standards

We will strive to meet the standards of the council as set out in the 'Customer Service Charter'

In particular:

- We will answer 85% of telephone calls within 15 seconds
- We will respond to emails (which require a response), within 2 working days
- We will answer correspondence within 5 working days of receipt of or send an acknowledgement giving timescale for a full response

We aim to meet the following targets for our initial response:

Level One

Response on the same day or within 1 working day – for serious or extensive public health problems, such as major pollution incidents, serious accidents at work, night-time noise nuisance, food poisoning outbreaks, overflowing drains, pest control advice or complaints about stray or lost dogs.

Level Two

Response within 3 working days – for all other enquiries e.g., public health complaints (such as rubbish or bad smells) or licence queries.

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- We will also do work which is not the result of a complaint or enquiry
- We will carry out monitoring of air pollutants
- We will respond to all reasonable requests for talks or presentations
- We will advise people of their responsibilities through information and promotion.

“Initial Response” means an officer from the team that will deal with the enquiry will start our action by making a phone call or visit. You will be advised what action we will take, when and who by. If we cannot help, you will be given an explanation.

Comments, Compliments and Complaints

Despite our best efforts, things can still go wrong. When they do we need to know as quickly as possible. We also need to tackle action to prevent similar problems occurring in the future. Likewise, we would like to hear about things that go well and value any feed back from customers.

If you would like to know more about how to give feed back or to make a complaint, call the Contact Centre for an explanation and a leaflet that sets out the procedure.