

## Service Standards

### What you can expect from The Commercial Environmental Health & Trading Standards Team

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This document explains what you can expect of the Food & Safety Team in Haringey. Whether you are run a business, are an employee or a member of the public, we are committed to providing you with an efficient, courteous and helpful service and this document tells you how we aim to do that and what standards we will meet.

### What does the Commercial Environmental Health & Trading Standards Team Do?

We deliver services in a number of areas:

<b>Food Registration</b>	<b>Food Hygiene, Safety</b>
<b>Food Standards</b>	<b>Food Related Illness</b>
<b>Imported Food</b>	<b>Food Hygiene Rating</b>
<b>Health &amp; Safety in the Workplace</b>	<b>Smoke Free Regulations</b>
<b>Infectious Disease Control</b>	<b>Age Restricted Sales</b>
<b>Counterfeit and illicit goods</b>	<b>Rogue Traders and Scams</b>
<b>Product Safety</b>	<b>Weights and Measures</b>
<b>Pricing</b>	<b>Consumer Protection Law Enforcement</b>



## How we deliver our services

We make a fundamental contribution to the maintenance and improvement of public health, quality of life and wellbeing. Our aims are to:

- Protect the public, businesses and the environment from harm
- Support the local economy to grow and prosper

We determine our activities by assessing the needs of local people, business and our community and considering the risks that require addressing. We do this through engaging with local businesses and residents either in person, by mail in the form of customer care questionnaires, consultations and through using data and other information available to us and our partners. In this way we ensure our resources are targeted appropriately in light of local needs and of national priorities.

Details of our current work programme are available:

1. Food and Feed Law Enforcement Plan 2021-23
2. Health & Safety Service Delivery Plan 2022-23
3. Trading Standards Delivery Plan 2022-23

We are committed to being transparent in our activities. We measure what is important and we publish a range of information about our performance data so that you can see how we are doing.

We carry out all our activities in a way that supports those we regulate to comply and grow:

- We ensure that information, guidance and advice is available to help you to meet legal requirements (see [helping you to get it right](#)).
- We carry out inspections and other activities to check compliance with legal requirements, and we target these checks where we believe there is the most risk. (See [Inspections and other compliance visits](#)).
- We deal proportionately with breaches of the law as set out in our Enforcement Policy, including taking firm enforcement action when necessary (See [Responding to non-compliance](#)).
- We provide a range of services to businesses, including: The Responsible Retailers Scheme, The Healthy Catering Scheme, *Food Hygiene Training*, and *Issuing Health Certificates* (see [Requests for our service](#)).

Our services will be delivered in accordance with the requirements of the [Regulators' Code](#).

## Working with you

### Our vision for customer service is:

“To be a trusted organisation, where our customers have confidence that their current and future needs will be met in an efficient and effective way”



We will do this by following these principles, for any service or transaction we deliver or design:

- **We make it easy to deal with us**
- **We take responsibility**
- **We don't need to be asked twice**
- **We deal with things without being told**
- **We ask our customers what they think, and listen to what they say**
- **We serve others as we wish to be served**

In all your dealings with us you can expect, and will receive, an efficient and professional service.

Our officers will:

- Be courteous and polite
- Always carry identification
- Identify themselves by name in dealings with you, and provide you with contact details
- Seek to gain an understanding of how your business operates
- Provide details of how to discuss any concerns you may have
- Agree timescales, expectations and preferred methods of communication with you
- Ensure that you are kept informed of progress on any outstanding issues.

We recognise that your business will receive advice and inspections from other organisations, and we will do our best to work with them to ensure that you receive the best service.

### ***Helping you to get it right***

We want to work with you to help your business to be compliant and successful and it is important to us that you feel able to come to us for advice when you need it. We won't take enforcement action just because you tell us that you have a problem.

We make information and guidance on meeting legal requirements available via:

- [the Council's Website](#)
- Links to other relevant websites such and the [Food Standards Agency](#), the [Health and Safety Executive](#), [Department of Business, Energy and Industrial Strategy \(BEIS\)](#), [National Trading Standards](#), and the [London Trading Standards](#).

Where you need advice that is tailored to your particular needs and circumstances we will:

- Discuss with you what is required to achieve compliance
- Provide advice that supports compliance and that can be relied on
- Provide clear advice that can be easily understood and implemented
- Distinguish legal requirements from suggested good practice
- Ensure that any verbal advice you receive is confirmed in writing if requested

- Acknowledge good practice and compliance.

Haringey Council is a strong supporter of the Primary Authority Scheme (PAS), which provides businesses with more than one outlet in various Local Authorities with assured advice, consistency of regulation and reduces duplication of inspections and paperwork. For more details of the PAS please visit the Office of Product Safety and Standards website by clicking [here](#).

### ***Inspections and other compliance visits***

We monitor and support compliance in a number of different ways including through inspections, sampling visits, advisory visits and complaint investigations. These visits will always be based on an assessment of risk – we won't visit without a reason.

We will not give you notice that we intend to visit unless we have specific reason to believe that an announced visit is more appropriate.

When we visit you our officers will:

- Explain the reason and purpose of the visit
- Carry their identification card at all times, and present it on request when visiting your premises
- Exercise discretion in front of your customers and staff
- Have regard to your approach to compliance, and use this information to inform future interactions with you
- Provide information, guidance and advice to support you in meeting your statutory obligations, if required
- Provide a written record of the visit.

