

### Statement of Aim

The Pollution Service aims to monitor and initiate improvements in the local environment through the assessment of air quality, water quality, and contaminated land.

#### We will achieve this aim by:

- providing information and advice on pollution and other environmental issues
- inspecting the borough for contaminated land
- undertaking air quality monitoring

#### When we visit your home or business we will:

- show you our council identification and authorisation
- make an appointment whenever 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:

- direct you to the most appropriate person and, if they are not available, pass your details onto them
- tell you whether we are able to deal with your request for advice or assistance. If we are not able to help you, we will explain why
- send you relevant advice and leaflets
- in cases where we are able to deal with your request for advice or assistance, ensure that within five working days you know the name of the officer who will be dealing with your enquiry
- in cases where you have contacted us by letter, email or fax, give you a full reply within ten working days
- keep you informed of the progress of your enquiry by staying in regular contact



## 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
- ensure that you have written information on your rights of appeal against formal enforcement action

## 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 3228**

**Fax: 020 7527 3059**

**Email: [pollution@islington.gov.uk](mailto:pollution@islington.gov.uk)**

**Web: [www.islington.gov.uk](http://www.islington.gov.uk)**

**Pollution 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.

