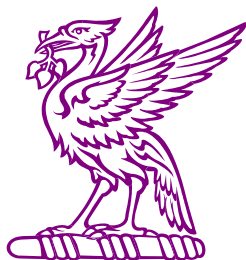


Public Protection Division

CUSTOMER CHARTER

The City Council exists for the benefit of all the people of Liverpool. We aim to offer high quality, value-for-money services in line with your needs.

This Charter tells you about our work and how to contact us. It also sets out the standards and levels of service we seek to provide within the resources available.



WHO WE ARE AND WHAT WE DO

Welcome to the Public Protection Divisions' Customer Charter

The Public Protection Division enforces legislation to protect and promote the improvement of health and to encourage fair, safe and honest trading.

Our Division comprises of the following teams:

- Emergency Planning.
- Environmental Protection.
- Food Safety and Infectious Disease Control.
- Health and Safety at Work.
- HMO (Houses in Multiple Occupation) Team.
- Housing Market Renewal Initiative Health Impact Team.
- Mersey Port Health Authority.
- Pest Control and Animal Enforcement and Houses in Multiple Occupation.
- Public Health and Housing Enforcement.
- Trading Standards.

Contact Us

By Phone

You can contact all of our service areas through Liverpool Direct on telephone number 0151 233 3000. The dedicated number for Trading Standards is 0151 233 3002.

By Fax

Fax Number 0151 225 6039

By Post

You can write to us at Public Protection Division, Regeneration, Municipal Buildings, Dale Street, Liverpool L2 2DH.

By E-mail

consumer.advice@liverpool.gov.uk
trading.standards@liverpool.gov.uk
environmental.health@liverpool.gov.uk
emergency.planning@liverpool.gov.uk

By Internet

You can access information on our services on the City Council's web site
www.liverpool.gov.uk

Office Opening Hours

Telephone Lines – Monday to Friday 8.30am – 4.45pm (4.15pm Fridays).

Liverpool Direct are available 24 hours per day every day of the year. If you telephone outside of our office opening hours, your details will be taken by an advisor and forwarded to the relevant service area. You will then receive a call back from the service area during normal office hours. For Pest Control your details will be noted and an appointment day will be made for a staff member to visit your premises.

Privacy and Confidentiality

- We will treat all personal information about you in confidence.
- It will only be passed on with your agreement or where legally necessary and in accordance with the Data Protection Act.

Standards and Levels of Service

Our Staff

We will :

- be courteous and helpful at all times.
- wear identity badges.
- give our workplace and name when we answer the telephone.
- use plain language.
- act with honesty, integrity, sensitivity and respect.

Response Times

- On average we will answer all telephone calls within five rings.
- We will normally give advice to telephone or personal enquiries there and then.
- We will commence investigation of notified cases of food poisoning within 24 hours. Suspected cases will be investigated within 48 hours.
- We will respond to a report of a rat in a premise within 24 hours, all other pest issues will get a response within five working days.
- We will normally answer all written requests for consumer advice within three working days. If complex cases take longer we will give you a date for a detailed response within three working days.
- We will respond to a report of a defective drain or dangerous domestic gas/electricity systems within three days.
- We will respond to all requests for equipment verification and other requests for Trading Standards Services from businesses within five working days.
- All other requests for service will be responded to within six working days.
- In any event, we will reply to all letters within six working days of receipt.

Clear Advice

- We will back up our advice with a free Consumer Action Pack in all appropriate cases.
- We will make available leaflets on a range of Environmental Health topics.

Inspections

- We check trading premises and investigate complaints to ensure that the public and customers are not being cheated and to protect honest traders from unfair competition.
- We check workplaces and domestic properties to investigate complaints. This helps to ensure that the health and safety of the public, employees and customers is not being put at risk.
- We are constantly on the look out for dangerous products.

Investigations

- We investigate accidents that happen in workplaces.
- We investigate food complaints and outbreaks of food poisoning to determine the cause and reduce the spread of disease.
- We investigate complaints of statutory nuisance and monitor the quality of air in the city.
- We deal with all problems relating to private sector housing, including overcrowding, disrepair, houses in multiple occupation and vacant and dilapidated buildings.
- We carry out treatment to control and eradicate public health pests.
- We investigate fraud and deception against consumers and businesses.
- We investigate complaints relating to unfair trading practices.

Education

- We campaign to change the law to promote fairer and safer trading.
- We offer our 'Rights for Life' consumer education programme to secondary schools in the city.
- We offer free advice to Liverpool citizens with environmental health or consumer problems.
- We offer free advice to Liverpool businesses on compliance with Public Protection Division legislation.

Equal Opportunities

- We will either translate any documents or arrange a translator if you need one.
- We will make information available in other formats upon request.
- We will arrange for home visits if needed.
- Consumer Advice sessions are conducted in the City Centre One Stop Shop, which is accessible to wheelchairs and has an induction loop system.

Performance against Standards

- We will publish annually how we performed against our standards. We will also publish how much our division has cost.

Your views on our division

- We welcome your views on our division. They can help shape our future plans. Please complete the feedback slip on our web pages and send it to us either by post or as an attachment to our email address (see above).
- We would also invite you to complete and return the Customer Monitoring Form which we will use for monitoring purposes only.

