

## The Regulators' Code

### Introduction

The Government in April 2014 introduced the [Regulators' code](#), which aims to promote an open and constructive relationship between regulators and those they regulate. The Code seeks to promote proportionate, consistent and targeted regulatory activity through the development of transparent and effective dialogue and understanding between regulators and those they regulate.

Regulators must have regard the code when developing policies and operational procedures that guide their regulatory activities, as well as when setting standards and giving guidance.

Under the Code, regulators should:

- Carry out activities in a way that supports those they regulate to comply and grow
- Provide simple ways to engage with those they regulate and hear their views
- Base their regulatory activities on risk
- Share information about compliance and risk
- Ensure clear guidance and advice is available to help those they regulate meet their responsibilities to comply
- Ensure that their approach to their regulatory activities is transparent

### Areas we regulate

Ryedale District Council has a number of regulatory services consists of the following areas::

#### Health and Environment

The main mission of the Health and Environment Service is to protect and enhance public health and the environment by achieving excellence in the delivery of services. It aims to achieve this by ensuring compliance with the Regulators' Code and the legislative framework so that consumers, businesses, employees, individuals and the environment are protected and transactions are fair and equitable. Fair proportionate and effective enforcement is essential to protect the health, safety and economic interest of all concerned. A range of tools are available to achieve this including the [Enforcement Policy](#) and providing advice and support to those seeking to comply.

The following summary of provides links to advice on each of the service areas:

#### Environmental Protection

- [Air Quality](#)
- [Local Authority Pollution Prevention and Control \(LAPPC\)](#)
- [Contaminated land](#)
- [Environmental pollution and nuisance including planning advice](#)
- [Private water supplies](#)
- [Water quality](#)
- [Noise nuisance](#)
- [Pest Control](#)
- [Dog Warden and Animal Welfare](#)

#### Consumer Protection

- [Food safety - advice , registration, food hygiene rating, enforcement policy](#)
- [Infectious disease including food poisoning](#)
- [Health and Safety enforcement](#)
- [Health and Safety – cooling tower notification](#)
- [Safety Advisory Group \(SAG Group\)](#)

## Licensing/Registration

Alcohol , entertainment and late night refreshment

- [Clubs and premises licences](#)
- [Personal licences](#)
- [Temporary Event Notices](#)
  
- [Gambling licence and permits](#)
- [Hypnotism](#)
- [Sex establishment and sexual entertainment](#)
- [Street and house to house collections](#)
- [Scrap Metal Dealers](#)
- [Health and Beauty](#) – tattooists, skin piercing, electrolysis etc

Animal Licensing

- [Animal boarding](#)
- [Dangerous wild animals](#)
- [Dog breeding](#)
- [Pet shops](#)
- [Riding establishments](#)
- [Zoos](#)

Contact details: 01653 600666 E Mail: [envhealth@ryedale.gov.uk](mailto:envhealth@ryedale.gov.uk)

## Planning and Development

The [Ryedale Plan](#) is the Local Plan or 'Development Plan' for Ryedale. It sets out how much new housing, employment and retail development should go where to 2027. Information on planning applications and associated form and fees can be obtained from [Development Control](#) . The Council welcomes and encourages pre- application discussions on development proposals. [Charges](#) apply in certain circumstances.

As part of Development Control, the Council deals with breaches of planning control and investigates complaints about unauthorised development through [Planning Enforcement](#) . Ryedale's Conservation Team can provide information and advice about tree and landscape (including [Tree Preservation Orders](#) ), hedgerows, [high hedges](#) and countryside management and [Conservation Areas](#) and [Listed Buildings](#)

Contact details: Tel 01653 600666 Fax: 01653 696801 E Mail: [enquiries@ryedale.gvo.uk](mailto:enquiries@ryedale.gvo.uk)

## North Yorkshire Building Control Partnership

[North Yorkshire Building Control Partnership](#) was the first Local Authority Building Control Partnership in the UK. It provides a flexible and modern building control service on behalf of Hambleton, Richmondshire, Ryedale, Scarborough and Selby Councils. The Partnership processes Building Regulation applications, which exist to secure the health, safety, welfare and convenience of people in and about buildings, together with conservation of fuel and power and access and facilities for disabled people. In addition to Building Regulations, the Partnership undertakes work in relation to [dangerous structures](#) and [demolition notifications](#) across the partnership area.

