

Category	Service	SLA (Days)
Adult Social Care	Charging	10
Adult Social Care	General Enquiry	10
Armed Forces	General Enquiry	10
Benefits	General Benefit query	10
Blue Badge	Blue Badge Enquiry	10
Building Control	Building Control Enquiry	21
Building Control	Building Regulations	21
Building Control	Dangerous Structures	10
Cemeteries	General Enquiry	28
Children Social Care	General Enquiry	10
Climate Change	General Enquiry	10
Coastal/Beaches	General Enquiry	10
Community Safety	Anti Social Behaviour	10
Community Safety	Domestic Abuse	10
Community Safety	Hate Crime	10
Community Safety	Neighbour Disputes	10
Community Safety	Offensive Graffiti/Stickers	10
Community Safety	Policing	10
Community Safety	Substance Misuse	10
Conservation and Design	Listed Buildings	10
Conservation and Design	Conservation Areas	10
Conservation and Design	Article 4 areas	10
Conservation and Design	Scheduled Monuments	10
Council Tax	Bills, Payments, direct debits, discounts, refunds and cha	10
Council Tax	Reminders & Summons	10
Council Tax	General Enquiry	10
Countryside	General Enquiry	10
Crematorium	General Enquiry	28
Drainage & Flooding	General Enquiry	28
Economy	General Enquiry	10
Education and Family Support	General Enquiry	10
Electoral	General Enquiry	10
Enterprise & Employability	Local Enterprises & Businesses/Self Employed Queries	10
Enterprise & Employability	Bridges into Work (BiW)	10
Enterprise & Employability	Communities for Work (CfW)	10
Enterprise & Employability	Communities for Work + (CfW+)	10
Enterprise & Employability	Working Skills for Adults (WSfA)	10
Enterprise & Employability	Nurture, Equip, Thrive (NET)	10
Enterprise & Employability	Connect, Engage, Listen, Transform (CELT)	10
Enterprise & Employability	General Enquiry	10
Environmental Health (SRS)	Air Quality and Monitoring	10
Environmental Health (SRS)	Animal Feed	10
Environmental Health (SRS)	Animal Health and Welfare	10
Environmental Health (SRS)	Empty Premises	10
Environmental Health (SRS)	Food and Hygiene Standards	10
Environmental Health (SRS)	Health and Safety in the Work Place	10
Environmental Health (SRS)	Housing Conditions / HMO'S / Caravans Sites	10
Environmental Health (SRS)	Infectious Diseases / Food Poisoning	10
Environmental Health (SRS)	Land Contamination	10

Environmental Health (SRS)	Noise Pollution	10
Environmental Health (SRS)	Nuisance Odour and Smoke	10
Environmental Health (SRS)	Water Quality	10
Events	General Enquiry	10
Finance	General Enquiry	10
Green Spaces	General Enquiry	28
Health & Safety	General Enquiry	10
Highways	Road Adoption Status / Highway Searches	28
Highways	Road Safety	10
Highways	General highways enquiry	28
Highways	Green Areas (Excluding Highway verges)	28
Highways	Highways Development (On Roads /Paths on new develk	28
Highways	New road signs/markings/traffic calming measures	28
Highways	Weeds / Japanese knotweed	28
Housing	Disabled Facilities / Empty Property Grants	15
Housing	Homelessness / Housing register	15
Housing	Housing Support	15
Human Resources	General Enquiry	10
Legal Services	General Enquiry	10
Licensing	Licensing Enquiry	10
Natural resources	General Enquiry	10
Parking	Parking/ Car Parks	28
Parks	General Enquiry	28
Pest Control	Pest Control Query	10
Pest Control	Pest Control in residents property including garden	10
Pest Control	Accumulations of refuse on private land and gardens	10
Planning	Local Development Plan	21
Planning	Planning Enforcement	42
Planning	Planning Enquiry	21
Property Services	Land Ownership / General enquiries	10
Procurement	General Enquiry	10
Regeneration Projects and Programn	Grant Funding	10
Regeneration Projects and Programn	Capital Projects On Site	10
Regeneration Projects and Programn	Regeneration Projects	10
Regeneration Projects and Programn	Bridgend	10
Regeneration Projects and Programn	Porthcawl	10
Regeneration Projects and Programn	Maesteg	10
Regeneration Projects and Programn	Town centre	10
Regional Engagement and Regenerat	EU Transition/Brexit	10
Regional Engagement and Regenerat	EU Funding	10
Regional Engagement and Regenerat	UKG Levelling Up Agenda and Funding Programmes	10
Regional Engagement and Regenerat	General Funding Queries	10
Regional Engagement and Regenerat	SE Wales Regional Engagement Team (RET)	10
Registrars	Birth Registration	10
Registrars	Death Registration	10
Registrars	Marriage or Civil Partnership	10
Registrars	Certificates	10
Registrars	Citizenship	10
Rights of Way	General Enquiry	28
Rural Development Funded Projects	General enquiries	10

Street Cleaning	Abandoned Vehicle	10
Street Cleaning	Litter picking	10
Street Cleaning	Litter bins	10
Street Cleaning	Graffiti	10
Street Cleaning	Dead animal	10
Street Cleaning	Fly-tipping	10
Street Cleaning	Dog Fouling	10
Street Cleaning	Street cleaning enquiry	10
Street Lighting	Christmas / Traffic Light enquiry	10
Street Lighting	Street lighting enquiry	10
Street Naming and Numbering	New Developments	10
Street Works	Street Works (Utilities carrying out work on highway, i.e	28
Town centre	Town Centre Operations manager	10
Tourism	General Queries	28
Trading Standards (SRS)	Door Stop Crime / Scams	10
Trading Standards (SRS)	Faulty Goods / Unfair Trading Practices / Counterfeit goods	10
Trading Standards (SRS)	Food Standards / Allergens / Use By Dates	10
Trading Standards (SRS)	Petroleum / Petrol Stations	10
Trading Standards (SRS)	Underage Sales / Firework Sales	10
Trading Standards (SRS)	Weights and Measures	10
Transport	Active Travel	21
Transport	Public Transport	28
Transport	School Transport	28
Waste & Recycling	General waste and recycling queries	10
Waste & Recycling	Policy / contractor issues	10