

Long Stratton Town Council Community Service Policy

Background

Long Stratton Town Council are committed to providing high standards of community care and service standards in all areas of our work. This policy is to be used in conjunction with the council's communication policy, communication plan and complaints policy.

Community care involves putting customers first and respecting their needs, rights and views. Community are classified as anyone approaching the Council and they can be external and internal. The Council's main priority are those that live and work in Long Stratton.

This policy is intended for the Council's officers and Councillors. It will be made available on the Council's website.

Service Standards

All council owned buildings will be non-smoking, clean, tidy, safe, welcoming and comfortable.

All buildings where possible will provide access to the community that have prams, pushchairs, wheelchairs and mobility scooters. Disabled facilities will be provided.

Council owned buildings will maintain opening hours in the need to provide a good community service.

Swan Lane public toilets and the Pavilion public toilets at Manor Road playing fields will be open from 8am – 3pm during winter months. 8am – 4pm during spring and autumn, and 8am – 5pm during the summer months. Whilst I appreciate this does not accommodate those using the center of Long Stratton or the playing fields after the closing hours, the Council has limited resource to lock the toilets.

The Council Office at the Pavilion, Manor Road playing fields will be open Monday – Thursday 10am – 2pm. Whilst every effort is made to maintain these times, the Council office occasionally is unmanned due to training, meetings, annual leave of absence or sickness absence, therefore those wishing to discuss a matter with the Council is encouraged to either call beforehand on 01508 530524 or to make an appointment by either calling the office number or emailing office@longstrattontowncouncil.gov.uk.

All opening times will be advertised on the website and in the event of an unmanned office there will be a notice placed in the office window.

Emails will be responded to within 5 working days of receipt. An automatic response will be provided to the sender advising of this. Emails will be clear and concise without jargon.

Telephone calls to the office will be answered promptly. There is an answerphone service for calls where either the office is closed or officers are dealing with other queries. All answerphone messages will be responded to within 1 working day. Officers will do their best to answer queries at the point of enquiry. On occasion, the officer may need to investigate the query, if this occurs contact details for the enquirer will be taken and when the answer is available the enquirer will be contacted using their chosen method of contact.

The website will be updated with all relevant information within 1 working day of it being received in the Council office. The website will host agendas and minutes of meetings, finance and policies and procedures to name a few. www.longstrattoncouncil.info
The website will comply with the accessibility and transparency codes.

Council officers will be presentable, professional and welcoming to all of the community. Grounds men will be identified by wearing a uniform.

Right to information and GDPR

All customers have a right to privacy. Personal details held of members of the community will only be held by the Council until the enquiry has been dealt with unless they have written permission from the individual to hold their personal details longer than necessary. This is in accordance with the Council's GDPR policy.

All of the community have the right to information, the Council where appropriate will put all the information onto the Council's website. If a member of the community makes an enquiry that is available from the website, the member of the community will be directed to the website.

members of the community are able to make Freedom of Information (FOI) requests and Subject Access Requests (SAR). Where such an application has been received, the Council will follow the correct procedures as per the FOI policy.

All end of year financial information and the Council's annual report will be on the website.

Complaints

If a member of the community becomes dissatisfied with the service received, they will be sent a copy of the complaints policy along with the relevant forms. This will be dealt with by the Council as per the complaints procedure.

Adopted by Long Stratton Town Council February 2024

Review date February 2026