

Service Standards



Introduction

This leaflet sets out the Service Standards of Blaby District Council which have been developed in consultation with our customers, to ensure that the Standards are reasonable and match customers' expectations.

Our purpose is to put the customer at the heart of everything we do and we always aim to deliver excellent service across the whole of the Council , whether customers contact us face to face, by e-mail, website, telephone or letter.

We take pride in treating people well, being accessible and providing a helpful resolution to any enquiry.

This leaflet has been produced so that customers know what levels of service they can expect from us. The first section details the overarching Corporate Service Standards which apply across the whole organisation together with details about how to provide feedback as the views of our customers matter greatly to us .

The second section lists, in alphabetical order, the main topics which customers contact us about; the Service Standards which customers can expect in respect of each of those topics and the contact details of the relevant division .

Corporate Service Standards

We are committed to providing all our customers with an excellent service

We always aim to:

- See you promptly upon arrival at any of our offices
- Deal with your enquiry or service request quickly and efficiently
- Keep you informed
- Listen and be courteous and helpful
- Treat you fairly and equally
- Arrange for private interview facilities, if required
- Keep our website at www.blaby.gov.uk up to date and accessible

You can normally expect:

- To be seen within 10 minutes of your arrival at our offices
- To have your telephone call answered within ten rings
- To receive a response within 1 working day to any answer phone or voicemail message you have left
- To receive a reply to letters and emails within 10 working days
- To be offered an appointment with an appropriate officer (if not available at the time of your visit) within 10 working days
- To have any complaint dealt with promptly and in accordance with our complaints procedures which can be found at www.blaby.gov.uk

Customer Feedback

- We are always looking for better ways to meet your needs and we welcome feedback to help us improve our services.
- We want to know did we treat you well and did we help resolve your problem
- Please
 - Use the Comment Cards (available at each of our reception points) or
 - Use the touch panels within the reception area or
 - Submit your comments via the customer feedback section on the Council's website at www.blaby.gov.uk/feedback/ or
 - Ring our free phone number **0800 028 1432**

