



Customer Care Charters

Spelthorne Borough Council

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www.spelthorne.gov.uk

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The Council provides a large print version or cassette copy for blind and partially sighted residents and can offer help with interpretation. For more information on this or other Council services, call 01784 451499.



This publication has been produced for you on recycled paper by the **Customer Services Team** at Spelthorne Borough Council.

Corporate Customer Care Charter

Spelthorne Borough Council is committed to providing the best possible services for the people of Spelthorne. As a Council we intend to work with all citizens in an open and clear way. We will be listening and learning and involving them in our decision-making. With their help we will develop a genuine two-way dialogue and a community focus in all that we do.

This charter sets out our commitments for the service we deliver and the standards that you can expect from us.

We aim to:

- Consult local people about the planning and delivery of services;
- Provide the services people want and need at a time and place that suits them;
- Provide easy-to-understand information about our plans, our services and how they can be obtained;
- Respond to queries and criticisms in a constructive way;
- Deliver services that represent value for money;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;
- Make sure our actions, or the actions of those who provide services on our behalf, are just and fair;
- Provide information about our progress and invite views on our performance.

Our staff

When you are talking with our staff they will:

- Be polite, and helpful and treat you with respect;
- Listen carefully in order to understand and respond to your needs;
- Give their name and wear a name badge, where appropriate;
- Give you an explanation of their actions;
- Tell you what will happen next.

When they are visiting you in your home our staff will:

- Explain who they are and be identified as Spelthorne Council staff;
- Clearly explain the purpose of their visit.

When visiting our offices

- Our offices will be easily accessible;
- Our reception areas will be clean and welcoming and provide a range of information about the Council's services;
- Our reception staff will see you promptly;
- We will make sure you see someone who can deal with your enquiry or arrange an appointment for you if necessary;
- We can provide an interpretation service or other support if needed, by appointment;

- If you have an appointment we will give you an explanation of any delay of over ten minutes in seeing you;
- The person dealing with your enquiry will give their name and wear a name badge;
- If you cannot visit our offices we will try to make other arrangements with you.

When contacting us by telephone:

- We aim to answer your call within 15 seconds;
- If we are unable to deal with your enquiry immediately you will be directed to someone who can;
- The person dealing with your enquiry will give their name;
- If the person you need to speak to is not available we will try to help, take a message or arrange for someone to ring you back;
- If the person has a hearing impairment, we can communicate using Minicom or Type Talk by calling our special Minicom number, which is 01784 446423;
- If a person is unable to communicate in English, we can provide an interpretation service via telephone conferencing, using a qualified interpreter.

When you write to us (or e-mail):

- We will aim to reply to your letter or e-mail in full within seven working days of receiving it;
- If this is not possible (e.g. because we need to contact third parties), we will acknowledge your correspondence within two working days and reply as soon as practicable;
- Where it is not possible to reply within seven working days we will give you an explanation;
- Our reply will identify the employee who is dealing with your enquiry;
- We aim to respond to customers who are visually impaired by using Braille or large print for example;
- We aim to provide an interpretation and translation service to customers who have a language difficulty.

Listening to your comments/views

We are committed to providing the best possible service in a friendly and courteous manner, but we know that we can always improve what we do and that sometimes things can go wrong. We are interested in your views about our services, either good or bad, and would welcome your comments.

If you are dissatisfied with any service you have received from us:

- You should contact the service concerned who will try to resolve your concern promptly. If you don't know which department you need, please contact Customer Services either by telephone on 01784 451499 or via e-mail to customer.services@spelthorne.gov.uk or at our main reception desk at the Council Offices;

- If the person who receives your complaint cannot deal with it personally, he or she will take full details and tell you who will deal with it and how long it will take to give you an answer. You will usually get an answer within seven working days;
- If you are not satisfied with the answers you receive, you can ask the senior officer responsible for managing the service concerned to look into your complaint. If you do not know who this is, contact Customer Services and they will tell you;
- If you are still not satisfied with the answers you get from the Head of Service, you can refer your complaint to our Monitoring Officer and Head of Corporate Governance, who will investigate your complaint personally.

