



# Charter for Good Regulation - Environmental and Consumer Services

This Charter sets out how the regulatory services within Environmental and Consumer Services will carry out their enforcement functions. Environmental and Consumer Services covers activities such as Environmental Health, Food Safety, Trading Standards, Health and Safety, Animal Health and Welfare and Waste Services.

The purpose of our enforcement activity is to meet the Council's objectives for ensuring the safety of our community, protecting the environment, and ensuring a prosperous economy. We are also required to comply with certain statutory enforcement duties placed on the Council by legislation.

Regulation is an important part of the context within which businesses operate. Effective and well targeted regulation by the Council plays an important role in ensuring the economic well-being of Perth and Kinross. It protects the vulnerable and the environment. It promotes equality, and helps raise the standards of service. It provides the platform for fair competition, giving reassurance to consumers and businesses alike. As such, regulation is a key enabler to economic activity.

The Charter sets out the key principles under which enforcement officers will seek to achieve compliance with the civil and criminal legislation enforced by our regulatory services. It is intended to guide enforcement officers in deciding what course of action to take when discovering infringements. It also seeks to ensure consistency in the decision making process regarding the enforcement actions taken by our officers.

The Charter is designed to help businesses and individuals understand our objectives and methods for achieving compliance, as well as the criteria considered when deciding what the most appropriate response is to a breach of legislation.

Through this Charter, we will:

- (1) Carry out our enforcement activities in a fair, helpful, transparent, accountable, proportionate and consistent way.
- (2) Advise businesses and individuals who might be affected by our regulatory activities, what our enforcement approach is in order to build understanding between our regulatory teams and the local community.

- (3) Inform our own staff what our enforcement standards are, both on induction to the Service, and during their enforcement careers.
- (4) Establish a clear framework for our officers, to ensure they are acting in a fair, consistent and reasonable manner when they take enforcement action.
- (5) Monitor our actual performance against what we say we should be doing, so that any variances from good practice are spotted early, and corrected.
- (6) Translate national Government initiatives such as the Enforcement Concordat, and the Regulator's Compliance Code, into our own activities.
- (7) Contribute to the Council's aspirations for community safety, protection of the environment, economic prosperity, equalities and fairness to all.

All citizens should benefit from the Charter through better information, choice, safety and fair treatment.

This Charter is supplemented by an Annexe which provides more detail on our regulatory activities, our aims for ensuring good practice, the steps we will take to meet our Charter commitments, and what actions are open to you if you do not think we are meeting the terms of our Charter.

Keith McNamara  
Head of Environmental & Consumer Services  
January 2010