

Your Council Services

A guide to services from
Huntingdonshire District Council

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If you would like a translation of this document, a large text version or an audio version, please contact us on 01480 388388 and we will try to accommodate your needs.

Jeśli chcieliby Państwo otrzymać tłumaczenie tego dokumentu, wersję dużym drukiem lub wersję audio, prosimy skontaktować się z nami pod numerem 01480 388388, a my postaramy się uwzględnić Państwa potrzeby.

Se quiser uma tradução desse documento, por favor, contate o número 01480 388388 e tentaremos acomodar as suas necessidades.

Jeigu norite gauti šio dokumento išverstą kopiją arba atspausdintą stambiu šriftu, prašau kreiptis į mus telefonu 01480 388388 ir mes pasistengsime jums padėti.

Your Council

What we do

Huntingdonshire District Council provides a range of services to help with day to day living.

We can help you with things like:

- Money towards housing costs (for those who are eligible)
- Bus passes (for those who are eligible)
- Repairs and improvements
- Refuse collection and recycling
- Environmental services

We also provide places where you can go and enjoy your leisure time.

These include:

- Leisure centres
- Parks and open spaces
- Outdoor activities

We understand some people need extra help to access our services.

This booklet tells you how to get the information you need.

We may need to ask you for information about yourself so we can help you. Sometimes we may ask you to fill in a form. Our Customer Service staff will be happy to help.

All personal details are held in keeping with the Council's Data Protection Policy.



Get in touch

You can contact us by phone, email, letter or the internet.

By phone 01480 388388

By email mail@huntingdonshire.gov.uk

By letter Please write to:

Huntingdonshire District Council,
Pathfinder House, St Mary's Street,
Huntingdon, PE29 3TN

Our web site www.huntingdonshire.gov.uk

You can find information about all our Council services by using our web site. If you are blind or have a visual impairment you can listen to our web site by clicking on the button 'Listen to page' at the top of each page.

How to pay

You can pay your Council tax, parking fines or invoices on our website or by phone on 01480 388165



Visit us

If you want to come and talk to someone, you can visit one of our Customer Service Centres. If you are not sure where to come, we can give you directions or send you a map.

All our Centres are accessible.

We can arrange for you to speak with someone who uses sign language or help with interpreting.

- **Huntingdon Customer Service Centre**

Pathfinder House, St Marys Street, Huntingdon PE29 3TN
01480 388388

Monday to Thursday: 9am to 5pm, Friday: 9am to 4.30pm

There is a special entrance for wheelchairs and mobility scooters: just follow the signs.

- **Ramsey Community Information Centre**

39 Great Whyte, Ramsey PE26 1HH
01487 815213

Monday to Friday: 9am to 12.30pm and 1pm to 4.30pm

- **St Ives Customer Service Centre**

Town Hall, Market Hill, St Ives PE27 5AL
(access for people using wheelchairs, mobility scooters or prams is at the back of the building)
01480 388572 or 388571

Monday, Thursday and Friday:
9am to 1pm and 1.30pm to 4.30pm

- **St Neots Customer Service Centre**

The Priory Centre, St Neots PE19 2BH
01480 388729 or 388731

Monday to Thursday: 9am to 5pm,
Friday: 9am to 4.30pm

- **Yaxley Community Information Centre**

Unit 7, Malting Square, Broadway Shopping Centre, Yaxley PE7 3JJ
01733 247133

Monday to Friday: 9am to 12.30pm and 1.00pm - 4:30pm



Your Home

The Housing Team can advise you on a range of services available to you. You can phone them on 01480 388218.

Housing Services

The Housing Advice Service in Huntingdon provides vital assistance on a wide range of housing related problems, this could include, finding a new home or maintaining your current home.

Repairs and improvements

People who are claiming benefits or are disabled may be able to get money for home repairs and adaptations. That means things that make it easier to stay independent and safe in your home.

To find out more about repairs, contact 01480 387085.
To find out about adaptations for disabled people, contact 01480 387084 or visit the website.



Housing and Council Tax Benefits

If you are on a low income or you claim some benefits you may be able to get housing benefit to pay some or all of your rent. You may qualify for Council tax benefit if you have to pay a Council tax bill for your home. Alternatively, if you are the only adult living with someone who has to pay the Council tax (and you are not their spouse or partner) and you have a low income, they may be able to get a Council tax reduction. This is called a Second Adult Rebate. You can get more information about how to qualify for these benefits from our web-site or phone the benefits team on 01480 388308.

Council Tax - Reductions for disabled people

If you, or someone who lives with you, need a special room, an additional bathroom or kitchen, or extra space in your home to meet their special needs because of a disability, then you may be entitled to a reduction in your Council tax bill. Check the details on the web-site or phone 01480 388030.

Refuse and Recycling

The Council collects your refuse and recycling. You should always use the wheeled bins or sacks provided by the Council. You can help us by making sure:

- You use the correct wheeled bins provided by the Council.
- You should put out your wheeled bin or sack before 6.30am at the edge of your premises nearest the public highway, on your collection day.



Some refuse can be recycled or composted, which is good for our environment. Things that can be recycled, like newspapers, tins or glass and plastic bottles, should go in the recycling bin provided. Garden waste, kitchen waste and shredded paper can be composted, and should go in the garden bin provided. To find a full list of everything that you can recycle please visit our website.

You can find out which days your refuse and recycling are collected by phoning 01480 388388, or you can use the online calendar on our web site.

Environmental Health

Huntingdonshire District Council's Environmental Health Service is responsible for protecting and improving the health, safety and welfare of local residents, visitors and people who work in Huntingdonshire. We have an interest in pollution, food safety, health and safety at work, housing, public health, noise nuisance, animal welfare and pest control.

Much of our routine work is carried out by visits to premises within Huntingdonshire. Other work is carried out in response to requests from members of the public. You can make a request by telephone, by visit to the Council offices or online.



In response to service requests and complaints the Environmental Health staff will:

- Provide an initial response within five working days
- Provide information and advice
- Look at and assess the evidence
- Consider enforcement action

Telephone: 01480 388302 - for general enquiries
or 01480 388319 - to talk to someone about pests.

Anti-Social Behaviour and Noise

Although Huntingdonshire is regarded as a safe place to live and work, residents' concerns about Anti-Social Behaviour are real and people are more aware of being able to do something about it. The Community Safety Team is working with local people, communities, and organisations to address the issues. You can find out more by telephoning, visiting the Council offices or looking at our website.

Planning and Conservation

Huntingdonshire is considered a pleasant place to live. One of the reasons is that our Planning Services Team ensures that planning applications for new developments such as new homes or businesses are appropriate and don't spoil the character of the area. There are also specialists dealing with Urban Design, Trees, Landscape and Conservation.

You can contact Planning Services on: 01480 388424



Your Leisure Time

The Sport and Active Lifestyles team offers a wide range of sport and health related activities to promote a healthy population within the district. The team works closely with others to help provide these activities, such as: young peoples holiday programmes, disability sports clubs and health walks. Support is also offered to local sports clubs to help provide access to leisure. You can find out more by telephone, by visiting the Council offices or online.

One Leisure

The Council runs five leisure centres with activities for all ages, interests and abilities. These are:

Huntingdon

One Leisure Huntingdon, St Peter's Road,
Huntingdon PE29 7DA. 01480 388600

Ramsey

One Leisure Ramsey, Abbey Road,
Ramsey PE26 1DP. 01487 710275

Sawtry

One Leisure Sawtry, Green End Road,
Sawtry PE28 5UY. 01487 832161

St Ives

One Leisure St Ives, Westwood Road,
St Ives PE27 6WU. 01480 388500

St Neots

One Leisure St Neots, Barford Road,
Eynesbury, St Neots PE19 2SA
01480 388700

All our Leisure Centres have swimming pools.



Parks and Open Space

If you enjoy the countryside you can visit one of our parks or nature reserves:

Hinchingbrooke Country Park

Brampton Road, Huntingdon, PE29 6DB. 01480 451568

St Neots Priory Park

Off Huntingdon Road and Priory Hill, St Neots

St Neots Riverside Park

Eaton Meadow and Regatta Meadow, St Neots

St Ives Hill Rise Park

Hill Rise, St Ives

Paxton Pits Nature Reserve

Paxton Pits Nature Reserve,
High Street, Little Paxton,
St Neots PE19 6ET
01480 406795



Our parks and nature reserves are currently free to use, you may have to pay for car parking. The Council provides 35 play areas and seven skate parks across the district. Further details can be found on our website.

Markets

Markets are held every week at Huntingdon, St Ives, St Neots and Ramsey.

Huntingdon: Wednesday and Saturday

St Ives: Monday and Friday

St Neots: Thursday

Ramsey: Saturday

There are Farmers' Markets in Huntingdon, Ramsey and St Ives. See www.huntingdonshire.gov.uk/markets for more details.

Your travel

Bus Passes

Currently pensioners and people with a disability are able to get free off-peak travel on local buses (and some coaches) anywhere in England.

To get a bus pass, you need to fill in a form which you can get by telephone on 01480 388388, or in person at one of our Customer Service centres. You can also download a form from our web site.

You will need to return the form to the Council with a passport photograph. In most cases we will post your bus pass to your home within 21 days.

We Support Shopmobility

Shopmobility is in Princes Street car park, Huntingdon. There are 12 mobility scooters and manual wheelchairs that you can borrow. There is an accessible toilet with a ramp. Radar keys are also available.

