

## **APPENDIX A: CUSTOMER CHARTER & SERVICE STANDARDS**

### **Draft Customer Charter**

The Swansea Council Customer Charter, combined with our published Service Standards, provide our framework for communicating how we will meet the expectations of our residents. The framework provides clear and concise statements, detailing ways by which we can measure and monitor customer service levels.

The Service Standards explain what each front-facing service delivers. They also describe the timescales within which you can expect us to deal with your query. We are committed to ensuring that you are completely satisfied with the service you are getting in line with our Standards.

Swansea Council is committed to putting our customers at the heart of everything we do and we welcome your feedback on how we can improve our services.

Our Customer Charter framework sets out our promises as to how we will deliver high quality services to you and the service standards we will provide to enable us to meet your expectations.

### **Our promises**

#### **We will:**

- Provide you with quality services
- Ensure that we use plain language and have trained staff to answer your questions
- Be honest, approachable and polite, keeping your needs at the heart of everything we do
- Respond within the timescales laid out in our Service Standards
- Aim to answer your enquiry through the publicised first point of contact wherever possible
- Make sure the information we provide is accurate, up to date, and bilingual where required
- Deliver services in a way which offers good value for money for the community
- Involve you in the design and delivery of our services wherever possible.

#### **When you need to access services, we will:**

- Provide you with easy-to-use online services with all the information you need in one place

- Publish a range of web addresses and emails so you can quickly access services or contact officers
- Deliver secure and trusted online services to you.

**If you email us, when we respond we will:**

- Be clear, use plain language, and reply in Welsh or bilingually where appropriate
- Respond within the timescales laid out in our Service Standards.

**If you phone the Council, we will:**

- Aim to answer your call as quickly as possible
- Give you alternative options and information during busy periods.

**When you visit our public offices, we will:**

- Provide an accessible space which is open during published hours
- Provide a welcoming, friendly and helpful atmosphere
- Aim to see you within 30 minutes (if you have to wait longer we will explain why).

**If we visit you, we will:**

- Arrive at the agreed appointment time (unless we are delayed, in which case we will contact you)
- Be helpful, polite, and treat you with respect and dignity.

**When you speak with our staff we expect you to:**

- Be helpful, polite, and treat us with respect and dignity
- Understand we will address unreasonable behaviour and may end the conversation / visit, or invoke our Unreasonable Customer Behaviour Policy if necessary.

## Service Standards

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
<b>Additional Learning Needs Inclusion Team (ALNIT)</b>	Contacting a member of the ALNIT Team for information, advice or assistance	Make sure we publish all the relevant information on our website	15 school days (during term time) or 28 calendar days (during school holidays)	Web: <a href="https://www.swansea.gov.uk/alnprofessionals">https://www.swansea.gov.uk/alnprofessionals</a> Email: <a href="mailto:ALNIT@swansea.gov.uk">ALNIT@swansea.gov.uk</a> <a href="mailto:Caseworker@swansea.gov.uk">Caseworker@swansea.gov.uk</a> <a href="mailto:DESCO@swansea.gov.uk">DESCO@swansea.gov.uk</a> Phone: 01792 636162
<b>Additional Learning Needs Inclusion Team (ALNIT)</b>	General enquiries to the team	Ensure all the relevant information is available on our website. Answer emails on specific questions Provide a limited phone services for those without internet or email access	15 school days to respond to e-mail queries Phone line will be open between 10.00 am to 12 noon & 2.00 pm to 4.00 pm Monday to Friday	Web: <a href="https://www.swansea.gov.uk/aln">https://www.swansea.gov.uk/aln</a> Email: <a href="mailto:ALNIT@swansea.gov.uk">ALNIT@swansea.gov.uk</a> Phone: 01792 636162
<b>Assisted waste collections</b>	When all residents of a property are unable to put waste out for collection due to disability or infirmity	Our waste team will be advised and will agree a safe position on the premises to collect the bags/bins	On your normal bin collection day, (Mon-Fri)	Web: <a href="#">Assisted collections - Swansea</a> Email: <a href="mailto:evh@swansea.gov.uk">evh@swansea.gov.uk</a> Phone: 01792 635600
<b>Benefits – Housing Benefit (HB)</b>	Make a new claim for Housing Benefit or tell us about a change in your household circumstances that	If you have provided all the information we need, we will work out how much HB you are entitled to and tell you	28 working days	Web: <a href="#">Housing Benefit and Council Tax Reduction - Swansea</a> Email: <a href="mailto:benefits@swansea.gov.uk">benefits@swansea.gov.uk</a> Phone: 01792 635353

