

Pendleton Criteria for Environmental Health & Licensing, Building Control and Trading Standards

1. Ease of Access to the relevant section	The council website has a direct link from the home page to the dedicated Section or enables the user to directly locate the Section through a basic A-Z search.
2. Online application database	The webpage has an online register of applications for building control or environmental health licenses. The register is available for public viewing. Only applicable to building control and Environmental Health & Licensing
3. Facility to monitor applications online	The facility to track an application from validation through to decision. The various stages between submission and decision are tracked online and available to users for reference. Only relevant to Building Control and Environmental Health.
4. Online Application submissions	The process of filling out an application form online and submitting it electronically either directly to the council or via the supporting external site. Not applicable to Trading Standards.
5. On-line application fee payments	Online payment of fees to accompany electronic applications. Not applicable to trading standards.
6. Facility to attach plans/documents to accompany online applications	Electronic copies of documents/plans accompanying applications can be attached to online applications when submitted to the council. Only relevant to Building Control & Environmental Health
7. General Information about the online services available and how to access them	Defining the service for users and explaining how to access the services online and the role and responsibility of service providers.
8. Service Charters and Standards	Service standards/Enforcement Policy &/or Customer Charter is available to download online. Not applicable to trading standards.
9. Downloadable forms	Standard forms and/or letters can be downloaded and printed from the Councils website. Forms are submitted via post and cannot be submitted electronically.
10. Frequently Asked Questions (FAQ's)	Web-based textual guidance to answer basic questions relating to the identified processes.
11. Links to relevant/related websites	Provide links to relevant websites relating to the service. Includes voluntary or professional organisations, national and regional bodies etc.
12. Facility to submit complaints/report problems electronically	Facility to complete a complaint form online and submit it electronically directly to the council. Relates to complaints about environmental health issues, not the council service. Not applicable to Building control.

13. Is the Building Control information displayed alongside planning information	The building control service is presented online with the planning service or there is a link to planning on the building control webpage. Only applicable to Building Control.
14. Online Information about Air Quality	Specific information online about air quality, including standards, any related initiatives, data etc. Only applicable to Environmental Health.
15. Information on Environmental Health Inspections (e.g. food premises, contaminated land)	Guidance about Environmental Health Inspections; why and how they are carried out, by whom etc. May either be general guidance or a specific strategy. Only applicable to Environmental Health.
16. Product Recall	An online list of products to be recalled (i.e. products that have faults), with details of the brand name, product reference, supplier etc
17. Downloadable leaflets/guidance sheets	Leaflets/guidance sheets relating to the service are available to download online.
18. Online Trading Standards guidance for businesses	Online Information specifically aimed at traders is provided on the web in a defined 'business/traders' section. Only applicable to trading standards.
19. Online Trading Standards guidance for consumers	Online Information aimed specifically at consumers. Only applicable to trading standards.
20. Contact information	Contact details (telephone numbers/address/email) for the service(s) and relevant processes are provided in the on the web page