

## Customer Service Standards

Service Enquiry	When you:	We will:	In the following timescale:
Abandoned/ Untaxed Vehicles	Make an enquiry, complaint or request services relating to abandoned vehicles and untaxed vehicles	Respond to you and inform you of what action we can take	Within three working days
Anti-Social Behaviour	Inform us that you have witnessed or been a victim of anti-social behaviour	Arrange for details of your case to be taken and advise you of the different steps we can take to tackle this behaviour, including referrals to other agencies such as the Police if this is appropriate	We will acknowledge receipt of your contact within one working day of your initial report. We will advise you of the steps we may take to tackle the issue within five working days. We will maintain contact as a minimum once a month while we are managing your case. We will not close your case without informing you of the outcome
Arrears collections	Inform us of an change in your circumstances or seek advice	Update our records and advise you	Immediately when you contact us by telephone or in person, or otherwise, within ten working days
Benefits	Make a new application for benefit and supply us with all the required information	Decide on your entitlement and advise you of that decision	Within an average of twenty-five calendar days from the date that you first make your claim to the date that the claim is assessed
Benefits Change of Circumstances	Advise us in writing of a change of circumstances to your existing benefits claim	Process the information you supplied and advise you of your revised benefit entitlement	Within twenty working days or as soon after as is reasonably practicable

Service Enquiry	When you:	We will:	In the following timescale:
Bins - Missed	Report that your bin has genuinely been missed on collection day. This report needs to be received within two working days to ensure a crew returns. If your bin has been reported by crews as not being serviceable, this will not apply.	Return to your property and empty the missed bin	We will aim to return within two working days from the day of the notification. Residents should leave the bin presented on the boundary of the public highway unless your property is an allocated assisted collection.
Bins – deliver a domestic wheeled bin for refuse, recycling, or garden waste to a property where there are no bins	Move into a new property and there are no domestic wheeled bins or if your bins have gone missing	Provide bins under our current scheme. This may require a payment depending on your circumstances and preferences	We aim to deliver within two working days or on the day chosen by the resident
Bin – replacement domestic wheeled bin for refuse, recycling, or garden waste	Need a replacement bin due to your current bins being damaged, or you request additional bins/ different size bins *some services are chargeable.	Deliver a replacement bin	We aim to deliver within five working days or on the day chosen by the resident. Sometimes this can vary, dependent on stock and demand levels but aim to deliver within a maximum of ten working days
Building Control	Submit a fully completed Building Regulations Application	<ol style="list-style-type: none"> <li>1. Acknowledge the application and allocate a reference number.</li> <li>2. Check your plans and inform you of any amendments or clarify information.</li> <li>3. Issue a formal decision to approve/reject your plans</li> </ol>	<ol style="list-style-type: none"> <li>1. Within five working days</li> <li>2. Within fourteen days</li> <li>3. Within five weeks (or eight weeks by agreement)</li> </ol>
Building Control Site Inspection	Request a site inspection, including a completion inspection	Visit the site and advise of any problems	The same day if requested before 10am or the next working day

<b>Service Enquiry</b>	<b>When you:</b>	<b>We will:</b>	<b>In the following timescale:</b>
Building Control Dangerous Structures	Report a potentially dangerous structure	Inspect the dangerous structure	Same day
Car Parks	Report a car park maintenance issue	Investigate and take the appropriate action (Health and Safety permitting)	Minor faults to be resolved with seven working days. Major faults to be resolved within twenty-eight working days
Car Parking Permit	Request a permit	Action and issue	Within five working days
Community Trigger	Inform us that you wish to activate a Community Trigger	Consider whether your case meets the threshold and if it does, we will convene a Community Trigger meeting	We will acknowledge receipt of your enquiry within five working days. We will tell you if your case meets the threshold and next steps within fifteen working days of your initial contact
Complaints	1. Wish to make a complaint. 2. Make a complaint	1. Inform you of the complaint process and provide a leaflet outlining the Council's Complaint Procedure. This information is also available online. 2. Respond to your complaint	1. Within five working days 2. We will acknowledge your complaint within five working days, and we aim to provide a full response to your complaint within fifteen working days
Contaminated Land	Make an enquiry relating to contaminated land searches	Respond to you and offer the appropriate advice	Within five working days
Council Tax/Business Rates	Inform us of a change in your circumstances	Update our records and issue a bill	Within twenty working days or as soon after as is reasonably practicable
Data Protection	Make a request for information under the Data Protection Act	Respond to your request	Within one calendar month (Statutory limit)
Development Services	Submit a fully complete and valid planning application	Decide on the application and send formal notification or explain why a decision cannot be made	Within 8 weeks of the validation date or 13 weeks for a major development

