

# The service you can expect from Stratford-on-Avon District Council



service standards

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# Corporate Standards

## THE SERVICE WE PROVIDE

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The following service standards apply across all services and cover Contacting the Council, Complaints, Paying Invoices and Working with Children.

## WHAT YOU CAN EXPECT FROM US

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### Contacting the Council

We will:

- Answer telephone calls within 15 seconds.
- Acknowledge letters within 5 working days and try to answer fully within 15 working days. If we are not able to do so we will inform you when you can expect an answer.
- Acknowledge Emails within 2 working days and try to answer fully within 15 working days. If we are not able to do so we will inform you when you can expect an answer.

### Complaints

We will:

- Acknowledge complaints within 5 working days and answer fully within 10 working days of acknowledgement of complaint being issued. If we are not able to do so we will inform you when you can expect an answer.

### Paying Invoices

We will:

- Pay undisputed invoices within 30 days.

### Working with Children

We will:

- Ensure that all staff working with children are satisfactorily CRB (criminal records bureau) police checked.

## CONTACT DETAILS

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If you wish to contact the council please telephone 01789 267575, e.mail [info@stratford-dc.gov.uk](mailto:info@stratford-dc.gov.uk) or write to Stratford-on-Avon District Council, Elizabeth House, Church Street, Stratford-upon-Avon, CV37 6HX.

# Community Leisure

## THE SERVICE WE PROVIDE

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We aim to develop and support leisure opportunities across the District that are of high quality and responsive to the needs of your local area.

## WHAT YOU CAN EXPECT FROM US

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We will:

- Provide at least one summer activity scheme for young people within a 5 miles radius of your home during the summer holidays.

## WHAT WE EXPECT FROM YOU

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- Ensure that you comply with conditions outlined on our booking forms for leisure activities.
- Inform us of new sports clubs in the District.

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Leisure on 01789 260606 or e.mail [leisure@stratford-dc.gov.uk](mailto:leisure@stratford-dc.gov.uk)



# Leisure Facilities

## THE SERVICES WE PROVIDE

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In partnership with our contractors we aim to provide leisure facilities that are safe, modern, bright, clean and friendly. These facilities include:

- Stratford Leisure and Visitor Centre
- Studley Leisure Centre
- Shipston on Stour Leisure Centre
- Play Areas
- Stratford Skate park
- Football Pitches

## WHAT YOU CAN EXPECT FROM US

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We will:

- Heat our swimming pools to between 28-30 degrees centigrade at all times.

## WHAT WE EXPECT FROM YOU

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Please treat the facilities with respect and let us have your comments and suggestions on how we can improve our service.

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Leisure on 01789 260635 or e.mail [leisure@stratford-dc.gov.uk](mailto:leisure@stratford-dc.gov.uk)



# Grants

## THE SERVICE WE PROVIDE

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The Grants service provides funding to local community and voluntary organisations, along with advice and assistance on other sources of external funding.

## WHAT YOU CAN EXPECT FROM US

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We will:

- Confirm any decisions on grant applications within 5 working days of the decision being approved.

## WHAT WE EXPECT FROM YOU

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- Speak to us before you apply and keep us updated on how your project is progressing
- Check the criteria to ensure your project is eligible, before you apply.
- Send us all of the supporting documents requested along with your application form.

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Leisure on 01789 260694 or e.mail [leisure@stratford-dc.gov.uk](mailto:leisure@stratford-dc.gov.uk)



# Benefits

## THE SERVICE WE PROVIDE

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The Benefits service administers claims for Housing Benefit and Council Tax Benefit. We are committed to delivering the highest quality service. In providing our service we will:

- Maximise your entitlement by ensuring you receive the correct benefit at all times.
- Ensure that our appeals and complaints procedures are open.
- Provide services which are accessible to everyone.
- Regularly publicise ways in which you can get help with your Rent and/or Council Tax.
- Provide Benefit forms and leaflets that are written in plain English and are simple to understand.
- Give you a receipt for your form if you request it.
- Provide assistance with making a claim if required.
- Provide information in another language, Braille or large print if required.

## WHAT YOU CAN EXPECT FROM US

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We will:

- Respond to all Benefit applications within 10 working days.
- Pay housing Benefit claims within 10 working days.
- Process claims for Council Tax Benefit within 10 working days.
- Notify changes of payment arrangements at least 10 working days before they are implemented.