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	might affect an existing claim			
<b>Benefits – Council Tax Reduction (CTR)</b>	Make a new claim for CTR or tell us about a change in your household circumstances that might affect an existing claim	If you have provided all the information we need, we will work out how much CTR you are entitled to and tell you	28 working days	Web: <a href="#">Housing Benefit and Council Tax Reduction - Swansea</a> Email: <a href="mailto:benefits@swansea.gov.uk">benefits@swansea.gov.uk</a> Phone: 01792 635353
<b>Benefits – Housing Benefit (HB) and Council Tax Reduction (CTR)</b>	Query entitlement/ payments / the potential impact of changes in circumstance on benefits / seek advice, support	We will explain our decisions/calculations and the regulations in a clear and concise way.	28 working days	Web: <a href="#">Housing Benefit and Council Tax Reduction - Swansea</a> Email: <a href="mailto:benefits@swansea.gov.uk">benefits@swansea.gov.uk</a> Phone: 01792 635353
<b>Breach of planning control</b>	Report works where a property doesn't have planning permission or is breach of condition	Investigate your complaint and advise on course of action to be taken	12 weeks	Web: <a href="http://swansea.gov.uk/planningenforcement">swansea.gov.uk/planningenforcement</a> Email: <a href="mailto:enforcement.development@swansea.gov.uk">enforcement.development@swansea.gov.uk</a> Phone: 01792 635701
<b>Building Control application</b>	Submit a completed application form for building regulations	Register your application	Within 3 working days	Web: <a href="http://www.swansea.gov.uk/bcon">www.swansea.gov.uk/bcon</a> Email: <a href="mailto:bcon@swansea.gov.uk">bcon@swansea.gov.uk</a> Phone: 01792635636
<b>Building inspections</b>	Request an Inspection	Carry out inspections while the work is taking place and we are happy to talk to you about an inspection programme for your scheme that suits you.	Where possible same working day, or within 24hrs of request. Future date inspection by arrangement.	Web: <a href="http://www.swansea.gov.uk/bcon">www.swansea.gov.uk/bcon</a> Email: <a href="mailto:bcon@swansea.gov.uk">bcon@swansea.gov.uk</a> Phone: 01792 635636

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
<b>Cemeteries</b>	Search for a grave	We will conduct a search of municipal cemeteries	Within 5 working days	Web: <a href="#">Burials and cremations - Swansea</a> Email: <a href="mailto:bereavementservices@swansea.gov.uk">bereavementservices@swansea.gov.uk</a> Phone: 01792 636389
<b>Crematorium</b>	Enquire about a memorialisation scheme for the crematorium	Provide information / costs and process application	Within 5 working days	Web: <a href="#">Burials and cremations - Swansea</a> Email: <a href="mailto:bereavementservices@swansea.gov.uk">bereavementservices@swansea.gov.uk</a> Phone: 01792 636481
<b>Registrars</b>	Enquire to register a birth	Offer an appointment	Within 5 working days	Web: <a href="http://swansea.gov.uk/registrars">swansea.gov.uk/registrars</a> Email: <a href="mailto:registrars@swansea.gov.uk">registrars@swansea.gov.uk</a> Phone: 01792 637444
<b>Commercial land and property</b>	Search for available land and property in Council ownership	We will advise on available council land and property.	Email contact 5 working days. Tel contact 2 working days If call unable to be answered and message being left requesting a call back	Web: <a href="#">Land and property for sale or lease - Swansea</a> Email: <a href="mailto:Corporate.Property@swansea.gov.uk">Corporate.Property@swansea.gov.uk</a> Phone: General enquiries (property / asset management) 01792 636727
<b>Committee agendas</b>	To find out information on any meetings such as	We will advise and help in your search for information on items reported to the	5 working days	Web: <a href="http://www.swansea.gov.uk/democracy">www.swansea.gov.uk/democracy</a> Email: <a href="mailto:democracy@swansea.gov.uk">democracy@swansea.gov.uk</a> Phone: 01792 636923

<b>Request</b>	<b>When you contact the Council to:</b>	<b>The Council's Commitment to you:</b>	<b>Within the Following Timescales</b>	<b>Contact Details of this Service:</b>
	council, cabinet, planning etc.	various meetings of council.		
<b>Councillors</b>	To find out information on any our 75 councillors.	We will assist and advise with queries such as who is my local councillor or relevant cabinet member for a service area.	3 workings days	Web: <a href="http://www.swansea.gov.uk/councillors">www.swansea.gov.uk/councillors</a> Email: <a href="mailto:democracy@swansea.gov.uk">democracy@swansea.gov.uk</a> Phone: 01792 636923
<b>Complaints</b>	Make a complaint about any service	We will investigate the complaint and respond to you. We take complaints very seriously and use them as an opportunity to improve our services.	Corporate complaints: Stage 1: 10 working days  Stage 2: 20 working days  Social Services complaints follow a specific Policy, please visit the link	Web: <a href="#">Corporate complaints policy</a> <a href="#">Social Services complaints policy</a> Email: <a href="mailto:complaints@swansea.gov.uk">complaints@swansea.gov.uk</a> Phone: 01792 637345
<b>Council-owned land</b>	To make general queries including ownership	We will advise if land is council owned and confirm areas of responsibility	Email contact 5 working days. Tel contact 2 working days If call unable to be answered and message being left requesting a call back	Email: <a href="mailto:Corporate.Property@swansea.gov.uk">Corporate.Property@swansea.gov.uk</a>  Phone: General enquiries (property / asset management) 01792 636727

