

# ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## ENVIRONMENTAL HEALTH SERVICE STANDARDS

SEPTEMBER 2015

### INTRODUCTION

All customers who contact the Environmental Health Service Group, whether in person, by telephone or in writing, should expect an excellent standard of customer care. To ensure that our standards are transparent and clear, for both our officers and our customers we have provided a summary of the minimum standards of care customers should expect from our service.

The service standards do not affect statutory timescales, which officers are legally bound to comply with and which are detailed under the relevant service.

### WHAT OUR CUSTOMER'S CAN EXPECT FROM US

- ❖ We will aim to answer the telephone within five rings;
- ❖ We will advise you who is dealing with your case/query and provide details of the name of the officer and their contact details;
- ❖ We will provide information as to what we will do next and how we will handle your case/query and how you will be informed of progress;
- ❖ We will advise what you can expect from our investigation, after we have made preliminary enquiries and what potential action may be taken;
- ❖ We will ensure that all open complaints are monitored and reviewed at least once a month;
- ❖ We will treat all matters in complete confidence, giving you the right to remain anonymous if you wish;
- ❖ We will keep a record of any service requests or complaint details on our database;
- ❖ We will make appointments for visits, whenever possible except for situations where our action may be compromised, if we were to do so; e.g. where the visit is part of an ongoing investigation or a statutory food hygiene inspection;
- ❖ We will give you helpful and accurate advice by trained staff based on the facts provided;
- ❖ We will always provide a polite and professional service.

## **EXPECTATIONS OF OUR CUSTOMERS**

We ask our customers to provide officers with full and correct details of their enquiry and treat our officers with respect and courtesy.

## **EXPECTATIONS OF OUR OFFICERS CONDUCT**

Where a complaint or enquiry results in a visit to a business or where statutory enforcement is being taken, all officers will:

- ❖ Show identification;
- ❖ Be polite and courteous at all times;
- ❖ Have the necessary qualifications for the task being carried out;
- ❖ Keep appointments or give a full explanation if they are broken;
- ❖ Give feedback from any inspection or visit, such as information about hazards, which have been identified and guidance on how they should be avoided;
- ❖ Clearly distinguish between what must be done to comply with the law and what is recommended because it is good practice;
- ❖ Give reasons in writing for any action you are asked to take;
- ❖ Explain where there is an apparent breach of law and a statement of what that law is;
- ❖ Give reasonable time to meet statutory requirements, except where there is an immediate risk to public health;
- ❖ Outline procedures for appealing against local authority action where relevant;
- ❖ Follow the Department's Enforcement Policy when taking enforcement action.

## **FORMAL COMPLAINTS PROCEDURE**

### **Informal stage**

If you are already dealing with a Council officer or you know which officer to contact, you may wish to raise an issue face-to-face, by telephone, email or in writing. Often, matters can be resolved at this stage. If you are unsure about which part of the Council is responsible, please telephone Enquiryline on 020 7361 3000.

## **Stage 1**

If you are unhappy about the response to your initial complaint, you should tell the officer with whom you have been dealing that you wish to take your complaint further. Or you may wish to complete our 'Comments, Complaints and Compliments' that will be sent to the relevant department.

If you are complaining about the way in which a particular officer has dealt with you, your complaint will be looked into by a third party. Your complaint will be acknowledged. You should receive a full reply within 15 working days.

You can send us your feedback by completing the [Comments, complaints and compliments](#) online form.

## **Stage 2**

If you are dissatisfied with the response to Stage 1, let us know. The head of the relevant section will investigate further and should respond fully within 15 working days

## **Stage 3**

If you are still unhappy, the relevant Director or Executive Director will review your complaint and respond within 15 working days.

If, having received a response from the Director or Executive Director, you wish to take the matter further you can take up your complaint with the Local Government Ombudsman.

### **The Local Government Ombudsman**

The Local Government Ombudsman is an independent service that investigates complaints about councils. You can seek advice from the ombudsman at any time but they will refer a complaint back to us if you have not been through the Council's complaints procedure.

### **Contact**

Local Government Ombudsman  
PO Box 4771  
Coventry CV4 0EH

Telephone: 0300 061 0614

Website: [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)

Fax: 024 7682 0001

Text: 'call back' to 0762 480 3014

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## SERVICE STANDARDS IN ENVIRONMENTAL HEALTH BY TEAM

### FOOD SAFETY AND INFECTIOUS DISEASE

- ❖ We will provide an initial response / acknowledgement to a service request within 1 working day;
- ❖ All new food businesses will be inspected within 28 days from receipt and processing of the application. We aim to inspect all new premises within 2 months of receipt of the application as far as is practicable;
- ❖ A written on-site report will be left with the business operator after every inspection, which may also be followed up by a letter where applicable;
- ❖ We will send a letter to a business who has received a food hygiene/food standards inspection within 10 working days;
- ❖ Following a food hygiene inspection and in line with the Food Hygiene Rating Scheme we will send out the sticker and rating form within 7 days of the inspection (business then has a 14 day appeal period);
- ❖ On receipt of a request for a Right to Reply form (Food Hygiene Rating Scheme) we will send this within 24 hours;
- ❖ We will respond to a Food Hygiene Rating appeal (providing it is within the 14 day appeal notice period) and provide a response within 7 days of receiving it;
- ❖ Following the service of an Improvement Notice the business operator will be given a minimum of 14 days in which to comply or appeal the notice;
- ❖ We will operate in line with relevant legislation, national codes of practice and guidance;
- ❖ We will regularly monitor our staff to assess their ongoing competence and performance, through an accompanied inspection programme and a work verification system.

