

**R**unnymede  
BOROUGH COUNCIL



**Environmental Services Enforcement Policy**

## 1. **Background**

A clear Enforcement Policy which is monitored, regularly reviewed and updated is required to ensure that all those who work, live and visit the Borough of Runnymede have a clear understanding of the Environmental Services enforcement standards.

## 2. **Introduction**

Runnymede Borough Council Environmental Services enforcement policy covers;

- Food safety, health & safety at work, private water supplies, infectious disease control, and statutory nuisance. Control of certain permitted processes, pest control, contaminated land, air quality and seizure of stray dogs.
- Alcohol licensing (premises and personal licences), gambling, lotteries and scrap metal collectors. Animal welfare (licensing), tattooing and other skin piercing activities and park home site licensing
- Private sector housing including houses in multiple occupation.
- Domestic waste collection, fly tipping, abandoned vehicles and littering

2.1 Enforcement includes council officers giving advice, carrying out visits and inspections, responding to complaints and service requests, assisting consumers and businesses to comply with statutory duties, licensing requirements and taking formal enforcement action where warranted against those who breach the law.

2.2 The primary aim of our enforcement policy is to protect the health, safety and welfare of the public and the environment in its widest sense.

2.3 The enforcement policy outlines how the wider Environmental Services carries out its enforcement role when delivering the various services outlined above and sets out what businesses, residents and visitors can expect from Enforcement Officers. In addition to the main policy individual areas of work may also be covered by a more focused enforcement protocol or policy such as;

- The Private Sector Housing Enforcement Policy
- Enforcement of Household Waste Receptacles Policy

Runnymede may also from time to time publish and enforce 'area or activity specific' policies for example under a Public Spaces Protection Order Enforcement Protocol.

2.4 All policies and protocols will be reviewed and updated at least every five years to take into account new legislative requirements, guidance from central government, respective national bodies and best practice.

## 3. **Objectives of the Enforcement Policy**

3.1 To ensure protection of the public and the environment, from unsafe food, premises, work practices, products, unscrupulous and illegal traders, noise, atmospheric or land pollution, public health pests, stray dogs, unsafe accommodation or rogue landlords.

3.2 To stop, control and prevent any untoward practices prejudicial to the health of the public and thereby protect the health of the public.

- 3.3 To achieve compliance through informal action and through an enabling and supportive relationship with businesses and the public. Formal enforcement procedures, including prosecution, will only be used where in the opinion of the Council or its officers there is a serious or imminent risk of injury to health or personal injury, a blatant disregard for the law, deliberate intent or serious negligence or in accordance with a specific protocol.
- 3.4 To ensure a consistent approach with regard to openness, helpfulness and proportionality to the risk posed.
- 3.5 To promote and maintain a consultative and participatory relationship with businesses, consumers and service users.
- 3.6 To have a better informed community and thus reduce the need to rely on regulatory intervention for compliance with legislation.
- 3.7 The Environmental Services are committed to implementing policies and procedures that subscribe to principles of good enforcement. In forming this policy due consideration has been paid to the Department for Business Innovation & Skills Better Regulation Delivery Office (BRDO), Regulators' Code April 2014 and centrally issued guidance.

#### 4. **The Key Aspects of the Policy**

- 4.1 All enforcement actions and investigations work whether formal or informal will be undertaken in accordance with and are based on applicable legislation and guidance including
  - Relevant Acts of Parliament
  - Codes of Practice made under the key relevant acts for each enforcement area e.g. Home Office Code of Practice Powers of Entry December 2014
  - Central & National Guidance from the Food Standards Agency (FSA) and the Local Government Association (LGA), The Health & Safety Executive (HSE), The Local Authority Unit (LAU), The Department of Environment, Food & Rural Affairs (DEFRA), The Environment Agency (EA), The Chartered Institute of Environmental Health (CIEH) and The Department for Business, Energy & Industrial Strategy (BEIS).
  - Benchmarking exercises, Best Practice arising from liaison groups.

