

Harrogate Borough Council aims to provide all customers with the best possible service.

### We aim to:

- Continue to be a well-managed, responsive authority meeting the needs of all our customers.
- Answer telephone calls within five rings and deal with your query with courtesy and efficiency.
- Answer letters within a maximum of ten working days.
- Use plain English making our letters and leaflets free from jargon and easy to understand.
- Offer a translation, large print or reading service if requested.
- Respond to:
  - Reports of stray dogs within one working day.
  - Complaints about dog fouling within three working days.
  - Complaints of noise nuisance from dogs barking within three working days.
- Respond to invitations to talk about responsible dog ownership at a convenient time without delay.
- Wherever possible, provide a member of staff to take calls during normal working hours.
- Regularly seek your views to establish how you think the service should be provided and whether the service that you have received can be improved.
- Continue to improve the accessibility of council services and buildings for everyone.
- Have a Stray Dog Reception Centre available out of normal office hours.

### Our normal working hours are:

Monday to Thursday 8.30am - 5.00pm  
Friday 8.30am - 4.30pm

### Telephone us:

01423 556633 or  
01423 500600  
(main council switchboard)  
during normal working hours

Out of hours Stray Dog  
Reception Centre: 07525 988061

### Write to us:

Dog Warden Service  
Department of Community Services  
Springfield House, Kings Road  
Harrogate HG1 5NX

### Email:

[environmentalprotection@harrogate.gov.uk](mailto:environmentalprotection@harrogate.gov.uk)

### Help us improve our service

This leaflet is part of a series describing what you can expect from a range of services provided by the Department of Community Services. You can get copies from our office at Springfield House.

We welcome your comments about ways of improving our services. Please contact our office at Springfield House.

Alternatively contact the Environmental Protection team direct on 01423 556633.

# Dog Warden Service



## Our service for you

## Your Dog Warden Service

## What can you expect of our service

## Help us to help you

### Who is it for?

Anyone who lives, works within or visits the Harrogate district.

Primarily dog owners and those affected by dogs within the district.

### What does this service include?

Responding to complaints regarding dog fouling, stray dogs, and noise nuisance caused by barking dogs.

Providing advice to customers in relation to responsible dog ownership.

Delivery of educational initiatives on responsible dog ownership, through a series of programmed school visits and general public awareness campaigns.

Provision of a dog microchipping scheme in partnership with the Dogs Trust.

Provision of dog fouling information, including putting up signs throughout the district.

Assistance to other key organisations such as the RSPCA and Police in relation to complaints regarding animal welfare.

The provision and emptying of dog waste bins, to encourage owners to clean up after their dogs, is carried out by the council's **Street Cleansing** team, who can be contacted via the Customer Services Unit on **0845 300 6091**.

We seek to protect the health of the public within the district from illness and injury caused by irresponsible dog ownership.

We seek to provide a friendly, independent and free advisory service.

Where enforcement is necessary it will be carried out in accordance with the Dog Warden Service enforcement policy that is available on request.

Routine daily patrolling of the district by Dog Control Officers.

A "stray charge" will be made to the owner of any stray dog detained, covering a statutory fine and associated costs.

We make every effort to make sure that any stray dog that we collect and which is not reclaimed by its owner within seven days is re-homed in a safe and caring environment.

We will pass on any query or complaint to the appropriate agency if it is not Harrogate Borough Council's responsibility and will let you know what we have done and who you can contact.

We will keep you advised of what action we are taking during investigations. Where verbal information is given, this can be confirmed in writing if requested.

We will treat all enquiries or complaints as confidential, however, we may choose not to investigate anonymous complaints.

If you see a dog fouling in a designated area and the owner does not clean up after it we can possibly prosecute. Help us by collecting the following information:-

Date, time, exact location, description of the dog, and, most important, "**that you saw the dog foul**". If possible also the dog owner's/dog walker's name.

Then contact the Dog Warden Service on **01423 556633**.

If you are reporting a damaged or full dog waste bin, please note the bin's identification number and quote this number when reporting to the Customer Services Unit on **0845 300 6091**.

If you want a particularly badly fouled street/area cleaned, contact the Customer Services Unit on **0845 300 6091**.

If you are reporting a stray or lost dog, please collect as much information as you can about the dog and the owner (if known) and contact the Dog Warden Service on **01423 556633**. If you have caught a stray contact the Dog Warden Service on **01423 556633** and keep it for collection, or if out of office hours, take it to the Reception Centre (contact **07525 988061**).

If reporting a dangerous dog or injury to a person, contact the Police on **0845 60 60 247**.