Contact details : Tel 01347 822703 Fax: 01347 824279 Email: [enquiries@nybcp.org](mailto:enquiries@nybcp.org)  
Website: <http://nybcp.org>

## Private Sector Housing

Housing Services provide a full range of services concerned with housing and can offer advice on a range of services including:

- [Private Housing](#) and [Private sector renting](#),
- [Housing advice](#) and [Homelessness](#) via the Housing Options team

- [Housing improvement and repairs](#)
- [Houses in Multiple Occupation \(HMOS\)](#)
- [Caravan site licensing](#)
- [Landlords Forum](#)

Contact Details Tel : 01653 600666 E Mail : [housing@ryedale.gov.uk](mailto:housing@ryedale.gov.uk)

## Streetscene

Streetscene provides a wide range of services concerned with the local environment including:

- [Parking Enforcement](#)
- [Waste Collection](#)
- [Fly tipping](#)
- [Litter enforcement](#)
- [Taxi and private hire licensing](#)

Contact Details: 01653 600666 Email: [streetscene@ryedale.gov.uk](mailto:streetscene@ryedale.gov.uk)

## Business Rates

Advice is available on all issues to do with [business rates](#) and [business rate relief](#)

Contact details: Tel 01653 600666 E Mail: [Business Rates](#)

## Consultation

### How to Comment or complain about the service

Because your views on our services are important, we have a [Comments, Compliments and Complaints scheme](#) in place, so you to tell us what you think about our services.

If you are pleased with a service we provide or the way a member of staff has dealt with you, we would like to know. If you have an idea or suggestion that could help us improve our services let us know.

Ryedale District Council is committed to providing efficient and effective services to the people of Ryedale. Our aim is to provide services of high quality on a basis that is fair to all. We also want to make sure our services meet the needs and wishes of the people who use or are affected by them.

In addition you can respond to any current consultations or any issue you have or requests for advice via the Councils [website](#), [twitter](#), [facebook](#), [emailing](#) or phoning the council on 01653 600666.

Should a business wish to appeal informally or complain against a regulatory decision or a failure to act in accordance with the Regulators' Code, you should initially contact the manager of the regulatory service. If you are still dissatisfied you can appeal formally via the Council's [Comments, Compliments and Complaints scheme](#). If you are still dissatisfied with the outcome of your complaint you can complain to the [Local Government Ombudsman](#), details of which are provided in the Council's [Comments, Compliments and Complaints scheme](#).

This document explains what you can expect of the Councils regulatory services. Whether you run a business, are an employee or a member of the public, we are committed to providing you with an efficient, courteous and helpful service and this document tells you how we aim to do that and what standards we will meet.

In delivering our statutory functions of working with businesses to ensure compliance with relevant legislation and achieve business growth. We will act in accordance with the Regulators' code as follows:

- Support and promote the local economy by supporting local business
- Provide advice to businesses or signpost you to where you may get advice if we are unable to assist
- Identify ourselves and explain the reasons for our visit to your premises

- Treat you with courtesy and undertake our regulatory activity in a fair, transparent, proportionate and consistent way
- Minimise costs to business by ensuring that any action required by the business is proportionate to risk
- Have suitably trained and qualified staff undertaking regulatory duties
- Follow statutory guidance or our own enforcement policy or procedures
- Be accountable for our decisions and make clear the difference between statutory requirements and recommendations

## How we deliver our services

Ryedale District Council makes a fundamental contribution to the maintenance and improvement of public health quality of life and wellbeing. The Council's Business Plan 2014-18 aims are:

- To meet housing need
- To create the conditions for economic success
- To have a high quality clean and sustainable environment
- To have safe and active communities
- To transform the Council

Progress in delivering the Council's priorities is reported quarterly to the Policy and Resources Committee and the Overview and Scrutiny Committee. These reports are complimented by the Revenue Budget Monitoring reports also submitted to the Policy and Resources Committee.

These reports are available on the Council's website and contribute to the delivery of the transparency agenda for local government. The Council's [Constitution](#) provides a Scheme of Delegation for the different regulatory activities undertaken by the Council and the management structure.

## The Open For Business Initiative

The Open For Business Initiative includes a snapshot of services relevant to businesses. The document provides links and contact details for each of the services or suggest other organisations that may be of assistance. The Economy and Infrastructure Service provides a range of [business advice](#) and information on [Open For Business](#).

We determine our activities by assessing the needs of local people and our business community and consider the risks that require addressing. We do this through a range of policies and engagement with local citizens and business e.g.

- [Statement of Licensing Policy](#)
- [Statement of principles under the Gambling Act](#)
- [Economic Action Plan](#)

In addition to such engagement we use data and other information available to us and our partners to ensure our resources are targeted appropriately in light of these local needs and of national priorities.

We are committed to being open in our activities. We measure what is important and publish a range of information about our performance data so that you can see how we are doing.

We carry out all our activities in a way that supports those we regulate to comply and grow.

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

We carry out inspections and other activities to check compliance with legal requirements, and we target these checks where we believe they are most needed

We deal proportionately with breaches of the law as set out in our Enforcement Policy, including taking firm enforcement action when necessary.