Topic	When you:	We will:	In the following timescale	Contact details
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 7 days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
Allotments	Apply for an allotment	Give you the necessary details to contact the relevant Parish Council or we will place you on our waiting list (due to the Council only owning a few allotments)	Within 5 working days	Property Services Telephone 0116 2727684 property.services@blaby.gov.uk
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.	Community Safety Team Telephone 0116 2727677 community.safety@blaby.gov.uk
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 5 working days	Benefits Telephone 0116 2727510 benefits@blaby.gov.uk
	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 5 working days	Benefits Telephone 0116 2727510 benefits@blaby.gov.uk
	Send us valuable documents in support of your claim	Treat the documents with care and return them to you	Within 1 working day	Benefits Telephone 0116 2727510 benefits@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Benefit Fraud	Wish to report a suspected benefit fraud	Provide a 24 hour hotline and online reporting facility; treating all information in confidence	24 hours a day/7 day a week	Benefit Fraud Hotline Telephone 0116 2727733 fraud@blaby.gov.uk
Bin – Collection from domestic properties	Put your refuse bins out at the edge of your property by 7.30 am on your day of collection	Empty your refuse bin	Every week	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Put your recycling bins/boxes out at the edge of your property by 7.30 am on your day of collection	Empty your recycling bins/boxes	Every fortnight	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Let us know you are elderly or disabled and there's no-one else in the property that can move your bins/boxes	Collect your bins/boxes from within the boundary of your property	Every week for refuse/ every fortnight for recycling	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
Bin – Contents (domestic properties)	Put the wrong things in your refuse and recycling bins/boxes	Not be able to empty it but will leave a card to say why	At the time	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
Bin – Emptying litter/dog hygiene bins		Empty all litterbins and dog hygiene bins	Twice weekly	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
Bin - Garden Waste	Rent a garden waste bin	Empty it between March and November	Every fortnight	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
		Empty it between December and February	Every month	
Bin – Missed	Report that your bin/box has genuinely been missed on collection day	Return to empty it	By the end of the next working day	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
Bin – New and Larger Size	Order a new/larger refuse or recycling bin/box	Deliver it to your property	On the next working day	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
Building Control	Submit a fully completed Building Regulations Application	Acknowledge the application and allocate a reference number	Within 5 working days	Building Control Telephone 0116 2727533 building.control@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Building Control	Submit a fully completed Building Regulations Application	Check your plans and inform you if there are any items that need clarification/amendment	Within 14 working days	Building Control Telephone 0116 2727533 building.control@blaby.gov.uk
		Issue a formal decision to approve or reject your plans	Within 5 weeks (or 8 weeks by agreement)	Building Control Telephone 0116 2727533 building.control@blaby.gov.uk
	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	Building Control Telephone 0116 2727533 building.control@blaby.gov.uk
	Report a potentially dangerous structure	Inspect the dangerous structure	Same day	Building Control Telephone 0116 2727533 building.control@blaby.gov.uk
Bulky Item Collection	Order a special collection for larger items of waste	Collect if from the outside of your property	On a day of your choice (Monday to Friday)	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
Business Continuity	Request advice regarding Business Continuity Planning	Contact you with relevant information	Within 2 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
Bus Shelter	Report damage to a bus shelter	Respond to you	Within 5 working days	Property Services Telephone 0116 2727684 property.services@blaby.gov.uk
	Request a new bus shelter	Respond to your request	Within 5 working days	Property Services Telephone 0116 2727684 property.services@blaby.gov.uk
Car Parks	Report a car park maintenance issue	Investigate and take appropriate action	Minor faults resolved within 7 working days, major faults resolved within 28 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Report a ticket machine out of action	Carry out an initial investigation and take appropriate action	Minor faults resolved within 1 working day, major faults resolved within 5 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Car Parks	Wish to obtain a car parking ticket	Display up to date car parking fees payable at all relevant Car Parks	1 day of rates changing	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
Chairman	Make a request for the Chairman to attend an event	Respond to you and initiate appropriate action	Within 5 working days	Communications Telephone 0116 2727512 public.relations@blaby.gov.uk
Churchyards	Enquire about maintenance standards of a churchyard	Contact the relevant department	Within 5 working days	Property Services Telephone 0116 2727684 property.services@blaby
Clinical Waste	Have arranged a clinical waste or sharp's box collection through the Health Service	Collect it from the outside of your property	Weekly, fortnightly, monthly or one-off as agreed	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
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 10 working days of your request	Legal Services Telephone 0116 2727678 legal.services@blaby.gov.uk
Complaints	Make a complaint about Blaby District Council's Services	Respond to your complaint	Within 15 working days	Legal Services Telephone 0116 2727678 legal.services@blaby.gov.uk
Communications	Advise us that you have not received the Contact magazine (which is distributed in March, July and December to all households in the District to keep residents informed about the Council and its services)	Send you a copy of Contact	Within 5 working days	Communications Telephone 0116 2727577 public.relations@blaby.gov.uk
Contaminated Land	Make an enquiry relating to contaminated land searches	Respond to you and offer the appropriate advice	Within 7 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
Council Tax /Business Rates	Inform us of a change in your circumstances	Update our records and issue a bill	Immediately when you contact us by telephone or in person, or otherwise, within 10 working days	Revenues Telephone 0116 2727530 revenues@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Countryside	Visit one of our Countryside Recreation Areas	Ensure the site is clean and safe through regular inspections	Monthly	Health and Leisure Services Telephone 0116 272 7699 leisure@blaby.gov.uk
Crime Reduction	Seek advice or guidance on crime prevention and community safety	Contact you to provide a range of information on keeping you and your property safe	Within 1 working day of your initial contact	Community Safety Team Telephone 0116 2727725 community.safety@blaby.gov.uk
Data Protection	Make a request for information under the Data Protection Act	Respond to your request	Within 40 working days (statutory limit)	Legal Services Telephone 0116 2727678 legal.services@blaby.gov.uk
Development Control	Submit a pre-application enquiry (paid)	Arrange a meeting	Within 10 working days	Development Control Telephone 0116 2727705 planning@blaby.gov.uk
		Provide a written response following a meeting	Within 10 working days	
	Submit a fully complete planning application	Acknowledge receipt, publicise the application and make available for viewing on the website	Within 7 working days	Development Control Telephone 0116 2727705 planning@blaby.gov.uk
		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	Development Control Telephone 0116 2727705 planning@blaby.gov.uk
Submit comments in respect of a planning application	Acknowledge receipt Inform you of the decision	Within 3 working days of receipt Within 3 working days of the decision being made	Development Control Telephone 0116 2727705 planning@blaby.gov.uk	