Service Enquiry	When you:	We will:	In the following timescale:
Dogs – stray or dangerous dogs during office hours	Inform us of a stray or dangerous dog	Collect or deal with the dog	Same working day if reported before 5pm
Dogs – dog fouling/general dog control or safety issue <b>Dog on person attacks or where the person feels threatened by a dog is a police matter. Call 101 to report this or 999 if it is an emergency.</b>	Inform us of a dog fouling or general dog control or safety issue	Respond to you, when necessary, inspect the area and initiate appropriate action	Within two working days
Dogs – noise nuisance	Inform us of a noise nuisance caused by barking dogs	Respond to you and initiate appropriate action	Within two working days
Domestic Abuse	Inform us that you have been a victim of domestic abuse	Provide confidential help, advice, and support on a one-to-one basis. This includes help with a range of issues such as emotional, financial, housing, and legal	Within one working day of our initial contact. We will maintain contact once a month as a minimum whilst we are managing your case. We will not close your case without informing you.
Electoral Services – requests for applications	Request an application to register to vote for a postal vote	Dispatch relevant form (Or complete online where relevant)	Within two working days
Electoral Services – response to applications	Submit a paper application to register to vote or for a postal vote, outside of the annual canvass period	Process your application	Within five working days
Electoral Services – requests for register	Submit a request for a copy of the register of electors which meets the statutory requirement	Dispatch the register you request	Within five working days

Service Enquiry	When you:	We will:	In the following timescale:
Empty Homes	Make an enquiry about an empty property	Respond to your enquiry about an empty home and give general advice and guidance	Within five working days
Environmental Complaint	Make an enquiry, complaint or request a service relating to bonfires, odours, noise or fly tipping	Inform you of what actions we can take	Within two working days
Environmental Information Regulations	Make a request for information under the Environmental Information Regulations	Respond to your request	Within twenty working days
Flooding – watercourse blockage	Inform us of a watercourse blockage	Establish exact location and notify the relevant responsible organisation. If BDC is responsible, we will conduct an initial investigation and take appropriate action Conduct an initial investigation and take appropriate action	Within five working days depending on urgency
Flooding – watercourse	Report flooding from a watercourse	Establish exact location and notify the relevant responsible organisation. If BDC is responsible, we will conduct an initial investigation and take appropriate action Conduct an initial investigation and take appropriate action	Within five working days depending on urgency

<b>Service Enquiry</b>	<b>When you:</b>	<b>We will:</b>	<b>In the following timescale:</b>
Flooding – to a property	Report a property is flooding	Establish the cause of the flood and notify the relevant responsible organisation. If BDC is responsible, we will Provide an initial response and take appropriate action	Same day
Flooding – request information	Request information regarding flooding issues	Provide you with relevant information	Within five working days
Fly Tipping	Report fly tipping on public land	Determine if on public land, clear if so and investigate	Within five working days, however prioritisation and urgency will be applied if the material is as follows: Contains hazardous waste. Is obstructive to the flow of traffic. Is in a sensitive location such as play park or school.
Food Hygiene and Food Safety	Make an enquiry, complaint or request a service relating to food hygiene or food safety	Begin investigations, provide advice and/or inform you of what action we can take where practicable	Within two working days
Freedom of Information	Make a request for information under the Freedom of Information Act 2000	Respond to your request	Within twenty working days
Gaming Machines	Submit a notification of up to two gaming machines	Acknowledge and process the application	Within five working days
GP referrals	Are referred by your GP to our exercise referral	Contact you to make your first appointment	Within two weeks

Service Enquiry	When you:	We will:	In the following timescale:
Graffiti – non offensive removal	Request for graffiti to be removed that is not deemed to be offensive	Attempt to obtain permission to conduct works if graffiti is situated on private property.	On BDC property only these requests will be programmed into work schedules for when is operationally viable/practicable. There is no specific timescale.
Health and Safety	Make an enquiry, complaint or request a service relating to health and safety	Begin investigations, provide advice and/or inform you of what action we can take where practicable	Within two working days
Health and Safety Licensing	Make an enquiry relating to businesses that should be registered e.g., acupuncture, tattooing, ear, and skin piercing establishments etc.	Offer the appropriate advice	Within five working days
Homelessness - general	Tell us you are homeless or likely to be homeless soon	Provide you with an appointment with a Housing Option Advisor to discuss your housing issues and any solutions and take a homeless application if necessary	Within one working day
Homeless Application	Make a homeless application	Provide temporary accommodation if you are eligible and in priority need	Make a decision within thirty-three days of your homeless application
Home Security	Inform us, if you have been a victim of crime in the last 12 months or have a fear of crime, in particular domestic burglary	Check your eligibility and if appropriate, arrange for locks and security items to be fitted free of charge	Contact you within five working days of your initial contact. We will arrange for your additional locks and security items to be fitted within three working days

