

Tendring
District Council



What you can expect from us:

Customer Care Standards

We are here to serve you and we want to make sure we give you a high standard of service. We aim to provide quality services for everyone, whatever their, race, sex, disability, culture, religion or age.

The quality of life of everyone that lives, works, does business in, invests in or visits the district is important to us, and we want to make sure everyone can use our services.

The Council's Corporate Customer Care Service Standards explains what you as a customer of Tendring District Council can expect from us: -

- Give you comprehensive, accurate and timely information that is clear and easy to understand.
- Be punctual, polite and helpful and respond effectively and sensitively to your needs.
- Keep you informed of the progress of your enquiry.
- Help you find the services that can help you.
- Have published policies and standards and be accountable and open about how well we perform against these policies and standards.
- Listen to your comments, respond to your complaints and learn from them.
- Answer your telephone call in a polite manner within 6 rings (20 seconds).
- Return your call (or voicemail message) on the same day or the following morning if your message was received after 4pm.
- Respond to your letter using plain language within 10 working days.
- Respond to your email using plain language within 5 working days.
- Provide opportunities for you to become involved in the planning, delivery and monitoring of our services.
- Be responsive to the special needs of any of our customers.



Where Can I Get Help?

BY TELEPHONE:

Immediate attention will be given to dealing with telephone enquiries. Some times the first person you speak to can't help you. If this happens, someone who understands your enquiry better will contact you on the same day or no later than the following morning if your message is received after 4pm. You can phone us between 8.45am and 5.15pm Monday to Thursday and between 8.45am and 4.45pm on Friday. The Council's phone number is **01255 686868**.



We ask you to work with us and to show our staff the same standards of politeness and respect as they show you.

AT OUR OFFICE:

You can visit our office at the Council Offices, Thorpe Road, Weeley between 8.45am and 5.15pm Monday to Thursday and between 8.45am to 4.45pm on Friday. Every effort will be given to minimise waiting time to 5 minutes or less at reception.

WRITTEN ENQUIRES/EMAIL:

We aim to give you a full response to letters, faxes and email. We will also tell you who is dealing with your enquiry. Telephone numbers and references will be given on all correspondence.

We can provide a reply in large type if this will help.

Our full address is: Environmental Services
Council Offices
Weeley
Clacton on Sea
Essex
CO16 9AJ

Our fax number is : 01255 686404

Our email address is : environmental.services@tendringdc.gov.uk

OUT OF HOURS EMERGENCY SERVICE :-

The out of hour's service provided by Environmental Services is provided for emergencies only. Examples of what constitutes an emergency are illegal eviction from tenanted accommodation; food poisoning outbreak; fatality or major injury at work; dangerous occurrence at work or a noise disturbance affecting a significant number of residents during unsociable hours and where the police have failed to secure an abatement of the disturbance.

The our of hours service is set up to respond to emergencies only and can be accessed by telephoning Tendring Careline on 01255 222022. The Careline operator will then contact the duty Environmental Health Officer.

CONFIDENTIALITY

Your enquiry will be dealt with in the strictest confidence. We will always comply with the requirements of the Data Protection Act.

HOW DO WE HELP PEOPLE TO GET THE SERVICE THEY NEED?

We will endeavour to help anyone who does not find it easy to speak, write, read or understand English and who contacts us for a service.

WHERE CAN I GET FURTHER ADVICE OR INFORMATION?

You can visit Tendring District Council's website at www.tendringdc.gov.uk and enter Environmental Services in the search facility or click on A to Z at the top of the screen. Alternatively you can visit your local Library or Council Offices where a range of advice leaflets should be available free of charge.



What Can I Expect of Environmental Services?

FOOD AND HEALTH AND SAFETY TEAM

- We will investigate your food complaint within 5 working days.
- We will investigate all infectious disease and food poisoning notifications within 3 working days. We will immediately respond to a notification of a food poisoning outbreak.
- We will investigate your complaints about poor food hygiene practices associated with food businesses within 5 working days. We will immediately respond to complaints where there is an allegation of a serious threat to health.
- We will investigate workplace accidents within 10 working days of notification. An immediate response will be made to a notification of a fatality, major accident or dangerous occurrence.
- We will investigate your complaint concerning health, safety and welfare issues in the workplace within 5 working days.
- We will process licences in relation to Environmental Health functions within 20 working days of receipt of all necessary information.



