

# Service Standards

## Pollution Control Unit

The Pollution Control Unit aims to monitor, prevent and control environmental pollution in Newham and to promote environmental improvement.

We investigate complaints and provide information and advice about environmental pollution to Newham's residents and businesses. We deal with air pollution, contaminated land, transportation noise, pollution from prescribed industries, noise and dust from large construction projects, odours and drinking water quality.

### Environmental Information

#### We aim to:

- Send you the environmental information you request within 5 working days of receipt of your request or if a detailed environmental report is required we will provide you with a timescale and a quotation of the cost (if applicable).

### Planning Applications

#### We aim to:

- Provide technical opinions and recommendations to 90% of planning application consultations within 10 working days of receipt for London Borough of Newham Development Control, the Olympic Delivery Authority and London Thames Gateway Development Corporation.

### Environment Permitting

#### We aim to:

- Conduct 100% of planned inspections of installations permitted under the Environmental Permitting Regulations. We will target high risk premises by undertaking the specified number of visits according to the methodology issued by Department for Environment, Food and Rural Affairs with a minimum of 3 visits each year to high risk installations, 2 for medium risk and 1 visit for low risk installations.
- Confirm within 2 weeks of receiving an application, under the Environmental Permitting Regulations, whether the application is properly made.
- Issue permits or refuse applications within 4 months of receipt. Within this period we will carry out the necessary consultations and site visits to determine the application.

### Noise, Smoke, Odour and Air Pollution Complaints

#### We aim to:

- Respond to requests for action on environmental pollution issues by contacting you to obtain further details and advising you on the legal position and possible outcomes within 5 working days of receipt. We will keep you informed of progress and at the end of the investigations we will advise you on the action taken.
- Review and decide upon applications for consent to carry out construction works with noise impacts from contractors under Section 61 Control of Pollution Act 1974 within 28 days of receipt.