

AVAILABLE ON (FIRMSTEP) ACHIEVESERVICE

KEY

[GATEWAY] – GATEWAY AT RECEPTION

[TELEPHONE] – GATEWAY TELEPHONE

[SELF-SERVE] – ONLINE VIA WEBSITE

SERVICES	REASON	TYPE
BENEFITS ENQUIRY UNIT	Potential Fraud Referral	1. Potential Fraud Referral [Gateway/Telephone/Self-Serve]
BENEFITS	Front Office	2. Personal Budgeting Support [Gateway/Telephone] 3. Change of Circumstance [Gateway/Telephone] 4. Fast Track [Gateway/Telephone] 5. General Information, Proofs and/ or Claim Form Received [Gateway/Telephone] 6. Overpayments – Repayments [Gateway/Telephone] 7. Request for a claim form, LHA or BACS Payment [Gateway/Telephone]
	Customer Forms	8. BACS Request Form [Gateway/Telephone] 9. Rent Account Statement [Gateway/Telephone] 10. Request for Financial Information Form [Gateway/Telephone] 11. Self Employed Earnings Form [Gateway/Telephone] 12. 8 Weeks in Arrears Pro Forma [Gateway/Telephone] 13. Request for Direct Payments Form [Gateway/Telephone] 14. Request for DHP / EHP [Gateway/Telephone]
	Back Office	15. PBS Back Office Referral [Gateway/Telephone]
BUILDING CONTROL	Building Control Receipt	16. Building Control Receipt [Gateway/Telephone]
BUSINESS RATES	Payments	17. Make a Payment [Gateway/Telephone]
COMMUNITY SAFETY	Community Safety	18. Community Trigger [Gateway/Telephone/Self-Serve] 19. General Information for Community Safety 20. Report Anti-Social Behaviour [Gateway/Telephone/Self-Serve]
COMMUNITY WORKS	Community Works	21. Home Security Referral [Gateway/Telephone] 22. Memorial Poppies [Gateway/Telephone]
COUNCIL TAX	Domestic Rates	23. Add Name to Council Tax Bill [Gateway/Telephone] 24. Add or Remove a Discount or Exemption [Gateway/Telephone] 25. Amend, Cancel or Set Up a Direct Debit [Gateway/Telephone] 26. Copy Bill Request [Gateway/Telephone] 27. Disabled Relief [Gateway/Telephone] 28. Fast Track [Gateway/Telephone] 29. General Information / Solved [Gateway/Telephone] 30. Landlord Change in Tenancy [Gateway/Telephone] 31. Payment Arrangements and Card Payments [Gateway/Telephone] 32. Request a Refund [Gateway/Telephone]
ELECTORAL SERVICE	Front Office	33. General Info/Register to Vote/Canvass/Election [Gateway/Telephone] 34. Personal Identifiers(refresh signature for postal vote) [Gateway/Telephone]
ENVIRONMENTAL HEALTH	Pest Control Back Office	35. No processes to date.
	Pest Control	36. Commercial Inspection [Gateway/Telephone] 37. General Information for Pest Control [Gateway/Telephone] 38. Pest Control Additional Payment [Gateway/Telephone] 39. Pest Control Refund [Gateway/Telephone] 40. Pest Control Service Request [Gateway/Telephone] 41. Sewer Baiting [Gateway/Telephone] 42. New Pest Contract [Gateway/Telephone] 43. Amend Pest Contract [Gateway/Telephone] 44. Cancel Pest Contract [Gateway/Telephone]
FCC WASTE SERVICES	Domestic Waste	45. Container Not Returned [Gateway/Telephone] 46. Household Bin & Box Requests [Gateway/Telephone] 47. Missed Waste Collection [Gateway/Telephone] 48. Partial Collection [Gateway/Telephone]
	Trade Waste	49. Missed Trade Waste [Gateway/Telephone]
	General	50. Alleged Damage to a 3rd Party [Gateway/Telephone] 51. Mess Left or Spilt Rubbish [Gateway/Telephone]
GATEWAY	Applications	52. Application for a Radar Key [Gateway/Telephone] 53. Application for a Rail Card [Gateway/Telephone]
	Complaints	54. Make a Complaint [Gateway/Telephone/Self-Serve]
	Customer Contact	55. Customer Contacts [Gateway/Telephone]
	Emails Received	56. Gateway.info@Email Contacts [Gateway/Telephone]
	Events	57. Book an Event [Gateway/Telephone]
	Inform LCC Highways	58. LCC Highways Enquiries [Gateway/Telephone]
	Information Request	59. Request for Information [Gateway/Telephone]
	Internal Dept. Notification	60. Change of Name [Gateway/Telephone/Self-Serve] 61. Change of Address [Gateway/Telephone/Self-Serve] 62. Deceased Person Notification [Gateway/Telephone/Self-Serve] 63. Receipt for Documents [Gateway/Telephone] 64. Receive a Compliment [Gateway/Telephone/Self-Serve] 65. Take a message [Gateway/Telephone]
	Payments	66. Cashing Up [Gateway] 67. Gateway Payment [Gateway/Telephone] 68. Pay Invoice [Gateway/Telephone]
	Survey	69. Customer Satisfaction Survey [Gateway/Telephone/Self-Serve] 70. South Ribble Survey [Gateway/Telephone]