Service Enquiry	When you:	We will:	In the following timescale:
Hospital Housing Enabler	Are medically fit to leave hospital but cannot do so due to a housing issue	Arrange for a member of staff to work with you to overcome these issues	Within one working day
Housing Adaptations - stair lifts, wash dry toilets, building works up to 10K, i.e., level access showers, ramps, hard standing	Have been assessed by Social Services that you need a major adaptation and they have conducted a referral to us	Arrange for the adaptation to be conducted, once we have assessed your property and received all relevant information to assess your grant application	Within 6 months of the Social Services referral
Housing Adaptations - complex building works and extensions	Have been assessed by Social Services that you need a major adaptation and they have conducted a referral to us	Arrange for the adaptation to be conducted, once we have assessed your property and received all relevant information to assess your grant application	Within 12 months of the Social Services referral
Housing Adaptations (Property Inspections)	Have had a minor/major adaptation to your property	Conduct an inspection on all completed works	Within twenty-one days of completion
Housing – multiple occupancy	Make an enquiry about the licensing of a home of multiple occupation (which contains five or more unrelated occupants, are three or more storey's and occupied by two or more households)	Respond to you and offer all the appropriate advice	Within five working days



Service Enquiry	When you:	We will:	In the following timescale:
Housing Options Application	Make a housing application and supply us with all the required information	Assess and register your application and advise you in which category you have been placed	Within twenty-one working days
Housing Options Needing Advice	Have a housing problem or need help with finding or securing accommodation	Offer you an appointment with a Housing Options Advisor	Within five working days
Housing – rented (private sector)	Make a complaint about the state of repair and/or safety of properties rented within the district	Inform you of what action we can take	Within five working days
Housing Support to remain independent within your home	Have self-referred or been referred by another agency	Arrange for a member of staff to visit you at home to complete a housing MOT checklist to assess what support is required	Within five working days of receiving initial contact from individual or a referral form from an agency
Insurance claims	Submit an insurance claim to the Legal Team	Forward your claim to our insurers	Within seven calendar days. However, it may be delayed if further information is requested.
			Written acknowledgement will be sent within five working days of receipt and if payment is due, it will be sent five working days after the conclusion of the claim.
Invoices – Creditors	Submit an invoice for payment	Make a prompt payment providing the invoice contains relevant information <b>including a valid Purchase Order</b> number and is not disputed	All invoices are paid as soon as they are authorised and within 30 days of the invoice date. BACS payments are raised each Thursday and show in bank accounts by Monday (normal working days). Cheques are raised on Thursdays and posted second class on Friday

<b>Service Enquiry</b>	<b>When you:</b>	<b>We will:</b>	<b>In the following timescale:</b>
Local Land Charges search	Make a request for a search of the Local Land Charges Register	Respond to your request	Within ten working days
Local Land Charges EIR/Personal Search	Make a request for a search of the Local Land Charges Register under EIR/Personal Search	Respond to your request	As soon as possible and no later than twenty working days
Litter – clearance of an accumulation of Litter	Request for litter to be cleared from a public area that BDC are responsible for	Remove litter where practicable and safe	Response will be within five working days (during core hours); however, prioritisation and urgency will be applied if the material is as follows: Offensive or hazardous waste and/or Is in a sensitive location such as play park or school
Lottery Registration (Small Societies)	Submit a complete application for a Small Society Lottery Registration	Process the application and issue the registration	Within five working days
Media Enquiry	Request information on a service/topic	Respond to you as quickly as possible	Within two working days

Service Enquiry	When you:	We will:	In the following timescale:
Personal Licence	Submit a personal licence	<ol style="list-style-type: none"> <li>1. Process the application and issue the licence.</li> <li>2. If there is an objection, a hearing will be arranged.</li> <li>3. A notice of determination of a hearing will be sent to all relevant parties.</li> </ol>	<ol style="list-style-type: none"> <li>1. Within three working days</li> <li>2. Within twenty working days</li> <li>3. Within two working days of the determination</li> </ol>
Pest Control (Advice only)	Make an enquiry relating to pests of a public significance e.g., rats, mice or make an enquiry relating to other household pests e.g., wasps	Respond to you and offer the appropriate advice	Within five working days
Premises Licence transfer or vary the designated premises supervisor	Submit a complete application to transfer or vary the designated premises supervisor on a Premises Licence	<ol style="list-style-type: none"> <li>1. Commence the 14-day consultation. Grant the application if there are no relevant representations.</li> <li>2. Arrange a hearing to determine the application if an objection is received</li> </ol>	<ol style="list-style-type: none"> <li>1. Within fourteen working days</li> <li>2. Within twenty working days following the last date for receipt of representations</li> </ol>

