



Fenland District Council

Council Service Standards



The Government Standard

Introduction

Fenland District Council is committed to putting its customers first by continually listening, improving and delivering on its promises. The standards contained in this booklet will help to ensure our focus remains on providing excellent customer service to all.

Our customer-care promises can be found in the Customer Care Policy and charter booklet which is also available on our website.

We would like our customers to be actively involved in decision making and service delivery and when reviewing these standards we will ensure your views are taken into account.

If you have any queries or questions about these standards then please call us on 01354 654321 or visit any of our Fenland @ your service shops.

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Abandoned vehicles

Removal of vehicles, including trailers and caravans that are believed to be abandoned. (An abandoned vehicle is usually a vehicle which no one claims ownership of).

We aim to:

- remove vehicles believed to be abandoned as soon as the law allows;
- start to investigate details of the abandoned vehicle within 24 hours of being notified of its location; and
- take steps to recover the costs of removing each vehicle.

We will:

- respond to enquiries about abandoned vehicles within 24 hour; and
- remove all vehicles within 24 hours when we are legally allowed to do so.

Animal welfare

Checking conditions at premises that are licensed by us (dog boarding - kennels and breeders, catteries, pet shops and riding schools) and ensure that these premises meet all legal requirements.

We will:

- inspect all animal establishments at least once a year; and
- respond to enquiries and complaints regarding animal establishments within 3 working days.

Affordable energy and heat

We aim to:

- support and encourage plans for using renewable energy;
- promote energy efficiency throughout the district;
- provide advice through trained advisors;

- signpost residents to grants for energy saving work and help achieve affordable warmth in the home; and
- assist people to complete grant application forms.

We will:

- Respond to requests for advice or information within 3 working days.

Awarded water courses

Maintaining the free-draining water courses which are located at Birch Fen, Chatteris and Commons Drove, Whittlesey.

We aim to:

- carry out inspections every six months.

Benefits

Provision of a high-quality responsive benefits service.

We will:

- process applications for Housing Benefit and Council Tax Benefit within an average of 17 days;
- process changes to existing cases within an average of 10 days; and
- process appeals against our decision not to grant the amount of benefit you expected within 28 days.

Benefit fraud

Preventing fraudulent benefit claims, and taking firm action where we find evidence of fraud.

We will:

- assess all suspected fraud cases within 10 days to decide if we need to take any action.

Boathouse Business Centre

Provision and maintenance facilities that encourages business development opportunities.

We aim to:

- respond within 48 hours to all lease enquiries; and
- confirm conference bookings within 24 hours.

Building control

Provision of a customer-friendly, professional building regulation service.

We aim to:

- provide you with value for money;
- provide you with a list of required inspections tailored to your specific project;
- provide technical support; and
- be consistent and open when taking enforcement action.

We will:

- check your application within 3 weeks of receipt;
- visit all active sites when requested and carry out periodic routine inspections;
- arrange site inspections on the same working day for requests received by 10 am that day, where we have a valid application;
- provide you with a completion certificate within 5 working days of satisfactory completion;
- acknowledge your application within 2 working days; and
- respond to all reported dangerous structures within 24 hours.

Car parks

Provision of clean and safe public car parks.

We aim to:

- carry out inspections every three months.

We will:

- inspect and assess reported problems within 10 working days.

Cemeteries

Provision of a helpful and sympathetic bereavement service.

We will:

- maintain the buildings and surrounding grounds in a manner in keeping with the sensitivity of the users;
- monitor internments, ensuring high standards are maintained;
- provide advice on the regulations for the provision of memorials;
- provide information on graves within our cemeteries;
- provide arrangements to suit the requirements of the bereaved families; and
- provide a service for those deceased where there are no family or relations to make the arrangements.

Closed-circuit television (CCTV) service

Provision of an effective closed-circuit television service in town centres.

We aim to:

- produce and publish figures showing the number of incidents recorded and any arrests resulting from them.

We will:

- provide monitoring and recorded surveillance 24 hours a day, 365 days of the year.

Correspondence and handling complaints

Improving the quality of the services we provide, improving our relations with customers and encouraging best practice by our staff.

We aim to:

- make sure that no complaints are referred to the Ombudsman; and
- respond to 90% of correspondence within 10 working days.

