



Rugby Borough Council

**What you can expect from Regulatory Services,
including Environmental Health and Licensing**

March 2014

Introduction

This document explains what you can expect of Regulatory Services at Rugby Borough Council. Whether you run a business, are 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.

What does our Regulatory Services do?

We deliver services in a number of areas:

Public Health and Licensing Team

- Food Safety - Hygiene standards; Food Safety; Imported foods; Food related illnesses; Food Hygiene Rating scheme
- Health and safety - Safety and Welfare Standards; Accident Investigations; Unsafe plant report investigations-(fork lift trucks/lifting gear/ pressure vessels)
- Pollution - Permitted Processes; Contaminated Land; Air Quality; Pollution incident investigation; Private water supply assessment
- Public Health - Health and Wellbeing; Public Health funerals
- Private Housing – House in Multiple Occupation licensing and inspection; inspection of rented properties; residential property safety
- Licensing – Alcohol; Gambling; Hackneys and Private Hire Vehicles and Drivers; Dog Breeding Establishments; Kennels and Catteries; Riding Stables: Tattooists, Ear Piercing and Electrolysis

Environmental Protection Team

- Nuisance investigation
- Noise
- Waste and Litter enforcement
- Dog Warden
- Pest Control
- Community Safety Wardens – anti-social behaviour; out-of-hours services (noise nuisance, dog warden); Bikeability
- Licensing and Planning Consultations

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

- Protect the public, businesses and the environment from harm
- Support the local economy to grow and prosper

We determine our activities each year by assessing the needs of local people and our local business community, and considering the risks that require addressing. We do this by post inspection surveys, and customer surveys, and through using data

and other information available to us and our partners to ensure our resources are targeted appropriately, in the light of these local needs and of national priorities.

We are committed to being transparent in our activities and we will publish our performance data annually on the Rugby Borough Council website www.rugby.gov.uk

How we work

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

We ensure that information and guidance is available to help those we regulate to meet their statutory obligations. Where you need advice that is tailored to your particular needs and circumstances we will provide this, including through Primary Authority.

We use a risk based approach to target our responses, including in planning how we monitor and check compliance with statutory requirements.

We deal proportionately with breaches of the law as set out in our Enforcement Policies, available at on the Rugby Borough Council website www.rugby.gov.uk, including taking firm enforcement action when necessary.

Our service will be delivered in accordance with the requirements of the Regulators' Code.

Working with businesses and others we regulate

In all your dealings with us you can expect, and will receive, an efficient and professional service. Our team of 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 and the pressures you face;
- 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.

Helping you to get it right

We want to work with you to help your business to be a success, 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 you have a problem.

We make information and guidance on meeting statutory obligations available on our website, and can be found on the topic area home page. All links can be found on the Rugby Borough Council website www.rugby.gov.uk.

Where you need advice to help you to meet your legal obligations, we will:

- Provide advice that supports compliance and that can be relied on;
- Provide assistance that is appropriate for your circumstances and is not overly burdensome;
- 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 always confirmed in writing if requested;
- Acknowledge good practice and compliance.

Currently there is no charge for the information and advice given at inspections or on request of a business

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 compliant investigations. These visits will always be based on an assessment of risk. 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 and staff;
- Have regard to how you approach compliance within your business, and use this information to inform future interactions with you.
- Provide advice to support you in meeting your statutory obligations, if required;
- Provide a written record of the visit.

Currently there is no charge for the information and advice given at inspections or on request of a business

Responding to non-compliance

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

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 including any timescales;
- Keep in touch with you, where required, until the matter is resolved.

Requests for our service

We respond to requests for assistance that we receive, including requests for advice and complaints about breaches of the law. We will:

- Acknowledge your request within 3 working days (sooner if possible);
- 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;
- Provide clear advice where appropriate;
- Inform you of the outcome as appropriate.

A detailed breakdown of our response times and expected resolution times is available on the Rugby Borough Council website www.rugby.gov.uk, however, please be aware that a risk based judgment will be made by officers to determine whether a more prompt response is required,

How to contact us

You can contact us by:

Public Health and Licensing Team
Tel: 01788 533851
Email: fs@rugby.gov.uk

Environmental Protection Team
Tel: 01788 533857
Email: ept@rugby.gov.uk

By post: Regulatory Services, Town Hall, Evreux Way, Rugby, CV21 2RR

Or in person Monday – Friday 9:00am – 5:00pm at the Town Hall.

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 Rugby Borough Council's Data Protection Policy.

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 on-going 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

Our Regulatory Services works closely with other council services such as Planning (including economic development) and our aim is to provide a streamlined service to you.

We are part of a much wider regulatory system in Warwickshire. We have good working relationships with other regulators such as the Warwickshire Fire and Rescue Service, Warwickshire County Council Trading Standards, the Health and Safety Executive and the 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 Coventry and Warwickshire Regulators Partnership through which we work with the Local Enterprise Partnership, and if you have any comments or concerns regarding the way in which the local

regulatory system is operating you can contact the partnership at contact@cwrp.org.uk

Having your say

Complaints and appeals

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 the Regulatory Services Manager at these offices.

We manage complaints about our service through Rugby Borough Council's Compliments, Comments and Complaints scheme. Details can be found on the Rugby Borough Council website www.rugby.gov.uk, or ask the Regulatory Services Manager for details.

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: 01788 533533 – ask for the Regulatory Services Manager

Email: hs@rugby.gov.uk

By post: Regulatory Services, Town Hall, Evreux Way, Rugby, CV21 2RR

Or in person Monday – Friday 9:00am – 5:00pm at the Town Hall.

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

Developing our service with you

We are working with the LEP on a Better Business for All project to ensure that we are delivering our service to meet your needs.

Dated: 18/03/2014

Name: Sean Lawson

Job title: Head of Environmental Services

Review Due: 01/04/2015