

Topic	When you:	We will:	In the following timescale
Abandoned/ Untaxed Vehicles	Make an enquiry, complaint or request a service relating to abandoned vehicles and untaxed vehicles	Respond to you and inform you of what action we are able to take	Within 3 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	Within 1 working day of your initial contact. 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 a 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 10 working days
Benefits	Make a new application for benefit and supply us with all the required information	Make a decision on your entitlement and advise you of that decision	Within an average of 25 calendar days from the date that you first make your claim to the date that the claim is assessed
	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 an average of 7 calendar days from the date that you tell us in writing about the change
Street Bin – Emptying litter/dog waste bins	Notify us that a street litter or dog waste bin is full and needs emptying.	Visit and empty the bin. We also	All street litter and dog waste bins are scheduled to be checked at least once a week, but emptied as and when required dependent on fill level or contractual

Topic	When you:	We will:	In the following timescale
		Empty all litterbins and dog waste bins around the district on a regular basis.	agreements.
Bin – Missed	Report that your bin has genuinely been missed on collection day (excludes any bins reported by crews as not serviceable). This report needs to be received within 2 working days to ensure a crew returns.	Return to empty it	Within 2 working days from the day the notification. Residents should leave the bin presented on the boundary of the public highway.
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 your bins have gone missing	Provide bins under our current scheme. This may require a payment depending on your circumstances and preferences	Within 2 working days
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 / different size bins.	Deliver a replacement bin on a like for like basis	Within 10 working days / on the day of your next scheduled collection. This can vary dependent on demand and stock levels. Often replacement bins will be delivered much soon than 10 days.
Building Control	Submit a fully completed Building Regulations Application	Acknowledge the application and allocate a reference number	Within 5 working days

Topic	When you:	We will:	In the following timescale
		Check your plans and inform you if there are any items that need clarification/ amendment	Within 14 working days
		Issue a formal decision to approve or reject your plans	Within 5 weeks (or 8 weeks by agreement)
	Request a site inspection, including a completion inspection	Visit the site and advise of any problems	The same day if requested before 10.00 am or the next working day
	Report a potentially dangerous structure	Inspect the dangerous structure	Same day
Car Parks	Report a car park maintenance issue	Investigate and take appropriate action (dependent on Health and Safety)	Minor faults resolved within 7 working days, major faults resolved within 28 working days
	Request car parking permit	Action and issue	Within 5 working days
Complaints	Wish to make a complaint	Inform you of the Complaint process and provide a leaflet outlining the Council's Complaint Procedure (which is also available on our website)	Within 5 working days of your request
	Make a complaint about Blaby District Council's Services	Respond to your complaint	Within 5 working days
Contaminated Land	Make an enquiry relating to contaminated land searches	Respond to you and offer the appropriate advice	Within 5 working days
Council Tax/ Business Rates	Inform us of a change in your circumstances	Update our records and issue a bill	Within 10 working days

Topic	When you:	We will:	In the following timescale
Data Protection	Make a request for information under the Data Protection Act	Respond to your request	Within 1 calendar month (statutory limit)
Dead animal - removal	Request for dead animals to be cleared from a public area that BDC are responsible for, such as road, footpath, verge or park.	Remove dead animal where practicable and safe.	<p>Response will be within 3 working days (during core working hours), however prioritisation and urgency will be applied if the material is as follows:</p> <ul style="list-style-type: none"> • Is in a sensitive location such as a play park, school or dense residential area. • Is obstructive to traffic flow.
Development Services	Submit a fully complete and valid planning application	Decide 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
Dogs	Inform us of a stray or dangerous dog (in-hours)	Collect or deal with the dog	Same working day if reported before 5pm
	Inform us of a dog fouling or general dog control or safety issue	Respond to you and where necessary inspect the area and initiate appropriate action	Within 2 working days

Topic	When you:	We will:	In the following timescale
	Inform us of a noise nuisance caused by barking dogs	Respond to you and initiate appropriate action	Within 2 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 1 working day of your initial contact. 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
Drugs and Alcohol	Inform us that you need support regarding drug or alcohol dependency	Provide confidential help, advice and support on a one to one basis	Within 1 working day of your initial contact. 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.
Electoral Services – Requests for applications	Request an application to register to vote, for an absent vote (postal vote)	Despatch relevant form (or direct online where relevant)	Within 2 working days
Electoral Services – Response to applications	Submit a paper application to register to vote or for an absent vote (postal vote) outside of the annual canvass period	Process your application	Within 5 working days
Electoral Services – Requests for registers	Submit a request for a copy of the register of electors which meets the statutory requirement	Despatch the register you request	Within 5 working days

Topic	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 5 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 are able to take	Within 2 working days
Environmental Information Regulations	Make a request for information under the Environmental Information Regulations	Respond to your request	Within 20 working Days
Flooding	Inform us about a watercourse blockage	Carry out an initial investigation and take appropriate action	Within 2 working days
	Report flooding from a watercourse	Provide an initial response and take appropriate action	Same day
	Report flooding to a property	Provide an initial response and take appropriate action	Same day
	Request information regarding flooding issues	Provide you with relevant information	Within 2 working days
Fly Tipping	Report fly tipping on public land	Clear (if on public land) and investigate	<p>Within 5 working days, however prioritisation and urgency will be applied if the material is as follows:</p> <ul style="list-style-type: none"> • Contains hazardous waste • Is obstructive to the flow of traffic • Is in a sensitive location such as play park or school.

