

## Sefton Council Service Standards 2015

Service Area	Our Commitment
<p style="text-align: center;"><b>Street Scene</b></p>	<p><b>School Crossing Service</b></p> <p><b>We aim to:</b></p> <ul style="list-style-type: none"> <li>• Provide a safe passage across the road at designated crossing points for children walking to/from school at specific times.</li> <li>• Support a member of the public requiring assistance during the specific operating times at each designated crossing point</li> </ul>
	<p><b>Cleansing Services</b></p> <p><b>We aim to:</b></p> <p><b>Refuse &amp; Recycling</b></p> <ul style="list-style-type: none"> <li>• Collect domestic refuse on designated collection days.</li> <li>• Collect recyclable waste on designated collection days</li> <li>• Collect bulky items of waste (for a charge) within a maximum of 15 working days</li> </ul> <p><b>Street Cleansing</b></p> <ul style="list-style-type: none"> <li>• Ensure that litter is removed from adopted roads and footways when they are periodically cleaned by our staff in order to achieve an acceptable level of cleanliness following each visit.</li> <li>• Periodically empty litterbins at sufficient frequencies to ensure that residents and visitors are able to dispose of their litter, including bagged dog-waste, responsibly.</li> </ul>



<b>Street Scene</b>	<ul style="list-style-type: none"> <li>• Remove graffiti from Council property of a racial or obscene nature within 72 hours.</li> <li>• Remove all others types of graffiti from Council property within 56 days.</li> <li>• Remove graffiti from private property (for a charge) within 15 working days.</li> </ul> <p><b>Public Toilets</b></p> <ul style="list-style-type: none"> <li>• Provide public conveniences at a number of locations within the borough</li> <li>• Visit, inspect and clean public conveniences at least twice a day</li> </ul>
	<p><b>Vehicle Maintenance</b></p> <p><b>We aim to:</b></p> <ul style="list-style-type: none"> <li>• Provide MOT appointments upon request.</li> <li>• Offer free, no obligation quotations within 24-hours for servicing and/or repair work.</li> <li>• Regularly inspect and maintain Council operated vehicles to ensure the safety of drivers, passengers, other road users and the general public.</li> </ul>
	<p><b>Registration of Births Deaths and Marriages Service</b></p> <p><b>We aim to:</b></p> <ul style="list-style-type: none"> <li>• Provide a counter service for general enquiries at Waterloo Town Hall and Southport Town Hall</li> <li>• Offer appointments for birth registration/declaration within 5 working days of request</li> <li>• Offer appointments for death registration within 2 working days</li> <li>• Offer appointments for notices of marriage/civil partnerships within 5 working days.</li> <li>• Offer a priority counter service for same-day issue of certificates, this service is on demand or within 1 hour. (for a charge).</li> <li>• Offer individual citizenship ceremonies as well as group ceremonies</li> <li>• Provide a <i>Tell Us Once</i> service offered to death informants allowing the bereaved to reduce the number of agencies they have to inform of the death. This covers anything issued via the Department of Work and Pensions (DWP).</li> </ul>



<p><b>Street Scene</b></p>	<p><b>Burials and Cremations service</b></p> <p><b>We aim to:</b></p> <ul style="list-style-type: none"> <li>• Offer a burials service Monday to Friday and require only 2 (working) day's notice if booked before 10am;</li> <li>• Offer a same day burial service (on religious grounds) Sunday to Friday, if booked before 10am;</li> <li>• Accept burials using any type of coffin, such as wood or wicker or even no coffin at all;</li> <li>• Offer the crematorium chapel for a pre-burial service</li> <li>• Follow the 'Code of Cremation' practice and are Charter of the Bereaved' accredited for cremation provision</li> <li>• Offer cremations Monday to Friday, and next day cremations are available, if completed booking forms are received by 10am;</li> <li>• Offer double time slots for extended service</li> <li>• Welcome self-arranged funerals, which have been organised without a funeral director;</li> <li>• Provide a counter service for general enquiries, grave searches and memorial purchases</li> <li>• Open the grounds every day of the year (closing times vary)</li> <li>• Inspect headstones and other memorials every five years.</li> <li>• Maintain the green flag status for the Thornton Garden of Rest, Southport Crematoria and Liverpool Road Cemetery</li> <li>• Open the Book of Remembrance rooms every day of the year (Mon to Fri 9am to 4pm; Sat/Sun/public hols 10am to 4pm)</li> </ul>
<p><b>Street Scene</b></p>	<p><b>Coroner's Service</b></p> <p><b>We aim to:</b></p> <ul style="list-style-type: none"> <li>• Provide a coroner's service 24 hrs a day.</li> <li>• Open inquests in a timely fashion, determining cause of death and issuing verdicts as detailed within the Coroner's Charter for Sefton, Knowsley and St Helens.</li> <li>• Respond to all general enquiries within 10 working days</li> </ul>