### HEALTH AND SAFETY

- ❖ We will provide an initial response / acknowledgement to a service request within 1 working day;
- ❖ A written on-site report will be left with the business operator after every inspection, which may also be followed up by a letter where applicable;
- ❖ We will send a letter to a business following an intervention within 10 working days;

- ❖ We will respond to a letter within 5 working days of receiving it;
- ❖ Following the service of an Improvement Notice the business operator will be given a minimum of 14 days in which to comply or appeal the notice;
- ❖ We will operate in line with relevant legislation, national codes of practice and guidance;
- ❖ We will regularly monitor our staff to assess their ongoing competence and performance, through an accompanied inspection programme and a work verification system.

### **PEST CONTROL**

- ❖ We will provide an initial response/acknowledgement to a service request within 2 working days;
- ❖ We will offer a domestic pest treatment service within 3 days of request;
- ❖ We will provide a commissioned written inspection report following a survey within 5 working days;
- ❖ We will arrange a date for a contract visit within 5 working days of receiving the payment;
- ❖ We will respond to service complaints within 1 working day.

### **PUBLIC HEALTH TRAINING SERVICE**

- ❖ We will provide an initial response / acknowledgement to a service request within 5 working days;
- ❖ We will despatch certificates to successful candidates within 6 to 8 weeks of attending a nationally recognised qualification examination (subject to the awarding organisations sending the certificate);
- ❖ We will despatch course attendance certificates to candidates who request them within 2 weeks of attending a course or when the results from the awarding bodies have been received;
- ❖ We will ensure that qualification courses are conducted in a manner that satisfies the training centre criteria set by nationally recognised awarding organisations such as Highfield Awarding Body for Compliance ([www.highfieldabc.com](http://www.highfieldabc.com)) and the Chartered Institute of Environmental Health ([www.cieh.org](http://www.cieh.org)).

## **TRADING STANDARDS**

- ❖ We will provide an initial response / acknowledgement to a service request within 1 working day;
- ❖ We will respond to a letter within 5 working days of receiving it.

## **LICENSING**

- ❖ We will provide an initial response/acknowledgement to a service request within 1 working day;
- ❖ We will respond to a letter within 5 working days of receiving it;
- ❖ We work to legal timeframes that are stipulated in various licensing application processes.

## **SUPPORT SERVICES**

- ❖ We will provide an initial response/acknowledgement to a service request within 1 working day;
- ❖ We will respond to land searches within 3 working days of receiving them;
- ❖ We will serve Section 16 notices within 1 working day;
- ❖ We will issue HMO licences within 180 days;
- ❖ We will process freedom of information/data protection requests and environmental information requests within the legislative time scales;
- ❖ We will process and allocate infectious disease notifications within 1 working day of receiving them;
- ❖ We will update accident notifications twice daily;
- ❖ We will update asbestos notifications twice daily;
- ❖ We will produce food export certificates within 1 day of notification;
- ❖ We will add and acknowledged Food Registrations within 1 working day of receiving them;
- ❖ We will collect incoming/outgoing post and distribute it daily;

- ❖ We will send Training Service agreement letters within 1 working day;
- ❖ We will send Training Service certificates within 1 working day of payment.

### **PRIVATE SECTOR HOUSING**

- ❖ We will assess service requests within 36 hours;
- ❖ Where an inspection is necessary it will be scheduled within 5 working days and the same working day for urgent requests;
- ❖ Where an inspection is not necessary a letter will be despatched within 5 working days confirming the action that is required;
- ❖ We will process all licensing applications for houses in multiple occupation within 8 weeks;
- ❖ We will operate in line with relevant legislation, national codes of practice and guidance;
- ❖ We will regularly monitor our staff to assess their ongoing competence and performance, through a work verification system.

### **NOISE AND NUISANCE**

- ❖ We will provide an initial response/acknowledgement to a service request within 1 working day;
- ❖ We will ensure that all correspondence has a case reference number;
- ❖ We will give a case reference number to all customers;
- ❖ We will respond to E-mail's within 2 working days;
- ❖ Following the witness of a statutory nuisance we will issue a warning letter and/or an abatement notice.

### **ENVIRONMENTAL QUALITY**

- ❖ We will provide an initial response/acknowledgement to a service request within 1 working day;
- ❖ We will respond to contaminated land enquiries within 10 working days.