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Somewhat surprisingly they are both queries that the Cambridgeshire County Council Customer Services team have handled over the last year!

On one occasion a customer service advisor received a call from a library where a husband and wife were arguing about the definition of the word Pegasus. It is unclear who won the argument in the end but the customer service advisor tried to explain the definition to them.

Another quirky call was from a customer asking about the toilet roll dispensers in Lion Yard Shopping Centre in Cambridge as she wanted to have the same ones installed in her sports centre.

While Customer Services do get funny calls from time to time, our staff can also make a difference in people's lives. A lady called as she was struggling to get in and out of bed. Apart from having difficulties with her health, she also had to take care of her husband when the carer was not around.

The customer service advisor was concerned and suggested an urgent moving and handling assessment for the lady's husband and made her aware of the Fire Service 'Safe and Well' visits, helping her with the online application as she had no internet access.

Jo Green, Cambridgeshire County Council Customer Services Manager said: "Between the 30 December of last year and the 30 November of this year Customer Services have already received 167,000 calls.

"The first week back after Christmas is one of our busiest periods and we would encourage residents to use our website -[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) - as their first port of call, as many queries that people have can be managed quickly and easily online from bus pass applications to library book renewals. This can free up our staff to manage more complex enquiries that keep our residents safe and well. "

**Our Top Five queries handled by the Customer Services after the Christmas period last year were -**

1. Request for occupational therapy assessment or social care assessment

<https://www.cambridgeshire.gov.uk/residents/adults/organising-care-and-support/care-needs-assessment/>

2. Reporting safeguarding concerns -

For older people - <https://www.cambridgeshire.gov.uk/residents/adults/report-abuse-of-a-vulnerable-adult/>

For children - <https://www.cambridgeshire.gov.uk/residents/children-and-families/children-s-social-care/safeguarding-children-and-child-protection/>

To access family help and support- <https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/accessing-support-for-your-family/>

3. Registrations appointments: birth, death or marriage

Birth- <https://www.cambridgeshire.gov.uk/residents/births-deaths-and-marriages/births/register-a-birth/>

Death- <https://www.cambridgeshire.gov.uk/residents/births-deaths-and-marriages/deaths/registering-a-death/>

Marriage- <https://www.cambridgeshireceremonies.co.uk/marriage> (<https://www.cambridgeshireceremonies.co.uk/marriage>)

4. Highways reports depending on the weather

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/roads-and-pathways/roadworks-and-faults/>

5. Primary school application enquiries as the deadline is the 15<sup>th</sup> Jan

<https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-&-learning/apply-for-a-school-place/primary-reception-junior-or-middle-school/>