Our Services in More Detail

Emergency Planning

Business Manager: Nick Willasey

Emergency Planning Unit's Areas of Work

- Create/exercise/validate internal and external emergency plans.
- Contribute to Merseyside Community Risk Register process.
- Progress Business Continuity Management (BCM) within the Council.
- Promote BCM to local businesses and voluntary sector across Liverpool.
- Co-operate with other Category 1 & Category 2 Responders, as defined in the Civil Contingencies Act 2004.
- Sharing of information with emergency services and other partner agencies and organisations.
- Warn and Inform the public about emergency planning and responding to emergencies.
- Progress UK Capabilities Work Streams in conjunction with partner agencies across Merseyside.

Environmental Protection

Business Manager: John Shaw

Environmental Protection Team's Areas of Work

- Noise nuisance.
- Hazardous waste.
- Asbestos advice & assistance.
- Water sampling.
- Licensing.
- Air Quality.
- Integrated Pollution Control.
- Planning Liaison.
- Contaminated Land.

Food Safety, Health & Safety and Mersey Port Health Authority

Business Manager: Mike Kennedy

Food Safety Team's Areas of Work

- Enforce Food Safety Legislation.
- Registration of Food Businesses.
- Food Export Certificates.
- Investigation of food complaints and premises hygiene complaints.
- Inspection of food premises.
- Investigation and control of food borne infectious disease.
- Investigation of public health issues in food premises.
- Offer advice and guidance in food safety.
- Publish Scores on the Doors.
- Inspect residential and care homes.
- Supervise exhumations and removal of human remains for transportation abroad.
- Smokefree enforcement.
- Take enforcement action.

Health & Safety Team's Areas of Work

- Inspecting places of work for compliance with Health and Safety at Work etc Act and associated regulations.
- Providing advice and guidance on health & safety at work to employers and employees.
- Investigation of reports of accidents at work and cases of occupational illness.
- Investigation of complaints about workplace health, safety and welfare.
- Investigation of complaints regarding defective drains and public health nuisances in commercial premises.
- Registration, and inspection, of premises undertaking hairdressing, and skin piercing activities.
- Registration of premises that operate wet cooling towers and/or evaporative condensers.
- Undertaking various activities in relation to Animal Welfare legislation (e.g., Dangerous Wild Animals Act) and pet shops.
- Smokefree enforcement.
- Take enforcement action.

Mersey Port Health Authority's Areas of Work

- Control of imported food of non-animal origin.
- Control of imported products of animal origin.
- Infectious disease control on vessels and aircraft.
- Classification of local shellfish harvesting beds.
- Inspection of shore based food premises.
- Civil contingencies.
- Pest control.
- Food hygiene on board passenger carrying vessels.
- Food hygiene on board aircraft.
- Food hygiene on offshore installations.

Housing Market Renewal Initiative Health Impact Team Business Manager: Phil Hatcher

Health Impact Team's Areas of Work

Programmed work within the Housing Market Renewal Area

- Private Sector Housing – enforcement to tackle disrepair and sub-standard conditions.
- Housing Health & Safety Rating System assessments and enforcement.
- Vacant and derelict properties – enforcement with objective to securing sustainable long term future.
- Enforcement action to secure removal of accumulations and improvements to vacant land/wasteland.
- Area based pest control and clearing of rubbish from vacant and derelict buildings.
- Rolling programme to provide public skips.
- Facilitating area based housing renewal.
- Active enforcement of fly-tipping offences including covert surveillance.
- Operation of Landlord Accreditation Scheme.
- Actively investigate complaints.

Public Health & Housing Enforcement and Houses in Multiple Occupation (HMO) and Pest Control & Animal Enforcement
Business Manager: Peter Elles

Public Health and Housing Enforcement Team's Areas of Work

- Housing Health & Safety Rating System.
- Private Sector Housing - enforcement re disrepair and unsatisfactory conditions.
- Drainage.
- Public Health.

HMO Team's Areas of Work

- Housing Health & Safety Rating System.
- Private Sector Housing - enforcement re disrepair and conditions.
- Houses in Multiple Occupation (ie Bedsits, Shared Houses and Self Contained Flats) – Licensing.
- Drainage.
- Public Health.

Pest Control & Animal Enforcement Team's Areas of Work

- Public health pests in domestic premises (rats/mice/cockroaches/fleas/bed bugs).
- Seasonal/garden pests in domestic premises (wasps/bees/ants). There is a charge for this service.
- Pest contracts – can be provided to commercial and other non domestic premises. A charge is made for this service.
- Hygiene Services – clearance and disinfestation of filthy and verminous premises. A charge is made for this service.
- Drains testing service and sewer treatments – contributing to rodent infestation.
- Animal warden service – dealing with stray dogs.
- Sharps/syringes collection service – confidential and in most cases free of charge.

Pest Control will respond to rats in premises within 24 hours Monday to Friday and all other categories of pest treatments in accordance with the schedule indicated below.

Monday Postal Districts: L1, 2,6,7,8, and 17

Tuesday Postal Districts: L3, 4, 5,18,19,20 and 24

Wednesday Postal Districts: L12, 13,16,25,27 & 28

Thursday Postal Districts: L9, 10, 11, 14 and 15

Friday: Apart from responding to rats in premises this day is for responding to emergency appointments only as determined by Pest Control Management.

Bank Holiday Service

In the event of a bank holiday, any work scheduled for that day will be rescheduled to the preceding Saturday.

Trading Standards

Business Manager: Allan Auty

Trading Standards Team's Areas of Work

- Check trading premises.
- Investigate complaints.
- Constantly on the look out for dangerous products.
- Promote fair and safer trading.
- Offer advice to traders on compliance with Trading Standards Legislation.
- Offer consumer advice to residents and traders in Liverpool on faulty goods and services.
- "Rights for Life" Consumer Education Programme.