

## **Public Protection Regulation Service Standards**

**November 2014**

### Introduction

This document explains what you can expect from Stockport Council's Public Protection service. Whether you are a business, a member of the public or an employee of a local business 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.

The Public Protection Service sits within the Council's Service's to Place Directorate. We deliver services and regulate or contribute in some way to a number of areas. These include:

- a) Food Safety
- b) Health & Safety
- c) Food Standards & Feeding Stuffs
- d) Metrology/Weights and Measures
- e) Product Safety
- f) Hallmarking
- g) Infectious Diseases
- h) Farmed Animal Health & Welfare
- i) Housing Standards – Private Sector Housing enforcement
- j) Empty Domestic Properties
- k) Licensing of Houses in Multiple Occupation
- l) Harassment and illegal eviction of private tenants
- m) Filthy and verminous premises
- n) Dog Warden Service
- o) Statutory Nuisance
- p) Local Authority Pollution Prevention and Control
- q) Air Quality
- r) Contaminated Land
- s) Private Water Supplies
- t) Fair Trading (anti-counterfeiting, rogue traders, fraud investigation, consumer Credit)
- u) Age restricted Sales
- v) Taxi Licensing
- w) Premises Licensing
- x) Scrap Metal Licensing
- y) Gambling Licensing
- z) Animal Licensing
- aa) Building Control

This list is not exhaustive and is subject to change as circumstances demand.

## Our Priorities

Our priorities are linked to the Stockport Strategy 2020 in particular we will aim to promote:

- 1) A thriving Stockport
- 2) A safer stronger Stockport
- 3) A healthier Stockport
- 4) A greener Stockport

We will decide our activities by evaluating priorities and considering the risks that need to be addressed. We will do this by using data and other information available to us to ensure our resources are targeted appropriately.

We will target our resources to ensure the highest risk areas are given priority. The expected outcomes will be improved safety, improved wellbeing, protection of health, protection of vulnerable people, and increase in compliance for contractors, businesses and residents.

## How we will deliver our Service

Our services will be delivered in accordance with the Regulator's Code and the Council's Enforcement Policy.

We will provide advice and support to enable those we regulate to meet their statutory obligations. This advice will be clear, reliable and relevant to the circumstances.

Our checks on compliance will be risk based. The risk assessments used will, where appropriate, be in accordance with the relevant legislation, this includes:

- HSE national local authority enforcement code for Health & Safety at Work
- FSA guidance to inspection
- Intelligence led, history of compliance and vulnerability of victims
- Private Water Supplies Regulations
- Local Authority Integrated Pollution Prevention and Control (LAPPC): risk method

We may visit you to monitor compliance in a number of different ways including inspections, sampling and complaint investigations. Most inspections and complaint visits are unannounced but we will give you notice of when we intend to visit unless we have a specific reason to believe that an unannounced visit is more appropriate.

When we visit you to monitor compliance, as well as providing you with advice, we will:

- Explain the reason for our visit
- Seek to gain an understanding of how your business operates and the pressures you face
- Have regard to how you approach compliance within your business

## Fees and Charges

The fees and charges we implement will be to cover our costs and we will not aim to make a profit. Our fees and charges are published on the Council website (insert hyperlink).

The LAPPC charges are set nationally but are linked to the type of process and compliance with good environmental management. The lower the score on the inspection risk assessment, the lower the fees in line with the national standards.

The fees for Private Water Supplies are set nationally and dependant on the risk involved. These are clearly illustrated on our website and are subject to maximum levels.

Licensing fees are either set by central government or determined by Stockport's Licensing Authority. The principle is the same in both cases in that the Licensing Authority is only permitted to recover in fees what is spent on enforcement and administration of the legislation concerned.

The National Measurement Office publishes guideline verification fees which we adhere to.

## How we Communicate with those we Regulate

When communicating verbally over the phone or face to face we will:

- Be courteous and polite.
- Always identify ourselves by name.
- Carry our identification card at all times and present it to you when requested
- Confirm verbal advice in writing when requested or when appropriate to do so
- Provide details of how to discuss any concerns you may have

When writing to you we will

- Ensure we use language appropriate to the target audience
- Set out what is advice and what is a legal requirement
- Detail any penalties that may arise as a result of non-compliance
- Provide contact details of the person you are dealing with

## How we will Provide Information, Guidance and Advice

We aim to provide advice that can be relied upon. The advice given will:

- Be appropriate to your circumstances and will not be overly burdensome
- Be balanced against the risks involved
- Aim to be easily understood

- Aim to be straight forward to implement as far as is practicable
- Aim to minimise inconsistency by sharing the information with our partners
- Reflect legislation and statutory and non-statutory guidance
- Be in accordance with best practice

We encourage responsible businesses to approach Public Protection for advice and guidance both at the start up and during their normal course of their operations. The primary objective of the service is to help businesses to achieve compliance and to promote economic growth. We believe that the majority of businesses want to comply with the law and we will support them to do this. Where businesses or individuals have a blatant disregard for advice given and pose a risk to the health, safety or wellbeing of others then we will reserve the right to carry out enforcement in line with our Enforcement Policy.

### Contacting Us

The following details are available for you to contact us on the following matters:

<b>Service</b>	<b>Telephone</b>	<b>Email</b>
Nuisance Complaints	0161 474 4284	district.group@stockport.gov.uk
Contaminated Land	0161 474 4284	land.water@stockport.gov.uk
Private Water Supplies	0161 474 4284	land.water@stockport.gov.uk
Air Pollution	0161 474 4284	air.group@stockport.gov.uk
Food Safety	0161 474 4208	food.safety@stockport.gov.uk
Infectious Diseases	0161 474 4208	food.safety@stockport.gov.uk
Health & Safety	0161 474 4208	health.safety@stockport.gov.uk
Food Standards	0161 474 4208	standards@stockport.gov.uk
Feeding Stuffs	0161 474 4208	standards@stockport.gov.uk
Metrology/Weights & Measures	0161 474 4208	standards@stockport.gov.uk
Product Safety	0161 474 4208	standards@stockport.gov.uk
Hallmarking	0161 474 4208	standards@stockport.gov.uk
Farmed Animal Health & Welfare	0300 123 5015	Environmentalprotection@cheshireeast.gov.uk
Licensing	0161 474 4369	licensing@stockport.gov.uk
Age restricted Sales	0161 474 4195	trading.standards@stockport.gov.uk
Fair Trading	0161 474 4195	trading.standards@stockport.gov.uk
Building Control	0161 474 3571	building.bc@stockport.gov.uk
Dog Warden Service	0161 474 4207	dog.warden@stockport.gov.uk
Housing Standards	0161 474 4181	housing.standards@stockport.gov.uk

### Comments and Complaints

You can provide comments and complaints about our service through the following weblink.

<http://www.stockport.gov.uk/services/councildemocracy/yourcouncil/complaintsaboutservices/>

The Council has a two stage Corporate Complaints procedure. In Public Protection the Stage 1 complaint is investigated by the Head of Service. You will be provided with a written response within 20 days. If you are not satisfied with the Stage 1 response then you may escalate your complaint to Stage 2 which is investigated by the Council's Corporate Complaints Manager who is independent from the service. If you remain dissatisfied you may escalate your complaint to the Local Government Ombudsman.