

BUSINESS REPLY SERVICE
LICENCE No. SCE 12702

2

EAST HAMPSHIRE DISTRICT COUNCIL
ENVIRONMENTAL HEALTH
PENNS PLACE
PETERSFIELD
HANTS
GU31 4BR

ENVIRONMENTAL HEALTH SERVICES



Feedback

If you have recently been visited or contacted by one of our Environmental Health staff, you may have been unhappy with what you have been asked to do. The Officer might have told you to do something in a different way, or stop doing something altogether. This may have made you frustrated or angry.

So if you have something to say, good or bad, please spare the time to fill in the questionnaire overleaf. You don't have to answer all the questions or say who you are.

We will take what you say seriously and remember, if you don't let us know what you think, we won't be able to give you a better service.

If you are dissatisfied with any aspect of our service you may use the questionnaire or contact the officer dealing with your case directly.

If you are still unhappy please contact Mark Reed - Head of Environmental Health on 01730 266551 or e-mail ehealth@easthants.gov.uk.

EH Enforcement Policy 11_02 RW



Designed and produced by EHDC

[repro]graphics

Unique Ref: GENFLT01/REV01/NOV02



GENERAL ENFORCEMENT POLICY



A SUMMARY OF OUR
APPROACH TO ENFORCING
THE LAW

Environmental Health
EAST HAMPSHIRE DISTRICT COUNCIL

ENVIRONMENTAL HEALTH SERVICES

ENVIRONMENTAL HEALTH SERVICES

General Enforcement Policy*

The Environmental Health team wants to make sure that, when it enforces the law it is doing its job fairly, without discrimination or malice and in as helpful and responsive manner as possible.

This leaflet is intended to give guidance to both businesses and members of the public about when and how we will enforce the law. It sets out what you can expect from our officers and in return what we expect from you with regard to your duties and responsibilities to comply with law and regulations..

What you can expect from our Enforcement Officers

- A courteous manner.
- To be shown all relevant information.
- A clear distinction between what the officer is recommending as good practice and what you must do to comply with the law.
- Be given the reason in writing for any actions you are asked to take.
- Where there is an apparent breach of the law, a statement of what the law is.
- Reasonable time to meet statutory requirements.
- To be advised of the procedures for appealing against local authority actions.

What we expect from you in return

- To recognise that you have a duty to comply with the law.

* More service specific policies are available upon request

- To work with the Council Officers to resolve problems.
- To talk to us about any concerns you have or if you are unsure about your obligations.
- Not to be obstructive.

Enforcement options available

Depending on the legislation involved, there are a number of enforcement options available to Officers. These include:

- Informal advice
- Informal Enforcement Notice (eg. letter)
- Minded to Notices (advance warning of the council's intention)
- Enforcement Notice
- Abatement Notice
- Formal Caution
- Prosecution
- Injunction

Factors which affect the choice of enforcement options

- The seriousness of the alleged offence (eg. did an injury result).
- Whether there have been incidents in the past.
- The willingness of those involved to prevent a recurrence of the problem.
- Whether a reasonable explanation has been offered.
- Whether there is satisfactory evidence of an offence.

Officers will explain and discuss the options available with you before any action is taken and your views will be taken into account.

QUESTIONNAIRE

- | | Yes | No | | |
|--------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Did the officer identify themselves on arrival? | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 2. Did the officer explain the purpose of the visit? | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 3. Did the officer discuss the outcome or results of the visit with you? | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. Did the officer make a clear distinction between what you must comply with and good practice? | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 5. Did the officer explain why remedial action was necessary? | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 6. Were you given the opportunity to agree timescales for required action? | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 7. Do you feel what you were asked to do was reasonable? | <input type="checkbox"/> | <input type="checkbox"/> | | |
| If not, why not? _____ | | | | |
| 8. Do you feel you were dealt with in a fair way? | <input type="checkbox"/> | <input type="checkbox"/> | | |
| If not, why not? _____ | | | | |
| 9. Was the officer (please tick if appropriate) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| smartly dressed | polite | helpful | professional | |

Any other comments

If you would like us to contact you regarding your comments please give your details below.

Name _____

Address _____

Tel: _____ E-mail _____

Officer Initials F HS EP PSHPC

cut along this line