

BOROUGH OF BROXBOURNE

Service Standards



**BOROUGH OF
BROXBOURNE**
2016: Year of Culture

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Introduction



The Borough of Broxbourne is in southeast Hertfordshire, adjoining London to the south and Essex to the east. It has an area of around 20 square miles and a population of 95,700 (source: Office for National Statistics mid-2014 population estimate). The largest towns are Cheshunt, Waltham Cross and Hoddesdon.

Those aged 60-74 make up approximately 14.1% of the Broxbourne population. Over the next 10 years, due to ageing population trends and longer life expectancy, the proportion of residents aged 75 and over is likely to increase significantly from its current level of 8.3%. This will pose new challenges for health and other services.

Broxbourne Borough Council has an approximate headcount of 580 staff with offices in Cheshunt, One Stop Shops in Cheshunt, Hoddesdon and Waltham Cross and Leisure Centres in Cheshunt and Hoddesdon.

The Council aims to provide high quality services to its customers. The most recent independent survey showed a 79% satisfaction rating, one of the highest in the country. Although we continue to face financial challenges, our objective is to maintain this high level of customer satisfaction.

This leaflet summarises the standards of service that residents can expect to receive from the Council across the range of services that we provide. Please let us know using the contact details at the end of this document if you are dissatisfied with any aspect of our service.

Cllr Jeremy Pearce



Waste and Recycling Services

Our objectives are:

- To provide a waste and recycling service which meets the needs of residents and is efficient, reliable and value for money.
- To improve the Borough's environmental performance by reducing the amount of waste thrown away and increasing the community's recycling rate.



What we do:

- Collect non-recyclable waste from the boundary of your property on a fortnightly basis.
- Collect paper and cardboard, plastics, cans and glass from the boundary of your property on a fortnightly basis.
- Collect food waste and green waste from the boundary of your property on a fortnightly basis.
- Make special arrangements for those eligible for assisted collections to collect your recycling, food waste and green waste and/or non-recyclable waste from a convenient location on your property.
- Provide a weekly medical (infectious) waste collection services of sacks or sharps box as required.
- Provide a network of Recycling Points where you can take clothes, shoes, glass, plastics and cans, as well as paper and cardboard. Some sites have facilities for small electrical items.
- Provide a chargeable bulky waste collection service.
- Provide a commercial waste and recycling collection service for businesses.

Waste Recycling Services service standards

Service	Target
Collect non-recyclable waste, food waste and green waste and kerbside recyclables	Collect on scheduled collection day
Missed collection of waste or recycling	Within 48 hours of receiving a report (reports must be made after 4pm on the day of collection and by the end of the next working day)
Collections of bulky household items	Removed within seven working days, or on a requested date
Deliver replacement green and black wheeled bins	Within seven days (replacement bins will be issued subject to authorisation by the Waste Management Team)
Deliver replacement recycling boxes or lids/nets if you have a disability/mobility difficulty and are not able to visit the Council's One Stop Shops	Within 7 days of receiving a request
Empty overflowing banks at Recycling Points	Within 24 hours of receiving a report
Respond to commercial waste and recycling enquiries	Within 24 hours

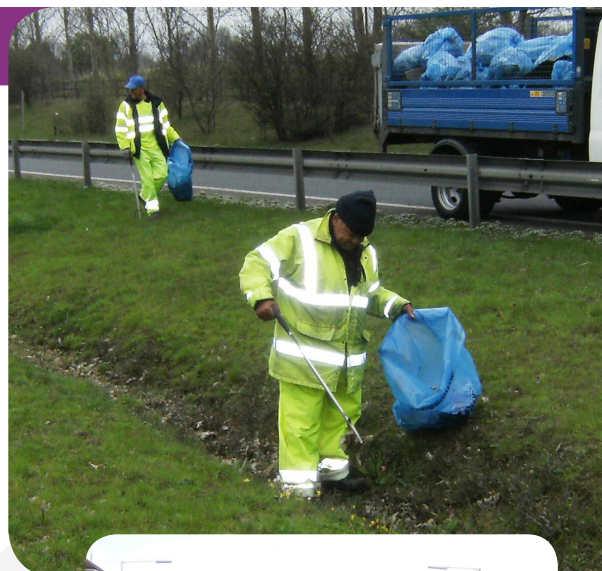
Street Scene

Our objectives are:

- To maintain the existing high standards of street cleansing.

What we do:

- Clean roads and pavements regularly and empty litter bins at frequencies tailored to the requirement of each location.
- Provide a rapid response service to deal promptly with urgent litter problems.
- Remove fly-tips and flyposting from the public highway and Council-owned land.
- Remove or paint over graffiti on structures under the Council's responsibility.
- Promote the Council's Adopt-a-Street scheme and support residents who are participating in the scheme.



Street Scene service standards

Service	Target
Remove offensive graffiti on structures under the Council's responsibility	Within 24 hours of receiving a report
Remove other graffiti on structures under the Council's responsibility	Within 7 working days of receiving a report
Clear broken glass	Within 24 hours of receiving a report
Remove hypodermic needles	Within 2 hours of receiving a report

Green Spaces

Our objectives are:

- To maintain grass, shrubs and hedges on the highway in an attractive condition.
- To maintain parks and open spaces in an attractive condition.
- To enhance parks and open spaces and encourage their use.