#### 5. **Prevention and Promotion**

It is recognised that most businesses, licensees, landlords and individuals want to comply with the law and the Environmental Services actively seeks to promote awareness about the standards it applies through: -

- routine inspections of premises and practices
- investigatory visits in response to complaints
- persuasion, advice, information and training
- where requested and if required requested, providing translation where English is not the principal language of communication
- rewarding business operating exceptionally high standards of food hygiene under the FSA (Food Hygiene Rating Scheme) FHRS via positive endorsement via the Council's twitter account and/or other social media

- taking firm action against blatant breaches of the law

## 6. **Enforcement Actions**

In the event of non-compliance with statutory requirements, a range of enforcement actions are available, these include: -

### 6.1 **Informal Action**

Use of compliance advice, guidance and support as a first response in the case of many breaches of legislation that are identified. Advice is provided, sometimes in the form of a warning letter, to assist individuals and businesses in rectifying breaches as quickly and efficiently as possible, avoiding the need for further enforcement action. A warning letter (sometimes called an 'informal caution') will set out what should be done to rectify the breach and to prevent re-occurrence. If a similar breach is identified in the future, this letter will be persuasive in considering the most appropriate enforcement action to take on that occasion. Such a letter cannot be cited in court as a previous conviction but it may be presented in evidence.

The Council may accept voluntary undertakings that breaches will be rectified and/or recurrences prevented. However any failure to honour voluntary undertakings is taken very seriously and formal enforcement action is likely to result.

### 6.2 **Formal Action**

6.2.1 **Statutory notices:** Notices requiring compliance immediately or within a specified time, and prosecutions will normally be confined to serious breaches of the law. For breaches posing a nuisance or considerable risk to the health of the public, specific individuals or the environment The Council will serve either an improvement or abatement notice requiring compliance immediately or within a specified time. Where there is imminent risk of serious personal injury, prohibition powers in the form of prohibition notices/orders will be used to stop the activity or close down the premises. These powers may involve seizure and detention of the offending equipment where necessary. In addition the proprietor/landlord or individual responsible may be prosecuted in the Magistrates Court.

6.2.2 **Simple Caution where an offence is admitted:** This procedure is an alternative to taking action in the Courts. Once a simple caution has been administered, should a further offence be committed, it may be cited in any subsequent Court proceedings. A Simple Caution is a serious matter and it is recorded by the Council and where applicable on the Police National Computer. Cautioning is recognised as an increasingly important way of keeping offenders out of Court and in many circumstances reducing the risk that they will re-offend. In considering and issuing simple cautions we will have regard to the Ministry of Justice Guidance April 2015 – Simple Cautions for Adult Offenders. The caution will be administered by a Senior Officer who has been designated a 'Cautioning Officer' (e.g. the Corporate Director of Planning and Environmental Services or the Environmental Health and Licensing Manager).

6.3 **Fixed Penalty Notices (FPN)/Penalty Charge Notices (PCN):** The Council has powers to issue fixed penalty notices in respect of some breaches of

legislation. A fixed penalty notice is not a criminal fine, and does not appear on an individual's criminal record. If a fixed penalty is not paid, The Council may commence criminal proceedings or take other enforcement action in respect of the breach.

If a fixed penalty is paid in respect of a breach The Council will not take any further enforcement action in respect of that breach. Payment of a fixed penalty does not provide immunity from prosecution in respect of similar or recurrent breaches.

The Council is only able to issue fixed penalty notices where it has specific powers to do so. If fixed penalty notices are available, their issue is at The Council's discretion. With respect to litter and dog fouling issues The Council via its contractors operates a 'zero tolerance' policy, a FPN will be offered in all cases. In some circumstances, in particular where breaches are serious or recurrent, it may be that prosecution is more appropriate than the issue of a fixed penalty notice.

**6.4 Prosecutions** The decision to prosecute does not preclude the issue of legal notices as well. Prosecutions have a preventative role in drawing attention to the need for compliance and the maintenance of good standards. We will apply the principles of "Criminal Procedures & Investigations Act 1996" the "Crown Prosecutors" statutory Code of Practice and the Regulators' Code as well as Home Office Guidance, when making decisions on the course of action to be taken in any particular case.