What if you are still not satisfied?

We hope we will be able to resolve any complaints you have, but we know that sometimes you may still not be satisfied, despite all efforts

In that case, you may wish to refer your complaint to your local councillor or the Local Government Ombudsman. The Local Government Ombudsman is an independent person who investigates allegations of maladministration, which result in an injustice to the person who has complained. The Ombudsman investigates complaints about most council matters including housing, planning, council tax, housing benefits. For further information and contact details please contact Customer Services.

If you want to contact your councillor, contact details can be found by [clicking here](#) or telephone Customer Services on 01784 451499 for details.

As a follow up

To make sure our procedures are and remain effective we may write to you to make sure you were happy with how your complaint was dealt with and ask for suggestions on how to improve.

If we fail to meet our promised standards it would help enormously if you could report this to the Head of Customer Services, Linda Norman, tel. 01784 446375 or e-mail l.norman@spelthorne.gov.uk so she can ensure improvements are made.

We regularly carry out customer surveys and there is a customer comments box near the main reception desk at the Council Offices, or you can use the Contact Us facility on our website. Please use it to tell us what you think.

How you can help us:-

The relationship we have with our customers is very important to us and it is two way. We will try and help you in every way we can but we reasonably expect you to: -

- Be polite, non-abusive and non-threatening in the way you deal with us;
- Behave reasonably and not resort to violence of any sort;
- Treat our staff with respect - they are genuinely trying to help;

- Make sure that all necessary documents or other information are to hand to simplify the matter;
- Comply with all reasonable requests made by staff in an effort to resolve the matter.

Service Standards

Separate service standards will be made available for:

- Building Control
- Car Parks
- Cemetery bookings
- Council Tax
- Electoral Registration
- Environmental Health
- Housing Advice
- Housing Benefits
- Independent Living
- Land Charges
- Parks and Recreation Grounds
- Planning Policy and Development Control
- Waste and Recycling / Street Cleaning

Building Control – our service commitment

Spelthorne Borough Council's Building Control Service promotes and enhances development in accordance with the National Building Regulations, ensuring health, safety, welfare, and convenience in the built environment and the control of dangerous structures and demolitions.

We aim to:

- Make decisions on full plan submissions under the building regulations within five weeks of them being registered;
- Always show identification when making site visits or inspections;
- Issue a Completion Certificate for all works carried out in accordance with the Building Regulations after a satisfactory final inspection has been carried out;
- Investigate all complaints of Building Regulation contraventions, provide help and advice to owners where possible, and undertake enforcement action where the matter cannot be resolved by other means;
- Investigate all potentially dangerous structures within 24 hours of a report being received by the Building Control Section, and take all actions necessary in order to protect the safety of the public;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;

You can help us by:

- Submitting applications for planning and building regulations approval in line with the guidance notes provided with the application form;
- Ensuring that all plans and other information are presented in a clear, legible manner and to a recognised metric scale and that the current charges are provided with your application;
- Getting advice from our Building Control Team prior to making the application;
- Being polite and courteous to employees who are dealing with you;
- Remembering to keep us informed of any changes you wish to make to the development;
- Remembering to let us know when work is completed so that we can make our final inspection.

Car Parks - our service commitment

The Car Parks service is commitment to provide a secure, safe, and friendly car parking service to you, our customers, in partnership with the local business communities.

We will undertake to:

