



## Chesterfield Borough Council

### ‘What you can expect from Environment Health’

This document explains what you can expect of Environment Health at Chesterfield Borough Council. Whether you operate 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.

#### 1. What does Environmental Health do?

We deliver services in a number of areas:

<b>Environmental Health</b>			
<b>Food Safety</b> <ul style="list-style-type: none"> <li>• Hygiene standards</li> <li>• Food safety</li> <li>• Imported foods</li> <li>• Food related illnesses</li> <li>• Food Hygiene Rating Scheme</li> <li>• Approved premises</li> </ul>	<b>Health and Safety</b> <ul style="list-style-type: none"> <li>• Health and safety standards in relevant premises we enforce, by               <ul style="list-style-type: none"> <li>- inspections</li> <li>- complaint investigations</li> <li>- advice</li> <li>- training/seminars</li> </ul> </li> <li>- Attend the VAL Group</li> <li>• Accident investigations</li> <li>• Cooling Tower Registration</li> <li>• Tattoo Hygiene Rating Scheme</li> </ul>	<b>Health Licences</b> <ul style="list-style-type: none"> <li>• Skin piercing registrations</li> <li>• Animal Boarding Establishments</li> <li>• Pet Shops</li> <li>• Riding Establishments</li> </ul>	<b>Environmental Protection</b> <ul style="list-style-type: none"> <li>• Abandoned vehicles</li> <li>• Air quality monitoring</li> <li>• Contaminated land</li> <li>• Dog warden duties</li> <li>• Investigation of issues concerning public health and statutory nuisance (Noise/Odour etc.)</li> <li>• Regulation of emissions from industrial processes</li> </ul>
<b>Public Health</b> Heart of Derbyshire Awards Breastfeeding Welcome Awards Healthy Eating initiatives <ul style="list-style-type: none"> <li>- Eats, Meets and Treats</li> <li>- Fruit sessions</li> <li>- smoothie bike at events</li> <li>- hand washing in schools</li> </ul>			
<b>Licensing</b>			
<b>Regulation of:</b> <ul style="list-style-type: none"> <li>• Hackney Carriage and Private Hire</li> <li>• Alcohol, late night refreshment and regulated entertainment</li> <li>• Gaming machines, betting shops, lotteries and Bingo establishments</li> <li>• Sexual Entertainment Venues</li> <li>• Scrap Metal dealers and collectors</li> <li>• Street and House to House Collections</li> <li>• Provide help and advice for licence applicants, legal representatives, other responsible authorities and members of the public</li> <li>• Compliance investigations and necessary enforcement action to promote public safety</li> </ul>			

We make a fundamental contribution to the maintenance and improvement of public health, safety, quality of life and wellbeing. The Council's vision is

"Putting our communities first"

We have three priorities to help us achieve our vision:

**To make Chesterfield a thriving borough, we aim to:**

- create jobs and safeguard existing ones
- deliver regeneration projects that make the borough a better place
- assist businesses to expand and attract new ones to the borough

- attract more visitors to the borough
- improve the cultural facilities and activities available to residents and visitors

**To improve the quality of life for local people, we aim to;**

- improve the quality of housing in the borough
- reduce anti-social behaviour, crime and the fear of crime
- keep our streets, parks and open spaces clean, tidy and well managed
- encourage people to recycle more
- encourage people to lead healthy and active lifestyles
- reduce inequality and improve standards of living

**To provide value-for-money services, we aim to:**

- deliver the best quality services possible with reduced funding
- provide effective services that put customers first
- make it easier for customers to contact us
- find new ways to deliver services that improve efficiency, save money or generate income
- value and develop our staff in order to reach their full potential

**Our four values show how we will work:**

**Customer focused:** delivering great customer service, meeting customer needs

**Can do:** striving to make a difference by adopting a positive attitude

**One council,** one team: proud of what we do, working together for the greater good

**Honesty and respect:** embracing diversity and treating everyone fairly

The council plan enables us to prioritise the actions it needs to take to achieve our priorities a copy is available at: <https://www.chesterfield.gov.uk/media/145453/chesterfield-borough-council-plan-2015-16.pdf>

We determine our activities each year by our service planning process using data and other information available to us to ensure our resources are targeted appropriately. Where possible we assess the needs of local people and our local business community and considering the risks that require addressing. Our current work programme is available by contacting us on the contacts below.

We are committed to being transparent in our activities. Performance plus is undergoing review currently and will be available in 2017.

## **2. How we work**

We follow the guiding principles set down by the [Regulators Code](#) and strive to reduce regulatory burden on businesses and support regulatory growth.

We carry out all our activities in a way that supports those we regulate to comply and grow.