We will:

- respond to 90% of complaints by the agreed deadline;
- process 90% of complaints at the first point of contact;
- make sure that less than 10% of complaints progress to stage two; and
- make sure that less than 5% of complaints progress from stage two to three.

Contaminated land

Previously developed land (“brown field sites”) is often contaminated, e.g. by waste and chemicals, and needs to be cleaned up before it can be safely used again.

We aim to:

- work with developers to ensure that land contamination is addressed through the planning system;
- to implement a contaminated land strategy recording such sites in the district and our approach to dealing with them;
- to recommend remedial action where necessary; and
- ensure that requirements relating to contaminated land are effectively carried out by those that have the legal obligation.

We will:

- respond to enquiries about contaminated land within five working days;
- assess reports of investigations into any soil contamination within 10 working days; and
- respond to requests for environmental searches within 10 working days.

Council tax

Provision of an efficient, high-quality, customer-focused service for collecting council tax.

We will:

- reply to you within 28 days when you raise any issue about your Council Tax

Debt collection

Provision of an efficient, high performing, customer focused debt collection service.

We will:

- reply to you within 28 days if you have any query about your invoice; and
- take action if you have not paid an invoice within 21 days of it becoming due.

Development services

Enhancing the built environment of Fenland by working with the development industry, partners and third parties to provide an efficient and effective planning service. We do this by fully consulting with interested parties, and fully considering their comments before making a decision and informing them of that decision.

When having to take any enforcement action we will be proportionate, consistent and open, and will co-ordinate our action with partner agencies as well as keeping all interested parties informed.

We aim to:

- respond to all pre-application enquiries, including general advice on property extensions, in accordance with our pre-application protocol.

We will:

- confirm whether planning permission is needed for any work you want to carry out to your property within 10 working days, when a householder exemption form is completed;
- process 67% of all major applications within 13 weeks;
- process 78% of minor applications within eight weeks;
- process 90% of other applications within eight weeks;
- investigate any urgent reports of planning control being broken within three working days;
- investigate all other reports of planning control being broken within 10 working days; and
- take the appropriate action on matters where planning control has been broken within two months of initial investigation.

Economic and community development

Stimulate economic development and build our local communities.

We will:

- maintain a database of available commercial land and premises and publish it 4 times a year;
- respond to all community and business enquiries within 48 hours; and
- acknowledge all grant and funding applications within 48 hours of receipt.

Electoral services

Administer parish, district, county, general, Police and Crime Commissioner and European elections. Handle the nomination process. Print and deliver poll cards. Arrange absent (Postal/Proxy) Votes. Maintain and update the Register of Electors. Carry out the annual canvass every autumn to ensure that those residents on the Register still live in the same property. Supply copies of the Register to those entitled to have it – police, court service, credit referencing agencies and others.

We will:

- give you advice if you are thinking of standing for election as a councillor;
- explain the electoral process to you;
- have polling stations that are accessible to everyone;
- arrange postal or proxy votes on request;
- make sure that you are included on the Register of Electors;
- process all postal vote applications within statutory deadlines;
- acknowledge all postal or proxy vote and registration applications;
- deliver postal votes as quickly as possible after the close of election nominations;
- make sure all elements of the electoral process are open and honest;
- carry out vote counting honestly and accurately;
- oversee a thorough annual canvass sending forms to every house hold;
- send a reminder to households if they do not return their initial canvass form;
- publish a revised Register of Electors within the statutory deadlines;
- publish the most accurate Register possible;
- process all rolling registration applications within the statutory deadlines; and
- encourage voter registration;

Help us to help you:

- return your annual canvass form immediately, completing all of the information;
- if you have no change to your household when you receive your annual canvass form, use the telephone or internet registration service;
- contact us for a voter registration form or download one from our website at www.fenland.gov.uk when you move into the area;
- if you move out of the Fenland area, contact your new council for a voter registration form, adding your old address so that we can remove you from our records;
- if you would like to vote by post or proxy permanently, apply as soon as possible to avoid late applications during election time; and

- if you would like to view the Register of Electors, please telephone us for an appointment - this will help us make sure everything you need is available, and we may even be able to answer your query over the telephone.

Enforcement

Ensure fair and consistent enforcement action, in accordance with the Council's Corporate Enforcement Policy and the Council's Prevention, Intervention and Enforcement principles.

We will:

- confirm in writing, within 10 working days, our intention to take formal enforcement action and explain why we are doing so.

Estate management

Provision of a responsive estate-management service.

We aim to:

- respond to property enquiries within 7 working days of receipt; and
- acknowledge initial enquiries on repair requests for commercial property within 5 working days. (If we are responsible for the work, we will agree a timetable with you and carry out the work).

Equality

Recognise, celebrate and value the diversity that exists amongst the residents of Fenland and our workforce as a positive contribution to the quality of life in the area.

We will:

- hold a minimum of 4 Equality Service Champion (ESC) meetings per year to provide help, assistance and training on all equality issues;

- provide an Equality Impact Assessment (EIA) toolkit to help ESC's carry out their assessments and consultations;
- provide induction day training on Equality and Diversity to all new FDC employees; and
- participate and support the Fenland Strategic Partnership's Diverse Community Forum which seeks to work with the community to ensure services and information is provided to all Fenland residents.

Equality Service Champions will

- consult on the findings of their Equality Impact Assessments (EIA's) with all service and potential service users; and
- revise all EIA's on an annual basis;

Food safety

Maintain and encourage good food safety standards in local food businesses.

We aim to:

- inspect local food businesses at a frequency based on food safety risks;
- differentiate between legal requirements and recommendations in reports and letters;
- encourage good standards through delivering the Food Hygiene Rating Scheme;
- investigate complaints of poor hygiene and unsatisfactory food;
- provide a range of support services and initiatives to advise and inform local food businesses;
- keep a public register of food businesses; and
- ensure that relevant approvals are in place at premises where EC 853/2004 applies to them.

We will:

- inspect food businesses in the month that they are due for inspection;
- respond to complaints of poor hygiene and unsatisfactory food within 3 working days;

- respond to requests for advice and information about food safety within 3 working days;
- send food safety letters and notices after an inspection, within 10 working days;
- determine applications under EC 853/2004 within 28 days;
- offer a food safety training course at least every quarter;
- achieve high pass rates on food safety training courses;
- publish an annual Food Safety Newsletter each year; and
- run a Fenland Food Forum event each year.

Health and safety at work

Promote and encourage good health and safety standards in local businesses.

We aim to:

- inspect businesses at a frequency based on health and safety risks;
- provide advice and information to businesses that are not subject to regular inspection;
- differentiate between legal requirements and recommendations in reports and letters;
- investigate complaints of poor health and safety standards;
- provide health and safety information and advice;
- deliver specific health and safety projects to promote good standards;
- provide a range of support services and initiatives to advise and inform local food businesses; and
- work with the health and safety executive and other partners to promote good standards of health and safety.

We will:

- inspect businesses in the month that they are due for inspection;
- if not subject to regular inspection, ensure contact with the business in the annual inspection/intervention programme;
- respond to complaints of poor health and safety within 3 working days;
- respond to accidents that are notified within 3 working days;
- respond to requests for advice and information about health and safety within 3 working days;

- post letters and notices after an inspection, within 10 working days;
- offer a health and safety training course at least every three months;
- achieve high pass rates on health and safety training courses; and
- publish an annual Health and Safety Newsletter each year and run a Health and Safety Forum each year.

Health improvement

Work to promote a safe and healthy lifestyle and to reduce health inequalities.

We aim to:

- provide information, deliver projects and initiatives;
- work with key partners, GP Consortia, the voluntary sector, local businesses and in the community; and
- support the community towards leading a healthy, safe lifestyle.

We will:

- meet key milestones and targets when projects and initiatives are delivered;
- respond to requests for information and advice on healthy life style issues within 3 working days; and
- respond to requests for advice on healthy workplace initiatives within 3 working days.

Housing management and repairs

Please note from 5 November 2007 Fenland Council transferred ownership and management of the council homes to Roddons Housing Association. Please phone 01354 660789 for more information.

Housing – Private sector house condition

The delivery of a service which improves the quality and safety of Fenlands private sector housing stock.

We will:

- maintain a register of all licensed caravan sites in the area and carry out inspection programmes;
- respond to enquiries about housing condition within 3 working days;
- licence all mandatory houses in multiple occupation and inspect them once a year;
- process a fully completed private sector house improvement grant within 10 days of receipt;
- provide grants and loans to help vulnerable people improve their house condition;
- manage the performance of an external home improvement agency service to assist with the improvement work to the homes of vulnerable households;
- offer advice to Private Sector Landlords to improve the condition of their properties; and
- work with the owners of empty properties to bring them back into use.