- Establish the safety and security of customers, their vehicles and possessions as a key priority;
- Reduce levels of crime within the car parks through accurately recording any such incidents and introduce preventative actions in conjunction with local crime prevention officers;
- Monitor the car parks with either closed circuit television, or patrol staff or both. Patrols of each car park in Staines will be made twice daily;
- Provide customer service points to enable quick and easy access to car park staff during the charging period. Where service points are not available a telephone number to contact response staff will be displayed;
- Remove offensive graffiti within 24 hours of notification;
- Provide an on-going staff-training programme in car park management and customer service;
- Car Parks will be cleaned on a daily basis excluding Sundays;
- 95% of lights are working as required at all times subject to any planned building or lighting maintenance work. Light bulb failures will be repaired within four days of notification;
- Lift emergencies will be dealt with within three minutes of the alarm being raised. Lifts that are placed out of order will be repaired in accordance with the lift operator's maintenance agreement. The car parks management will closely monitor this agreement;
- Minor ticket machine failures will be repaired within two hours. Others will be repaired within 24 hours. (This excludes major repairs);
- Parking charges will be reviewed on an annual basis to ensure that they represent value for money and that they are in line with car parks elsewhere;
- Season tickets will be issued within five days of receiving of a valid application;
- Any complaints about the car parks or the car park operations will be set in motion within five days and will be dealt with in accordance with the Council's published complaints procedure;
- We will report vehicles not displaying current and valid DVLA tax discs;
- All customers will be kept informed about matters affecting the car parks either in the local press or through established Council publications such as the Spelthorne Bulletin, Council website etc.;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;

Council Tax & Business Rates - our service commitment

The revenues office has a duty to collect Council Tax & Business rates as quickly and efficiently as possible which is in the interest of all taxpayers in the Borough.

We are here to help and will be polite, open and honest, although we will not tolerate aggression, violence or bad language, but we will treat our customers fairly and objectively.

We ensure that all staff is continually developed to retain high calibre staff and recognise staff achievement through the reward and recognition scheme.

We ensure that all staff are monitored for quality and quantity to ensure that we meet our targets and maintain high quality service to the public.

We maintain good channels of communication within the team through team meeting, appraisals, staff focus groups and one 2 one's.

We are constantly striving to improve our service to all our customers and have developed a set of standards that we aim to achieve.

We review all our leaflets, publications and charters on a two yearly basis and review our standards regularly through surveys, customer and staff suggestions and will publish our performance annually.

We narrate every telephone call and counter enquiry to ensure a full history of a customers account is available

We work closely with the Benefits Office for the good of the Taxpayer and have joint team meetings twice a year to discuss cross team issues.

We adhere to the Council's recovery policy incorporating customer care and we will explain our policies and send leaflets in plain English.

We work with Age Concern, CAB and other outside agencies to ensure they have a better understanding of our policies and to improve customer care for the public.

We support the Council's 'Dress down Days' for local charities

Telephone Calls

We try to answer 95% of all calls within five rings using the Councils Corporate greeting.

We provide a telephone service from 8am to 6pm Monday to Thursday and 5pm on Friday.

Answer phone facilities are available when the office is closed or the team is receiving training

We ask assistance from Senior Officers to ensure correct advice is being given and offer to ring back if the enquiry becomes too complicated or the Taxpayer requests it.

We will not terminate a call unless the taxpayer is being continually abusive and we have requested they stop or given them the opportunity to speak to a senior officer

In extreme circumstances, where a taxpayer has been abusive, we will refer to Customer Services who hold an incident register.

Correspondence

We reply to general correspondence within 10 working days. Where this cannot be achieved, we will send an acknowledgement letter explaining when they can expect a reply.

We deal with notifications from the Valuation Office within 10 working days, change of circumstances including Discounts and Exemptions within 7 working days and Refunds within 5 working days.

We ensure all letters are written in plain English and that all points are answered.

We promote E-Billing, Self Service and Payments by Direct Debit.

Personal Callers

We follow the Counter Charter.

We wear a name badge so taxpayers know who they are dealing with.

We try to deal with the enquiry as quickly and politely as possible, but if the enquiry becomes too complicated we can offer a private interview appointment at a mutually convenient time.

Home Visits

We can provide a home visiting service to customers if they are unable to come into the Council Offices.

This service is limited and will be based on individual needs.

The Revenue Inspector is available to arrange a home visit to verify Disabled Relief Applications.

Appointments are offered within 5 working days.

Electoral Registration - our service commitment

We aim to: -

- Deliver electoral registration forms to 100% of properties;
- Achieve 95% rate of return for the registration forms;
- Register 100% of valid claims made outside the annual canvass period in line with regulations;
- Provide disabled access to 100% of polling buildings;
- Provide each polling station with facilities to ensure that no minority groups are excluded from understanding and taking part in the electoral process;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;

How you can help us

So that we can maintain the accuracy of our electoral records we need your co-operation and it would be helpful if you could bear the following points in mind.

