

IT'S
EASY



to contact Redcar &
Cleveland Borough
Council



**look inside to find
out how...**

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to contact Redcar & Cleveland Borough Council

We've made it easy to contact Redcar & Cleveland Borough Council.

There are several ways to get in touch:

- phoning our contact centre
- visiting one of our One Stop Shops
- logging on to our website and more.

This leaflet provides information on them all - simply choose which is best for you.



**IT'S
EASY**

By phone

There's one simple number to call to gain access to any of our services:

0845 612 612 6

It puts you in touch with our contact centre in Redcar and is charged at local rate.

Depending on your enquiry, the advisor you speak to can resolve it for you or - during office hours - can connect you direct to the service you require. Staff will either be on hand to help or will call you back if they're out of the office.

Our contact centre is open every Monday to Friday from 8am to 8pm and on Saturdays between 9am and 4pm.

By visiting ^{IT'S} **EASY** a One Stop Shop

There are four One Stop Shops – one in Redcar, Guisborough and Eston – and a mobile One Stop Shop that tours the Borough.

You can talk in person and in confidence to a highly-trained member of staff who is on-hand to deal with your enquiry. No appointment is needed.

You can enquire about Council Tax or Housing Benefit, report faulty street lights, pot holes or order a new wheelie bin – anything in fact, on any of the services provided by the Council.

Using modern technology, information can be sent straight away to staff who deal with that service, including those that are mobile and working in the community.

Our One Stop Shops are located at:

Redcar & Cleveland House

Kirkleatham Street, Redcar

Belmont House

Rectory Lane, Guisborough

Redcar & Cleveland Town Hall

Fabian Road, Eston

and are open every Monday to Friday from 9am to 5pm and every Saturday from 9am to 4pm.

Our mobile One Stop Shop brings the same service closer to your home if you live in other parts of the Borough.





The vehicle is out-and-about every weekday with two dedicated staff on-hand to deal with your enquiries. Just turn up and hop on board – there's no need to book.

It has satellite technology and can also be used to contact the Citizens' Advice Bureau, Redcar & Cleveland Mind, the Junction, Women's Aid and the Police Domestic Violence Service.

You can find the mobile One Stop Shop at

- **Beverley Road, Nunthorpe**
12.30pm to 4pm every Monday

- **High Street, Lazenby**
9.30am to noon every Tuesday

- **Behind the Voyager pub, off The Avenue, Guisborough** 1pm to 4pm every Tuesday

- **Station Hotel car park, Boosbeck**
9.30am to noon every Wednesday

- **Kilbridge Close shops, New Marske**
1pm to 4pm every Wednesday

- **Near the Village Hall, Lingdale**
9.30am to noon every Thursday

- **Near the Village Hall, Moorsholm**
1pm to 4pm every Thursday

- **Riverside Buildings, Skinningrove**
9.30am to noon every Friday

- **Near Abingdon Road shops, Easington**
1pm to 4pm every Friday

By RNID Typetalk

RNID Typetalk is the national telephone relay service which enables deaf, deafblind, deafened, hard of hearing and speech impaired people to communicate with hearing people through a textphone with a display screen and keyboard.

Callers speak or type in their conversation and replies are relayed instantly by the RNID Typetalk Operator who acts as a link between the textphone user and the Council. The service provided is discreet and confidential.

Textphone users can get in touch with our contact centre by ringing

18001 0845 612 612 6

to receive the same service as other callers by phone (see page 3 of this booklet).

You can ask to receive further information from RNID Typetalk by calling 0800 7311 888 (voice) or 0800 500 888 (text).





**IT'S
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By using Viewpoint

Our Viewpoint service is located in eleven libraries across Redcar & Cleveland: Brotton, Dormanstown, Grangetown, Laburnum Road, Loftus, Marske, Ormesby, Roseberry Square, Saltburn, Skelton and South Bank.

It provides a free, confidential room where you can use simple webcam technology to speak with an advisor from the Council for help and advice on any of our services. You can also contact the Citizens' Advice Bureau, Redcar & Cleveland Mind, the Junction, Women's Aid and the Police Domestic Violence Service.

Using Viewpoint is just like speaking to a TV screen. You simply touch the screen twice to connect to the service you require and you will see the advisors face appear. Everything else is done for you by the advisor taking the call.

The service is free and no appointment is needed. Viewpoint is available throughout library opening times.

IT'S
EASY

By visiting our website

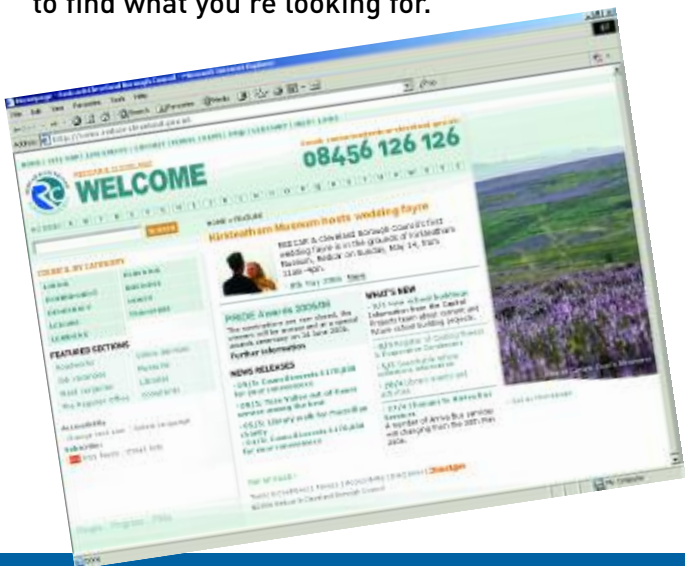
You can contact us over the internet at any time by visiting our website at:

www.redcar-cleveland.gov.uk

You can use the links from the home page to the 'contact us' section of the website and send us an e-mail with your enquiry.

