

How are we doing?

Just 25 of the 12,339 letters received by our Council tax team in 2008/9 were complaints. The nature of the complaints were varied but included concerns about waiting times experienced at the Benefits desk, an error leading to the issue of an incorrect summons and the withdrawal of a bank payment credit facility.

To deal with complaints about waiting at the customer service desk, more staff have been moved into this area to help with the increased workload brought about by the economic downturn.

In the Housing Benefits department, 15 complaints were received in 2008/9 and 20 notes of thanks were received. Several of the complaints were regarding government regulations which the Council is unable to change. Like Council Tax, some comments related to waiting times at the customer service desk and, as previously mentioned, this has been dealt with.



Thank you to everyone who took the time to give us feedback.

For further information, please contact the Revenues Team (Council Tax) on **01784 446490** and the Benefits Team on **01784 446374**.



Photo: Rowena Davison

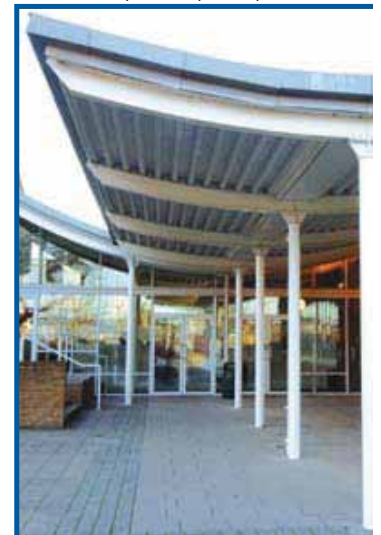
Building schools for the future project

Subject to Surrey County Council Cabinet approval, the County Council will shortly be bidding to Government to be part of the national Building Schools for the Future (BSF)* programme. Spelthorne schools will be the first to receive investment.

A significant capital investment will be available for the Spelthorne phase of Surrey's BSF programme. It presents an exciting opportunity to see how pioneering school design can positively influence the way young people learn. The first secondary schools in Spelthorne to receive the multi million pound outlay will be Bishop Wand, Matthew Arnold, St Paul's, Sunbury Manor, Thamesmead and Thomas Knyvett. New school buildings will be provided as well as remodelled and refurbished existing ones. Investment will also be used to provide state of the art Information and Communication Technology (ICT) facilities.

Surrey County Council is leading the project and is working with head teachers and governors as well as Spelthorne Council and other groups to plan how the money will be spent. There will be full consultation with stakeholders to develop future plans. Surrey County Council expects to hear early in the New Year if its bid has been successful. If it is, work could start in the summer of 2012.

Photo: courtesy of Surrey County Council



You can find out more, including how to contact the BSF team, by going to www.surreycc.gov.uk and searching under: **Learning > Schools > Building Schools for the Future**.

* BSF is an unprecedented £45 billion programme to refurbish and re-build the nation's secondary schools to provide high-quality 21st century learning environments for children and young people. BSF investment is for secondary schools only (primary schools have different arrangements).