Topic	When you:	We will:	In the following timescale	Contact details
Dogs	Inform us of a stray or loose dangerous dog	Collect or deal with the dog	Same working day if reported before 10.00 pm (secured strays only after 5.15 pm)	Commercial Environmental Health Telephone 0116 2727555 environmental.health@blaby.gov.uk
	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	Commercial Environmental Health Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Inform us of a noise nuisance caused by barking dogs	Respond to you and initiate appropriate action	Within 2 working days	Commercial Environmental Health Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Make an enquiry about getting your dog micro-chipped	Respond to you and arrange an appointment on the next available chipping day	Within 2 working days	Commercial Environmental Health Telephone 0116 2727555 environmental.health@blaby.gov.uk
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	Community Safety Team Telephone 0116 2727536 or 07900 226875 community.safety@blaby.gov.uk
Drain Blockage	Request a drain blockage clearance	Investigate and take appropriate action	Within 2 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Drugs and Alcohol	Request more information regarding drug and alcohol support agencies or want to know more about awareness campaigns we are running	Be able to refer you on to relevant agencies and provide you with information on campaigns such as “Know your Limits” and “Tackling Alcohol Proxy Purchasing”.	Within 1 working day of your initial contact	Community Safety Team Telephone 0116 2727725 community.safety@blaby.gov.uk
Electoral Services	Request an application to register to vote, for an absent vote	Despatch the relevant form	Within 2 working days	Electoral Services Telephone 0116 2727560 electoral@blaby.gov.uk
	Submit an application to register to vote or for an absent vote outside of the annual canvass period	Process your application	Within 5 working days	Electoral Services Telephone 0116 2727560 electoral@blaby.gov.uk
	Submit a request for a copy of the register of electors which meets the statutory requirement	Despatch the register you require	Within 5 working days	Electoral Services Telephone 0116 2727560 electoral@blaby.gov.uk
Emergency Planning	Request advice regarding Emergency or Civil Contingency Planning	Provide you with the relevant information	Within 2 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
Environmental Complaint	Make an enquiry, complaint or request a service relating to bonfires, odours, noise, fly tipping or drain blockages	Inform you of what actions we are able to take	Within 2 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
Environmental Information Regulations	Make a request for information under the Environmental Information Regulations	Respond to your request	Within 20 working days	Legal Services Telephone 0116 2727709 freedom.information@blaby.gov.uk
Flooding	Inform us of tipping in a watercourse	Investigate and take appropriate action	Within 2 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Flooding	Inform us about a watercourse blockage	Carry out an initial investigation and take appropriate action	Within 2 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Report flooding from a watercourse	Provide an initial response and take appropriate action	Within 4 hours	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Report flooding to a property	Provide an initial response and take appropriate action	Within 4 hours	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Request information regarding flooding issues	Provide you with relevant information	Within 2 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
Fly Tipping	Report fly tipping on public land	Clear it up	Within 2 working days	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
Food Hygiene, Food Poisoning and Food Safety	Make an enquiry, complaint or request a service relating to food hygiene, food safety, or food poisoning	Begin investigations, provide advice and/or inform you of what action we are able to take	Within 2 working days	Commercial Environmental Health Telephone 0116 2727555 environmental.health@blaby.gov.uk
Freedom of Information	Make a request for information under the Freedom of Information Act 2000	Respond to your request	Within 20 working days	Legal Services Telephone 0116 2727709 freedom.information@blaby.gov.uk
Gaming machines	Submit a notification of up to 2 gaming machines	Acknowledge and process the application	Within 5 working days	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
Garage Plots	Apply for a garage plot	Send out an application form for you to complete and return	Within 5 working days	Property Services Telephone 0116 2727684 property.services@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Garage Plots	Apply for a garage plot	Check if a plot/garage is available in the area (following receipt of an application) and if so we will contact you (if none are available your details will be placed on a waiting list)	Within 10 working days	Property Services Telephone 0116 2727684 property.services@blaby.gov.uk
Garage Plots	Are allocated a garage plot	Make arrangements for you to visit the Council Offices to pick up the keys and sign the relevant licence	Within 10 working days (please note that we will work around your availability)	Property Services Telephone 0116 2727684 property.services@blaby.gov.uk
	Report a garage defect	Respond to you	Within 5 working days	Property Services Telephone 0116 2727684 property.services@blaby.gov.uk
Garage Sites		Sweep and weedspray garage sites	4 times a year	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
GP Referrals	Are referred by your GP to our exercise referral programme	Contact you to make your first appointment	Within 2 weeks	Enderby Leisure Centre Telephone 0116 2866881 enderbyinfo@slm-ltd.co.uk
