



Regulators Code

Regulatory Service Standards - Rushcliffe Borough Council

This document explains regulatory service standards for Rushcliffe Borough Council. Whether you run 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 – covered by the Regulators Code

We deliver the following regulatory services in the Neighbourhoods service theme:

Environmental Protection		Food Safety
Health and safety	Licensing	Private Sector Housing
Public Health		Waste

How we deliver our services

We make a fundamental contribution to the maintenance and improvement of public health, quality of life and wellbeing. Our corporate aims are:

- Supporting economic growth to ensure a sustainable, prosperous and thriving local economy
- Maintaining and enhancing our residents' quality of life
- Transforming the Council to enable the delivery of efficient high quality services

(RBC Corporate Strategy 2016-2020)

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:

Service based Customer Satisfaction surveys

Residents Satisfaction surveys

Business Forums – Rushcliffe Business Partnership

Customer feedback on the website - customerfeedback@rushcliffe.gov.uk

Consultation and petitions

Social media

and through using data and other information available to us and our 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 work programmes are available in our corporate and service policies and strategies at:

<http://www.rushcliffe.gov.uk/councilanddemocracy/aboutthecouncil/documentsstrategiesandpolicies/>

Neighbourhoods Service Plan (internal document)

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. This is available on our website

Council meeting minutes – Performance Management Board

<http://www.rushcliffe.gov.uk/councilanddemocracy/meetingsandminutes/agendasandminutes/>

Corporate and departmental policies and strategies

<http://www.rushcliffe.gov.uk/councilanddemocracy/aboutthecouncil/documentsstrategiesandpolicies/>

Rushcliffe Reports

<http://www.rushcliffe.gov.uk/rushcliffereports/>

Website news

<http://www.rushcliffe.gov.uk/aboutus/newsandpublications/>

LG inform – statistical database

<http://lginform.local.gov.uk/>

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
- 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
- We deal proportionately with breaches of the law as set out in our Enforcement Policy, including taking firm enforcement action when necessary.

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 follow the Rushcliffe Borough Council staff code of conduct and 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 as a business you will receive advice and inspections from other organisations such as Nottinghamshire County Council Trading Standards, Nottinghamshire Fire and Rescue, HMRC, HSE, Food Standards Agency etc. Through the D2N2 Better Business Regulation Partnership (<http://www.d2n2lep.org/BBR>) which we are part of, we work with these agencies to ensure that you receive the best service. We are committed to supporting businesses by providing advice and guidance that helps them understand and meet their responsibilities.

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 on our website <http://www.rushcliffe.gov.uk/business/generalsupportforbusinesses/> and we will also signpost to other agency websites or the D2N2 Growth Hub/Business advice website - <http://www.d2n2growthhub.co.uk/> for further guidance.

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

- Discuss with you what is required to achieve compliance
- 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.

We are also able to offer a Primary Authority advice service

<http://www.rushcliffe.gov.uk/business/businessrulesandregulations/primaryauthority/>

Inspections and other compliance visits

We monitor and support compliance in a number of different ways including through inspections and interventions, sampling visits, advisory visits and complaint investigations. These visits will always be based on an assessment of risk – we won't visit without a reason.

For most regulatory functions in Businesses we will tend to visit unannounced – for example for Food hygiene interventions we visit unannounced to comply with codes of practice issued

by the Food Standards Agency. For domestic premises we will give you appropriate notice that we intend to visit unless the circumstances and/or situation allow this notice to be waived.

When we visit you our officers will:

- Explain the reason and purpose of the visit
- Carry their identification card and authorisation 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.

We follow the relevant Legislation/Codes of Practice/Guidance when conducting our Interventions

Food Hygiene

- Food law code of practice - <http://www.food.gov.uk/enforcement/enforcework/food-law>
- RBC Food and Health and Safety Law Enforcement Service Plan - <http://www.rushcliffe.gov.uk/media/rushcliffe/media/documents/pdf/publicationscheme/5ourpoliciesandprocedures>
- Food Hygiene Rating Scheme – FSA Brand standard - <http://www.food.gov.uk/sites/default/files/multimedia/pdfs/enforcement/fhrsguidance.pdf>

Health and Safety

- National Health and Safety Enforcement code - <http://www.hse.gov.uk/lau/la-enforcement-code.htm>