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
<b>Council Tax</b>	Report a change of address / change of ownership or occupation of a property	Take the details off you and make the necessary updates so a correct bill can be issued	28 working days	Web: <a href="#">Register/report a change of circumstances that may affect your Council Tax - Swansea</a> Email: <a href="mailto:council.tax@swansea.gov.uk">council.tax@swansea.gov.uk</a> Phone: 01792 635382
<b>Council Tax</b>	Ask to pay by direct debit	Take the details off you and set up a direct debit claim for whichever of the 4 available dates you choose	28 working days	Web: <a href="http://www.swansea.gov.uk/paycounciltax">www.swansea.gov.uk/paycounciltax</a> Email: <a href="mailto:council.tax@swansea.gov.uk">council.tax@swansea.gov.uk</a> Phone: 01792 635382
<b>Council Tax</b>	Tell us about difficulties you may have with paying your bill	We will listen and do our best to agree a reasonable, mutually acceptable payment plan with you. We will also offer to refer you for independent financial advice and tell you about Council Tax Reduction	28 working days	Web: <a href="#">Problems paying your Council Tax bill - Swansea</a> Email: <a href="mailto:council.tax@swansea.gov.uk">council.tax@swansea.gov.uk</a> Phone: 01792 635382
<b>Council Tax</b>	Make a payment	We will take the payment from you promptly	3 days	Web: <a href="http://www.swansea.gov.uk/paycounciltax">www.swansea.gov.uk/paycounciltax</a> Email: <a href="mailto:council.tax@swansea.gov.uk">council.tax@swansea.gov.uk</a> Phone: 0300 4562765
<b>Dangerous structures</b>	Report a dangerous structure.	To react within 3 hours/ 24 hours depending on severity.	Deal with imminent dangers within 3 hours.	Web: <a href="http://www.swansea.gov.uk/bcon">www.swansea.gov.uk/bcon</a> Email: <a href="mailto:bcon@swansea.gov.uk">bcon@swansea.gov.uk</a> Phone: 01792635636

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			Non-imminent danger the next working day.	
<b>Dog fouling/litter</b>	Report locations where dog fouling and/or litter is creating a hazard and/or nuisance	Remove the nuisance and/or hazard	Danger – by end of next working day Nuisance – within 5 working days	Web: <a href="https://www.swansea.gov.uk/reportit">https://www.swansea.gov.uk/reportit</a> Email: <a href="mailto:evh@swansea.gov.uk">evh@swansea.gov.uk</a> Phone: 01792 635600
<b>Empty properties</b>	Report details of an empty property which is open to access	We will visit the property, try to identify and contact the owner and make sure the property is secured if there is a risk of unauthorised access.	Visit the property within 2 working days	E-mail: <a href="mailto:evh@swansea.gov.uk">evh@swansea.gov.uk</a> Phone: 01792 635600
<b>Food hygiene enquiries or complaints</b>	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt	Web: <a href="https://www.swansea.gov.uk/food">https://www.swansea.gov.uk/food</a> Email: <a href="mailto:foodandsafety@swansea.gov.uk">foodandsafety@swansea.gov.uk</a> Phone: 01792 635600
<b>Freedom of Information requests</b>	Make a Freedom of Information Request in writing	On receipt of a written request for recorded information the Council will notify you whether we hold that information. We will provide it in the way you requested	20 working days	Web: <a href="http://www.swansea.gov.uk/freedomofinformation">www.swansea.gov.uk/freedomofinformation</a> Email: <a href="mailto:freedomofinformation@swansea.gov.uk">freedomofinformation@swansea.gov.uk</a> Phone: 01792 637345
<b>Free School Meals (FSM)</b>	Make a new application for FSM or tell us about a	If you have provided all the information we need, we will work out if you are	28 working days	Web: <a href="#">Free school meals - Swansea</a> Email: <a href="mailto:freeschoolmeals@swansea.gov.uk">freeschoolmeals@swansea.gov.uk</a>