HOUSING	Enquiry	71. Chasing Up a Housing Enquiry [Gateway/Telephone] 72. Disabled Facilities Grant Enquiry [Gateway/Telephone] 73. Eviction [Gateway/Telephone] 74. Heating & Disrepair [Gateway/Telephone] 75. Housing Enquiry [Gateway/Telephone] 76. Housing Fast Track [Gateway/Telephone] 77. Warm Homes [Gateway/Telephone]	
	Service Requests	78. Bond Guarantee Claim [Gateway/Telephone] 79. Caravan Site [Gateway/Telephone] 80. Empty Properties [Gateway/Telephone] 81. Immigration Inspection [Gateway/Telephone] 82. Sanctuary Scheme [Gateway/Telephone] 83. Sanctuary Scheme Feedback [Gateway/Telephone]	
	Back Office	84. Disabled Facilities Grant [Gateway/Telephone] 85. Housing in Multiple Occupation [Gateway/Telephone]	
LEGAL	Back Office	86. Legal Payments [Gateway/Telephone] 87. Rightman [Legal]	
LICENSING	Licensing	88. DBS (CRB) Payment [Gateway/Telephone] 89. Declaration of Convictions [Gateway/Telephone/Self-Serve] 90. Driver Knowledge Test [Gateway] 91. General Information for Licensing [Gateway/Telephone] 92. Taxi Licence Application [Gateway/Telephone/Self-Serve]	
NEIGHBOURHOOD SERVICES	Dogs	93. Canine Welfare [Gateway/Telephone/Self-Serve] 94. Dog Fouling [Gateway/Telephone/Self-Serve + Mobile] 95. Paying a Dog Impound Fee [Gateway/Telephone]	
	Domestic Waste	96. Amend Special Collection Booking [Gateway/Telephone/Self-Serve] 97. Cancel a Bin / Box Request [Gateway/Telephone/Self-Serve] 98. Cancel a Special Collection [Gateway/Telephone/Self-Serve] 99. Chasing Up A Bin / Box Request [Gateway/Telephone/Self-Serve] 100. Did Not Return When Promised [Gateway/Telephone/Self-Serve] 101. Maggots & Smells in Bins [Gateway/Telephone] 102. Medical Waste Add & Remove Patient [Gateway/Telephone/Self-Serve] 103. Request for a Calendar / Recycling Information [Gateway/Telephone/Self-Serve] 104. Special Collection [Gateway/Telephone/Self-Serve] 105. Waste Collection Assistance List [Gateway/Telephone]	
	General	106. General Information for Neighbourhood Services [Gateway/Telephone] 107. Pay a Fixed Penalty Notice [Gateway/Telephone/Self-Serve] 108. Private Blocked Drains & Septic Tanks [Gateway/Telephone] 109. Public Toilets [Gateway/Telephone/Self-Serve] 110. Report Gypsies & Travellers [Gateway/Telephone/Self-Serve]	
	Parking	111. Car Park Ticket Machine Out of Order [Gateway/Telephone] 112. Parking Permits [Gateway/Telephone/Self-Serve] 113. Request a New Resident Parking Scheme [Gateway/Telephone]	
	Parks & Grounds Maintenance	114. Commemorative Donations [Gateway/Telephone] 115. Dangerous Weeds & Weed Control [Gateway/Telephone] 116. Equipped Playgrounds [Gateway/Telephone] 117. General Information for Neighbourhood Services [Gateway/Telephone] 118. Grass Cutting [Gateway/Telephone/Self-Serve] 119. Hedges [Gateway/Telephone] 120. Parks Furniture & Structures [Gateway/Telephone/Self-Serve] 121. Trees [Gateway/Telephone]	
	Street Furniture	122. Borough Boundary Signs [Gateway/Telephone/Self-Serve] 123. Bus Shelters [Gateway/Telephone/Self-Serve] 124. General Information for Neighbourhood Services [Gateway/Telephone] 125. Grit Bins [Gateway/Telephone] 126. Roadside Seats [Gateway/Telephone/Self-Serve] 127. Street Nameplates [Gateway/Telephone/Self-Serve]	
	StreetScene	128. Abandoned Vehicles [Gateway/Telephone] 129. Dead Animals [Gateway/Telephone/Self-Serve + Going to Mobile] 130. Drug Debris [Gateway/Telephone/Self-Serve] 131. Emergency Spillages and Obstructions [Gateway/Telephone] 132. Flooding [Gateway/Telephone/Self-Serve] 133. Flood Payment Scheme [Gateway/Telephone/Self-Serve] 134. Flood Resilience Grant Application [Gateway/Telephone/Self-Serve] 135. Flood Resilience Grant Enquiry [Gateway/Telephone/Self-Serve] 136. Fly Posting and Tipping [Gateway/Telephone/Self-Serve + Mobile] 137. Graffiti [Gateway/Telephone/Self-Serve + Going to Mobile] 138. Litter and Dog Bin Service [Gateway/Telephone/Self-Serve] 139. Littering [Gateway/Telephone/Self-Serve + Mobile] 140. Mechanical Sweeping and Leaf Clearance [Gateway/Telephone]	
	Trade Waste	141. Trade Waste Enquiry [Gateway/Telephone/Self-Serve]	
	PLANNING	Planning	142. Planning Receipt [Gateway]
		Back Office	143. Planning / Building Control Payments [Planning + Building Control]

