

## Environmental Health Service Standards

Process	Target
<b>All Service Requests</b>	
Assessed and prioritised	2 hours
Actioned	3 working days
Emergency Notifications	24 hours
<b>Food Safety Inspections</b>	Risk based programme
<b>Health &amp; Safety</b>	Risk based programme
<b>Housing Condition/HMO</b>	Risk based programme
<b>Issue of Permits/ Licences</b>	
Assessed and prioritised	2 hours
Actioned	3 working days
Confirm /Deny	21 Days
<b>Requests for Information/ advice.</b>	3 Days
<b>Information on Contaminated Land and Air Quality</b>	20 Days
<b>Respond to Planning Enquiries</b>	14 Days
<b>Grant applications</b>	
Make Appointment	10 Days
Confirm /Deny Grant	21 Days
Process payments	21 Days
See over page for an explanation and more information on the above service	

**Environmental Health has responsibilities for:**

- food hygiene and food safety
- health and safety at work
- control of infectious diseases
- public health
- environmental protection
- private housing standards
- renewal grants for your home
- health promotion
- pest control

The purpose of this leaflet is to provide our customers with details of the service standards we aim to achieve when providing all of these services.

**The Council will:**

- where appropriate carry out its work at times and in ways convenient to the customer
- answer the telephone promptly, within three rings
- respond to your correspondence or requests for service in the timescales outlined in this leaflet
- where possible make appointments at mutually convenient times
- carry out inspections and visits outside normal working hours
- provide access to translation service when required

We want to make it as easy as possible for you to access the Council's Environmental Health Service and you can use any of the following methods:

**Telephone:** 01992 785511

**Fax:** 01992 643386

**Minicom:** 01992 785581

**E-mail:** [envhealth@broxbourne.gov.uk](mailto:envhealth@broxbourne.gov.uk)

**Website:** [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

**Face to face:** at the Borough Offices

**In writing:** Head of Environmental Health  
Broxbourne Borough Council  
Bishops' College  
Churchgate  
Cheshunt  
Herts

**EN8 9XG**