We ensure that information and guidance is available to help those we regulate to meet their statutory obligations. Where you need advice that is tailored to your particular needs and circumstances we will provide this.

We use a risk based approach to target our resources, including in planning how we monitor and check compliance with statutory requirements.

- Food Safety  
Using the Food Law Code of Practice Annex 5 from the Food Standards Agency which uses a risk based scoring matrix to determine the frequency of routine inspections.  
Link to Food Law Code of Practice  
[https://www.food.gov.uk/sites/default/files/Food%20Law%20Code%20of%20Practice%20-%202015\\_1.pdf](https://www.food.gov.uk/sites/default/files/Food%20Law%20Code%20of%20Practice%20-%202015_1.pdf)
- Health and Safety  
Using Health and Safety Executive LAC 67/2 which uses a risk based scoring matrix to determine the frequency of routine inspections.  
Link to LAC 67/2 [www.hse.gov.uk/lau/lacs/67-2.htm](http://www.hse.gov.uk/lau/lacs/67-2.htm)
- Licensing  
<https://www.chesterfield.gov.uk/business/licensing-and-regulation.aspx>
- Environmental Protection  
We deal proportionately with breaches of the law as set out in our Enforcement Policy, available at <https://www.chesterfield.gov.uk/media/140436/environment-enforcement-policy.pdf> including taking firm enforcement action when necessary.

Our service will be delivered in accordance with the requirements of the [Regulators' Code](#).

### **3. Working with businesses and others we regulate**

In all your dealings with us you can expect, and will receive, an efficient and professional service. Our team of officers will:

- Be courteous and polite
- Always identify themselves by name in dealings with you, and provide contact details
- Seek to gain an understanding of how your business operates and the pressures you face
- 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.

Chesterfield is committed to giving an equal service to all. This means that customers should not be treated any differently because of their disability, ethnicity, religion, special needs, language, sexual orientation, gender or age. We challenge discrimination and take positive action for equal opportunities. See our policy here: - <https://www.chesterfield.gov.uk/living-here/people-and-families/equality-and-diversity.aspx>

The Council has access to an external agencies providing translation services. This allows us to communicate with people whose English is limited on the telephone or written communication.

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.

### **4. Helping you to get it right**

We want to work with you to help your business to be a success, and it is important to us that you feel able to come to us for advice when you need it. We won't take formal action just because you tell us that you have a problem.

We make information and guidance on meeting statutory obligations available on our website at [www.chesterfield.gov.uk](http://www.chesterfield.gov.uk). Guidance from specific agencies is given in Appendix 1.

Where you need advice to help you to meet your legal obligations we will:

- Provide advice that supports compliance and that can be relied on
- Provide advice that is appropriate for your circumstances and is not overly burdensome
- 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.

## **5. 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 will give you notice that we intend to visit unless we have specific reason to believe that an unannounced visit is more appropriate.

When we visit you our officers will:

- Explain the reason and purpose of the visit
- Carry their identification card, and present it on request when visiting your premises
- Exercise discretion in front of your customers and staff
- Have regard to how you approach compliance within your business, and use this information to inform future interactions with you
- Provide advice to support you in meeting your statutory obligations, if required

As most of our work is statutory then we do not charge for inspection or compliance visits. Every effort is made to avoid the necessity for enforcement action by sending informal letters/schedules of works and having discussion with property owners. If the works are not carried out and enforcement notices have to be served a fee is charged to recover some of the costs incurred. No fees are charged for informal action or for giving advice.

Charges apply to the issue of licences or registration and these are detailed in our Fees and Charges Schedule at:-

Animal and Pest Control Fees

<https://www.chesterfield.gov.uk/health-and-environment/animal-and-pest-control.aspx>

DEFRA Environmental Permitting Fees

<https://www.gov.uk/government/publications/environmental-regulation-of-industrial-plant-fees-and-charges>

Stray Dog Fees

<https://www.chesterfield.gov.uk/health-and-environment/animal-and-pest-control/dogs/stray-dogs.aspx>

Licensing Act 2003 Fees

<https://www.chesterfield.gov.uk/business/licensing-and-regulation/licensing-act-2003/licensing-act-2003-fees.aspx>

Animal Licensing Fees

<https://www.chesterfield.gov.uk/business/licensing-and-regulation/animal-licensing.aspx>

## **6. 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 Policy.

<https://www.chesterfield.gov.uk/media/140436/environment-enforcement-policy.pdf>

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, including any timescales
- Keep in touch with you, where required, until the matter is resolved

## **7. Requests for our service**

We respond to requests for assistance that we receive, including requests for advice and complaints about breaches of the law. We will:

- Make every effort to acknowledge your request within 3 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
- Provide clear advice where appropriate
- Inform you of the outcome as appropriate
- Keep your contact details confidential

A detailed breakdown of our response times and expected resolution times is available in Appendix 1, however, please be aware that a risk based judgment will be made by officers to determine whether a more prompt response is required.