What we do:

- Maintain highway grass, shrubs and hedges.
- Manage Council-owned green spaces, including play areas and sports pitches.
- Manage trees on the highway and the Council's green spaces.
- Manage allotment sites.
- Promote and support volunteering in green spaces.



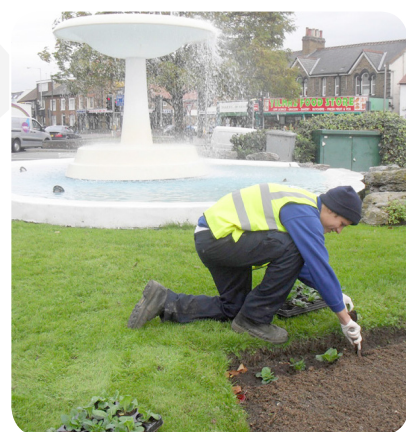
Volunteering



Cedars Park



Barclay Park



Grounds Maintenance

Green Spaces service standards

Service	Target
Highway grass maintenance	Leave site in 'A' grade condition – i.e. grass is clean, even cut, no litter.
Shrub maintenance	Leave site in 'A' grade condition – i.e. shrub bed has been well maintained with edges left clean and tidy. Growth is not causing an obstruction/hazard.
Hedge maintenance	Leave site in 'A' grade condition – i.e. hedge has been well maintained with litter/weeds removed and even cut to top and sides.
Parks maintenance	Maintain clean and tidy, enjoyable visit for visitors.
Play areas	Undertake appropriate safety inspections, including an independent annual inspection.
Trees	Survey all trees in urban areas every three years and undertake any appropriate safety related works.
Allotments	Undertake regular works on paths and vacant plots. Regularly communicate with site representatives.
Friends Groups	Regular formal meetings and encourage participation in volunteering activities.

Vehicle Cross-over Services

Our objectives are:

- To provide an efficient and timely service.

What we do:

- Design and construct vehicle crossings.
- Carry out highway improvements as part of the capital programme.



Vehicle Cross-over service standards

Service	Target
Vehicle crossing applications	Site will be visited within 10 days of receipt of the application and a letter sent giving the quotation or reasons for refusal
Construction of vehicle crossings	When payment is received, a confirmation letter will be sent out within 10 days and the work undertaken within 6 weeks

Cemeteries



Our objectives are:

- To provide a cemeteries service which meets the needs of residents.

What we do:

We provide a mix of burial options, including lawn, conventional, brick graves, cremated remains and mausoleum chambers.

- Choice of consecrated or un-consecrated ground.
- The option to pre-purchase plots.
- An optional maintenance service for conventional graves.
- Chapel services at each cemetery.
- Administration of deeds and burials.
- Sale of memorial plaques

Cemeteries service standards

Service	Target
Minimum period for arrangement of funeral	Offered within 4 working days
Funerals with religious or public health urgency	Offered within 2 working days
Grave preparation	All graves to be dug on time, in the correct plot, to the right size and shape as required and correctly prepared and presented
Graves to be back-filled after mourners have left cemetery	Completed on the same working day
Sunken graves to be topped-up	Within 5 working days of receiving report

Town Planning

Our objectives are:

- To plan for the continued sustainable growth of the Borough.
- To secure a high quality of design for future developments within the Borough.
- To provide an efficient and effective Planning Enforcement service.
- To deliver a pre-application advice service which is both efficient and good value.



What we do:

- Provide a comprehensive town planning service in order to deliver positive social, economic and environmental outcomes.
- Ensure that planning objectives are in harmony with the Sustainable Community Strategy.
- Produce documents as part of the Local Plan which sets out how the Borough will develop in the long term.
- Deal with all applications for planning permission.
- Provide a planning advice service.
- Deal with all other applications such as those affecting listed buildings, advertisements and trees.
- Investigate all reports of breaches of planning control and take action when appropriate.
- Defend the Council's case at planning appeals and inquiries.
- Preserve and enhance conservation areas and protect trees.
- Carry out consultations as appropriate.
- Maintain a website that will provide:
 - Copies of all current policy documents.
 - Details of all new planning applications.
 - A means of tracking the progress of applications.
 - A means of searching the database to identify current applications.
 - The facility to make representations about current applications online.

Town Planning service standards

Service	Target
Registration and acknowledgement of applications	Within 2 working days
Informing when an application is invalid	Within 2 working days
Determination of applications within the statutory period	Major applications – 75% Minor applications – 85% Other applications – 95%
Letters of representation	E-mails acknowledged within 5 working days Letters acknowledged within 10 working days
Informing those submitting representations of the Council's decision	Within 5 working days of the decision
Breaches of planning control	Acknowledged within 3 working days
General Planning Advice	Within office hours
Duty Planning Service	Monday to Thursday 9.00am to 1.00pm
Community involvement on policy documents	To consult in accordance with the published Statement of Community Involvement

Building Control

Our objectives are:

- To provide a comprehensive Building Control Service that is accessible for all.
- To adopt a sensible approach to achieve innovative and quality construction that ensures a safe and healthy built environment for everyone.
- To deliver excellent services that represent value for money.
- To meet the standards that we set.
- To continuously innovate and improve.
- To develop effective partnership arrangements.
- To consult and listen to what our customers need.
- To help advise and inform our customers of changes to Regulations.



