



East Cambridgeshire District Council

# Customer Service Standards

<b>Issue;</b>	<b>When you contact the Council to;</b>	<b>The Council's commitment to you;</b>	<b>Within the following timescale;</b>	<b>Contact details of Service Delivery area;</b>
<b>Apprenticeships/ training advice.</b>	Enquire about apprenticeships/ training advice.	Answer your query and offer support where possible.	Within 48 hours Mon-Fri.	Economic Development Services- 01353 665555
<b>Assets of community value</b>	Nominate an asset	Advise of decision	within 8 weeks of receiving your nomination	Community and Partnerships Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/community/nomination-assets">https://www.eastcambs.gov.uk/community/nomination-assets</a>
<b>Assets of Community Value.</b>	Enquire about Assets of Community Value (pre and post application), giving us details of the asset in question.	Answer your query and offer you support moving forward.	Within 5 working days.	Community and Partnerships Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/community/community-right-bid-assets-community-value">https://www.eastcambs.gov.uk/community/community-right-bid-assets-community-value</a>
<b>Assisted waste collections</b>	When all residents of a property are unable to put waste out for collection due to disability or infirmity.	Our waste team will be advised and will come onto the premises to put out the full bins.	On your normal bin collection day, (Mon-Fri).	Waste Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/waste/assisted-collections">https://www.eastcambs.gov.uk/waste/assisted-collections</a>
<b>Bin- Missed.</b>	Report that your bin hasn't been collected on the correct collection day, giving us your contact details.	If you're reporting by the end of the next working day our waste team will return to empty it.	By the end of the next working day following your report (Mon-Fri).	Waste Services- 01353 665555 <a href="https://self.eastcambs.gov.uk/">https://self.eastcambs.gov.uk/</a>
<b>Breach of planning permission.</b>	Report works where a property doesn't have planning permission or is breach of condition.	Answer your query and offer advice.	15 working days	Planning Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/planning/enforcement">https://www.eastcambs.gov.uk/planning/enforcement</a>
<b>Building a property.</b>	Enquire about permission to start building, giving us details of the site.	Answer your query and offer advice.	Within 24 hours or straight away if you phone through to the duty planning service.	Planning Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/content/planning-applications">https://www.eastcambs.gov.uk/content/planning-applications</a>
<b>Building Control application.</b>	Submit a completed application form for building regulations.	Register your application.	Within 3 working days.	Building Control- 01353 665555 <a href="https://www.eastcambs.gov.uk/content/building-control">https://www.eastcambs.gov.uk/content/building-control</a> <i>When contacting Building Control, please be aware that the surveyors may be out on site, but we will endeavour to return your call within 24 hours.</i>

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<b>Building inspections.</b>	Request a building inspection, giving us details of the location of the building in question.	Our customer services team will book you an inspection.	Inspection made on same day if customer calls by 10a.m.	Building Control- 01353 665555 <a href="https://www.eastcambs.gov.uk/building-control/building-control-inspections">https://www.eastcambs.gov.uk/building-control/building-control-inspections</a> <i>When contacting Building Control, please be aware that the surveyors may be out on site, but we will endeavour to return your call within 24 hours.</i>
<b>Business parking.</b>	Enquire about purchasing a business parking permit, giving us your details.	Answer your query and issue parking permit.	Within 2 working days or directly through the Council's website.	Customer Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/parking/business-parking-permit-scheme">https://www.eastcambs.gov.uk/parking/business-parking-permit-scheme</a>
<b>Cashless payments.</b>	Enquire about setting up your bank details for cashless payments.	Supply you with a direct debit mandate form for you to complete with your bank details, contact details and signature to return to the Council. The Direct Debit will be registered on our system.	Within 2 working days.	Financial Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/finance/sign-direct-debit">https://www.eastcambs.gov.uk/finance/sign-direct-debit</a> The direct debit may not necessarily be actioned for the next receipt run as we are governed by the Direct Debit Regulations which state that the customer has to be notified of a Direct Debit payment 10 working days before it is due to be taken.
<b>Change of details on the parking permit.</b>	Request an update to your details on your parking permit, giving us your new contact details.	Answer your query and update your details.	Within 2 working days.	Customer Services- 01353 665555. <a href="https://www.eastcambs.gov.uk/content/car-parks-parking-0">https://www.eastcambs.gov.uk/content/car-parks-parking-0</a>
<b>Closed churchyards</b>	Make enquiries about closed churchyards with geographical information on where it is.	Locate the site and answer your query.	Within 3 working days	Open Spaces and Facilities- 01353 665555 <a href="https://www.eastcambs.gov.uk/environment/closed-churchyards">https://www.eastcambs.gov.uk/environment/closed-churchyards</a>
<b>Commercial land and property and/ or business rates</b>	Enquire about commercial land and property and costs of business rates, giving us details of the location in question.	Answer your query.	Within 48 hours Mon-Fri.	Economic Development Services- 01353 665555 <a href="http://www.enterpriseeastcambs.co.uk/">http://www.enterpriseeastcambs.co.uk/</a>
<b>Committee agendas.</b>	To ask when committee agendas will be published.	Publish agenda for Council/ Committees on the Council's website.	5 working days before the date of the meeting	Democratic Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/council-and-democracy/meetings-search">https://www.eastcambs.gov.uk/council-and-democracy/meetings-search</a>

