

Appendix 1 Overview & Scrutiny Local Offices: Alternative access to services and information

Main	CAB	Information via Council website	Redirect via Contact Centre	Dedicated Phone line	Email	Other	LOA reference needs removing	Notes
Housing								Libraries have free internet access and TBC runs training
Registrations		✓	✓					Also PDF form downloadable. Transfer forms also available
Repairs		✓	✓	✓	✓		✓	Now has freephone line
Medical Forms		✓	✓			on application		Also PDF form downloadable
Garage Apps		✓	✓				✓	directs only to local office
Termination		✓	✓			by appointment	✓	Need to sign in person
Sign up			✓			by appointment		Need to sign in person
Bidding assist			✓		✓		✓	Available currently through Thurrock Choice Homes.
Homelessness		✓	✓	✓				Thurrock has on call officers available for all out of hours emergencies
ASB Reporting		✓	✓	✓	✓	via post	✓	
Issuing RTB Packs		✓	✓		✓	via post		Also PDF form downloadable
Reporting of Wasp nests or vermin		✓	✓					For communal area only, Tenant to call private pest
Assisting elderly with April rent inc letters	✓		✓	✓				
Allotment applications/enquiries		✓	✓	✓	✓			
Tenants locked out and lost keys			✓					Tenant to call private locksmith or in cases of financial difficulty, repairs will send operative recharge to tenant through invoice.
Assisted Decoration scheme		✓	✓				✓	Information via website on tenancy agreement page
Assisted Grass cutting			✓			Environment home page	✓	

Asbestos advice and reporting		✓	✓					Detailed information and link to HSE advice
Reporting abandoned properties		✓	✓			via post		

Alternative access to services

Main	CAB	Council website	Redirect via Contact Centre	Dedicated Phone line	Email	Other		
Social								
Benefits	✓	✓	✓				✓	
Blue Badge application		✓	✓					
Bus pass application		✓	✓	✓				
Letters to confirm HB			✓					
Other TBC services		✓	✓					
Weekly Housing Assoc surgery			✓					Could move to Community Hall or Resource Centre.
Handing in questionnaires			✓			via post		
Public information		✓	✓			at Library		
Completion of low cost Insurance Applications		✓	✓	✓				
Public Transport timetables		✓	✓			Bus stations		
Assisting bereaved with financial matters	✓		✓					
Assisting disabled/deaf Residents			✓			By Appointment		
Assisting if English is the 2nd language	✓	✓	✓	✓				
Queries re: maint. of cemeteries		✓	✓					
Enquires re local events (winter festival)		✓	✓					Advertised elsewhere i.e. Libraries, Local press
Enquires re local Cllrs and MP surgeries	✓	✓	✓	✓	✓			
Complaints re Council services		✓	✓	✓	✓			

Receiving stray animals		✓	✓	✓	✓			Link to the council's kennels
Dead animal removal		✓	✓	✓				Electronic form to submit online
Planning enquires		✓	✓	✓				
Free school meals travel /uniform grants	✓	✓	✓			Available from School		
Vulnerable people contact Social workers			✓					
Family Mosaic bring clients in			✓					
Reporting benefit fraud		✓	✓	✓				
Calls to debt recovery or bailiffs (council tax)	✓		✓					
Car parking problems		✓	✓					
request for Disabled parking bay			✓					
DV victims seeking help		✓	✓	✓		Police		
School admissions enquiries		✓	✓	✓				
Private tenants with landlord issues	✓	✓				Letting Agent		
Reporting restaurant standards to EH			✓					
Commercial business rate & waste enquiries		✓	✓					
Adult Social Care 5 weekly surgeries								Could be moved to Local resource centre
referral to Adult Social Care		✓	✓	✓		Health care professional		