What we do:

- Ensure that building work within Broxbourne meets the required standards for health and safety, for energy conservation and for access.
- Carry out all site inspections on the day requested if received before 10am.
- Provide a 24 hours, 365 day response to inspect buildings or other structures that are reported as dangerous to ensure that any danger is removed.
- Provide specialist advice – 8.30am to 10am and 3.30pm to 5.30pm.
- Control the way in which buildings are demolished to protect the safety and amenity of neighbours and the general public.
- Promote and encourage quality building and development.
- Educate and inform the public, encouraging good building practice.

Building Control service standards

Service	Target
Technical Response	
Full technical assessment and applicant notified of any amendments required to plans	10 days
Requests for site inspections received before 10.30am	Same day
Attend a dangerous structure during work hours	1 hour
Attend a dangerous structure outside working hours	2 hours
Dangerous structure confirmed: owner contacted or notice served	1 day
Letter issued where contraventions not rectified	2 days
Persons responsible for unauthorised work notified in writing	3 days
Administration	
Acknowledge receipt of applications	3 days
Issue of Section 81 Notice following notification of demolition	5 days

Environmental Health

Our objectives are:

To protect health, safety and the environment in the following areas:

- Food hygiene and food safety
- Health and safety at work
- Control of infectious diseases
- Public health
- Environmental protection
- Private housing standards
- Disabled facilities grants
- Health promotion



What we do:

- Investigate complaints or reports from residents, businesses and employees.
- Provide advice and training where appropriate.
- Deliver risk-based inspection programmes or investigations.
- Work in partnership with other regulators such as the Health and Safety Executive and the Health Protection Agency on joint projects.
- Licensing.
- Use the full range of enforcement powers available to maintain required standards of housing accommodation.
- Signpost to organisations giving advice on energy efficiency and financial assistance to improve heating or insulation of your home.
- Provide grant assistance to eligible households to adapt their homes to enable independent living.

Environmental Health service standards

Service	Target
Service requests	Respond within 3 working days
Emergency notifications	Action within 24 hours
Requests for training or advice	Respond within 3 working days
Risk based inspection programmes or investigations	Carry out 100% of planned inspections per annum
Issue of permits/licences	Action within 3 working days and determine within 21 working days
Housing conditions advice	Respond within 10 working days
Requests for information	Respond within 28 working days
Planning consultations	Respond within 14 working days
Grant applications:	
Appointments	Arrange within 10 days
Confirm/deny grant (full application)	21 working days
Process payments	21 working days
Customer contact/complaint	Answer all telephone calls within 3 rings and respond to letters within 10 working days.

Environmental Enforcement

Our objectives are:

- To act as the eyes and ears of the Council.
- To identify and deal with any environmental blights quickly and efficiently to residents' expected satisfaction.
- To listen to our residents/businesses and work with them to achieve an amicable and sustainable resolution to their environmental issue.
- To meet our service standards.
- To provide service partnerships with others to achieve the expected standards in satisfying and resolving customer issues.



What we do:

- Remove abandoned and untaxed vehicles from the public highway or Council land.
- Enforce against those who fly-tip their waste.
- Enforce against those who litter or fail to clear up after their dog fouling.
- Work closely with and, if necessary, enforce against private landowners and businesses to ensure their areas are kept free from waste and litter.
- Take action against individuals causing an obstruction of the highway.
- Take action against those who park inconsiderately on the highway.
- Pest control



Environmental Enforcement service standards

Service	Target
Fly-tipping	Investigate within 24 hours and remove within 48 hours
Abandoned vehicles	Investigate within 24 hours and remove within 24 hours of being able to do so

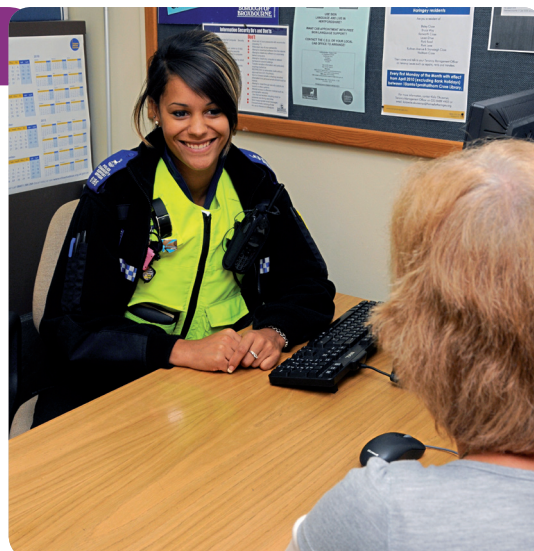
Community Safety

Our objectives are:

- To promote tolerance between sections of the community to reduce the fear of crime and improve residents' quality of life.
- To actively assist in the reduction of crime and anti-social behaviour within the Borough.

What we do:

- Investigate and take prompt and reasoned action.
- Improve the environment to reduce the opportunities for crime and anti-social behaviour.
- Initiate early intervention to prevent future, possibly more serious anti-social behaviour.
- Provide reasonable assistance to those reporting or committing anti-social behaviour.
- Support and encourage the more vulnerable sectors of the community to report incidents targeted at them.
- Enforce against those who illegally advertise on the highway.
- Enforce against illegal skips and unauthorised scaffolding on the highway.
- Work closely with the Police to reduce incidences of anti-social behaviour.
- Educate and inform the public.