Private Sector Housing

HHSRS – Housing health and safety rating system - <https://www.gov.uk/government/publications/hhsrs-operating-guidance-housing-act-2004-guidance-about-inspections-and-assessment-of-hazards-given-under-section-9>

Environmental Protection

IPPC – Local Authority Pollution Control (LAPC) statutory guidance <http://www.defra.gov.uk/industrial-emissions/las-regulations/guidance/>

Air Quality Management areas – Local Air Quality Management guidance (<http://laqm.defra.gov.uk/>)

RBC Air Quality Strategy

[http://www.rushcliffe.gov.uk/media/rushcliffe/media/documents/pdf/environmentandwaste/airquality/Air%20Quality%20Strategy%20\(2003\).pdf](http://www.rushcliffe.gov.uk/media/rushcliffe/media/documents/pdf/environmentandwaste/airquality/Air%20Quality%20Strategy%20(2003).pdf)

Contaminated Land – EPA 1990 Statutory Guidance

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/223705/pb13735cont-land-guidance.pdf

RBC Inspection strategy

http://www.rushcliffe.gov.uk/media/rushcliffe/media/documents/pdf/environmentandwaste/Contaminated_Land_Inspection_Strategy_2010.pdf

Waste

RBC Strategy

http://www.rushcliffe.gov.uk/media/rushcliffe/media/documents/pdf/publicationscheme/3whatourprioritiesareandhowwearedoing/WASTE_STRATEGY.pdf

Licensing

Gambling-

http://www.rushcliffe.gov.uk/media/rushcliffe/media/documents/pdf/publicationscheme/5ourpoliciesandprocedures/Gambling_Act_2005_Statement_of_Policy.pdf

Liquor licensing

http://www.rushcliffe.gov.uk/media/rushcliffe/media/documents/pdf/publicationscheme/5ourpoliciesandprocedures/Liquor_Lic_Policy_Policy.pdf

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 Corporate Enforcement Policy.

We deal proportionately with breaches of the law as set out in our 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
- Agree timescales that are acceptable to both you and us, in relation to any actions required
- 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, on our website at www.rushcliffe.gov.uk

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

- Acknowledge your request within 10 working 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

Depending on the request we have set response times - 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:

Phone - 0115 981 9911

Email - customerservices@rushcliffe.gov.uk

For all other contact information - <http://www.rushcliffe.gov.uk/customerservices/>

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 Rushcliffe Borough Council's Data Protection Policy.

<http://www.rushcliffe.gov.uk/councilanddemocracy/aboutthecouncil/dataprotection/>

Our Team

We have a dedicated team of officers who have the appropriate qualifications, skills, competence and experience to deliver the services provided. We have arrangements in place to ensure on-going professional competency and development 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 all other council services and our aim is to provide a streamlined service to you.

We are part of a much wider regulatory system in Rushcliffe. We have good working relationships with other regulators such as Nottinghamshire County Council, Nottinghamshire

Fire Service, Trading Standards, HSE, Food Standards Agency, HMRC, DWP, and 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.

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 do something. You can contact the Lead Specialists in Neighbourhoods for further information.

Darryl Burch – Waste Management – dburch@rushcliffe.gov.uk

Sarah Cairns – Environmental Health – scairns@rushcliffe.gov.uk

Donna Dwyer – Strategic Housing – ddwyer@rushcliffe.gov.uk

We manage complaints about our service, or about the conduct of our officers, through Rushcliffe's Corporate Complaints Policy.

Details can be found at <http://www.rushcliffe.gov.uk/complaints/>

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:

- **by email to customerfeedback@rushcliffe.gov.uk**
- **by using our self serve kiosks at the Rushcliffe Community Contact Centre**
- **by letter addressed to the Corporate Complaints Officer, Rushcliffe Arena, Rugby Road, West Bridgford, Nottingham NG2 5YG**
- **by telephone on 0115 981 9911**
- **or in person at the Rushcliffe Community Contact Centre, Rectory Road, West Bridgford NG2 6BU.**

You can also get someone else (for example, your local councillor or Member of Parliament) to send us feedback on your behalf – see link below for details of your local councillor or MP

<http://www.rushcliffe.gov.uk/councilanddemocracy/yourrepresentatives/>

Any feedback that we receive will be acknowledged, considered and responded to.