

Statement of Aim

The Animal Welfare Service aims to ensure that we use all our resources to promote and advance animal health and welfare in the borough.

We will achieve this aim by:

- responding to our customers' complaints relating to stray and dangerous dogs and cases of animal cruelty
- offering advice to Islington residents on animal welfare and control
- undertaking inspections of licensed pet shops and breeding and boarding establishments
- promoting responsible pet ownership

When we visit your home or business we will:

- show you our council identification and authorisation
- make an appointment whenever possible and appropriate
- clearly explain the task we have come to do
- let you know what follow up action you can expect from us
- clarify any complex advice or action in writing within ten working days of our visit
- leave or send on to you a customer survey form

When you contact us for advice and assistance we will:

- have an experienced officer available to take details of your enquiry between the hours of 9am to 5pm, Monday to Friday. In busy periods and out of hours an answer machine may be used, but we will respond to any messages by the end of the next working day
- tell you whether we are able to deal with your request and if so offer you a suitable appointment. We will inform you of any charge and if we are not able to help you, we will explain why
- send you any relevant advice and leaflets
- in cases where you have contacted us by letter, email or fax, give you a full reply within ten working days



Whenever we come into contact with you we will:

- be polite and helpful
- respect your right to confidentiality
- answer the telephone in a friendly and efficient manner within six rings
- comply with the council's Dignity For All policy
- arrange interpretation, translation or signing where necessary
- always try to direct you to the most appropriate person and if they are not immediately available, pass your details onto them
- welcome comments about the Service

If we take enforcement action we will:

- put legal requirements and advice clearly and simply. We will confirm these in writing within ten working days of our enforcement visit
- ensure that our letters explain what action is required, why it is necessary and clearly distinguish between legal requirements and good practice
- provide you with an opportunity to discuss the matter with an officer before formal enforcement action is taken, unless immediate action is required
- provide an explanation of why immediate action is required at the time and confirm in writing within ten working days of our enforcement visit

Help us to help you

- please be honest with us, and try to give us all the information we request. We will only ask for relevant information
- please keep appointments
- please take prompt action when requested to do so
- please respond to customer survey forms that we send

Contact

Tel: 020 7527 3222

Fax: 020 7527 3210

Email: animal.welfare@islington.gov.uk

Web: www.islington.gov.uk

**Animal Welfare Service
Public Protection Division
Islington Council
222 Upper Street
London N1 1XR**

Any complaints or comments about the service should in the first instance be made to the Service Manager using the above address.

Islington Council has signed up to good enforcement principles as set down by the Government's Enforcement Concordat. Our policy on enforcement tells you what you can expect and requires that our officers act in an equitable, practical and consistent way.

