

# Community & Neighbourhood Services

## The standards you can expect from us



### **This leaflet explains the standards you can expect from:**

- Neighbourhood Services
- Community Services

## Language Line

We subscribe to Language line, a telephone interpretation service to help us in communicating with customers who do not speak English as a first language. If you require further assistance, or information in another language, please contact us.

نحن مشتركون مع لانغويج لاين (Language line)، وهي خدمة الترجمة الفورية عبر الهاتف لمساعدتنا على التحدث مع الزبائن الذين لا يتكلمون اللغة الانجليزية كلغة أولى. يرجى الاتصال بنا إذا اردت المزيد من المساعدة أو المعلومات بلغة أخرى.

Arabic

我们使用语言线 (Language line) 公司的电话翻译服务, 帮助我们与英语不是母语的顾客沟通。如果你需要更多协助, 或需要此信息的另一种语言版本, 请与我们联系。

Mandarin

W celu komunikowania się z klientami, których jęz. ojczysty nie jest jęz. angielskim korzystamy z usług tłumaczenia przez telefon Language Line. Prosimy o kontaktowanie się z nami w celu uzyskania pomocy lub informacji w innym języku.

Polish

Temos uma assinatura com a Language Line, um serviço de interpretação por telefone que nos permite comunicar com os nossos clientes cuja língua materna não é o inglês. Se necessitar de informação ou de assistência noutra língua deve contactar-nos.

Portuguese

Наша организация является пользователем услуг компании Language line. Language line оказывает услуги телефонного перевода для общения с лицами, не владеющими английским языком. Если вам нужна дополнительная информация об этих услугах или если вы хотите получить информацию на другом языке, просим сообщить нам об этом.

Russian

## Large print Braille, audio

This leaflet is available in large print, Braille and audio versions on request. If you or someone you know would like to receive a copy in any of these formats, please telephone 01775 761161 and ask to speak to Customer Services.

## Community & Neighbourhood Services

The Council is committed to providing good services and have set key service standards which it will aim to achieve. Performance against these standards will be monitored and included in reports to our key partners and will be available to the wider community.

### What you can expect from us:

- If you visit us in person, we will aim to see you within 15 minutes
- If you can't visit our offices we will aim to visit you at home
- If you telephone us we will aim to answer your call within 15 seconds
- We can normally give advice to telephone and personal callers there and then. If we can't we will contact you within 5 working days and tell you the name of the officer who is dealing with your enquiry, what they are going to do and when they are going to do it.

- We will ask you, our customers, what you think of our services - and take on board your comments. **Target 85% satisfaction**
- We will visit out of hours if there are special circumstances.
- We will provide you with clear information on all aspects of our service.

We will aim to :

- Respond to complaints/service requests within 5 working days.
- Send letters within 5 working days following an inspection.

**Service Specific Standards** Within Community & Neighbourhood Services we also have service specific targets which we aim to achieve. These are set out below:

## Neighbourhood Services

### Refuse/Recycling

- Arrangements will be made to collect missed, correctly-presented refuse or recycling by 4.00pm the following working day.
- Deliver replacement recycling boxes within 7 working days.

### Abandoned Vehicles

- Investigate abandoned vehicle reports within 24 hours. **Target 60%**

- Remove abandoned vehicles within 24 hours of the point when we are legally able to do so. **Target 60%**

### Dog Control

- Investigate reports of stray dogs during the normal working day within two hours.

### Fly Tipping

- Clear fly tips by the end of the next working day (once an inspector has determined it is safe to do so).

## Community Services

### Food Safety & Licensing

- Respond to infectious disease and food poisoning notifications within 48 working hours.
- Process Hackney Carriage/Private Hire Vehicle and Driver applications within 3 working days of receipt
- Inspect all food premises within our Risk Plan. **Target 100%**
- Follow up all unsatisfactory sampling results within 2 working days of receipt. **Target 100%**

### Safety and Environment

- Respond to Planning Consultations within 21 Days of receipt
- Respond to Licensing Act Premises Consultations within 28 days of receipt. **Target 95%**
- Carry out all Integrated Pollution Prevention control inspections. **Target 100%**

### Community Housing Grants/Loans

- Supply information and an enquiry form within 5 working days

- Give advice on eligibility and arrange a survey within 20 working days of receiving an initial enquiry form.
- Inform the applicant of our decision within 20 working days of receiving the formal application.
- Release finance within 10 working days following formal completion of works.

### Caravans & Houses in Multiple Occupation

- Carry out inspections within 20 working days of initial contact.
- Inspect licensable HMO's every year. **Target 100%**

### Anti-Social Behaviour

- Provide an incident log sheet within 5 working days
- Report all relevant anti-social behaviour and racial harassment to the police within 2 working days
- Acknowledge every report of anti-social behaviour, in writing within 5 working days of complaint
- Commence investigations into reports of anti-social behaviour within 5 working days of complaint.

## How to get in touch with us:

### Write to us at:

South Holland District Council, Community & Neighbourhood Services  
 PO Box 8, Priory Road  
 Spalding, Lincs PE11 2XE

### Call in and see us at

the Council Offices in Priory Road, Spalding - any weekday from 8.30am to 5.15pm, except on Fridays when we close at 4.45pm.

### Telephone:

01775 761161 ask to speak to Community & Neighbourhood Services

### E-mail:

info@sholland.gov.uk

### Website:

www.sholland.gov.uk