



ENVIRONMENTAL HEALTH SERVICES CHARTER

ENVIRONMENTAL PROTECTION

What issues do the Environmental Protection team deal with?

We investigate the following:-

- Air pollution – which includes dust, steam, smells, smoke, fumes and smoke from industrial or agricultural premises, fumes and gases from domestic properties.
- Drainage – which includes investigation of blocked or defective private sewers, drains and septic tanks, and liaison with Yorkshire Water over problems with sewers.
- Noise – noise arising from a variety of sources, including industry, construction sites, domestic premises, barking dogs, car alarms and commercial properties.
- Contaminated Land – the local authority is under a duty to identify and require the remediation of contaminated land. In order to carry out its duties the Council have produced a Contaminated Land Strategy.
- Private Water Supplies – undertake a programme of sampling and analysis of private supplies, provide advice and take appropriate action with respect to supplies which fail to meet the prescribed standards, and maintain an overview of mains water quality.

Other areas we deal with are:-

- Air Quality Monitoring.
- Issuing of Permits for Scheduled Industrial Processes.
- Radiation and Radon.
- Nuisance premises.

- Environmental Strategy, energy conservation and sustainable development.

What action will we take?

After thoroughly investigating the enquiry we will inform you of the outcome of the investigation and either:-

- Provide you with advice on further action you can take if we are unable to pursue your enquiry, or
- Take informal action to resolve the issue, or
- Take legal action where appropriate in the form of serving notices, or
- Prosecute offenders where appropriate in accordance with the Environmental Health Service Code of Practice on Enforcement which is available on the website or by request.

What you can expect from our service

- We will respond to imminent risks to health or safety as soon as possible, and in any event by the next working day.
- The Environmental Health Services target is to respond to 50% of complaints within one working day and 90% within three working days.

How much does this service cost?

- You will not be charged for using this service.

Useful Contacts

- Defra, Nobel House, 17 Smith Square, London, SW1P 3JR,
email helpline@defra.gsi.gov.uk www.defra.gov.uk
Tel. 08459 335577
Fax 020 7238 6609
- National Society for Clean Air and Environmental Protection, 44 Grand Parade,
Brighton, BN2 9QA.
Telephone 01273 878770
Fax 01273 606626
www.nasca.org.uk
- Environment Agency, Coverdale House, Amy Johnson Way, Clifton Moor, York,
YO30 4UZ.
Telephone 08708 506506 www.environment-agency.gov.uk

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

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. If there is still a problem write to: Environmental Protection, Environmental Health Services, PO Box 67, Ryedale House, Malton, North Yorkshire, YO17 7ZG or e-mail envhealth@ryedale.gov.uk.

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.

You can e-mail using the on-line complaints form found on Ryedale's website at www.ryedale.gov.uk.

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

How can you contact us?

- For general service enquiries, you can phone us on 01653 600666 ext 244 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 Environmental Protection, 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 e-mail us on envhealth@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.