Community Safety service standards

Service	Target
Log a report of a crime or anti-social behaviour	Within 1 working day of receipt
Contact the complainant to clarify details of incident	Within 48 hours from receipt of complaint
Send written response and log sheets to complainant or refer to appropriate Council service area or other agency	Within 5 working days
Upon receipt of completed log sheets initiate further investigation	Within 48 hours from receipt of log sheets
Determine a programme of actions to address complaint	Within 5 working days
Close an anti-social behaviour report	28 days after log sheets issued, if not returned
Secure the removal of any offensive graffiti from any public property	Within 24 hours from report

Housing Needs

Our objectives are:

- To work in partnership to develop and enable a range of range of sub-market housing to meet the housing needs of local households on lower incomes and key workers.
- To ensure that affordable homes are allocated to people in accordance with the Council's housing allocation scheme and the statutory framework.
- To minimise and prevent homelessness and, where this is not possible, provide suitable temporary accommodation.
- To ensure local people are able to access the advice and support they need to tackle housing issues.
- To work with the most vulnerable people to enable them to resettle into the community in a sustainable way.
- To bring forward housing strategies and policies that meet the needs of the Council and which help create a more balanced housing market.



What we do:

- Work in partnership with housing associations to develop new affordable homes for local people, including the provision of grant funding.
- Maintain and manage a common housing register of households seeking affordable housing in the Borough.
- Allocate social housing made available by housing associations for letting to households on the common housing register.
- Assess homelessness applications within the framework of the current legislation providing accommodation where appropriate.
- Manage 87 hostel rooms on nine sites to accommodate homeless households.
- Procure and source a range of alternative accommodation including private sector lets via the Simple Lets scheme.
- Provide support to vulnerable homeless households to enable them to successfully resettle into the community.
- Provide housing advice and assistance to non-priority homeless and those in housing need.
- Monitor the local housing market and collate evidence to develop housing strategies and policies





Housing Needs service standards

Service	Target
Response to new housing applications	5 working days
Letters responded to in 5 working days	70%
Complaints responded to in 10 working days	100%

Housing Benefits

Our objectives are:

- To assess claims for housing benefit in an accurate and timely manner.
- To ensure value for money for the tax payer by identifying fraud and overpayment and taking appropriate steps where necessary.
- To provide advice and assistance to more vulnerable claimants.
- To administer the Discretionary Housing Payments fund in accordance with Council policy.



What we do:

- Assess new claims for housing benefit in accordance with Government legislation.
- Assess new claims for council tax support in accordance with local policy.
- Process changes in circumstances for existing recipients of housing benefit/council tax support.
- Communicate and implement changes in Government legislation affecting benefit entitlement.
- Refer cases of suspected fraud to the relevant third party for investigation.
- Maintain proactive intervention work to ensure that the correct benefit is in payment, reduce overpayments and prevent fraud from entering into the system.
- Monitor overpayment recovery.
- Determine entitlement to Discretionary Housing Payments, as appropriate.
- Promote awareness of benefits available.
- Deal with appeals and reconsiderations in respect of benefit cases.
- Provide an advice service for the public in respect of queries relating to benefits, council tax, recovery, and exchequer.

Housing Benefits service standards

Service	Target
Average time of processing new claims	19 days
Average time of processing changes in circumstances	9 days
Time to respond to a complaint about the service	10 working days
Appeals to be referred to The Tribunal Service	90% within 4 weeks 100% within 3 months

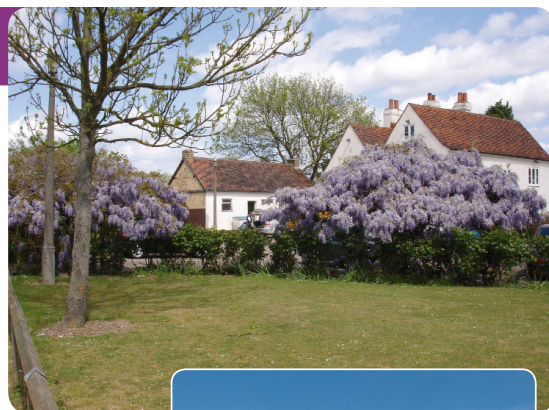
Revenues

Our objectives are:

- To provide an efficient, timely and accurate revenues service.

What we do:

