

Enforcement Functions at North Kesteven

Service Standards



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What you can expect from North Kesteven District Council's Enforcement Teams

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This document explains what you can expect of the Enforcement Teams at North Kesteven District 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.

Areas we regulate

We deliver services in a number of areas:

Environmental Protection	Fire Safety
Health and safety	Licensing
Public Health	Tenancy Services
Planning Enforcement	Trees
Dangerous Buildings	Contaminated Land
Food Safety	Private Sector Housing
Waste	Antisocial Behaviour

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 our corporate consultation processes ([see here](#)) and 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.

Details of our current work programme are available [here](#).

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. This is available [here](#).

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 (such as issuing Licences and Permits to carry out specific activities or offering advice and guidance on compliance with legislative requirements) (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
- 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 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, much of it on our [website](#) or where appropriate on external agencies websites. Our staff will guide you to locating specific information relevant to your needs.

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.

Where any advice is subject to a charge, these will be communicated to you. Information on our Fees and Charges for various functions can be found [on our website](#).

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.

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 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 will target inspections in line with relevant risk frameworks and guidelines such as [The National Local Authority Enforcement Code](#). Enforcement activity will also be in response to direct reports of potential non-compliance or influenced by locally gathered intelligence that indicates that unsafe activities are being conducted and where further investigations will be needed.

Where charges are levied in relation to visits, these will be publicised [on our website](#).

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 Corporate Enforcement Policy which can be found [here](#).

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

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
- Aim to 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 5 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

While each enforcement team will have service specific response times and expected resolution times, 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 North Kesteven District Council in by the following means:

District Council Offices
Kesteven Street
Sleaford
Lincolnshire
NG34 7EF

Telephone: (01529) 414155 or (01522) 699699

Out of Hours Telephone: (01529) 308308 or (01522) 699650

Fax: (01529) 413956

Minicom: (01529) 308088

DX Number: 26909 Sleaford

E-mail: customer_services@n-kesteven.gov.uk

Opening Hours: Our Customer Services department operates from 9.00am to 5.00pm, Monday to Thursday and 9.00am to 4.30pm on Fridays (except bank holidays).

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 our [Data Protection Policy](#).

Our Enforcement Teams

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

Enforcement Teams 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 Lincolnshire. We have good working relationships with other regulators such as the Police, Environment Agency and other Local Authorities including the Lincolnshire County Council, 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.

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 escalate your query within the Department concerned at any time.

We manage complaints about our service, or about the conduct of our officers, through our Corporate Complaints Policy. Details can be [found here](#).

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:

By Telephone: (01529) 414155 or (01522) 699699

Fax: (01529) 413956

Minicom: (01529) 308088

DX Number: 26909 Sleaford

E-mail: customer_services@n-kesteven.gov.uk

In Person: District Council Offices, Kesteven Street, Sleaford, Lincolnshire NG34 7EF **Opening Hours:** 9.00am to 5.00pm, Monday to Thursday and 9.00am to 4.30pm on Fridays (except bank holidays).

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. Please see [here](#) for further information.

In addition this Service Standard document, our Corporate Enforcement Policy and all function specific enforcement policies are available [here](#).

We welcome feedback on these or any other matter in relation to the enforcement functions carried out at North Kesteven District Council. A feedback form is available on this page and all comments and suggestions will be considered and responded to.