Topic	When you:	We will:	In the following timescale
			*occasionally outside contractors are required in some circumstances.
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 are able to take where practicable	Within 2 working days
Freedom of Information	Make a request for information under the Freedom of Information Act 2000	Respond to your request	Within 20 working Days
Gaming Machines	Submit a notification of up to 2 gaming machines	Acknowledge and process the application	Within 5 working days
GP Referrals	Are referred by your GP to our exercise referral programme	Contact you to make your first appointment	Within 2 weeks
Graffiti – removal of offensive	Request for offensive graffiti to be removed.	<p>Determine the owner of the property on which the graffiti is located.</p> <p>Attempt to obtain permission to carry out works if graffiti is situated on private property.</p> <p>Remove the graffiti where practicable and safe.</p>	<p>Response will be within 3 working days (during core working hours), however prioritisation and urgency will be applied if the material is as follows:</p> <ul style="list-style-type: none"> • Is in a sensitive location such as a play park, school or dense residential area.

Topic	When you:	We will:	In the following timescale
			Offensive graffiti is on Private Property – Response is dependent on receipt of landowners permission to carry out works that may result in damage to property.
Graffiti – removal of non-offensive	Request for graffiti to be removed that is not deemed to be offensive.	<p>Determine the owner of the property on which the graffiti is located.</p> <p>Attempt to obtain permission to carry out works if graffiti is situated on private property.</p> <p>Remove the graffiti where practicable and safe.</p>	On BDC property only – These requests will be programmed into work schedules for when is operationally viable / practical. 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 are able to take where practicable	Within 2 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 5 working days
Homelessness	Tell us you are homeless or likely to be homeless soon	Provide you with an appointment with a Housing Options Advisor to discuss your housing problems and any solutions and take a homeless application if necessary	Within 1 working day

Topic	When you:	We will:	In the following timescale
	Make a homeless application	Provide temporary accommodation if you are eligible, homeless and in priority need and make a decision	Within 33 days of your homeless application
Home Security	Inform us, in the event that 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 1 working day of your initial contact. We will arrange for your additional locks and security items to be fitted within 48 hours
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 housing issues.	Within 1 working day
Housing Adaptations (Stair lifts, through floor lifts, wash dry toilets)	Have been assessed by Social Services that you need a major adaptation and they have carried out a referral to us	Arrange for a major adaptation to be carried out, 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 (Building works up to 10k, e.g. level access showers ramp, hard standings)	Have been assessed by Social Services that you need a major adaptation and they have carried out a referral to us	Arrange for a major adaptation to be carried out, 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	Have been assessed by Social Services that you need a major adaptation and they have carried out a	Arrange for a major adaptation to be carried out, once we have assessed your property and received all relevant	Within 12 months of the Social Services referral

Topic	When you:	We will:	In the following timescale
works, extensions)	referral to us	information to assess your grant application	
Housing Adaptations (Property Inspections)	Have had a major/minor adaptation to your property	Carry out an inspection on all completed works	Within 21 days of completion
Housing- Multiple Occupation	Make an enquiry about the licensing of a home of multiple occupation (which contains 5 or more unrelated occupants, are 3 or more storeys and occupied by 2 or more households)	Respond to you and offer the appropriate advice	Within 5 working days
Housing Options	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 10 working days
	Have a housing problem or need help with finding or securing accommodation	Offer you an appointment with a Housing Options Officer	Within 1 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 are able to take	Within 5 working days
Housing support to remain independent within your home	Have self referred or been referred to us 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 5 working days of receiving initial contact from individual or a referral from another agency.
Insurance Claims	Submit an insurance claim to us	Forward your claim to our insurers	Within 7 calendar days. However if you are

Topic	When you:	We will:	In the following timescale
			asked to supply additional information there may be some delay
		They will send you written acknowledgement	Within 5 working days of receipt
		When our insurers have completed their investigation into your claim, they will release any payment due to you	Within 5 working days after conclusion of the claim
Invoices (Creditors)	Submit an invoice for payment	Make a prompt payment, providing the invoice contains relevant information 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 are in bank accounts by Monday (normal working days). Cheques are raised on Thursdays and are posted second class by Friday
Local Land Charges	Make a request for a search of the Local Land Charges Register	Respond to your request	Within 10 working days
	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 20 working days
Leisure Facilities	Come to use one of our leisure facilities	Ensure your activity space is clean and equipment set up	Ready for your start time
		Ensure all facilities are maintained to a high standard of cleanliness	At all times
Leisure Facilities	Come to use one of our leisure	Ensure a Manager or Duty Manager is	At all times