		Provide a tailored exercise programme that addresses the specific needs of each user	At all times	Enderby Leisure Centre Telephone 0116 2866881 enderbyinfo@slm-ltd.co.uk
Graffiti	Report offensive/racist graffiti on public land/buildings	Clean it off	Within one working day	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Report non-offensive graffiti on public land/buildings	Clean it off	Within one week	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Grants and Loans	Make an enquiry for a Minor Works Grant or a Renovation Loan	Carry out a property inspection and advise you on the type of Grant or Loan available to you	Within 21 days from your initial enquiry	Housing options, grants and loans Telephone 0116 2727536 housing.adaptations@blaby.gov.uk
Grass Cutting		Mow the grass on urban highway verges	12 times each year	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
		Mow the grass on rural highway verges	4 times a year	Neighbourhood Services Telephone 0116 2727555 Environmental.health@blaby.gov.uk
		Mow grass on communal/sheltered housing	15 times a year	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
		Mow the grass on closed Churchyards	15 times a year	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
		Mow the grass on public open spaces	15 times a year	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
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	Within 2 working days	Commercial Environmental Health Telephone 0116 2727555 environmental.health@blaby.gov.uk
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 2 days	Commercial Environmental Health Telephone 0116 2727555 environmental.health@blaby.gov.uk
High Hedges or Trees	Request advice regarding high hedges or trees	Provide advice	Within 2 working days, followed by a visit where appropriate within 7 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Homeless Application	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	Housing Options Telephone 0116 2727770 housing.options@blaby.gov.uk
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	Community Safety Team Telephone 0116 2727725 community.safety@blaby.gov.uk
Housing Adaptations (Major)	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 12 months of the Social Services referral	Housing options, grants and loans Telephone 0116 2727536 housing.adaptations@blaby.gov.uk
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 options, grants and loans Telephone 0116 2727536 housing.adaptations@blaby.gov.uk
Housing Adaptations (Stair Lifts)	Have been assessed by Social Services that you need a stair lift and they have carried out a referral to us	Arrange for a stair lift to be installed 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 options, grants and loans Telephone 0116 2727536 housing.adaptations@blaby.gov.uk
Housing – Multiple Occupation	Make an enquiry about the licensing of a home of multiple occupation (which contains 5 or more 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	Environmental Protection Telephone 0116 2727555 Environmental.health@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
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	Housing Options Telephone 0116 2727770 housing.options@blaby.gov.uk
	Are threatened with homelessness	Advise you on all your housing options	Within 5 working days	Housing Options Telephone 0116 2727770 housing.options@blaby.gov.uk
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	Environmental Protection Telephone 0116 2627536 housing.options@blaby.gov.uk
Insurance Claims	Submit an insurance claim to us	Forward your claim to our insurers	Within 7 calendar days. However if you are asked to supply additional information there may be some delay	Financial Services Telephone 0116 2727598 insurances@blaby.gov.uk
		They will send you written acknowledgement	Within 5 working days of receipt	Financial Services Telephone 0116 2727598 insurances@blaby.gov.uk
		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	Financial Services Telephone 0116 2727598 insurances@blaby.gov.uk
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	Financial Services Telephone 0116 2727652 purchase.ledger@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Invoices (Creditors)	Submit an invoice for payment	Make the payment by BACS to your nominated bank account or raise a cheque for posting. Remittance slips are emailed or posted	working days). Cheques are raised on Thursdays and are posted second class by Friday	Financial Services Telephone 0116 2727652 sundry.debtors@blaby.gov.uk
Job Vacancies	Request an application form	Post out the information	Within 2 working days	Human Resources Telephone 0116 2727737 human.resources@blaby.gov.uk
	Are successful in your interview	Contact you by telephone to offer you the job	Within working 2 days of your last interview	Human Resources Telephone 0116 2727517 human.resources@blaby.gov.uk
Job Vacancies	Are successful in your interview	Send out job offer information	Within 5 working days of your last interview	Human Resources Telephone 0116 2727517 human.resources@blaby.gov.uk
		Carry out pre-employment checks	Within 4 weeks of the interview taking place	Human Resources Telephone 0116 2727517 human.resources@blaby.gov.uk
	Are unsuccessful at interview stage	Contact you either by telephone or letter	Within 3 working days of your interview	Human Resources Telephone 0116 2727737 human.resources@blaby.gov.uk
Land Charges	Make a request for a search of the Local Land Charges Register	Respond to your request	Within 3 working days	Local Land Charges Telephone 0116 2727578/7579 land.charges@blaby.gov.uk
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	Health and Leisure Telephone 0116 272 7703 leisure@blaby.gov.uk
		Ensure all facilities are maintained to a high standard of cleanliness	At all times	
		Ensure a Manager or Duty Manager is available to attend to your needs	At all times	