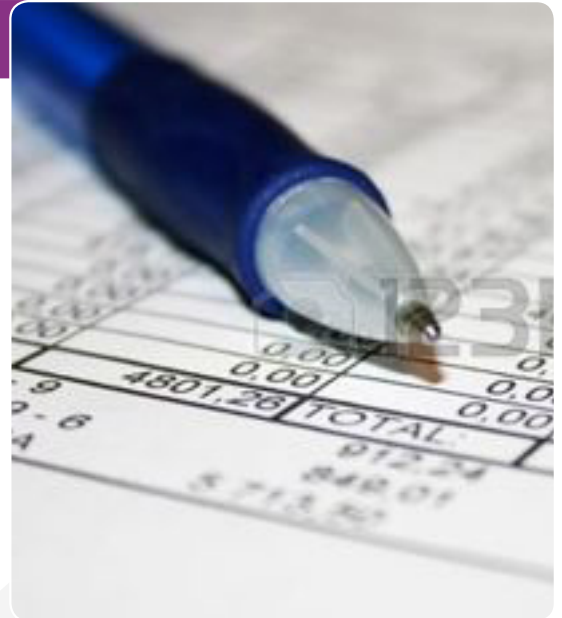
- Maintain an up-to-date list of residential properties and commercial hereditaments within the Borough, recording as appropriate the band, rateable value, category and description of the properties as specified by the Valuation Office Agency (VOA), make any amendments as required, and reconcile to the VOA figures.
- Inspect existing properties and hereditaments within the Borough regularly and advise the VOA of any new builds or material changes. Liaise with developers.
- Maintain an up-to-date list of the occupants liable for council tax and business rates.
- Award discounts and exemptions as appropriate in accordance with the current legislation.
- Issue bills showing any discount, exemption, reductions under the Council's localised council tax support scheme and/or transitional relief for business rates. Inspect and review regularly to ensure continuing eligibility for such discount, exemption or reduction.
- Where liability is challenged, prepare evidence and attend cases heard by the Valuation Tribunal Service.
- Respond to queries via all methods of communication and accept telephone payments. Refund overpayments.
- Set up and administer the collection of council tax and business rates by direct debit.
- Issue reminders, final notices and summonses for non-payment and negotiate payment plans where possible.
- Attend court to obtain liability order and take the most appropriate recovery action to secure payment in accordance with legislation.
- Monitor collection rates.



Revenues service standards

Service	Target
Process VOA schedules for both council tax and business rates	Weekly
Produce council tax and business rates bills	Daily
Collect local tax by direct debit on three dates per month	1st, 15th and 25th
Produce refunds by BACS	Weekly
Produce reminders, second reminders and final notices	Weekly
Respond to general correspondence	10 working days
Review entitlement to discount and exemptions	Annually/biennially
Respond to complaints and appeals	10 working days
Schedule and attend liability hearings, where court dates are available.	Monthly
Monitor collection	Monthly

Accounts Receivable



Our objectives are:

- To manage and collect sundry debts from invoice through to legal action.

What we do:

- Maintain a database of the Council's customers.
- Produce invoices, recurring invoices and credit notes for all Council services.
- Calculate all commercial rent per instruction and raise the appropriate invoices.
- Monitor hostel rents and apply housing benefit where paid.
- Prepare monthly reports showing accounts in arrears, by service area.
- Set up and administer the collection of sundry debts, where appropriate, by direct debit.
- Produce the initial automated reminders for all unpaid invoices.
- Respond to customer queries, explain and guide debtors via all methods of communication, accept telephone payments, send and review financial investigation forms, make payment arrangements, allocate funds received and refund any overpayments.
- Review all cases where payment is not received and liaise with departments to consider appropriate action.
- Issue letters before action, prepare particulars of claim and take action to recover debts in the County Court.
- Enforce county court judgments obtained via attachment of earnings or benefits, a warrant of control, an order for a debtor to attend court, a third party order, charging order, repossession or bankruptcy.

Accounts Receivable service standards

Service	Target
Produce invoices and credit notes	Daily
Produce recurring invoices	Monthly
Produce reminders	Weekly
Collect payments by direct debit	Monthly
Attend to customers' queries	On demand
Respond to correspondence by email and letter	Within 5 working days
Respond to complaints	Within 10 working days
Attend to court paperwork received	Within 5 working days

Cashiers Service

Our objectives are:

- To provide an efficient cashiering service.

What we do:

- Download electronic files from the Council's bank, merchant service provider and payments accepted via the Post Office and Paypoint outlets. Upload files into the cash receiving system (CRS).
- Download bank statements and manually process all transactions not included in an electronic file via the CRS. Reconcile the CRS to the bank statement daily.
- Process weekly files from the two enforcement agent companies used by the Council.
- Enter cheques received to CRS and prepare for collection by the secure courier.
- Maintain the payment kiosk, empty daily and prepare the cash for banking via the secure courier, ensure the change is replenished and there is sufficient receipt paper.
- Handover the prepared bags to the secure courier twice weekly, undertaking all required security checks.
- Process direct debit and credit files together with any transactions returned unpaid. Manage indemnity claims received.
- Process fund transfers requests as required.
- Respond to queries from customers, other Council departments, banks, BACS and suppliers.



Cashiers service standards

Service	Target
Download electronic files from the bank and Allpay	Daily
Allocate all funds received by the Council	Within 2 working days
Empty and reconcile the payment kiosk	Daily
Process cash and cheques for collection by the secure courier	Twice weekly

Payments



Our objectives are:

- To provide an efficient payment service
- To ensure that all suppliers are paid in a timely and accurate manner.

What we do:

- Set up all suppliers and payees on the Council's finance system. Make any changes required to existing records and in all cases ensure checks are carried out to verify the legitimacy of the supplier/payee and any bank details supplied.
- Check supplier invoices and payment requisition forms received for payment and query any missing information or items causing concern. Reconcile supplier statements of account.
- Respond to queries.
- Produce weekly supplier payment file and pay by direct credit and cheque; issue remittance advices. Stop or cancel cheques and recall BACS transactions when required.
- Process all BACS reports received.
- Calculate the Council's liability for tax under the Construction Industry Scheme (CIS), complete the return online and pay the relevant amount to HM Revenues and Customs monthly.
- Manage contracts for regular supplies which have been set-up for payment collected by direct debit.
- Process all payments made via the corporate credit cards and procurement cards. Process transactions and settle charges made via the bulk purchasing system.
- Produce cheques required for any council tax or business rates refunds and produce manual cheques on demand.
- Settle housing benefit claims by BACS or cheque.

