

If things go wrong – or you wish to comment

If you have any comments, suggestions or criticisms about our services, please write to:

Mike Wheatley
Service Manager – Environmental Health
Elizabeth House
Walpole Loke
Dereham
Norfolk NR19 1EE

We will look carefully at your comments and see how we can improve our services to you – **our customers.**

Complaint Procedure

Our formal complaints procedure covers the following:

- ◆ Failure to provide a service at the level or standard expected by the Council or set by Central Government.
- ◆ Unhelpful attitude of any employee of the Council.
- ◆ Neglect or unjustified delay in responding to a service request.
- ◆ Failure to follow agreed Council procedure, policy or rules.
- ◆ Failure to take proper account of relevant matters in coming to a decision.
- ◆ Failure to respect Human Rights.
- ◆ Failure to tell people of their rights.
- ◆ Malice, bias or discrimination.

If you wish to make a formal complaint or comment, please pick up a leaflet from any of the customer service receptions.

A complaints form is enclosed in the leaflet for your use.

If you need any more information on Council Services please contact our Contact Centre on 01362 656870.

Our promise to you

We will:

1. Provide a polite and courteous service. Please let us know if we do not.
2. Use plain English. If there is anything that you do not understand in our literature or verbal information, please let us know.
3. Be accessible. This is to make sure that our services are open to all the people of Breckland and that our offices are open, friendly and accessible to all groups. If we need to see you in person we will always try to arrange this at your convenience.
4. Use customer complaints and comments. All complaints and comments will be acted upon in an effort to improve our service to you – the customer.
5. Provide a fair and unbiased service. Every person has a right to expect the same standard of service no matter what their colour, race, religion, sex, age or disability.
6. Represent your views. We will represent the people of Breckland and be accountable and responsive to your views.
7. Work to improve our communication and information. We will tell you about our services and explain what we can and cannot do on your behalf.
8. Publish our service targets in the Council's Local Performance Plan and report annually on how we have performed against those targets.
9. Improve customer services. Regular surveys and research will be carried out to find out what you want from your Council.
10. Constantly review and audit our performance.

Environmental Health
Breckland Council
Elizabeth House
Walpole Loke
Dereham
Norfolk NR19 1EE

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Environmental Health

Our Service Guarantee for 2006/2008

Your Environmental Health services

We will maintain and improve the well-being of the people and environment of Breckland in the following ways:

Food Safety

- ◆ By inspecting all food businesses to ensure good standards of hygiene and safety are maintained
- ◆ By investigating outbreaks of food poisoning and other diseases
- ◆ By investigating complaints about food and food premises

Health and Safety

- ◆ By inspecting relevant businesses to ensure good standards of health and safety are maintained
- ◆ By investigating notified accidents
- ◆ By investigating complaints about unsafe working premises and practices

Licensing

- ◆ By licensing and registering various premises and activities including pet shops, boarding kennels, those who sell alcohol or have regulated entertainment

Pollution Control

- ◆ By controlling nuisances including noise and air pollution
- ◆ By monitoring air quality
- ◆ By carrying out land contamination assessments
- ◆ By monitoring private water supplies

Pest Control

- ◆ By providing a pest control service for domestic, agricultural and commercial premises

Dog Warden

- ◆ By providing a stray dog collection service
- ◆ By providing a dog micro-chipping service
- ◆ By providing dog training courses and educational talks

Cost

The direct costs of providing the Environmental Health Services listed above was approximately £15.30 per head of population for the year 2005/2006.

For some services we make a charge, but we will always advise you in advance where this is the case.

What can you expect?

- ◆ If you request a service from this Department we will respond within a maximum of 3 working days. All urgent requests will be responded to on the day received or the next working day.
- ◆ "Response" is defined as not simply an acknowledgement of your request, but a positive indication of how the Department will deal with it.
- ◆ We will carry out hygiene and safety inspections of food premises and workplaces to meet national and local performance standards.
- ◆ We will take samples to check the safety of food and private water supplies.
- ◆ We will monitor Breckland's air quality and publish our findings annually.
- ◆ We will provide training opportunities in food hygiene, health and safety and responsible dog ownership.
- ◆ We will work with other partners in the public and voluntary sectors to provide cost effective services for the people of Breckland.

While we cannot guarantee to resolve every service request to the satisfaction of you, the customer, we will always try to find an amicable solution. Where the problem lies outside our legal controls, we will tell you as soon as possible and advise you of the alternative actions available. Where we have to resort to use of the law, we will fully explain the implications to you.

Achievements

- ◆ In the first quarter of 2007/8, against a target of 90% of requests for service to be responded to within 3 days, we achieved 97.3%
- ◆ In the first quarter of 2007/8, against a target of 90% of post inspection reports/letters to be sent within 10 days of the inspection, we achieved 91.8%
- ◆ In the first quarter of 2007/8, we had a target of 90% of premises licences decisions to be notified within 10 days of the decisions, we achieved 98%
- ◆ In the first quarter of 2007/8, we achieved 96% of licences issued within 20 days of the decision to grant, against a target of 90%

The services we provide and useful contact numbers

Environmental Protection (01362 656870)

Air quality monitoring
Asbestos advice
Land contamination assessments
Investigation of environmental complaints including smoke, noise, smells and drainage
Private water quality monitoring
Emergency planning

Dog Warden Service (01362 656870)

Investigation of dangerous dog complaints
Stray dog collection
Lost dog reuniting
Dog training classes
Dog micro-chipping
Dog fouling investigations

Pest Control Services (01362 656870)

Domestic and commercial rat and mice treatments
Treatments for insect pests incl. fleas, cluster flies and wasps nets
Pest identification service

Food Safety (01362 656870)

Food hygiene inspections
Food complaint investigations
Food poisoning and infectious disease investigations
Food sampling
Food hygiene training courses

Health, Safety and Licensing (01362 656870)

Health and safety inspections
Health and safety complaint investigations
Accident investigations
Health and safety training courses
Licensing of animal welfare establishments incl. pet shops, zoos, riding stables, animal boarding establishments and dog breeders
Registration of tattooists, ear piercers, acupuncturists etc
Sunday trading
Licensing of taxis, Temporary Event Notices, licensed premises etc.