Hinckley & Bosworth Borough Council

What you can expect from Regulatory Services in Hinckley and Bosworth Borough Council

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Purpose of this document

This document explains what you can expect of regulatory services in Hinckley and Bosworth 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, professional, courteous and helpful service and this document tells you how we aim to do that and what standards we will meet.

The document has been drafted in collaboration with all local authorities in Leicestershire and other local and national regulators operating in Leicestershire working in partnership through the Better Business for All programme.

A list of the partners is available at: llep biz gateway

Areas we regulate

Hinckley and Bosworth Borough Council deliver services in a number of regulatory areas:

Environmental protection	**Smoke free**	**Food hygiene**
Health and safety	**Licensing**	**Private Sector Housing**
Public health	**Planning**	**Litter and waste**
	Building Control	

What we do

Our aims are to:

- Protect the public, employees, businesses and the environment of the borough
- Support the local economy to grow and prosper

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 consultation with businesses and obtaining customer feedback 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.

Businesses can access details of our current partnership priorities and details of our current work programme with the Leicester, Leicestershire Enterprise Partnership (LLEP) available at llep biz gateway

How we deliver our services to you

We carry out all our activities in a way that will support you or your business to comply and grow. We do this through a combination of inspection, investigation, responding to requests for service and providing advice.

We ensure that information and guidance is available to help you to meet legal requirements.

We will only contact you where we consider that there is a good reason for us to do so. We focus our activity where there is potential for most harm. We deal proportionately with breaches of the law as set out in our Enforcement Policy, including taking firm enforcement action when necessary.

Our services are delivered in accordance with the requirements of the Regulators' Code.

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

- Be courteous and polite
- Always identify themselves by name in dealings with you, and provide you with contact details
- Gain an understanding of your business and make sure any action taken is proportionate to risk
- 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

If you are a business, we recognise that your business will receive advice and inspections from our partners, and we will do our best to work together to ensure that you receive the best service. Our officers have attended business awareness and communication training to help us improve our services to your business.

Helping you to get it right

We want to work with you to help you to be compliant and it is important to us that you feel able to come to us for advice when you need it. If you tell us you have a problem, we will aim to help you in the first instance.

We make information and guidance on meeting legal requirements available and you may find some useful information and guidance on our website: www.hinckley-bosworth.gov.uk

By clicking on specific areas on this website on Food Hygiene, Licensing, Environmental Protection, Health and Safety, Private Sector Housing, Waste Disposal, general information and advice on compliance in these specific topics is available.

Alternatively, you can telephone: **01455 238141**

This will put you through to one of our Contact Centre team, who will put you through to the appropriate service after you have provided them with some basic details of the information or advice you require.

Where you need advice to help you to meet legal requirements we will:

- Provide advice that supports compliance and that can be relied on
- Provide advice that is appropriate for your circumstances
- 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

Helping business get it right

If you are a business to make it easier for you to find information on a wide range of regulatory services, we operate a single point of contact at:

llep biz gateway

You can also email BizGateway@llep.org.uk We will find out what your needs are and make sure you are referred to the relevant partner organisation(s).

As a partnership we have developed a brochure for start-up businesses. This explains what the different regulatory partners do and this aims to help the business get it right first time.

llep biz gateway - BETTER BUSINESS FOR ALL FEBRUARY-2015_FINAL-INTERACTIVE

Other sources of business support can be accessed via the Leicester, Leicestershire Enterprise Partnership (LLEP) website llep biz gateway

The council is also open to forming statutory primary authority partnerships with local businesses which operate in the borough and across other council boundaries. We will provide our primary authority businesses with assured regulatory compliance advice.

By establishing a Primary Authority partnership with our service, this is a gateway to simpler, more effective and consistent local regulation which can help you save time and money relating to achieving regulatory compliance, help you be more competitive and help you grow. In England and Wales, over 1,000 businesses have entered into a Primary Authority partnership with their local regulator. Primary Authority partnerships can be established with businesses and business associations and they are available in the regulatory fields of Environmental Health, Trading Standards and Licensing. They are also available for Fire Safety.

Should you wish to discuss the possibilities of entering a Primary Authority partnership with our service please contact us by:-

Email:esadmin@hinckley-bosworth.gov.uk

Telephone: 01455 255948

Visits to your business

We monitor and support compliance in a number of different ways including through inspections, sampling visits, test purchases, advisory visits and complaint investigations. We will only visit you where it is considered that there is a good reason for us to do so. Where there is a national risk framework, we will follow it. National risk frameworks exist for the following areas; food hygiene, work place health and safety and pollution control.

We will give you notice that we intend to visit unless we are responding to a potential imminent risk to health, or an assurance is required that the business is operating in a safe and compliant manner.

When we visit you our officers will:

- Explain the reason and purpose of the visit
- Carry their identification card at all times, and present it on request when visiting your premises
- Be conscious of how they behave 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 a written record of the visit where appropriate or requested

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.

Where we require you to take action to remedy any failings we will:

- Explain the nature of the non-compliance
- Identify what is required to achieve compliance, taking into account your circumstances
- Clearly explain any advice, actions required or decisions that we have taken
- Discuss timescales, in relation to any actions required
- Provide in writing how to query or appeal the action required
- 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.

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

- Acknowledge your request within three 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

A detailed breakdown of our response times and expected resolution times are contained within our Customer Service Charter and available at:

www.hinckley-bosworth.gov.uk/info/200119/customer_services/49/customer_service_charter

However, please be aware that our officers will exercise their judgment to determine whether a more prompt response is required.