<b>Issue;</b>	<b>When you contact the Council to;</b>	<b>The Council's commitment to you;</b>	<b>Within the following timescale;</b>	<b>Contact details of Service Delivery area;</b>
<b>Community Infrastructure Levy (CIL).</b>	Enquire about CIL charges.	Answer your query and offer you support.	Within 3 working days.	Infrastructure and Strategic Planning Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/planning/cil-frequently-asked-questions">https://www.eastcambs.gov.uk/planning/cil-frequently-asked-questions</a>
<b>Complaint</b>	Make a formal complain	We will investigate and provide a full response.	Within 10 working days	Customer Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/customer-services/customer-feedback-complaints">https://www.eastcambs.gov.uk/customer-services/customer-feedback-complaints</a>
<b>Contaminated Land</b>	Enquire about contaminated land.	Answer your query.	Within 5 working days	Environmental Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/pollution/contaminated-land">https://www.eastcambs.gov.uk/pollution/contaminated-land</a> *some enquiries to Environmental Services may take longer to resolve.
<b>Council owned Land.</b>	To enquire about Council owned land.	Answer your query.	Within 2 working days.	Legal Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/housing/council-owned-land">https://www.eastcambs.gov.uk/housing/council-owned-land</a>
<b>Council Tax-Customer Services</b>	Register for Council Tax with the relevant completed documentation.	We will take your details and register you to start paying Council Tax.	Within 3 working days.	Customer Services- 01353 665555 <a href="http://www.angliarevenues.gov.uk/eastcambridgeshire/index.cfm">http://www.angliarevenues.gov.uk/eastcambridgeshire/index.cfm</a>
<b>Dangerous structures.</b>	Report a dangerous structure, giving us details of exactly where the structure is located.	A member of the Building Control team will visit the site.	Immediately if required or within 1 working day.	Building Control- 01353 665555 <a href="https://www.eastcambs.gov.uk/building-control/dangerous-structures">https://www.eastcambs.gov.uk/building-control/dangerous-structures</a> <i>When contacting Building Control, please be aware that the surveyors may be out on site, but we will endeavour to return your call within 24 hours (however emergencies will be actioned quickly)</i>
<b>East Cambridgeshire District Council managed visitor moorings in Ely.</b>	Make general enquiries about the Council's managed moorings in Ely.	Answer your query.	Within 5 working days.	Community and Partnerships Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/content/council-owned-moorings">https://www.eastcambs.gov.uk/content/council-owned-moorings</a>
<b>Environmental Information Regulation – Property Search</b>	Submit a property search	Provide a response	Within 20 working days	Legal Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/landcharges/property-information-requested-under-eir">https://www.eastcambs.gov.uk/landcharges/property-information-requested-under-eir</a>