<b>Request</b>	<b>When you contact the Council to:</b>	<b>The Council's Commitment to you:</b>	<b>Within the Following Timescales</b>	<b>Contact Details of this Service:</b>
	change in your household circumstances that might affect an existing award of FSM	entitled to FSM and tell you		Phone: 01792 635353
<b>Grants and funding</b>	Find out about grant funding options or opportunities	Help to signpost you to the most appropriate funding source(s)	Within 28 working days for initial request	Email: <a href="mailto:ExternalGrants@swansea.gov.uk">ExternalGrants@swansea.gov.uk</a> <a href="mailto:GrantiauAllanol@abertawe.gov.uk">GrantiauAllanol@abertawe.gov.uk</a>
<b>Grass verge cutting</b>	Report locations where long grass is limiting driver visibility and creating a hazard	Cut visions splays as necessary	Within 5 working days	Email: <a href="mailto:parks.section@swansea.gov.uk">parks.section@swansea.gov.uk</a> Phone: 01792 280210
<b>Health and Safety advice and complaints</b>	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt	Web: <a href="https://www.swansea.gov.uk/healthandsafety">https://www.swansea.gov.uk/healthandsafety</a> Email: <a href="mailto:evh@swansea.gov.uk">evh@swansea.gov.uk</a> Phone: 01792 635600
<b>Highways Emergency</b>	Report an immediately dangerous situation on the Highway	To react within 4 hours/ 24 hours depending on severity.		Phone to Highways Front Desk 01792 843330
<b>Highways Pothole Pledge</b>	Report a pothole	We will repair the pothole where able.	48 hours for action and further 48 hours for response when an email	Using the online "Report it" form, Email to <a href="mailto:highways@swansea.gov.uk">highways@swansea.gov.uk</a> or By Phone to 01792 843330

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			address is provided.	
<b>Highways Service Request</b>	Reporting requests for works or routine service, ice, road condition, flooding etc	Log the call, investigate action appropriately.	Non safety defects no agreed response time. Dealt with by routine programmes of work.	Using the online "Report it" form, Email to <a href="mailto:highways@swansea.gov.uk">highways@swansea.gov.uk</a> or By Phone to 01792 843330
<b>Houses in Multiple Occupation (HMO) Licensing</b>	Make a licence application or request a variation of an existing licence	Log the application and contact you to confirm details, take payment and explain next stages.	Within 10 working days of you submitting the application.	E-mail: <a href="mailto:hph@swansea.gov.uk">hph@swansea.gov.uk</a> Phone: 01792 635600
<b>Housing Standards</b>	Report issues with the condition of your privately rented property	Take the details from you, including details of your landlord/agent, give you advice and arrange an inspection of the property, after contacting your landlord/agent.	Contact you to arrange an inspection within 5 working days of your report	Web: <a href="#">Get advice on private rented housing - Swansea</a> E-mail: <a href="mailto:evh@swansea.gov.uk">evh@swansea.gov.uk</a> Phone: 01792 635600
<b>Housing</b>	General enquiries	We will refer your query to the correct section/team	General email enquiries: an initial acknowledgement within 1 working day and full response within 10 working days from the relevant team.	General enquiries: <a href="https://www.swansea.gov.uk/housingenquiryform">https://www.swansea.gov.uk/housingenquiryform</a> email: <a href="mailto:housing@swansea.gov.uk">housing@swansea.gov.uk</a> housing portal: <a href="https://housing.swansea.gov.uk">https://housing.swansea.gov.uk</a>  Area Housing Office emails: <a href="mailto:westarea.housingoffice@swansea.gov.uk">westarea.housingoffice@swansea.gov.uk</a> <a href="mailto:eastarea.housingoffice@swansea.gov.uk">eastarea.housingoffice@swansea.gov.uk</a> <a href="mailto:northarea.housingoffice@swansea.gov.uk">northarea.housingoffice@swansea.gov.uk</a>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
				<a href="mailto:centralarea.housingoffice@swansea.gov.uk">centralarea.housingoffice@swansea.gov.uk</a>
<b>Housing</b>	Apply for Housing	Your application will be assessed in accordance with our Housing Allocations Policy.	30 working days	Housing Options Web: <a href="https://www.swansea.gov.uk/applyforcouncilhousing">https://www.swansea.gov.uk/applyforcouncilhousing</a> <a href="https://www.swansea.gov.uk/contacthousingoptions">https://www.swansea.gov.uk/contacthousingoptions</a> Email: <a href="mailto:housing.options@swansea.gov.uk">housing.options@swansea.gov.uk</a> Phone: 01792 533100
<b>Housing</b>	Make a Homelessness application	If you are at risk of becoming homeless, contact Housing Options and we will take initial details from you and arrange for you to be contacted by a homelessness caseworker who will carry out an assessment with you.	On the day if homeless that night.  10 working days if at risk of homelessness	Housing Options Web: <a href="https://www.swansea.gov.uk/helpforhomeless">https://www.swansea.gov.uk/helpforhomeless</a> <a href="https://www.swansea.gov.uk/atriskoflosingyourhome">https://www.swansea.gov.uk/atriskoflosingyourhome</a>  <a href="https://www.swansea.gov.uk/contacthousingoptions">https://www.swansea.gov.uk/contacthousingoptions</a> Email: <a href="mailto:housing.options@swansea.gov.uk">housing.options@swansea.gov.uk</a> Phone: 01792 533100
<b>Housing</b>	Discuss your rent account	We will offer advice and support if you are struggling to pay your rent, or have a query about your account.	You will be contacted within 5 working days to discuss your query	Rents Team Queries: Email: <a href="mailto:rentsteam@swansea.gov.uk">rentsteam@swansea.gov.uk</a> Tel: 01792 534094  Ways to pay: <a href="https://www.swansea.gov.uk/rentsteam">https://www.swansea.gov.uk/rentsteam</a> Pay your rent online: <a href="https://www.civicaepay.co.uk/Swansea/Webpay_public/webpay/default.aspx?Fund=21">https://www.civicaepay.co.uk/Swansea/Webpay_public/webpay/default.aspx?Fund=21</a> Housing portal: <a href="https://housing.swansea.gov.uk">https://housing.swansea.gov.uk</a>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
<b>Housing</b>	Report a repair	We will respond to your request and deal with your repair.	<p>Repair categories:  A - Emergency repairs – Attended to and made safe within 24 hours.  Out of hours service available B  - Urgent repairs– complete in 5 working days  C - Non-urgent – complete in 20 working days (maybe subject to pre-inspection)  D - Specialist Repairs – complete in 80 working days (may be subject to pre-inspection)</p> <p>Pre-inspections carried out via an appointment arranged with the tenant</p> <p>Damp and mould – inspected within 5 working days and work needed</p>	<p>Repairs  Web: <a href="https://www.swansea.gov.uk/requesthousingrepair">https://www.swansea.gov.uk/requesthousingrepair</a>  Email: <a href="mailto:housingrepairs@swansea.gov.uk">housingrepairs@swansea.gov.uk</a>  Housing portal: <a href="https://housing.swansea.gov.uk">https://housing.swansea.gov.uk</a>  Tel: 01792 635100  Monday - Thursday 8.30am - 5.00pm and Friday 8.30am - 4.30pm  Out of office hours emergencies: 01792 521500  Monday - Thursday 5.00pm - 8.30am  Friday 4.30pm - Monday 8.30am</p>