	<ul style="list-style-type: none"> <li>• Issue 'cause of death certificates' within 5 working days of completion of the Coroner's enquires.</li> <li>• Deal with applications to repatriate a body abroad and provide a decision within 5 working days</li> <li>• Give a minimum of 5 days notice to people requested to attend an inquest.</li> <li>• Seek to hold inquests within 3 months of the death and aim to conclude them within 12 months.</li> <li>• Give advance public notice of inquests on the Council's website.</li> </ul> <p><b>Parks and Green Spaces Service</b>  <b>We aim to:</b></p> <ul style="list-style-type: none"> <li>• Respond to all enquiries within 10 working days</li> <li>• Work in partnership with others to ensure parks are safe and well-used</li> <li>• Respond to health &amp; safety concerns about park and highway trees and carry out essential work to reduce risk.</li> <li>• Provide 24 hour call out for park and highway tree emergencies</li> <li>• Inspect play areas at least fortnightly and manage them in accordance with British and European Standards</li> <li>• Repair play and other park equipment, whenever possible, within two weeks following inspection.</li> <li>• Inspect reported vandalism in parks within 72 hours</li> <li>• Attend to offensive graffiti in parks within 48 hours of a report / inspection</li> <li>• Check litter /dog waste bins daily and remove litter in parks weekly.</li> </ul>
<p style="text-align: center;"><b>Street Scene</b></p>	<p><b>Coast and Countryside Service</b>  <b>We aim to:</b></p> <ul style="list-style-type: none"> <li>• Respond to all enquiries within 10 working days of receipt</li> <li>• Provide lifeguards at our four main beaches</li> <li>• Seek to maintain main amenity beaches and nature reserves free of litter</li> <li>• Provide access to coast and countryside areas for all including disadvantaged and excluded groups</li> <li>• Manage protected habitats and species in accordance with the Council's biodiversity duty</li> <li>• Manage coastal pinewoods as part of the Sefton Coast Woodland Plan to Forest Stewardship</li> </ul>



	Council Woodland Accreditation standards
<b>Built Environment</b>	<p><b>Environment</b> <b>We aim to:</b></p> <ul style="list-style-type: none"> <li>• Protect the public and environment from harm by providing a wide range of statutory regulatory services that include:</li> <li>• Respond to non-urgent Environmental Health issues within 10 working days</li> <li>• Respond to non-urgent Trading Standards issues within 10 working days.</li> <li>• Respond to non-urgent Trading Standards issues within 10 working days.</li> <li>• Remove fly-tipped waste urgently (depending on its nature) or on the next scheduled street clean.</li> <li>• Service legal notices when waste is deposited on private land and allow 21 days for compliance before considering contracting the removal of the waste.</li> <li>• Investigate individual cases of littering &amp; dog fouling where a statement is provided by a resident to identify the offender</li> <li>• Provide treatment for Rats, Mice, Cockroach and Bedbugs for a charge (depending on circumstances).</li> <li>• Capture or collect reported stray dogs the same day (7 day coverage) and repatriate to the homes of reported lost dogs or taken to kennels where they will be held for up to seven days awaiting reclaim. After this time unclaimed dogs will be offered for re-homing. A reclaimed dog will be delivered back to its home address. A release charge will apply to any dogs kennelled.</li> <li>• Process <b>Taxi and Local Licensing</b> applications (subject to a statutory consultation period) will be issued within 28 days if no licence objections are received</li> </ul>
<b>Built Environment</b>	<p><b>Highway Network within Sefton</b></p> <p><b>We aim to:</b></p> <ul style="list-style-type: none"> <li>• Respond to all enquiries within 10 working days</li> </ul>



- Respond to construction of third party funded car crossings within 60 calendar days of receipt of payment
- Conduct emergency inspections within 2 hours, and routine inspections within 10 working days on flooding, road traffic collisions and general highway related issues
- Provide out of hours response to highway incidents delivered through Sefton Security
- Inspect utility works and defects in accordance with national legislation
- Further information on winter service will be provided through Council's Twitter account when weather is particularly severe