## **8. What you can do for us**

The Council has respect for all its customers and employees and our aim is to provide all our customers with a high level of service and we ask that you help us with this by:

- Being aware that we cannot always make an appointment or advise that we intend to visit
- When requesting advice or information give us a reasonable amount of time to respond especially for those that are particularly complicated or need detailed investigation
- Treating our staff with respect
- Not using bad language, being abusive or acting in a threatening manner
- Providing the information we need to deliver our services
- Telling us when something goes wrong
- Remembering that we are here to help and assist you

Chesterfield Borough Council will not accept any form of abuse or discriminatory behaviour against our staff or our customers.

## **9. 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 ongoing 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.

## 10. Working with others

Environmental Health work closely with other council services such as Housing, Neighbourhoods Rangers, Licensing, Planning and Economic Development and our aim is to provide a streamlined service.

We are part of a much wider regulatory system in Derbyshire. We have good working relationships with other regulators 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. Some of our partners include:-

Police	Community Safety Partnership
Fire Service	Derbyshire County Council Trading Standards
Health and Safety Executive	Food Standards Agency
Environment Agency	Public Health England

Our officers are familiar with the work of our partners and can signpost you to the advice and guidance you need. We fall into both D2N2 the Local Enterprise Partnership for Derby, Derbyshire, Nottingham and Nottinghamshire [www.d2n2lep.org](http://www.d2n2lep.org) and Sheffield City Region SRC Local Enterprise Partnership <http://sheffieldcityregion.org.uk/about/overview>. As part of this partnership the Better Business Regulation (BBR) project aims to support businesses primarily by making business regulations easier to access and understand. If you have any comments or concerns regarding the way in which the local regulatory system is operating you can contact either of these above partnerships via their websites.

We also operate Chesterfield innovation support programme, a project to support businesses in the Chesterfield area. Find out more about the above here

<https://www.chesterfield.gov.uk/business/regeneration/business-support.aspx>

## 11. Comments Complaints Compliments

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 are constantly looking for feedback on our services. We welcome any feedback that that will assist us in improving our services.

Whether you wish to make a Comment, Complaint or a Compliment you are encouraged to do so by either:-

- Informing a member of our staff
- Telephoning or text us on 01246 345345
- Writing to us - Chesterfield Borough Council, Town Hall, Rose Hill, Chesterfield. S40 1LP
- Completing our Comments Complaints Compliments online form  
<https://secure.chesterfield.gov.uk/forms/?contactus>

Full details of our Comments Complaints Compliments Policy may be viewed at

<https://www.chesterfield.gov.uk/media/145496/complaints-comments-compliments-guidance.pdf>

Any feedback that we receive will be acknowledged, considered and responded to. 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 Catherine Bromhall  
(Senior Environmental Health Officer, Food, Health and Safety and Communicable Disease)  
Tel: 01246 345749  
Email: [catherine.bromhall@chesterfield.gov.uk](mailto:catherine.bromhall@chesterfield.gov.uk)  
By post: Chesterfield Borough Council, Town Hall, Rose Hill, Chesterfield. S40 1LP.

Esther Thelwell  
(Senior Environmental Health Officer, Environmental Protection Team)  
Tel: 01246 345767  
Email: [esther.thelwell@chesterfield.gov.uk](mailto:esther.thelwell@chesterfield.gov.uk)  
By post: Chesterfield Borough Council, Town Hall, Rose Hill, Chesterfield. S40 1LP.

Trevor Durham  
(Licensing Manager)  
Tel: 01246 345203  
Email: [trevor.durham@chesterfield.gov.uk](mailto:trevor.durham@chesterfield.gov.uk)  
By post: Chesterfield Borough Council, Customer Service Centre, 85 New Square, Chesterfield. S40 1AH

## 12. How to contact us

### Environmental Health

Telephone: 01246 345345

Email: [food@chesterfield.gov.uk](mailto:food@chesterfield.gov.uk)  
[pollution@chesterfield.gov.uk](mailto:pollution@chesterfield.gov.uk)

By post: Chesterfield Borough Council, Town Hall, Rose Hill, Chesterfield. S40 1LP

In person Stonegravels depot, Old Brick Works Lane, Stonegravels, Chesterfield. S41 7LF  
Monday to Friday 8am until 5pm

### Licensing

Telephone: 01246 345230

Email: [licensing@chesterfield.gov.uk](mailto:licensing@chesterfield.gov.uk)

By post: Chesterfield Borough Council, Town Hall, Rose Hill, Chesterfield. S40 1LP

In person Monday: 10am to 12pm, 1pm to 4pm  
Tuesday: 1pm to 4pm  
Wednesday: 10am to 12pm, 1pm to 4pm  
Thursday: 1pm to 4pm  
Friday: 10am to noon, 1pm to 3.30pm at Customer Service Centre, 85 New Square, Chesterfield, S40 1SN

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 Chesterfield Borough Council's Data Protection Policy. <https://www.chesterfield.gov.uk/your-council/your-chesterfield/freedom-of-information/data-protection-act.aspx>

Our Community Engagement Strategy brings together Chesterfield Borough Council's community engagement activities into one overarching framework for the borough, to better coordinate how we engage with our customers and communities.