<b>Request</b>	<b>When you contact the Council to:</b>	<b>The Council's Commitment to you:</b>	<b>Within the Following Timescales</b>	<b>Contact Details of this Service:</b>
			carried out within 20 working days	
<b>Housing</b>	Report anti-social behaviour (ASB) on council estates	Your initial complaint will be responded to either by the Area Housing Office or by the Neighbourhood Support Unit (NSU)	Your initial report will be responded to within 5 working days if a name and address is left.	Report ASB - NSU Web: <a href="https://www.swansea.gov.uk/reportantisocialbehaviour">https://www.swansea.gov.uk/reportantisocialbehaviour</a> Tel: 01792 648507 (24 hours)
<b>Housing</b>	Request support from the Tenancy Support Unit (TSU)	The Tenancy Support Unit will provide housing-related support and advice to home owners, housing association tenants, council tenants and those who rent from the private sector.	An initial assessment of support needs will be undertaken within 5 working days.	Web: <a href="https://www.swansea.gov.uk/requesttenancysupport">https://www.swansea.gov.uk/requesttenancysupport</a> Email: <a href="mailto:tsu@swansea.gov.uk">tsu@swansea.gov.uk</a> Phone: 01792 774360
<b>Housing</b>	Council Housing Major Improvement Programme	Provide advice and guidance to tenants of council properties about major repair and improvement work being undertaken or proposed in the future	Replies to emails will be made in 5 working days	Enquires to <a href="mailto:HousingILT@swansea.gov.uk">HousingILT@swansea.gov.uk</a> Phone: 01792 635117
<b>Housing</b>	Renewals – enquire about grants and	Provide initial advice and assistance on the forms of assistance available and	Contacted within 10 working days to complete an initial	Renewals – Housing Grants Team Email: <a href="mailto:urbanrenewals@swansea.gov.uk">urbanrenewals@swansea.gov.uk</a>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	loans for eg Council House adaptations, Disabled Facilities Grants and repairs eg HomeFix Loan and Welsh Government loans	signpost to most suitable service. Assist client in applying for that form of assistance.	enquiry for housing grants / loans assistance.	Tel: 01792 635330
<b>Land searches</b>	To request Local Authority Con 29 searches, copies of documents, make payments and queries on all searches	We carry out local land searches which are part of the property conveyancing process. It allows prospective purchasers of properties and mortgage lenders to find out information that we hold about a property.	10 working days	Web: <a href="http://www.swansea.gov.uk/locallandcharges">www.swansea.gov.uk/locallandcharges</a> Email: <a href="mailto:locallandcharges@swansea.gov.uk">locallandcharges@swansea.gov.uk</a> Phone: 01792 635728
<b>Licensing</b>	Submit a completed application for a licence  ----- Make a complaint, submit an enquiry or request for a service	Log the application and process in accordance with statutory requirements  ----- Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Applications will be processed in accordance with statutory timescales where applicable  ----- Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt	Web: <a href="https://www.swansea.gov.uk/licensing">https://www.swansea.gov.uk/licensing</a>  Email: <a href="mailto:evh.licensing@swansea.gov.uk">evh.licensing@swansea.gov.uk</a> <a href="mailto:taxilicensing@swansea.gov.uk">taxilicensing@swansea.gov.uk</a>  Phone: 01792 635600

