

Environmental Health - our service commitment

Environmental Health is responsible for enforcing a variety of legislation, including that relating to: -

- Food safety;
- Health and Safety at work;
- Infectious disease control;
- Licensing;
- Environmental Protection;
- Public Health Legislation;

We also process housing and disabled facilities' grants and an equity release scheme, which is arranged through the Home Improvement Trust releasing funds which are secured on the equity of the property, enabling eligible residents to repair, improve or adapt their homes.

We aim to: -

- Respond to at least 95% of service requests within six working days;
- Resolve at least 70% of noise disputes within three months of being reported;
- Approve at least 70% of Disabled Facilities Grants within 14 days of receiving a complete application;
- Investigate commercial complaints within 28 days;
- Determine **unopposed** Entertainment Licence applications within six weeks;
- Determine **opposed** Entertainment Licence applications within 13 weeks;
- Respond to at least 80% of contaminated land inquiries within 21 days;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;