- Please ensure that your electoral registration form is returned promptly including any changes to occupancy;
- Please treat our employees with courtesy - they are trying to help you.

Environmental Health - our service commitment

Environmental Health is responsible for enforcing a variety of legislation, including that relating to: -

- Food safety;
- Health and Safety at work;
- Infectious disease control;
- Licensing;
- Environmental Protection;
- Public Health Legislation;

We also process housing and disabled facilities' grants and an equity release scheme, which is arranged through the Home Improvement Trust releasing funds which are secured on the equity of the property, enabling eligible residents to repair, improve or adapt their homes.

We aim to: -

- Respond to at least 95% of service requests within six working days;
- Resolve at least 70% of noise disputes within three months of being reported;
- Approve at least 70% of Disabled Facilities Grants within 14 days of receiving a complete application;
- Investigate commercial complaints within 28 days;
- Determine **unopposed** Entertainment Licence applications within six weeks;
- Determine **opposed** Entertainment Licence applications within 13 weeks;
- Respond to at least 80% of contaminated land inquiries within 21 days;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;

Cemetery bookings - our service commitment

The Council is committed to providing a prompt and efficient booking service. You will be dealt with in a courteous and professional manner at all times and you can be assured of equal treatment.

What you can expect from us

- Our Customer Services team will provide an immediate response for any funeral booking;
- Funeral services will be available from 10am to 3pm, Mondays to Thursdays and 10am to 2pm on Fridays;
- We aim to treat customers equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability, or sexuality.

How you can help us

To enable all requests for funeral bookings to be processed as quickly as possible, we need your co-operation and it would be helpful if you could bear the following points in mind.

Please ensure that you have as much information as possible to hand when making the initial booking:

- Name of cemetery
- Name, address and religion of deceased
- Date of death
- Age of deceased
- Proposed date and time of funeral
- New or reopened grave
- Grave number if a reopened grave
- Size of coffin
- Is use of Chapel required?

Ensure that only the Council's Internment forms are used and that all sections are completed correctly.

Housing Advice - our service commitment

This charter covers the comprehensive housing advice service provided by the Council. If you require our help, please ring us on 01784 446380/1/3/4.

What you can expect from us

- A friendly, polite, and professional attitude towards you;
- Any information provided by you will be treated discreetly and with appropriate confidentiality;
- We will be sensitive to your individual needs and requirements and treat you with respect, as we appreciate that you may be feeling anxious and unsure;
- A free advice service, which is available to everyone requiring it;
- A fair service where everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability, or sexuality.

Advice over the following wide range of housing options and problems:

- Tenancy rights including harassment, illegal eviction and disrepair
- Prevention of homelessness
- Maximisation of Income, rent and mortgage issues
- Deposit Guarantee Scheme
- Finding private rented accommodation
- Spelthorne's Housing Register
- Joint transfer list
- Housing options following a relationship breakdown
- Domestic violence
- Key workers
- Shared ownership
- Affordable housing

If your problem is one that we are unable to help you with, we will try and find a specialist organisation that can help you.

Housing Benefits - our service commitment

The Benefits Team have a responsibility to administer Housing and Council Tax Benefits in accordance with the legislation.

The Benefits team will treat all its customers fairly, respect their privacy and dignity, be helpful and courteous and pay particular attention to those with special needs.

We are constantly trying to find ways to improve the service to our customers and have a Statement of Intent - the service you should expect to receive. Some of the details are:-

- To provide advice and help in benefit matters;
- Assess benefit within 14 days of receiving all the required information (new claims and renewals);
- Reassess your benefit within nine days of receiving notice of a change in circumstances;
- We will aim to reply to your letter or e-mail in full within two working days of receiving it;
- If not, we will acknowledge your correspondence within two working days of receiving it and aim to reply in full within seven working days;
- Where it is not possible to reply within seven working days we will give you an explanation;
- Our reply will identify the person who is dealing with your enquiry;
- Answer your telephone call within 15 seconds;
- Regularly ask your views on the service and any changes you think will improve it;
- Give you a written explanation of your benefit entitlement within 14 days of asking for it;
- All staff will either give their name (telephone) or wear name badges (enquiry desk) so you know who you are dealing with;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;

Independent Living - our service commitment

Meals on Wheels

The Meals on Wheels Service is provided for higher dependence residents within the Borough. Hot meals can be provided to individuals within their homes from Monday to Friday, with a frozen service available for weekends or Bank Holidays.