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
<b>Litter/dog bins</b>	Report locations where overflowing litter/dog bins are creating a hazard and/or nuisance	Remove the nuisance and/or hazard	Danger – by end of next working day Nuisance – within 5 working days	Web: <a href="https://www.swansea.gov.uk/reportit">https://www.swansea.gov.uk/reportit</a> Email: <a href="mailto:evh@swansea.gov.uk">evh@swansea.gov.uk</a> Phone: 01792 635600
<b>Local Development Plan</b>	Understand, raise queries about, and get involved in the production of, the Swansea Local Development Plan	To provide clear, consistent advice and opportunity for the public and key stakeholders to be active participants in the LDP process in accordance with the agreed Community Involvement Scheme	Respond to queries within 2 working days	Web: <a href="https://www.swansea.gov.uk/RLDP">https://www.swansea.gov.uk/RLDP</a> Email: <a href="mailto:ldp@swansea.gov.uk">ldp@swansea.gov.uk</a>
<b>Noise nuisance and Pollution</b>	Report a problem about noise, water, land or air pollution	Take the details from you and investigate and action appropriately	An officer will contact you for further information, where necessary within 5 working days.	Web <a href="https://www.swansea.gov.uk/reportpollution">https://www.swansea.gov.uk/reportpollution</a> E-mail: <a href="mailto:pollution@swansea.gov.uk">pollution@swansea.gov.uk</a> Phone: 01792 635600
<b>Parking ticket appeal</b>	When you make representations in writing appealing against the issue of a Parking Charge Notice	Consider your reasons for appealing the Parking Ticket and make a decision to either uphold or reject these representations.	Pre Notice to Owner (NTO) appeal – respond in writing within 6 months. Post Notice to Owner (NTO) appeal – respond in writing within 56 Days	Web: <a href="#">Challenge Entry - City and County of Swansea</a> Email: <a href="mailto:Car.parks@swansea.gov.uk">Car.parks@swansea.gov.uk</a>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
<b>Passport to Leisure (PTL)</b>	Make a new application for a PTL or to tell us about a change in your household circumstances that might affect a PTL you already hold	If you have provided all the information we need, we will work out if you are entitled to a PTL and tell you	28 Working days	Web: <a href="#">Passport to Leisure - Swansea</a> Email: <a href="mailto:PTL@swansea.gov.uk">PTL@swansea.gov.uk</a> Phone: 01792 635353
<b>Placemaking and heritage</b>	Obtain advice or information relating to placemaking and heritage in Swansea, including for Conservation Areas and Heritage Protected Assets such as Listed Buildings	To provide clear, consistent advice and information	Respond to queries within 2 working days	Web: <a href="https://www.swansea.gov.uk/placemakingandheritage">https://www.swansea.gov.uk/placemakingandheritage</a> Email: <a href="mailto:ldp@swansea.gov.uk">ldp@swansea.gov.uk</a>
<b>Planning Pre-application advice</b>	To explain how the Pre application service works, including the different types of pre applications provided and to make Payments	To provide clear and concise advice on the feasibility of proposals submitted	<ol style="list-style-type: none"> <li>1. Statutory advice service – 21 days of receipt of valid application</li> <li>2. Non-Statutory advice service – 28 days of receipt of valid application or as agreed for larger schemes.</li> </ol>	Web: <a href="http://www.swansea.gov.uk/preplanningadvice">www.swansea.gov.uk/preplanningadvice</a> Email: <a href="mailto:planning@swansea.gov.uk">planning@swansea.gov.uk</a> Phone: 01792 635701



Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
<b>Planning applications</b>	To explain how the planning application process works, updates on planning applications, request application forms and to pay planning fees	To process as many applications as possible within Statutory targets, to approve developments assessed against current planning policies that bring social and economic benefits to all residents and communities within Swansea	56 days (for most applications)	Web: <a href="http://www.swansea.gov.uk/planningapplications">www.swansea.gov.uk/planningapplications</a> Email: <a href="mailto:planning@swansea.gov.uk">planning@swansea.gov.uk</a> Phone: 01792 635701
<b>Playgrounds - dangerous</b>	Report playgrounds where there perceived hazards	Remove the hazard	Danger – by end of next working day	Email: <a href="mailto:parks.section@swansea.gov.uk">parks.section@swansea.gov.uk</a> Phone: 01792 280210
<b>Pest Control</b>	If you have problems with pests like mice, rats, fleas and wasps you can arrange a pest control visit by completing the on-line enquiry form.	Arrange a visit by a pest control officer after payment of the relevant fee, as most of our services have a charge.	Due to the volume of calls the pest control service is receiving it can take up to 10 working days for a visit date to be made, from date of enquiry	Web: <a href="https://www.swansea.gov.uk/pestcontrolenquiryform">https://www.swansea.gov.uk/pestcontrolenquiryform</a> Phone Environment Call Centre on 01792 635600
<b>Port Health</b>	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt	Web: <a href="https://www.swansea.gov.uk/swanseabaypha">https://www.swansea.gov.uk/swanseabaypha</a> Email: <a href="mailto:Port.Health@swansea.gov.uk">Port.Health@swansea.gov.uk</a> Phone: 01792 635600
<b>Register to vote / Elections / Voting</b>	Enquire about vacancies, and standing for election	We will give you advice according to current legislations	We will follow statutory timetables during election	01792 636123 Web: <a href="https://www.swansea.gov.uk/elections">https://www.swansea.gov.uk/elections</a> Email: <a href="mailto:elections@swansea.gov.uk">elections@swansea.gov.uk</a>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			time, otherwise we will respond within 5 working days	
	Enquire about elections in your area and how and where to vote	We will advise you of the correct procedure and where and when to vote	Within 3 working days	01792 636123 Web: <a href="https://www.swansea.gov.uk/elections">https://www.swansea.gov.uk/elections</a> Email: <a href="mailto:elections@swansea.gov.uk">elections@swansea.gov.uk</a>
	Report a change of name, address, add or remove an elector from your property	We will write to you confirming of the change	Within 28 days	01792 636123 Web: <a href="https://www.swansea.gov.uk/elections">https://www.swansea.gov.uk/elections</a> Email: <a href="mailto:elections@swansea.gov.uk">elections@swansea.gov.uk</a>
	Enquire about your registration details	We will confirm your registration status	Within 3 working days	01792 636123 Web: <a href="https://www.swansea.gov.uk/elections">https://www.swansea.gov.uk/elections</a> Email: <a href="mailto:elections@swansea.gov.uk">elections@swansea.gov.uk</a>
<b>School Admissions</b>	Apply to change school in the school year	Write to you with the outcome of your application in line with the timescales	15 school days (during term time) or 28 calendar days (during school holidays)	Web: <a href="https://www.swansea.gov.uk/schooladmissions">https://www.swansea.gov.uk/schooladmissions</a> Email: <a href="mailto:admissions@swansea.gov.uk">admissions@swansea.gov.uk</a> Phone: 01792 636550
	Apply for a school place because you have moved into the area	Write to you with the outcome of your application in line with the timescales	15 school days (during term time) or 28 calendar days (during school holidays)	Web: <a href="https://www.swansea.gov.uk/schooladmissions">https://www.swansea.gov.uk/schooladmissions</a> Email: <a href="mailto:admissions@swansea.gov.uk">admissions@swansea.gov.uk</a> Phone: 01792 636550
	Apply for a school place for entry to reception or year 7	Make sure we publish all the relevant information on our website and write to you directly if you are currently registered with a Swansea school		Web: <a href="https://www.swansea.gov.uk/schooladmissions">https://www.swansea.gov.uk/schooladmissions</a> Email: <a href="mailto:admissions@swansea.gov.uk">admissions@swansea.gov.uk</a> Phone: 01792 636550

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	General enquiries about school admissions	Ensure all the relevant information is available on our website. Answer emails on specific questions Provide a limited phone services for those without internet or email access	10 working days to respond to email queries Phone line will be open between 10 and 12 a.m. and 2 and 4 p.m. Monday – Friday (excluding bank holidays)	
<b>Paying for Adult Social Care – Residential Care</b>	Make a new application for help towards the cost of Residential Social Care or to tell us about a change in your circumstances that might affect an existing application.	If you have provided all the information we need, we will work out how much help you are entitled to and explain how we have arrived at our decision.	28 Working Days	Web: <a href="#">Paying for residential care - Swansea</a> Email: - <a href="mailto:SCIF@swansea.gov.uk">SCIF@swansea.gov.uk</a> Phone: 01792 636380
<b>Paying for Adult Social Care – Non-Residential Care</b>	Make a new application for help towards the cost of Non- Residential Social Care costs or to tell us about a change in your circumstances that might affect an existing application.	If you have provided all the information we need, we will work out how much help you are entitled to and explain how we have arrived at our decision.	28 Working Days	Web: <a href="#">Charges for care at home - Swansea</a> Web: <a href="http://www.swansea.gov.uk/chargesforcareathome">www.swansea.gov.uk/chargesforcareathome</a> Email: <a href="mailto:SCIFhomecare@swansea.gov.uk">SCIFhomecare@swansea.gov.uk</a> Phone: 01792 636160
<b>Social Care – Direct</b>	Query the Finance side of Direct Payments	The Finance Directorate will make payments as instructed by Social	28 working days from when the instruction is	Web: <a href="#">Social care direct payments - Swansea</a> Email: - <a href="mailto:DPFinance@swansea.gov.uk">DPFinance@swansea.gov.uk</a>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
<b>Payments Finance</b>		Services, based on the client's support plan.	received from Social Services	Phone: 01792 636511
<b>Social Care – Childcare Payments</b>	Query the Finance side of Childcare Payments including Fostering, Special Guardianships and Adoption	The Finance Directorate will make payments as instructed by Social Services, based on the client's support plan.	28 working days from when the instruction is received from Social Services	Web: <a href="#">Fostering and adoption - Swansea</a> Email: - <a href="mailto:softbox.remittances@swansea.gov.uk">softbox.remittances@swansea.gov.uk</a> Phone: 01792 636310
<b>Paying for Adult Social Care-</b>	Make a payment	We will take the payment from you promptly	3 days	Web: <a href="#">Pay - Swansea</a> Residential Care Phone: 01792 636380 Non Residential Care Phone: 01792 636160
<b>Adult Social Care</b>	Information, advice or assistance Reporting a safeguarding concern	We will work with you to live well and safely in our community	We will respond within 2 working days via telephone or email.	Web: <a href="#">Social care and wellbeing - Swansea</a> Common Access Point: <a href="mailto:CAP@swansea.gov.uk">CAP@swansea.gov.uk</a> Phone: 01792 636519 Safeguarding: <a href="mailto:AdultSafeguardingTeam@swansea.gov.uk">AdultSafeguardingTeam@swansea.gov.uk</a> Phone: 01792 636854 Emergency Duty Team (out of hours): <a href="#">Emergency Duty Team - Swansea</a> Email: <a href="mailto:edt.edt@swansea.gov.uk">edt.edt@swansea.gov.uk</a> Tel: 01792 775501