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<b>Export certificates</b>	Enquire about whether an export certificate is needed.	Answer your query.	Within 3 working days and certificates issued with 5 working days	Environmental Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/food-safety/food-export-health-certificate">https://www.eastcambs.gov.uk/food-safety/food-export-health-certificate</a> *some enquiries to Environmental Services may take longer to resolve.
<b>Financial support- Customer Services</b>	Enquire whether you're eligible for additional financial support e.g. through Universal Credits, with details of your current situation.	We will take your details and signpost you to Anglia Revenues Partnership (who administer financial support on our behalf).	Immediately or within 1 working day for enquiries submitted online.	Customer Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/finance/housing-council-tax-benefits">https://www.eastcambs.gov.uk/finance/housing-council-tax-benefits</a>
<b>Food hygiene enquiries or complaints.</b>	Complain about a food hygiene incident or make an enquiry about food hygiene, giving us details of the establishment.	Make contact with you.	Within 3 working days.	Environmental Services-01353 665555 <a href="https://www.eastcambs.gov.uk/food-safety/food-businesses">https://www.eastcambs.gov.uk/food-safety/food-businesses</a> *Some enquiries to Environmental Services may take longer to resolve.
<b>Freedom of Information Request (FOI)</b>	Submit an FOI request	Respond to your request	Acknowledge receipt with 5 working days and endeavour to respond within 10 working days where possible *.	Legal Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/notices/freedom-information-act-foia">https://www.eastcambs.gov.uk/notices/freedom-information-act-foia</a> N.B. The Council has a statutory obligation to respond within 20 working days.
<b>Enquiries relating to public money across our services.</b>	Enquire about how the Council allocates and/or spends public money across our services.	Make contact with you.	Acknowledge receipt within 5 working days and respond to request within 20 working days.	Financial Services- 01353 665555
<b>Full dog/litter bin/report dog fouling.</b>	Report a full dog/litter bin or an incident of dog fouling, giving us details of its location.	Our waste team will empty the dog/litter bin.	By the end of the next working day (Mon-Fri).	Waste Services- 01353 665555 <a href="https://self.eastcambs.gov.uk/">https://self.eastcambs.gov.uk/</a>
<b>Grants and funding relating to businesses e.g. business start ups, business development etc</b>	Enquire about any possible grants and funding options available, giving us details of you and your company.	Answer your query and offer you support for your project.	Within 48 hours Mon-Fri.	Economic Development Services- 01353 665555 <a href="http://www.enterpriseeastcambs.co.uk/">http://www.enterpriseeastcambs.co.uk/</a>

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<b>Grass and verge cutting.</b>	Notify us of Council owned land which needs cutting with details of the site.	We will take your details and note where the site is overgrown.	By the next cutting cycle for that location.	Open Spaces and Facilities- 01353 66555 <a href="https://www.eastcambs.gov.uk/environment/grass-cutting">https://www.eastcambs.gov.uk/environment/grass-cutting</a>
<b>Health and Safety advice and complaints.</b>	Enquire about health and safety complaints, H&S advice or the Safety Advisory Group.	Make first contact with you.	Within 3 working days.	Environmental Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/health-safety/health-safety">https://www.eastcambs.gov.uk/health-safety/health-safety</a> *some enquiries to Environmental Services may take longer to resolve.
<b>Housing standards.</b>	Inform us about housing standards within the following categories: Private rented housing, houses of multiple occupation, mobile homes etc	Offer advice.	Within 5 working days.	Environmental Health Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/housing/decent-homes-standard">https://www.eastcambs.gov.uk/housing/decent-homes-standard</a> *some enquiries to Environmental Services may take longer to resolve.
<b>Housing &amp; homelessness.</b>	Submit a fully completed change of circumstances form.	We will amend our records accordingly and where applicable reassess your circumstances.	Within 24 hours.Mon – Fri	Housing Options Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/housing/homelessness">https://www.eastcambs.gov.uk/housing/homelessness</a>
<b>Housing &amp; homelessness.</b>	Advise us that you are about to be made homeless within the next 7 days, with your contact details.	We will contact you or arrange a visit to see you.	We would see you within 24 hours, if not the same day. Mon – Fri	Housing Options Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/housing/homelessness">https://www.eastcambs.gov.uk/housing/homelessness</a>
<b>Housing &amp; homelessness.</b>	Advise us that you have been made homeless, with your contact details.	We will contact you or arrange a visit and, where appropriate, find you alternative accommodation.	We will see you the same day (if within working hours or phone you outside usual office hours)	Housing Options Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/housing/homelessness">https://www.eastcambs.gov.uk/housing/homelessness</a>
<b>Licensing queries.</b>	Enquire about licensing issues: including: temporary events notices, licenses to hold lotteries or raffles, charity collections, and premises licenses.	Answer your initial enquiry within 72 hours and process a valid application within statutory timescales.	Within 72 hours for an enquiry and process valid applications within the statutory timeframes (please see website for full breakdown).	Licensing Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/content/licensing">https://www.eastcambs.gov.uk/content/licensing</a>
<b>Litter complaint.</b>	Report litter, with details of its location (this includes spillages).	Our waste team will remove the litter.	Residential area; by the end of the next working day. A10/A11/A14 within 4 weeks. Other roads- by 2 weeks.	Waste Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/waste/report-waste-collection-problem">https://www.eastcambs.gov.uk/waste/report-waste-collection-problem</a>

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<b>Local searches.</b>	To enquire about local searches, giving us your contact details.	Answer your query.	Within 2 working days.	Legal Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/landcharges/local-land-charges-service">https://www.eastcambs.gov.uk/landcharges/local-land-charges-service</a>
<b>Local Land Charge Searches</b>	Submit a Local land Charge Search	Provide a response	Within 4 working days	Legal services – 01353 665555 <a href="https://www.eastcambs.gov.uk/landcharges/local-land-charges-service">https://www.eastcambs.gov.uk/landcharges/local-land-charges-service</a>
<b>Lost or found dogs.</b>	Enquire about a lost or found dog, with information about the animal.	Make contact with you and provide advice.	Within 24 hours.	Environmental Health Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/dogs/loststray-dog">https://www.eastcambs.gov.uk/dogs/loststray-dog</a> *some enquiries to Environmental Services may take longer to resolve.
<b>Missed rubbish or recycling collections</b>	Report that your bin or sack hasn't been collected on the correct collection day, giving us your contact details.	If you're reporting by the end of the next working day. Our waste team will return to empty it.	By the end of the next working day following your report (Mon-Fri).	Waste Services- 01353 665555 <a href="https://self.eastcambs.gov.uk/">https://self.eastcambs.gov.uk/</a>
<b>New food business in East Cambridgeshire</b>	Enquire how to set up a new food business in East Cambridgeshire and register a food premise.	Make contact with you.	Within 3 working days.	Environmental Services-01353 665555 <a href="https://www.eastcambs.gov.uk/food-safety/food-business-registration">https://www.eastcambs.gov.uk/food-safety/food-business-registration</a> *Some enquiries to Environmental Services may take longer to resolve.
<b>Noise and nuisance.</b>	Report noise and nuisance complaints with details of where the complaint is located.	Make contact with you and provide advice.	Within 24 hours (during a week day).	Environmental Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/pollution/noise-nuisance">https://www.eastcambs.gov.uk/pollution/noise-nuisance</a> *some enquiries to Environmental Services may take longer to resolve.
<b>Parking Ticket Appeal</b>	Submit an appeal	Provide a decision	Within 10 working days	Legal Services – 01353 665555 <a href="https://www.eastcambs.gov.uk/parking/parking-fines">https://www.eastcambs.gov.uk/parking/parking-fines</a>
<b>Parks and open spaces maintenance.</b>	Make enquiries regarding fee paying work such as; tree cutting, mowing and playground inspections etc with full specifications of what you'd like carried out.	Get indicative costs ready for you.	Within 5 working days.	Open Spaces and Facilities- 01353 665555

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<b>Payments to our suppliers or invoices raised.</b>	Enquire about when payment will be made to an external contractor, about invoices raised giving us details of the customer or submit an invoice for payment.	Answer your query or pay an undisputed invoice.	Within 24 hours Mon-Fri to answer your query or pay an undisputed invoice within 30 days from the date of receipt.	Financial Services- 01353 665555
<b>Planning Application</b>	Submit a valid planning application	Decision determined	Minor – within 8 weeks Major – within 13 weeks	Planning Service- 01353 665555 <a href="https://www.eastcambs.gov.uk/content/planning-applications">https://www.eastcambs.gov.uk/content/planning-applications</a>
<b>Pre-application advice.</b>	Get advice about building a property prior to advancing with a full application.	Answer your query and offer advice.	20 working days.	Planning Services- 01353 665555 <a href="https://www.eastcambs.gov.uk/planning/pre-application-advice">https://www.eastcambs.gov.uk/planning/pre-application-advice</a>
<b>Register to vote-Elections</b>	Enquire how you can be added onto the elections register, give all of your contact details.	We will go on to the “Register to vote” website and complete the registration form for you if you aren't able to log on yourself.	Straight away if in person or on the telephone. Mon to Fri	Customer Services- 01353 665555 <a href="https://www.gov.uk/register-to-vote">https://www.gov.uk/register-to-vote</a>
<b>Starting up a new business.</b>	Enquire about starting up a new business in the district, giving us your contact details.	Offer you support where possible or signpost you to other organisations.	Within 48 hours Mon-Fri.	Economic Development Services- 01353 665555 <a href="http://www.enterpriseeastcambs.co.uk/">http://www.enterpriseeastcambs.co.uk/</a>
<b>The Local Plan or 5 year land supply.</b>	Enquire about the new Local Plan, including; site allocations and/or 5 year land supply.	Answer your query.	Within 2 working days.	Strategic Planning- 01353 665555 <a href="https://www.eastcambs.gov.uk/local-development-framework/east-cambridgeshire-local-plan-2015">https://www.eastcambs.gov.uk/local-development-framework/east-cambridgeshire-local-plan-2015</a>
<b>Tourist enquiries: Accommodation providers, eateries, group visits and What's on guide?</b>	Find out about issues relating to tourism.	Answer your query.	Within 48 hours (or on the visitely.org.uk website)	Town Centres and Tourism Services-01353 665555. <a href="http://visitely.org.uk">http://visitely.org.uk</a>