The strategy incorporates our community engagement standards, including guidance on consultation subjects, timing, accessibility, transparency, and other practical considerations such as choosing the appropriate type of engagement and tools.

The Community Engagement Strategy recognises the diversity of our communities and the need to provide appropriate opportunities for customers and communities to participate and influence service delivery, decision making and policy development. See our strategy here <https://www.chesterfield.gov.uk/your-council/your-chesterfield/community-engagement.aspx>



## Appendix 1 Breakdown of our response times and expected resolution times

### ENVIRONMENTAL HEALTH

This section includes

- Food Safety,
- Health and Safety
- Health Licences
- Environmental Protection

#### Complaints and requests for all service areas

We will:-	<ul style="list-style-type: none"><li>• Comply with all statutory time limits</li><li>• Undertake a first response to your service request or complaint within 3 working days.</li><li>• Reply to your written correspondence within 5 working days.</li><li>• If we can't send you a full response, we will send an acknowledgment followed by a full response or update within 20 working days.</li><li>• Give you verbal or written confirmation of the outcome when we have finished dealing with your request or complaint if required.</li></ul>
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#### Commercial Premises Interventions and Inspections

We will:-	<ul style="list-style-type: none"><li>• Answer questions either when we carry out an intervention/inspection or as soon as possible afterwards if we cannot give you an answer immediately.</li><li>• Give you advice and information on proposed works or improvements to premises before you begin the work.</li><li>• Carry out interventions in line with our legal duty, codes of practice, recognised guidance and good practice.</li><li>• Leave a hand written report or a verbal summary at the time of the visit and if required send a written report within 14 days.</li><li>• Meet all legal time limits, for example:-<ul style="list-style-type: none"><li>- Determine applications for permitted processes within the timescales given in the relevant guidance note.</li><li>- Determine animal welfare licences and skin piercing registrations within 28 days of an appropriate application being received.</li></ul></li></ul>
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### LICENSING

We will:-	<ul style="list-style-type: none"><li>• Be available during the working week either by telephone, by appointment at the council offices or when necessary at the business premises to answer questions regarding licence applications</li><li>• Provide information in clear and simple terms</li><li>• Consult with the trade on all aspects of the taxi licence function, particularly the council's Conditions and Specifications and seek comments at every opportunity.</li><li>• Comply with all statutory time limits</li></ul>
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	<ul style="list-style-type: none"> <li>• Respond to service requests/ complaints</li> <li>• Respond to letters</li> <li>• Determine licence applications from completion of statutory consultation periods (Licensing Act 2003 and Gambling Act 2005)</li> <li>• Determine licence applications from receipt of completed application</li> <li>• Undertake multi-agency enforcement initiatives as part of a co-ordinated response in seeking compliance by licence holders</li> </ul>
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Further information	<p>Senior Environmental Health Officers</p> <p>01246 345749 – Food, Health and Safety and Communicable Disease. <a href="mailto:food@chesterfield.gov.uk">food@chesterfield.gov.uk</a></p> <p>01246 345767 – Environmental Protection <a href="mailto:pollution@chesterfield.gov.uk">pollution@chesterfield.gov.uk</a></p>
Further information	<p>Licensing Manager</p> <p>01246 345203 <a href="mailto:licensing@chesterfield.gov.uk">licensing@chesterfield.gov.uk</a></p>

Website / information links	<a href="https://www.chesterfield.gov.uk/business/licensing-and-regulation.aspx">https://www.chesterfield.gov.uk/business/licensing-and-regulation.aspx</a>
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Website / information links	<p>Food Standards Agency <a href="http://www.food.gov.uk">www.food.gov.uk</a></p> <p>Health and Safety Executive <a href="http://www.hse.gov.uk">www.hse.gov.uk</a></p> <p>Permitted Processes <a href="http://www.defra.gov.uk/industrial-emissions">www.defra.gov.uk/industrial-emissions</a> <a href="https://www.gov.uk/government/organisations/environment-agency">https://www.gov.uk/government/organisations/environment-agency</a></p>
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