**6.4.1 In deciding whether to prosecute or not, we will consider the following matters: -**

**6.4.1.1 The gravity of the offence/s, for example whether: -**

- there has been blatant disregard for the law, deliberate intent or serious negligence
- there are persistent poor standards and/or malpractice
- there has been ill health as a result of a substantial legal contravention
- a particular contravention has caused serious public alarm
- those affected are particularly vulnerable
- failure to comply with the requirements of notices issued

**6.4.1.2 The general record and approach of the offender, for example: -**

- repeated breaches of legal requirements or license conditions or various breaches of a multiple concern and, where it appears that an individual or a company is neither willing nor able to deal adequately with these
- failure to comply with statutory notices where matters of significant concern are persistent rather than transitory
- previous convictions or cautions which are relevant to the offence
- offending was or is likely to be continued, repeated or escalated

## **7. Our Standards**

**7.1 Consistency: We will: -**

- carry out our duties in an efficient, fair, courteous and consistent manner

- have in place in-house procedures and arrangements which are reviewed and updated regularly to promote consistency in the way we deliver the service
- have in place effective arrangements for liaison with other Local Authorities and enforcement bodies such as LGR, FSA, HSE, Fire Authority, Police Authority, EA, etc., particularly where there is a shared enforcement role.
- draw up yearly activities, priorities and targets, setting out the level of service and performance the public and businesses can expect to receive through our Annual Service Plans
- publish our performance against the plans annually

## 7.2 **Openness: We will: -**

- provide information and advice in plain language on the rules we apply
- be open about how we set about our work, including the charges that we set
- discuss general issues and specific compliance failings or problems
- provide an opportunity to discuss the circumstances of a case and, if possible, resolve points of difference before enforcement action is taken (unless immediate action is required)
- give an explanation of why immediate action is required
- provide information on the rights of appeal against formal action

## 7.3 **Helpfulness: We will: -**

- actively work with individuals, businesses, especially small and medium sized businesses, to advise on and assist with compliance
- provide a courteous and efficient service and our staff will identify themselves by name
- provide a contact point and telephone number for further dealings with us and we will encourage individuals and businesses to seek advice/information from us
- deal with applications for licences, registrations and consents in accordance with service standards
- ensure that wherever practicable our enforcement services are effectively coordinated to minimise unnecessary overlaps and time delays
- have provision to visit a business out of normal office hours at times when the business is available
- attempt to provide translation and interpretation facilities

## 7.4 **Proportionality: We will: -**

- minimise the costs of compliance for individuals and businesses by ensuring that any action reflects the risks involved
- as far as the law allows, take account of the circumstances of the case and the attitude/actions of the individual or organisation when considering action
- take particular care to work with individuals, small businesses, voluntary and community organisations so that they can meet their legal obligations without unnecessary expense
- ensure that information given to a business, landlord or individual, whether written or verbal, will clearly identify those requirements which are mandatory and those which are advisory or are recommendations of best practice

## **8. Publicity**

- 8.1 The Council may publicise cases of businesses, licensees, landlords and individuals it successfully prosecutes for relevant offences as well as those it rewards for implementing very high standards. Names of companies and individuals convicted of offences maybe published on the Council's website or through social media. Cases subject to an active appeal will not usually be published, until the applicable appeals process has elapsed.
- 8.2 Information related to enforcement notices issued by the Council may appear on the Council's website or social media outlets. Notices which are withdrawn or subject to an active appeal will not be published.

## **9. Consultation With Customers: We will: -**

- endeavour to make everyone in the Borough of Runnymede aware of our enforcement standards and policy, and assist them to comply with the law.
- consult businesses and other interested parties on our enforcement policy regularly and our Annual Service Plans.
- consult businesses, residents and service users for feedback on our service and policies.

We want to provide the best service possible. Help us to achieve this by telling us when you are satisfied with our service and when you are not. We welcome any suggestions as to how the service may be improved.

## **10. Complaints and Appeals**

We subscribe to the Council's Corporate Complaints and Appeals Procedure. In addition, the majority of legislation enforced by officers of the Environmental Health, Licensing or Private Sector Housing Service has an in built appeals procedure prescribed within.

If you do not agree with any action taken by an officer you should contact the Environmental Health and Licensing Manager whose details are given below.

If you feel we have given an unsatisfactory service contrary to these criteria, you can complain direct to:

**Environmental Health and Licensing Manager  
Runnymede Borough Council  
Runnymede Civic Centre  
Station Road  
Addlestone  
Surrey KT15 2AH  
Tel. No. 01932 425734**

This Enforcement Policy supersedes and replaces all earlier enforcement policies relating to Runnymede Borough Council Environmental Health Services. January 2019