# Benefits *continued*

## WHAT WE EXPECT FROM YOU

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- To be courteous to the staff who are dealing with you.
- To supply information that is complete, accurate and true.
- Provide us promptly with all the required information and evidence to determine your claim.
- Tell us about any change in your circumstances, which may affect your benefit.
- Look at the letters we send to you and tell us straight away if you think they are wrong.
- Notify us immediately if your circumstances change.

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Revenues on 01789 260901 or e.mail [revenues@stratford-dc.gov.uk](mailto:revenues@stratford-dc.gov.uk)



# Housing

## THE SERVICE WE PROVIDE

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The Housing service provides help to those who:

- Are being threatened with eviction by a landlord or find themselves homeless
- Wish to apply for a Housing Association or shared ownership property
- Are having difficulty in securing a privately rented home
- Need assistance to repair their home or make it safe and secure
- Have a disability and require their home adapting to allow independent living

## WHAT YOU CAN EXPECT FROM US

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We will:

- Investigate and determine whether you qualify as homeless within 35 working days. In the meantime we will meet our statutory obligations to the most vulnerable applicants.

## WHAT WE EXPECT FROM YOU

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Please contact us via the web site, telephone or by post as soon as you require any of these services.

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Housing on 01789 260856 or e.mail [housing@stratford-dc.gov.uk](mailto:housing@stratford-dc.gov.uk)



# Environmental Health

## THE SERVICE WE PROVIDE

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Environmental Health represents a group of services that are focused on improving the quality of life for the district's residents by addressing issues of public safety, health and well-being. Specific services include:

- Control of a range of statutory nuisances including noise and smell.
- Help with resolving drainage problems (private sewerage systems)
- Inspection of food premises and complaint investigation
- Infectious disease prevention and control
- Help with resolving home repairs where landlords are not acting responsibly.
- Inspection of work-places for compliance with Health and Safety requirements and complaint investigation
- Pollution control e.g. land contamination and air pollution
- Pest control (including rats, mice and some insects) in the home and in commercial premises
- Water sampling where homes do not have access to mains water.

## WHAT YOU CAN EXPECT FROM US

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We will:

- Respond to all complaints where there is a serious risk to public health or safety within 1 working day.
- Respond to all confirmed outbreaks of food poisoning within 1 working day.

## WHAT WE EXPECT FROM YOU

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Please contact us via the web site, telephone or by post as soon as you require any of these services.

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Environmental Health on 01789 260856 or e.mail [envhealth@stratford-dc.gov.uk](mailto:envhealth@stratford-dc.gov.uk)

# Public Toilets

## THE SERVICE WE PROVIDE

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High quality public toilets that are light, clean and airy for your convenience. There are 12 sites owned and operated directly by the District Council within the Stratford District Area. The locations of these facilities are deemed to be in high demand areas. The facilities are regularly maintained for safety and operational efficiency.

## WHAT YOU CAN EXPECT FROM US

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- We will inspect and clean all Council operated public toilets at least once a day.

## WHAT WE EXPECT FROM YOU

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- Treat the facilities provided with respect
- Report any faults, damage or vandalism to us immediately
- Provide your comments or suggestions on how we may improve our service

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Construction on 01789 260670 or e.mail [construction@stratford-dc.gov.uk](mailto:construction@stratford-dc.gov.uk)



# Refuse & Recycling

## THE SERVICE WE PROVIDE

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We provide refuse collection and recycling services across the whole district. This includes the weekly refuse service and the kerbside dry recyclable collections of paper, cans, glass, textiles and the green garden waste collection. There are also bring banks around the District.

## WHAT YOU CAN EXPECT FROM US

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- If you notify us we have missed collecting your rubbish before 12 noon we will collect it the same day, otherwise we will collect it the following working day.

## WHAT WE EXPECT FROM YOU

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- Try and minimise the amount of waste you produce
- Put your refuse and recycling out in time for collections and in the correct place
- Leave recycling centres clean and tidy

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Streetscene on 01789 260605 or e.mail [streetscene@stratford-dc.gov.uk](mailto:streetscene@stratford-dc.gov.uk)



# Street Cleaning & Parks

## THE SERVICE WE PROVIDE

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Through these services we aim to keep District Council and open land clean and tidy. We sweep the streets and paths around the district and litter pick land as well as emptying all dog and litter bins regularly. We also cut grass verges and tend for green spaces such as Bancroft, the Recreation Ground and numerous floral displays.