Housing - Disabled adaptations for the home

The delivery of a service which encourages disabled residents to maintain their independence living in their home.

We will:

- provide grants and loans to deliver disabled adaptations to the home of vulnerable residents;
- manage the performance of an external home improvement agency service to assist with the improvement work to the homes of vulnerable households; and
- improve service to reduce the risk of vulnerable residents having an accident in their home.

Affordable housing

The delivery of a service which encourages a mix of housing that contributes to meeting Fenlands housing needs.

We will:

- negotiate affordable housing provision on all new qualifying development sites to contribute to meeting the housing needs of the community.

Housing options

The delivery of a housing options service which seeks to prevent homelessness wherever possible and provide a service for homeless customers, including an out of hours homeless emergency service for our customers.

We will:

- arrange an interview for our customers at fenland at your service shops within 5 working days;
- arrange an interview for our customers at home (where appropriate) within 10 working days;
- make a decision on homeless application within 33 working days and contact the customer with the reasons for any delay; and
- we will carry out a review on homelessness decisions and suitability within 8 weeks and contact the customer with the reasons for any delay.

Infectious diseases - control

Investigate and control food borne and other infectious diseases.

We aim to:

- investigate reported cases and outbreaks;
- inform and advise index cases and other contacts; and
- co-ordinate with doctors and other health services.

We will:

- respond to reports of food borne and infectious diseases within 1 working day; and
- respond to reports of less serious notifiable infections within 3 working days.

Leisure services

We aim to provide a high quality leisure service at a price people can afford; encouraging the local community to live a healthier, more active lifestyle.

We aim to:

- greet customers in a friendly manner and with a smile;
- staff will be professional and courteous, they will listen and respond positively to comments and enquiries;
- provide a clean and comfortable environment;
- Leisure Centres will be cleaned daily to a planned schedule;
- staff will wear name badges and be dressed in appropriate uniform;
- provide customers with safe and welcoming buildings, car parks and grounds;
- offer a user-friendly and efficient booking procedure;
- provide a balanced programme of activities and services to meet the needs of the community;
- notify customers of any planned changes to the programme in advance; and
- regularly monitor standards and customers' satisfaction with our service .

We will:

- answer telephone calls within 20 seconds through each reception team taking calls to any Fenland leisure centre;
- achieve at least 7/10 customer rating on our Net Promoter Survey;
- highlight three 'customer hotspot' areas each month, identifying the most prevalent customer issues and share our response with customers; and
- develop customer forums at each centre, running two per centre, per year.

Licensing

Administering the issue of licences of alcohol, public entertainment, theatre, cinema, sex establishments and taxi and private hire vehicles.

We aim to:

- protect the public and promote a safer Fenland by delivering efficient, customer-focussed and cost-effective processes for licensing and regulating specific activities.

We will:

- issue 95% of licences under the Licensing Act 2003 within 10 working days of receiving all the necessary approvals;
- issue 95% of Private Hire/Hackney Carriage/Operators licences within 5 working days of receiving all the necessary approvals; and
- issue and despatch 95% of licence/permit application forms within 2 working days of receipt by the Licensing Team.

Local land charges

Maintain the Statutory Local Land Charges Register, holding orders, charges and restrictions affecting land and property within the District of Fenland.

We aim to:

- provide a responsive and effective search service in a fair and transparent way; and
- provide local land charge search information designed to meet the needs of customers linked with the home buying process, professionals and the general public.

We will:

- maintain an accurate and up to date statutory local land charge register;
- carry out enquiries for you with other third parties and other council services; and
- complete and return your official local authority search request within 5 working days.

Markets and events

Provision of a high-quality market-towns service that meets the needs of customers in our 4 town centres.

We aim to:

- provide Markets in each Fenland Town;
- provide a Duty Markets Officer who can offer advice and support to traders and the public when needed;
- administer annual funfairs; and
- facilitate community events in our town centres.

We will:

- respond to enquiries about market trading within 3 working days; and
- inspect markets at least once a day to make sure that visitors can shop in safe conditions.

Marine services

Provision of marine services for commercial shipping and leisure craft that are safe, timely and responsive to customer needs.