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
<b>Social Services</b>	Make a comment, complaint or compliment about Social Services	When things go wrong and a service user or someone sufficiently concerned with their welfare, may wish to complain, the law says you have a right to get your views heard about Social Services	You will get an acknowledgement within 2 working days. We will contact you to discuss your complaint within 10 working days, We will write to you within 5 working days of the resolution date, confirming the outcome.	Phone: 01792 637345 Or contact the <u>Council Complaints Team</u>
<b>Child and Family Services</b>	Seek information, advice or assistance or to report a safeguarding concern	We can help families to get support from the right people at the right time to live happy, health and safe lives	We will respond within 48 hours via telephone or email	Swansea Single Point of Contact (Monday to Thursday, 8.30 am – 5.00 pm; Friday 8.30 am – 4.30 pm) Email: <a href="mailto:singlepointofcontact@swansea.gov.uk">singlepointofcontact@swansea.gov.uk</a> Phone: 01792 635700  Emergency Duty Team is available outside of normal working hours on 01792 775501
<b>Child and Family Services</b>	Enquire about becoming a foster carer	We provide dedicated support on your fostering journey, from specialist training to financial allowances, so you're never alone	We will respond to your initial enquiry within 24 hours	Email: <a href="mailto:fosterwales.swansea@swansea.gov.uk">fosterwales.swansea@swansea.gov.uk</a> Fostering Enquiry Line: 0300 555 0111
<b>Child and Family Services</b>	Enquire about becoming an adoptive parent	Western Bay Adoption offer support to not only adopters going through	We will respond to your initial enquiry	Email: <a href="mailto:enquiries@westernbayadoption.org">enquiries@westernbayadoption.org</a> Phone: 01639 685396

<b>Request</b>	<b>When you contact the Council to:</b>	<b>The Council's Commitment to you:</b>	<b>Within the Following Timescales</b>	<b>Contact Details of this Service:</b>
		the assessment but also so adopted young people affected by adoption	within 5 working days	
<b>Stray Dogs</b>	Report a dog straying in your area or contact us to see if your dog has been picked up by the Animal Warden	We will take the details from you and try and collect a straying animal or check our register to confirm whether your stray dog has been picked up. Take the release fee from you and explain how you can collect your impounded dog.	We will respond within 1 working day	E-mail: <a href="mailto:pest.control@swansea.gov.uk">pest.control@swansea.gov.uk</a> Phone: 01792 635600
<b>Trading Standards</b>	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt	Web: <a href="https://www.swansea.gov.uk/tradingstandards">https://www.swansea.gov.uk/tradingstandards</a> Email: <a href="mailto:trading.standards@swansea.gov.uk">trading.standards@swansea.gov.uk</a> Phone: 01792 635600
<b>Trees - dangerous</b>	Report trees which are considered to be creating a hazard	Remove the hazard	Immediate Danger – by end of next working day Non immediate hazard - within 5 working days	Email: <a href="mailto:parks.section@swansea.gov.uk">parks.section@swansea.gov.uk</a> Phone: 01792 280210
<b>Waste Collections - missed</b>	Report that your waste, correctly put out on time, has not been collected on the correct collection	If put your waste out correctly and on time, our Waste Team will return to collect it	Within 5 working days	Web: <a href="#">Missed recycling and rubbish collection - Swansea</a> Email: <a href="mailto:evh@swansea.gov.uk">evh@swansea.gov.uk</a> Phone: 01792 635600

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	day, giving us your contact details			