

Service standards for Environmental Health

What you can expect from Environmental Health

Detailed below are the services and standards you can expect from Newtownabbey Borough Council's Environmental Health Section. The Council also has 'A Charter for Customers', detailing all its services, corporate standards and the complaints procedure. This is available on request.

You should expect the following **services** from **Environmental Health**:

General Environmental Health will:

- monitor local air quality in accordance with National Air Quality Standards;
- investigate public health requests for service within the target response time:
 - accumulations of household waste within 3 working days;
 - fumes from defective heating appliances within 1 working day;
 - dampness in properties within 5 working days;
 - mice infestations within 3 working days; sample swimming pools and other recreational waters for bacteriological quality once a month.

Health and Safety/Consumer Safety/Licensing will:

- investigate serious accidents in the workplace within one working day;
- respond to "Hazard Warnings" of high health-and-safety risk within one working day;
- respond to "Hazard Warnings" concerning the sale of unsafe consumer goods within one working day;
- respond within 5 working days to complaints concerning:
 - unsatisfactory working conditions;
 - unsatisfactory conditions at places of public entertainment;
 - the sale of unsafe consumer goods.

Pollution Control will:

- start to investigate noise nuisance within 5 working days of receiving a complaint;
- investigate abandoned vehicles within 3 working days and remove them within 10 working days;
- start to investigate litter or fly-tipping within 5 working days.

Food Safety will:

- register, inspect and license food premises in accordance with Government targets and codes of practice;
- monitor food safety and quality of food by carrying out sampling programmes;
- investigate all outbreaks of food-related infectious disease in accordance with national guidelines;
- investigate all food complaints in accordance with the approved policy and procedure – responding within 1 day where there is a serious risk to public health and within 5 days in all other cases.

Dog Licensing and Control will:

- act on complaints about dog fouling within 1 working day;
- issue dog licenses within 5 working days of receiving an application;
- investigate complaints about an attack on a person or livestock within 1 working day;
- investigate reports of straying dogs within 1 working day;
- collect stray dogs that have been caught by a member of the public up to 9.30pm (during weekends only);
- investigate emergency complaints during weekends up to 9.30pm (except Christmas Day and Boxing Day when we do not provide a scheduled service);
- collect unwanted dogs free of charge within 2 working days.

Environmental Health
Newtownabbey Borough Council
Mossley Mill
Newtownabbey
BT36 5QA

Phone (Environmental Health):	028 9034 0161
Phone (switchboard):	028 9034 0000
Fax:	028 9034 0177
Textphone:	028 9034 0109
Send a text to:	078 16 225 290 (starting message with NBC)

Dog Warden after-hours emergency numbers: 028 9036 4111/ 028 9334 2017

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