Food Hygiene and Standards Inspections are carried out in accordance with the Food Law Code of Practise (England) (2015). A copy of which can be seen [here](#).

Health and Safety Inspections are carried out in accordance with the Health and Safety Executive's (HSE) Guidance - Targeting Interventions LAC 67/2. A copy of which can be found [here](#).

### ***Responding to non-compliance***

Where we identify any failure to meet legal obligations, we will respond proportionately, taking account of the circumstances, in line with our [Enforcement Policy](#) including taking firm enforcement action when necessary

Where we require you to take action to remedy any failings we will:

- Explain the nature of the non-compliance
- Discuss what is required to achieve compliance, taking into account your circumstances
- Clearly explain any advice, actions required or decisions that we have taken
- Agree timescales that are acceptable to both you and us, in relation to any actions required



- Provide in writing details of how to appeal against any advice provided, actions required or decisions taken, including any statutory rights to appeal
- Explain what will happen next
- Keep in touch with you, where required, until the matter is resolved

### **Requests for our services**

We clearly explain the services that we offer, including details of any fees and charges that apply: on our Health and Safety Web pages that can be found [here](#) or our Trading Standards Web pages that can be found [here](#).

In responding to requests for our services, including requests for advice and complaints about breaches of the law, we will:

- Acknowledge your request in writing within 2 working days.
- Tell you when you can expect a substantive response.
- Seek to fully understand the nature of your request
- Explain what we may or may not be able to do, so that you know what to expect
- Keep you informed of progress throughout our involvement
- Inform you of the outcome as appropriate

However, please be aware that our officers will exercise their judgment to determine whether a prompter response is required.

### **How to contact us**

**Telephone:** 0208 489 1000

**Online:** [here](#)

**By post or in person at:** Commercial Environmental Health & Trading Standards Team, Level 4, Alexandra House, 10 Station Road, Wood Green, London N22 7TR.

We will seek to work with you in the most appropriate way to meet your individual needs. We can make information available in different formats, and have access to translation and interpretation services.

If you contact us we will ask you for your name and contact details to enable us to keep in touch with you as the matter progresses. We treat all contact with the service in confidence unless you have given us permission to share your details with others as part of the matter we are dealing with on your behalf or there is an operational reason why we need to do so. We will respond to anonymous complaints and enquiries where we judge it appropriate to do so.

Personal data will be managed in accordance with Haringey's Data Protection Policy. Which is available [here](#).



## **Our Team**

We have a dedicated team of officers who have the appropriate qualifications, skills and experience to deliver the services provided. We have arrangements in place to ensure the ongoing professional competency of all officers.

Where specialist knowledge is required in an area outside of our expertise we have arrangements in place, with both neighbouring authorities and other regulatory organisations, to call on additional resources as necessary.

## **Working with others**

We work closely with other council services such as Enforcement Response, Licensing, Antisocial Behaviour Team, Planning and Building Control and our aim is to provide a streamlined service to you.

We are part of a much wider regulatory system in Haringey. We have good working relationships with other regulators such as the Fire Authority, Police and Her Majesty's Revenue & Customs, and this enables us to deliver a more joined up and consistent service. This includes sharing information and data on compliance and risk, where the law allows, helping target regulatory resources.

## **Having your say**

### **Complaints and appeals**

Where we take enforcement action, there is often a statutory right to appeal:

Food Safety Notices, you will need to make an appeal to the **North London Admin Centre, P.O. Box 52693, London N7 1AF Tel: 0300 303 0645**

If you disagree with a Food Hygiene Rating given following an inspection you have **21 days** from the date of notification of your score to appeal. You can lodge an appeal by completing a form which can be downloaded [here](#) and returning it to the Lead Officer for Food at the address given at the bottom of the form.

For Health and Safety Notices you can appeal to an Employment Tribunal. Details of the method of making an appeal are given on the back of each notice. You can also download the guidance at [gov.uk](http://gov.uk) or contact Employment Tribunals Public Enquiry Line: **0300 123 1024**

We are always willing to discuss with you the reasons why we have acted in a particular way, or asked you to act in a particular way. You can contact Felicia Ekemezuma or Charley Osinaike (Joint Commercial EH & TS Managers) on Tel 0208 489 5153 or 0208 489 5569 respectively.

We manage complaints about our service, or about the conduct of our officers, through Haringey's Corporate Complaints Policy. Details can be found [here](#).

## **Feedback**

We value input from you to help us ensure our service is meeting your needs. We would like to hear from you whether your experience of us has been good or in need



of improvement. This helps us to ensure we keep doing the right things and make changes where we need to. We use customer satisfaction surveys from time to time but we would welcome your feedback at any time. You can provide feedback in the following ways:

Email: <http://www.haringey.gov.uk/index/contact/complaints.htm>

Web: <http://www.haringey.gov.uk>

Any feedback that we receive will be acknowledged, considered and responded to.

### ***Developing our services with you***

We are happy to consult with service users to ensure that we are delivering our services to meet your needs.

If you are interested in finding out more about our work, or are willing to participate in any of our consultations, please contact us using the contact details above.

**Dated:** *21<sup>st</sup> September 2022*

**Name:** Felicia Ekemezuma

**Job title:** Commercial EH/TS Manager

**Review Due:** *22<sup>nd</sup> September 2023*