

Consultation on Hertfordshire's Service Standards for Ordinary Watercourse Regulation

Consultation Overview

Since April 2012, Hertfordshire County Council has been the regulating body for activities and enforcement issues concerning Ordinary Watercourses across Hertfordshire. This includes responding to complaints regarding blockages in watercourses and reviewing applications for Land Drainage Consent.

In order to be able to carry out this role effectively there needs to be a system in place to ensure that any unauthorised changes to ordinary watercourses are picked up before problems from flooding arise. The authority is required to have a proportionate and risk based approach for its flood risk management functions, so a prioritised approach is proposed for monitoring and inspection. Those stretches of watercourse that potentially could pose the biggest risk in terms of flooding will be inspected most frequently.

A set of Service Standards have now been drafted to demonstrate the expected response times for each aspect of the Ordinary Watercourse regulation role.

As well as response times, the document also sets out the performance indicators that will be used to evaluate the service that is being delivered and will be reported annually.

Why we are consulting

Hertfordshire County Council would like your views to ensure that the timeframes and targets that have been proposed are justified, reasonable and fair. It is hoped that you can draw on your own experiences with similar service standards to use as a benchmark for giving us your thoughts.

The consultation will close on *Monday 16 December 2013* and your views will be taken into account to review the standards, performance indicators and future development of the service.

Following this, the finalised service standards will be adopted by the authority and reviewed annually in line with the performance indicators.

Give us your views

Please email your responses to floodandwatermanagement@hertfordshire.gov.uk or send by post to:

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