

News release: 4 November 2019

## Council moves more services online

With more than 50 self-serve digital forms, Lichfield District residents and businesses can now save even more time by going online to [www.lichfielddc.gov.uk/digitalservices](http://www.lichfielddc.gov.uk/digitalservices).

Through its digitisation programme, Lichfield District Council has been creating online forms so local people can share information with the council, request services or progress applications at the click of a button.

From reporting graffiti, food poisoning and noise complaints, to booking a bulky waste collection and requesting a new bin, there are many more ways to interact with the council through its website.

Businesses will also find a range of services online, such requesting a contaminated land search, applying for a taxi licence, asking for a food safety inspection re-rating, and much more.

The forms link directly to the teams that deal with the requests, which means that they can be processed much more efficiently.

**Councillor Andy Smith, Cabinet Member for Customer Services & Innovation, said:** “Since buying a Jadu customer relationship management system in 2017, to support bringing our waste and recycling services online, we’ve been working to transfer many more of our services.

“It means that our customers can interact with us at any time, it relieves the pressure on our busy customer services team, and is a much more efficient use of our time.

“All the forms have been fully user tested with customers, who told us that they were easy to use and informative.

“I’d like to thank everyone who helped to roll out the system and I hope our residents and businesses will find them useful.”

The digitisation project will see even more services move online over the coming year.

To see all of the ways you can make a request to the council visit [www.lichfielddc.gov.uk/digitalservices](http://www.lichfielddc.gov.uk/digitalservices).

Ends

### Media enquiries

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### **Recycling bins and waste**

- Garden waste sign-up
- Book a bulky collection
- Book a scrap metal collection
- Report a missed bin
- Order an additional blue bin for free
- Order a replacement bin
- Apply for an assisted collection
- Apply for an additional black bin

### **Street scene reports**

- Report graffiti
- Report an abandoned vehicle
- Report fly tipping
- Report a street cleansing issue
- Report a litter or dog bin issue
- Report a dead animal
- Report dog fouling
- Report an issue in a public toilet
- Report a grounds maintenance issue

### **Make a neighbourhood complaint**

- Accumulation of waste complaint
- Drains, septic tank and private water treatment complaint
- Private rented housing complaint
- Light nuisance complaint
- Noise nuisance complaint
- Scrap metal collector complaint
- Smell, fumes and dust complaint (air pollution)
- Smoke and bonfire complaint

### **Make a business related complaint**

- Food poisoning complaint
- Food premises complaint
- Food product complaint
- Make a workplace health and safety complaint

### **Request business support**

- Contaminated land search request
- Food safety advice booking form
- Food business right to reply
- Food rating appeal
- Food re-rating
- Workplace health and safety advice booking form

### **Licensing**

- Taxi driver application