Another link from the home page allows you to download and print any of the wide variety of forms issued by the Council – for anything from making a planning application to the removal of a wasps nest.

On our website you will find lots of useful information about the Council and the services we provide. It is laid out in a user-friendly way to make it as easy as possible to find what you're looking for.



In fact, there are a whole host of things you can do by visiting our website:

- View planning applications
- Renew library books
- Pay Council Tax
- Request advice
(for example, on food safety or welfare rights)
- Enrol on an adult education class
- Report Clean, Green & Safe issues
(such as dumped rubbish, vandalism to play areas or incidents of anti-social behaviour)
- Pay parking fines -
and much, much more.

There is also a section that offers on-line help and links to other useful websites.



By using a kiosk

There are five kiosks in the Borough that you can use to obtain information about our services and to contact us by e-mail.

They are located on Redcar High Street, Lingdale Village Hall and at Brotton, Marske and Ormesby libraries. Look for the touchscreen alongside the i-plus symbol or – for those in the libraries - ask a member of staff who will be happy to help.

The kiosks are free and are easy to use – you simply touch the screen and are guided to the information you want.

You can also find out details about local job vacancies, events and community information, send e-mails and print an e-card.

You can use the kiosk on Redcar High Street at any time and the others during advertised opening times for each library and for Lingdale Village Hall.





By letter **IT'S EASY**

You can write to us about any of our services or to provide us with information.

We have premises at the following four addresses:

Town Hall, Fabian Road, Eston, TS6 9AR

Redcar & Cleveland House,
Kirkleatham Street, Redcar, TS10 1RT

Seafield House, Kirkleatham Street,
Redcar, TS10 1SP

Belmont House, Rectory Lane,
Guisborough, TS14 7FD

A to Z Guide

We want to make it as easy as possible for you to find out what services we provide.

This year, we have produced the first 'A to Z Guide to Council Services' - delivered through your letterbox, to read and keep.

The Guide contains a list of over 300 different types of Council services and provides you with the telephone numbers and e-mail addresses you need to get advice on a wide range of activities and services.

The Guide is available on our website and additional copies or alternative formats or languages are available by contacting the Communications Team on 01642 444623 or by e-mailing:

communications@redcar-cleveland.gov.uk

We care about you and undertake to deal with your enquiry quickly and courteously.

In December 2005, the Audit Commission rated Redcar & Cleveland Borough Council as one of the best performing local authorities in the country - our aim is to stay that way.

This information is available on request in other languages, in Braille, on tape and in Large Print. For further information contact 0845 6126126.

يمكن الحصول على هذه المعلومات، عند طلبها، بلغات أخرى أو بلغة بريل أو على شريط صوتي أو بخط كبير. لمزيد من المعلومات اتصل بـ 0845 612 612 6

این اطلاعات در صورت درخواست به زبانهای دیگر، به خط بریل، روی نوار صوتی و یا بصورت چاپ شده با حروف بزرگ موجود است. برای کسب اطلاعات بیشتر به شماره 0845 612 612 6 تلفن فرمایید.

Bi daxwazê va ev agahî bi zimanên din, bi Braille*, li ser kasetan û bi Tîp û Herfên Mezin heye. Ji bo bêtir agahî, peywendî bi telefona 0845 612 612 6 dahînin.
Braille*(şiklê ko kesê nikarin baş bibînin dikarin pê bixwînin)

ئەگەر داواکەریت، دەتوانیت ئەم زانیاریانە بە زمانەکانی تر، بە بریل (شیوای نووسینی نابینا)، لەسەر شریتی دەنگ یان بە چاپی پیتی گەورە، داوین بکەین. بۆ زانیاری زیاتر تکایە پەیوەندی بە ژمارەی 0845 612 612 6 بکە.

இத்தகவல் தேவையான மற்ற மொழிகளிலும், பிரெய்ல், ஓலி நாடா மற்றும் பெரிய அச்ச எழுத்துக்களிலும் கிடைக்கின்றன. மேலும் கூடுதல் தகவல்களுக்கு தொடர்பு கொள்ளவும் 0845 612 612 6.

یہ معلومات درخواست کرنے پر دیگر زبانوں، بریل، ٹیپ اور بڑے حروف میں دستیاب ہے۔ مزید معلومات کے لیے 0845 612 612 6 پر رابطہ کریں۔

Produced by Redcar & Cleveland Borough Council
Corporate Communications Team

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