

# Environmental Service Standards



Cock Lane, Hoddesdon

**The Council provides a range of services which seek to maintain and improve the quality of life in the Borough. We aim to achieve a cleaner, greener, and a more pleasant and sustainable environment.**

The purpose of this leaflet is to summarise the standards of service which residents can expect to receive from the Council's Environmental Services Department.



### Our departmental objectives are:

- To promote sustainable development and living
- To protect and enhance the local environment
- To listen to what our customers need
- To help advise and inform our customers
- To provide an equal and accessible service for all
- To deliver excellent services
- To deliver value for money services
- To meet the standards set for us
- To continuously innovate and improve.



### Building Control

#### What we do and provide:

- Ensure that building work within Broxbourne meets the required standards for health and safety, for energy conservation and for access
- Provide a 24 hour, 365 day response to inspect buildings or other structures that are reported as dangerous to ensure that any danger is removed
- Specialist advice – 8.30am to 10am and 3.30pm to 5.30pm
- Control the way in which buildings are demolished to protect the safety and amenity of neighbours and the general public
- Promote and encourage quality building and development
- Educate and inform the public, encouraging good building practice.



### Building Control service standards

Service	Target
<b>Applications</b>	
Acknowledge receipt of applications	Three days
Applicants notified of any amendments required to plans	Ten days
Approval Notices issued following receipt of acceptable amendments	Five days
Requests for site inspections received before 10.30am	Same day
<b>Dangerous structures</b>	
Time taken to attend a dangerous structure during working hours	One hour
Time taken to attend a dangerous structure outside of working hours	Two hours
Dangerous Structure confirmed: owner contacted or notice served	One day
<b>Administration</b>	
Letter issued where contraventions not rectified	Two days
Persons responsible for unauthorised work notified in writing	Three days
Issue of Section 81 Notice following notification of demolition	Five days

## Construction Services

### What we do and provide:

- Carry out a capital programme of environmental enhancements
- Undertake the control of parking both on street and in the Council's car parks
- Design and construct vehicle crossings
- Arrange for the creation of disabled persons parking bays on the highway.

### Construction services standards

#### Service

#### Target

Vehicle crossing applications

Site will be visited within 10 days of receipt of the application and a letter sent giving the reasons for refusal or quotation



Construction of vehicle crossings

When payment is received a confirmation letter will be sent within 10 days and the work undertaken within 28 working days

Disabled parking bays application

Acknowledgement letter sent within seven days giving the timeframe for the works, details of the Traffic Regulation Orders (TROs) or a request for further information. An officer will visit the site a month before the start of the TRO to mark a suitable area for the bay

Construction of the disabled bay

A consultation period of three weeks is given in relation to the TRO before the bays are painted on the public highway. The Notice is published in the local newspaper as part of the TRO

Street trading enquiries

All possible new traders are sent an application form and added to the waiting list within five working days of receipt



Renewal of street trading licences

Renewal forms will be sent one month before expiry of a licence. Once documentation and payment is received a new licence is issued within seven days

Challenges against parking tickets

Challenges will be responded to within 28 days and will be considered in accordance with guidance issued by the Dept of Transport

Representations against Penalty Charge Notices

These will be responded to within 56 days.

## Refuse, Recycling and Street Cleansing

What we do and provide:

- Collect refuse from the boundary of your property weekly, subject to any changes necessary due to Christmas, Boxing Day and the New Year bank holidays, in accordance with the details provided in your recycling calendar
- Collect glass, paper, cans and plastics from the boundary of your property fortnightly, subject to any changes necessary due to Christmas, Boxing Day and the New Year bank holidays, in accordance with the details provided in your recycling calendar
- Make special arrangements to collect your refuse and recyclables from a location on your property which is convenient for you if you have special needs
- Provide a network of neighbourhood recycling centres (NRCs) where you can take cardboard, textiles, plastics, glass, paper, and cans
- Run a series of campaigns to promote recycling, waste minimisation and home composting
- Clean roads and pavements regularly and empty litter bins to ensure that the standard of cleanliness either meets or exceeds the requirements of the Government's Code of Practice on Litter and Refuse
- A rapid response service will be provided to promptly deal with urgent litter problems.
- Remove fly tips and flyposting from public highway and Council owned land
- Remove or paint over graffiti on structures under the Council's responsibility



## Refuse, Recycling and Street Cleansing service standards

Service	Target
Pick up missed collection of refuse or recycling	within 24 hours of receiving your report
Special collections for removal of unwanted bulky household items	removed either within three working days or on a requested date
Deliver replacement green kerbside boxes	within 14 days of receiving your request
If you have a disability and you are not able to visit the Council's One Stop shop then we will deliver replacement broken recycling boxes or lids	within seven days of receiving your request
Provide your free annual allocation of purple and clear sacks	Before the end of March of each year
Empty and clear overflowing neighbourhood recycling bins	within 24 hours of receiving your report
Offensive graffiti on structures under the Council's responsibility will be removed	within 24 hours of instructing the contractor to clear
Other graffiti on structures under the Council's responsibility will be removed	within 7 working days instructing the contractor to clear

Clear broken glass within 24 hours of instructing the contractor to clear

Remove hypodermic needles within two hours of instructing the contractor to clear

## Street Scene

### What we do and provide:

- Remove abandoned and untaxed vehicles from the public highway or Council land
- Enforce against those who fly-tip, litter, or fail to clear up dog fouling
- Maintain highway verges and amenity grass areas
- Provide seasonal bedding and hanging baskets
- Improve "tired" shrub beds by replanting/ redesigning
- Work closely with the Police and Police Community Support Officers to reduce incidences of anti-social behaviour.



