



Leicester
City Council

**CUSTOMER CONTACT TRANSFORMATION TEAM:
EFORMS WITHIN ACHIEVE SERVICE & EFORMS ON MYACCOUNT**

1. Achieve Service

Internal CRM system used by Customer Services staff to log customer contact requests

Service	Reason	Type
Achieve Service Feedback	Feedback	Feedback on existing forms
Complaints	Complaints, compliments and comments	Complaints Complaints follow up Compliments and comments
CS Form Request	Forms request	Request form
Culture and Leisure	Other Festivals and events Libraries Museums and galleries Sports and leisure	Other enquiry Festivals and events enquiry form Libraries enquiry form Museums and galleries enquiry form Sports services enquiry form
Education	Education School admissions	Enquiry form Change details of record Submission of proofs Other
Environment	Parks, trees and open spaces Cleansing services City Wardens Highways	Parks, trees and open spaces Illegal dumping Lost cat Dead animals Fly posting and graffiti Street cleaning Abandoned vehicles Public conveniences Road traffic accidents Other RADAR key FPN enquiry Bins on street Other Skips and scaffolding Road, bridge or footpath Drainage Winter or weather related issue Benches, bollards or street name plates A dropped kerb

	Gypsies and travellers Street lighting Uniform services requests	Highway obstruction Other Enquiry form Illuminated bollards Road-side guard rails Road-side traffic signs Street light Street lighting other Enquiry form
General enquiry	General	General enquiry form
Health and social care	Social care	Enquiry form
Housing	Housing Options TARS	Allocations/accommodations offers Former tenant rent arrears check Homelessness Housing application Enquiry form
Information governance	Information governance	Data protection request CCTV footage request Other Freedom of information request
Licensing	Licensing act Other Other licences Skips, scaffolding and scrap Taxi licensing	Licensing act enquiry form Licensing general enquiry form Miscellaneous licence enquiry form Skips/scaffolding and scrap metal licence Taxi licensing enquiry form
Parking, bus passes, blue badge	Blue badge Bus lane enforcement Concessionary travel Parking	Blue badge application (CSC only) Misuse Other PCN New bus pass Other Replacement bus pass Under 16 compulsory education pass Change parking permit circumstances Penalty charge notice enquiry form Parking permit enquiry form Report illegal parking
Planning and building control	Building control Planning	Building control application Report contravention, dangerous build Other Application Other Report or object
Registration services	Book an appointment Other Request copy certificate	Enquiry form Enquiry form Request copy certificate
Revenues and benefits	Revenues and benefits	Enquiry form
Universal credit	Universal credit	IT support referral
Voting and democracy	Electoral services	Notification of leaving Other Request certificate Submission of proofs
Traffic management, transport strategy	Traffic management, transport strategy	Advisory disabled persons parking place Traffic regulation orders Utility works

		Traffic signal maintenance Road markings Bus shelters Other
Waste management	Bulk collection Help with collections Biffa complaint Furniture bank Garden waste Missed collections Orange bags Other New additional or replacement bin	Enquiry form Enquiry form Enquiry form Enquiry form Enquiry form Enquiry form Enquiry form Enquiry form Enquiry form

2. My Account

This is the online MyAccount product, customers complete these forms themselves

Service	Sub service	Form name
Council housing	Housing Repairs Housing Options	Request an update on an outstanding repair Report a new repair Report a problem with a completed repair Tell us if you have changed address I would like to add my partner to my application Report a change of circumstances Notice to terminate a garage or parking space licence
Waste and recycling		Request a bulky waste collection Make a complaint, comment or compliment, about the waste collection staff or service Report a missed collection Report a problem with your bins Request help with your weekly waste collection Request orange bags Report bins left out on streets
Street cleaning and fly-tipping		Report fly-tipping or illegal waste dumping Report dead animals Report an abandoned vehicle Report fly-posting or graffiti Report unpermitted skips and scaffolding Request street cleaning
Roads, highways and pavements		Report something blocking a road Report a problem with a road, footpath, verge or bridge Report a problem with benches, bollards or street name plates Report a problem with flooding, or a blocked drain or gully Enquire about road markings Enquire about a dropped kerb Report a problem with gritting, grit bins or any other

		winter road issue Report a problem with a street light
Food safety		Application form for the registration of a food business establishment Report a possible food related illness Report a problem with food or a food establishment
Planning and licensing	Planning Licensing	Comment on a planning application Pre-planning enquiry – Do I need planning permission? Report a planning contravention Apply for a skip licence or its renewal Apply for a scaffolding licence or its renewal Apply for a taxi operator licence Apply for a street trading licence Apply for a pavement café licence
Parks, trees and open spaces		Enquire about allotments Report a problem with grass or shrubs on public land Report a problem with a park Report a problem with a play area Report a problem with public toilets Trees and woodlands
Birth registration appointments		Birth registration appointments
Noise and pollution		Noise and pollution
Parking and blue badges		Report a blue badge misuse Report illegal parking
General enquiry		General enquiry
Council tax and housing benefits		Apply for discretionary housing payment and local council tax relief
Request for public or personal information		Request for public or personal information
Dogs and pest control		Request pest control treatment Request dogs control intervention