



## **ENVIRONMENTAL HEALTH SERVICES' CHARTER**

### **DOG WARDEN AND ANIMAL WELFARE SERVICE**



#### **What does our service include?**

- Investigating complaints regarding dog fouling, stray dogs, dangerous dogs and barking dogs.
- Providing advice to customers in relation to responsible dog ownership.
- Provision of educational talks and initiatives to promote responsible dog ownership, delivering talks to schools, youth groups and general public awareness campaigns.
- Provision of dog fouling information including the erection of signs throughout the district.
- Liaison with Parish/Town Councils over the provision of dog waste bins or dog waste bag dispensers.
- Arrangement of special clean ups through the Council's Commercial Services team.
- Assistance to other key organisations such as RSPCA and Police in relation to complaints regarding animal welfare.
- Assistance and advice in relation to feral cats.
- Licensing of a range of establishments including Dog Breeding, Animal Boarding and Pet Shops.

#### **What can you expect from us?**

We will:

- Make reasonable enquiries when collecting stray dogs to identify their owners and return the dog to the owner. Following a second offence a stray dog will be kennelled. A statutory fee and kennelling costs will be charged to the owner.

- Make every effort to ensure any stray dog that is collected which is not reclaimed by its owner within seven days is re-homed.
- Undertake patrolling of the district.
- Provide a friendly, independent and free advisory service.
- Provide protection of the public from illness and injury caused by irresponsible dog ownership.
- Keep you advised of what action we are taking during investigations. Where verbal information is given, this can be confirmed in writing if requested.
- Undertake enforcement when necessary and in accordance with the Dog Warden and Animal Welfare Service Enforcement Policy which is available on the website or by request.
- Treat all enquiries or complaints as confidential. The investigation of anonymous complaints shall be at the discretion of the Service.
- Liaise or pass on any complaint to the appropriate agency if it is not the responsibility of Ryedale District Council. We will advise you what we have done.
- Respond to reports of stray dogs and dangerous dogs within one working day, complaints about dog fouling and noise nuisance from barking dogs within three working days.
- Respond to initiatives to talk about responsible dog ownership at a mutually convenient time.

### **What do we ask of you?**

You can help us to provide a good service by:

- If you see a dog fouling in a designated area and the owner does not clean up after it we can possibly prosecute. Help us by providing the following information:- Date, time, exact location, description of the dog and if possible the dog owner/dog walker's name. Contact the Dog Warden and Animal Welfare Service on 01653 600666 ext 208.
- Being prepared to give us a written statement and be prepared to act as witness in any subsequent Court proceedings.
- If you are reporting a stray dog during normal office hours, contact the Dog Warden & Animal Welfare Service on 01653 600666 to arrange collection. If you have found a stray dog outside of normal office hours you can either hold onto the dog until the next working day and arrangements will be made for collection **OR** you can take it to one of the two appointed kennels, by contacting the Ryecare Service on 01653 697737. The Council does not provide a collection service for stray dogs out of hours and the police will not accept them.
- If you are reporting a full or damaged dog waste bin or want a particularly badly fouled area cleaned, contact Commercial Services on 01653 600666.

### **How much does the service cost?**

You will not be charged for using this service.

## Useful contacts

RSPCA, Wilberforce Way, Southwater, Horsham, West Sussex, RH13 9RS  
Tel. 0870 010 1181  
[www.rspca.org.uk](http://www.rspca.org.uk)

RSPCA Animal Home, Landing Lane, York,  
Tel. 01904 654949

Pickering & District Cat Protection League  
01653 693958  
Police 0845 6060247

Ryedale District Council is not responsible for the contents of external websites.

## How can you contact us?

- For general service enquiries, you can phone us on 01653 600666 ext 208 between 8.30 a.m. and 5.00 p.m. Monday to Thursday and between 8.30 a.m. and 4.30 p.m. on Fridays.
- We will always try to answer your calls within six rings, although this may not always be possible at busy times. You will be directed to the person you ask to speak to, or to someone who can deal with your enquiry.
- You can write to us at Dog Warden and Animal Welfare Service, Environmental Health Services, PO Box 67, Ryedale House, Malton, North Yorkshire, YO17 7ZG.
- We will try to answer your letter within seven working days. If this is not possible we will try to acknowledge your letter within three working days, unless there is a good reason why not and respond fully within 14 working days. Our reply will name the staff member dealing with your enquiry.
- You can send us a fax on 01653 600764 email us on [dogwarden@ryedale.gov.uk](mailto:dogwarden@ryedale.gov.uk).
- You can arrange to make an appointment to meet us at our reception. For service users who cannot travel to our offices we can organise home visits. We will try to meet with you within five working days of you asking us and within 10 at the latest.

## What if things go wrong?

We try to get things right first time, but know that sometimes things go wrong. If you are unhappy please complain in the first instance to the unit providing the service. You can complain by phone, letter, by e-mail or by fax.

If you have a complaint about a service please contact us on 01653 600666 ext. 208. If there is still a problem write to: Dog Warden and Animal Welfare Service, Environmental Health Services, PO Box 67, Ryedale House, Malton, North Yorkshire YO17 7ZG.

Your complaint will be investigated and we will send you a response within 10 working days or if this is not possible we will send you an acknowledgement letter detailing when you can expect a full response. If you are not satisfied with the response, you have the right to refer your complaint to a higher level through the Council's Complaints Procedure.

If you would like a copy of the Council's Complaints Procedure or need help or advice about making a complaint you can contact: Jane Graham, Member and Customer Support, Ryedale House, Malton, North Yorkshire, YO17 7HH or e-mail [jane.graham@ryedale.gov.uk](mailto:jane.graham@ryedale.gov.uk) .

You can email using the on-line complaints form found on Ryedale's website at:  
[www.ryedale.gov.uk](http://www.ryedale.gov.uk)

This charter can be made available in large print and on tape.