Topic	When you:	We will:	In the following timescale
	facilities	available to attend to your needs	
Litter - Clearance of an accumulation of Litter	Request for litter to be cleared from a public area that BDC are responsible for such as road, footpath, verge or park.	Remove litter where practicable and safe	<p>Response will be within 5 working days (during core working hours), however prioritisation and urgency will be applied if the material is as follows:</p> <ul style="list-style-type: none"> • If 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 5 working days
Media Enquiry	Request information on a service/topic	Respond to you as quickly as possible	Within 2 working days
Scrap Metal Dealers	Submit a complete application for a site or collectors licence	Check and acknowledge receipt (and advise where further information required)	Within 3 working days
		Commence consultation process	On receipt of a valid application
		Complete the application process upon receipt of a response from the consultees and issue a licence	Within 2 working days of receipt of responses from consultees

Topic	When you:	We will:	In the following timescale
		Alternatively, notify the applicant of any proposal not to licence	Within 5 working days of receipt of responses from consultees
Personal Licence	Submit a Personal Licence Application	Process the application and issue the licence	Within 3 working days
		If there is an objection received, a hearing will be arranged to determine the application	Within 20 working days
		A notice of the determination of a hearing will be sent to all relevant parties	Within 2 working days of the determination
Pest Control (advice only)	Make an enquiry relating to pests of a public health significance e.g. rats, mice	Respond to you and offer the appropriate advice	Within 5 working days depending on the public health significance of the pest
	Make an enquiry relating to other household pests e.g. wasps	Respond to you and offer the appropriate advice	Within 5 working days
Planning Enforcement	Make an enquiry into an alleged breach of planning control	Register the information and allocate a case number. You will also be sent a letter of confirmation. Your details will remain confidential.	Within 1 working day
		Visit the site and the unauthorised development assessed using the HARM Prioritisation System	Within 5 working days
		Inform you of whether we are to pursue the matter further	Within 10 working days for an alleged breach of Built Development. 15 working days for an alleged breach of a

Topic	When you:	We will:	In the following timescale
			Material Change of Use of Land
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	Commence the 14 day consultation. Grant the application if there are no relevant representations	Within 14 working days
		Arrange a hearing to determine the application if an objection notice is received	Within 20 working days (following the last date for receipt of representations)
Premises Licence/Club Premises Certificate	Submit a complete application for a Premises Licence or Club Premises Certificate (new or variation)	Check the application and acknowledge receipt	Within 1 working day
		Commence the statutory consultation period (usually 28 days)	On the first day following the receipt of a valid application
		Grant the application if there are no relevant representations	Within 2 working days of the end of the consultation period
		Arrange a hearing to determine the application if relevant representations are received	Within 20 working days (following the last date for receipt of representations)
		Send a notice of the determination of a hearing to all relevant parties	Within 2 working days of determination

Topic	When you:	We will:	In the following timescale
Private Hire Operator Licence	Submit a completed application with supporting documents for an operator licence	Process and issue the licence	Within 3 working days
		Hold a hearing (where appropriate) to determine your application	Within 20 working days
Private Hire/Hackney Carriage Driver Licence	Submit a completed application with supporting documents for a driver licence	Process and issue the licence (upon receipt of your DBS Disclosure and DVLA data subject access report)	Within 3 working days
		Hold a hearing (where appropriate) to determine your application	Within 20 working days
Private Hire/Hackney Carriage Vehicle Licence	Submit a completed application with supporting documents for a vehicle licence	Process and issue the licence with vehicle plate	Within 3 working days
Recycling Banks	Need to dispose of excess recycling material.	Provide recycling bring banks around the District and ensure they are tidy and emptied regularly	Emptying schedules and cleansing vary depending on site and materials. <i>*Some of these sites are serviced by outside agencies outside of BDC's control.</i>
Resident Support	Inform us that you are at risk of losing your tenancy	Provide confidential help and support and signpost you to other agencies that can help	Within 1 working day of your initial contact. 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
Scrutiny	Ask Scrutiny to look into an issue of	Acknowledge how the matter could be	Within 10 working days

Topic	When you:	We will:	In the following timescale
	local concern	considered	
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	Within 28 days
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 high levels of debris / dirt / 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 3 days
Street Collection or House to House Collection	Submit a complete application for a Street Collection or House to House Collection	Process and issue a permit	Within 5 working days
		Check, acknowledge and advise where further information required	Within 3 working days
Street Nameplate	Report a damaged or missing street nameplate	Investigate and take appropriate action where practicable	Within 2 working days
Temporary Event Notice	Submit a Temporary Event Notice	Send back an acknowledged Temporary Event Notice (with no Objection Notice)	By the end of the next working day
		Arrange a hearing to determine the notice if an objection notice is received	Within 7 working days (following 72 hours for Police objection)
Work Experience	Express an interest in a work experience placement	Contact you either by telephone or letter to discuss whether this is possible	Within 2 weeks

Topic	When you:	We will:	In the following timescale
Youth Provision	Ask about what is provided within the District for young people	Provide you with a list of activities and initiatives that are happening and be able to tell you how you can get involved including any costs that may be associated with any of the activities and trips	Within 1 working day of your initial contact