North Devon Council Environmental Health & Housing - Customer Charter Target First Response & Completion Targets

Please see explanatory notes at the end of this report.

Task Description	First Response	Completion
AC		
Fatality	1	180
Specified Major Injury	5	60
Dangerous Occurence	0	131
Non-Reportable Accident	5	66
Dangerous Gas Fitting Report	5	66
Over 7 Day Injury	15	60
Fatality	1	180
Specified Major Injury	5	60
Dangerous Occurence	0	131
Over 7 Day Injury	15	60
Non-Reportable Accident	5	66
AV		
Abandoned Car	3	20
Abandoned Van (Transit)	3	20
Abandoned Lorry	3	20
Abandoned Motorbike	3	20
Abandoned Trailer	3	20
Abandoned Caravan	3	20
Abandoned Motor Home	3	20
Abandoned Boat	3	20
Abandoned Coach	3	20
CPEH		
ASB5 Asbestos Notification	15	15
Planning Consultation	15	15
Waste Manag't Consultation	15	15
Leaflet/Applic Reqst	2	5
CRB Form Rec/Checked	1	1
Ombudsman Remedial Policy/Proc	20	20
SODS/FHRS Enquiry	5	20
Radon Enquiry	5	44
Unsat HSW Premise	5	60
Health & Safety at Work Advice	5	30
Asbestos Request for Service	1	180
Under 8's Reg.	20	20
Res. Home Reg	20	20
Children's Home Reg.	20	20
OSR Registration	10	10
Lift Inspection-Urg.	1	15
Lift Inspection Adverse	5	60
FMD - Pyres/Smoke	3	20
FMD - Animal Odour	3	20
Industrial Odour	3	44
Industrial Bonfire	3	44
Dust, Steam & Other Effluvia	3	44
Industrial Smoke	3	44
Agricultural Odour	3	44
Agricultural Bonfire	3	44
Agricultural Air Gen	3	44
Agricultural Smoke	3	44
Domestic Bonfire	3	44
Domestic Smoke	3	44
Domestic Fumes and Gases	3	44
Domestic Odour	3	44
Noise - Car Alarms	3	10
Noise - Car Speakers	3	10
Noise - Veh Refrig'n	3	44
Noise Street Buskers	3	10
Noise - Ldspeak Mob	3	44
Noise - Dom Animals	3	44
Noise - Non Dom Animal	3	44
Noise - Street	3	44
Noise - Traffic	3	131
Noise - Railway	3	131

Please see explanatory notes at the end of this report.

Task Description	First Response	Completion
Noise - Aircraft	3	131
Noise Ldspeaker Prem	3	44
Noise Domestic	3	44
Noise Entertainment	3	44
Noise - Heavy Indust	3	44
Construct.Noise Comp	3	20
Construct.Noise Req	5	20
Noise - Light Indust	3	44
Noise - Agricultural	3	44
Noise - Retail	3	44
Noise - Catering	3	44
Noise - Other Comm.	3	44
Noise - Leisure	3	44
Noise - Comm. Alarms	3	10
Noise - Roadworks	3	10
Noise DIY Domestic	3	44
Noise - Neighbours	3	44
Noise Parties Domest	3	10
Noise Music Domestic	3	44
Noise - House Alarms	3	10
Noise - Dog Barking	3	44
Dog Dangerous	1	10
Dog Fouling	3	44
Dog Signs	5	44
Dog Byelaws	5	44
Dog Bins (Provision)	5	44
Dog Bins (Servicing)	1	10
D'ous Dog Unclass'd	1	10
Dog - Owner Control	1	10
Dog Patrol Request	3	20
Dog Microchipping	3	10
Dog Education	3	20
FSA Info/Misc Rqst	2	5
Illegal Slaughter	5	365
Vol Surr Certificate	3	15
Food Premises Unsatis./Hygiene	5	60
Unsatis. Food Premises Mobile	5	60
Alleged Food Poisoning	1	60
Food Poisoning Confirmed	1	60
RFS Food Advice	5	30
Health Certificate	3	15
Food Complaint - Foreign Body	5	60
FD SWW Disconnect Water	3	15
Food Registration Form Sent	3	5
Stat.Incident Report	15	15
Freezer Breakdown	1	15
TB in Cattle	3	15
Food Complaint - Chemical	3	44
Food Complaint Microbiological	3	44
Private Water Comp.	3	20
Mains Water Complain	3	20
Mains Water Samp Req	3	20
Major Flooding	1	10
Minor Flooding	3	20
Caravan Complaint	5	44
Caravan Request	5	20
Env Pro Info Request	5	20
Contaminated Land	5	131
Polluted Water Course	3	10
Gypsies	3	44
Public Sewer Defect	1	10
Private Drain Defect	1	10
Septic Tank Defect	3	44
Private Sewer Defect	1	10
Filth & Vermin Prem.	3	20

North Devon Council Environmental Health & Housing - Customer Charter Target First Response & Completion Targets

