

CARMARTHENSHIRE COUNTY COUNCIL SERVICE STANDARDS

What You Can Expect from Regulatory Services in Carmarthenshire
County Council

This document explains what you can expect of Regulatory Services in Carmarthenshire County Council. Whether you are a business owner, an employee or a member of the public, we are committed to providing you with an efficient, courteous and helpful service. This document tells you how we aim to do this and what standards we will meet.

Areas We Regulate

We deliver Regulatory Services in a number of areas namely:

- Environmental Health
- Trading Standards
- Licensing (including children's employment and performance licences)
- Animal Welfare
- Private Sector Housing
- Public Sector Housing
- Planning
- Building Regulation
- Waste Regulation
- Highways
- School attendance
- Benefit Regulation

And any other area that may become applicable by statute.

How We Deliver Our Services

The Regulatory Services within Carmarthenshire County Council make a fundamental contribution to the maintenance and improvement of public health, quality of life, education, and wellbeing. Our aims are to:

- Protect the public, businesses and the environment from harm
- Support the local economy to grow and prosper
- Make Carmarthenshire a better place in which to live, work, learn, and do business.

Carmarthenshire County Council will determine our activities by assessing the needs of local people and our business community, and consider the risks that require addressing.

Carmarthenshire County Council operates under the Principles of the National Intelligence Model (NIM). The aim is to prioritise work and improve regulatory outcome with proportionate response, without imposing unnecessary burdens on business/individuals.

Carmarthenshire County Council believes that 'prevention is better than cure' and that, through actively working with businesses and the community providing advice and assistance with compliance, we can reduce the need for enforcement action.

All our activities are carried out 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.
- We carry out inspections and other activities to check compliance with legal requirements, and we target these checks where we believe they are most needed.
- We deal proportionately with breaches of the law as set out in our Enforcement Policy, including taking firm enforcement action when necessary. In adopting our Enforcement Policy we have had due regard to the Regulators Code published by the Better Regulation Delivery Office.

You are welcome to contact Carmarthenshire County Council in Welsh or English. We are happy to deal with enquiries and receive questions in both Languages.

Working with You

In all your dealings with us you can expect, and will receive, an efficient and professional service. Our officers will be courteous and polite. They may/will, where appropriate:

- Identify themselves 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 you 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.

Inspections and Other Compliance Visits

We monitor and support compliance in a number of different ways, including inspections, sampling visits, test purchases, advisory visits and complaint investigations. These visits will always be based on an assessment of risk.

When we visit you our officers may/will, where appropriate:

- Explain the reason and purpose of the visit
- Carry their identification card, and present it on request when visiting your premises
- Exercise discretion
- Act in a confidential manner
- 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 where appropriate.

Responding to Non-Compliance

Where any failure to meet legal obligations is identified, Carmarthenshire County Council will respond proportionately, taking account of the circumstances, in line with our Enforcement Policy [*add link*].

Where we require you to take action to remedy any failings we may/will, where appropriate:

- 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
- Explain what will happen next
- Keep in touch with you, where required, until the matter is resolved

How to Contact Us

E-mail: direct@carmarthenshire.gov.uk

Text 07892 345678

*Tel: 01267 234567

We are open Monday – Friday, 08:45 – 18:00. Our quieter times are generally between 4.30pm and 6.00pm.

*Calls may be recorded as part of our commitment to training, audit and quality assurance.

In Person:

We aim for our three Customer Service Centres in Ammanford, Carmarthen and Llanelli to be easily accessible to customers, and to provide facilities for people with impaired hearing, private interview rooms, comfortable waiting areas and access to a language interpretation service.

Please note that all Customer Service Centres are closed on the first Wednesday morning of each month until 1.00pm for training and team briefing purposes.

Appointments

All of our Customer Service Centres operate an appointments system. The aim is to improve the customer experience and improve service delivery. You can now book an appointment at any of our Customer Service Centres in Ammanford, Carmarthen and Llanelli at a date and time to suit you.

If you wish to make an appointment or to discuss any Council matter then please telephone our Contact Centre on 01267 234567. You are able to book and manage our appointments online.

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 Carmarthenshire's County Council's Data Protection Policy.

<http://www.carmarthenshire.gov.wales/home/council-democracy/data-protection/>

Having Your Say

Appeals

Where we take enforcement action and there is a statutory right to appeal, you will be informed of this at the appropriate time.

Compliments and Complaints

We recognise that everyone has a right to make a complaint and we can learn valuable lessons from them. Your complaint may well improve things for everyone.

We would like to know when you have been impressed or pleased with our service. We can use these examples to thank our staff who gave the good service, and share best practice amongst our staff.

How to Make a Complaint or Compliment

You can make a complaint or compliment in a number of ways. You can:

- Complete our online form:

<http://www.carmarthenshire.gov.wales/home/council-democracy/contact-us/complaints-compliments/#.WMkBFk1ijIU>

- Download our [Customer Complaints & Compliments Procedure \(.pdf\)](#)
- E-mail: complaints@carmarthenshire.gov.uk | compliments@carmarthenshire.gov.uk
- Fax: 01267 224636
- Text-phone: 01267 228659
- Visit any of our [Customer Service Centres](#)
- Write a letter to: Complaints and Compliments Team, Chief Executive's Department, Carmarthenshire County Council, County Hall, Carmarthen SA31 1JP

If you have any special requirements to assist you to make a complaint or compliment please contact 01267 234567.