

LONDON BOROUGH OF RICHMOND UPON THAMES

ENVIRONMENT **ENFORCEMENT POLICY**

The Enforcement Concordat is a Code of Practice between Government and local Councils. It sets out what businesses and others being regulated can expect from the Council's enforcement services. Richmond Council has signed the Concordat. This means all Services provided by the Council are committed to good enforcement practices and procedures. The Environment service fully supports the principles of the Concordat.

This document outlines the general enforcement Concordat policy, in addition to which there are separate documents detailing the specific criteria adopted for each regulatory service.

1. Service Standards

- In consultation with business and other relevant interested parties, we will draw up clear standards setting out the level of service and performance our clients can expect to receive.
- We will publish these standards and our annual performance against them. The standards will be made available to all our customers.

2. Openness

- We will provide information and advice in plain language on the rules that we apply and will disseminate this as widely as possible.
- Timescales will be specified, if relevant.
- We will be open about how we do our work, including any charges that we set and we will consult with business, voluntary organisations, consumers and workforce representatives.
- We will discuss general issues, specific compliance failures or problems with anyone experiencing difficulties.

3. Helpfulness

- We consider that prevention is better than cure and that our role therefore actively involves working with business to advise and assist with compliance.
- We will provide a courteous and efficient service and staff will identify themselves by name.
- We will provide a contact point and telephone number for further dealings with us.
- We will ensure that, where possible, our services are effectively co-ordinated to minimise unnecessary overlaps and time delays.
- Officers will respond to enquiries in accordance with our published Service Standards.

4. Proportionally

- We will minimise the costs of compliance whenever possible, by ensuring that any action we require will be proportionate to the damage or risk.
- We will take particular care to work with small business and voluntary and community organisations so that they can meet their legal obligations without unnecessary expense.

5. Consistency

- We will carry out our duties in a fair, equitable and consistent manner.
- While our Officers will exercise judgement in individual cases, we will have arrangements in place to promote consistency.

6. Complaints

- We will provide a well-publicised, effective and timely complaints procedure easily accessible to all our client groups.