Topic	When you:	We will:	In the following timescale	Contact details
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	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
Media Enquiry	Request information on a service/topic	Respond to you as quickly as possible	Within 2 working days	Communications Telephone 0116 2727577 public.relations@blaby.gov.uk
Mortgage Enquiries	Contact us regarding an existing housing advance balance	View your account and supply details of the amount outstanding	Within 2 working days	Financial Services Telephone 0116 2727625 finance@blaby.gov.uk
Motor Salvage Operation or Scrap Metal Dealer Registration	Submit a complete application for Motor Salvage Operation or Scrap Metal	Check and acknowledge receipt (and advise where further information required)	Within 3 working days	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		Commence consultation process	On receipt of a valid application	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		Complete the application process upon receipt of a response from the consultees and issue a registration	Within 2 working days of receipt of responses from consultees	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		Alternatively, notify the applicant of any proposal not to register	Within 5 working days of receipt of responses from consultees	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
Open Spaces		Prune and maintain shrub beds on public open spaces	3 times a year	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
		Inspect and maintain Council-owned play areas	Weekly, quarterly and Annually	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Open Spaces		Weed spray public open spaces	3 times a year	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
Personal Licence	Submit a Personal Licence Application	Process the application and issue the licence	Within 3 working days	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		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	Make an enquiry relating to pests of a public health significance eg rats, mice	Respond to you and offer the appropriate advice	Within 2 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Make an enquiry relating to other household pests eg wasps	Respond to you and offer the appropriate advice	Within 14 working days depending on the public health significance of the pest	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
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	Planning Enforcement Telephone 0116 2727555 planning.enforcement@blaby.gov.uk
		Visit the site and the unauthorised development assessed using the HARM Prioritisation System	Within 5 working days	Planning Enforcement Telephone 0116 2727555 planning.enforcement@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Planning Enforcement	Make an enquiry into an alleged breach of planning control	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 Material Change of Use of Land	Planning Enforcement Telephone 0116 2727555 planning.enforcement@blaby.gov.uk
	Make an enquiry into an alleged breach of listed building consent or illegal works to protected trees and hedges	Visit the site and carry out an investigation	Within 1 working day if works are ongoing or 5 working days if works have been completed	Planning Enforcement Telephone 0116 2727555 planning.enforcement@blaby.gov.uk
	Make an enquiry into alleged illegal advertisements	Visit the site and carry out an investigation	Within 5 working days	Planning Enforcement Telephone 0116 2727555 planning.enforcement@blaby.gov.uk
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	Process the application and issue the licence	Within 2 working days	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		Arrange a hearing to determine the application if an objection notice is received	Within 20 working days	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
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	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		Commence the statutory consultation period (usually 28 days)	On receipt of a valid application	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		Grant the application if there are no relevant representations	Within 2 working days of the end of the consultation period	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Premises Licence/Club Premises Certificate	Submit a complete application for a Premises Licence or Club Premises Certificate (new or variation)	Arrange a hearing to determine the application if relevant representations are received,	Within 20 working days	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		Send a notice of the determination of a hearing to all relevant parties	Within 2 working days of determination	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
Private Hire Operator Licence	Submit a completed application with supporting documents for an operator licence	Process and issue the licence	Within 3 working days	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		Hold a hearing (where appropriate) to determine your application	Within 20 working days	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