Payments service standards

Service	Target
Set up suppliers	Within 3 working days
Process supplier invoices for payment within the Council's terms	Weekly to meet due date
Complete tax returns and pay HM Revenue and Customs	Monthly
Produce refund cheques	Weekly
Produce manual cheques	Within 2 hours
Stop cheques and recall BACS	On demand
Process BACS reports	Within 3 working days
Settle housing benefit claims	Twice a week
Process payments made by card or direct debit	Monthly

Leisure Services

Our objectives are:

- To consult and listen to our customers and their needs.
- To advise, support and encourage our customers to improve their health and wellbeing.
- To provide an accessible service following industry best practice where possible.
- To deliver excellent services that represent value for money.
- To meet the standards we set.
- To innovate and enhance the service we offer.

What we do:

We aim to provide sports, leisure and cultural services of the highest quality that all the community can benefit from. We provide the following facilities:

- Sport and Leisure Facilities (Laura Trott Leisure Centre, John Warner Sports Centre, Goffs Sports and Arts Centre).
- The Spotlight theatre and weddings venue.
- Community Halls (Wolsey Hall, Wormley Community Centre, Goffs Oak Village Hall, Flamstead End Hall).
- Cheshunt Park Golf Centre.



Leisure service standards

Service	Target
Customer contact	Respond to letters, comments and e-mails within 10 working days. Answer telephone calls within 6 rings.
Environmental	Ensure that our facilities are maintained within comfortable temperature and humidity ranges.
Programming	Ensure that our activity and event programmes evolve to suit our customers' requirements and needs.
Quality Accreditations	Maintain our external quality awards and accreditations, e.g. Golf Mark, Food Hygiene Rating, Club Mark, FIA
Community Communication	Maintain regular contact with customers through one-to-one meetings, forums, comment cards, surveys, emails, mail outs, posters, leaflets, website, text, and social media.

Lowewood Museum

Our objectives are:

- To maintain the highest professional standards in running the museum.
- To safeguard and develop the museum’s collections, making them accessible for present and future generations.
- To play an active role in community learning, being responsive to the needs and wants of the community, organisations, schools and individuals.
- To maximise fundraising and external funding opportunities for the museum service.
- To recognise the importance of the museum as a listed building and ensure preservation of the site.
- To work with professional bodies, community organisations, schools, colleges and the Council to develop the programme offered by the museum and increase footfall.



Lowewood service standards

Service	Target
Maintain Quality Accreditations (Museum Accreditation, Visitor Attraction Quality Assurance Scheme (VAQAS) etc.)	Annual VAQAS achieved Take part in Arts Council Accreditation return every three years.
Ensure permanent galleries, displays and interpretation are kept up to date	Target dates as per Lowewood Museum forward plan
Deliver a programme of temporary exhibitions to ensure that more of the collection is seen	Four main exhibitions each year with smaller displays throughout the year
Maintain public opening hours of 10.00am–4.00pm Wednesday-Friday and 10.00am–5.00pm on Saturdays	Ongoing
Maintain a varied programme of workshops and topic boxes for schools which support the National Curriculum	Positive feedback from schools. Repeat bookings. All bookings dealt with within week of receipt.
Maintain engagement with a variety of community groups and care homes through varied outreach work.	New groups engaged with the museum. On-going partnerships maintained. Memory Boxes booked-out.
Maintain a free public enquiries and identifications service (See fees and charges for any additional priced extras)	Respond within 2 weeks of receipt, by phone, letter or email.
Maintain family friendly activities at the museum – including Toddlers, Family Fun and other miscellaneous events	Positive public feedback received.
Maintain a programme of informal learning events at the museum including Talks and Study Days.	New engaged groups. Positive feedback received. All bookings dealt with within a week of receipt.
Ensure the museum is fully maintained in keeping with all Health & Safety requirements	Periodic review of risk assessments and Emergency Plan. Monthly compliance checks.

Community Development

Our objectives are:

- To consult and listen to what our customers need.
- To help advise and inform our customers.
- To provide an accessible service for all.
- To deliver excellent services that represent value for money.
- To meet the standards we set.
- To continuously innovate and improve.
- To place the wellbeing of children, young people and vulnerable adults at the centre of all of our work.
- To seek external funding opportunities to enable additional services to be developed locally.
- To develop effective partnership arrangements, encourage joint/mutual promotion of each other's services for mutual benefit.



What we do:

- Provide activities for young people, in partnership with other agencies, to assist with their personal development and well-being and to offer a positive alternative to anti-social behaviour. Enable the voice and views of young people to be heard via the Broxbourne Youth Council. Invest in capital facilities for young people.
- Promote sporting opportunities for all ages and the development of the local sporting infrastructure. Commission sports projects for children and young people utilising Sport England funding. Support and encourage inactive people into physical activity. Support and guide local sports organisations with respect to promotion, volunteer recruitment, funding bids, etc.
- Deliver and promote a programme of events in town centres, parks and open spaces. Offer support and guidance to other organisations seeking to deliver events in Broxbourne. Lead on corporate programmes e.g. Cultural Olympiad, First World War centenary commemorative programme, Year of Culture, etc.
- Promote the development of the arts for all ages through provision of arts and cultural activities and support to cultural organisations in the Borough.
- Deliver activities for primary school age children including holiday playschemes and play events.
- Support effective networking and partnership development to benefit Borough residents including Broxbourne Children's Trust Partnership, Active Broxbourne Community Sport Network, Broxbourne Arts Forum, Broxbourne Community Safety Partnership.
- Contribute to strategic development of services e.g. Broxbourne Youth Strategy, Sport and Leisure Facilities Strategy, Physical Activity Delivery Plan, etc.
- Refer child safeguarding concerns to Hertfordshire County Council, Hertfordshire Constabulary, NSPCC, schools or other agencies as appropriate. Advocate for greater awareness and consideration of child safeguarding issues corporately.

