

What you can expect from the Environmental Health regulatory service in Test Valley Borough Council

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This document explains what you can expect of the Environmental Health regulatory service in Test Valley Borough Council.

Whether you are running 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 the following areas:

- Environmental Protection
- Food Safety
- Health and Safety
- Public Health
- Animal Welfare

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 corporate consultation and through using data and other information available to the Council and its 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 proactive work programme for business regulation is available at <http://www.testvalley.gov.uk/resident/housingandenvironmentalhealth/environmentalhealth/>

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 and the Environmental Health performance is available on request.

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, including, advisory visits, information, training, export certificates (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 at <http://www.testvalley.gov.uk/atoz/E/1858>

<http://www.testvalley.gov.uk/resident/housingandenvironmentalhealth/animalwelfare/animal-boarding-establishments-licence/>

Where you need advice that is tailored to your particular needs and circumstances we will:

- Discuss with you what is required to achieve compliance and advise what is required to achieve compliance, taking account your circumstances where appropriate.
- 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.

These visits are free

More details of the services we provide can be found at

<http://www.testvalley.gov.uk/atoz/E/1858>

and information on the Primary Authority Scheme can be found at

<https://www.gov.uk/government/publications/primary-authority-overview>

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. However food hygiene visits will normally be unannounced.

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.
- An explanation of the risk frameworks used to target visits for food hygiene and health & safety can be found at:

<http://www.testvalley.gov.uk/business/licensingandregulation/foodsafety/national-food-hygiene-rating-scheme/>

<http://multimedia.food.gov.uk/multimedia/pdfs/codeofpracticeeng.pdf>

<http://www.testvalley.gov.uk/business/licensingandregulation/healthandsafety/health-amp-safety-advice-enforcement/>

<http://www.hse.gov.uk/lau/la-enforcement-code.htm>

<http://www.hse.gov.uk/lau/lacs/67-2-annexf.htm>

These visits are free except for Licensing, registration or permitting visits where a fee is charged.

<http://www.testvalley.gov.uk/aboutyourcouncil/accesstoinformation/councilfinances/feesandcharges/>

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 Enforcement Policies.

We deal proportionately with breaches of the law as set out in our Enforcement Policies available at

<http://www.testvalley.gov.uk/business/licensingandregulation/enforcement-policy-environmental-health/>

<http://www.testvalley.gov.uk/resident/housingandenvironmentalhealth/environmentalprotection/nuisanceproblems/nuisance-problems/>

<http://www.testvalley.gov.uk/resident/housingandenvironmentalhealth/animalwelfare/animal-welfare-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
- Where possible we will seek to agree timescales that are acceptable to both you and us, in relation to any actions required. However, discussion prior to the taking of action may not be possible in all cases, for example where urgent action is necessary due to imminent risk.
- 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

<http://www.testvalley.gov.uk/aboutyourcouncil/accesstoinformation/councilfinances/feesandcharges/>

In responding to requests for our services, including requests for advice and complaints about breaches of the law, we will:

- Acknowledge your request within 3 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

Our response times and expected resolution times is available at <http://www.testvalley.gov.uk/aboutyourcouncil/howarewedoing/customerchart er/>

<http://www.testvalley.gov.uk/aboutyourcouncil/howarewedoing/councilperformance/>

However, 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 us by:

Telephone: 01264 368000

Email: envhealth@testvalley.gov.uk

Web: www.testvalley.gov.uk

By post: Beech Hurst, Weyhill Road, Andover, Hampshire, SP10 3AJ

Or in person: Beech Hurst, Weyhill Road, Andover, Hampshire, SP10 3AJ

View on **Google maps**

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 The Council's Data Protection Policy.

<http://www.testvalley.gov.uk/atoz/D/772>

Our Team

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 on-going 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

We work closely with other council services such as Planning, Economic Development and Licensing and our aim is to provide a streamlined service to you.

We are part of a much wider regulatory system in the Test Valley area

<http://www.testvalley.gov.uk/resident/communityandleisure/workingwithcommunities/mylocalarea/ward-interactive-map/>

We have good working relationships with other regulators such as the Environment Agency

<http://www.environment-agency.gov.uk/>

And Hampshire Trading Standards

<http://www3.hants.gov.uk/tradingstandards.htm>

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, helping target regulatory resources.

Our officers are familiar with the work of our partners and can signpost you to the advice and guidance you need. We are members of the Solent and the Enterprise M3 Local Enterprise Partnerships and if you have any comments or concerns regarding the way in which the local regulatory system is operating you can contact the partnership at;

<http://solentlep.org.uk/>

<http://www.enterprisem3.org.uk/>

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 contact Mrs Carol Ruddle Environmental Health Manager

cruddle@testvalley.gov.uk

We manage complaints about our service, or about the conduct of our officers, through the Council's Corporate Complaints Policy. Details can be found at:

<http://www.testvalley.gov.uk/aboutyourcouncil/howarewedoining/complaintscomplimentsandfeedback/complaint/>

<http://www.testvalley.gov.uk/forms/showform.asp>

Or to the Complaints & Improvements Officer

Tel: 01264 368000

E-mail complaints@testvalley.gov.uk

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:

Telephone: 01264 368000

Email: environmentandhealth@testvalley.gov.uk

Web: www.testvalley.gov.uk

By post: Beech Hurst, Weyhill Road, Andover, Hampshire, SP10 3AJ

Or in person: Beech Hurst, Weyhill Road, Andover, Hampshire, SP10 3AJ

View on [Google maps](#)

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. The Council currently works with our local communities including businesses and residents.

If you are interested in finding out more about the work of these groups, or participating in one, please visit

<http://www.testvalley.gov.uk/aboutyourcouncil/consultation-portal/>

Dated: 24th April 2014 version.3.14

Name: Carol Ruddle

Job title: Environmental Health Manager

Review Due: 24th April 2015