We aim to:

- provide a duty officer on call 24 hours a day;
- maintain all yacht harbour facilities to an acceptable standard;
- provide ancillary services to a good commercial standard;
- respond effectively to security level changes as advised by the Maritime and Coastguard Agency;
- provide support to the incumbent port operator;
- offer a pilotage service 24 hours a day with 24 hours notice (we will arrange a service on Christmas Day by prior arrangement); and
- discharge our statutory duties and liabilities in accordance with the Port Marine Safety Code.

We will:

- respond to cargo enquiries within 24 hours;

- issue yacht harbour packs for berth enquiries within 24 hours of being asked; and
- provide pilotage information and deal with visitor enquiries 24 hours a day.

Member services

Provision of a service to support the democratic decision-making process in Fenland.

We aim to:

- enable Councillors to undertake their roles as community leaders by providing tailored support to them; and
- provide clear and up to date information about the Council and its decision-making processes, principally through our website.

National non-domestic rates (NNDR)

Provision of an efficient, high-performing customer-focused rates collection service.

We aim to:

- ensure that you receive all the reliefs from rates you are entitled to when you contact us.

We will:

- send you a new bill within 28 days of you telling us you have moved;
- reply to you within 28 days if you have any other enquiry about your rates; and
- take recovery action if an instalment remains unpaid for more than 21 days after it becomes due.

Parks and open spaces

Provision of quality parks and open spaces through effective maintenance and management.

We will:

- improve the standard of parks and open spaces to a level that can be entered into nationally recognised award schemes;
- regularly check to ensure standards are being achieved in parks and open spaces;
- develop additional use of public open spaces to meet the needs of local communities; and
- set up guidelines for introducing public open spaces in housing developments.

Partnership working

Provision of a partnership support service

We aim to:

- work with all key stakeholders to develop a shared set of Fenland-wide partnership standards to ensure that the delivery of partnership-based projects and actions is of consistently high quality;
- provide partners with co-ordination support;
- provide summary Community Strategy performance information to support improvement planning for partnership-based activities;
- provide support for effective communication between partners and to local Fenland communities; and
- provide and maintain the Sustainable Fenland Community Strategy and Action Plan which meets the priority needs of the community.

Pest control

Control pest activity through advice and enforcement, and provide a pest control service targeting rats, mice, wasps, bees, ants, fleas and bedbugs.

We aim to:

- to deal with pest control and related public health issues;
- appoint a contractor to undertake pest control surveys and treatments for residential customers;
- ensure that the pest control treatment service is fairly priced;
- ensure that health, safety and environmental requirements are fulfilled when these issues are dealt with; and
- use pest control legislation to enforce requirements where necessary.

We will:

- respond to requests for pest treatments within 2 working days and begin treatment within 5 working days;
- respond to requests for pest surveys, informal or enforcement pest control action and advice about pest issues within 5 working days.

Play areas

Provide, maintain and inspect play areas and skate parks and ensure that the areas are maintained in a clean and tidy condition and are a safe area of play.

We will:

- ensure that all play areas are inspected weekly;
- clear all litter and rubbish from play areas and empty litter bins;
- ensure that play equipment is maintained;
- continue to improve the standard of equipment and safety surfacing;
- aim to bring all play areas to a National standard where possible;
- introduce guidelines for playgrounds in new housing developments;
- arrange all urgent repairs within 7 days; and
- arrange all other repairs within 28 days.

Pollution control

Deal with pollution issues and public health nuisances affecting the community, such as noise, air quality, industrial processes and environmental contamination.

We aim to:

- control environmental pollution and monitor air quality for certain pollutants throughout the district;
- work with other agencies to minimise pollutant emissions from industrial processes and road traffic; and
- work with community liaison groups to improve dialogue between businesses and residents.

We will:

- meet our responsibility to review air quality and meet government deadlines and produce reports on our assessments;
- respond to reports of environmental crime and nuisance, including noise and odour, within 3 working days;
- respond to planning applications within 21 days; and
- inspect potentially polluting processes for which we have responsibility at least once every year.

Policy and performance

Use customers' feedback when setting our priorities.

We aim to:

- consult residents every year about our draft budget;
- consult residents every 3 years on their priorities for our services;
- ensure that we regularly consult on specific service issues (we will publish the timetable for these consultations every year); and
- publish accurate, relevant and understandable information to show our performance.

Public toilets

Provision of public conveniences in each Town, between the hours of 6.30 am and 6.00 pm.