## Street Scene service standards

### Service

### Target

Fly-tipping/fly-posting

Investigated within 24 hours and, where on public highway or Council owned land, removed within 48 hours

Abandoned/untaxed vehicles

Investigated within 24 hours and removed within 24 hours of being able to do so



## Environmental Health

What we do and provide:

**Protect health, safety and the environment in the following areas:**

- Food hygiene and food safety
- Health and safety at work
- Control of infectious disease
- Public health
- Environmental protection including noise, air, soil and water contamination
- Animal welfare
- Pest control

**Deliver these services by:**

- Investigating complaints or reports from residents, businesses and employees
- Providing advice and training where appropriate
- Delivering risk based inspection programmes or investigations
- Working in partnership with other regulators on joint projects such as the Health and Safety Executive, the Health Protection Agency on joint projects
- Licensing

**Help with your housing conditions by:**

- Using the full range of enforcement powers available to maintain required standards of housing accommodation
- Giving advice on energy efficiency and financial assistance to improve heating or insulation of your home



- Providing grant assistance to eligible households to meet the decent homes standard or to adapt their homes in relation to disabilities

## Environmental Health service standards

Service	Target
Complaints or reports	Actioned within three working days
Emergency notifications	Actioned within 24 hours
Requests for training or advice	Actioned within three working days
Risk based inspection programmes or investigations	Carry out 100% of planned inspections per annum
Issue of Permits/ Licences	Actioned within three working days and determined within 21 working days

## Grant applications procedure

Appointments	Arranged within three working days
Confirm/deny grant (full application)	21 working days
Process payments	21 working days.

## Town Planning

### What we do and provide:

- Provide a comprehensive town planning service in order to deliver positive social, economic and environmental outcomes
- Ensure that planning objectives are in harmony with the Sustainable Community Strategy
- Produce documents as part of the Local Development Framework which sets out how the Borough will develop in the long term
- Deal with all applications for planning permission
- Deal with all other applications such as those affecting listed buildings, advertisements and trees
- Investigate all reports of breaches of planning control and take action when appropriate
- Defend the Council's case at planning appeals

and inquiries

- Preserve and enhance conservation areas and protect trees
- Carry out consultations in accordance with the adopted Statement of Community Investment
- Maintain a website that will provide:
  - Copies of all current policy documents including all new elements of the Local Development Framework
  - Details of all new planning applications
  - A means of tracking the progress of applications
  - A means of searching the database to identify current applications
  - The facility to make representations about current applications on line.



## Town Planning service standards

Service	Target
Registration and acknowledgement of applications	within two days
To be informed when an application is invalid	within 48 hours
Determination of applications within the statutory periods	Major applications – 80% Minor applications – 90% Other applications – 96%
Letters of representation	acknowledged within 14 days (If with SAE)

Informing those submitting representations of the Council's decision	within seven days of the decision
Breaches of planning control	acknowledged (or site visited) within three working days
Advising on the outcome of an investigation	within 28 days, to be given an outline of the proposed course of action
Provide an officer to give advice and guidance	normal office hours and Saturday 9am to 1pm
Community involvement on policy documents	To consult in accordance with the published Statement of Community Involvement.

## Customer Care

- All correspondence will be responded to within 7 days of its receipt unless detailed research or consultation is needed, in which case an acknowledgement or interim reply will be provided. In the case of complaints, a reply should be given within 10 days
- The Council's switchboard has a target of answering all calls within three rings. Staff should answer the telephone promptly – by the third ring
- Surveys will be undertaken of those using the Directorate's services to assess the level of satisfaction and identify areas that should be targeted for improvement
- Enquiry/Report Cards will be made available to enable residents to report environmental problems and this facility will be extended to the Council's website

- Complaints about the service provided will be fully investigated in accordance with the Council's corporate leaflet "How to comment on the Council and its services"
- A full range of information and advisory leaflets will be maintained and, where necessary, enhanced
- Information requests covered by Environmental Information Regulations or Freedom of Information legislation will be responded to within 20 working days.

We would welcome any comments on this and any other leaflets produced by the Environmental Services Department, so as to help us ensure that they meet the needs of the various users of our services.

This publication is available in large print or Braille.

Questa notizia si puo ottenere in Italiano e anche in ingrandimento.

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 Council One Stop Shops

Cheshunt: Wolsey Hall, Windmill Lane  
 Hoddesdon: Unit 42, Tower Centre  
 Waltham Cross: 123 High Street  
 Monday-Friday: 9am – 5.30pm  
 Saturday: 9am – 1pm  
 (Waltham Cross 9am – 4pm)  
 All One Stop Shops close at 3.30pm  
 on the last Thursday of each month  
 for staff training.

