AVAILABLE ON (FIRMSTEP) ACHIEVESERVICE

<u>KEY</u>

[GATEWAY] – GATEWAY AT RECEPTION [TELEPHONE] – GATEWAY TELEPHONE [SELF-SERVE] – ONLINE VIA WEBSITE

SERVICES	REASON	TYPE
BENEFITS ENQUIRY UNIT	Potential Fraud Referral	Potential Fraud Referral [Gateway/Telephone/Self-Serve]
BENEFITS	Front Office	 Personal Budgeting Support [Gateway/Telephone] Change of Circumstance [Gateway/Telephone] Fast Track [Gateway/Telephone] General Information, Proofs and/ or Claim Form Received [Gateway/Telephone] Overpayments – Repayments [Gateway/Telephone] 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	 Community Trigger [Gateway/Telephone/Self-Serve] General Information for Community Safety Report Anti-Social Behaviour [Gateway/Telephone/Self-Serve]
COMMUNITY WORKS	Community Works	21. Home Security Referral [Gateway/Telephone]
COUNCIL TAX	Domestic Rates	22. Memorial Poppies [Gateway/Telephone] 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]
	Pest Control Back Office	35. No processes to date.
ENVIRONMENTAL HEALTH	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 GATEWAY	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] 50. Alleged Damage to a 3rd Party [Gateway/Telephone]
	General Applications	51. Mess Left or Spilt Rubbish [Gateway/Telephone] 52. Application for a Radar Key [Gateway/Telephone]
	Complaints	53. Application for a Rail Card [Gateway/Telephone] 54. Make a Complaint [Gateway/Telephone/Self-Serve]
	Customer Contact	55. Customer Contacts [Gateway/Telephone]
	Emails Received Events	56. Gateway.info@Email Contacts [Gateway/Telephone] 57. Book an Event [Gateway/Telephone]
	Inform LCC Highways	58. LCC Highways Enquiries [Gateway/Telephone]
	Information Request Internal Dept. Notification	59. Request for Information [Gateway/Telephone] 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]

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 Facti track (Gateway/Telephone) 77. Warm Homes (Gateway/Telephone) 78. Bond Guarantec Claim (Gateway/Telephone) 78. Bond Guarantec Claim (Gateway/Telephone) 78. Caravan Site (Gateway/Telephone) 89. Emply Properties (Gateway/Telephone) 80. Emply Properties (Gateway/Telephone) 81. Immigration Inspection (Cateway/Telephone) 83. Sanchusy Scheme Faceback (Gateway/Telephone) 84. Disabled Facilities Grant (Gateway/Telephone) 85. Housing in Multiple Occupation (Gateway/Telephone) 86. Legal Payments (Gateway/Telephone) 87. Rightman (Legal) 88. DBS (CRB) Payment (Gateway/Telephone) 88. Declaration of Convictions (Gateway/Telephone) 89. Declaration of Convictions (Gateway/Telephone)self-Serve) 90. Driver Knowledge Test (Gateway/Telephone/Self-Serve) 90. Oriver Knowledge Test (Gateway/Telephone/Self-Serve) 91. General Information for Licensing (Gateway/Telephone/Self-Serve) 92. Cancel a Sepada (Cateway/Telephone/Self-Serve) 93. Canine Welfane (Gateway/Telephone/Self-Serve) 94. Dog Gouling (Gateway/Telephone/Self-Serve) 95. Paying a Deg Impound Fee (Gateway/Telephone/Self-Serve) 96. Amend Special Collection Booking (Gateway/Telephone/Self-Serve) 97. Cancel a Special Collection Booking (Gateway/Telephone/Self-Serve) 98. Cancel a Special Collection (Gateway/Telephone/Self-Serve) 100. Did Not Return When Promised (Gateway/Telephone/Self-Serve) 101. Maggot & Smells in Bins (Gateway/Telephone/Self-Serve) 102. Medical Waste Add & Remove Patient (Gateway/Telephone/Self-Serve) 103. Request for a Caledoria / Recycling Hophone/Self-Serve) 104. Special Collection (Gateway/Telephone/Self-Serve) 105. General Information for Licentary Telephone/Self-Serve) 106. General Michael Self-Self-Serve) 107. General Information for Licentary Telephone/Self-Serve) 108. Paying a Demis (Gateway/Telephone) 119. Car
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121. Trees [Gateway/Telephone]
122. Borough Boundary Signs [Gateway/Telephone/Self-Serve]
123. Bus Shelters [Gateway/Telephone/Self-Serve]
124 General Information for Neighbourhood Services [Gateway/Telephone]
Street Furniture 125. Grit Bins [Gateway/Telephone]
126. Roadside Seats [Gateway/Telephone/Self-Serve]
127. Street Nameplates [Gateway/Telephone/Self-Serve]
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]
StreetScene 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]
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Trade Waste 141. Trade Waste Enquiry [Gateway/Telephone/Self-Serve]
PLANNING Trade Waste

AVAILABLE ON (FIRMSTEP) SELF SERVE

<u>A</u>	VAILABLE ON (FIRMSTEP) SELF SERVE
1.	Animals - Canine Welfare
2.	Animals - Dog Fouling
3.	Animals - Report a Dead Animal
4. 5.	Application for Self-Build Register 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. 12.	Benefits - Request a Discretionary Housing Payment 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
	Change of Address
18. 19.	Change of Name Community Trigger
20.	, ,
21.	
22.	
23.	
24.	
25. 26.	Council Tax - Disabled Relief
27.	Council Tax - Landlord Change in Tenancy Council Tax - Request a Copy Council Tax Bill
28.	
	Council Tax - Single Person Discount
	CT signup
31.	,
32.	Deceased Person Notification
	Drug Debris Flood Payment Scheme
	Flood Resilience Grant Application
	Flood Resilience Grant Enquiry
	Flooding
	Fly Posting and Tipping
	Food Hygiene Rating Request for a Re-Visit Food Hygiene Rating Right to Reply Form
41.	
42.	Graffiti
	Grass Cutting
	Grit Bins
	Gypsies/Travellers - Report a Site
46. 47.	Information Request Form Litter and Dog Bin Service
48.	Littering
49.	Nomination Form for Inclusion on the Bamber Bridge Wall
50.	Parking Permits
51.	
52.	Pay a Bill
53. 54.	Paying a Fixed Penalty Notice Pest Control
55.	
56.	
57.	Report Anti Social Behaviour
58.	Roadside Seats
59.	
60. 61.	Street Nameplates Taxi Licence - Declaration of Convictions
62.	Taxi Licence - Declaration of Convictions 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. 69.	Waste - Missed Household Waste Collection Waste - Missed Trade Waste
70.	Waste - Missed Trade Waste Waste - Partial Household Collection
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