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Task Description	First Response	Completion
Rodent Pests	3	44
Ins't Pest P. Health	3	44
Light Nuisance	3	44
Burial Of The Poor	1	20
Insect Pests (Other)	3	44
Oil Pollution/Spill	1	10
Blue/Green Algae	5	30
Seagull/Bird Pests	3	44
Moored Boats	3	44
Exhumation	3	44
Swimming Pl- Serious	1	30
Bathing Water	5	30
Asbestos Enquiry	5	10
Education/Training	5	60
Swimming Pl - Minor	5	60
PSH Immigration Insp'n	10	50
PS Housing Management	5	180
PS Housing Overcrowding	5	180
PS Hsg Cmplt (Unsatis Conds)	5	180
Fire Notification	5	180
Fly Tipping Env Protection	3	20
Door Superv'r Unsat	3	20
Ear Piercing Lic App	5	30
Ear Piercing Unsatis	3	20
Hackney D/Lic App.	5	40
Hackney D/Lic. Unsat	3	20
House To Hse Permits	5	30
House To Hse Unsat.	3	20
Lottery Permit App	5	10
Lottery Permit Unsat	3	20
Pleasure Boat L/App	5	30
Pleasure Boat Unsat.	3	20
Pleasure Boatman App	5	30
Pleas. Boatman Unsat	3	20
Priv. Hire D/Lic App	5	40
Priv. Hire Dr. Unsat	3	20
Scrap Metal Lic. App	5	30
Scrap Metal Unsatis.	3	20
Street Coll'n Permit	5	30
Street Coll'n Unsat.	1	20
Tatooists Lic. App.	5	30
Tatooists Lic. Unsat	3	20
Sex Establishment Lic. App.	5	40
Sex Establishment Lic. Unsat.	3	20
Priv Hire Op Lic App	5	40
Pr/Hire Op Lic Unsat	3	30
Hackney Vehicle Lic.	5	40
Hack Vehicle Unsat.	3	20
Pr. Hire Vehicle Lic	5	40
P/Hire Vehicle Unsat	3	20
Illegal Street Trade	1	20
Hackney Misc Rqst	3	30
Electrolysis Lic App	3	30
Electrolysis Unsatis	3	20
Acupuncture Lic App	5	30
Acupuncture Unsatis	3	20
DWA Licence Applic.	5	50
DWA Licence Unsatis.	3	30
Riding Estab Lic App	5	30
Riding Estab Unsatis	3	30
Pet Shop Lic Applic	5	30
Pet Shop Lic Unsatis	3	20
Zoo Licence Unsatis.	3	20
Priv Hire Misc Reqst	3	20
Animal Breeding Lic	5	30

North Devon Council Environmental Health & Housing - Customer Charter Target First Response & Completion Targets

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Task Description	First Response	Completion
Animal Breed Unsatis	3	20
Animal Boarding Lic	5	30
Animal Board Unsat.	3	20
Hackney Meter Test	3	10
Body Pierce Unsatis	3	30
Noxious Weeds	5	44
Unsecured Building	1	10
Accumulation or Deposit	3	44
Keeping of Animals	3	44
Nuisance Prems Prejud to Hlth	3	44
Disconnect Water - Housing	10	10
Local Air Quality Management	5	20
Commercial Odour	1	44
Commercial Smoke	1	44
Official Complaint HLTH/FD/HSW	0	15
Official Complaint PSH	0	15
Official Complaint EP	0	15
Official Complaint GEN/ADMIN	0	15
Licensing Act 2003 Info Rqst	3	20
Deratting Exempt. Certificate	5	20
Port Health Imported Food	5	20
Port Health Water Supply	5	20
Port Health - Hygiene	5	20
Port Health Infectious Disease	5	20
Mobile Tel Mast Radiation	5	20
Animal Boarding - Add. Animals	3	20
Riding Estab. - Add. Horses	3	20
FSA Food Alert For Action	3	60
Freedom of Info Act Rqst	10	20
Disconnect Electricity	10	10
LA03 Premises Licence RFS	3	20
LA03 Premises Licence Unsatis.	3	20
LA03 Personal Licence RFS	3	20
LA03 Personal Licence Unsatis.	3	20
LA03 Club Prem. Cert. RFS	3	20
LA03 Club Prem. Cert. Unsatis.	3	20
LA03 Temp. Event Notice RFS	3	20
LA03 Temp. Event Ntce Unsatis.	3	20
LA03 Hearing Report Required		10
LA03 Resp Authority Consult'n		20
LA03 Licence Conditions Req'd		10
Off Complt - HSG OPTIONS SVCE	0	15
Official Complaint - LICENSING	0	15
Compliment - HLTH/FD/SAFETY		20
Compliment PRIVATE SECTOR HSG		20
Compliment - HSG OPTIONS SVCE		20
Compliment - ENV PROTECTION		20
Compliment - LICENSING		20
Compliment - GEN/ADMIN		20
Racial Incident	5	20
Env Info Regulations Request	10	20
HMO Licence App Pack Rqst	2	2
Nuisance Vehicles	3	66
PNC Check	1	1
Illegal Eviction	3	90
Hsg Act 2004 - Empty Homes	5	130
Food - Unfit/Mouldy	1	60
Off Complaint HSG STRATEGY	0	15
Compliment HSG STRATEGY		20
Smoke Free Request for Advice	5	5
Smoke Free - Alleged Non Compl	5	131
GA05 Application Insp'n Req'd	3	10
GA05 Complt. Premises Unsatis.	3	20
Planning Consult. Hsg Enabling	15	15
Hackney Alleged Overcharging	3	30

Please see explanatory notes at the end of this report.