#### **Highway Maintenance within Sefton**

##### **We aim to**

- Respond to all enquiries within 10 working days
- Conduct inspections as a result of an enquiry or report:
  - within 2 hours for emergency inspections
  - within 24 hours for urgent
  - within 10 working days for routine
- Inspect all footways and carriageways for defects 4 times per year
- Priority areas of footway inspected for defects 12 times per year
- Conduct 'driven' safety inspection of strategic highway (A, B and C roads) 12 time per year
- Repair defects within a 2 hour, 24 hour or 28 day response by the contractor (depending on the severity)
- Clean highway gullies and inspect them once per year with identified 'hotspots' twice per year, plus further ad hoc works as required
- Cut highway grass verges 8 times per year.
- Cut highway grass embankments twice a year
- Cut highway hedges at least once per year (dependant on location)
- Carry out highway weed sprays 3 times per year, plus further ad hoc works as required
- Carry out general bridge inspections every 2 years and principal inspections of bridges every 6 years



	<ul style="list-style-type: none"> <li>• Inspect the Promenade / Sea Wall twice a year</li> </ul> <p><b>Street Lighting</b></p> <p><b>We aim to</b></p> <ul style="list-style-type: none"> <li>• Repair street light bulb failures within 5 working days of identification of fault</li> <li>• Carry out electrical testing of street lights on a rotation basis</li> <li>• Clean street lights will be on a rotation basis</li> <li>• Conduct structural testing of steel street light columns on a rotation basis</li> <li>• Night scout street lights and illuminated street furniture every 6 weeks in summer (April to September) and every 3 weeks in winter (October to March) to identify bulb failures.</li> </ul> <p><b>Traffic Signals</b></p> <p><b>We aim to</b></p> <ul style="list-style-type: none"> <li>• Inspect traffic signals once a year</li> </ul>
<p><b>Leisure Centres</b></p>	<p><b>Leisure centres</b></p> <p><b>We aim to</b></p> <ul style="list-style-type: none"> <li>• Provide clean, safe and well maintained leisure centres at all times.</li> <li>• Check all toilets, showers and changing areas every 90 minutes and clean them immediately if required.</li> <li>• Ensure facilities are ready to use within five minutes of the end of the previous booking period, where equipment changeovers are necessary</li> <li>• Ensure swimming pool temperatures are maintained at a minimum of 28°C for main pools and 30°C for learner pools.</li> <li>• Ensure swimming pool water quality is checked at least 8 times a day</li> <li>• Ensure 90% of all lockers are in good working order.</li> </ul>



	<ul style="list-style-type: none"> <li>• Ensure up-to-date and accurate customer information for all activities is displayed within the facility.</li> <li>• Respond to customers' correspondence within 10 working days</li> </ul>
<p><b>Children &amp; Young People</b></p>	<p><b>School Admissions</b></p> <p><b>We aim to</b></p> <ul style="list-style-type: none"> <li>• Provide information, advice &amp; guidance to support families through the admissions application and appeals processes.</li> <li>• Ensure that all Sefton children of statutory school age are offered a place at a qualifying primary or secondary school in accordance with the published admissions criteria and statutory determined arrangements</li> <li>• Ensure that offers of school places are sent to parents/carers on the national allocation dates</li> <li>• Process standard in-year admissions applications within 20 school days</li> <li>• Ensure that In-Year admissions applications, where families require additional support in accessing a school place, are considered through the Statutory Fair Access Protocol, where necessary. (The 20 days processing does not apply to these applications).</li> <li>• Process School Admissions Appeals and ensure they are heard within the statutory 30 school days for in year appeals and 40 school days for phased primary and secondary admissions.</li> </ul> <p><b>Home to School Transport:</b></p> <p><b>We aim to</b></p> <ul style="list-style-type: none"> <li>• Process home to school travel pass applications within 10 working days</li> <li>• Process home to school requests for specialist transport within 10 working days.</li> <li>• Process home to school transport stage one appeals within the DfE recommended 20 working days of receipt</li> <li>• Process Stage two Home to School Transport Appeals ensuring they are heard by a panel within the DfE40 working days of receipt of the appeal.</li> <li>• Process eligible Post 16 SEN Transport completed applications before the start of the academic year.</li> <li>• Provide payment of school sixth form financial grants to schools and students as required.</li> </ul>





<p><b>Sefton Council Customer Services – delivered by Arvato Government Services</b></p>	<p><b>Customer services</b></p> <p><b>We aim to</b></p> <ul style="list-style-type: none"> <li>• Be polite, helpful and professional</li> <li>• Handle your enquiry in confidence and respect your right to privacy</li> <li>• Provide you with accurate advice and information</li> <li>• Try and resolve your enquiry at the first point of contact</li> <li>• Answer your telephone calls within 20 seconds.</li> <li>• Greet you within 2 minutes and start dealing with your enquiry within 10 minutes at our One Stop Shops</li> <li>• Respond to emails within 5 working days</li> <li>• Respond to twitter enquiries on the same working day</li> </ul>
<p><b>Adults Social Care</b></p>	<ul style="list-style-type: none"> <li>• Person Centred Assessment looking at needs and strengths.</li> <li>• Supporting people to regain independence and confidence following illness.</li> <li>• Occupational Therapy Assessment and support.</li> <li>• Holistic Carers Assessment</li> <li>• Assessment of Existing support.</li> <li>• Remaining at home with a community presence and remaining well.</li> <li>• Helping to prevent admission to hospital by working with partners in health.</li> <li>• Signposting to Sefton Directory and other support networks.</li> <li>• Helping people to arrange their own care solutions.</li> <li>• Safeguarding adults at risk.</li> </ul>



