



SERVICE STANDARDS

Abandoned Vehicles

This document can be made available in large print, Braille, tape format or in other languages upon request

APRIL 2007



SERVICE PLAN – Abandoned Vehicles (phase 1, customer perspective)

The service

Abandoned vehicles are not only unsightly, but can be dangerous, especially to youngsters who are tempted to use them as play equipment. Under the Refuse Disposal (Amenity) Act 1978, it is the duty of the local authority to remove any vehicle found to be abandoned in the open air, or on any part of the highway. The removal of abandoned vehicles is designed to improve residents' quality of life by ending the environmental blight caused by nuisance vehicles.

A vehicle will be treated as abandoned if it has been left for a period of time or has no apparent owner. It may have no tax and it may also be in a dangerous condition.

The standard of service you can expect from us

We will:

- All suspected abandoned vehicles will be inspected within 24 hours of a normal working day, this does not include bank holidays and weekends.
- All vehicles that are classified as abandoned will be removed within 24 hours of the expiry of the notice issued. Typically notice periods are:
 - Vehicle considered to be of value – 7 days notice
 - Vehicle considered to be of no value – 24 hours
 - Vehicles on private land – 15 days
- Report to the DVLA any untaxed vehicles found on public or council land within 48 hours of their discovery.

You can help by

- Never entering or even touching an abandoned vehicle. It may have been used in a crime and may need to be investigated by the police. Vehicles also pose a health and safety risk or may contain hazardous waste and can often pose a fire risk
- Never approach a burning vehicle or burnt out vehicle - burnt paint, rubber and other materials maybe toxic or corrosive and harmful
- If a vehicle is on fire, call the fire service immediately. If the vehicle is already burnt out contact the Council direct.
- To report a vehicle you should collect the following information:
 - Vehicle, make, model and colour
 - Vehicle registration number (also visible on the tax disc)
 - Condition of the vehicle (detailing any vandalism)
 - Expiry date on the tax disc, if there is one
 - Location of the vehicle and whether it is causing any kind of obstruction
 - How long the vehicle has been abandoned

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- Any other information, e.g. who was the last person you saw in the vehicle.
- Remember do not abandon your vehicle. You can surrender it to the Council where a fee will be charged.

Your right to equal treatment

West Somerset Council is committed to giving an equal service to all. This means that customers should not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

Your right to complain

Things can go wrong, and we can make mistakes. If you are dissatisfied with something the Council has done, that you think is wrong or unjust, you should let us know and we will try to put things right to your satisfaction.

You can:

- Complete a comments, compliments and complaints form available from council offices or online at www.westsomersetonline.gov.uk
- Write to West Somerset Council, West Somerset House, Killick Way, Williton, Taunton TA4 4QA
- Email us on customerservices@westsomerset.gov.uk

Further information

- For any abandoned vehicle found outside normal working hours please contact the Police Tel 0845 456 7000.
- For any further information visit the West Somerset Council website at www.westsomersetonline.gov.uk or telephone 01643 703704

**WEST
SOMERSET
COUNCIL**

WEST SOMERSET COUNCIL - FEEDBACK



Would you like to help us improve our services?

Here at West Somerset we really want to know what you – our customers think of the service that we provide for you. We aim to provide a high-quality service but there is always room for improvement. We therefore would be grateful if you could spend a few moments completing this questionnaire.

	Phone	Email	Letter	Website	Personal Visit	Other (please specify)
1. How did you make your enquiry						

2. What service did you require eg housing, benefits

	Yes	No
3. Did we meet the standards you were expecting		
If no, please provide details of where we have gone wrong		

Service Provided

4. How would you rate the following.....
- Ease of contact with us
 - Courtesy and helpfulness of the staff
 - Keeping you informed about the progress of your enquiry
 - How would you rate the service overall

	Excellent	Good	Fair	Poor
Ease of contact with us				
Courtesy and helpfulness of the staff				
Keeping you informed about the progress of your enquiry				
How would you rate the service overall				

Were you kept informed?

5. How would you rate the following.....
- The information meets my needs
 - The information was provided when I expected it
 - The information was clear and well presented

	Strongly agree	Agree	Disagree	Strongly disagree
The information meets my needs				
The information was provided when I expected it				
The information was clear and well presented				

6. Is there anything we could do to improve our service?

Equal Opportunities

WSC is committed to providing an equal service to all members of the public. The following includes questions on age, ethnicity and disability and are optional. By completing these sections you will be providing additional information that WSC will find useful in improving its services. The information is strictly confidential and will only be used for statistical and monitoring purposes. We will not make it available to third parties in accordance with the Data Protection Act (1988).

Are you?

Male Female Transgender

Age

0 – 15 16 – 24 25 – 34 35 – 49 50 – 64 65 – 79 80+

Ethnic Origin

White

British Irish Other White

Mixed

White & Black Caribbean White & African Black Other Asian Mixed

Romany

Romany Gypsy Traveller of Irish heritage Traveller of European Heritage Traveller of other Heritage

Asian

Asian or Asian British Indian Pakistani Bangladeshi Other Asian

Black

Black or Black British Caribbean African Other Black

Chinese

Chinese or other Ethnic group Chinese Other ethnic group

If other in any category above, please specify:

Disability

Do you consider yourself to have a disability? Yes No

This form may be completed anonymously. However, please provide some contact details if you would like a reply.

Name:

Address:

.....

Telephone: Email:

Preferred method of contact: