

## 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.



## City Centre One Stop



**2 Great George Street  
Leeds  
LS2 8BA**

### Opening hours

**Monday 8.30am to 4pm  
Tuesday 8.30am to 4pm  
Wednesday 8.30am to 4pm  
Thursday 8.30am to 4pm  
Friday 9.30am to 4pm**

**Saturday morning appointments are available at the Reginald Centre (Chapelton) and the Compton Centre (Harehills). Please phone 0113 2224404 to make an appointment.**

**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.**

- Housing Benefit (help to pay your rent)
- Council Tax Benefit (help to pay your council tax)
- Free school meals and school clothing vouchers
- Council tax enquiries
- Business rates
- Housing enquiries
- Adult Social Care
- Children and Young People Social Care
- Leeds card – a discount card for leisure services throughout the city
- Parking-related enquiries

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

**Our team of customer services officers on the helpdesk will aim to help with any council service or will tell you who is the best person to help, or for more complex enquiries will make you a 30 minute appointment. You can book an appointment in person at the City Centre One Stop or by phoning the Contact Centre on 0113 2224404. Staff on the helpdesk handle the waiting times for all enquiries and they make sure each customer is seen in order.**

- There is a Job Shop in the Centre Monday to Thursday from 9am to 4pm and on a Friday 9.30am to 4pm offering information and advice on jobs and training.

Throughout the week we hold events as a result of requests from people using the service. They are all free and confidential.

#### **Monday**

- Chinese advice surgery for advice on welfare benefits and welfare rights. Phone 0113 3760452 to make an appointment.

#### **Tuesdays**

- Advice on welfare rights and welfare benefits. Phone 0113 3760452 to make an appointment or for details of local surgeries in your area.
- Leeds City Credit Union provides simple, affordable financial services and has a branch in the One Stop Centre. **The branch is open on Monday, Tuesday, Wednesday and Thursday from 8.30am to 4pm and Friday from 9.30am to 4pm.**

**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](mailto:general.enquiries@leeds.gov.uk)

Out-of-hours emergency phone numbers

- Council house repairs: 0113 3760499
- 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.**