We aim to:

- Provide meals on wheels within one working day of asking for it, after referral from a medical or care agency;
- Carry out all home assessments within 10 working days after either a self or family referral to Meals on Wheels;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;

Spelthorne Personal Alarm Network - our service commitment

The Spelthorne Personal Alarm Network (SPAN) intends to give a high level of customer care and support given the old and frail nature of its clients.

We aim to: -

- Answer SPAN calls within 60 seconds;
- Carry out an annual visit to each client;
- Replace faulty alarm units the same day of notification;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;

Land Charges - our service commitment

Local Land Charges maintains the Council's statutory Local Land Charges register and provides a local search service about properties within Spelthorne.

Our service to you

A local land charges search is required by the purchaser of a property (freehold and leasehold). The search enables the purchaser to have as clear a picture as possible as to the registration held by the Council against the property, which they wish to purchase.

We aim always to:

- Operate an efficient, effective, and economical local land charges service;
- Provide a quick, consistent and accurate service;
- Treat clients in a fair and courteous way;
- Process all standard searches accurately and return them to the originator within 10 working days;
- Liaise with other Council departments and Surrey County Council to obtain the required information for search completion;
- We will aim to reply to your letter or e-mail in full within seven working days of receiving it;
- If this is not possible we will acknowledge your correspondence within two working days of receipt and reply as soon as possible;
- Our reply will identify the person who is dealing with your enquiry;
- Actively seek ways of improving the quality of our service;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;

Parks and Recreation Grounds - our service commitment

What you can expect from us:

- Opportunities to enjoy outdoor leisure activities in a clean, safe, pleasant, and well-maintained environment;
- A range of activities in a range of sites to enjoy a mix of active sport, informal recreation, and quiet relaxation;
- Children's play areas that are inspected on a regular basis;
- Sports pavilions that are clean and functional;
- Employees who are courteous and polite, efficient in their duties and respond to customer needs;
- An effective and efficient booking system;
- An active policy to encourage responsible dog ownership;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;

How you can help us

- Keep the parks and recreation grounds clean by putting all litter and dog waste in the bins provided;
- Please respect the needs of other users and residents near by;
- Please treat all employees with courtesy - they are trying to help you.

Planning - our service commitment

The Planning Section carries out Spelthorne Borough Council's duties as a Local Planning Authority. Its Policy team prepares planning policy documents and the Development Control team processes planning and other applications.

What you can expect from us:

- ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability, or sexuality
- a polite, respectful and effective service
- give you clear information and advice

The Planning Policy team will:

- prepare a Local Development Framework to meet the Borough's needs to the period 2026;
- respond to national and regional/sub-regional planning policy issues in a way which safeguards the well-being of the Borough;
- respond to major development and transport schemes in a way which safeguards the interests of the Borough

The Development Control team will:

Before an application is submitted

- welcome you to use our pre-application advice service to get informal advice before you submit a planning application;
- aim to respond to general written requests for information within 10 working days. If not, we will acknowledge your query and follow up in more detail by a specified later date;
- offer specialist conservation and listed buildings advice upon request

Submitting an application

- help you to submit your application electronically via our 'Planning Portal' link;
- aim to register your application within 5 days which will include notifying you if your application is invalid, advising you what information we need;
- notify immediately adjoining neighbours of applications and give them 21 days to comment

Processing an application

- make details of planning applications (including copies of plans, representations, and officer reports) available on the internet via our system called "Public Access";

- inspect the site of the proposed development within 21 days of receiving your application;
- take all letters commenting on planning applications into account when making a decision and summarise these within our reports;
- where necessary seek only one set of small scale amendments to submitted planning applications in order to meet government deadlines for quick decisions;
- advise you by letter at least five working days in advance if your application, or a development you have commented on, is being considered by the planning committee, and the Councils procedures for public speaking