Requests for our service from businesses

As a partnership of regulatory services we have a single point of contact for the range of services from Partners.

The Better Business for All (BBFA) Business Support Scheme provides an easy and safe access into the regulatory system. The scheme aims to save businesses time, effort and expense if they do not have a contact within a particular service or are unsure who they need to speak to.

It aims to removes the 'fear factor' of contacting a regulator.

There are three ways a business can access the scheme:

1) Website – llep biz gateway or

2) email: BizGateway@llep.org.uk

3).Officer referral

The Business Support Scheme does not replace individual services access points but instead provides a new way of accessing a number of services in one place. The scheme does not require regulatory services to provide additional advisory support it is merely an alternative route by which to receive enquiries from a business.

1. Web referral - llep biz gateway

On the LLEP website businesses can submit an on line enquiry form. The enquiry will be assessed by a BBfA Support Officer who will determine which is the appropriate organisation(s) to respond. That organisation will be contacted with the business and enquiry details. The appropriate officer in that organisation will then contact the business within 2-5 working days. Within 14 days of the initial enquiry the BBfA Support Officer will contact the business to receive any feedback on the scheme. In addition there are links to all the regulatory services partners on the webpages.

2. Email - BizGateway@llep.org.uk

An enquiry through e-mail will be dealt with in the same way as web referral enquiries above.

3. Officer referral

During a visit to a business a regulatory officer may identify that the business needs advice or guidance from another regulatory service. In these cases it has been agreed by all the participating regulators that the officer will offer to refer the matter to the BBfA Support Officer. This will be done by email or by phone. The business enquiry will then be dealt with in the same way as the web enquiries.

Officers can also give out business cards and flyers detailing the support scheme website address.

Fees and charges for business advice

All our partners provide information and basic advice on compliance free of charge.

For more complex advice requirements, some authorities may make a charge and this will be on a cost recovery basis. If you approach one of our partners for advice, they will be able to give you details of whether they charge and the basis on which they charge.

How to contact us

You can contact Hinckley and Bosworth Borough Council by:

Telephone: 01455 238141

Email: customer.services@hinckley-bosworth.gov.uk

Web: www.hinckley-bosworth.gov.uk

By post: Hinckley Hub, Rugby Road, Hinckley, Leicestershire, LE10 0FR

Or in person: Hinckley Hub, Rugby Road, Hinckley, Leicestershire, LE10 0FR Monday – Thursday 8:30am - 5:00pm; Friday 8:30am – 4:30pm.

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 Hinckley and Bosworth's Data Protection Policy.

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.

Working with others

We work closely with other council services such as Planning, Building Control, Community Safety and Economic Development and our aim is to provide a streamlined service to you.

Through the BBFA programme, local authorities in Leicester and Leicestershire work in partnership with the Fire Service, Health and Safety Executive, Food Standards Agency, HMRC, Gambling Commission, the Police and the Environment Agency.

Through the Endeavour project, the council works closely with the Police, Fire and Rescue Service, Trading Standards and Social Services to coordinate matters relating to community safety and environmental crime which may affect your business.

Our aim is to provide a streamlined service to you, minimising unnecessary overlaps and duplication, and signposting you to the advice and guidance you need. We share information and data on compliance and risk, where the law allows, helping target regulatory resources.

We have a data sharing protocol whereby if a service comes across a new business, they will share this information with other partners as the law allows. This helps services to provide valuable help and advice to those new businesses.

As members of the LLEP Regulatory Partnership and if you have any comments or concerns regarding the way in which the local regulatory system is operating you can contact the partnership at llep biz gateway - feedback

Having your say

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:

Telephone: 01455 238141

E- mail: customer.services@hinckley-bosworth.gov.uk

Web: www.hinckley-bosworth.gov.uk

By post: Hinckley Hub, Rugby Road, Hinckley, Leicestershire, LE10 0FR

Or in person: Hinckley Hub, Rugby Road, Hinckley, Leicestershire, LE10 0FR Monday – Thursday 8:30am -5:00pm; Friday 8:30am – 4:30pm.

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

Complaints and appeals

We expect our officers to provide a professional service. 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. If you are not happy with our Officer's conduct, then you can raise this with the Service Manager in the first instance or make a complaint through our complaints procedure, details can be found at

https://www.hinckley-bosworth.gov.uk/info/200025/complaints

or by email: committeeservices@hinckley-bosworth.gov.uk or;

Telephone: 01455 255879

Where we take enforcement action, there is often a statutory right to appeal. We will always tell you about this at the appropriate time.

Developing our services with you

We have a number of groups that we consult with to ensure that we are delivering our services to meet your needs. We are always happy to welcome new members to these groups. We currently work with the following:

Better Business For All Steering Group, Business Focus Panel, Trade Associations, Leicester and Leicestershire Enterprise Partnership, Residents Panel, Residential Landlords Panel.

We regularly run business surveys to seek information on how we are doing and areas we can improve our service. We regularly attend business events and roadshows to demonstrate our commitment in working with businesses to get it right first time.

If you are interested in finding out more about the work of these groups, or participating in one, please visit llep - better business for all or contact us using the contact details above.

Dated: August 2018

Name: Robert Parkinson

Job title: Director (Environment and Planning)

Review Due: 2021