

Service Standards for this One Stop Centre

We will aim to deal with your enquiry within 15 minutes of you entering the building.

We will give you a survey form to record your opinion of the service and we will give you the opportunity to say how the service should be developed.

The One Stop Centres will be accessible, clean, presentable and pleasant to use at all times.

We will wear name badges so you know who we are. If we have to pass your enquiry to a colleague, we will give you their name.

We will be courteous and helpful. We will listen to you and deal with your enquiry efficiently, quickly and fairly.

We will communicate with you using language that is clear and easy to understand.

If you need to discuss a sensitive or confidential issue, we will arrange for you to be seen in private.

Council leaflets and information can be made available in other languages, large print, audio tape, or Braille, as appropriate.

We will arrange an interpreter for you, by appointment, if English is not your first language, or if you use British Sign Language.

We welcome and encourage your feedback and will try to resolve any complaints on the spot. Where this is not possible, we will acknowledge your complaints within three working days and provide a full response within 15 working days.

We will acknowledge emails to publicly advertised email addresses within one working day and provide a fuller response as early as possible, but certainly within 10 working days.

We will answer your telephone calls promptly and professionally (calls are handled by the Contact Centre).

We will respond to your written correspondence within ten working days.



The Reginald Centre Customer Services Team



263 Chapeltown Road
Leeds LS7 3EX

Opening hours

Monday 8.30am to 5pm

Tuesday 8.30am to 5pm

Wednesday 8.30am to 5pm

Thursday 8.30am to 5pm

Friday 8.30am to 5pm

Saturday 11am to 1pm by appointment only

Appointments are available 8.30am to 5pm Monday to Friday and from 11am to 1pm on a Saturday for Housing Benefit, Council Tax Benefit and council tax enquiries. You can book these in person at The Reginald Centre or by phoning the Council's Contact Centre on 0113 2224404.

The centre brings together various services under one roof, making it easier to contact us face-to-face. This is a free and confidential service. The main services provided by our fully-trained team include the following.

- Adult Social Care
- Children and Young People Social Care
- Disabled parking badges and disabled bus passes
- East North East Homes Leeds
- Council benefits including school meals and clothing vouchers
- Council tax
- Parking-related services
- Other council services such as environmental services, emptying wheelie bins, street lighting and maintaining roads and pavements
- Information on Credit Union products

Throughout the week, a number of advice sessions take place. They are all free and confidential.

- A welfare rights worker is available every Monday from 1.30pm to 4pm to give advice and information on welfare benefits. Call in or phone 0113 3760452 to make an appointment.
- **A registrar of births and deaths is available by appointment on Wednesday Friday. Call in or phone 0113 2224408 to make an appointment. You can also make an appointment to 'Tell Us Once', a service which enables you to report the birth or death just once to us and then have the information automatically sent to other council and government agencies such as the passport office, the DVLA, the Benefits and Pensions service. This service is here to save you time so you don't have to contact all these organisations yourself.**
- Housing Options are available on a Wednesday. To make an appointment phone 0113 2224412.
- A Jobshop is available Monday to Friday 9am to 4pm giving advice and guidance on seeking work and on training and job opportunities. For information call 0113 3367649.
- Leeds City Credit Union are open here Mondays and Tuesdays 1.30pm to 4.45pm. There is no cash service available.

Facilities in the building include:

- Self service pc's
- Hotline phones for Leeds City Council enquiries
- **The Reginald Centre is the base for Leeds City Council Library Service, East North East Area Management and East North East Environmental Action Team**
- **NHS services to be provided at the Centre are listed below:-**
GP practice, Community Dental Service, Community Diabetes Service, Contraception & Sexual Health (CaSH), Health Access Team, Health Visitors, Primary Care Trust Mental Health Team, School Nursing Service, Pharmacy

If you prefer, you can phone the individual departments for help and advice.

- Adult Social Care: 0113 2224401
 - Anti-Social Behaviour: 0113 2224402
 - East North East Homes Leeds: 0800 915 1600 or 0113 3984711
 - Aire Valley Homes: 0800 915 6660 or 0113 3984710
 - West North West Homes Leeds: 0800 915 1113 or 0113 3984708
 - Choice Based Lettings: 0113 2224413
 - Children and Young People Social Care: 0113 2224403
 - Council tax and benefits including Housing Benefit and Council Tax Benefit, benefit fraud, free school meals and school clothing vouchers: 0113 2224404
 - Customer Relations including customer feedback, compliments and complaints: 0113 2224405
 - Environmental Services including collecting rubbish, recycling, noise from homes and industrial noise, pest control, cutting grass, removing needles and removing graffiti: 0113 2224406
 - Highways including street lighting, street cleaning and car parking: 0113 2224407
 - Registrars including births, deaths, marriages and ceremonies: 0113 2224408
 - Planning: 0113 2224409
 - Disabled parking badges and bus passes: 0113 2224444
 - Housing Options: 0113 2224412
 - For Education Maintenance Allowance enquiries: 0808 101 6219
 - For financial support for higher education: 08456 077 577
- Minicom: 0113 2224410
Fax: 0113 2457890

E-mail: general.enquiries@leeds.gov.uk

Out-of-hours emergency phone numbers

- Council house repairs: 0800 9151600
- Social Care and homelessness: 0113 2409536

In our main waiting area you will find a wide range of information, from advice about benefits to local events and what is happening in our city. If there is any information you cannot find, please ask one of our team.

All One Stop Centres are Hate reporting centres for reporting Hate crime and getting advice.