## WHAT WE EXPECT FROM YOU

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- Dispose of all litter in a responsible manner
- Report any fly tipped material to the Council
- Be considerate to others when using the open spaces

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Streetscene on 01789 260605 or e.mail [streetscene@stratford-dc.gov.uk](mailto:streetscene@stratford-dc.gov.uk)



# Parking

## THE SERVICE WE PROVIDE

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Parking Services manage all the District Council car parks and undertake the administration and enforcement of the on-street parking scheme in the Stratford District. This includes issuing permits and passes for use in the car parks and on-street. We also operate the Shopmobility scheme within Stratford-upon-Avon.

## WHAT YOU CAN EXPECT FROM US

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We will:

- Respond to appeals against parking tickets within 5 working days.

## WHAT WE EXPECT FROM YOU

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- Always park with consideration for others
- Be calm in your dealings with all parking staff
- Ensure you park your vehicle in a secure manner

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Parking on 01789 260691 or e. mail [parking@stratford-dc.gov.uk](mailto:parking@stratford-dc.gov.uk)



# Development Control

## THE SERVICE WE PROVIDE

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- Regulates development in the District in the public interest, bearing in mind Government, regional and local policies;
- Processes, publicises and decides planning and other associated applications in order to control;
- Advises applicants, neighbours and others about the planning process and about the planning history and development potential of specific sites;
- Prepares and presents the Council's case in appeals against planning decisions; and
- Investigates and enforces breaches of planning control.

## WHAT YOU CAN EXPECT FROM US

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- Ensure that enquiries about the need for planning consent are acknowledged within 5 working days and answered fully within 15 working days of receiving a properly completed enquiry form.
- Initial Investigation of category 1 priority enforcement complaints (e.g. unauthorised listed building demolitions) will be carried out within 1 working day of receipt. The investigation will be complete within 10 weeks.

## WHAT WE EXPECT FROM YOU

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Please ensure that when you submit applications, enquiries or enforcement complaints, you fully and accurately complete any relevant forms and include sufficient plans and other information to enable us to deal with the matter. If you require any advice when completing applications please contact us.

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Planning on 01789 260340 or 260303 or e.mail [planning.applications@stratford-dc.gov.uk](mailto:planning.applications@stratford-dc.gov.uk)

# Building Control

## THE SERVICE WE PROVIDE

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Building Control is responsible for enforcing the Building Regulations, Theatre Licensing and the control of Dangerous Structures and Demolition. We provide a consultative, customer focused service, designed to improve the health and safety of our citizens through enhancing the quality of our built environment.

## WHAT YOU CAN EXPECT FROM US

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We will:

- Examine your plans and advise you of any amendments or further information required within 15 working days of receipt.
- Carry out all site inspections within 1 working day of receiving a request.

## WHAT WE EXPECT FROM YOU

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If you would like us to inspect your work on the same day please contact us before 10.30am.

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Building Control on 01789 260620 or 260681 or e.mail [buildingcontrol@stratford-dc.gov.uk](mailto:buildingcontrol@stratford-dc.gov.uk)



# Local Searches

## THE SERVICE WE PROVIDE

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Local authorities have a statutory duty to maintain a register of Local Land Charges. These charges are restrictions, prohibitions or financial charges that are binding on successive owners or occupiers of land or property.

Upon the payment of a relevant fee the Land Charges Team make this information available to interested parties either by way of :-

- an official search which can be submitted by post or electronically. This is usually carried out by a Solicitor and can disclose information in addition to that held on the Land Charges Register.
- a personal search which is confined to a search of entries in the Land Charges Register. This is usually carried out by a personal search company on behalf of a Solicitor but it can be carried out by anyone.

## WHAT YOU CAN EXPECT FROM US

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We will:

- Report on all local searches within 10 working days.

## WHAT WE EXPECT FROM YOU

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That you contact the service via the web site, telephone or by post if you require any of these services.

## CONTACT DETAILS

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If you have a request, comment, complaint or suggestion, or you require further information please telephone Land Charges on 01789 260214 or e.mail [landcharges@stratford-dc.gov.uk](mailto:landcharges@stratford-dc.gov.uk)



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