



## OUR SERVICE STANDARDS TO YOU

This document explains what you can expect of Fenland District Council.

Whether you are running a business, an employee or a member of the public, we are committed to providing you with an efficient, courteous and helpful service. This document advises on how we aim to do that and what standards we will meet.

### How we deliver our services

We make a fundamental contribution to the maintenance and improvement of 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 engaging with local businesses and the general public either directly or by an on-line customer feedback system known as “survey monkey” <https://www.surveymonkey.com/s/L7ZPR29-EnvHealth>

We also invite the general public to use our 3C's (comments, compliments, complaints) procedure, available on the councils website at [www.fenland.gov.uk/threecs](http://www.fenland.gov.uk/threecs)

In this way we 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. 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.

The FDC Corporate Plan sets out our priorities for the council and serves several key purposes to ensure the effective management and accountability of the authority. <http://www.fenland.gov.uk/CHttpHandler.ashx?id=9838&p=0>

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
- 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
- We deal proportionately with breaches of the law as set out in our Enforcement Policy, including taking firm enforcement action when necessary <http://www.fenland.gov.uk/article/8603/Corporate-Enforcement-Policy>
- We provide a range of services to businesses, including pest control, registration of food businesses, Food Safety/Health and Safety training courses and we hold regular Health and Safety and Food Safety Forums

Our services will be delivered in accordance with the requirements of the [Regulators' Code](#) and the Councils Corporate Enforcement Policy <http://www.fenland.gov.uk/article/8603/Corporate-Enforcement-Policy>

## **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
- 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.

## **Helping you to get it right**

We want to work with you to help your business 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 via our website. Below are some of useful links

To access information on the services offered by Environmental Health please click this link <http://www.fenland.gov.uk/article/1717/Our-Environment>

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.
  
- We support and will promote arrangements for effective liaison with other authorities and enforcement bodies through schemes such as the Home Authority principle, the Lead Authority principle and the Primary Authority Principle.

## **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.

## **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.

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, including details of any fees and charges that apply

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

- 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

## **How to contact us**

You can contact us by:

Telephone: *01354654321*

Email: *env.services@fenland.gov.uk*

Web: [www.fenland.gov.uk](http://www.fenland.gov.uk)

By post: Fenland Hall, County Road, March, Cambridgeshire, PE13 8NG

Or in person at any of the following sites Fenland Hall, One Stops in March and Wisbech or the community Hubs in Whittlesey and Chatteris.

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.

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 Fenland District Councils Data Protection Policy. <http://www.fenland.gov.uk/article/1917/Data-Protection-Policy>

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 the Cambridgeshire and Fenlands area. We have good working relationships with other regulators such as planning; building control, anti social behaviour, 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.

## **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.

### **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.

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

**Dated:**

**Name:**

**Job title:**

**Review Due:**