

How to contact us...

by post...

Environmental Services, Wychavon District Council,
Civic Centre, Queen Elizabeth Drive, Pershore,
Worcs, WR10 1PT.

by phone...

Tel: (01386) 565015

For licence enquiries please use our direct line number
(01386) 565016

Wychavon Out of Hours Emergency No: (01527) 551887

Social Services: (01905) 768020

by fax...

(01386) 561826

by e-mail...

environmental.health@wychavon.gov.uk
engineers@wychavon.gov.uk

in person...

Civic Centre (address above) 9am-5pm Mon-Fri OR
Evesham Community Contact Centre, Abbey Road,
EVESHAM, Worcs WR11 4SB - Tel: (01386) 443322

Droitwich Community Contact Centre, 44 High Street
DROITWICH SPA, Worcs. WR9 8ES - Tel: (01905) 794272

or go online...

www.wychavon.gov.uk/es

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We aim to:-

Environmental Protection

- respond to 95% of complaints relating to alarms, stray dogs and overflowing sewage within two hours and respond to 95% of all other complaints and requests within 2 working days
- provide up to 100 dog waste bins
- assess 10% of potentially contaminated land sites.
- we will secure 90% of all pollution control improvements at relevant industrial sites

Engineering Services

- respond to 95% of all complaints and requests for service within 2 working days.
- carry out visits in relation to land drainage issues within 3 days of their target date in 95% of cases
- complete two flood alleviation schemes and 9 flood alleviation feasibility studies

Commercial Services

- respond to at least 95% of reports of work related fatalities and communicable disease outbreaks within two hours of receipt and to 95% of all other complaints and requests for service within two working days
- carry out all scheduled food safety inspections (over 600) and at least 300 health and safety inspections
- efficiently process all licence, permit and registration applications, within statutory time limits
- take at least 120 food samples and 12 private water samples

How did we do last year?

Environmental Protection

- We responded to 80% of complaints relating to sounding alarms, stray dogs and overflowing sewage within two hours and responded to 85% of all other complaints and requests for service within our target of 3 working days
- We completed 100% of planned inspections of authorised processes in the year

Engineering Services

- We responded to 98% of all complaints and requests for service within 3 working days against our target of 95%. We completed visits and other work in relation to land drainage issues within 3 days of their target date in 98% of cases against our target of 95%
- Working with land owners and partners we completed 2 flood alleviation schemes, against a promise of 4 schemes

Commercial Services

- We responded to 95% of complaints and requests for service within two working days and carried out 613 food inspections and 431 health and safety inspections during the year
- We processed 967 licence, permit and registration applications and consulted upon and adopted our first Licensing Policy Statement
- As a result of our sampling programme we took 123 food samples and 16 private water samples

Based on 2004/5

service charter

for environmental services



WYCHAVON
DISTRICT COUNCIL
good services, good value

The Services we provide...

- Environmental Services includes our Environmental Health and Engineering Teams. Together we provide the following services.
- Food Safety and Health and Safety - inspections, investigations and advice.
- Licensing - administering a wide range of licence, permit and registration schemes including public safety (entertainment and 'taxis'), animal welfare and charitable collections, and from 2005 the licensing of alcohol sales.
- Dog warden and pest control services - through our own staff and our preferred contractors Premier Pest Control.
- Air quality management, industrial pollution control, contaminated land issues and the investigation of nuisance and public health related complaints.
- Flood alleviation schemes and land drainage enforcement in partnership with landowners and others such as the Environment Agency.
- Educational and promotional services including seminars, training, press articles and qualification training courses across all our functions.

What you can expect from us...

- We will respond to all letters within seven working days, or tell you if it is going to take longer. This may be by telephone, e-mail or in writing
- We will respond to e-mails within three working days, or tell you if it's going to take longer
- We will answer telephones within seven rings
- We will see you within 15 minutes of your arrival or tell you if it is going to take longer
- We will be friendly, helpful and attentive
- We will avoid jargon and explain technical terms
- We will respect people's differences and treat everybody fairly and to the same high standard
- We will not make promises we cannot keep

اے ہیلپ لائن کھولنے پر آپ کی مدد کرنے کے لیے ہمیں کال کریں۔ ہیلپ لائن نمبر: 01905 25121

اگر آپ کسی دستاویز سے متعلق کوئی سوال یا توجہ دینا چاہتے ہیں تو 01905 25121 پر کال کریں۔

如果您在明白這份文件方面需要幫助的話，請致電 01905 25121。

हैलप लाइन खोलने पर आपकी मदद करने के लिए हमें कॉल करें। हैलप लाइन नंबर 01905 25121 'से संपर्क करें।

Se con questo documento avete bisogno di aiuto preghi telefonare a 01905 25121

Jabeli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoni pod nr tel.: 01905 25121

What you can expect from us...

- If you need special help, for example because you have a disability or any other special needs we will:
 - Arrange a home visit if you are housebound or disabled and cannot visit the Civic Centre or one of our One Stop Shops;
 - Arrange for leaflets, letters or other information to be made available in large print or on audiotape.
 - Make arrangements for any document to be translated.

What we expect from you...

We ask that you apply the same standards of behaviour towards our staff and other customers, as you expect from us. If you use abusive language or behaviour towards our staff or other customers, we will ask you to leave the building or end your phone call.

Consultation, Compliments, Complaints and Suggestions

We regularly consult customers to find out how satisfied they are with the level of service we provide and how we can improve. We also ask organisations we work with to tell us how we can improve our service.

If we do something well please tell us. We welcome comments and suggestions you may have about our service. If we are doing something wrong please tell us. This will then give us chance to put things right.

What to do if something goes wrong...

If you want to make a complaint about something we have done, or failed to do, please let us know straight away.

Please speak to a member of staff about the problem. They may be able to sort it out straight away. If you are still not satisfied you can complain to the Manager.

A formal complaint can be made in person, by phone or in writing, by letter or e-mail. More information is available in our corporate complaints leaflet 'Have Your Say'.