AVAILABLE ON (FIRMSTEP) SELF SERVE

1. Animals - Canine Welfare
2. Animals - Dog Fouling
3. Animals - Report a Dead Animal
4. Application for Self-Build Register
5. BACS Request Form
6. Bamber Bridge Consultation
7. Benefits - Change of Circumstances
8. Benefits - Potential Fraud Referral
9. Benefits - Rent Account Statement
10. Benefits - Rent Arrears Form
11. Benefits - Request a Discretionary Housing Payment
12. Benefits - Request for Direct Payment Form
13. Benefits - Request for Financial Information
14. Benefits - Self Employed Earnings Form
15. Borough Boundary Signs
16. Bus Shelters
17. Change of Address
18. Change of Name
19. Community Trigger
20. Complaint form
21. Consultation Response Form
22. Contact Us
23. Corporate Plan Survey
24. Council Tax - Amend/Cancel or Setup a Direct Debit
25. Council Tax - Disabled Relief
26. Council Tax - Landlord Change in Tenancy
27. Council Tax - Request a Copy Council Tax Bill
28. Council Tax - Request a Refund
29. Council Tax - Single Person Discount
30. CT signup
31. Customer Satisfaction Survey
32. Deceased Person Notification
33. Drug Debris
34. Flood Payment Scheme
35. Flood Resilience Grant Application
36. Flood Resilience Grant Enquiry
37. Flooding
38. Fly Posting and Tipping
39. Food Hygiene Rating Request for a Re-Visit
40. Food Hygiene Rating Right to Reply Form
41. Food Hygiene Rating Scheme Appeal Form
42. Graffiti
43. Grass Cutting
44. Grit Bins
45. Gypsies/Travellers - Report a Site
46. Information Request Form
47. Litter and Dog Bin Service
48. Littering
49. Nomination Form for Inclusion on the Bamber Bridge Wall
50. Parking Permits
51. Parks Enquiry
52. Pay a Bill
53. Paying a Fixed Penalty Notice
54. Pest Control
55. Public Toilets
56. Registration of a Food Business Establishment
57. Report Anti Social Behaviour
58. Roadside Seats
59. Spillages and Obstructions
60. Street Nameplates
61. Taxi Licence - Declaration of Convictions
62. Taxi Licence Application
63. Waste - Cancel a Bin/Box Request
64. Waste - Container not returned
65. Waste - Did not return to empty a missed bin/box
66. Waste - Household Bin and Box Requests
67. Waste - Mess Left or Spilt Rubbish
68. Waste - Missed Household Waste Collection
69. Waste - Missed Trade Waste
70. Waste - Partial Household Collection