

Environmental Health Service Standards

Enforcement & Regulation:

- To take enforcement action, where applicable, in accordance with the Environmental Health Enforcement Policy and Regulators' Code.

Housing Standards and Home Aid:

- We will target and inspect 50 HMOs a year based on priority and risk. All new HMOs drawn to our attention will be visited within 28 days and be risk assessed. Following risk assessment those properties in highest priority, particularly non licenced HMOs that need licensing will be dealt with first. All high risk properties will be inspected within six months. The others will be dealt with as soon as is reasonably practicable. In addition we will actively seek out and inspect non licensed HMOs.
- Improve the energy efficiency of at least 50 private sector houses per year.
- Carry out the initial visits for all high priority ("Priority A") Disabled Facilities Grants within 10 working days of receipt of the referral.
- Issue your "House in Multiple Occupation" Licence within 28 days of receiving a valid and complete application from you.

Food Safety:

- Respond to all food alerts where action is required by environmental health staff
- Respond to non-urgent complaints concerning food within 5 working days
- Carry out inspections at relevant premises in line with statutory inspection frequencies
- Issue a Food Hygiene Rating where appropriate
- Sample food in accordance with our food-sampling programme and also undertake local sampling on a routine basis
- Give a hand written report on inspecting a business before we leave

Health and Safety:

- Inspect all A (High risk) rated premises annually
- Give a hand written report on inspecting a business before we leave
- Respond to complaints concerning health and safety within 5 working days
- Commence investigation of all fatal accident notifications on the day we receive them
- Carry out preliminary investigation of major injury notifications within 2 working days of receipt

Environmental Protection:

- Respond to non-urgent complaints of nuisance, and other public health and environmental protection matters within 5 working days
- Respond to urgent complaints within 24 hours. Urgent complaints include matters such as black smoke and large chemical spills.
- Respond to requests for Environmental Searches within 5 working days
- Issue permits to specified processes under the Pollution Prevention and Control regime within 4 months of receipt of an application
- Inspect all permitted processes within the District in accordance with the national risk rating scheme to ensure compliance with permit conditions
- Review local air quality, checking against national targets, and publish results in an annual report
- Monitor private water supplies in accordance with statutory frequencies and take action as necessary to ensure supplies are clean and wholesome

Environmental Enforcement:

- We will respond to requests for service within 5 working days.
- The team will use education wherever possible to encourage compliance, using community events and other initiatives.
- Abandoned vehicles will be investigated within 24 hours of notification, during a working week.
- We will arrange for the removal of an abandoned vehicle reported by the police under section 101 of the Road Traffic Regulation Act 1984, within 24 hours during the working week.
- We will respond to reports of stray dogs on the same working day

Pest Control:

- Respond to requests for service within 5 working days
- Give free advice about controlling common pests