Determining an application

- determine your planning application in line with the policies in our Development Plan and any other relevant issues;
- advise applicants, agents and contributors of the outcome of a decision within 5 working days of it being made

Appeals

- advise applicants of their rights of appeal if they are unhappy with the decision, but encourage them to discuss whether a revised scheme might be acceptable;
- Notify contributors on an application within 5 days of an appeal being accepted by the Planning Inspectorate (PINS), and explain procedures and timescales;
- prepare appeal statements, where necessary, to support the Council's decision, and ensure these are available on Public Access

Enforcement

- acknowledge complaints about breaches of planning control within 3 Working days of receipt (by phone, in writing or by email);
- undertake an initial site visit within 5 Working days of the original complaint;
- with ongoing or more complex complaints, advise complainants of progress within one month, and keep all parties informed at key stages of the investigation;
- aim to ensure that breaches are resolved successfully using the best methods, and that action is taken quickly when necessary

We aim to determine:

- 60% of major planning applications within 13 weeks;
- 75% of minor planning applications within eight weeks;
- 90% of all other planning applications within eight weeks;
- 85% of applications for work to preserved trees within eight weeks, and 100% of notices for work on trees in conservation areas within six weeks

How you can help us

To help us give you the best possible service please;

- ensure you give us the correct information, plans and fees with your application;

- quote any reference number we have given you so we can deal with your query as quickly as possible;
- respond to any revisions or additional information we ask for as quickly as you can;
- let us know of any changes you wish to make to your proposal as soon as you can;
- treat our staff with courtesy - they are trying to help you.

Waste and Recycling/Street Cleaning - our service commitment

Spelthorne Borough Council wants to work with you to provide a waste and recycling service, which is sustainable and affordable and meets the needs of local residents. This charter sets out our commitments for the delivery of waste and recycling services, the standards you can expect from us and how you can help us meet these standards.

Our Environmental Services and Direct Services team delivers waste and recycling services. The services cover:

- The collection of household rubbish and bulky household waste
- The provision of local recycling facilities and services;
- Clearing illegal dumping.

We aim to:

- Provide a sustainable waste and recycling service which discourages waste production and encourages reuse and recycling;
- Raise local awareness about waste and recycling and the range of services available through communication via the Council's Borough Bulletin, website, promotions, presentations and displays;
- Actively encourage local people to care for their environment;
- Encourage people to give their views and take them into account;
- Investigate and rectify, where necessary, street cleansing complaints within 24 hours;
- Investigate all incidents of fly tipping and where appropriate arrange for the removal and disposal of illegally dumped rubbish from Council owned land within three working days of a request being made;
- Take action, which could include prosecution, against anyone who fly tips;
- Remove abandoned vehicles that do not require consent for removal within two working days, all others within 12 working days;
- Remove offensive graffiti within 24 hours of notification.

What you can expect from us

We will:

- Provide a helpful, friendly and courteous service;
- Let you know what action we can take to deal with your query, and the likely time it will take to sort out;
- Keep you informed of how we are dealing with your query;
- Collect your household rubbish on alternate weeks, on the same day;
- Return within one working day if we miss your rubbish collection, due to an error on our part, during the normal weekly collection;
- Inform you of any changes to your normal collection service before Christmas, New Year and Easter holidays through the local press, Borough Bulletin and our web site;
- Provide help to the elderly or disabled who are unable to move their wheelie bin to the kerbside, through the **ASSISTED COLLECTION SCHEME**;

- Provide recycling banks across the borough to deposit cans, glass, newspapers and textiles;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability, or sexuality.

You can help us by:

- Making sure that any bulky waste you have asked to be collected is put outside on the day given to you for collection, and ensuring that it is kept just inside the boundary of your home where it can be easily loaded into the collection vehicle;
- Never putting waste oil, petrol, asbestos, syringes, medical dressings or hazardous chemicals in your bin;
- Wrapping up any sharp items such as broken glass and not putting anything in the container that might.