Service Enquiry	When you:	We will:	In the following timescale:
Premises Licence/Club Premises Certificate	Submit a complete application for a Premises Licence or Club premises Certificate (new or variation)	<ol style="list-style-type: none"> <li>1. Check the application and acknowledge receipt.</li> <li>2. Commence the statutory 28-day consultation period.</li> <li>3. Grant the application if there are no relevant representations.</li> <li>4. Arrange a hearing to determine the application if relevant representations are received.</li> <li>5. Send a notice of the determination of a hearing to all relevant parties.</li> </ol>	<ol style="list-style-type: none"> <li>1. Within one working day</li> <li>2. On the first day following the receipt of a valid application</li> <li>3. Within two working days of the consultation period ending</li> <li>4. Within twenty working days (following the last date for receipt of representations)</li> <li>5. Within two working days of determination</li> </ol>
Private Hire Operator Licence	Submit a completed application with supported documents for an operator licence	Process and issue the licence. Hold a hearing if appropriate to determine your application	Within three working days Within twenty working days
Private Hire/Hackney Carriage Driver Licence	Submit a completed application with supporting documents for a driver licence	<ol style="list-style-type: none"> <li>1. Process and issue the licence once we have received your DBS disclosure and DVLA data subject access report.</li> <li>2. Hold a hearing to determine your application (where appropriate)</li> </ol>	<ol style="list-style-type: none"> <li>1. Process and issue the licence once we have received your DBS disclosure and DVLA data subject access report.</li> <li>2. Hold a hearing to determine your application (where appropriate)</li> </ol>
Private Hire/Hackney Carriage Vehicle Licence	Submit a completed application with supporting documents for a vehicle licence	Process and issue the licence vehicle plate	Within three working days

Service Enquiry	When you:	We will:	In the following timescale:
Recycling Banks	Need to dispose of excess recycling material	Provide recycling banks around the district and ensure they are tidy and emptied regularly	Emptying schedules and cleansing vary dependent on site* and materials. *Some of these sites are serviced by external agencies outside of BDC's control
Resident Support	Inform us that you need support	Provide confidential help and support and signpost you to other agencies that can help	Within three working days of your initial contact. We will maintain contact as a minimum once a month whilst we are managing your case. We will not close your case without informing you
Scrap Metal Dealers	Submit a complete application for a site or collectors' licence	<ol style="list-style-type: none"> <li>1. Check and send acknowledgement receipt.</li> <li>2. Commence consultation process.</li> <li>3. Complete the application process upon receipt of a response from the consultees and issue licence</li> </ol>	<ol style="list-style-type: none"> <li>1. Within three working days</li> <li>2. On receipt of a valid application</li> <li>3. Within two working days of receipt of responses from consultees</li> </ol>
Scrutiny	Ask scrutiny to investigate issue of local concern	Acknowledge how the matter could be considered	Within ten working days
Self-Build Register	Apply to be added to the self-build register	Check the details to ensure we have all the relevant information needed to make a determination	28 days for determination of entry to the register, we then have a further 28 days in which to notify the applicant of the decision to enter or refuse entry to the register

Service Enquiry	When you:	We will:	In the following timescale:
Street Cleaning – mechanical sweeping	Request a road or pavement to be swept	All roads within the district will be assessed at least once a year and serviced as required. Roads with elevated levels of debris/dirt or detritus will be prioritised and swept more frequently. This will also apply during seasonal fluctuations i.e., high leaf fall	We will assess the request and if the request is deemed to be warranted, we will respond within three working days
Street Collection or House to House Collection	Submit a complete application for a Street Collection or House to House Collection	<ol style="list-style-type: none"> <li>1. Process and issue the permit.</li> <li>2. Check, acknowledge and advise where further information is required</li> </ol>	<ol style="list-style-type: none"> <li>1. Within five working days</li> <li>2. Within three working days</li> </ol>
Street Nameplate	Report a damaged or missing street nameplate	Investigate and take appropriate action where practicable	Within five working days to investigate. Action will be prioritised accordingly
Temporary Event Notice	Submit a temporary event notice	<p>Send back an acknowledged temporary event notice (with no objection notice)</p> <p>Arrange a hearing to determine the notice if an objection is received</p>	<p>By the end of the next working day</p> <p>Within seven working days (following 72 hours for Police objection)</p>
Work Experience	Express an interest in a work experience placement	Contact Human Resources either by telephone or letter to discuss whether this is possible	Within 2 weeks