Task Description	First Response	Completion
EPR General Rqst for Service	5	90
Gambling Misc. Request	3	20
Motor Salvage Operator Applic.	5	30
Motor Salvage Operator Unsat.	3	20
FD Rqst for Approval	5	60
LA03 Minor Variation	5	15
LA03 Disapplication of DPS	1	11
EPR Consultation (Env Agency)	5	15
FSA Product Information Notice	15	15
Food Education/Training	15	60
Licensing Misc. Request	3	20
FHRS Appeal	3	10
HSW SWW Disconnect Water	3	15
Official SVCE Complaint - HFS	0	15
Official SVCE Complaint - PSH	0	15
Official SVCE Complaint - EP	0	15
Official SVCE Complaint - ADMN	0	15
Official SVCE Complaint - HO	0	15
Official SVCE Complaint - LCG	0	15
LA03 TEN Consultation		3
DOGS		
Dog - Stray	1	10
Dog - Lost	1	10
Dog - Seized	1	10
EMPH		
Empty Homes	10	522
EPA		
WOB - Permit	5	30
WOB - Substantial Change	5	20
WOB - Surrender	5	5
WOB - Transfer	5	40
WOB - Variation	10	10
A2 Permit	10	126
PPC Permit	10	126
PPC - Substantial Change	10	126
PPC - Transfer	10	126
PPC - Variation	10	126
PPC - Permit Re-Issue	10	126
PPC - Subsistence Charge		40
PPC - Surrender	10	126
PVR - Permit	5	22
PVR - Substantial Change	5	20
PVR - Surrender	5	5
PVR - Transfer	5	40
PVR - Variation	10	10
FR		
Food Registration	28	28
ID		
Acute Encephalitis	5	20
Acute Meningitis	5	20
Acute Poliomyelitis	5	20
Anthrax	0	20
Cholera	0	20
Diptheria	5	20
Dysentery	5	20
Food Poisoning	0	20
Lassa Fever	5	20
Leprosy	0	20
Leptospirosis	5	20
Marburg Disease	5	20
Legionellas Disease	5	20
Measles	5	20
Meningococcal Septic	5	20

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Task Description	First Response	Completion
Mumps	5	20
Opthalmia Neonatorm	5	20
Parathphoid Fever	5	20
Plague	0	20
Rabies	0	20
Relapsing Fever	5	20
Rubella	5	20
Scarlet Fever	5	20
Small Pox	0	20
Tetanus	5	20
Tuberculosis	5	20
Typhoid Fever	5	20
Typhus	5	20
Viral Hepatitis	5	20
Whooping Cough	5	20
Yellow Fever	5	20
Malaria	5	20
Hepatitus A	5	20
Hepatitus B	5	20
Norwalk	5	20
E-Coli 0157	5	20
Cryptosporidium - Water	5	20
Viral Meningitis	5	20
Lyme Disease	5	20
LN		
Appr Egg Prods Estab		60
Appr Fishery Product		60
Approved Dairy Prods		60
Appr Meat Products		60
HMO Lic App MANDATORY	5	75
Residential Caravan Site	5	40
Touring Caravan Site	5	40
Static Caravan Site	5	40
Tent Site Licence	5	20
SMEH		
PWS Advice/Information Request	5	10
VSEN		
Zoo - Grant Inspection		60
Zoo - Renewal Inspection		60
Zoo - Special Inspection		60
Zoo - Periodic Inspection		40
Zoo - Informal Inspection		40
Zoo - Revisit		40
Zoo - Advisory Visit		20

IMPORTANT - PLEASE READ THE FOLLOWING:

The first response and completion times are in working days from date of receipt. Where blank, target times do not apply as are inappropriate.

Key:

AC - Accident Notifications, **AV** - Abandoned Vehicle Notifications, **CPEH** - Requests for Service, **DOGS** - Dogs, **EPA** - Local Authority Pollution Control, **FR -** Food Registration, **ID** - Infectious Disease Notifications, **LN** - Licensing .

Most public requests fall within the Abandoned Vehicle and Requests for Service areas. Some targets listed are for reporting where a formal notification is received by the Unit - for example, a notification of Infectious Disease from a local surgery that requires further investigation.

If you have an enqury regarding our Customer Charter service standards, please telephone the Customer Service Centre in the first instance on **01271 388870**.