Community Development service standards

Service	Target
Child Safeguarding referral – to be investigated and referred to HCC Children Services (or other appropriate agency)	24 hours
Requests for information from HCC Multi-Agency Safeguarding Hub	4 hours
Nuisance Youth hotspot locations – investigated and intervention / solution identified	5 days
Complaints	Response within 10 working days
Enquiry from general public	10 days (or holding letter within 5 days if not possible)
Enquiry from partner agency	5 days

Economic Development

Our objectives are:

- To work with the business community, town centres and other partners to deliver the Council's economic development strategy (Ambition Broxbourne)
- To undertake works to a high standard and within budget and times scales
- To develop effective partnership arrangements

What we do:

- Ensure that repairs to the Council's buildings used by the public are undertaken promptly to ensure the safety of users and for the facilities to be available for public use.
- Right To Buy and Shared Ownership schemes.
- Public realm works, such as capital works in the town centres.
- Ensure that the public are consulted on major schemes, and kept informed of progress - community forums website, press releases, leaflets and posters.
- Roundabout Sponsorship



Economic Development service standards

Service	Target
Customer contact	Respond to letters, comments and emails within 10 working days. Answer telephone calls within 3 rings.
Right To Buy and Shared Ownership valuations	B3 Living have a deadline for providing valuations to the residents as follows: <ul style="list-style-type: none"> • 8 weeks for a house • 12 weeks for a flat or maisonette • Broxbourne Council provides these valuations and aims to give them to B3 living within four weeks of receipt of application.
Roundabout Sponsorship	Install signs within 14 days from the receipt of payment.

Property Services

Our objectives are:

- To maintain and enhance a revenue stream for the Council from the letting of an investment portfolio both within and outside the Borough's boundaries.
- To provide capital receipts from the sale of assets when required.
- To effectively review and manage the Council's Asset Management Strategy and recommend the retention, redevelopment or sale of assets accordingly.

What we do:

- Letting of commercial property
- Lease renewals
- Rent reviews
- Development agreements
- Sales of land and buildings
- Acquisitions of land and buildings
- Issue of licences
- Estate repairs and maintenance (including footpaths, etc)
- Service charges
- Asset Valuations
- Maintenance of the Council's mapping system
- Managing the Council's Asset Management Strategy.



Property service standards

Service	Target
Customer contact	Respond to letters, comments and e-mails within 10 working days. Answer telephone calls within 3 rings.
Management of Estate	Carry out of rent reviews and lease renewals within 9 months of the relevant dates. Respond to repairs requests within 48 hours.
Asset Valuations	Prepare necessary annual valuations for the Council's Financial accounts by 30 April each year.
Service charges	Provide final accounts within 6 months of the end of the financial year.

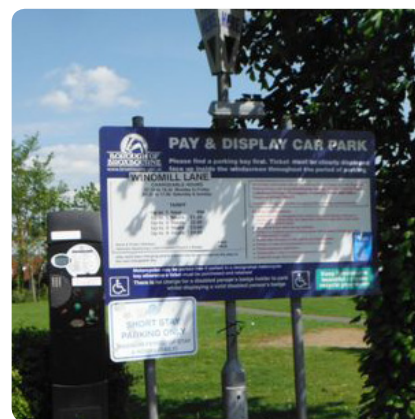
Parking Services

Our objectives are:

- To enable motorists to park safely and conveniently, whilst ensuring the free flow of the highway
- To provide appropriate parking to support the Borough's town centres, balancing the needs of both local businesses and shoppers/visitors.
- To seek to minimise the impact of commuter parking on local residents
- To encourage motorists to park safely and considerately.

What we do:

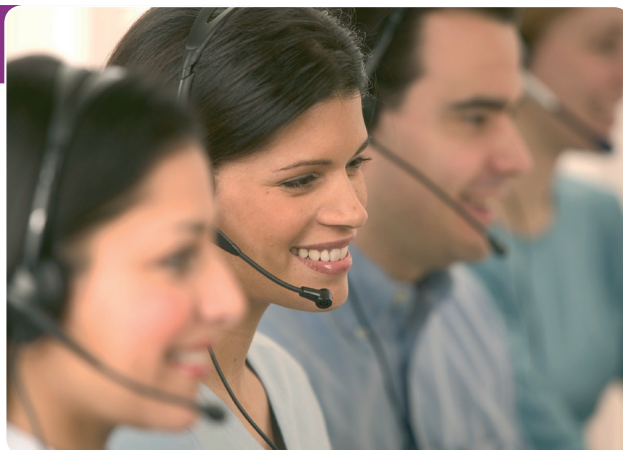
- Provide car parking facilities at 12 sites in the Borough.
- Enforce parking contraventions in the Council's car parks and on street throughout the Borough.
- Help maintain traffic flow and improve road safety.
- Encourage responsible and considerate parking, especially outside schools.
- Assist in improving the parking in town centres for visitors and businesses.
- Aim to achieve a balance that is beneficial to local businesses, whilst also addressing the needs of pedestrians, motorists, shoppers, residents, visitors and the disabled.