We aim to:

- maintain the toilets to a reasonable standard;
- inspect and clean the toilets at least twice a day;
- be flexible on opening hours for local events; and
- repair damage to the toilets as soon as possible.

We will:

- respond to matters raised by the public within 1 working day; and
- provide facilities with separate toilets for people with disabilities.

Safer Fenland

Reduce and control anti-social behaviour within the district by working with other agencies, businesses and community groups through the Safer Fenland Partnership.

We will:

- implement the Safer Fenland Strategy and Action Plan with our partners;
- increase the number of volunteer hours donated to the street pride scheme by 20% each year;
- respond to reports of anti social behaviour within 3 working days; and
- respond to reports of environmental crime within 3 working days.

South Fens Business Centre

Provision and maintenance facilities that encourages business development opportunities.

We aim to:

- respond within 48 hours to all lease enquiries; and
- confirm conference bookings within 24 hours.

Stray Dog Services

We aim to:

- appoint a contractor to provide a stray dog collection service;
- provide an emergency service to deal with dogs which may have been involved in a traffic accident and which may have been involved in a traffic accident and which many be injured ; and
- appoint a contractor to provide a reception point to receive stray dogs, from where dogs can be collected by their owner or keeper withing normal working hours.

We will:

- during normal working hours respond to all enquiries about stray or dangerous dogs within 1 hour; and
- collect stray dogs and keep them for 7 days. (If the owner does not claim the dog within that time we will try to find the dog a new home).

Street cleaning

Remove litter and dumped rubbish, and empty litter and dog bins, to make Fenland a cleaner environment for local residents and visitors.

We aim to:

- empty litter and dog bins before they overflow;
- improve the condition of litter and dog bins, using suggestions from the public for expanding the service in new locations;
- provide a weekly cleansing service to rural areas, as well as to main market towns; and
- provide a weekend sweeping service in the main market towns.

We will:

- inspect areas on a programmed basis to make sure that they are litter free and meeting reasonable national cleanliness standards;
- provide a quick service to remove dumped rubbish and flytipping by the end of the next working day once it has been reported by the public;

- take action against anyone caught dropping litter or dumping rubbish illegally; and
- respond to any requests for street cleansing or emptying of litter or dog bins, by the end of the next working day.

Street furniture and footway lighting

Provision of suitable street furniture (street name boards, bollards, bus shelters and so on) and specific footway street lighting.

We aim to:

- inspect and assess reported problems within 10 working days.

Traveller and diversity

Provision of a high-quality service to Gypsy Travellers and the settled community.

We will:

- issue a site licence to all residents on FDC managed local authority Gypsy Traveller Sites the day they move onto the pitch;
- respond to a request for support from a licence within 3 working days;
- investigate all reports of unauthorised Gypsy Traveller encampments within 2 working days;
- review all support plans for our customers on FDC run local authority Gypsy Traveller site residents every 6 months, or sooner if there is a change in circumstances;
- undertake Health and Safety inspections on each of the FDC run local authority Gypsy Traveller sites every month, and respond to any actions identified in those inspections within 3 working days;
- enable our Gypsy Traveller site residents to comment on our service by holding 4 Traveller forums each year; and
- conduct an annual site resident satisfaction survey.

Waste and recycling

Provision of a collection service using three bins, so residents can compost and recycle material, which does not then go to landfill.

We aim to:

- meet government waste and recycling targets;
- provide a collection service that includes household waste, compost and recycled material;
- tell residents about any changes that affect their normal service, such as Bank Holidays;
- clear spillage caused during collections, leaving each location in the condition it was in before the spillage;
- provide sacks on a 'one new for one used' basis at premises where wheeled bins are not the best collection option; and
- regularly inspect recycling banks and ensure they are emptied so that they are kept in a tidy condition and do not overflow.

We will:

- respond to any report of a missed bin or sack collection by the end of the next working day;
- respond to any report of a bin being damaged or stolen by delivering a replacement bin within 7 working days; and
- collect bulky waste within 10 working days of the booking being confirmed.



You can get this document in another language, in large print, in Moon, in Braille, on audio cassette and in electronic format. Please ask us if you would like this document in any of these formats.

Fenland Hall, County Road, March, Cambridgeshire, PE15 8NQ
Phone: 01354 654321 E-mail: info@fenland.gov.uk
Website: www.fenland.gov.uk