

Appendix 2**Summary of changes**

Paragraph Number	Change
3.2	Simplified wording
4.1	Simplified wording
4.2	Simplified wording
4.3	Inclusion of reference to 4 E's approach – Engage, Educate, Encourage, Enforce.
6.1	Simplified wording and additional information relation to the role of guidance.
6.2	Additional information on where Local Schemes of Delegation are recorded.
7.1	Additional information provided in relation to new online reporting forms in use by the RSH service.
7.3	Clarification on the role of Citizens Advice Consumer Service (CACS). Further emphasis on the differences in approach to referrals and notifications.
7.4	Simplified wording
9.0	Simplified wording to enforcement options available. Removal of reference to mediation as an enforcement option as this is not carried out within the service.
10.2	New paragraph inserted to reference the release of information relating to enforcement activity where FOI and EIR requests are received.
12.1	Simplified wording
14.3	Reference to new Office of Environmental Protection and their potential role in complaint investigation.
15.0	Proposed policy review approach.