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 CRB Disclosure and DVLA data subject access report)	Within 3 working days	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		Hold a hearing (where appropriate) to determine your application	Within 20 working days	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
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	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
Public Conveniences		Clean the public toilets in Blaby town centre	Twice daily	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
Recycling		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	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
Recycling Centres	Report an untidy site or overflowing bins	Clean it	Within two working days	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
Sports and Physical Activities	Attend one of our organised activities	Ensure appropriately qualified and experienced instructors lead your activities	At all times	Health and Leisure Telephone 0116 272 7703 leisure@blaby.gov.uk
Street Cleaning		Sweep main roads in the District	Weekly	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
		Sweep all other roads in the District	Four times each year	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
		Sweep all pavements and footpaths in the District	Four times each year	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
		Clean Blaby DC owned bus shelters	Once a week	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
Street Cleaning	Report needles or drug paraphernalia	Collect and dispose of them safely	Within one working day	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Report a dead animal on a footpath or verge	Collect it and dispose of it appropriately	Within one working day	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
	Report littering or broken glass on the highway	Clean it up	Within two working days	Neighbourhood Services Telephone 0116 2727555 environmental.health@blaby.gov.uk
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	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		Check, acknowledge and advise where further information required	Within 3 working days	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
Street Nameplate	Report a damaged or missing street nameplate	Investigate and take appropriate action	Within 2 working days	Environmental Protection Telephone 0116 2727555 environmental.health@blaby.gov.uk
Swimming Pool	Use one of our pools	Maintain the swimming pool water temperature within +/- 1°C of 30°C	All of the time	Health and Leisure Telephone 0116 272 7703 leisure@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
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	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
		Arrange a hearing to determine the notice if an objection notice is received	Within 7 working days (following 48 hours for Police objection)	Licensing Services Telephone 0116 2727639/7645 licensing@blaby.gov.uk
Trade Waste	Are a business and pay to have a trade waste collection	Empty your bins	Weekly, fortnightly or monthly	Neighbourhood Services Telephone 0116 27277657 environmental.health@blaby.gov.uk
	Are a business and pay to have a trade recycling collection	Empty your bins	Weekly, fortnightly or monthly	Neighbourhood Services Telephone 0116 27277657 environmental.health@blaby.gov.uk
Volunteer Rangers	Apply to become a Volunteer Ranger	Process your application to join the scheme	Within 3 weeks	Health and Leisure Services Telephone 0116 272 7699 leisure@blaby.gov.uk
		Meet you individually to introduce you to the scheme and discuss any queries you may have	Within 4 weeks subject to your availability	Health and Leisure Services Telephone 0116 272 7699 leisure@blaby.gov.uk
	Become a Volunteer Ranger	Provide uniform and equipment appropriate to the duties you will be undertaking and thereafter provide opportunities for everyone to participate	When you start your activity	Health and Leisure Services Telephone 0116 272 7699 leisure@blaby.gov.uk
Theatre & Cinema Rural Touring programmes	Inform us that you want to become a Centre Stage or Centre Screen promoter	Provide the guidance and support to help you plan and deliver your activities	Initial advice within 5 working days	Health and Leisure Services Telephone 0116 272 7699 leisure@blaby.gov.uk
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	Human Resources Telephone 0116 2727517 human.resources@blaby.gov.uk

Topic	When you:	We will:	In the following timescale	Contact details
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 or trips	Within 1 working day of your initial contact	Community Safety Team Telephone 0116 2727723 community.safety@blaby.gov.uk

Contact details

Blaby District Council
Council Offices
Desford Road
Narborough
Leicester
LE19 2EP

Telephone : 0116 275 0555

Minicom : 0116 284 9786

www.blaby.gov.uk

E-mail : customer.services@blaby.gov.uk

This leaflet can be made available, on request, in other languages and formats (large print, Braille or on audio tape)

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