Parking Service standards

Service	Target
Penalty Charge Notices	
Challenges	14 days
Representations	56 days (8 weeks)
Appeals	By due date given by Traffic Penalty Tribunal
Processing of Applications for Permits, etc	
Business Permits	5 working days
Special Permits	10 working days
Dispensations	Available next day
Season Tickets	5 working days
Leased Bays	10 working days
Disabled parking bays application	Acknowledgement letter sent within 7 days giving the timeframe for the works, details of the Traffic Regulation Orders (TROs) or a request for further information. An officer will visit the site a month before the start of the TRO to mark a suitable area for the bay.
Construction of the disabled bay	A consultation period of 3 weeks is given in relation to the TRO before the bays are painted on the public highway. The Notice is published in the local newspaper as part of the TRO.

Support Services



Our objectives are:

- To offer help, advice and assistance to all our customers.
- To meet the standards we set.
- To be contactable via telephone, letter, email and/or provide face to face assistance.
- To undertake our duties in accordance with the statutory requirements that regulate our services.
- To maximise the potential for e-enabled transactions in applying for licences, registering to vote and receiving land charge applications for the convenience of our customers and for efficient administration.

What we do:

- Licensing - issue a variety of licences and consents for taxis and private hire drivers and vehicles, premises and individuals supplying alcohol, licences for entertainment venues, scrap metal, gambling premises and street collections.
- Electoral Services - publish and maintain the electoral register including adding new electors.
- Local Land Charges - complete land and property searches which are usually required as part of the property conveyance process.

Support Services standards

Service	Target
Complete local land charge register enquiries and official search applications	Three working days
Enter individuals onto the electoral register	Comply with the statutory timescales for successful applications to be included on the register
Process applications for personal licences	Within 10 working days except those where reference to the police is required to be carried out
Applications for postal votes	Process the application within 10 working days
Applications for taxi and private hire drivers and vehicle licences and private hire operators' licences	Following completion of the required application process, grant licences within 7 days
Applications for scrap collectors' licences and site licences	Same as taxi licensing above
Undertake licensing enforcement	Investigate complaints in accordance with the complaints procedure which requires complaints to be referred to the individual or premises complained of and request their written reply within 7 days.

Freedom of Information

Our objectives are:

- To fulfil the requirements of the FOI legislation.
- To process the requests in a professional manner.
- To meet the 20 working day deadline for each request.

What we do:

- Log each FOI request onto a central spreadsheet.
- Acknowledge receipt of request.
- Save all correspondence.
- Liaise with officers to gather the information that has been requested.
- Give advice to officers, including possible exemptions.
- Respond to each request, always aiming to meet the 20 working day deadline.
- Publish disclosure log for each month of FOIs received.

Freedom of Information service standards

Service	Target
Acknowledge receipt of request and respond with the information, if held.	20 working days
Publish a disclosure log listing FOIs received	Within 1 month

Customer Service

Our objectives are:

- To provide information and advice on Council services.
- To deliver a first class service to all of our customers
- To deal with our customers efficiently, respectfully and helpfully.



What we do:

We provide the following facilities:

- Reception service at Bishops' College, Churchgate EN8 9XQ. Office opening hours are Monday to Friday 8.30am to 5.30pm. You can speak to officers, pay bills via the kiosk, purchase and examine planning applications and more.
- Switchboard - you can telephone the Council's switchboard on 01992 785555. If you know the extension you require, you can enter it into the automated system, or hold to speak to an officer. For genuine out of hours emergencies, call 01992 785528.
- Helpline - you can reach the Council's Helpline by telephoning 01992 785577 or emailing enquiries@broxbourne.gov.uk. Hours of operation are Monday to Friday 8.30am to 5.30pm.
- One Stop Shops at the following locations:
 - Hoddesdon Library, 98a High Street, Hoddesdon.
 - The Laura Trott Leisure Centre, Windmill Lane, Cheshunt.
 - 123 High Street, Waltham Cross.

Opening times are:

Monday to Friday 9am to 5.30pm (5pm at Cheshunt) and Saturdays 9am to 1pm.

Staff can provide information and advice or deal with any concerns over Council services, as well as serving as the Borough's Tourist Information points where a range of brochures and travel information is available.

Customer Service standards

Service	Target
Switchboard	All calls answered within three rings
Correspondence	Responded to within 7 days unless detailed research or consultation is needed, in which case an acknowledgement or interim reply will be provided.
Complaints	Responded to within 10 working Days.

Have Your Say

We welcome any comments on this and, any other leaflets we produce, so as to help us ensure that they meet the needs of the various users of our services.

Director of Finance, Borough of Broxbourne, Bishops' College, Churchgate, Cheshunt, Hertfordshire EN8 9XB

Tel: 01992 785555

Email: enquiry@broxbourne.gov.uk

Website: www.broxbourne.gov.uk

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**BOROUGH OF
BROXBOURNE**
2016: Year of Culture