



Oadby & Wigston

BOROUGH COUNCIL

Customer Service Standards – Environmental Health

Service Overview

Our Environmental and Private Sector Housing Teams:

- Monitor the Borough to detect any statutory nuisances,
- Deal with complaints and incidents of pollution (including noise pollution) of the land and air within the Borough,
- Deal with complaints about nuisance problems,
- Monitor the air quality within the Borough,
- Take action with abandoned vehicles ,
- Issue permits for certain industrial premises.
- Inspect food establishments and deal with complaints
- Inspect licensed premises
- Inspect private rented sector properties across the Borough and administer and licence the selective licensing scheme in South Wigston
- Enforce Health and Safety in some work places

As a Regulatory Service we aim to put the customer at the forefront of everything we do and act in an impartial and transparent way, maintain neutrality in the investigations and enforce in a proportionate and fair manner. We are committed to achieving the highest possible standard of customer service and aim to provide services that are accessible, efficient and reliable. We ensure that staff are highly trained and up to date to resolve as many enquiries as possible at first point of contact.

Our Customers Promise

We will:

- Be professional and treat all customers fairly and equally
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable and well trained
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Keep our customers informed
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

Our Customer Groups

Our customer groups include: Residents of the Borough, persons from outside the area who wish to operate or work within the Borough; these include individuals and businesses.

Our Partners

We work in partnership with both internal and external partners. External partners include Police, Fire Brigade, Health and Safety Executive, All Leicestershire Local Authorities, Environment Agency, STW, DEFRA, OPSS, Food Standards Agency, Trading Standards, Animal Plant Health Agency.

Our internal partners include the Customer Service Team, Licensing, Planning and Finance.

Access

Customers can access our service in the following ways:

Phone

By calling our Customer Service line on 0116 288 8961 (see our website for opening hours)

Online

By completing our online forms and submissions via our website, www.oadby-wigston.gov.uk access 24/7 and www.gov.uk

Email

By emailing our Environmental Health Team on EnvHealth@oadby-wigston.gov.uk access 24/7

Our Standards

When you	We will	Timescale/Target
Contact us and report an Environmental Health or Selective Licensing Issue	Acknowledge your enquiry	Within 2 working days
Contact us and report an Environmental Health or Selective Licensing Issue	Take first action, make contact with relevant parties to ensure a timely investigation	90% within 5 working days