We provide a range of services to businesses, including pest control, licences, registrations, issue of certificates etc(see [Requests for our service](#)).

## Working with you

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
- Seek to gain an understanding of how your business operates
- 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.

We recognise that your business will receive advice and inspections from other organisations, and we will do our best to work with them to ensure that you receive the best service.

### **Helping you to get it right**

We want to work with you to help your business to be compliant and successful and it is important to us that you feel able to come to us for advice when you need it. We won't take enforcement action just because you tell us that you have a problem.

We make information and guidance on meeting legal requirements available through our website.

Additional information is available through leaflets and by face to face contact at Ryedale House or on site.

Where you need advice that is tailored to your particular needs and circumstances we will:

- Discuss with you what is required to achieve compliance
- Provide advice that supports compliance and that can be relied on
- 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.

Advice is generally free of charge although certain specific advice may be charged, but you will be advised of this in advance.

### **Inspections and other compliance visits**

We monitor and support compliance in a number of different ways including through inspections, sampling visits, test purchases, advisory visits and complaint investigations. These visits will always be based on an assessment of risk – we won't visit without a reason.

We will give you notice that we intend to visit unless we have specific reason to believe that an unannounced visit is more appropriate. Most food safety visits or nuisance complaints will be unannounced.

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
- Exercise discretion in front of your customers and staff
- Have regard to your approach to compliance, and use this information to inform future interactions with you
- Provide information, guidance and advice to support you in meeting your statutory obligations, if required
- Provide a written record of the visit.

Our visits are undertaken in accordance with Codes of Practice and guidance provided by Government or its Agencies.

### **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](#).

We deal proportionately with breaches of the law as set out in our Enforcement Policy, including taking firm enforcement action when necessary

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

- Explain the nature of the non-compliance
- Discuss what is required to achieve compliance, taking into account your circumstances
- Clearly explain any advice, actions required or decisions that we have taken
- Agree timescales that are acceptable to both you and us, in relation to any actions required
- Provide in writing details of how to appeal against any advice provided, actions required or decisions taken, including any statutory rights to appeal
- 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 5 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 is available as part of our Service Standards, however, please be aware that our officers will exercise their judgment to determine whether a more prompt response is required.

## How to contact us

You can contact us by:

Telephone: 01653 600666

Email: [enquiries@ryedale.gov.uk](mailto:enquiries@ryedale.gov.uk)

Web: [www.ryedale.gov.uk](http://www.ryedale.gov.uk)

By post: Ryedale House, Old Malton Road, Malton, North Yorkshire. YO17 7HH

Or in person: Monday to Friday 9am to 4pm

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 Ryedale District Council'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

All Council services work closely together and our aim is to provide a streamlined service to you. We are part of a much wider regulatory system in the Ryedale area. We have good working relationships with other regulators and this enables us to deliver a more joined up and consistent service. This includes sharing information and data on compliance and risk, where the law allows, helping target regulatory resources.

There is liaison between all the district councils in North Yorkshire through a range of groups e.g. North Yorkshire Chief Environmental Health Officers Group, North Yorkshire Chief Housing Officers Group, North Yorkshire Chief Planning Officers and a range of specialist sub groups. In addition to this there are a

number of wider liaison groups in which the Council participate. The above statement does not preclude any other liaison arrangements concerning other regulatory activities undertaken by the Council.

Our officers are familiar with the work of our partners and can signpost you to the advice and guidance you need. We are members of the [York, North Yorkshire & East Riding Local Enterprise 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 2 Racecourse Lane, Northallerton, North Yorkshire. DL7 8AH tel : 01609 532681.

## **Having your say**

### *Complaints and appeals*

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

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. You are recommended to contact the officer dealing with your issue in the first instance.

We manage complaints about our service, or about the conduct of our officers, through Ryedale District Council Corporate [Comments, Compliments and Complaints Scheme](#). Telephone 01653 600666

### *Feedback*

The Council values input from you to help us ensure our services are 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: 01653 600666

Email: [enquiries@ryedale.gov.uk](mailto:enquiries@ryedale.gov.uk)

Web: [www.ryedale.gov.uk](http://www.ryedale.gov.uk)

By post: Ryedale House, Old Malton Road, Malton, North Yorkshire. YO17 7HH

Or in person: Reception open Monday to Friday 9am to 4pm

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

## **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. The following are just a few of the groups we work with:

- Ryedale Landlords Forum
- Ryedale Artworks
- Ryedale Heritage Partnership
- Business Liaison Groups e.g. Helmsley in Business
- Tourism Association of North Yorkshire
- Federation of Small Businesses
- Pubwatch

If you are interested in finding out more about the work of these groups, or participating in one, please contact us using the contact details above.