You can contact us on the following direct telephone number: 01255 686767

RESIDENTIAL HEALTH TEAM

- We will respond to complaints about defective housing within 5 working days with priority being given to unfit premises and premises where there is a risk to the health and safety of the occupants.
- We will respond to all complaints of harassment and illegal eviction of tenants by landlords within 1 working day.
- We will, where appropriate, serve notice to remedy housing defects within 30 working days of inspection or aim to report to the Housing Portfolio Holder within 3 months of inspection where a closing or demolition order is appropriate.
- We will complete initial screening within 2 weeks of receipt for Disabled Facilities Grant applications.
- We will complete a final inspection within 2 weeks for a Disabled Facilities Grant on receipt of a work completion notification.



You can contact us on the following direct telephone number: 01255 686744

POLLUTION AND ENVIRONMENT TEAM

- We will respond to your complaints of surcharging sewage effluent from mains or rural drainage systems within 1 working day.
- We will respond to your complaints of dark smoke from the burning of tyres (for example) within 1 working day.
- We will respond to your complaints of noise disturbance within 5 working days.
- We will respond to your complaints of nuisances from conditions of premises or accumulations of rubbish within 5 working days.
- We will keep you informed of the progress of your public health complaint within 4 weeks.
- We will respond to applications for authorisation of processes under Part 1 of the Environmental Protection Act within 20 days.
- We will provide information on the current air quality via a public display facility in the Tourist Information Centre, Town Hall, Station Road, Clacton on Sea.
- We will monitor and sample your private water supply every 4 years and provide advice on appropriate measures to address any public health concerns.



You can contact us on the following direct telephone number: 01255 686767

WASTE MANAGEMENT

- We will, with the exception of the Christmas/New Year period, collect your domestic refuse and recycling every week from the boundary of your property providing it is properly contained. Your collection will take place on the same day each week at or about the same time. Following a Bank Holiday, apart from Christmas, collections will be one day later than normal. We will inform you of the Christmas/ New Year arrangements on our web site and in the local press.
- We will pick up any missed collection no later than 1 working day following your report to us.
- We will deliver 52 refuse sacks to every household once a year between January and the end of March. We are unable to provide sacks once the delivery period has ended.
- We will separately collect materials for recycling from all accessible households every week.
- We will sweep every street on a regular basis, which will vary depending on where it is and how littered it may get.
- We will respond to your complaint of street litter within 5 working days.
- We will respond to your request for pest control treatment in your property within 3 working days in respect of rats, mice, fleas, cockroaches, wasps, bed bugs, ants and insect pests of stored food products. A charge is made but concessions are available for some treatments to residents on Housing or Council Tax Benefits.
- We will respond to your complaints of stray dogs within 1 working day or immediately if a danger to the public or road users is reported.
- We will respond to other complaints of dogs within 3 working days.



- We will begin an investigation into your report of an abandoned vehicle within one working day.
- We will clean public conveniences between 2 and 5 times a day dependent on location and use.
- We will respond to your complaints concerning public conveniences within 3 working days.

You can contact us on the following direct telephone numbers:

Refuse Collection, Street Cleaning	01255 686788
Public Conveniences	01255 686777
Recycling	01255 686788
Abandoned Vehicles	01255 686799
Dog Warden	01255 686766
Pest Control – Request for treatment (Contractor's direct line)	01255 433999
Other related enquiries	01255 686767
Waste Crusader – Anti Dumping Helpline	01255 686768

All general enquires and reports with the exception of requests for Pest Control treatments can be made to: wcrusader@tendingdc.gov.uk



What if I'm Unhappy with the Service I Receive?

We have a complaints procedure. Please use it if you are not happy with the level or standard of service you receive.

Stage One

You can complain by calling into our offices, or by phone, by email, or in writing.

Stage Two

If you are not satisfied with the response you receive about your complaint or if you feel your complaint is of a particularly serious nature, which needs more detailed investigation, then please write to:-

June Clare
Head of Public Experience
Council Offices
Thorpe Road
Weeley
Clacton-on-Sea
Essex CO16 9AJ

Stage Three

If you are still unhappy you can write to the Chief Executive who will make a further investigation into your complaint. Write to:-

Ian Davidson
Chief Executive
Tendring District Council
Town Hall
Station Road
Clacton-on-Sea
Essex CO15 1SE

What Can I do to Help?

We can learn a lot from what you tell us about your experience of contacting us. It is important to us, and we are always looking for more ways to help to give us feedback, for example through customer surveys.

We would also like you to tell us about how well we are keeping to the standards set out in this leaflet. If we have failed, let us know.

But also, let us know when you have been pleased with our service. Please contact the Council's Communications and Public Relations Manager at: -

Town Hall
Station Road
Clacton-on-Sea
Essex
CO15 1SE
Telephone: (01255) 686868