Shopmobility is open from 9.00 to 3.00, Tuesday to Saturday.

For more information, call 01480 432793.



Your say

Your opinion is important. There are a number of ways you can tell the Council and politicians about things that matter to you.

Public consultation

The Council asks people for their opinions about our services in a number of ways. This is often called public consultation.

- Events: we run events where people can come and talk to us about important local issues. Details of these events are on the 'Get Involved' section of the Council's web site.
- Surveys: these can be by post, in person or on our web site. We use surveys to ask peoples' opinions about important local issues



We can help or support you to take part in a consultation event or survey.

Personal details

Sometimes we ask for your personal details when we do consultations or surveys. These are things like your name, address and date of birth.

These details help us get a better picture of the people who live in our District, and to make sure we are getting the opinions of a wide range of customers. Sometimes we will ask if we can contact you again to hear more about your opinions.

Your personal details are kept safely by the District Council. We do not give your details to anyone else.

Neighbourhood Forums

Neighbourhood Forums are meetings where you can talk about issues that are important to the place where you live. People from the Police, the Health Service, the Fire Service, local Councils and Luminus Homes are there to answer your questions and listen to your views.

Neighbourhood Forum meetings are held in the evenings in St Ives, St Neots, Huntingdon, Ramsey or North West Huntingdonshire (Yaxley/Sawtry areas).

To find out more, contact The Neighbourhood Co-ordinator on 01480 388008

Your Councillors

Huntingdonshire District Council has 52 Councillors. Each Councillor is responsible for a particular area, called a 'ward'. Sometimes there is more than one Councillor to a ward. Their job is to represent the people who live in their ward get the Council services they need.

You can find the name of the Councillor for the area where you live by visiting the Council's web site or phoning us on 01480 388388.

Elections and your vote

Elections give you the chance to vote for the candidate you think best represents your views. You must be over 18 and a citizen of the UK, EU or a Commonwealth country to vote.

The Council will send a form to your home in



August each year. The form asks for the name and nationality of everyone living at your home that is eligible to vote. The Council will add your name to the list of people who can vote (this is called the 'electoral register').

Once your name is on the register, you have a choice of ways to vote:

- You can vote in person at a Polling Station near where you live
- You can arrange to vote by post
- You can ask another person to vote for you. This is called a 'proxy' vote, see our website for more details.

Important: If you would like a postal vote or a proxy vote, you will need to complete a form to do this. Forms are available from the Council's Electoral Registration team: telephone 01480 388017 or through the 'Get Involved' section of the Council's web site.

There are different types of elections where you can vote:

- **Local Elections**

Everyone on the electoral register can vote for the Parish, Town, District or County Councillor who represents your area. Depending on how many councillors represent your area depends on how often you vote, but you will have an election at least twice in every four year cycle and maybe an election every year. The last local elections were held in 2010.

- **UK Parliamentary Elections**

Most electors can vote for their Member of Parliament to represent their views to the UK Government. National elections are usually held every four or five years. The last General election was held on 6 May 2010.

- **European Elections**

The majority of voters can cast their vote to help elect 7 Members for the European Parliament who represent your views to the European Union. European elections are held every five years. The next European Election will be held in 2014.

Complaints and Compliments

We want to hear from you if something goes wrong or you are not happy with the service you have received.

We will do our best to make things right.

We also like to know when you are happy with the things we do. This helps us plan the services you want.

There are a number of ways you can contact us:

By telephone:

01480 388388

By letter addressed to:

Huntingdonshire District Council, Pathfinder House,
St Mary's Street, Huntingdon, PE29 3TN

By email:

complaints@huntsdc.gov.uk

By using the form on our web site:

If you are blind or have a visual impairment you can listen to this form by clicking on the button 'Listen to page'.

In Person:

You can come and talk to us at one of our Customer Service Centres. Details can be found on page 6.

If you know someone who is committing fraud which affects any of the council's services you can report this to the Fraud Team via: Tel: 24 Hr hotline: 01480 388188

Email: fraud.team@huntsdc.gov.uk

HDC Wesbite: 'Whistleblowing Page' or 'Benefit Fraud Page'

In person or writing: Fraud Team, Pathfinder House, St Mary's Street, Huntingdon, PE29 3TN

Who Provides Services?

County Councils provide:

- Education
- Social Services
- Transport
- Countywide Planning
- Trading Standards
- Mineral, Waste and Landfill Sites
- Libraries
- Highways

District Councils provide:

- Local Planning
- Housing
- Building Regulations
- Environmental Health
- Refuse and Recycling Collection
- Play areas
- Parks and Open Space

Parish/Town provide:

- Allotments
- Cemeteries
- Community Halls
- Play Areas
- Parks and Open Space

Many services such as provision and maintenance of parks, open space, toilets and street lighting may be provided by any of the three levels of Council.