<p><b>Social Care</b></p>	<p><b>Social Care services are provided to support the most vulnerable members of our community. If you are eligible for Social Care services in Sefton, you can expect the following:</b></p> <p><b>Assessment</b></p> <ul style="list-style-type: none"> <li>• Sefton will endeavour to provide you with an assessment as soon after initial contact as possible, dependent on level of urgency.</li> <li>• We will tell you when services will start, when and how often they will be reviewed, when they will finish and what they will cost</li> </ul> <p><b>Prevention</b></p> <ul style="list-style-type: none"> <li>• We will work in partnership with other organisations to provide a reabling service as and when necessary to enable you to regain maximum independence and help you remain in your own home and community.</li> <li>• We will aim to keep you supported in your own home and community for as long as possible in preference to long term residential care.</li> </ul> <p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Sefton's vision for all adults that access services, or who are at risk, are that real choice and control is afforded to them, or someone who can represent them, over what happens to them.</li> <li>• Sefton, through partnership and community working endeavours to reduce the risk of abusive practices, streamline the process of identifying and alerting abuse and provide support and guidance to people who find themselves in abusive situations.</li> </ul> <p><b>Information &amp; Advice</b></p> <ul style="list-style-type: none"> <li>• Sefton will offer service users, carers and families information and advice in a range of accessible formats in keeping with individual needs and wishes (e.g. verbally, letter, email, audio etc.)</li> </ul> <p><b>Commissioning</b></p> <ul style="list-style-type: none"> <li>• We will monitor the performance of services we commission to ensure that they deliver to the required contractual and legal standards of quality and safety.</li> </ul>
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## Planning Services

### We aim to:

- Respond to correspondence within 5 days
- Respond to telephone queries within 2 days
- Respond to complaints about our service within 10 days
- Acknowledge receipt 96% of applications for building regulations within 3 days
- Approve 95% of building regulations applications
- Validate 82% of planning applications within 5 days of receipt
- Respond to pre application advice enquiries within 28 days
- Decide 60% major planning applications within 13 weeks
- Decide 65% minor planning applications within 8 weeks
- Decide 80% other planning applications within 8 weeks
- Respond to reports of dangerous structures within 1 hour

### Our Priority Schedule for Planning Enforcement Complaints

#### Priority A

Response Time – 1 Day

- 1) Where an alleged breach could lead to serious damage being caused to land and/or buildings including large scale unauthorised engineering/construction works which would have an irreversible impact
- 2) Where an alleged breach relates to unauthorised works/demolition in progress to a Listed Building or Scheduled Ancient Monument
- 3) Where alleged breaches within a Conservation Area may have an irreversible effect on its appearance or the setting of a listed building
- 4) Where alleged breaches relate to on-going or unauthorised work to trees protected by a Tree Preservation Order or trees within a Conservation Area and there is a probability that an immediate response will stop any further damage being caused and that evidence of the work will be available only so long as the owner leaves it on site
- 5) Where there is an alleged breach of conditions which would fall into any of the above categories or the commencement of any major planning application without compliance with relevant pre-commencement conditions including those relating to potentially contaminated land
- 6) Where an alleged breach may have a life threatening or seriously harmful effect on human life



**Priority B**

Response Time 1- 15 working days

- 1) Alleged breaches which the Local Planning Authority consider may affect the amenity of neighbours including change of use of land or buildings which is causing significant material harm
- 2) Unauthorised buildings and /or change of use of land or buildings which have the potential to cause long term damage to the environment and which, unless positive action is taken quickly, are likely to become more acute
- 3) Alleged breach of conditions & variation of planning permissions that do not fall within Priority A.

**Priority C**

Response Time 15-26 working days

- 1) Alleged unauthorised building works to residential & commercial properties
- 2) Alleged business use from a residential property that does not fall within Priority B
- 3) Cases where a retrospective application has been refused and works/use may be on-going without planning permission

**Priority D**

Response Time 26-40 working days.

- 1) Unauthorised adverts/signage/billboards/flyposting
- 2) Walls, fences, outbuildings, hardstandings
- 3) Untidy land/building in disrepair
- 4) Alleged breaches which may be significant in planning terms but no harm will be caused by any delay
- 5) Annual data match with council tax

